



ONE PROPOSAL

Jesuit response to Ukraine Crisis

ANNUAL REPORT

24/02/2022 - 31/12/2022

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EXECUTIVE SUMMARY

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1. Summary

One year has passed since the initiation of an International Armed Conflict in Ukraine by the Russian Federation. Over this time, Europe has seen its largest humanitarian crisis in recent history: since the 24th of February, 2022, millions have been forced to flee Ukraine, and millions more remain displaced inside the country. Although the conflict itself has become more static in recent months, and although Ukraine no longer receives the media and popular attention as it did previously, the conflict rages on, and more people have to leave their homes due to violence every day. The massive, urgent humanitarian needs presented by such a displacement crisis have only increased in recent months, as winter has brought worsened conditions for displaced people and increased prices for basic goods and utilities across Europe. Throughout this terrible time, the Jesuit Refugee Service, Xavier Network, and the Society of Jesus in Europe have worked to accompany, serve, and advocate for those displaced by the conflict in Ukraine, its neighbouring countries, and around Europe.

Upon the outbreak of the conflict, in February 2022, the Society of Jesus in Europe mobilised to welcome and provide assistance to refugees and displaced people. JRS Europe was mandated by the Curia of the Society of Jesus and the International Office of JRS to coordinate this response to the emergency by the Society of Jesus. Since then, JRS Europe, JRS European Country Offices, and partners of JRS have worked to welcome, protect, promote, and integrate refugees from the conflict. Following a needs assessment mission by JRS and the Xavier Network in March 2022, JRS Europe worked with the JRS Country Offices most involved in the crisis to develop a single, coordinated response: the One Proposal. Over the past year, we have worked to implement and, where necessary, adapt the

Note:

In this document, the war in Ukraine is termed as an International Armed Conflict (IAC). In this, we follow the example of the ICRC (Armed conflict in Ukraine: a recap of basic IHL rules - Humanitarian Law & Policy Blog ([icrc.org](https://www.icrc.org))). This example is rooted in International Humanitarian Law, which classifies International Armed Conflict as a conflict between the armed forces of two states. When we use the word 'conflict' in this proposal, it is shorthand for the International Armed Conflict between Russia and Ukraine. In this document, we also use other terms. As a refugee organisation, we refer to the (humanitarian) 'crisis' or (humanitarian) 'emergency' facing displaced people. At various points, we also refer to the invasion of Ukraine.

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One Proposal, and so far JRS and the Society of Jesus have served 56,042 people through this response. This report details the work undertaken as part of the One Proposal in the period from the 24th of February to the 31st of December, 2022.

Although the humanitarian needs created by this conflict are immense, there has been a substantial and wide-ranging response by European governments, national NGOs, international organisations, and civil society across the region. Organisations and governments have distributed emergency aid, materials, voucher and cash support, and other humanitarian relief. JRS teams around Europe and their partners joined in this effort, working at the borders, in cities, and elsewhere to provide short-term emergency assistance and advice to those fleeing the war. This support was vital in the opening months of the conflict, as millions crossed the borders from Ukraine, and it remains important today, as refugees and displaced people continue to flee the war-affected areas and continue to face urgent needs. However, following its mission to accompany, serve, and advocate for displaced people, JRS' work through the One Proposal in particular focuses on the long-term accompaniment of those affected by the war.

As such, while larger organisations and governments often focus on large-scale, impersonal distribution of aid, or short-term programmes which are

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now coming to an end, JRS has worked to fill a different role, by providing ongoing, integrated, long-term support for basic needs, for shelter, for accompaniment and integration, for education, and for other needs faced by those we serve. The importance of this longer-term support has grown in the months since the beginning of the conflict, as refugees displaced for protracted periods of time need access to employment, psychosocial support, education, sustainable shelter, and other basic rights.

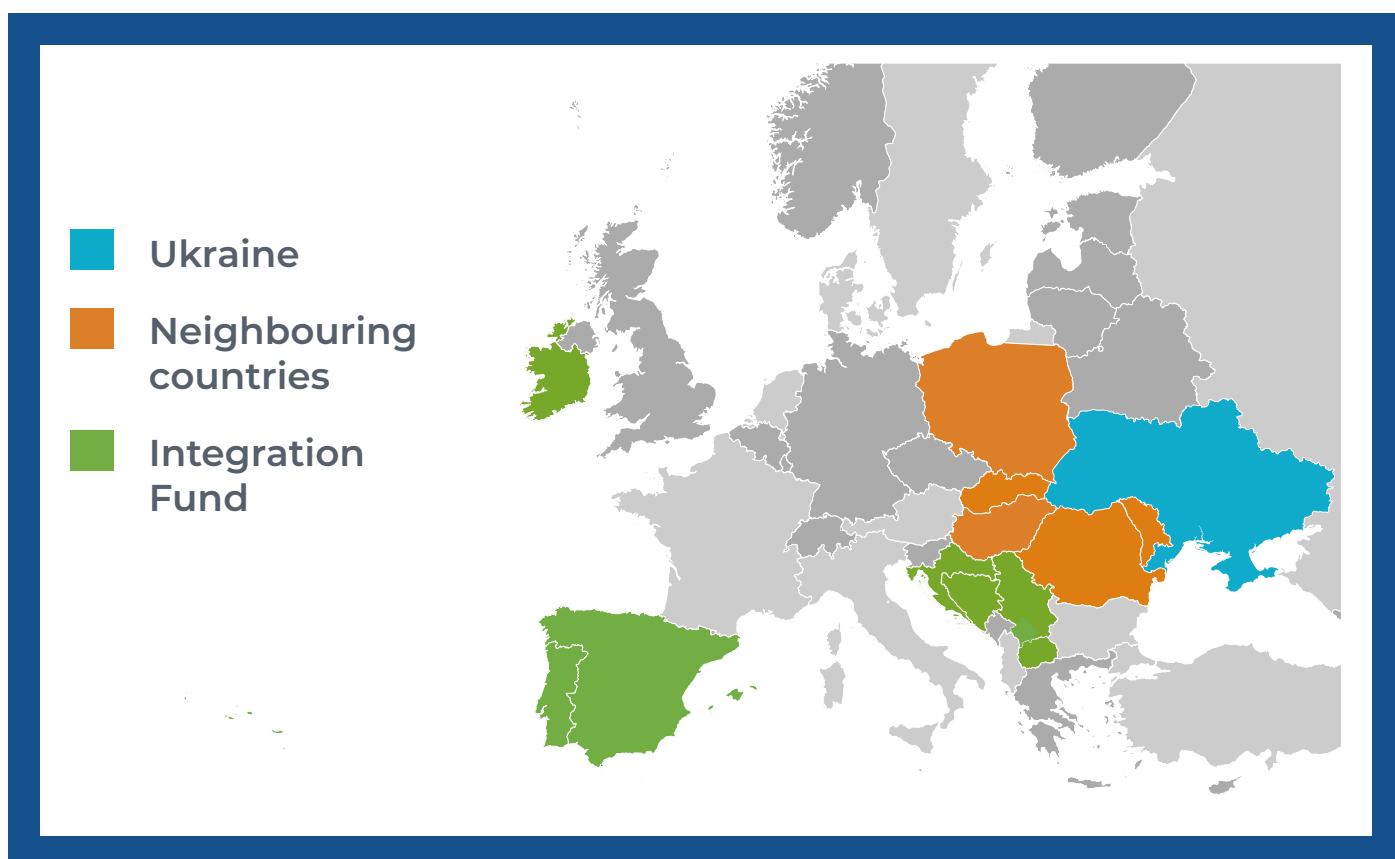
Through our work, JRS seeks to make a long-term impact in the lives of those we serve by accompanying them and addressing their needs. This approach reflects the central mission and values of JRS, and is also reflected in the numbers of those served: while JRS served a large number of people with basic, short-term assistance at the beginning of the conflict, this number has decreased over time, as the initial mass movement of those fleeing Ukraine has decreased, and the needs for medium- and long-term support for refugees has increased.

2. Countries of our response

JRS has been working since the start of the conflict in Ukraine itself, both through JRS Ukraine – which has been providing shelter, emergency assistance, transport, accompaniment, and other services to IDPs in Lviv – and through its partnership with L'Arche, an organisation providing accommodation and accompaniment to IDPs and others in Lviv with additional needs and vulnerabilities.

In addition, JRS has been working intensively in the countries neighbouring Ukraine, where the numbers of refugees (And therefore the need for assistance) have been at their highest. JRS Country offices have been working in Romania, Hungary, and Poland, and we have partnered with the Society of Jesus and the Family Help Centre NGO in Slovakia, and with CONCORDIA in Moldova as part of this response. In all of these countries in the reporting period, the One Proposal has provided funding for short-term, emergency humanitarian assistance for the large numbers of refugees at the outbreak of the conflict (in the format of short-term shelter, food, voucher, and NFI distribution, transportation, and other support). Under the One Proposal, JRS has also provided medium- and long-term accompaniment and assistance to refugees, by running integration and Mental Health and Psycho-Social Support (MHPSS) activities, providing accommodation and continued access to basic needs assistance, and by establishing friendly spaces, communities, and educational programmes for refugees. As stated above, this evolution from emergency, large-scale, and short-term assistance which was urgently and unexpectedly required at the start of the crisis to longer-term

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service as the conflict continues was a key feature of this period in the neighbouring countries.

In addition, in 2022 JRS launched an Integration Fund, to assist the so-called 'countries of secondary movement' in Europe to perform work for Ukrainian refugees. More than 750,000 euro has been transferred to facilitate projects in Bosnia and Herzegovina, Kosovo, Croatia, Serbia, North Macedonia, Portugal, Spain, and Ireland, which will both provide for the basic needs of Ukrainian refugees and assist with their integration into the host society.

3. The structure of our response

In March, JRS and the Xavier network conducted a needs assessment mission to Ukraine and its neighbours, working with teams in the different country offices to define and structure our common response. In this context and with the aim to reach the objectives of helping, serving and accompanying the Ukrainian Refugees, JRS team developed the One Proposal around 5 main pillars that include 10 sectors. This structure, and how it connects to the work of JRS in 2022 is outlined below:

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WELCOME



From the “you are welcome” at the border to responsible and dignified accommodation and aid, JRS worked to ensure that Ukrainian refugees were welcomed across Europe by accompanying them and listening to their stories, and by walking together with them without prejudice and without fear. In the first months of the conflict period, this pillar was particularly important due to the very high numbers of refugees on the move, and corresponding great needs. Our teams worked in the face of massive humanitarian needs for shelter, food, and other aid, providing support to IDPs moving away from the combat areas, working at the borders to neighbouring countries, and providing emergency, short-

term assistance to those fleeing the conflict. In the opening months of the conflict, these were the areas where JRS conducted the most activities, as we sought to adapt to and meet the large-scale, new humanitarian needs in Ukraine and the neighbouring countries. After the initial months, despite a decrease in the number of those on the move, this pillar remained vitally important, as displaced people continued to flee the conflict, and a proportion of those previously displaced faced continued challenges in meeting their basic needs. In this pillar, JRS Country offices and partners provided places for short-term shelter, as well as information and referral to appropriate shelters, distributed vouchers, food, and NFIs, and provided safe transportation.

The sectors covered under this pillar were the following: Short-term shelter
- Emergency aid, relief and assistance

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PROTECT

Displacement makes people more vulnerable to exploitation, abuse, and violence. Under this pillar, JRS commits itself to defending the inalienable rights of displaced people, ensuring their fundamental freedoms, and respecting their dignity. In 2022, JRS worked to ensure that those displaced from Ukraine were safe and protected by working to meet their physical and psychological needs. Under the One Proposal, JRS and its partners worked to protect refugees from the conflict by providing safe, welcoming, and consistent spaces for accommodation in the medium and long-term, legal assistance to ensure that refugees could access their rights, health assistance for refugees to meet their medical needs, and various types of MHPSS work to support the mental and psychosocial wellbeing of those we served.



The sectors covered under this pillar were the following: Medium- and long-term shelter - Non-food items - Emergency aid, relief and assistance, Mental Health & Psychosocial Support - Health Assistance - Legal Assistance

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PROMOTE



The promotion of the integral human development of refugees despite their displacement is central to our mission. During 2022, JRS and its partners worked to ensure that the individual and social conditions for access, choice, growth and development were in place for those we served in Ukraine, the neighbouring countries, and around Europe. In this time, we worked to ensure that children displaced by the conflict had access to the education they needed, by assisting with enrolment in schools and adaptation to different national school systems, by providing resources for online education, or by establishing friendly classrooms, afterschool programmes, and kindergartens.

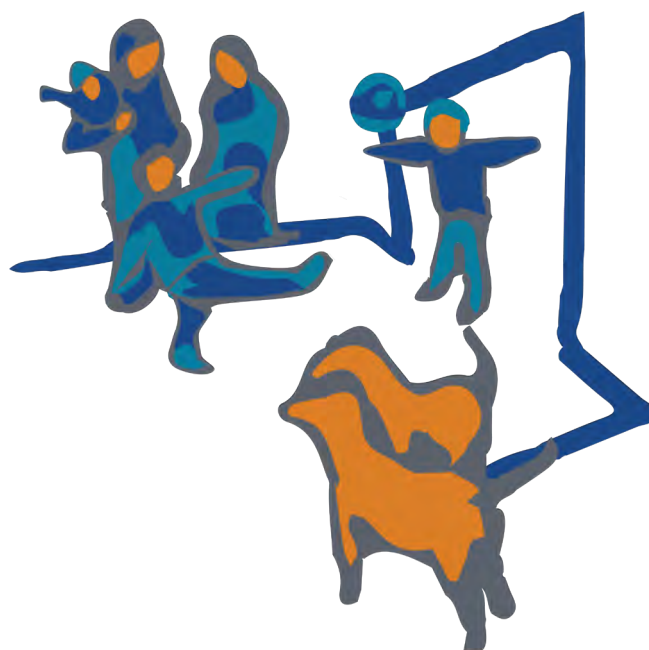
The exact nature of our response in providing education assistance varied in different countries, according to local challenges, contexts, and the needs and wishes of those we served. In addition, we provided educational assistance to adults, in particular facilitating their learning of the language of host countries. Under this pillar, we also sought to enable those displaced by the conflict to gain fulfilling employment, through targeted courses, referrals, and assistance in the job market. Access to sustainable employment was a particular challenge faced by those we served in this period, due to the need to learn new languages, adapt to the labour markets of host countries, and to care for children or other family members at home on a full-time basis. By including this pillar centrally in our response, we could focus on ensuring the conditions for continued growth, personal development, and choice for those we serve despite these challenges.

The sectors covered under this pillar were the following: Education - Livelihood Assistance

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INTEGRATE

After one year, the conflict continues to drive people from their homes in Ukraine, and it is clear that the end of displacement and violence is not yet in the immediate future. Even in the first months of the conflict, JRS worked to accompany refugees and cover the possibility of protracted displacement, by implementing activities designed to facilitate the long-term wellbeing of displaced people through integration activities. Integration is a two-way process between refugees and the society that receives them, rooted in the joint recognition of the other's cultural richness. JRS worked to ensure social interaction, inclusion, and integration of those displaced by the conflict in Ukraine,



with the aim of reducing economic and social marginalisation, and supporting more cohesive, inclusive, and robust societies. As noted, this is particularly important for refugees who remain in the long term, or who are uncertain as to the length of time that they will remain displaced. In 2022, JRS worked across Europe for interaction and inclusion between host communities and refugees, by conducting awareness-raising programmes, peacebuilding activities between refugees and locals, and by running joint activities designed to encourage relationships and connections between refugees and local communities. In 2022 in dozens of communities across Europe, the One Proposal has helped local people and those fleeing this conflict to interact, exchange, and build stronger bonds and communities together.

The sectors covered under this pillar were the following: Awareness -Raising and Advocacy - Education - Reconciliation and Peacebuilding

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INSTITUTIONAL STRENGTHENING

JRS in Europe has worked for decades on accompaniment and integration of refugees. However, a crisis of this scale and nature within Europe was both unprecedented and unexpected for JRS before 2022. As such, since the beginning of the conflict we have worked to strengthen our capacities, expand our teams, and increase our skills and ability to serve more and more people in a better way. Under this pillar, we purchased necessary equipment, hired new staff, and provided essential training for staff and volunteers around Europe. In 2022, we also established new JRS structures, such as the new JRS Poland Country Office, which has stations serving refugees around the country. This sector was particularly important in 2022 to build up our capacity for the next three years of the response. All Country Offices engaged in strengthening their teams through hiring and training. In addition, necessary equipment and renovations were performed to improve our capacity to deliver help. For example, in Poland the purchase of vans, the construction of a new shelter, and hiring of new staff will allow us to help Ukrainian refugees for the next years. In Romania, the team expanded reaching around 150 staff and volunteers and they also engaged in some renovations for the purposes of hosting refugees. Another important expense in the Capacity Building budget was connected to our winter response. Almost all the country offices asked to buy equipment for heating and insulation. In this regard, 2022 was extremely important for scaling up our response and capacities and, while institutional strengthening will remain important in the next two years we expect a decrease in expenses without a loss in quality.

The sector covered under this pillar was the following: Capacity-Building

4. Timeline

The One Proposal is a project intended for last for three years, from the 24th of February 2022 until February 2025. However, this timeline can and will be re-defined according to the nature and duration of the current violence, and may be extended beyond these three years if the conflict and needs of displaced people persist. From a project coordination perspective, 2022 was spent in assessing needs, planning, and strengthening the capacities of JRS in Europe. In March 2022, JRS joined the Catholic Response For Ukraine network, attending online and in-person meetings to coordinate and inform our response. Internally, we began to hold Ukraine Leadership Team meetings with the leadership of JRS and partners in Ukraine and the neighbouring countries, to share key updates on activities, security, and other important developments, and to

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coordinate and plan our joint response to the crisis.

As mentioned, JRS Europe and the Xavier network visited the key countries of the response in March 2022, working to perform a needs assessment and to coordinate and plan the structure of the One Proposal with those most involved with the response. Since then, colleagues from JRS Europe (including the Regional Director, Alberto Ares SJ) and the International Office have conducted several visits to the Country Offices most involved in the response, to help with planning, capacity building through training, and coordination for the next years. As we come to the end of the first year of the response, JRS Europe, JRS Country Offices, and partners are beginning to re-assess the needs across our areas of response, and to re-adjust and adapt our plans for the next year.

In terms of the activities of JRS and its partners on the ground, as highlighted this year has seen several changes. In particular, 2022 saw the evolution of the response from humanitarian assistance to medium- and long-term accompaniment and service. In the emergency phase of the first months, we provided humanitarian aid on a large scale and in the shorter term to refugees and Internally Displaced People fleeing the conflict. As the months went by, and the flow of those leaving Ukraine decreased, the response shifted more towards the provision of longer-term assistance, as more complex needs became more pressing. These



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needs include the need for employment, for integration in the host community, for education for children and adults, and for sustainable and dignified shelter. As we approached the end of 2022, this kind of longer-term, integrated support for those we serve made up the majority of our response, but humanitarian aid and relief continued to be an important element of our work for those still being displaced by the conflict.

In addition, the arrival of winter posed additional needs: those within Ukraine faced harsh conditions (especially due to disruption of electricity and other utilities), prompting new movements of displaced people from the war-affected regions of the country. People on the move and those displaced faced additional challenges, as harsh winter conditions created a more urgent need for sufficient shelter, warm clothes, and other important supplies. In addition, prices for basic goods, fuel, and utilities increased rapidly across Europe, especially in the countries bordering Ukraine. JRS anticipated these trends, and in October 2022 organised a winterisation workshop amongst Ukraine and the neighbouring countries. At this workshop, we shared information on the needs faced in the different contexts and the plans adopted by the different offices, and heard about best practices and lessons learned from our colleagues from JRS Lebanon, who have extensive experience in winter response. Following this, JRS offices and partners worked to respond to the unique winter needs of those they serve, by providing services including the renovation of shelters, the distribution of cold-weather clothing and supplies, and the provision of vouchers to cover increased winter needs and costs.

5. The people we serve

This project has served:

- Internally displaced people (IDPs): those displaced by the conflict in Ukraine who have remained in Ukraine, and not yet crossed an international border.
- Refugees of Ukrainian nationality, displaced by the conflict in Ukraine.
- Refugees of other nationalities, displaced by the conflict in Ukraine.

According to UNOCHA, as of December 2022 there were 6.3 million Internally-Displaced people in Ukraine, of whom 2.9 million were women, 1.8 million were men, and 1.6 million were children. Of 17.6 million people estimated to be in need in Ukraine, there were an estimated 3.9 million elderly people and 2.64 million persons with a disability. As of the end of January, 2023, there were 8046560 refugees recorded across Europe, including 4832326 who had registered for Temporary Protection or similar

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[schemes](#). Of the refugee population, the vast majority are the women, children, and the elderly, due to the prohibition of men aged from 18-60 from leaving Ukraine.

Although the exact demographics of those served has varied in each country according to context and needs, JRS and its partners have mostly served the elderly and (in particular) women and children, bearing in mind the specific needs and vulnerabilities of these groups. In addition, in many countries JRS has served Third-Country Nationals fleeing from Ukraine, and groups such as members of the Roma community who might have dual citizenship (such as Hungarian and Ukrainian citizenship). In practice, these groups face systematic discrimination and denial of their rights in comparison to Ukrainian citizens. They can (in the case of Third Country Nationals) face the threat of deportation, they are often excluded from government aid for refugees or from state services such as education and healthcare, and they are not always served by other organisations working for refugees. JRS has sought to accompany, serve, and advocate for these refugees in 2022, filling the gaps left by other organisations and by governments.

**People served
in 1 year** **56,042**

**Projected*
people served** **73,168**

**in Ukraine &
Neighbouring
countries** **53,100**

**Through the
Integration
Fund** **2942**

*The projection was done at the start of the project and will be revised annually.

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People served overview

Note: individuals may be supported with more than one service. Therefore, the unique individuals highlighted previously in the report differs from the sum of all individuals receiving each service.

SECTOR	Ukraine	L'Arche	Poland	Hungary	Romania	Moldova	Slovakia	Integration fund
Emergency Aid/ Relief/ Assistance	673	72	31,984	865	53,69	907	86	949
Shelter	53	55	355	361	2,119	185	2610	1,189
Legal assistance	264	-	1,620	292	1,417	335	86	1,013
Psychosocial Support	48	20	931	360	416	73	90	1,286
Health	70	-	343	432	1,238	170	42	227
Education	25	-	643	546	884	483	75	707
Livelihood	10	-	292	-	1,554	1	20	0
Awareness raising/ Advocacy	-	-	130	35,529	282	1,760	-	1,607
Integration Peacebuilding	35	-	914	71	799	656	483	1,840

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Financial Overview

All sums are indicated in Euros

Pillar	Code	Budget Categories	Romania	Hungary	Poland	Moldova	Slovakia	L'Arche	Ukraine	Integration Fund	Total
WELCOME	1A	Short-term shelter	354,323.75	146.97	53,236.79	0.00	0.00	53.10	14,600.88	0.00	870,497.08
	1B	Emergency, aid, relief assistance	248,759.72	19,079.67	67,556.80	75,636.46	0.00	473.72	2,728.59	33,900.64	
PROTECT	2A	Long-term shelter	289,677.97	31,926.34	194,923.04	0.00	0.00	10,041.67	35,521.26	57,395.11	1,248,061.46
	2B	Non-food items	243,660.29	8,270.88	629.04	0.00	22,036.92	0.00	0.00	9,056.60	
	2C	Mental Health Psychosocial Services	2,726.66	0.00	31,124.76	0.00	0.00	1,776.44	1,300.00	8,657.55	
	2D	Health	126,140.22	817.49	3,684.25	0.00	0.00	0.00	48.66	3,396.69	
	2E	Education	23,998.65	3,632.22	153,981.17	0.00	0.00	0.00	0.00	1,266.00	
	2F	Legal advice	0.00	0.00	5,477.51	0.00	0.00	0.00	1,900.00	25,780.95	
PROMOTE											174,788.55
	3A	Education	105,667.81	23.87	19,138.40	0.00	2,679.68	0.00	4,977.62	0.00	
	3B	Livelihood	€ 47.86	0.00	2,702.88	0.00	0.00	0.00	4,923.82	47.86	
INTEGRATE	4A	Education	0.00	757.26	12,403.67	0.00	3,499.69	0.00	0.00	36,072.19	88,501.56
	4B	Livelihood	0.00	0.00	1,052.62	0.00	0.00	0.00	0.00	4,409.30	
	4C	Awareness raising	0.00	0.00	1,540.88	0.00	0.00	0.00	0.00	12,384.76	
	4D	Advocacy	405.45	0.00	472.01	0.00	0.00	0.00	0.00	5,439.83	
	4E	Reconciliation	0.00	0.00	106.57	0.00	0.00	0.00	1,378.64	0.00	
INSTITUTIONAL STRENGTHENING	4F	Peacebuilding	0.00	0.00	8,578.70	0.00	0.00	0.00	0.00	0.00	684,112.42
	5A	Capacity building	493,583.94	43,061.61	138,382.27	0.00	€ 0.00	0.00	0.00	9,942.88	
TOTAL			1,924,166.57	107,716.30	694,991.36	75,636.46	29,116.29	12,344.92	67,379.46	207,750.34	3,119,101.71

UKRAINE

UKRAINE

Local project implementation
Partner



Project Implementation

Start date: 01/05/2022
End date: 28/02/2025

Project Reporting

Start date: 24/02/2022
End date: 31/12/2022

Location

Lviv



Contact Person

Inga Dul, CEO JRS Ukraine



UKRAINE

1. Summary

After the beginning of the Ukrainian crisis, in February 2022, the Society of Jesus in Ukraine, including JRS Ukraine, activated all of its resources to assist the population which had been displaced by the conflict. Over 2022, JRS Ukraine supported Internally Displaced People in Lviv area, providing support to displaced people with emergency aid, such as short-term shelter, food, and transportation to the border. In the aftermath of the war outbreak JRS Ukraine engaged primarily by running two shelters. One of these shelters is in Lviv, and the other is in Briukhovychi, near Lviv. They have the capacity for around 25-30 people each, and in 2022 JRS Ukraine provided short-term and long-term (over 2 months) shelter. At the same time, the team started to provide activities to cover other needs such as support for children, assistance with medical treatment, food, and other services for displaced families and individuals in the shelters.

In the second half of 2022 JRS Ukraine support was focused on providing long-term shelter for displaced people and integrating them into the local community. For many Ukrainians, JRS assistance became the basis for

**People served
in 1 year**

673



UKRAINE

them to start rebuilding their lives in a new place.

Significant numbers of people are expected to remain internally displaced in 2023 and will need alternative housing solutions, jobs, assistance and social, educational and health services in their areas of displacement.

In 2023, JRS Ukraine will continue to deliver short and long-term shelter, support for children, assistance with medical treatment, food, MHPSS and other services for displaced families and individuals in the shelters, and beyond them.

2. Intervention Context

The security situation in Ukraine has deteriorated rapidly following the launch of a Russian Federation military offensive on 24 February 2022. The armed violence escalated in at least eight oblasts (regions), including Kyivska oblast and the capital city of Kyiv, as well as in the eastern oblasts Donetsk and Luhanska which were already affected by conflict.

Displacement figures have mostly continued to follow a downward trend since August, with a decrease of 626,000 internally displaced persons in October compared to the previous month. However, displacement continues, and among the almost six million internally displaced persons, 680,000 individuals have been newly displaced within the last 30 days. The number of returnees has also reduced by 700,000 compared to last month. Across Ukraine, [an estimated 785,000 internally displaced persons currently plan to integrate into their current location.](#)

Conflict and safety remain the biggest push/pull factor, although family reunification, access to employment and services, and accommodation are also commonly cited as reasons for movement. The majority of internally displaced people continue to originate from, and reside in, the eastern part of Ukraine.

Due to repeated missile attacks on energy infrastructure, 12 million Ukrainians have been disconnected from the electricity grid and all of Ukraine's thermal and hydroelectric power plants have been damaged. This situation is compounded by the onset of harsh winter conditions and plummeting temperatures, aggravating the existing humanitarian crisis in Ukraine.

[According to the latest WFP online dashboard](#), 10.4 million people are living with insufficient food consumption in Ukraine (an increase of 1.73 million people since last month) . [This ties in with data from the IOM GPS](#) (round 10) found that 29% of assessed IDP households, 21% of non-IDP

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households and 18% of returnee households reported a need for food assistance.

Damage to residential property continued during the month of November with widespread destruction also reported throughout newly accessible areas of Khersonska oblast. The October IOM GPS (round 10) found that close to half (45%) of internally displaced persons-respondents reported their habitual residence was damaged in the conflict, and out of these almost all (94%) cited lack of financial resources as a major reason for not going ahead with repairs. Attacks on Ukraine's energy infrastructure in the last month continue to disrupt lives in Ukraine and put many at risk.

In the area of Lviv, where both shelters run by JRS are located, infrastructure is still intact and, in some ways, life continues more or less as normal (but we have a problem with access to electricity, heating, mobile and telephone communication). There are regular air alarms and occasional bombardments, and the situation remains unpredictable. As a result, school schedules and the normal educational system have been disrupted for children, though it is possible for them to attend school, and there is some online education available for children. The area of Lviv has also seen the arrival of a large number of persons displaced by the conflict elsewhere in Ukraine. These displaced people are mostly the elderly and



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(in particular) women and children, who have been forced from their homes by the conflict.

At JRS shelters, displaced people can receive short-term and medium-to-long-term accommodation, food, psychosocial support, medical assistance, and other support. When we receive a request for long-term residence, we conduct an interview with the IDP, assess the level of danger in the territory from which the person arrived, whether the person belongs to vulnerable population groups (elderly, children with special needs, etc.). If this evaluation shows, that IDP is really in need of long-term accommodation, we accept request and IDP can stay in our shelter for a long period.

In the Lviv region, where both shelters run by JRS are located, IDPs can seek support with state authorities, for example in Lviv there is city support center for IDPs, which coordinates all kind of support, there are short-term shelters situated in municipal buildings, IDPs can also apply for monthly cash assistance, etc. But governmental support not always is enough, due to lack of resources. In addition to JRS, other non-governmental organizations also operate on the territory of Lviv region, and all closely cooperate with local self-government bodies and state authorities. If state authorities cannot provide shelter or other kinds of support, they coordinate with non-governmental organizations and try to find a solution for every IDP.

3. People served

This project served internally-displaced people, who have been forced to flee their homes by the conflict in Ukraine. These people were mostly women, children, and elderly (60+). Also, among those served there were children with additional and physical needs.

According to the IOM Ukraine Internal Displacement Report 11th rapid assessment, as of 5 December, there were over 5.9 million people displaced by the war within Ukraine. According to the report, some 680,000 people have been newly displaced within the last month.

People served in 1 year	673
Projected* people served	6,280

*The projection was done at the start of the project and will be revised annually.

Although we initially provided those moving through Lviv with short-

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term shelter and support, those now staying with us are staying for the medium-to-long term. Many come from the Donbas region which is a major site of conflict, and have had their homes destroyed or made unavailable to them. As such, they are unlikely to be able to return in the immediate future and we need to provide for their medium and long-term needs through this project.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	190	132	332	19	673
Shelter	11	15	24	3	53
Legal assistance	60	40	154	10	264
Psychosocial Support	13	15	20	-	48
Health	14	15	38	3	70
Education	15	10	-	-	25
Livelihood	-	-	10	-	10
Awareness raising/ Advocacy	-	-	-	-	-
Integration Peacebuilding	15	10	10	-	35

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- Food parcels, emergency supplies, and other goods distributed to refugees in transit through the Lviv area in the first months of the conflict
- Provision of free safe transport to refugees to the border with Poland and/ or to Krakow, in the first months of the conflict.
- Provision of information to refugees on available services, shelter, etc. upon arrival in the shelter or in Lviv area.

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Description

We provided refugees in transit through the Lviv area with food for 1-3 days and gave them food parcels for their trip to the next destination. Also, JRS Ukraine provided free safe transport to refugees to the border with Poland, and provided refugees with information on free transportation provided by other organizations.

Baseline (Projected)

800 people

People served

673 people

a. Shelter, accommodation and NFI

- i. Provision of short-term shelter and hygiene facilities (for 1-2 nights) in our shelter in Lviv in the first month of the conflict, for those in transit out of Ukraine.

Description

We provided refugees in transit through the Lviv area with short-term shelter for 1-5 days through first months of crisis.

Baseline (Projected)

250 people

People served

673 people

2. PROTECT

a. Shelter, accommodation, and NFIs

- i. Registration of families and provision of mid-to-long-term accommodation and access to living facilities in 2 shelters: 1 house in Lviv which has the capacity to accommodate roughly 6 families with children (c. 25 persons), and 1 house 8km outside of Lviv (Briukhovychi), which we rent from the Sisters of St. Anne, which has the capacity to accommodate roughly 7 families, (c. 25 persons). In this accommodation, families are provided with their own private rooms.
- ii. Provision of food (3 meals a day), necessary hygiene supplies, and other goods to those staying in the shelters for the

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medium to long term.

- iii. For those we cannot accommodate in our shelters due to a lack of capacity, provision of advice and referral to other potential sources of assistance (state shelters, other religious houses, other NGOs, etc.)

Description

JRS Ukraine provided long-term accommodation to many families in 2 shelters, including food (3 meals a day) necessary hygiene supplies, and other goods.

For those we couldn't accommodate in our shelters due to a lack of capacity, we organized and advised other potential sources of assistance

Baseline (Projected)

N/A

People served

53

f. Legal assistance

- i. Advice and accompaniment provided to refugees staying in the shelters to access their rights, government benefits, and other services. For example, advice on registering as an IDP at local Unified Administrative Centres, how to gain documents, how to access financial support, how to register the destruction of a home to receive compensation, etc

Description

All IDPs, staying in our shelters for a long period, were provided with information advice on registering as an IDP at local Unified Administrative Centres, how to gain documents, how to access financial support, how to register the destruction of a home to receive compensation

Baseline (Projected)

120 people

People served

264 people

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d. Health

- i. Assistance in organising medical support for those staying in the shelters, by arranging the visit of a doctor to perform check-ups, etc.
- ii. Assistance in advice and accompaniment for those staying in the shelters to access specialised medical services and appointments.
- iii. Provision of transportation for those staying the shelters to allow them to access medical services, appointments, etc.
- iv. Provision of additional support to children and refugees with specific needs (E.g. autism).

Description

All IDPs staying in our shelters for a long period, received medical support from us, including by arranging check-up visits in shelters, and visits to hospitals. Throughout 2022, families with children with specific needs (autism and vision problems) stayed in our shelters, and they were also provided with specialised medical support.

Baseline (Projected)

100 people

People served

70 people

c. Psychosocial Support

- i. Regular visits arranged by psychologists (including from the UNHCR partner organisation ROCADA) to come and provide appointments to those staying in the shelters (both children and adults).
- ii. Recreational activities and masterclasses arranged for children staying in the shelters with animators and volunteers, to help improve their well-being and happiness.

Description

JRS Ukraine organized for IDPs visits to psychologists in hospitals, and organized many Recreational activities and masterclasses (drawing, Painting eggs for Easter, ceramics, outdoor activities, candle-making

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for soldiers), approximately once a month. In accordance with the principles of MHPSS in emergencies, these activities helped to restore a normal environment and improved the well-being of refugees.

Baseline (Projected)

120 people

People served

48 people

3. PROMOTE

a. Education

- i. Assistance (Tablets, materials, internet connection, etc.) provided to children staying in the shelters to access online education from their own schools.

Description

All students, who needed, were provided with tablets and internet connection so they could continue online education. We also organized a space in shelter for children to study online.

Baseline (Projected)

25 people

People served

25 people

b. Livelihoods

- i. Provision of advice to refugees to find jobs locally.

Description

All IDPs who stayed in our shelters and asked for help with jobs, were provided with all the necessary information and advice on finding local jobs, and some of them found jobs. Some of women found online jobs, as teachers, economists, some found jobs as managers in supermarkets, bakers, cashiers. There were some problems in finding jobs because until June there were not many vacancies.

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Baseline (Projected)

15 people

People served

10 people

4. Integrate

d. Awareness raising / advocacy

- i. Regular contact maintained with relevant stakeholders, in order to address the needs of displaced people, gain information on their rights and available services, and better serve those staying in the shelters. These stakeholders include the Migration Service, government bodies, NGOs, and international bodies like the UNHCR.
- ii. Maintenance and regular updating of JRS Ukraine's Facebook page, to raise awareness of our activities, the services available at our shelters, and other useful information for Internally Displaced Persons.

Description

Throughout 2022, regular contact maintained with the Migration Service, government bodies, NGOs, and international bodies like the UNHCR (Rocada) in order to address the needs of displaced people, gain information on their rights and available services, and better serve those staying in the shelters. ii. JRS Ukraine's Facebook page was regularly (once a week) updated to raise awareness of the services available at our shelters, and other useful information for Internally-Displaced Persons.

Baseline (Projected)

N/A

People served

N/A

a. Education

- i. For those staying in the long-term, assistance provided to children staying with us to enroll in and integrate into local schools.

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Description

JRS Ukraine supported all children that stayed for a long period of time in our shelters, to enrol in and integrate into local schools, we advised parents on this matter, and supported all needs of children. Not all children are attending local schools because some decided to continue study online in schools in native regions applying for distance learning.

Baseline (Projected)

30 people

People served

27 people

5. Institutional Strengthening

a. Capacity-building

- i. Engagement with JRS Europe to provide training to JRS staff and volunteers on JRS mission, values, vision, and procedures.

Description

JRS Ukraine engaged throughout 2022 with JRS Europe, the JRS International Office, and other partners to build capacities by conducting needs assessments, trainings, and coordination, and planning visits.

Baseline (Projected)

N/A

People served

N/A

5. Winterization Plan

While more than 7 million Ukrainians have left the country since the start of the conflict, those left in Ukraine are in the midst of a harsh winter, facing extreme cold conditions. As temperatures continue to stay below zero in most parts of the country, any functioning infrastructure is crucial to get Ukrainians through the depth of winter. Ukraine is already feeling the impact of destroyed and damaged infrastructure, as scheduled blackouts were introduced in many parts of the country to mitigate the power shortages. Due to the interconnectivity between essential utilities,

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electricity shortages can have a cascading effect, disrupting households' ability to heat their homes and access water.

In response to the crisis, JRS Ukraine provided shelters with electricity and heating equipment – including electricity generators, power banks and other essential items that will provide shelters with access to electricity and heating during scheduled blackouts and non-scheduled post-bombardment blackouts.

6. Challenges & Lessons learnt

The main challenge for our organization was a lack of resources: we weren't ready for such a huge need for our services. In fact, we weren't ready for the invasion in the first place. In the first month we couldn't provide everything that all refugees needed, and we worked at the edge of our capabilities. In addition, working in conditions of constant danger was very challenging. All decisions had to be made very quickly, there was no time for reflection and slow organization. We couldn't plan any work, nobody was ready, and people needed help without break.

What we learned, is you should never ignore any possibility of a problem. Any preparation is better than no preparation at all. That's why now we



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are planning all year ahead, trying to conduct needs assessments with the people in the shelters, and planning new activities.

With beginning of autumn, we had new challenge – trying to schedule all work due to blackouts. But now we are able to manage our schedules and we succeeded.

Sincere and open relationships between employees are most valuable in difficult times and most important in overcoming these challenges.

This war will have a long-term impact on the physical and mental health of generations of Ukrainians. Ukraine's infrastructure, health, utility and other essential systems must be rebuilt to ensure appropriate recovery for the country and its people. But before it all will be rebuilt, our main challenge is to provide people with all necessary items, comfort them, help them psychologically, when at the same time we can't be sure in anything.

7. Projects, synergies and activities in addition to the One Proposal

JRS Ukraine has regular contact maintained with the Migration Service, government bodies, NGOs, and international bodies like the UNHCR (Rocada) in order to address the needs of displaced people. We are on the list of NGOs providing support for IDPs in all governmental bodies, we work closely with Migration Services, as we provide support in obtaining passports for trips abroad and other documents. In 2023 we plan to increase our cooperation with Rocada (UNHCR) and L'arche to increase aid, including outside our shelters. Also, we cooperate with Lyceum 17 in Lviv, which attend all our children-IDPs in Lviv attend, and we plan to organize some activities for children, who stay in shelters, with their classmates from Lyceum 17.

8. Testimonies

"I didn't want to believe that it was a full-scale war. I remember everything...On 23.02.2022 I was at work, we were given an order to stay at home for a week, until the situation in the country was clarified."

Plachenko Iryna, 38, mother of an 11-year-old son, worked at a chemical plant. On the 24th her kids didn't go to school. There was a former airport outside the city, where the military was stationed, and on that day, Russian missiles landed there. Iryna and her family heard all these explosions.

"From the very first day...Things just kept getting worse and worse... Nothing was working in our city anymore, no medical facilities, no schools, no banks...nothing...just grocery stores, a few pharmacies for the whole

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city.”, she remembers vividly.

Only on March 15th, evacuation buses arrived and they left for Sloviansk. Everyone was equally lost and scared heading nowhere. First, they took an evacuation bus to a certain station, then a train to Sloviansk, and from there, boarded an evacuation train to Lviv. At the railway station, volunteers directed them to the Center for the Provision of Administrative Services, and there, everyone was assigned to the Lviv School No.34, and later at the school, they were given the contacts of JRS in Lviv. Iryna says that JRS has been assisting her fully and completely. “It's a roof over your head, it's food, it's some social services, educational. This organization helped me to return to a normal life. I feel safe here.”, she describes.

She's afraid that she won't be able to provide a normal life for her child and herself on her own. She is the only one working for two people. “Will I be able, specifically me, to provide us with a roof over our heads and satisfy basic needs?”, she asks herself every day since she got to Sloviansk. She considered the possibility of leaving the country, and recently completed all the necessary documents, including passports, but she is afraid that her child will have difficulty with a foreign language. So, she still hasn't decided if she is going to stay or leave, but she hopes that everything will be soon be better, and it will be easier to choose.



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AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 14,600.88	€ 17,329.47
	1B	Emergency aid relief	€ 2,728.59	
PROTECT	2A	Long term shelter	€ 35,521.26	€ 38,769.92
	2B	Non food Items	€ 0.00	
	2C	MHPSS	€ 1,300.00	
	2D	Health	€ 48.66	
	2E	Education	€ 0.00	
	2F	Legal advice	€ 1,900.00	
	3A	Education	€ 4,977.62	
PROMOTE	3B	Livelihood	€ 4,923.82	€ 9,901.43
INTEGRATE	4A	Education	€ 0.00	€ 1,378.64
	4B	Livelihood	€ 0.00	
	4C	Awareness raising	€ 0.00	
	4D	Advocacy	€ 0.00	
	4E	Reconciliation	€ 1,378.64	
	4F	Peacebuilding	€ 0.00	
INSTITUTIONAL STRENGTHENING	5A	Capacity building	€ 0.00	€ 0.00
TOTAL				€ 67,379.46

**L'ARCHE
KOVCHEH
LVIV**

Local project implementation Partner



Project Implementation

Start date: 01/05/2022

End date: 28/02/2025

Project Reporting

Start date: 24/02/2022

End date: 31/12/2022

Location

Lviv



Contact Person

Jan Burda



1. Summary

The aim of this project by L'Arche-Kovchceh is to provide basic needs and accommodation for Internally-Displaced Persons who have fled their homes because of the war conflict in Ukraine. In particular, the Project will support persons with special needs and their family members in Lviv, by providing shelter, basic needs assistance, transportation and psychological support. So far, these objectives have been met. After the first refugee wave subsided in the summer, the situation has calmed down as the Russian advance stopped with the UA government regaining some of the lost territories. With the onset of autumn, colder weather and the intensification of rocket attacks to critical infrastructure across Ukraine a small amount of refugees reached Lviv and there are very few new refugees. As the future of the IDPs remain uncertain with people that have lost everything having no idea of their future and some other that are willing to go back as soon as the situation will allow it, the situation remain very fluid and dynamic.

**People served
in 1 year**

147



2. Intervention Context

After the initial shock of the attack on Ukraine and the first weeks with the mass displacement of millions of civilians, the situation stabilised in the summer. International and local organisations have stepped up their activities to help IDPs - assisting with transport, food parcels, accommodation and financially. Despite the poor economic situation, the government and local authorities are trying to maintain social reconciliation. The city built a container settlement for IDPs from the eastern regions. Thanks to the support from JRS, we were able to open our house for IDPs with special needs, for whom it was and is more difficult to find suitable accommodation. According to available data, IDPs make up almost 20% of the population in Lviv and the adjacent region.

3. People served

L'Arche operations aim at serving IDP's from the eastern parts of Ukraine. It especially targets families with members with special needs. So far we have welcomed and accommodated 54 people, including 2 girls, 4 boys and 4 adult men with special needs and for a short period 4 elderly people. Flying from zones of conflict most of the time leaves our beneficiaries with

**People served
in 1 year** **147**

**Projected*
people served** **73**

*The projection was done at the start of the project and will be revised annually.

nothing and in distress with high possibilities of suffering psycho-social traumas and illnesses. As most of them have only a small income (state social benefits, pension), the possibility of free accommodation is a great help for them. In addition to a warm and safe place, we help them by buying food. L'Arche also addressed psycho-social challenges providing some MHPSS activities for our beneficiaries to help IDPs. Our beneficiaries are also supported into integration paths to start developing informal relationships and friendships with locals.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	12	12	32	16	72
Shelter	10	6	24	15	55
Legal assistance	-	-	-	-	-
Psychosocial Support	-	-	20	-	20
Health	-	-	-	-	-
Education	-	-	-	-	-
Livelihood	-	-	-	-	-
Awareness raising/ Advocacy	-	-	-	-	-
Integration Peacebuilding	-	-	-	-	-

4 . Activity and indicators progress

1. WELCOME

a. Emergency Aid, Relief and Assistance

- i. Transport of IDPs from Lviv to the Polish border

Description

We made 6 transfers by our minibus to the Polish border with 46 refugees and 5 transfers in the city of Lviv with 25 IDP's.

It appears that this service will no longer be needed. However, if the situation deteriorates, we will provide it again.

Baseline (Projected)

100 people

People served

71 people

b. Shelter, accommodation and NFI

i. Provision of short-term shelter

Description

We have offered our house to refugees who are crossing through Lviv to Europe. There were 17 women, 10 men, 8 girls and 3 boys sheltered.

Baseline (Projected)

Not planned

People served

38 people

2. PROTECT

a. Shelter, accommodation, and NFIs

i. Provision of Long-term shelter for UA Refugees

Description

In the first year of the Project, 8 families were accommodated on a longer-term basis (more than one month); 7 women, 5 men, 2 girls and 3 boys. Some returned to Kiev or Kharkiv, one family found accommodation outside Lviv.

Baseline (Projected)

6 people

People served

17 people

c. Psychosocial Support

i. Psycho-social support

Description

We created 2 on-line groups of mothers of children with special needs (IDP and non-IDP), in which they improved their understanding and care under the guidance of a psychotherapist.

Baseline (Projected)

10 people

People served

20 people

5. Institutional Strengthening

a. Capacity-building

i. Capacity-building

Description

We employed 3 IDP in L'Arche (one living in the house and two with friends in town).

Baseline (Projected)

1 person

People served

3 people

5. Winterization Plan

Considering the limited scale of our operations, L'Arche winterization response was mainly addressed to ensure the heating and the wellbeing of IDPs accommodated into our shelter. So during the winter we took all the necessary measures to be sure that heating in the house was on. Blackouts and electricity cut off posed a serious threaten to our heating system. It turns out that without constant electricity we can't safely use a solid fuel fireplace to heat radiators. In December we were able to purchase a jackery, which ensured that the boiler would work during power cuts. This is important especially at times when it is freezing outside. We also helped some of our beneficiaries providing them with

proper and warm clothes.

6. Challenges & Lessons learnt

In the first months of the outbreak of the war the main challenge of this project was to respond in a proper and effective way to a crisis that L'Arche never experienced. Lack of experience and management was improved thanks to cooperation with other local actors and with the support of all the Society of Jesus network. A lot of time was spent communicating with the cooperating organisations to identify suitable IDPs, their transport, accommodation, and other needs. Also understanding each other's capabilities, needs and requirements and reporting on the project proved to be a challenge. On the other hand, we are pleased that the IDPs feel comfortable in our home, are grateful for the alternative home and the opportunity to cook their own meals from the food provided by the project. Right now the main challenge is to deal with the uncertainty of the IDPs for their future, and understanding if there is the need to create opportunities for settle them down in Lviv or to accompany them to get back to their places of belonging.



7. Projects, synergies and activities in addition to the One Proposal

L'Arche-Kovcheg operations, even if limited to the provision of shelter to IDPs, need to be channelled into a wider response on the local scale. L'Arche was supported by the JRS network for the management and the capacity building scheme to improve the skills of its people and at the same time it started developing some cooperations on the ground. L'Arche is sharing information on IDPs, needs and general developments with Community of St. Egidio, UNHCR and HIAS.

8. Testimonies

Until February 24, Nadia lived an ordinary life. Her husband went to work, her daughter (Alyna, 11 years) and her went to school, to rehabilitation, they met with friends. They have been living in occupation since the evening of 25 February. Every night they heard artillery cannonades, the Russians were shooting incessantly, and they didn't know where. "The first days of the occupation were the most terrible. We saw tanks passing, we could hear explosions, we saw rockets flying. For two days there was no bread.", she remembers vividly. About a month after the occupation of their town, they decided to leave for somewhere quieter. Although their house and its surroundings were not directly affected by the fighting. Her daughter



hardly endured the situation, closing the school, isolation. Nadia's husband stayed behind, partly for his job, but mostly for his mother's sake and the house, to keep an eye on it all. She signed up for a bus to Zaporizhzhya, where her husband's relatives live, packed the essentials and waited for a whole week until she could travel. On the way to Zaporizhzhya and then further on by train to Lviv she saw shot up cars. She felt scared, stressed and uncertain about the future.

After getting in contact with L'Arche - Kovcheg, Nadia and her daughter have been living in the L'Arche - Kovcheg house in Lviv since September. "The place suits us, Alyna has her school here, there is a hospital, a speech therapist, a psychologist nearby. Thanks to the JRS we have the bare necessities - a roof over our heads and food. We made all the necessary documents, filed all the applications.", she describes.

Nadia worries about her husband and her family who stayed in Ukraine, but at least she does not feel alone anymore. "We have someone to talk to, we have free housing, they help us buy groceries and stuff like that. The state now gives us 5 thousand hryvnia (120 €) a month.", she says. L'Arche organized activities such as exchanging presents for Christmas, workshops, or a sightseeing excursion in Lviv. Nadia keeps her hope alive despite all the adversities she had to face, just like thousands of refugees supported by the JRS network.

L'ARCHE

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	UAH 1,793.58	€ 53.10	€ 526.82
	1B	Emergency aid relief	UAH 16,000.00	€ 473.72	
PROTECT	2A	Long term shelter	UAH 339,162.11	€ 10,041.67	€ 11,818.10
	2B	Non food Items	UAH 0.00	€ 0.00	
	2C	MHPSS	UAH 60,000.00	€ 1,776.44	
	2D	Health	UAH 0.00	€ 0.00	
	2E	Education	UAH 0.00	€ 0.00	
	2F	Legal advice	UAH 0.00	€ 0.00	
PROMOTE	3A	Education	UAH 0.00	€ 0.00	€ 0.00
	3B	Livelihood	UAH 0.00	€ 0.00	
INTEGRATE	4A	Education	UAH 0.00	€ 0.00	€ 0.00
	4B	Livelihood	UAH 0.00	€ 0.00	
	4C	Awareness raising	UAH 0.00	€ 0.00	
	4D	Advocacy	UAH 0.00	€ 0.00	
INSTITUTIONAL STRENGTHENING	4E	Reconciliation	UAH 0.00	€ 0.00	€ 0.00
	4F	Peacebuilding	UAH 0.00	€ 0.00	
TOTAL	5A	Capacity building	UAH 0.00	€ 0.00	€ 12,344.92

HUNGARY

HUNGARY

Local project implementation
Partner



HUNGARY

Project Implementation

Start date: 01/05/2022

End date: 28/02/2025

Project Reporting

Start date: 24/02/2022

End date: 31/12/2022

Location

Budapest



Contact Person

Mrs. Emese KŐVÁGÓ



HUNGARY

1. Summary

In February 2022, JRS Hungary activated all its resources to support refugee populations entering Hungary from Ukraine. The present document details the intervention carried out in the period 24 February 2022 - 31 December 2022 as well as the actions necessary to conduct in order to ensure that the Ukrainian population feel welcome, protected, promoted and integrated in Hungary.

First of all, immediately at the outbreak of the Ukrainian war, a task-force group was established. In order to cope effectively with both the newly emerging and already existing tasks (related to refugees outside Ukraine), we had to continue the capacity building started in spring and increase the staff. In the first weeks of the crisis, JRS Hungary strived to continue all the existing activities, and, at the same time, react to the new demands (by involving private households in our activities) and harmonise them. What is more, we managed to maintain our existing strengths and expand the existing activities, which also required the establishment of a multidisciplinary team. By January 2023 JRS Hungary had developed

**People served
in 1 year**

1,817



HUNGARY

its human resource capacities from the former 5-person team to 13 staff members, thanks to One Proposal and Society of Jesus support. In addition to funding from various donors through the One Proposal, the Hungarian Province of the Society of Jesus also assisted us directly, and immediately offered financial support of 5 million HUF and organised a fundraising campaign resulting in a total of 15 million HUF donation, around 38,000.00 EURO.

Moreover, in addition to OP and SJ support, JRS HU could also provide aid in Ukraine as a result of the funding granted by the Hungarian government to aid organisations, which could do a lot of good in Ukraine and Hungary. These actions are detailed in Section 7.

As far as human resources are concerned, volunteers were also helping us in various tasks (e.g. in the spring time they provided support at the border or in accommodation centres, offering information, counselling and translation of legal documents; practicing Hungarian language; tutoring; compilation and distribution of winter packages). As a matter of fact, JRS HU is currently running a network of 54 volunteers. An intercultural mediator also joined the team, which decreased the need for a Ukrainian speaking translator. The intercultural mediator colleague also helps in understanding and bridging the 'gaps' opened up due to cultural differences. Due to the high pressure experienced by the team, capacity building activities, various trainings, and mental supervision have been ongoing as a must.

From the first moments on, JRS HU has implemented its activities in partnership: worked together with a governmental organization (Hungary Helps Agency) for Ukrainians in Ukraine, partnered with Caritas Hungary to be present in the reception centre with its trained volunteers, and cooperated with various NGOs and church-run organisations. As we expected the weakening of the available private resources, we started to plan long term activities as shown below, beyond providing immediate support (housing and educational support, donations, etc.). Further to this, we have been continuously conducting needs analysis, discussing our work with refugees, and collecting data from partner organisations, official and non-official shelters hosting Ukrainian refugees, schools, and municipalities.

As a result, we continued our work through the newly launched social aid scheme for Ukrainian refugees, which consists of 3 main elements: 1) support for medical expenses (for those who do not have health insurance and/or cannot afford the related tests and medicines), 2) support for food and personal hygiene items (vouchers), and 3) housing support (support

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for housing costs). In addition, we provided housing opportunities for students in higher education, and for individuals and families through our medium and long-term housing programme. In consequence, with our services, we help beneficiaries to cover their everyday needs and to focus on their long-term plans.

What is more, with its MHPSS-related activities the JRS team seeks ways to support the mental health and wellbeing of refugees. In a welcoming and understanding atmosphere they feel respected, open up more easily and find a safe place where they can get help. Provision of long-term psychosocial support for the refugees fleeing the war is a vital part of the Service's work, encouraging healthy integration into communities. In fact, conversations strengthen resilience within individuals to recover from the impacts they have been forced to live through and helps to adapt to critical adversities. Indeed, psychosocial support also includes helping the beneficiaries to deal more effectively with personal challenges or practical problems.

As for our school activities, accompaniment in schools was continuous and strengthened. Monitoring of the schooling of the beneficiaries is an essential element of our basic services. Not only do we offer this service for those who visit the Hungarian lessons held by our team members, but also for those who were enrolled at the beginning of the school year



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with the help of JRS Hungary. Thus from the time of their enrolment, we keep regular contact either personally or via phone and email. Through scholarships and material support we can contribute to the schooling of those minors whose families do not have a stable financial background to cover educational costs. Moreover, in schools, we have provided basic school starting hygiene kits and assisted in solving situations when there is a need for healthcare support, for example for glasses or other similar items. In addition, we regularly visit the Károlyi István Children's Centre in Fót where unaccompanied minors are hosted, and keep close contact with and visit schools outside the capital. We therefore keep contact with the schools and collect up-to-date information regarding school support in order to be able to find those children in the system whom this support can help.

In addition, free time activities have also been organised, such as language focused summer activities for teenagers, since we have learned that this group generally lacks access to it. Christmas related workshops also took place in December 2022, linked to an event when winter-kits were distributed among our beneficiaries as an element of our winterisation plan.

As a matter of fact, to be able to continuously react to actual needs, the social and educational teams meet weekly and discuss current happenings, take part in trainings, workshops or negotiations and cooperation meetings with partner organisations, just as taking part in UNHCR Inter Agency cooperation (RRRP). With bi-weekly meetings the JRS offices has provided a great support from the background.

2. Intervention Context

Since the start of the Ukraine crisis on 24 February 2022, Hungary has maintained open borders for people fleeing Ukraine. By mid-December the number of border crossings from Ukraine had totalled 3.6M, with 1.8M crossings directly from the Ukraine border and 1.7M crossings from the Romanian border. Though there are occasional peaks in the number of arrivals, the flow became relatively even. It is important to note that many of those crossing had urgent protection needs and underlying vulnerabilities including women, children, elderly people and people living with disabilities.

As far as the various legal statuses are concerned, people arriving from Ukraine may be entitled for the so-called "Temporary Protected Status" (TPS), which differs from the 30-day "Temporary Residence Certificate" (TRC) provided at the borders by the mobile teams of the

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National Directorate-General for Aliens Policing or online/in person at the immigration offices entitling the applicants for services like accommodation only for a short term (if there are available places) or for regular subsistence allowance from the Hungarian Government (until the person is not working or not receiving regular monthly income, e.g. pension). However, third country nationals, including those previously lawfully residing in Ukraine, lack access to TPS and are required to apply for TRC (i.e. for a specific purpose such as work/study) in order to stay in Hungary. This therefore limits access to legal protections and services in case of this group.

Consequently, Ukrainian citizens are encouraged to apply for TPS, which is a special status, uniform in the European Union, created so that those who flee Ukraine can obtain a residence title, an asylum document almost immediately, instead of waiting for several months. In total, 33,603 people had applied for TPS as of the end of January 2023, showing that Hungary is mainly a transit country. However, the number of people staying in the country is significantly higher than this, due to the presence of individuals fleeing Ukraine who already have dual (Hungarian-Ukrainian) citizenship.

Besides, we learned that many of those who wish to stay in Hungary for a longer period of time were also living in poverty in Ukraine and/or have

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a low level of education. In the changed circumstances brought about by the conflict, they face even greater problems in supporting and housing their families, which sometimes have a large number of children and few (potential) earners. According to the findings of a re-search carried out by Romaversitas Foundation and its partner organisation in 2022, Romani refugees frequently experienced treatment different to non-Romani refugees by the authorities at the border, and their children faced severe disadvantages at schools. In addition to their underachievement, in Transcarpathia they followed a completely different curriculum. Our experience is that most of the shelters opened (by local governments, NGOs, FBOs, private persons) in spring are mostly hosting Romani families. In fact, these families rarely have the chance to move to private housing.

Even though there is a considerable number of dual Ukrainian-Hungarian citizens – who are in principle entitled to access the Hungarian social assistance system – among those fleeing, neither the Hungarian social welfare system, nor refugee organisations have been equipped properly to help them, and entitlements have been missing for non-Hungarians.

Regarding education, in spring 2022, the system (including educators) was unprepared for welcoming non-Hungarian children, and Ukrainian parents did not want to enrol their children in the Hungarian system due to the continuation of Ukrainian education online. In fact, we expected an influx of these children into – only partially prepared – Hungarian schools in the academic year 2022-23, and this expectation was indeed realistic. Accordingly, the challenges posed by this pressure on the educational system are still present, and have even increased due to the lack of teachers qualified to teach Hungarian as a foreign language and a lack of preparation of the schools in host communities. The differences between the Hungarian and Ukrainian educational system led to the situation that children who attended the ninth grade in Ukraine were schooled into the eighth class due to the system structure of the host country. Exams designed for the local 8th graders were also organised in Hungarian. As many Ukrainian speaking students still took part in online education provided by the Ukrainian education system simultaneously with the Hungarian offline education, extra burden is put on these minors. Well-coordinated central school support is still lacking.

Up to date, international humanitarian support has been present in Hungary, too. As such, UNHCR is determined to coordinate various local and international responses (see the document called Refugee Response Plan, RRP, or as in some places it is referred to as Regional Refugee

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Response Plan, RRRP). During 2022, many grass-root initiatives were launched and flourished; however, by the end of the year more and more organisations asked for support for their most vulnerable clients as they ran out of their financial support (e.g. support for food, housing costs). Going back to the early days of the crisis, the government has organized an Emergency Committee (Charity Council) with the six strongest NGOs in Hungary to help people with legal counselling, transportation, accommodation, relief items, etc. However, according to our experience, the above-mentioned 6 organisations cannot cover all the emerging needs; thus, organisations with experience in the field play a crucial role in helping Ukrainian refugees and supporting their basic needs and integration.

To sum up, the key points about the context in Hungary is that the country remained a transit country where various entitlements strongly depend on the citizenship forced migrants have. Though the Hungarian educational, social and health care system might be accessible for many arriving from Ukraine, they are not open for everyone due to various legal regulations, linguistic competencies, and kinds of socialisation, level of resilience or discriminative practices in everyday life.

3. People served

In the emergency of spring 2022, JRS did not always have the opportunity to collect detailed data on those requesting JRS Hungary's assistance. Therefore, only fragmented data exists, causing a lack of a break-down by gender or age of the beneficiaries before the end of June 2022. Regarding the categories of beneficiaries, JRS Hungary defined the target group as anyone fleeing Ukraine because of the war or being unable to return to Ukraine. Thus, our services are also available for persons with dual (Hungarian-Ukrainian) citizenship, third country nationals and persons with temporary refugee protection (TRP).

People served in 1 year	1,817
Projected* people served	6,330

*The projection was done at the start of the project and will be revised annually.

By the current project we serve:

- Refugees of Ukrainian nationality, displaced by the conflict in Ukraine;
- Refugees of other nationalities, displaced by the conflict in Ukraine (third

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country nationals and holders of dual (Hungarian-Ukrainian) citizenship).

Due to the conscription of men aged 16-60 in the Ukrainian military, displaced persons are mostly women, children, and (to a lesser extent) elderly people. According to the UNHCR, women and children account for roughly 90% of refugees from Ukraine. It has been reported by testimonies that there is a very active military recruitment at this moment in the Transcarpathian region, regardless of health status or job title.

JRS Hungary is also paying special attention to the needs of those families who are coming from a disadvantaged background (eg. Romani families, families affected by poverty, families with children, elderly people).

As the host community also plays a crucial part in the welcoming and integration of the newcomers it is also our mission to provide support for those working and meeting with refugees (eg. professionals of the education, health care, social welfare system; host families and owners of private accommodations, colleagues of the Hungarian Jesuit Province, church-based communities).

It has to be mentioned that – from other sources of funding and as part of other projects – we also continue the work with non-Ukrainian refugees, and to connect groups from other countries to our services, thus avoiding the possibility of negative discrimination. The crisis in Ukraine is placing a significant burden on aid agencies, while people coming from other countries are still present and have a legitimate need for assistance. This continued support is therefore essential.

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	151	150	194	148	865
Shelter	48	46	58	50	361
Legal assistance	41	36	46	37	292
Psychosocial Support	-	-	-	-	360
Health	52	66	121	34	432
Education	-	-	-	-	546
Livelihood	-	-	-	-	-
Awareness raising/ Advocacy	-	-	-	-	35,529
Integration Peacebuilding	-	-	-	-	71

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- Establishment of a “multidisciplinary refugee centre” where refugees are di-rectly served in various ways (reception, registration services, needs assess-ment to offer adequate services, counselling, training, etc.). Trained volun-teers and translators are also present, as needed.
- Mobile team offers professional assistance in situ and strengthens networks.
- Improvement of the call centre to assist refugees.
- Provision of transit transport.

Description

- Multidisciplinary refugee centre: Thanks to available funding (Renovabis, One Proposal, Hungarian Province of the Society of Jesus), many forward-looking activities have been carried out: the current

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reception room has been equipped to best serve both refugees and JRS staff, and further purchases have been made to streamline background work. In the multidisciplinary refugee centre, we will also be able to provide room for a partner school as they need to close down their premises due to the high utility costs. Trained volunteers and mediators are also present, as needed. Office hours, and the call centre are available 5 days a week in selected periods; night shift and weekend emergencies are unavailable. We continue to work on the establishment of the final centre, and consultations with engineers and management have been carried out in order to make the best use of available space.

JRS Hungary team works from January 2023 with 13 people and 2 contracted external HFL teachers (on 24 February the team consisted of 5 people). This significant growth has been enabled thanks to available funding (One proposal, Renovabis, or own Hungarian Province of the Society of Jesus). Volunteers are also supporting our work (through mentoring, tutoring, practicing Hungarian language, accompanying families to be able to deal with their administrative obligations; assisting in organizing events and also taking part in conducting them). Due to the high demand, the involvement of volunteers as mentors will be continuous. Currently there are 6 volunteers supporting our clients' preparation for school lessons. Occasionally volunteers were involved in reception of clients when they arrived for the first time to our multidisciplinary centre. Professional guidance and supervision of volunteers is provided by the JRS staff. We work to increase this number to 10+10 active volunteers and create a database of agile people, ready to deploy at any time. There is a big need to adapt our mentor training programme to an ever-changing situation, thus ensuring the offer of most suitable support forms for the needs of the current beneficiaries.

An intercultural mediator strengthens the team and is present in all cases when Ukrainian monolingual clients visit the centre. Her presence allows a more fluent workflow and ensures the most efficient intercultural communication between the parties.

ii. The Mobile team is essentially constructed by social workers occasionally accompanied by other JRS or paid experts (as needed). The team can meet and serve beneficiaries all over the country if they are not able to come to Budapest. In Autumn 2022, because of the strong local pressure, we have also introduced the idea of contacting and working with local helpers, who provide the background

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knowledge for all the clients who come to us from the countryside. The key condition of support is to have cooperation with local helpers, organizations, and institutions present at each location we receive a request for our help.

In the framework of this cooperation, JRS educational staff members accompanied by the colleague from Mene-dék Association, regularly visit unaccompanied minors in the Children's Centre in Fót to offer language lessons and supportive counselling.

iii. Improvement of the call centre to assist refugees: completed. In 2022, a call centre was established with 10 volunteers (working in pairs) and 2 colleagues. To add, we received requests both via e-mails and phone calls. By the establishment of the multidisciplinary team, professionals started to answer the phone calls (and emails) that are related specifically to social / educational support. As the profile of requests changed, JRS Hungary transformed its previously established emergency (i.e. short term shelter support requests) focused call-centre into a more support-focused one.

iv. Provision of transit transport: ongoing. Between February and June 2022, we provided support for a minimum of 195 individuals (by organising two bus transports plus air flight tickets for a family with members).

Baseline (Projected)

6,330 people

People served

1,817 people

a. Shelter, accommodation, and NFIs

- i. Provision of temporary shelter for refugees in Budapest (max. 2 months).

Description

- i. Provision of temporary shelter for refugees in Budapest (max. 2 months): completed (can be re-lived if necessary)

Short term shelter/accommodation of 159 individuals:

2 Jesuit flats were available to offer accommodation for families on short term;

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4 Jesuit communities (2 colleges, 1 community house, 1 spiritual centre) got prepared to host people fleeing Ukraine;

Free accommodation was offered in 41 private homes or spiritual centres through the Catholic network;

A call centre was established with 10 volunteers (working in pairs) and 2 colleagues. To add, we received requests both via e-mails and phone calls.

After the outbreak of war, the first enquiries came from families asking for our help with their housing problems. Most of them aimed to stay in Hungary temporarily between February and April. From May on, we have started to receive requests mirroring the wish for longer stays. In the period of 24 February and 30 June, we got 66 accommodation requests (116 adults and 43 children), out of which 36 cases were those when we could find a solution (60 adults and 17 children), while in other cases the request was withdrawn as they found a solution by other organisations.

The number of requests of those who are in need of temporary shelter significantly decreased in the Autumn-Winter 2022 period, which allowed JRS Hungary to focus its capacities on those Ukrainian refugees who were planning to stay in Hungary for a mid and long term. Therefore, in Autumn-Winter 2022 we were not offering such service, and the emergency call centre service was on hold with the possibility to re-establish if needed.

Baseline (Projected)

200 people

People served

159 people

2. PROTECT

g. Emergency Aid, Relief and Assistance

- i. Provision of items necessary to meet basic needs of Ukrainian refugees (food, food supplements, hygiene)

Description

- i. Provision of items necessary to meet basic needs of Ukrainian refugees (food, food supplements, hygiene): on-going

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In the Spring period, donations were taken twice to the Ukrainian border and directly to Ukraine (see durable food and medicine) and emergency kits were provided in 15 cases. Simultaneously, we have started to extend this type of assistance.

Food and personal hygiene products (non-vouchers) were delivered on 22 occasions. (to approx. 5 individuals)

We also provided the necessary durable goods to the rented flats (e.g. bed linen, tableware, bed mattresses).

Distribution of items specifically needed by children and women were performed, including prams, cots, baby car seats, phone cards.

In general (since July), the majority of food, non-food or hygiene materials for families are accessible via provision of vouchers in order to enable beneficiaries to obtain goods that are essentially necessary in their own particular households. Vouchers are generally available in office hours (following pre-registration and previous needs' assessment) by meeting the member of the social team. The team collaborates closely with local Family Care Centres and other organizations, in order to be able to better understand the current situation of the families who are contacting JRS from all over the country. The Family Care Centres help also with housing applications through environmental studies or recommendations for vouchers.

We were able to support 651 people with vouchers, representing 179 households (total men: 148; total women: 194; total girls: 151, total boys: 150)

As the needs of those we support are generally permanent, we provide ongoing support until families and individuals become self-reliant. Therefore, a minimum of 20 families + 10 students will be involved in the mid/long term accommodation programme). In case the team learns that specific food/medical supplements/hygiene items are needed in larger amounts, they are purchased, stored and shared in the office.

Baseline (Projected)

N/A

People served

651 people

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a. Shelter, accommodation, and NFI

- i. Provision of long term accommodation for Ukrainian refugees. As stated in the last point, we expect that individuals will receive housing support in more months.
- ii. Provision of non-food items for Ukrainian refugees

Description

i) Provision of long-term accommodation for Ukrainian refugees: ongoing

Until 30 June, we provided long term (2+ month) accommodation in dormitories (Budapest, Miskolc Sze-ged) and flats for 51 individuals. (total men: 19, total women: 12, total girls: 10, total boys: 10)

Under the scope of the social support system scheme launched at the end of June 2022, we provided financial support for housing related costs for 151 people (total men: 31, total women: 46, total girls: 38, total boys: 36). This scheme supports those served for 6 months, with the possibility of a 6 month prolongation.

ii) Provision of non-food items for Ukrainian refugees.

We provided beds (at some places where only mattresses were available before) and other durable goods (e.g. bedding, duvet, pillow, blankets) for families involved in the mid/long term housing programme.

Baseline (Projected)

200 people

People served

202 people

f. Legal Assistance

- i. Guidance/information/counselling and occasionally legal remedies are provided by experts.

Description

i) Guidance / information / counselling and occasionally legal remedies were provided: ongoing.

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We provided basic information on legal matters (eg. how to apply for humanitarian status and to process documents or information on working conditions in Hungary with different types of residence permits, etc.). In the reporting period JRS Hungary provided counselling (in various matters) to the hosts of refugees or directly to refugees in 111 cases, meaning that 111 households and 292 individuals were served.

We also prepared a document for hosts and provided them with the most important information on (elementary and adequate) support for traumatised individuals, we developed guidelines for volunteers hosting refugees, and questions and answers documents.

Translation support was available for legal registrations, provided by volunteers.

We are working in close collaboration with human rights organisations and legal advisors. Our colleagues can refer families if the matter is beyond their professional scope.

Baseline (Projected)

50 people

People served

292 people

d. Health

- i. Provision of COVID-19 protection and prevention kits.
- ii. Referral of Ukrainian refugees to appropriate institutions to receive health care services.
- iii. Referral of Ukrainian refugees to appropriate institutions to receive health care services: ongoing.
- iv. Provision of transportation assistance to access health services when needed.

Description

- i) Provision of COVID-19 protection and prevention kits: ongoing.
- ii) Provision of medical supplies / hygiene packs to refugees: ongoing. (See as well Axis 2., Service A.)
- iii) Referral of Ukrainian refugees to appropriate institutions to receive health care services: ongoing.

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iv) Provision of transportation assistance to access health services when needed: ongoing.

In this reporting period JRS Hungary continued with offering social support in healthcare related issues (e.g. MRI, Covid-19 kits, vitamins, prescribed medication, glasses, stethoscope, nasal aspirator for babies) on to 432 individuals (i, ii, iii).

Funded by donations, we were able to distribute vitamins for the winter season for 252 people/85 households as part of the winter packages. (Total men: 34, total women: 104, total girls: 49, total boys: 65.) (ii.)

In the Autumn/Winter 2022 we were able to offer direct support for medical supplements and prescribed medicines (21 people) (ii.)

Baseline (Projected)

400 people

People served

432 people

c. Psychosocial Support

- i. Activation of mentors to provide Psychosocial Support.
- ii. Individual psychosocial support available in the Budapest office for adults and children.
- iii. Provision of group counselling.
- iv. Referral of Ukrainian refugees to appropriate institutions to receive Mental Health and Psychosocial Support (MHPSS) and protection.
- v. Provision of training for JRS staff, volunteers and educators on MHPSS.
- vi. Educators are able to provide support to the refugee population applying MHPSS techniques.

Description

i. Activation of mentors to provide Psychosocial Support: ongoing

In the very first weeks of the crisis, around 100 local people contacted us and offered their support, mainly related to transport and material donations. Over time, this number started to decrease, and by the

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end of June most of this activity had ended. As this outcome was well-predicted, we commenced the recruitment of people who were open for long-term commitments in the area of psychosocial support. Some volunteer mentors already started their work (See more under Axis 3., Sector: Education)

ii) Individual PSS available in the Budapest office for adults and children: ongoing.

In the Budapest office and in the child centre for unaccompanied minors (Fót), and in those schools where our educator colleagues are present, individual psychosocial support (PSS) has been available for refugee adults and minors by social workers, educators and volunteers supervised by the staff. Service provision is also available in beneficiaries' homes, and, if required, via phone and email as well. Conversations, mental health support, and psychosocial counselling were provided during the reporting period on over 300 occasions, reaching 360 individuals (adults, children, men and women together) (See as well Axis 3., Sector: Education).

Maintaining close contact with selected individuals helps us to better understand their situation and needs, by which we can react more adequately and build trust. Our social and educational workers take extra care with regard to these issues. As you will read in 'To integrate - Capacity building' section, the JRS team members took part in a MHPSS training on trauma and crisis to strengthen their skills and to provide professional attitude during the facilitating conversations.

iii) Provision of group counselling: not commenced in the reporting period but planned to be performed from Fall 2022.

We organised community programmes, free time activities and creative workshops for integration. All these programmes have strong mental health related-elements as well. These events also ensure a space for beneficiaries to join a community, to relax, and just focus on creating something (e.g. handcraft workshops) or just to be able to disconnect from the everyday "battles".

iv) Referral of UA refugees to appropriate institutions to receive MHPSS and protection: not commenced in the reporting period (due to the lack of need). JRS HU is constantly working on strengthening and widening the professional network and monitoring the available services.

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v.) Provision of training for JRS staff, volunteers and educators on MHPSS: ongoing

vi) Educators are able to provide support to the refugees applying MHPSS techniques: not applicable yet (see the previous point).

As for the next steps, our staff members have different relevant knowledge and experience (e.g. graduated or studying mental health professional; coach; mediator; adult and child psychodrama group leader). In the recent period, we have focused on adapting our services to current needs, with a particular focus on crisis situations and the development of a social support system. In the near future, we intend to continuously incorporate the knowledge gained as part of the development of the MHPSS programme element. (v., vi.)

Even though self-development of the team members is a constant criterion in the social work field, there are situations when external paid services need to be involved. (iv.)

Baseline (Projected)

300 people

People served

360 people

e. Education

- i. Activation of a pedagogical team to support refugee children and families in school programmes.

Description

i. Activation of a pedagogical team to support refugee children and families in school programmes.

Constructed of trained volunteers, JRS professionals and/or partner teachers (3 teachers are already engaged), the team, as the first step of service provision, was appointed to map the needs of beneficiaries, available educational services, keep a database on this information, and forward people to the next service level.

Personal and online meetings have been carried out with pedagogues, institutions offering teacher training, and other NGOs, which has helped us to see the big picture in the Hungarian teacher sector, to react properly on the needs, and to plan adequate solutions. We are

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engaged in active dialogues with the Ignatian Pedagogical Workshop, the Menedék Association, the Moha network, or the UNHCR representatives.

The JRS team has also taken part in various conferences and workshops, e.g. together with other important Hungarian organisations we regularly take part in the UNHCR RRP negotiations, the annual Churches Forum was also held in December mainly on winterisation and education topics. The Forum was very encouraging for the participants, we were really glad about the offer from the representatives to be the organisers of the next one, and go "alternately" in the future – see more about these activities below in the 'To promote' section.

Baseline (Projected)

N/A

People served

N/A

3. PROMOTE

a. Education

- i. Provision of life skills programme for children (Spring/Summer camps, language and ludic activities).
- ii. Provision of Hungarian online language training programme for Ukrainians (adults and children).
- iii. Access to education to Ukrainian children by provision of social scholarship and IT tools.
- iv. Accompaniment of Ukrainian children and adolescents in school enrolment, attendance and completion in the Hungarian education system.
- v. Provision of support by School Mentors to refugee children and their families in school programmes.
- vi. Training educators to appropriately attend Ukrainian children in schools. Follow-up by the pedagogical team.

Description

Planned activity: Provision of life skills activities for minors covering the fundamental elements of the skill development process. Beyond

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life skills activities, we also target the development of basic language, literary and computational skills.

Activity description: With the help of Hungarian as foreign language teachers (as team members and contracted experts), provision of Hungarian language training programme for people arriving from Ukraine was ongoing. Within this programme various activities were being implemented:

Hungarian as foreign language (HFL) teaching is one of the flagships of our activities. Speaking the welcoming country's official language makes integration much faster, and besides this, it contributes to the self-esteem of refugees. During the reporting period we worked with 16 high school-aged and 6 elementary school aged pupils who attended 178 lessons in 8 various schools. Their progress is absolutely noticeable, and hopefully they all can already apply the learnt skills in their everyday life. (ii.)

In July 2022, we organised a two-week summer camp with a language development focus in which 12 teenagers took part. (Read more on this activity in the Integration section below.) One of our Hungarian as a Foreign Language (HFL) teacher colleagues joined a summer camp organized by another organization where 35 children with various cultural background took part. Other funds (Society of Jesus, Hungarian Province) were used in the realization of this activity. (i)

In the following months we plan to keep focus on the high school-aged group; however, as the needs vary very quickly, we were ready to organize trainings for both younger and older generations. The scheduling of these activities depends both on demands and the availability of beneficiaries.

School progress monitoring of the beneficiaries is a further element of our basic services. We offer this service not just for those who visit our HFL lessons, but for those as well who were enrolled at the beginning of the school year with the help of JRS Hungary. From the time of their enrolment we keep regular contact either personally or via phone and email, and have facilitated conversations. (iv.)

It must be noticed that the local educational system is highly unprepared (see lack of teachers' capacities, lack of Hungarian as a foreign language teachers, and/or lack of educational materials) to welcome students not speaking Hungarian or lacking knowledge

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of the local environment. Based on previous experiences, beyond enrolment assistance, intensive accompaniment of the students is needed in the schools, just as well as connecting the parents with the school staff. Our HFL teachers are offering ongoing professional guidance for 25 pupils in seven various spots in Budapest, and in the Fényi Gyula Jesuit High School in Miskolc. Social worker colleagues in cooperation with the education team are also providing support in integration to the education institutions (e.g. counselling on rights, and obligations, finding suitable and/or well-located kindergarten, school). (See also axis 2, Sector: Psychosocial support).

In 2022, parents' workshops were organized for 20 participants. We also plan to organise a parents' meeting at the end of the first term in January 2023, when the pupils receive their mid-term reports. The goal is to evaluate the experiences of the first months and to articulate the challenges of the next one. (iv.)

Furthermore, the JRS education team has elaborated in September informational material on similarities and differences between the Hungarian and Ukrainian school system in order to make the parents more aware of the possibilities and obligations they have. This material will be useful this summer as well, as a new wave of eighth graders will need help during their enrolment. By learning from the past and integrating parents' and teachers' feedback, there will surely be released a refreshed material. (iii., iv., vi.)

In 2018, JRS developed (from other sources) a language book for small children arriving in a new school environment (see the link: Zahra és Zia Language Book). Thanks to the JRS educational and social team members' close relationship with the target audience, we ran quickly out of 500 copies. With the 1000 re-printed copies of the first language level, which arrived in early November 2022, we could indirectly reach 115 pupils and 17 teachers resp. schools during the reporting period, thus supporting their Hungarian language acquisition. Teachers also received personalised methodological mentoring on how to use the language book. We suppose that the number of reached pupils became higher, as newcomers will be taught from this learning material without contacting us for new copies. People are more and more aware of the real value of the publication, and the number of requests is constantly increasing. Materials are also available online: language book; the interactive e-learning platform (Zahra és Zia E-learning) and the reading book (Zahra és Zia Reading Book), which

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supplementary educational materials are of high importance in the teaching and learning process. (i., ii., iv., vi.)

As planned, we have already started to work on the next level language booklet. The authors and additional professional participants of the previous edition claimed to be open for the continuation of the common work. We have already specified the language level, completed the chapter plan regarding the thematic and grammatical structure, and updated the character list with a new Ukrainian school mate as a reaction to the current situation. The authors are developing right now the individual chapters' content. It also will be available on JRS HU's website. (i., iv., vi.)

Due to the high demand, provision of support by school mentors (volunteers) to refugee children and their families in school programmes should be continuous. Similarly, volunteers are also involved in language exercising activities, currently there are 6 volunteers supporting our clients' preparation for school lessons. Professional guidance and supervision of volunteers is provided by the JRS staff. We work to increase this number to 10+10 active volunteers and to create a database which will allow us to deploy agile people at any time. There is a big need to adapt our mentor training programme to an ever-changing situation, thus ensuring the offer of most suitable support forms for the needs of the current beneficiaries. (v.)

The differences between the Hungarian and Ukrainian educational system led to the situation that children who attended the ninth grade in Ukraine are schooled into the eighth class due to the system structure of the host country. Furthermore, they have to take part in central written and oral secondary school entrance exams without any dispensation. That is why we wish to activate high school pupils into our volunteer program in the framework of the 50 hours of community service, which is mandatory to fulfil before graduation. Peers' support can also widen the natural support system of the refugees. The conditions and details of this project are under development.

Training educators to appropriately attend to Ukrainian children in schools was ongoing. 2 teacher workshops were organised in Budapest and Győr with a total of 28 participants in 2022. Consultations with 7 teachers in 7 schools were also organised.

As mentioned above, we were also offering personalized

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methodological mentoring for those teachers (17 individuals) who applied for the language books. During the project period we plan to involve c. 20 teachers in JRS activities, which cover not just language teaching techniques but skill development work-shops. As the second half of the last year proved to be too challenging for the teachers – not just because of the unsolved refugee situation but also because of the demonstration series and discontinuation of teaching – we decided that after the workshops in summer we will realise the new sessions in 2023. (vi.)

Thanks to the One Proposal and Renovabis grants, 3 Hungarian as foreign language teachers were already activated in the framework of the next 'Zahra és Zia' language book project. After the book launch, we are planning to organise a workshop for teachers where they can gain practical tips and tricks from the authors, exchange ideas of creative ways of teaching Ukrainian youngsters, or point out the experiences with the first edition of the teaching material. (vi.)

In schools we provide social scholarship in the form of basic school starting hygiene kits or regarding health care we assist in solving situations when there is a need - for example for glasses or other similar items. We regularly visit the Károlyi István Children's Centre in Fót where unaccompanied minors are hosted and keep close contact and visit if needed the Fényi Gyula Jesuit High School in Miskolc. For example, cooperating with a local family support worker in Taksony we have detected the needs, and have given out SPAR vouchers for 5 households, furthermore school equipment packages for 19 primary and secondary school students, worth 15,000 HUF per child.

82 individuals were served (total girls: 47, total boys: 35). (iii.)

Baseline (Projected)

300 people

People served

564 people

c. Psychosocial Support

- i. Provision of long-term psychosocial support.

Description

As the needs are generally permanent, we provide ongoing support for

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those families with whom we are in a long-running contact (selected 20 families + 10 students) until the individuals become self-reliant. As the education actors also turn our attention to the problem that the pupils attending their institutions are highly traumatized, we provide the opportunity for facilitating conversations with professionals. (Numbers already indicated in the Protect section)

Aside from widening related services in the scope of MHPSS support (personal counselling, and a variety of group activities, applying the methods of groups and community social work) we are continuously mapping the possibilities offered by other organisations. For those organisations, especially if the service provider is new to the field of migration, we are available for consultations and sharing our experiences and know-how. (Indicators of the personalised psychosocial counselling are already mentioned in Protect section).

Additional activities (free time activity):

With the aim of community building and facilitating integration we organised Christmas craft activities for 22 supported households – this number included 64 people altogether: children between the ages 0-18 and adults between ages 19-47. During the event, the participants were offered the chance to take part in gingerbread decorating, glitter tattoo creating, face-painting, and Christmas bauble decoration making sessions. All together 27 adults and 14 children had used the chance to engage and enjoyed the creative work. In addition, some Jesuit monks gave an international concert of Hungarian and Vietnamese – as one of the monks comes from Vietnam – Christmas songs. The event was financed by donations as well.

Our social worker colleague was holding some handcraft workshops at an event organised for Ukrainian refugees by a group of private personnel. Meanwhile, she also offered discussion about our services and possibilities. 30 people (adults and children) were present at this event. The event was funded by donations as well.

As for the next steps, the staff members have different relevant knowledge and experience (e.g. graduated or studying mental health professional; coach; mediator; adult and child psychodrama group leader). In the recent period, we have focused on adapting our services to current needs, with a particular focus on crisis situations and the development of a social support system. Soon, we intend to continuously incorporate the knowledge gained as part of the

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development of the MHPSS programme element.

Baseline (Projected)

N/A

People served

N/A

4. Integrate

c. Awareness raising / advocacy

- i. Creation by Ukrainian Refugees of awareness-raising video.
- ii. Development and publication of statements and interviews on the Ukrainian crisis and refugees.
- iii. Awareness-raising publications on cultural and social issues affecting Ukraini-an refugees.

Description

Creation by Ukrainian refugees of awareness-raising video: first steps taken.

ii) Development and publication of statements and interviews on the crisis: first steps taken.

iii) Awareness raising publications on cultural and social issues affecting Ukrainian refugees: 17,833 people reached by JRS HU and the Jesuit order's social media posts; 8,339 people were reached by the website the Jesuit order; 4,360 people were reached by the newsletter of the Jesuit order. An article in the year-end edition of the Jesuit order's newspaper (MIND) publication presented the work of the JRS HU, with a circulation of 5,000 copies. Total number: 35,529.

Baseline (Projected)

N/A

People served

35529

f. Integration/peacebuilding

- i. Organisation of intercultural and creative workshops for Ukrainian refugees.

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Description

The goal of organising intercultural and creative workshops for Ukrainian refugees and the locals is to create occasions to connect people, families, and community members. These events do contribute to the feeling of acceptance, create a secure environment for exchanging thoughts, and make it possible to meet people facing the same predicament.

A personal contact always gives space for communication, communication helps to overcome problems, facing problems supports the integration processes of our clients.

In July we organized a 2-week long summer camp event series for teenagers. Each day HFL lessons were provided and afterwards they had a chance to join some skill development oriented free time activities where they could meet with Hungarian peers. The event series consisted of 20 different activities, the number of participants varied between 12 and 8 Ukrainian teenagers.

In late August and early September 2022, JRS HU organized a language focused summer closing activity for teenagers since we learned that this group generally lacks access to it. We had an intensive course for 17 Ukrainian high school aged students (10 girls, 7 boys) who were just going to join secondary education in Budapest. Accompanied by 2 JRS volunteers we provided functional language lessons in Hungarian to prepare them for the first days of school, realized catch-up activities, and went on cultural outings in the afternoons. This activity was co-financed from other sources as well. The event series consisted of 10 different activities.

During the Christmas season, we prepared a session for 9 HFL learners between the ages 13 and 17. Focusing on the students' profiles we prepared activities which strengthen their contact with the welcoming country, but also give space for their homeland memories. They took part in a funny Hungarian Christmas quiz, were singing carols both in Hungarian and Ukrainian, and told about their traditions and how they will celebrate this year. Afterwards, as a special gift for Christmas, they could invite a friend and go together to the cinema (18 people plus 2 JRS staff members and 1 high school student within the framework of 50 hours community service).

We plan to organize creative workshops for integrating where refugees

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can meet locals. For example, free time activities will be organized during the school year and in the summer season where they can invite their new Hun-garian companions, furthermore we intend to involve high school pupils within the framework of their mandatory 50 hours community service as mentors.

Baseline (Projected)

N/A

People served

24 people

5. INSTITUTIONAL STRENGTHENING

a. Capacity-building

- i. Training to JRS staff workshops on JRS mission, values, vision, procedures.
- ii. Training to JRS staff and volunteer teams on technical topics.
- iii. Team building activities and reflection processes for JRS staff to foster reflection, motivation and impact of interventions.
- iv. Employment of a coordinator to oversee the project
- v. Employment of a coordinator's assistant to help the implementation of the project.
- vi. Employment (part salary) of a financial officer to administer the finances of the project.
- vii. Employment of a social worker to undertake activities on the project.
- viii. Employment of a coordinator for 100 volunteers who will be working on the project.
- ix. Employment of an educational coordinator to oversee the educational aspects of the project.
- x. Employment of a mental health coordinator to implement the MHPSS elements of the project.
- xi. Employment of an interpreter/translator to provide interpretation and translation services to refugees.
- xii. Contracting and support for meals, travel, etc. of volunteer

Description

- i) Training to JRS staff and volunteers on JRS mission, values, etc: 21 volunteers trained (topics: emergency support in the train stations, trauma first aid, how to work with minors).
- ii) Training to JRS staff and volunteers on technical topics: ongoing.
- iii) Team building activities and reflection processes: supervision provided for the JRS team (7 team mem-bers). Ongoing.
- iv) Employment of a coordinator to oversee the project: performed (1 person).
- v) Employment of a coordinator's assistant to help the implementation of the project: (1 person from the end of 2022)
- vi) Employment (part salary) of a financial officer to administer the finances of the project: performed (1 person).
- vii) Employment of a social worker to undertake activities on the project: performed (2 persons plus extra work-hours purchased from 3 JRS staff members).
- viii) Employment of a coordinator for 100 volunteers: performed (1 person).
- ix) Employment of an educational coordinator to oversee the educational aspects: performed (1 person). One Hungarian as a language teacher was also hired as the separation of these two work areas appeared to be necessary. (HFL teachers were also contracted, see the Edu section.)
- x) Employment of a mental health coordinator to implement the MHPSS elements: (1 person from mid-January 2023) This task was performed by a social worker in fall 2022 (Sept-Dec).
- xi) Employment of an interpreter/translator: 12 people offered help in translating/interpreting into Ukrain-ian or Russian - they were involved in various tasks over 20 times. 4 people were involved in translating legal documents. One person is a contracted mediator.
- xii) Contracting and support for meals, travel, etc. of volunteers: performed. (See above).

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Refugees, especially children, are vulnerable, that is why we have to secure their physical and mental safety. Not just the Refugee Service but also the Hungarian Jesuits feel the responsibility in this question.

By creating child safeguarding training material and organising training for the staff and volunteers we take steps to ensure that those in contact with vulnerable target groups have the most professional approach. Reacting to their real needs in education makes them visible in the system, and allows them to concentrate on their own development.

On 8 December 2022 the team received onsite MHPSS support training from the psychosocial support specialist of the JRS USA. The topic on trauma and crisis revealed the difficulties in work with people with mental health challenges. We could examine the situations we are involved in every day from a very useful and practical perspective, and we gained additional knowledge on psychological processes. (ii.)

In 2023, we will focus also on self-development of our staff in the field of legal issues and training courses on assistance work with refugees. JRS Hungary puts great emphasis on professional work processes and the mental health of its employees by ensuring the possibility to learn from experts, and taking part in supervisions (in this reporting period 2 employees took part in individual meetings). We are also planning to continue with regular team supervisions as well. Weekly case discussions and peer-supervision are currently provided as part of the social team meetings and led by an experienced social worker/coach colleague.

JRS Hungary coordinates a network of 54 volunteers that, during the first months of the war in Ukraine, provided support at the border or in accommodation centres, offering information, counselling and translation of legal documents. After the initial period of high volunteer engagement and many new volunteers applying, it became increasingly difficult to engage them. We decided to change our focus and start involving our volunteers more and more in clearly defined, longer term tasks that take place on a regular (e.g. weekly) basis. Also, personalized support and individual accompaniment became increasingly important.

Between August and October, we contacted each of our 54 volunteers individually, to see if they would be open to the longer-term commitment mentioned above. The majority (30 people) could not

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engage in tasks that require regular participation, even though they remained available for occasional, one-time tasks such as transporting donations or people. 15 of them, however, expressed interest in such commitments as well. We started involving them more in our work.

Most of them (6 people) are working in the area of education, under the guidance of our Hungarian as a foreign language teacher. They are helping children with their studies or practising Hungarian language with our adult beneficiaries. 3 of them are already actively working: in total, 17 classes were held by them during this period.

4 people were involved in practical, administrative tasks in the office, such as helping out during the counselling sessions (5 times) or translating documents (2 times).

2 people were interested in tasks we call 'mentoring' – staying in close contact with a family or an individual and helping them with paperwork or with getting to know Budapest better. The exact details of our mentoring pro-programme will be developed soon.

We have already commenced the development of the child safeguarding training material, and plan to organise training(s) for JRS staff and volunteers by the help of contracted partner experts in 2023.

Baseline (Projected)

60

People served

101 people

5. Winterization Plan

Winterization became a serious issue in the autumn, it was one of the main topics at the Churches Forum as well. The current crisis is hampered by the fact that in the autumn and winter season, the scarcity of accommodation is further reduced as more organisations and NGOs have been forced to close due to increased utility prices. Refugees also face the difficulty of having to cope with negative prejudices in finding appropriate housing even if they have adequate financial resources.

We were also prepared to receive more applications for social support. A higher demand reached us at the beginning of January 2023, showing the importance of this preparation.

We decided not just to invite families for the distribution of the packages

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but also to offer them a heated, relaxing environment and possibility to join a community. We reached 22 supported households – this number means 64 people altogether; including children between the ages 0-18 and adults between ages 19-47. During the event the participants were able to take part in gingerbread decorating, glitter tattoo creating, face-painting, and Christmas bauble decoration making sessions. All together, 27 adults and 14 children used the chance to engage and enjoyed the creative work. In addition, some Jesuit monks gave an international concert on Hungarian and Vietnamese – as one of the monks comes from Vietnam – Christian Christmas songs. The event was financed by donations as well.

In cooperation with our appreciated partner Food Bank for Refugees - Budapest we could reach families with 85 Winter Packages before Christmas, which served altogether 252 people (between the ages 0-85; total men: 34; total women: 104; total girls: 49 total boys: 65). The packages consisted of some Christmas treats and durable food, gifts for children, blankets, vitamins for adults and children, vouchers for clothing. Detailed description on the content of the packages (HU, UA, EN) also was available –with information on what is the recommended dosage of the vitamins for adults and children as well; information in which shops and how they can use the vouchers. The winterisation project was funded by donations.

Future plans:

- Another round of vitamin distributions;
- Continuously offer of financial support under the scope of our social support system;
- Offering space for school activities in case of a closure due to the lack of heating.

6. Challenges & Lessons learnt

As a response to the Ukrainian crisis and a rapid influx of refugees, JRS Hungary team revisited its support scheme in a way that enabled the team to continue its work with refugees already living in the country. The team also wished to introduce a new social assistance system that could be inte-grated into the organizational structure of the Hungarian Province of the Society of Jesus. The scheme also had to comply with the legal requirements being in force (e.g. tax liability for social assistance for the donor and the beneficiary). As a result, the introduction of the new system had been preceded by many hours of preparatory work. However, these efforts were inevitable to cre-ate a sustainable and manageable system

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for a longer term. Due to the high demand for the support and a limited capacity of our team we have to revisit our vulnerability criteria in order to be able to prioritize among the requests (to avoid responding too late for a possible crisis situation).

It is a very unique phenomenon in Hungary that many of the families arriving from the Transcarpathian region are holders of Hungarian-Ukrainian dual citizenship and cannot apply for temporary protection (TPS). “Many Roma families arriving to Hungary experience discrimination when attempting to access humanitarian assistance and support. Partners have observed a hesitancy to extend services and aid to Roma individuals, with some waiting long periods to access facilities offering services, or being denied basic assistance including food and transportation.” (UNHCR RRRP). Despite that, according to the Geneva Convention, they do not fall under the humanitarian protection categories, JRS HU decided to provide support for them as well.

The challenge of increasing energy prices observable all over the continent heavily affects Hungary as well, which is even more burdened locally as the Hungarian Forint reached historic lows against the USD or EUR. Due to these external factors both the refugees and hosts face difficulties of covering the utilities. JRS HU, as an institution, has been forced to pay for

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utilities ten times more from September 2022. Rental fees also increased. This affects the process of transforming the spaces and creating the “multidisciplinary refugee centre”. High energy bills at schools also caused uncertainties. JRS HU is prepared to offer its spaces and support for these situations in order not to have to cancel the HFL classes.

The current crisis situation was hampered by the fact that in the autumn and winter season, the scarcity of available accommodation was further reduced as more organisations, and NGOs have been forced to close down their shelters due to increased utility prices. Another accommodation related issue was that despite the more welcoming atmosphere towards people fleeing Ukraine some still has to fight prejudices when looking for private rentals.

We faced some challenges as well in involving people in mental health programmes. Some people were highly suspicious and reticent when trying to involve them in a MHPSS activity, and offered them therapy sessions. In these cases, we first had to break down this wall and once trust has been established, we could start the work. As one solution to this we intended to invite beneficiaries to all sorts of community, group events where meanwhile our colleagues would also be present and our beneficiaries would be able to get to know more of our team members, something which might create the trust needed to continue in a more personal focused therapy (if necessary). Cul-tural differences also influenced the way we can connect to our beneficiaries.

All in all, finding schools for Ukrainian refugee students proved to be manageable. Most schools were open to accept the students, but a big problem was the high number of new students in the system that nobody had been prepared for. Teachers usually acted welcoming and open-mindedly, and they cooperated well with our organisation. On the other hand, the Hungarian teachers were overloaded due to the high teacher shortage in the education system. As mentioned before, there have been demonstrations and cessation of teaching in the whole country. If more and more compulsory school age pupils will arrive in the next months, it will mean an even higher pressure on the system.

There were also cases when teachers talked about the lack of motivation of students and parents. This was the situation mostly when the families planned to return to Ukraine soon and find school-ing in Hungary just as a temporary solution. Parents occasionally refused to enrol their children in local schools as they took part in online education (provided by the Ukrainian education system), or if they enrolled the pupils they did not cooperate with the schools or they even returned to their homeland

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without any message. The students in these families refused to learn the language, or it was very hard to persuade them to take part in activities. This was a significant challenge in the field of education.

Another matter was the question of which class to enrol the children in, as there is a difference between the Hungarian and Ukrainian schooling system, i.e. in Ukraine there are nine grades, in Hungary just eight. Those children who were ninth graders have to repeat the eighth in Hungary simply because they do not have an official certificate of primary education – in some situations it was a challenge for the families to accept this. There were also cases when teenagers had to be enrolled in lower classes as their writing and reading skills were very limited even if they spoke the language properly.

The war in Ukraine made us reconsider our capacities and develop a set of new responses harmonising with the current project. From the point of view of human resources, capacity building was a main goal but finding the new staff members turned out to need more time than expected. Extra work hours purchased from professionals were also necessary.

As mentioned before, after the initial period of high volunteer engagement and many new volunteers applying, it became increasingly difficult to engage them. At this stage we plan to start a new recruiting



campaign involving secondary school students as well (in the framework of the 50 hours of compulsory community service).

7. Projects, synergies and activities in addition to the One Proposal

The Hungarian Province of the Society of Jesus immediately in February 2022 offered financial support of 5 million HUF and organised a fundraising campaign resulting in a total of 15 million HUF donation. The win-ter packages as part of our Winterization Plan were funded by these donations.

As far as our partnerships are concerned, beside our already existing cooperations with schools, FBO's and NGO's and the children's centre for unaccompanied minors in Fót, new partnerships also started to develop. On the one hand, we started to work in close relationship with the Charity Council members (especially with the Caritas Hungary); on the other hand, we immediately joined the Inter Agency network coordinated by UNHCR. When the war broke out, many organisations, companies and private initiatives offered their help to Ukrainian refugees, while JRS Hungary tried to support these initiatives by sharing its experience. Through cooperation with the Catholic Caritas and the Anglican communities in Europe, and as a result of large individual donations received from home as well as abroad, JRS HU was able to support the needs in Ukraine.

In education, as a rule of thumb, JRS Hungary worked closely together with other organisations in terms of helping students to find schools and feel welcomed there. Our staff therefore often took part in conferences and workshops organised by other organisations (Menedek Association, Moha network, etc), mainly in the capital. However, we started to build a network outside Budapest as well (in Győr, Miskolc, etc.). The cooperation with the Ignatian Pedagogical Workshop was also ongoing.

Further to this, we are continuously looking for new cooperation possibilities (e.g. on local level engaging with local Family Care Centers, schools, house owners) and strengthening our existing connections (e.g. with Evangelical Refugee Service; newly established service providers such as 'Dévai Fogadó Programme'; service providers who were not working actively before with refugees, such as Trauma Center; Kék Vonal Gyermekkrízis Alapítvány [Blue Line Child Crisis Foundation], Utcáról Lakásba Egyesület [From the Street to Flats Association]). Additionally, the annual Churches Forum was held in December mainly on winterisation and education topics. The Forum, organised by JRS HU, was very encouraging for the participants, we were really glad about the offer from

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the representatives to be the organisers of the next one, and go "alternately" in the future. (Other funds were also involved in covering the costs of the event.)

The Hungarian Province of the Society of Jesus was also very active in offering humanitarian support in Ukraine, especially in the Transcarpathian region. These activities are coordinated by the direct supervision of Szabolcs Sajgó SJ. The financial resources are ensured by the Hungarian Province of the Society of Jesus and the Hungary Helps Program. Under the scope of the partnership, we could send electrical appliances (eg. refrigerators to the Transcarpathian refugee shelters), a large quantity (40 tons) of durable food as well as medicines; to keep the agriculture alive, we sent seeds, pesticides, irrigation equipment and machinery. In some of these activities we partnered with the Hungarian Charity Service of the Order of Malta.

In the current crisis situation, helping the helpers is also very important. We have organised and run a mental health programme for those working with refugees in Transcarpathia in cooperation with several Hungarian universities and professionals. Within this programme, people working with refugees, volunteers and pastors receive help in processing situations and stories they have experienced in their work.

8. Testimonies

Olena is 29 years [old] pediatrician. When war began, her husband worked as a sales assistant and she was at home on maternity leave with the children. She has a 6-year-old daughter, a 3-year-old son and a 3-year-old daughter. Olena and her family lived in the city of Dnipro, Ukraine. Initially, nothing happened in her city, but after a while, bombs began to fall. On the day of departure, a bomb was shot down 1 km from them, it was very scary, and they quickly left. In March 2022, they packed up and left for Hungary. They drove hard for 4 days straight.

In Hungary, she found free housing for Ukrainians on the website for one year. A very kind Hungarian signed a housing donation contract for one year, so that they only pay for utilities. When Olena and her family arrived in Hungary, her husband immediately found a job at an electronic factory. Her eldest daughter goes to a Hungarian school and learns the Hungarian language, while the twins go to the Hungarian kindergarten. Thankfully, Olena was also able to find a job at a children's hospital for practice.

They got to know the Jesuit Refugee Service through Katalin (Ocumenicus). They met Rózsa, a volunteer from JRS and talked about

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what the family needed. Since then, the Jesuit Refugee Service helps them with utility bills, food vouchers for Spar, and help with buying medicines. JRS also helped Olena to get a phonendoscope for work in the hospital. “Such help is very important for us, because we are still adapting to a new life. We have lost a lot and it is difficult to start from scratch. We are very grateful that there is such an organization that supports and helps refugees feel good in every way.”, she says.



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AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	HUF 57,389.00	€ 146.97	€ 19,226.64
	1B	Emergency aid relief	HUF 7,450,350.00	€ 19,079.67	
	2A	Long term shelter	HUF 12,466,800.00	€ 31,926.34	
PROTECT	2B	Non food Items	HUF 3,229,667.00	€ 8,270.88	€ 44,646.93
	2C	MHPSS	HUF 0.00	€ 0.00	
	2D	Health	HUF 319,217.00	Health	
	2E	Education	HUF 1,418,332.00	€ 3,632.22	
	2F	Legal advice	HUF 0.00	€ 0.00	
	3A	Education	HUF 9,319.00	€ 23.87	
	3B	Livelihood	HUF 0.00	€ 0.00	
INTEGRATE	4A	Education	HUF 295,700.00	€ 757.26	€ 757.26
	4B	Livelihood	HUF 0.00	€ 0.00	
	4C	Awareness raising	HUF 0.00	€ 0.00	
	4D	Advocacy	HUF 0.00	€ 0.00	
	4E	Reconciliation	HUF 0.00	€ 0.00	
	4F	Peacebuilding	HUF 0.00	€ 0.00	
INSTITUTIONAL STRENGTHENING	5A	Capacity building	HUF 16,814,969.00	€ 43,061.61	€ 43,061.61
TOTAL					€ 107,716.30

MOLDOVA

MOLDOVA

Local project implementation
Partner



Project Implementation

Start date: 01/05/2022
End date: 28/02/2025

Project Reporting

Start date: 24/02/2022
End date: 31/12/2022

Location

Tudora
Bolohan
Ruseștii Noi
Stăuceni

Rîșcani



Contact Person

Caroline Lercher Tauber, Partnerships and Projects Coordinator
(CONCORDIA Social Projects)



MOLDOVA

1. Summary

Due to the Russian invasion of Ukraine and the resulting flight of many Ukrainians to neighbouring and EU countries, CONCORDIA Moldova has set itself the goal of supporting and accompanying the refugees who have been forcibly displaced. Since the beginning of the war, CONCORDIA Moldova has strengthened their Emergency Responses by building up an Emergency Operations team which coordinates the support for refugees and host families.

Facilities in six different locations throughout the country were partly re-activated and newly equipped to host individuals and families for long-term: Bolohani, Chişinău, Stăuceni, Rîşcani, Ruseştii Noi, Tudora. Besides the provision of shelter and support with basic needs, CONCORDIA Moldova's response focuses on the overall well-being of refugees, offering psycho-social support and counselling and informal educational and recreational activities. Children from Ukraine have been provided with laptops, internet and space in CONCORDIA Centres, close to their accommodation, to participate in online classes. At the same time, it is

**People served
in 1 year**

1404



MOLDOVA

the goal of the government to enrol children in local schools to integrate them among peers. While some children have already been enrolled in local schools, all of them can access psycho-emotional counselling and participate in the centre's activities with local children in the leisure and recreational programme. Also, the adult refugees are provided with food and non-food items in order to receive the essential goods for everyday life. Furthermore, adult refugees have access to psycho-emotional and legal counselling and are actively involved in the organisation of various activities in the accommodation facilities or the multifunctional CONCORDIA centres. The host families are also supported with food and non-food items and financial assistance. CONCORDIA's aim is to engage the refugees together with the host communities in joint activities to encourage exchange and involvement in the community.

CONCORDIA Moldova has been collaborating with Crisis Response Programme Managers, Ukraine Emergency Response Coordinators and Child Protection Officers from War Child, Street Child and Terres des Hommes. Furthermore, capacity-building activities have been discussed, planned and carried out with Hemayat as well as Die Moewe. CONCORDIA Moldova collaborates closely with Local Public Administration officials and social workers in rural areas; this is done to ensure an extensive reach towards all refugees that the authorities and officials are aware of in their region. However, it is important to mention that the continuous requests and collaborations between other organisations, CONCORDIA Moldova, and the LPAs is putting a strain on collaboration and on relationships with local officials, as the latter are overwhelmed by different NGOs trying to organize activities directed towards refugees and not local community members.

During the reporting period, CONCORDIA Moldova has reached a total of 1404 persons coming from Ukraine to seek refuge, of which 185 were temporarily accommodated. Of all refugees from Ukraine supported, 910 were identified as female (64%), 521 as children (37%), 178 as elderly (12%), and 1 person with disability. Additionally, 291 refugee-hosting families and households were supported accounting for 654 family and household members hosting a total of 656 refugees.

2. Intervention Context

Status Quo on the refugee movement toward the Republic of Moldova:

The war in Ukraine continues, resulting in the continued arrival of refugees to Moldova. According to UNHCR data, 102,160 refugees are currently staying in Moldova. For Moldova, this large movement of refugees from

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neighbouring Ukraine is a major challenge. Even though the country is preferably used as a transit country to travel on to EU countries, there are many refugees who stay, in proportion to the country's population. Never before has Moldova been confronted with a refugee movement like this, nor has it had to provide the accompanying support services such as emergency aid. International and local NGOs have taken on a large portion of the responsibility for this support, assisting refugees and the host society with a wide range of needs and issues. The Moldovan population has shown great solidarity towards the Ukrainian refugees, especially in the beginning of the conflict, and has provided a lot of support. Due to the strong financial support available for the refugees, the Moldovan host community does not always feel well-treated, given the number of activities in favour of the refugees. The initially very strong solidarity with refugees seen here has been increasingly weakened in recent months. Furthermore, a decrease in the number of refugees arriving in Moldova has been observed. This has allowed the support for refugees to level out, which means that organisational, administrative and support measures can be better and more efficiently coordinated and implemented. Much acquired knowledge is shared among the refugees in networks and a support system has been established within the target group. In addition, various support measures have been better coordinated between the LPAs and NGOs, which means that the refugees can be supported in a



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more targeted manner.

Current challenges

Moldova is dealing with multiple crises. The country is mainly struggling with socio-economic challenges and is confronted with a high unemployment rate and a resulting emigration of many people of working age. The country already experienced a severe setback in 2020 due to the Covid-19 pandemic. The population often depends on remittances from family members working abroad, and these payments did not materialise in the first months of the pandemic. In the same year, many regions had to struggle with a long period of drought. After the Covid-19 pandemic, the country was just moving towards recovery when the war in Ukraine started and many refugees fled to Moldova. The country serves refugees as a transit and destination country. As a neighbouring country of Ukraine, 755,368 refugees have already crossed a border from Ukraine to Moldova. However, due to the ongoing war, Moldova is not only affected by the refugee crisis. The country is facing several difficulties and is struggling with an inflation rate of 34.62% in October, which has dropped to 30.24% by the end of 2022. Moldova thus faces the highest inflation rate in Europe (EU average in December 2022 of 10.4%). In addition, Moldova is dependent on Russian gas and Ukrainian electricity, and from both countries the supply was no longer guaranteed in the last three months, i.e. October, November and December. Russia reduced gas supplies in October, and Ukraine stopped supplying electricity to Moldova as a result of Russian attacks on its energy infrastructure. Electricity deliveries from the Russian-oriented and separatist region of Transnistria in Moldova were not fulfilled, so that whole parts of Moldova were often without electricity for several hours on some days. In addition, the cold winter months pose a great challenge to many Moldovan households and especially to socio-economically weak families. Due to high inflation and rising gas prices, many households are unable to heat their homes. Due to these many crises taking place at the same time, the population is also becoming somewhat restless. Pro-Russian supporters keep raising their voices, protesting against the pro-European government and President Maia Sandu.

CONCORDIA Moldova

Since the beginning of the Russian invasion on 24 February 2022, CONCORDIA Moldova has been involved with humanitarian aid at the border and in rural areas in the country. In order to provide the best possible emergency relief, CONCORDIA Moldova's Emergency Relief Team was set up, under the lead of the Executive Director (Tatiana Baltă), which

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not only participates in the working groups but also actively coordinates the aid and maintains close contact with the local authorities. This has enabled many refugees to be accommodated privately with families in the villages where CONCORDIA was already active before the outbreak of the war. Other people have been accommodated in CONCORDIA facilities.

In the facilities, especially the multi-functional centres near the border, there are ongoing activities for both the refugees and the host community. Food packages are distributed, and psychosocial counselling and leisure-time activities are offered. Furthermore, the people receive warm meals and can use the washing and sanitary facilities of the centres. In order to be able to support the people in the best possible way, ongoing supervision and training are offered to the staff members. Considering the cold winter months, CONCORDIA is supporting the most vulnerable and at-risk individuals, families, and households with material, including food and non-food items, and cash assistance.

Partnerships

In March 2022 the Moldovan Government has launched an information resource for refugees and established a Single Centre for Crisis Management, which is supported by a UNHCR-led refugee coordination

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mechanism. Over 45 partners have joined the consortium so far to coordinate their efforts under the umbrella of a single refugee response under the overall leadership of the Government of Moldova and UNHCR. Official partners are inter alia, UNICEF, UN Women, UNFPA, UNDP, OHCHR, the European Union, IOM, WFP, Action Against Hunger, Terre des Hommes, MSF, Oxfam, Plan International and Keystone.

CONCORDIA Moldova is strengthening its partnerships and collaborations with LPAs and NGOs. The close collaboration with practitioners, such as psychologists and social workers, especially in rural areas, ensures an extensive reach towards all refugees that the public authorities are aware of. CONCORDIA is part of the Ministry Task Force in Crisis intervention. Furthermore, CONCORDIA participates in three cluster groups (Moldova Inter-Sector Refugee Coordination Forum, Accommodation & Transport Sector Working Group, Cash Working Group – Moldova) organised by UNHCR on a weekly basis. These meetings allow CONCORDIA to better understand the current trends in refugee support offered in Moldova, which organisations (or clusters) participate offer aid to refugees, and what types of support different organisations actively offer or are ready to contribute to.

3. People served

The refugee movement from Ukraine, which according to UNHCR data is the largest in the world, affects the daily lives of different groups of people in the conflict country as well as in the neighbouring regions and the destination countries. The target group of this project, therefore, includes Ukrainian refugees as well as the host society and CONCORDIA staff.

Individually, the following specific groups of Refugees from Ukraine are addressed:

- **Women:** Mainly women, or mothers with children, were crossing the border to Moldova due to the exit ban for men of military age. Therefore, women are especially burdened with child care and worries about their families back home. Women are supported in

People served in 1 year	1404
Projected* people served	6280

*The projection was done at the start of the project and will be revised annually.

all matters, be it psycho-emotional support, administrative and legal matters as well as education and training and job search. Many women are also involved in designing the children's and after-school programmes in the multifunctional centres. In the multifunctional centre in Tudora, for example, some refugee women have been organising regular events for the community since the beginning of December. A Ukrainian choir was founded, and DIY workshops and fitness sessions are held.

- **Children & UASC:** To provide school children with access to online classes, CONCORDIA Moldova purchased laptops and handhelds. Furthermore, the kids can participate in the activities at the multi-functional centre, which include homework help, remedial education and recreational activities with the children of the Moldovan population, thus promoting integration into the host society. One of CONCORDIA Moldova's facilities in Chisinau is licensed to accommodate and care for Unaccompanied and Separated Children (UASC). During the reporting period, CONCORDIA Moldova did not encounter any case of UASC, nor was any case referred by local authorities.
- **Elderly and people with disabilities:** Limited access to mobility and disabilities were assessed on an individual level and supported accordingly. During the reporting period, 178 elderly people were supported. There was one person registered with a disability. This target group is also welcome to visit the multifunctional centres and is encouraged to participate in various activities with the children, and the mothers, regardless of origin. They have the opportunity to engage and socialise with people from the local community and get actively involved in the daily programme.
- **Hosting Families & Hosting Communities:** CONCORDIA Moldova works closely with the local public authorities in order to support the families and households hosting refugees as well as vulnerable households in the hosting community.

All the above-mentioned target groups are provided with all the necessary items. This includes food and hygiene kits, as well as cash-based assistance. This ensures the livelihood of the people in the project. Furthermore, it is important to support the persons in the long term, depending on their needs and wishes. The refugees can access legal and psycho-emotional counselling. The conversation with the psychologists offers a safe and protected framework to address traumatic experiences. Furthermore, it is important to support the refugees in their new everyday

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life and to introduce them well to the Moldovan health and social system. CONCORDIA also provides transportation for visits to the doctor or to the local authorities. In the multifunctional centres, the refugees can enjoy a hot meal and have access to a stable internet connection and sanitary facilities. There, not only refugees take part in the activities, but also vulnerable people from the host community. This promotes and facilitates the integration of refugees into the Moldovan community. The multifunctional centres provide a safe and relaxed setting for exchange and interaction between the target groups of the facilities.

CONCORDIA Staff: During the reporting period several Trainings, Supervisions and Knowledge Exchanges were organised and offered to staff members: capacity-building in cooperation with Kindernothilfe e.V., Die Möwe and Hemayat was organised for different professionals. The thematic areas covered were working with traumatised children and child protection, trauma-informed practices, Mental Health and Psychosocial Support in Emergencies, children's rights and human trafficking.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	173	157	402	175	907
Shelter	43	43	76	24	185
Psychosocial Support	83	25	135	88	335
Health	11	15	39	8	73
Education	78	92	0	0	170
Livelihood	165	92	157	69	483
Awareness raising/ Advocacy	-	-	1	-	1
Integration	106	117	204	66	656
Peacebuilding	-	-	-	-	-

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- i. Purchase and distribution of direct support packages for refugees in transition or newly arriving
- ii. Purchase and provision of food and NFIs to refugees based on their needs
- iii. Purchase and distribution of food and non-food items for refugees who are staying in temporary accommodation as part of the project

Description

In the reporting period, there were 70 NFIs and 324 food packages purchased and distributed to a total of 907 refugees. As such, 51 packages of NFIs were distributed in July and August in the localities of Purcari, Crocmaz, and Olănești. In September and October, 107 food packages and 1 package of NFIs were distributed in Căușeni city. As for November and December, there were 3 food packages offered in Chișinău city, 7 in Căușeni city, 10 in Antonești, 12 in Grădinița, 17 in Floreni, 55 in Tudora, 66 in Palanca, and 47 in the city of Ștefan-Vodă; as well as 19 sanitary packages in Palanca. 160 refugee families (meaning 424 refugees) of this above-mentioned total number also received cash assistance. In addition, 73 unique refugees received medical assistance in the form of medication and cash assistance for the payment of medical examinations. The distribution was organized in close communication with the local public authorities, which coordinate the distribution of food and non-food packages, cash assistance and medical service based on the needs of the refugees. The cash assistance is a one-time payment and the eligibility for the payment is evaluated by the LPAs; women with (many) children and elderly people are prioritized in the support. The LPAs are aware of the support we can offer to the refugees and are allocating the needed support; after the request of the LPAs, CONCORDIA supports the family with a one-time payment.

Baseline (Projected)

750 people - 1160 packages

People served

980 people - 394 packages

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b. Emergency Aid, Relief and Assistance

- i. Provision of emergency psycho-emotional support and coordination of access to emergency support services near the emergency shelter locations

Description

All refugees have access to tailored psycho-emotional support within CONCORDIA services at CM Tudora, CM Tîrnova, CPT Ruseștii Noi, Casa Concordia, and APP Căușeni. The programme participants are supported and encouraged to talk about their needs and worries, thoughts and feelings in a safe and calm environment. Some of the most frequent psychological issues of both adults and children are feelings of anxiety, insecurity, tension, emotional discomfort, negation, confusion, irritability, anger, insomnia, and other present and future fears. During these sessions, the team supports refugees in overcoming their emotional difficulties and psychological trauma through compassionate, flexible, and non-confrontational therapeutic methods.

Baseline (Projected)

750 people

People served

335 people

2. PROTECT

a. Shelter, accommodation, and NFIs

- i. Equipping, furnishing, and ongoing operation of temporary accommodation for refugees

Description

In order to have all accommodations fully functional, utilities, facilities and various equipment were purchased throughout the reported months (CPT Ruseștii Noi, Chișinău CCTF 1). Necessary purchases and maintenance will be realized throughout the project implementation period. As such, in September, there were 4 refugees accommodated: 3 in CaCom Tudora and 1 in CPT Ruseștii Noi. In October, 2 refugees were accommodated in CaCom Bolohan, 1 refugee from CaCom Tudora, 3 refugees from CPT Ruseștii Noi, and 3 refugees from CM Tîrnova, while

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in November: 6 refugees were placed in CaCom Tudora, 2 refugees in CaCom Bolohan, and 8 refugees in CPT Ruseștii Noi.

Baseline (Projected)

1500 people

People served

185 people

a. Shelter, accommodation, and NFIs

- i. Offering a safe and child- & family-friendly environment to refugee children, adults and elderly in cooperation with LPA at temporary accommodations according to ODA standards and Child Protection Policy

Description

All accommodation facilities available are equipped according to safety and fire regulations. Safe and child-friendly spaces are available. One of CONCORDIA's facilities in Chișinău, Casa Concordia, is licensed to accommodate and care for UASC. During the reporting period, only one UASC was referred to CONCORDIA Moldova in APP Căușeni, as a result of a placement provision issued by the District Directorate of Social Assistance and Family Protection from Căușeni. LPAs prioritized the referral of UASC to an institutionalized facility.

Baseline (Projected)

1500 people

People served

185 people

f. Legal assistance

- i. Providing social and legal counselling to refugees and asylum-seeking refugees (women and men) and assisting refugee families in acquiring necessary documents, accessing available public social services, health services and professionalized doctors

Description

The Bureau of Migration and Asylum is offering free legal counselling and support with registrations, and administration forms. Therefore,

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there was no request made towards CONCORDIA regarding social or legal counselling. However, CONCORDIA plans to contract legal advisers in case someone has a legal issue and needs assistance in making a complaint. This activity will be conducted in the next reporting period.

During the current period, CONCORDIA covered all financial costs related to the funeral of a deceased female refugee supporting and assisting in preparing all the required documents.

Baseline (Projected)

750 people

People served

1 person

c. Psychosocial Support

- i. Provision of direct services, recreational and psycho-emotional counselling to refugee children, adolescents and elderly in temporary accommodations and social centres close by (Dubasarii Vechi, Sanatauca & Tudora).

Description

All accommodation facilities available are equipped according to safety and fire regulations. Safe and child-friendly spaces are available. One of CONCORDIA's facilities in Chişinău, Casa Concordia, is licensed to accommodate and care for UASC. During the reporting period, only one UASC was referred to CONCORDIA Moldova in APP Căuşeni, as a result of a placement provision issued by the District Directorate of Social Assistance and Family Protection from Căuşeni. LPAs prioritized the referral of UASC to an institutionalized facility.

Baseline (Projected)

750 people

People served

483 people

3. PROMOTE

a. Education

- i. Providing access to online classes for refugee children and young people

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- ii. Offering educational activities at MFC Dubasarii Vechi, MFC Sanatauca and MFC Tudora.
- iii. Where possible, facilitating the enrollment process of refugee children at Moldovan public educational institutions.

Description

All children received educational supplies according to their age, school age, and individual needs. They also started attending Moldovan educational institutions (Russian-speaking) or continued attending online classes at Ukrainian schools. CONCORDIA struggled in enrolling Ukrainian children in the Moldovan school system, as the parents prefer the online enrolment of their children in the Ukrainian school system. However, since the new school year started, some children are enrolled in Moldovan schools which provide Ukrainian language and history classes. CONCORDIA supports all children with school supplies and offers a study space for children enrolled in online Ukrainian classes.

Baseline (Projected)

500 children

People served

170 children

b. Livelihoods

- i. Carrying out professional case management and monitoring of personal needs, mid- and long-term development objectives and access to available services, in order to assist refugees in their search for employment and personal and professional development.

Description

All refugees accommodated in the CONCORDIA centres are entitled to provide feedback and can verbally express or write anonymous complaints. Each case is documented and followed up.

CONCORDIA's objective is to first ensure that all refugees have access to adequate food and NFIs supplies, as well as suitable living conditions. Furthermore, CONCORDIA promotes the inclusion and integration of refugees into the community by involving them in

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different social activities and by offering different opportunities for self-development.

Baseline (Projected)

N.A.

People served

185 refugees

f. Integration/peacebuilding

- i. Provision of direct services to hosting families and hosting community households through the Mobile Emergency Team, by supporting their capacities and guaranteeing their access to necessary social services.
- ii. Provision of direct services, recreational and psycho-emotional counselling to hosting families and hosting community members from Tudora at MFC Tudora, MFC Sanatauca & MFC Dubasarii Vechi.
- iii. Purchase and distribution of food and non-food items to hosting families and hosting community households based on their needs (Support Packages) in Rajon Stefan Voda, Sanatauca & Dubasarii Vechi.

Description

The CONCORDIA intervention team is well-trained to provide psycho-emotional and social support to all host families at their request. As such, all host families have access to support in the centres close by.

To enable host families to meet their own needs while helping refugees, CONCORDIA offered food parcels to 291 host families (654 family members), providing shelter and/or assistance to 656 refugees. CONCORDIA has thus exceeded this indicator.

Baseline (Projected)

250 host families

People served

291 host families and 656 people

4. Integrate

c. Awareness raising / advocacy

- i. Regular exchanges held with Mayors of villages in Rajon Stefan

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- Voda, Sanatauca, Dubasarii Vechi; with Local Public Authorities; and with institutional professionals to monitor the communal situation and identify risk and provision gaps in advance.
- ii. Participating in relevant UNHCR cluster meetings organized by the refugee Coordination Forum Working Group (Child Protection; Accommodation and Transportation; Cash Working Group).

Description

Despite persistent challenges of cooperation with some local authorities, CONCORDIA Moldova is in frequent contact by phone and, when necessary, in person with representatives of the town hall and social workers from several localities in Ștefan-Vodă and Căușeni districts. CONCORDIA's aim is therefore to ensure that refugees' needs are assessed in a timely and appropriate manner and met accordingly. So far, two roundtables have been organised with LPAs to discuss specific issues to improve the provision of social services and support packages delivery to refugees.

CONCORDIA frequently participates in the weekly meetings at the Palanca Bus Station (PBS) organised by UNHCR in specific working groups, such as the Cash Working Group, the Shelter and Transport Working Group and the Protection Working Group. These meetings are attended by national stakeholders, including representatives of LPAs, the police, the Inspectorate General for Emergency Situations from Căușeni, the LCA, Moldova for Peace, and the security forces. At the same time, several international organisations such as UNHCR, INTERSOS, ACTED, IOM, IsraAID, Helvetas, UNFPA, People In Need, Solidarites International, NRC, etc. are present. At these meetings, all actors share their activities during the week in Palanca and report on the refugee flows and their needs. CONCORDIA attends whenever possible and receives weekly summaries from the participants on the issues discussed. Thus, CONCORDIA is always informed about the current situation in Palanca.

In recent weeks, the influx of refugees remained quite low, so many of the partners involved in the PBS have reduced or stopped their activities until further notice. Therefore, CONCORDIA's support at the border or in the PBS is not needed at the moment but it will be resumed when needed. CONCORDIA continues to participate in these regular meetings.

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Baseline (Projected)

12 roundtables

People served

2 local roundtables

19 meetings with external actors

5. INSTITUTIONAL STRENGTHENING

a. Capacity-building

- i. Training, supervision, experience and knowledge exchange on special needs and safeguarding of vulnerable refugee seeking groups (traumatized children with crises-experience, UASC, persons with disabilities, elderly).on their needs (Support Packages) in Rajon Stefan Voda, Sanatauca & Dubasarii Vechi.

Description

CONCORDIA Moldova professionals participated at workshops on experience exchange with CONCORDIA Austria and on capacity-building with Austrian Child Rights Organisations. Several activities were implemented during the reporting period:

- 9 professionals from CONCORDIA Moldova (Programme Managers, Administration and Social Practitioners) participated in the Community of Professionals Meeting (15 - 16 June) hosted by CONCORDIA Romania.
- 2 social professionals from CONCORDIA Moldova participated in Gender and Disability Sensitivity training (15 July) hosted by CONCORDIA Romania and facilitated by 2 external Gender and Disability Experts.
- 15 professionals from CONCORDIA Moldova participated in the trainings for Capacity Building in cooperation with Kindernothilfe e.V., Die Möwe and Hemayat:
 - ◊ The first of two planned online workshops carried out by specialists from the Austrian Child Protection Organisation Die Möwe on working with traumatised children and child protection have taken place on 8 June 2022
 - ◊ On 28 and 29 July Die Möwe travelled to Moldova to deliver on-site trainings on trauma-informed practice and working with

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child victims of abuse as well as children who show problematic behaviour

- ◊ The second online 2-day workshops on working with traumatised children, as a follow up of the on-site training was held in September
- Workshops and learning exchange (3 days) in Bregenz, Austria at Kinderdorf Vorarlberg with UNUM Institut and ifs-Institut für Sozialdienste for 19 CONCORDIA staff (from Bulgaria, Kosovo, Moldova and Romania) on child protection and work with traumatized children and children with deviant behaviour, MHPSS in emergencies and trauma-informed practice (November & December 2022). From CONCORDIA Moldova participated 5 professionals.
- Workshops with programme participants on children's rights and prevention of human trafficking in the Republic of Moldova

The capacity-building measures are accompanied by institutionalised monthly child protection exchange meetings of all CONCORDIA child protection focal point persons.

Baseline (Projected)

250 host families

People served

291 host families and 656 people

5. Winterization Plan

The winter time is generally difficult for people in social need in the Republic of Moldova. Due to the accumulating crises in the country, CONCORDIA is responding to the situation with an Emergency Support programme. Between November 2022 and March 2023, CONCORDIA is implementing a nationwide programme, supporting individuals, families and households with cash and material assistance. The support focuses on vulnerable and at-risk people, who are not supported by other organisations or live in remote rural areas with limited access to support.

There are four main target groups addressed through the programme:

- Refugee families from Ukraine (particularly children, women, elderly,

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people with limited access to mobility, people with disabilities and marginalised community members);

- Host families (i.e. families who shelter Ukrainian refugees);
- Vulnerable children, families, and elderly people in the host communities who regularly receive support in CONCORDIA multifunctional centres;
- Other at-risk and vulnerable members and households from the local community.

The support to individuals, families and households includes food and hygiene packages, cash assistance, financial support for educational and professional trainings for Ukrainian refugees, as well as the usual services in the CONCORDIA Centres and through the Mobile Team. The vulnerable local population, as well as Ukrainian refugees, can visit the centres for psychosocial support, educational activities, homework support, using IT infrastructure, sanitary facilities etc. This is why the continued operation of the centres benefits all target groups of the winter support programme.

Progress and Challenges

250 families have already been supported with food and hygiene parcels, which also received a one-time financial assistance of 234 € that enabled them to cover utility and household costs. Several refugees are already enrolled in professional courses, where CONCORDIA covered the financial expenses. That results not only in a higher chance of employment but an integration into the host community. CONCORDIA plans to further support 250 refugee families through food packages and a one-time financial assistance of 234 €. Furthermore, 200 host families are provided with food packages and also a one-off financial support of the same amount. These efforts were supported by other CONCORDIA donors. The refugee and host families supported under the JRS project also receive continuous support throughout the winter, through all above-mentioned activities.

So far, this winter is surprisingly mild, as such there were not as many challenges as expected. However, due to the energy crisis and inflation, CONCORDIA had to purchase a limited quantity of firewood at a very high price. Still, there might not be enough firewood for all of CONCORDIA's centres, including those accommodating refugees, especially in case of an emergency.



6. Challenges & Lessons learnt

There have been a number of challenges in terms of cooperation on the regional and the national level:

- 1. Procurement of goods:** CONCORDIA is a large organisation in Moldova and has worked previously with many suppliers. In this new context, suppliers with which the organisation has been working for a long time were resistant to providing new offers for goods. The situation is very severe also due to the limited stock of goods in Moldova since one of the largest access points for many goods was the Ukrainian – Moldovan border.
- 2. Work with social workers and LPAs in communities:** Since regions like Ștefan Vodă and those in proximity have received many visits and different types of support, they feel overwhelmed by the refugee work in their community with no remuneration. In order to mitigate the negative impact of this aspect, CONCORDIA Moldova has started identifying refugees directly in communities and collecting data directly in order to avoid further conflicts and difficulties in the relationships with local authorities.

- 3. Recruitment of new staff:** As the demand for psychological interventions and specialists to work with refugees is very high, it has been very difficult to find psychologists, especially in the beginning. Moreover, the lack of specialisation in trauma related to war/refugees made it increasingly difficult to find qualified and willing professionals in Moldova. In the course of the last months, a few psychologists could be found who are also qualified for trauma-specific interventions. However, as the future development of the situation remains uncertain, the assignment of psychologists is still temporary and will be evaluated on an ongoing basis.
- 4. Challenges emerged due to geographical aspects on the interventions:**
- a. Direct requests from other regions of Moldova (directly from LPAs in rural areas) to provide support for refugees hosted in their communities.
 - b. The flow of refugees decreased greatly in recent months and CONCORDIA needs to directly identify refugees in other municipalities, as many have already moved from Ștefan Vodă and other specific districts. Therefore, CONCORDIA needs to extend its services to other regions where refugees have moved. The activities implemented will not differ from the original plan: CONCORDIA Moldova's emergency response team will continue to provide assistance packages (FI and NFI), financial assistance, psychosocial support and various activities to support refugees from Ukraine.
- 5. Energy Supply:** Due to the situation described in the beginning, there have been frequent power cuts in large parts of the country since November 2022, which usually last for several hours. The government has introduced electricity-saving measures to avoid overloading the power grid in the future. All CONCORDIA centres and accommodations are equipped with power generators for longer power cuts. This means that the power supply in the centres is guaranteed and all the facilities continue to provide shelter, food and hot water for the communities.
- 6. Inflation:** Due to inflation, the prices of everyday products have risen significantly. As a result, more people are facing the challenge of covering their monthly costs. CONCORDIA continues to support refugees and host families with food and non-food-packages. Many people also receive financial assistance through CONCORDIA. However, CONCORDIA is also confronted with higher prices and is

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distributing food and non-food-items to the most vulnerable people in the country, besides the refugee support work.

Furthermore, there have been some challenges with regard to assistance to refugees with regards to education and administrative matters. These were:

1. Access to public social services and health services for refugees:

After the project started, it has become clear that in order to gain said access, the newcomers would have to officially register as asylum seekers/refugees. CONCORDIA Moldova has observed that many refused to participate in this process, since they fear they would not be able to return to Ukraine when they wish to do so and also that they would not be able to leave Moldova for Western Europe. Still, CONCORDIA Moldova has provided everyone in need of medical support with access to medical professionals (medical exam, prescriptions for medication, etc.).

2. Registration of children from Ukraine in Moldovan educational institutions (kindergarten, school, etc.): CONCORDIA was also facing in regard to this activity similar obstacles as described above. However, more families were willing at the beginning of the new school year to register their children to one of the 37 primary schools



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in Moldova that offer Ukrainian language and history lessons. Due to the high number of applicants and the limited number of places, not all children got access. A lot of children, therefore, are attending online courses from Ukrainian schools. However, the classes are interrupted very often. Many teachers are located in Ukrainian areas where the Internet is disrupted often or when there is an alarm, they need to seek shelter very quickly. During that time, children are on their own in engaging with the school material. CONCORDIA is supporting children with material supplies needed for attending school in Moldova, as well as for attending online classes.

Finally, an ongoing challenge and potential risk is the current socio-economic and socio-political situation in the Republic of Moldova, which has led to a slow weakening of solidarity with Ukrainian refugees. In view of the country's own difficult situation and the numerous crises it is facing, resentment towards welcoming Ukrainian refugees is developing. CONCORDIA is strongly committed to ensuring equal rights for the local population and the refugees. This means continuing to support and give equal attention to both the local and the refugee populations. CONCORDIA is committed to integrating refugees into the host society and creating an inclusive space for all. This is only possible if everyone gets the attention and support they need.

7. Projects, synergies and activities in addition to the One Proposal

CONCORDIA Moldova has been implementing several projects related to the Ukrainian refugee movement. These are:

Emergency Response Ukrainian Refugees in Moldova (ERMOL) in partnership with Caritas Austria: The overall objective of this six-months project was to contribute to the effective emergency response for refugees from Ukraine in the Republic of Moldova. The main programme participants were refugees from Ukraine, who are either passing through or staying in the Republic of Moldova from May 2022 onwards. The support included direct supply with food, basic goods, shelter and transportation. Refugees were accommodated in 7 facilities and in 13 CONCORDIA foster families as well as in the homes of 190 local Moldovan families. The activities further included administrative, financial and psychological support as well as measures to facilitate the social integration of the refugees into the hosting communities.

Protection and Livelihood for Ukrainian refuge Seekers (PLUS) in partnership with Jugend Eine Welt and the Austrian Development

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Agency: PLUS aims to contribute to an effective and safe emergency response for refugees (with particular emphasis on girls, boys and women) from Ukraine in the Republic of Moldova and Romania, particularly in Chişinău, Rajon Nisporeni, Rajon Orhei, Rajon Ştefan Vodă, Bucharest and Ploiesti. The program aims at alleviating the immediate emergency needs of displaced girls, boys and women from Ukraine in the Republic of Moldova and Romania and aiding at-risk hosting families in the Republic of Moldova.

Setting up Action for Ukraine Emergency (SECURE) in partnership with Jugend Eine Welt and Nachbar in Not: SECURE is a comprehensive relief programme to mitigate the winter emergency situation in Ukraine and the Republic of Moldova. The project guarantees food security through the distribution of food parcels and daily hot-cooked meals, as well as financial support for heating during the cold winter months. For this purpose, vouchers for firewood and cash to cover electricity and gas bills are issued, or electricity bills are covered. As forced displacement is often accompanied by traumatic experiences and children in particular are a vulnerable group, the education and psychosocial support components are another important part of this programme. Psychologists are in constant exchange with the target group. Moreover, planned activities such as afterschool programmes as well as summer camps emphasise the project's important component of integration.

Trauma-informed practice (TRIP) – emergency psychological support and capacity building in partnership with Kindernothilfe: The overall objective of the project is to ensure that children and their families are protected and receive psychosocial support and trauma-informed practice. Children and adults receive basic psychosocial care and individual/group support when trauma/stress/distress/mental fatigue are noticed by CONCORDIA staff. Furthermore, refugees are integrated in CONCORDIA's regular programmes where they also have access to psycho-social support. The project offers psychosocial support also to regular programme participants and CONCORDIA staff when dealing with the emergency situation. Furthermore, the capacity of CONCORDIA staff in the area of child protection in emergencies, mental health and psychosocial support as well as trauma-informed practice is strengthened through trainings, workshops and exchanges with other organisations.

Moldovan Winter Emergency Support (MolWES): This project aims at meeting the immediate and basic needs of vulnerable children, families and elderly people as well as of refugee families from Ukraine and host families in rural communities throughout Moldova. The activities are

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designed to mitigate the consequences of the cold season and are delivered through multiple modalities (hot meals, food packages, non-food items packages, and cash-based assistance). The programme participants receive a daily hot meal during the week, and have access to showers, toilets and washing machines in CONCORDIA Social Facilities. Furthermore, CONCORDIA distributes food- and non-food items and supports communities through cash based-assistance.

8. Testimonies

Viola was 51 years old and used to work in an orchestra in Nicolaev as a music teacher when everything changed in one night. They had seen terrible things and lived for months in shelters, hearing the alarms of war every day. “Hope kept us there, hope that everything would end, but at one point we saw no more ending approaching”, she said. She had fled her hometown of Nicolaev, ravaged by war, with her 15-year-old son, who is a person with autism.

In the spring of 2022, they arrived in Moldova, struggling to find a place to live. Eventually, she found a man who rented rooms for refugees, but they weren’t heated. Unfortunately, the man turned out to be a tormentor, shouting at women, mistreating her son, and refusing to warm up the spaces.



MOLDOVA

In November, it was suggested to Viola and her family that they ask CONCORDIA for help, and they arrived at the CONCORDIA Centre for Refugees in the village of Bolohani. There they found warmth, safety and support. They live with several other families. Viola often plays for them, while her son has the opportunity to develop his socialisation skills with his peers. Viola and her son had counselling sessions, they now go to church every week, and her son received therapy. The centre helped them with housing, professional and social integration, and access to medical services, food and hygiene items.

Viola often expresses her deep gratitude for CONCORDIA's support: "Thanks to you, we were able to escape the cold, to heal and to start building a new life." Thanks to this project, CONCORDIA has supported not only Viola's family but also many other refugee families in Ukraine who found shelter and support at the various Centers and in the host families supported by the organisation. The impact has been tremendous and has changed the lives of those who were in need the most.

MOLDOVA

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	0.00 MDL	€ 0.00	€ 75,636.46
	1B	Emergency aid relief	1,500,479.78 MDL	€ 75,636.46	
PROTECT	2A	Long term shelter	0.00 MDL	€ 0.00	€ 0.00
	2B	Non food Items	0.00 MDL	€ 0.00	
	2C	MHPSS	0.00 MDL	€ 0.00	
	2D	Health	0.00 MDL	€ 0.00	
	2E	Education	0.00 MDL	€ 0.00	
	2F	Legal advice	0.00 MDL	€ 0.00	
	3A	Education	0.00 MDL	€ 0.00	
PROMOTE	3B	Livelihood	0.00 MDL	€ 0.00	€ 0.00
	4A	Education	0.00 MDL	€ 0.00	
INTEGRATE	4B	Livelihood	0.00 MDL	€ 0.00	€ 0.00
	4C	Awareness raising	0.00 MDL	€ 0.00	
	4D	Advocacy	0.00 MDL	€ 0.00	
	4E	Reconciliation	0.00 MDL	€ 0.00	
	4F	Peacebuilding	0.00 MDL	€ 0.00	
INSTITUTIONAL STRENGTHENING	5A	Capacity building	0.00 MDL	€ 0.00	€ 75,636.46
TOTAL					

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Local project implementation
Partner



Project Implementation

Start date: 01/05/2022
End date: 28/02/2025

Project Reporting

Start date: 24/02/2022
End date: 31/12/2022

Location

Warsaw
Poznan
Gdynia
Jastrzebia Gora

Krakow
Nowy Sacz



Contact Person

Kate Wroblewska and Nataliia Haidysh



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1. Summary

After the beginning of the conflict in Ukraine, in February 2022, two Jesuit Polish Provinces (Northern: PMA and Southern: PME) mobilized their communities throughout the country to serve those displaced by the conflict. Since then, the Society of Jesus in Poland together with JRS have been working to welcome, protect, promote, and integrate refugees entering Poland from Ukraine, as part of the coordinated, Europe-wide response to the conflict led by JRS Europe. This project built upon the existing work and networks of the Society of Jesus in Poland to establish a dedicated Country Office of JRS, to accompany, serve, and advocate for refugees across the country. In addition, as part of the One Proposal, the Society of Jesus provided accommodation, emergency aid and assistance, transportation, legal assistance, employment assistance, education projects, and other services to those displaced by the conflict in Ukraine.

After six months of emergency response, JRS Poland was still supporting newcomers with their immediate and emergency needs, but also

**People served
in 1 year**

37048



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provided more long-term support to refugees in the fields of protection and integration. In each station of JRS Poland, refugees could benefit from services including psychological support, polish language classes, and legal assistance. Additionally, in Warsaw and in Gdynia refugees have been hosted in longer-term accommodation. On the 25th of October, 2022, JRS Poland was officially established, based in Warsaw and having stations and activities in Gdynia, Poznań, Nowy Sącz, and Warsaw. Since October the 25th all activities concerning aid by the Society of Jesus to refugees around Poland are no longer coordinated by the two Polish Jesuit Provinces, but instead by the JRS Poland Office based in Warsaw.

2. Intervention Context

According to Polish Border Guard Office, since February 24, 2022, the day the Russian aggression began, 9.5 million refugees from Ukraine have crossed the Polish-Ukrainian border, but [7. 611 722 million people have returned to Ukraine](#). Currently, there are 950,000 refugees from Ukraine in Poland, less than in the summer peak, when 1.4 million refugees were staying in Poland (registered for Temporary Protection), according to the PESEL database. 90% of them are women and children. [Only 6% are of post-working age](#).

On 12/03, the national government passed a law allowing any Ukrainian fleeing the armed conflict to stay legally in Poland for a period of 18 months, and to register for and receive a Polish ID number (PESEL), which enables access to a range of benefits and social assistance available to Polish citizens.

At the end of November 2022, refugees received 500+ benefits for 328,000 kids. Family 500+ is a support program in Poland, under which each family is entitled to receive a subsidy of PLN 500 per month for each child. 12 thousand children received benefits under the Family Care Capital, which is a benefit in the amount of PLN 12 thousand for the second and subsequent children aged 12-35 months. 141 thousand children - benefit from 300+, a one-time support for all students starting the school year. Families receive the benefit regardless of income. Also 35 thousand children received family allowances, which is dedicated for families with a low income.

Since the beginning of the war refugees crossing the border were directed to reception points at the borders and then relocated to reception points in the cities. Reception points were usually large halls / gyms adapted to accommodate a large number of people (from 100 - 10,000). At the end of December, most of the reception points were closed or operated

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on smaller scale. A reception point is still active in Warsaw and can accommodate 2.5 thousand people for a short-term period. In October 2022, two refugee accommodation centres were open in Warsaw to host refugees for a longer term, there, already over 200 refugees found shelter.

In the first six months of the response, municipalities have taken a leading role in facilitating/coordinating assistance, but due to a lack of standard operating procedures for this kind of crisis, each municipality is working slightly differently. Some had seconded portions of city workforces to set up and run shelters and provide consultations at the social welfare department, the social insurance department, and employment center. Others have focused on partnering with local NGOs and regional government to coordinate a joint response.

There has also been a substantial civil society response. Businesses have donated buildings to be retrofitted into shelters, and citizens have donated clothing, toys, bedding, and volunteer to assist and host refugees. Many Polish families hosted refugees at their homes up to three -six months.

Additionally, Ukrainian refugees can access the job market, childcare, education for children under 18, and public healthcare without PESEL. The national government has also passed legislation that grants Polish citizens



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and other entities hosting Ukrainian refugees in private homes or shelters 40 PLN/night/person, up to 60 days.

As more and more people were crossing the border into Poland, refugees were likely to face problems in accessing housing, particularly in the medium or longer-term. Since the start of the conflict, there has been a sharp drop in available flats in areas including Warsaw, Gdańsk, Poznań, Kraków, Wrocław and Łódź. There has also been a rise in rent prices in these areas, something which impacted both refugees seeking accommodation and Polish citizens.

On the 30th of June, [the President of Poland signed an amendment to the law which assists Ukraine citizens on the territory of the country.](#)

The law introduces changes in the technical and construction conditions of buildings used for the collective residence of Ukrainian citizens. In practice, it simplifies procedures related to the reconstruction, renovation, change of use of buildings or parts thereof, which are owned by local government units.

The new regulations concern, among other things, the employment of Ukrainian citizens in Poland. The regulations aim to provide these people with an appropriate standard of protection. The amendment also introduces solutions that will help local governments to ensure regular care for the youngest children of refugees, which are essential when these children's parents are working. Amendments to the Act on assistance to Ukrainian citizens also apply to teaching Polish, and the new regulations will allow poviats labour offices to organize training in Polish for foreigners. The Act facilitates the organization of education for people coming from Ukraine. Moreover, the amendment clarifies provisions which eliminate the possibility of Ukrainian citizens who left Poland for more than 30 days applying for and receiving benefits. The Act needs some months now to be fully implemented.

In addition, from the 1st of March, 2023, refugees will have cover 50% of the cost of living if their stay in Poland exceeds 120 days, and from May 1 – they will have to cover 75% if their stay exceeds 180 days. According to the new changes, citizens of Ukraine who live in such places for more than 120 days will be forced to pay 50% of their own maintenance costs from March 2023, but no more than 40 zlotys per day (about UAH 300). This decision will affect Ukrainians who are still not unemployed, as they don't have any income, they will need an assistance not only for buying food, and clothes but also for paying for accommodation. They will also need effective assistance in learning the Polish language and integration training into

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the labor market.

The amendment also stipulates that people living with disabilities and their guardians, children, people of retirement age, pregnant women, people raising a child under 12 months of age, as well as people caring for at least three children will not pay for accommodation in collective accommodation facilities.

It needs to be taken into account that people fleeing Ukraine are vulnerable to different forms of trafficking due to the displacement context and attendant vulnerabilities during the journey and upon arrival in a country of destination. According to the EU's Common Antitrafficking Plan to respond to the crisis, launched on 6 May 2022, investigations have been initiated in a number of EU countries on potential cases, and the threat of trafficking in persons is considered "high and imminent". The forms of trafficking that refugees from Ukraine are at risk of include sexual exploitation, forced labour, illegal adoption and surrogacy, forced begging, and forced criminality.

During the reporting period, to provide sustainable service to refugees, actions were taken to support and strengthen this team in its capacities, including the establishment of a dedicated JRS country office in Poland,

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the provision of training and assistance to those working there, and expansion of the number of people involved in the effort. On the 25th October 2022 JRS Poland was finally established, based in Warsaw, having stations and activities in Gdynia, Poznań, Nowy Sącz and Warsaw. It is important to mention that before establishing the JRS Poland, the response in Poland was led by two Jesuits Provinces: in Warsaw, Gdynia, Poznan, Jastrzebia Gora by Northern Province; in Cracow and Nowy Sacz by the Southern Poland Province of Society of Jesus.

Currently (at the beginning of Jan. 2023), JRS Poland can count on 34 people (10 main staff, other providing various services).

The Society of Jesus in Poland has provided considerable and wide-ranging assistance from the very beginning of the conflict. Society of Jesus houses, retreat houses, Jesuit communities, and trusted individuals through the Jesuit network opened their doors to provide hundreds of people with shelter across Poland, including in Warsaw, Gdynia, Poznan and Nowy Sącz. There have also been substantial efforts to provide emergency aid, including through the distribution of emergency kits across several parishes and the running of two charity shops in Gdynia and Jastrzębia Góra to provide refugees with necessary products. The Society of Jesus has also provided transportation for refugees from the border to accommodation centres, legal assistance to obtain key documents, psychological support in Poznan, and educational support – including Polish language courses in Warsaw, Jastrzębia Góra, Gdynia and Nowy Sącz, and the running of two friendly classrooms in Warsaw and Gdynia. Throughout this, we have been cooperating with a network of volunteers, municipalities, hospitals, and other NGOs to serve, accompany, and advocate for those displaced by the Ukrainian conflict.

3. People served

The project benefited:

- Refugees of Ukrainian nationality, displaced by the conflict in Ukraine.
- Refugees of other nationalities, displaced by the conflict in Ukraine.

People served in 1 year	37,048
Projected* people served	14,098

*The projection was done at the start of the project and will be revised annually.

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Due to the conscription of men aged 18-60 in the Ukrainian military, those arriving are mostly women, children, and elderly people. Based on the figures of refugees registered in Poland (1107546 persons), 22.6% are girls aged 0-17, 22.4% are boys aged 0-17, 49% are women aged 18+, and 6% are men aged 18+. Therefore, although the One Proposal assisted everyone displaced by the conflict, the predominant category of beneficiaries were women (in particular women with children), the elderly, and children (those under 18).

It is worth noting that in the first weeks of the conflict, the Society of Jesus in Poland, both the Northern and Southern Provinces, engaged in helping Ukrainians that needed evacuation the country providing transportation and reaching the unexpected number of 30000 refugees. Due to the war and emergency situation, disaggregated data on age and gender is not available for those evacuated.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	417	409	1037	121	31984
Shelter	80	80	174	21	355
Legal assistance	0	0	0	0	1620
Psychosocial Support	242	140	527	22	931
Health	28	14	297	4	343
Education	95	59	472	17	643
Livelihood	4	3	280	5	292
Awareness raising/ Advocacy	-	-	-	-	130
Integration Peacebuilding	320	190	383	21	914

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- i. Throughout JRS Poland's area of operation, food parcels and other basic needs supplies were distributed to those fleeing the conflict in Ukraine
- ii. Two charity shops in Gdynia and Jastrzębia Góra provided refugees with necessary supplies, including clothing.
- iii. Provision of free safe transport to Ukrainian families in transit, especially from the border with Ukraine: Identification of the need; families register for the service and receive the support.
- iv. Provision of psychological support workshop for refugees, covering trauma experience.
- v. Immediate translation assistance and information to refugees from Ukraine upon their arrival in Poland/at JRS operating locations.
- vi. Placement of information about our centre and local services in the railway and bus station in Nowy Sacz
- vii. Informational support to the town newcomers as to where it is possible to receive certain public services, medical services, financial support, clothes, food, and lodging (printed hand-outs).
- viii. Registration of people seeking help in the database of the centre.

Description

1. 490 packages with food and NFI, together with hygiene kits distributed to refugee families in multiple cities through Jesuit parishes.
2. 650 people served with supplies in charities shops in Gdynia and Jastrzębia Góra.
3. In the very next days after the breakout of the war, JRS Poland provided emergency safe transportation for 30000 people helping them to cross the border with coaches. This was the first emergency response. Later on, during the year around 200 people were assisted with transportation from the border. This activity is declining as the

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main wave of coming refugees already arrived. 2 vehicles were bought to assist transportations in the second semester of 2022.

4. Two trainings were provided in terms of trauma experience in Warsaw and Gdynia.

5. All coming refugees were supported with basic translations and necessary information about aid provided by Jesuits or other institutions.

6. In Nowy Sącz, We placed leaflets about our center at such public institutions as the Local Crisis Management Department, Social Welfare Department, and Informational office of Lesser Poland Employment Center. In addition, we informed nearby village councils about our center by mail and already arranged meetings at two of them. These are the places that work with refugees very closely, that is why we decided to distribute information about our work among these institutions. We are also going to visit more village councils ourselves to meet their representatives and build cooperation. According to our schedule, we will be doing it till June 2023.

7. In Nowy Sącz, We provide informational support in the following ways: by phone, by personal meetings at the center, and by organizing group meetings. Up to now, this information concerned with law and employment. We also share print-outs that cover healthcare and public services available to refugees.

8. In Nowy Sącz, Every person wishing to receive humanitarian aid fills out the form according to which we decide whether they fall under the category of a vulnerable social group. If so, we assign them a relevant type of aid. In addition, we are moderating the group on a messenger where we add all the refugees reaching out to the center. There, they receive information about our activities.

Baseline (Projected)

2318 people

People served

1380 people

a. Shelter, accommodation, and NFIs

- i. Registration of families and provision of temporary shelter support in Jesuit houses. in Gliwice, Bytom, Nowy Sącz, Gdynia), Warsaw, community of hospitality centre in Poznan, and retreat

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- houses to refugees fleeing the conflict in Ukraine.
- ii. A quick adaptation of Jesuit premises to host refugees by small renovations and by buying necessary equipment for kitchen, bedrooms etc.
 - iii. Assistance provided to refugees from Ukraine to find other short-medium-term accommodation.
 - iv. Assistance in finding short-term shelter (1-2 month).

Description

1. We immediately provided short-shelter for coming refugees by mobilizing most of the Jesuit communities in Poland and a network of friends. 195 refugees received short-term accommodation in Jesuit houses. This activity is still ongoing until needed.
2. Adaptation of premises to host refugees in four Jesuit houses.
3. Cooperation with friends, parish communities in organizing accommodation for refugees in polish families. 70 refugees accommodated in polish families by cooperation with Jesuit parishes
4. Cooperation with Biedronka Foundation in order to provide short term accommodation up to one month in hostels and hotels. 25 refugee benefit from this program.
5. In Nowy Sącz, We keep in touch with the Local Crisis Management Department which issues orders for free lodging. As soon as there is a request for it, we direct the refugees there.

Baseline (Projected)

800 people

People served

290 people

2. PROTECT

g. Emergency Aid, Relief and Assistance:

- i. Assistance for refugees (advice/transportation) who wish to move to another country.
- ii. Distribution of food and clothes vouchers

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- iii. Provision of product vouchers, clothes and footwear vouchers, delivery of food parcels in Nowy Sącz. Target group: people with special needs, their guardians, the elderly, and other groups of refugees without support sufficient to cover their basic needs.
- iv. Assistance in applying for state and social services online and offline (especially to the elderly)

Description

1. Around 200 refugees were assisted, in transportation to other countries.
2. Clothes and food vouchers were distributed to 80 refugees in wintertime.
3. In Nowy Sącz, we issue vouchers and food packages. Having vouchers gives the refugees a chance to make choices for their own and increases their sense of dignity. We are planning to keep issuing vouchers, including vouchers for footwear. The groups we have started to serve include people over 55 y.o., and sole caregivers for children in Poland. It is important to note that there is an overall unemployment problem in the region, so the unemployment rate is high among refugees. This problem is noticeable especially considering the fact that women do not have relatives to leave their children with when at work. During the Christmas period, we delivered food parcels to 26 persons. These people have previously filled in the registration form at our office and have been selected for this help since they belong to the above vulnerable social groups.
4. From time to time, the refugees need assistance in dealing with e-services. For that reason, we provide them with technological assistance at the office (logging in, password change, application set-ups). We delete their personal data after this assistance.

Baseline (Projected)

2318 people

People served

614 people

a. Shelter, accommodation, and NFI:

- i. Completion of renovation and adaptation works for medium- / longer-term accommodation for refugees in Gdynia, Warsaw.

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- ii. Registration of those fleeing the conflict in Ukraine and provision of medium or long-term accommodation in Jesuit house in Gdynia and two Jesuit houses in Warsaw.
- iii. Assistance provided to refugees from Ukraine to find other medium-long-term accommodation.

Description

- 1. Adaptation of premises in Jesuit houses in Gdynia and two in Warsaw, equipped rooms to host larger number of refugees.
- 2. We have equipped 20 rooms in a new shelter in Warsaw.
- 3. 65 refugees accommodated in Jesuit houses for longer term (still hosted).

Baseline (Projected)

800 people

People served

65 people

f. Legal assistance

- i. Registration of refugees fleeing Ukraine and provision of legal assistance (to get documents etc.) and remedies (plus necessary translation services).
- ii. Facilitate information on asylum and human rights to refugees from the conflict in Ukraine.
- iii. Provision of information on refugee status.
- iv. Seminars aimed at increasing awareness of Polish law regulations, institutions functioning, tax systems, benefits for refugees, employment.

Description

- 1. Provision of professional legal assistance by lawyer in Warsaw Office for 120 people.
- 2. Immediate help in Ukrainian language provided by members of staff. Provision of necessary information on flyers, website in Ukrainian and Russian, and also at the border in one of the reception points. Around 1500 people were served with basic information. Training was also

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provided to the staff and volunteers about Refugee Act (The Act on assistance to citizens of Ukraine in connection with an armed conflict in the territory of that state), in Warsaw Office.

3. We organized a meeting with border guard representatives to answer the questions about legal border crossing regarding the refugee status.

4. We ran seminars on such spheres as taxing and entrepreneurial activity.

Baseline (Projected)

800 people

People served

1620 people

d. Health

- i. Distribution of necessary medical supplies
- ii. Referral of Ukrainian refugees to appropriate institutions to receive health care services
- iii. Assistance and accompaniment of refugees with long-term/serious medical conditions through their treatment (e.g. assistance and specific support to oncological patients in Gdynia).
- iv. Provision of appropriate health care services to children with additional needs.
- v. Payment for medical services and medications.

Description

1. 200 refugees received basic medical supplies (medications, emergency kits) through charity shops in Gdynia and Jastrzębia Góra.
2. Around 120 refugees referred to appropriate institutions to receive health care services.
3. Provision of accommodation for families with oncological children with the cooperation of the Hospital in Gdańsk). 5 families with oncological children accommodated in Jesuit house for 18 months.
4. Provision of professional equipment for children (bed etc.)

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5. We covered costs for medical needs of three people: a medical check-up for a boy with an inherited heart defect , medications for an elderly person with a chronic disease, crutches for another elderly person with a chronic disease.

Baseline (Projected)

300 people

People served

342 people

c. Psychosocial support

- i. Provision of psychological support workshop for refugees, covering trauma experience
- ii. Provision of individual and group MHPSS, counselling support to refugees more broadly
- iii. Referral of refugees to appropriate institutions to receive Mental Health and Psychosocial Support (MHPSS) and protection.
- iv. Provision of training for Ukrainian refugee population on MHPSS.
- v. Provision of group and individual psychosocial support for adult and underage refugees in Nowy Sącz

Description

1. 36 hours per month of psychological consultation (therapy) for 12 children in Poznan, since September 91 hours consultation for 50 children, organized with cooperation with Vinea psychological clinic in Poznań .

2. Provision of 185 hours per month of therapy for 65 adult refugees in Poznań. Therapeutic group for youth (20 people) organized in Poland (still ongoing) with Vinea psychological clinic in Poznań. 26 refugees benefited from psychological consultations provided in Gdynia (including 10 children).

3. 58 refugees referred to appropriate institutions to receive Mental Health and Psychosocial Support (MHPSS) and protection in Warsaw and Gdynia.

4. Training about dealing with trauma for staff and volunteers in Warsaw organized (17 participants). The training for refugees on

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MHPSS provided in Poznan (42 participants). Provision of psychosocial workshops for women every month since October (around 15 participants in every meeting).

5. Every month in Nowy Sącz we ran 4 group meetings on average aimed at helping refugees to socialize and overcome the consequences of traumatic experience. The events organized were of different kinds: from film screenings to art classes. To run the art classes, we invited those refugees who were willing to share their skills. The events targeted all the age groups and were organized according to their interests. In addition to such group meetings, we ran: a psychological webinar for parents on how to talk to a child under wartime circumstances, summer camps for Ukrainian school students (2 shifts), a library with books in Ukrainian, a town guided tour for refugees. In accordance with the key principles of MHPSS interventions in emergencies, these activities were aimed at restoring to some extent normal social connections and recreational activities for refugees, thereby increasing their mental wellbeing.

Baseline (Projected)

240 people

People served

988 people

e. Education

- i. Renovation and running of day-care centre for children in Gdynia
- ii. Provision of safe cultural space for exchange, learning skills, and social events for children and parents in Warsaw, Gdynia and Poznań.

Description

1. Adaptation of premises in order to create safe space for Day Care in Gdynia.
2. Renovation and adaption of a building in Gdynia, designated for Refugee Family Centre activities.
3. Cultural space for refugees organized in Warsaw and Poznan in terms to meet, integrate and attend social events.

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Baseline (Projected)

750 people (calculated for education activities in phases: protect, promote, integrate).

People served

The beneficiaries served by the activities have already been calculated in the activities that are performed in these spaces. See Promote and Education Activities.

3. PROMOTE

a. Education:

- i. Provision of scholarships to refugee children for schools/ kindergarten
- ii. Assistance to refugee children through the provision of books and other school materials.
- iii. Education of refugee children in friendly classrooms, day-care, and kindergarten centres
- iv. Provision of weekly Polish courses for refugees in Nowy Sącz.
- v. Provision of after-school courses for children in creative activities, acting, etc
- vi. Provision of books to refugee school students
- vii. English-speaking club for refugees – both youth and adults.
- viii. English course for refugees.

Description

1. 19 children supported with full scholarships.

2. 60 children assisted in provision of books and school materials.

3. Day Care for children organized in Gdynia (6 Ukrainian children) and in one Jesuit parish in Warsaw (15 children) with cooperation and financial support of JRS Poland.

4. In Nowy Sącz, since March, we have been actively assisting the refugees in language acquisition. Over spring period, two student groups studied at Jezuickie Centrum Edukacji private school. In summer period, we ran Polish speaking clubs at our office as well as two intensive Polish courses at the Perfect English school. In autumn,

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5 adult groups started learning Polish. Two groups are studying at Jezuickie Centrum Edukacji, and 3 others at the Perfect English school. For children, courses were organized as a part of a daycare group schedule and summer camp activities.

5. We provide acting classes and art classes for children in Nowy Sącz.

6. At the beginning of September, we financed the purchase of books for two school students.

7. In summer 2022, in Nowy Sącz, we ran an English-speaking club for refugees – both youth and adults. 13 people served.

8. Later, in September 2022, we started an English course for refugees which continues till now. Classes take place twice a week at our office. Adult refugees and youth attend classes. 16 people served.

Baseline (Projected)

750 people

People served

404 people

b. Livelihood

- i. Provision of trainings of refugees in order to assist their employment.
- ii. Support of refugees to find employment.
- iii. Informational support to the refugees.
- iv. A coworking space for refugees at the office.

Description

1. The two trainings about polish labor market were organized for 40 people. Another 60 were referred for trainings performed by other organization or cities.

2. We spread information about the skills and competencies of the refugees who attended these courses to a network of friends and employers. 18 refugees were employed by this kind of referral. In addition, 20 refugees were employed by JRS Poland, and 7 by Jesuit houses.

3. We extended informational support to the refugees providing them

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not only with information on employment but also on educational opportunities and helping in registrations for non-governmental and governmental humanitarian programs.

4. Three people used our coworking on regular basis in 2022. Two people visited the office to study, and one to work remotely.

Baseline (Projected)

600 people (in phases promote and integrate)

People served

292 people

4. INTEGRATE

c. Awareness / Advocacy:

- i. New website, presence on social media, testimonies
- ii. Giving interviews of staff and volunteers in various media
- iii. Awareness rising activities for refugees in Nowy Sącz through maintenance of social media pages.

Description

1. Building of the temporary website about Jesuit response to the crisis in Poland completed <https://jesuitsforukraine.eu/>. Building of website of established JRS Poland completed <https://jrs.center/>, an active presence was maintained on social media (facebook) for every station, featuring the testimonies of refugees and volunteers.

2. We gave around 10 interviews including on Public TV, radios, podcasts, and international channels.

3. We keep our visitors updated on events we are running at the office by posting information about those on our Facebook and Instagram pages. We also maintain a group at Telegram messenger which is popular in Ukraine and where we add refugees who reach out to us. This helps us to stay in touch with them.

Baseline (Projected)

1000 people

People served

1565 people

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f. Integration / peace building:

- i. Intercultural events, social activities, learning between refugees and local people in centres in Warsaw and Gdynia.
- ii. Intercultural choir, attending festivals/events
- iii. Running of social meetings for Poles and the refugees.

Description

1. We organised integration events in all stations e.g. on refugee day, for Christmas celebrations etc. 480 refugees benefitted from these programmes. Two one- week integration events for Youth were also organised with the cooperation of a school in Gdynia for 80 young people.

2. The intercultural choir is run by a professional coach (hired officially since October 2022), and already there are 40 members of the choir and it has performed around Poland, promoting integration and peace building.

3. We organized several events which were advertised among the citizens of Nowy Sącz. Those were: an Independence Day of Ukraine, a lecture on Polish history, a photo exhibition, a holiday meeting at the library. Both Poles and Ukrainians met at these events. Also, cooperating with City Hall, we participated in Nowy Sącz Town's day.

Baseline (Projected)

1800 people

People served

914 people

a. Education:

- i. Provision of Polish language training programme for refugees
- ii. Provision of English classes for adult and Youth
- iii. Equipping the centres with necessary laptops, boards, projectors, camera, books for running classes.

Description

1. A total of 235 refugees have taken Polish courses. 183 in Warsaw, 40 in Gdynia. Out of 235 as a total, 163 refugees graduated and 72 are still

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enrolled in classes.

2. 12 adult refugees enrolled in English classes in Gdynia. 17 youth participating every month in a Book Club running in English in Gdynia.

3. Every station facilitates the courses by providing the necessary equipment and material dedicated to running polish language courses (5 projectors, multifunction board, 4 white boards, 14 computers and accessories, books, exercise books for teachers, 6 printers, hundreds of notebooks for participants etc.)

Baseline (Projected)

750 people

People served

404 people

5. INSTITUTIONAL STRENGTHENING

a. Capacity-building:

- i. Establishment of JRS Poland.
- ii. Renting necessary space for staff and running activities.
- iii. Employment of main staff and other employees providing various activities.
- iv. Monitoring visits to regional offices of JRS
- v. Recruitment of volunteers to assist with the implementation of the project in Warsaw.
- vi. Participating in meetings/conference organized by Governments offices and other institution
- vii. Cooperation with other institution to provide various services for refugees
- viii. Equipping offices in necessary equipment to enable implementation and administration of the project in Poland (Warsaw, Gdynia, Nowy Sacz).
- ix. Purchase of vehicles for staff in order to run activities and provide transportation of refugees if necessary

Description

1. On the 25th of October 2022 JRS Poland was officially established.

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2. In Warsaw and Nowy Sacz we rented an office for activities and staff, lending the other office and two rooms for polish language courses. In Gdynia, full renovation and equipping the building for JRS Poland Family Centre was completed.

3. Employment of main staff:

- o Office manager, Legal Adviser, Refugee Assistant, Program Coordinator in Warsaw
- o Project coordinator in Gdynia
- o Project Coordinator and two Refugee Assistants in Nowy Sacz (from October 2022)
- o Social worker in Warsaw

4. Jesuits engaged and working for JRS Poland:

- o President of the Board (Director of JRS Poland)
- o Communication Officer (for a period of 6 months - apostolate)
- o Coordinator in Gdynia, responsible for a shelter in Jesuit house
- o Coordinator in Poznan, responsible for cooperation with psychological clinic and integration events

Other staff providing services:

- o 7 polish language teachers
- o 7 psychologists and 1 psychiatrist
- o Social worker for day care in Gdynia
- o English teacher in Gdynia
- o Legal advisor in Gdynia
- o two accounting offices

4. Provision of trainings to staff on topics including JRS Mission, security, Polish refugee act, dealing with trauma etc. Completed.

5. Three monitoring visits of representatives of JRS Europe, Xavier Network, and Renovabis hosted.

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6. Recruitment of 60 volunteers and 3 interns in Warsaw office.
 7. Attendance at various meetings/panels organized by state and other institutions about refugee issues (12 meetings)
 8. Contract with Foundation Biedronka, to provide short-term shelter. Contract with law firm in order to provide pro bono legal services for refugees.
 9. Furnishing and equipping offices with computers, printers and office supplies, software, hardware etc.
- Purchase of 6 vehicles for staff in order to run activities and provide transportation of refugees if necessary.

Baseline (Projected)

250 host families

People served

291 host families and 656 people

5. Winterization Plan

In wintertime, the Polish government was preparing for a new wave of refugees who would come for the winter season to Poland. The prediction was that around 500,000 Ukrainians would cross the border and require aid, especially accommodation. In the end, December saw only a slight increase in the number of refugees crossing the border. In December 2022 around 23000 people were crossing the border every day, but just 5% of these declared their intention to stay in Poland and applied for protection. However, the situation remains unpredictable because of the weather and the risk of increasing aggression by Russia in Ukraine.

JRS Poland prepared a plan to provide emergency aid specifically to deal with these new needs expected in wintertime. 140 gift vouchers were bought and 120 already distributed so that refugees could buy appropriate winter clothes, shoes, or food.

In addition, a new shelter in Warsaw (20 rooms) which can accommodate 40 people (even up to 60 if needed) is ready for newcomers.

Additionally, our contract with Foundation Biedronka was prolonged to April 2023 to provide short-term accommodation (up to 10 days) for refugees in hostels and hotels around the Poland.

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In Nowy Sącz the Office was in the old building, which was difficult and too expensive to heat in winter season, resulting in a decrease in the quality of activities provided to refugees there. The decision was made to move the rented office and all running activities to a more friendly and economic space in this time.

6. Challenges & Lessons learnt

The main challenge we faced was the need to act immediately in providing emergency aid to a large number of refugees, which increased more and more every day. Service was provided on many levels mainly by volunteers and Jesuits without resources or any background in humanitarian response. We managed and passed the exam in hospitality and humanity even without a proper structure and extended staff able to deal with such an unexpected crisis. We were struggling on the coordination level in performing this response at the same time in various locations in Poland. However, to overcome it and provide sustainable services to refugees, actions have been taken to support and strengthen our team in its capacities, including establishing a dedicated JRS country office in Poland, and expanding the number of staff involved in the effort. At the same time, the management team (just two persons) was working at an intensive pace on structuring the JRS Poland, and on the administrative site of establishing the JRS Poland Foundation. It was an enormous challenge to build a new entity, the whole structure. Week by week we recognized the new needs and evaluated every aid provided by our team. JRS Poland can now count on a very highly motivated team and a strong structure with the main offices in Warsaw, Gdynia, Poznan, Nowy Sącz which will be able to provide support in a long-term and sustainable way to refugees during this crisis and into the future. The main lesson learned is that nothing is impossible with a good Team.

NOWY SĄCZ (Southern Poland)

The expected increase in the number of arrivals and refugees transiting through our national transport system did not occur, and bus stations and railways stations were not anymore the relevant hubs to connect and reach out new refugees. So, instead of Placing information about our center and local services at the railway and bus station in Nowy Sącz as projected, JRS Poland team in Nowy Sącz adopted some mitigation solutions delivering, a set of leaflets to local public institutions and established reliable contacts with them. There, government employees talk with refugees in person and can deliver information about our activities face to face. Moreover, to establish the contacts, we organized meetings with the representatives of state departments at our office.

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We faced a challenge in providing shelter and accommodation for longer periods posed by our relatively small capacity to host people. However, this was overcome thanks to our partnership with the Crisis Management Department, where we direct refugees in need of affordable lodging. There, they receive an order for a temporary free stay at dormitories/ hostels, etc.)

Another challenge was that the Refugee population had a great turnover in Nowy Sacz, threatening our ability to deliver continuous and quality education courses. To keep track of these changes and to monitor the situation of our beneficiaries, JRS' team kept track of attendances and contacted refugees to assess whether they were no longer interested in the courses or if they left the town, thereby giving the possibility to another person to access classes.

After a cost-benefits evaluation, we decided that it was not worthwhile to run the planned educational day-care group that would have taken many resources not allowing us to reach a broader number of Ukrainian refugees. Instead, JRS is delivering regular classes that will still provide children with opportunities to develop and communicate.

Another challenge faced was that locals were not attending our

Speakers-Club and social meetings for integration purposes. As we promote ourselves as an organization serving refugees, with a small-scale operations history at our back, locals did not know much about us. So JRS joined celebrations organized by local institutions and partner with them in order for the refugees to be included in the cultural context of the town. As a result, the integration process became smooth and natural with many locals and UA refugees visiting the events.

7. Projects, synergies and activities in addition to the One Proposal

In the first 6 months of the emergence response, with cooperation with CMMB from the USA and the coordinating office in Warsaw, two shipments of medical supplies were organized for the refugee centre in Lviv. First one, of medication (1000 packages) and second one, 3000 emergency kits (interagency emergency health kits for 1000 people, hygiene kits, etc.). The part of medical supplies was also donated to one of the hospitals in Lviv.

Some initiatives organized by JRS Poland were financed by local communities, especially by parishioners of Jesuit parishes i.e. school layettes for children, Christmas gifts for children.

NOWY SĄCZ (Southern Poland)

- Emergency Aid, Relief and Assistance:

In 2022, we also organized a humanitarian aid collection during the November-December period. Such institutions as Jezuickie Centrum Edukacji, St. Spirit Parish, as well as Pope John Paul II Parish, Nowosadeckie Serducho local NGO, and Caritas supported this initiative by supplying food products and hygiene items. Then, the Touch of Love Ukrainian Foundation picked it up from our office and is now distributing this all among internally displaced persons in Ukraine and houses for vulnerable people. We managed to gather 500 kg of humanitarian aid.

Direct beneficiaries: internally displaced adults and children; people with disabilities; homeless people.

Indirect beneficiaries: families of these people.

- Shelter/Accommodation/NFI:

As Biedronka Foundation partnered with Sursumcorda NGO assigning the NGO to distribute shopping cards to refugees, we helped Sursumcorda to

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verify the refugees which were willing to receive that aid. We verified 86 people. All of them received the cards from Biedronka Foundation. The cards allow shopping at the Biedronka supermarkets for three months for a sum not exceeding 900 zł in total.

Direct beneficiaries: the elderly, mothers with more than three children, people with disabilities, and their guardians who do not have anyone who can support them in Poland.

Indirect beneficiaries: instant families of these people who stay along with them in Poland.

- Livelihoods:

Two students did not have laptops to continue their online education at Ukrainian schools. Thus, we contacted Systema Foundation to borrow the laptops for them.

One elderly person rented trekking poles as she had a physical need for an increase in physical activity.

Direct beneficiaries: students and adults without means for maintaining their education, work process, and physical state respectively.

Indirect beneficiaries: their instant family living with them in Poland.

- Education:

In autumn, we formed a list of students for STEM classes taking part at the Socius Foundation. According to the project run by the Foundation, only refugee students could benefit from those. That is why we were addressed to form the list of such students.

Direct beneficiaries: adults and children

Indirect beneficiaries: their instant family

8. Testimonies

Sturnikova was an agronomist and accountant in Kharkiv all her life until her retirement. Afterwards, she took care of her grandson, who is now 3, and cared for the garden where she grew some “good bushes and fruit trees”, seedlings of which she had bought herself at the Bakhmut nursery. But her life was upended when the conflict arrived at her own back garden.

She had already been hearing about the possibility of the aggression from

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Russia, but she thought they were only rumours because “All this that has happened literally does not fit into any logic, in any human concepts”. But on February 24, her daughter woke her up saying that they were being bombarded. “I got up, she told me to pack up and grab whatever I could. I couldn't really believe it wasn't a nightmare. But when I went into the bathroom and my glass shook from another blow, I already realized that this wasn't a bad dream”, she recalls vividly.

Even knowing all the routes by heart and roundabout ways, Sturnikova, her daughter and her son-in-law took 15 hours to cover 170 km to Nowy Sącz. She explains: “It was impossible to pass, there were traffic jams. We couldn't just sneak in. In addition to traffic jams, the traffic was also slowed down because of roadblocks.”

Nowadays when she thinks of her country and city, she feels uncertainty. But her new circle of contacts in Poland, bring hers some security. “You see, I already know the situation here, I know people, and I know whom to turn to. And if it gets even more serious, and my children from Kharkiv will have to leave, I will be able to help them here thanks to friends whom I have acquired here.”, she describes.

This circle of support is very important for her and she appreciates particularly the psychosocial approach of JRS. “That's what keeps me



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here. I see a lot of support here. I see what kind of psychological help “JRS” provides, I see that all the time they offer something. You are dragging out my compatriots of the chasm they have fallen into. I just read your chat [JRS Nowy Sącz] in Telegram and see that all the time you offer something, ask about our desires. You see, we don't usually find time to do the activities you offer by ourselves, especially now.”, she mentions

Sturnikova provides an example: “After drawing in the Zentangle technique, I saw a photo of how diligently they draw. I zoomed in on the photo of the young woman sitting down, and she looked so passionate while drawing! Here is what psychological help looks like. And you don't stop. You do well. You talk to people all the time. It's unparalleled. Every person coming here feels like a person, not a miserable refugee. When you enter the building, you become feeling worthy.”.

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AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	PLN 249,766.37	€ 53,236.79	€ 120,793.59
	1B	Emergency aid relief	PLN 316,950.27	€ 67,556.80	
	2A	Long term shelter	PLN 914,503.25	€ 194,923.04	
	2B	Non food Items	PLN 2,951.22	€ 629.04	
	2C	MHPSS	PLN 146,025.29	€ 31,124.76	
	2D	Health	PLN 17,285.09	€ 3,684.25	
PROTECT	2E	Education	PLN 722,419.87	€ 153,981.17	€ 389,819.77
	2F	Legal advice	PLN 25,698.33	€ 5,477.51	
	3A	Education	PLN 89,789.93	€ 19,138.40	
	3B	Livelihood	PLN 12,680.88	€ 2,702.88	
	4A	Education	PLN 58,193.19	€ 12,403.67	
	4B	Livelihood	PLN 4,938.50	€ 1,052.62	
INTEGRATE	4C	Awareness raising	PLN 7,229.19	€ 1,540.88	€ 24,154.45
	4D	Advocacy	PLN 2,214.50	€ 472.01	
	4E	Reconciliation	PLN 500.00	€ 106.57	
	4F	Peacebuilding	PLN 40,247.93	€ 8,578.70	
	5A	Capacity building	PLN 649,235.89	€ 138,382.27	
	TOTAL				€ 694,991.36
INSTITUTIONAL STRENGTHENING					

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Local project implementation
Partner



Project Implementation

Start date: 24/02/2022
End date: 28/02/2025

Project Reporting

Start date: 24/02/2022
End date: 31/12/2022

Location

Bucharest	Baia Mare
Constanta	Satu Mare
Isaccea	Sighetul
Galati	Marmatiei
Radauti	Timisoara
Siret	Arad



Contact Person

Catalin Albu - General Manager - JRS Romania



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1. Summary

Overview:

The Jesuit Refugee Service (JRS) has been providing assistance to Ukrainian refugees since the conflict began in 2022. The project aimed to provide support in the following main areas: emergency aid/relief/assistance, shelter/NFI, legal assistance, psychosocial support, health, education, livelihoods, awareness/advocacy, and integration/peacebuilding.

Activities and Status Update:

JRS has provided emergency aid/relief/assistance, including the distribution of basic necessities such as food, hygiene items, and winter clothes. In addition, individuals have received shelter/NFI support, including accommodation in hotels, apartments, and temporary shelters. Legal assistance has been provided through counselling, information, and subsidising lawyer fees. In addition, refugees have received health assistance, including through weekly visits from a medical team and

**People served
in 1 year**

9.181



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referrals to health services.

JRS has provided psychosocial support through individual and group counselling sessions. In terms of education, JRS has created child-friendly spaces at their offices and in hotels, where children have attended educational activities and have received tablets for online learning.

JRS has collaborated with numerous organisations to provide additional support, such as Caritas Austria, Choose Love, Plan Japan, the International Rescue Committee, UNICEF, and World Vision. These partnerships have allowed JRS to expand their activities and reach more beneficiaries.

JRS Romania is party since April 2022 to the UN Inter Agency Coordination mechanism, actively attending discussions on education and child protection.

It also a member of the governmental platform coordinated by the Emergency Situations Department since March 2022, having the role of facilitating discussions in the area of education with the Ministry of Education and other stakeholders. In the area of integration, the group is also covering accommodation, protection and health.

Overall Aim and Impact:

The overall aim of the project was to provide support to Ukrainian refugees and mitigate the impact of the conflict on their lives. Through the provision of emergency aid, shelter, legal assistance, health, education, livelihoods, psychosocial support, awareness/advocacy, and integration/peacebuilding activities, JRS has been able to make a significant impact on the lives of over 26,000 individuals. The project has enabled refugees to access basic necessities, education, health care, legal assistance, and livelihood opportunities. Additionally, it has provided psychosocial support to those in need, and raised awareness on human rights and the situation of refugees.

In conclusion, the project has made a meaningful contribution to improving the lives of Ukrainian refugees in Romania. By collaborating with partners and implementing a comprehensive response, JRS has provided much-needed support to those affected by the conflict. There follows a more detailed description of this significant impact by area.

Firstly, in terms of meeting immediate needs, the project has provided emergency aid, shelter and non-food items, legal assistance, health care, and psychosocial support to over 10,000 refugees. It has also distributed more than 2,000 tablets to refugee families to ensure access to education

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and communication with JRS.

Secondly, the project has made strides towards long-term integration and livelihoods. It has activated child-friendly spaces and classrooms for Ukrainian children, provided support for attending school and university, and established income-generating associations for refugees. These activities have helped to provide a sense of stability and normalcy for the refugees, as well as to build skills and opportunities for their future.

Thirdly, the project has demonstrated the power of collaboration and partnership. JRS has worked with a number of organizations, including Choose Love, The International Rescue Committee, Caritas Austria, CORE, Plan Japan, Plan International, UNICEF, and World Vision, to reach a greater number of beneficiaries and expand the scope of its activities.

Overall, the project has made a positive impact on the lives of the refugees it serves, both in meeting immediate needs and building a foundation for their future. It has also contributed to a greater sense of collaboration and partnership in the response to the crisis.

The assistance provided by this project for Ukrainian refugees is of paramount importance from a humanitarian perspective. At its core, this project embodies the Jesuit principle of promoting the common good by



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serving and accompanying the most vulnerable members of society. The war in Ukraine has created an unprecedented humanitarian crisis, and this project has been instrumental in mitigating the suffering of thousands of people affected by it.

The project's multifaceted approach has allowed for the provision of comprehensive assistance that covers not only the immediate needs of the refugees, such as shelter, food, and medical care, but also their long-term needs, such as education, livelihoods, and integration into the host society. By offering services such as psychosocial support, language courses, and skills training, the project has empowered refugees to regain control of their lives and build a more sustainable future for themselves and their families.

Moreover, this project has also been successful in promoting the values of solidarity, compassion, and social justice. By working in close collaboration with local authorities, NGOs, and other organizations, the project has fostered a sense of collective responsibility and shared purpose. It has shown that when people of different backgrounds and beliefs come together to help those in need, they can make a tangible difference in the world.

In this sense, the importance of this project goes beyond the immediate assistance provided to Ukrainian refugees. It represents a testament to the power of human connection and the resilience of the human spirit in the face of adversity. It is a reminder that, no matter how difficult the circumstances, we all have the capacity to make a positive impact in the world and to create a better future for ourselves and for others.

Relevant engagement and collaboration with other organizations

During the months of July and December, JRS received numerous proposals for new partnerships and the renewal of projects that were developed at the beginning of the crisis. These projects covered the areas of monetary aid, distribution of goods, housing, integration, and educational activities.

The partnership with Choose Love made possible the continuation of accommodation at a hotel in June and the beginning of medium-term assistance for JRS.

Another partnership that complemented the integration activities carried out by JRS was with The International Rescue Committee. Through this, various recreational and cultural activities are being carried out, for

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children, youth and adults.

Thanks to the partnership with Caritas Austria it was possible to deliver social vouchers to UA refugees for the purchase of basic needs such as food, clothes, and sanitary product. And with the assistance of CORE, it was possible to identify numerous people with disabilities and so, to cover this need.

Through the project conceived with Plan Japan it was possible to deliver vouchers for hygiene items for children and women and MHM items for women and girls and recreational items for children.

In supporting inclusive education, SIERCAR – Safe and Inclusive Education for Refugee Children in Romania, realized in cooperation with Plan International aimed at the wellbeing of refugee children and adolescents. (see more details in the Synergies section)

JRS Romania also developed a partnership with UNICEF to continue supporting its educational activities and providing psychological support. Finally, the partnership with WORLD VISION has increased the activities of the current educational projects in Constanta.

2. Intervention Context

General Statistics

As of 31 December, more than 2.46 million Ukrainian refugees have arrived in Romania,

Women and children represent 80 per cent of the refugee population (1,071,676 women and 480,676 children).

106,786 Ukrainian refugees remain, of whom 102,729 have registered for temporary protection. A little over 80% of this population is female, and about 40,000 are children.

Moreover, Romania has received over 4,500 unaccompanied and separated minors since 24 February, of whom 1169 are remaining in Romania (the top counties of residence are Constanta, Vaslui, Suceava).

The number of people entering Romania from Ukraine continues to change daily, reflecting the situation within Ukraine, varying from 6,000 entries/day to over 11,000 entries per day from July to December.

As an effect of the cold season approaching and the damage made to the energy infrastructure in Ukraine during to the conflict, in some regions, Romania has recorded a steady increase in the number of Ukrainian refugees choosing to stay in the country, with a more than 25% increase in the last two months.

Other challenges have emerged that shed light on the complexity of the integration process in a country bordering an unpredictable war, as underlined by governmental reports. These include school enrolment of Ukrainian children, support services for elderly persons and persons with disabilities, accessing the labour market.

Education

Pre-schoolers

Pre-schoolers from Ukraine who are refugees in Romania have limited access to early childhood education services. Public kindergartens are full and are not accepting new students, while private kindergartens charge between 300 and 400 euros per child per month. Due to a lack of educational services, refugee parents are further constrained from working, resulting in many staying at home for their children. Due to the fact that most of the refugees are single mothers (all of their husbands are in Ukraine as a result of the Ukrainian policy prohibiting men between

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the ages of 18 and 60 from leaving the country), they lack the support of their families to care for their children. Fees and the lack of space remain significant barriers to many parents who cannot afford it, thus impacting the livelihoods of their families and their ability to obtain employment. JRS supports a kindergarten in Galati and carries out educational activities in Bucharest and Constanta in the form of a kindergarten. Other organisations have also developed educational hubs, but their number is limited. It is estimated that around 5.000 refugee children in Romania are of pre-school age. Already there is a lack of 11.000 places in kindergartens for Romanians and thus there are not enough places for young Ukrainian children. More educational places are urgently needed.

Schoolers

There are still gaps in education throughout Romania's response to the Ukraine refugee crisis. The lack of data disaggregated by age, gender, or disability on children remains a concern. After more than half a year since the first Ukrainian refugees arrived in Romania, the Ministry of Education has yet to find a solution to the problems faced by students from Ukraine. Romanian authorities do not even know how many Ukrainian pupils attend Romanian schools.

According to the latest Ministry estimates, there are 3,087 Ukrainian



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refugee children enrolled in education, including 1,092 pre-schoolers (under 5 years of age) and 1,995 students, compared to the estimated 40,000 Ukrainian refugee children out of school in Romania.

73% of Ukrainian children in Romania continued their education at a distance, following the Ukrainian curriculum online – after two years of the Covid pandemic, Ukrainian children are learning online for the third consecutive year. In addition, 7% of them stopped their education completely; 6% attended Romanian schools, where special classes were organized with Ukrainian curriculum and teachers from their home country; and 1% were enrolled as auditors in the Romanian education system. Since March there have been about 4,000 applications for enrolment as auditors, but representatives of the Ministry of Education do not know exactly how many of the students started classes with the Romanian students. A World Bank assessment (yet to be released) indicates that refugee hosting schools (Romanian schools, Ukrainian learning hubs, remote learning) report a lack of clarity regarding integration policies, limited information regarding educational services in Romanian schools, and a tendency for remote learners to isolate themselves. The government of Romania intends to integrate Ukrainian children into the national education system through the established schemes as outlined in the emergency ordinance and plan of measures (working with Ukrainian Temporary Learning Centers, registering through school audiences, and full integration). So far, the fact that Ukrainians can only be registered as audients in Romanian language classes is also a concern for parents and the main reason not to enrol them. The Romanian language is the main impediment: almost three-quarters of them (71%) do not know Romanian at all. Most mothers (90%) identified language barriers as the main obstacle preventing Ukrainian children from integrating into the Romanian educational system.

The second most frequently cited obstacle is the lack of certainty regarding the length of stay in Romania and future prospects (indicated by 45% of mothers). Differences between the Ukrainian and Romanian curricula (33%) and difficulties with the process of equivalence of studies in Ukraine (15%) are other frequently mentioned barriers, while a possible rejection of Ukrainian children by Romanian peers or teachers does not seem to be a frequent cause for concern, being reported by only 12 and 10% of mothers respectively.

University students

Even without academic credentials, young people from Ukraine are eligible to apply free of charge to Romanian universities for places

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budgeted by the Ministry of Education. Despite this, there have been no cases in which students have been accepted into the faculties. Correspondingly, we have received many complaints about restrictions imposed in addition by universities with autonomous status.

Child Protection

At border points, children at risk, including unaccompanied and separated children, are not being properly identified or registered because of a lack of time, limited staff, and overall capacity. Government and UN agencies are currently developing maps of available child protection services and referral pathways, but their information is limited. Since Romanian volunteers provide transportation and accommodation without regulation, safeguarding concerns have been raised. It has been observed that refugee populations are moving from border crossings to urban centres or transiting through Romania to Hungary and other European countries.

The authorities have launched and are focusing on the use of PRIMERO, however since its launched only 15,500 children have been successfully registered in the program which is meant to identify, register and monitor children arriving from Ukraine, who are either in transit or temporarily

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staying in Romania. PRIMERO is also used for the early identification of potential situations of abuse, neglect or trafficking.

Mental health

As a result of family separation, direct experience of violence, uncertainty regarding the future, and a lack of prospects, children and caregivers crossing the borders and remaining in Romania are highly distressed. There is a lack of mechanisms in place to identify psychosocial needs and protection risks for children and their caregivers. These mechanisms must be used to refer cases of refugees who are highly distressed to support services. It is common for refugees to be unaware of asylum procedures, their rights and responsibilities, and their options. There is no specific advice or guidance provided to caregivers on how to care for themselves and their children.

Healthcare

In addition to economic and basic needs, healthcare is also a very common need. According to the latest data, 1,594 Ukrainians received emergency medical services, 3,170 Ukrainians were hospitalized, 27,109 children, youth and caregivers at risk received PSS support, and 1,038 elderly Ukrainian refugees have requested social services. There is also a considerable number of beneficiaries with elderly family members who have health problems, disabilities, or chronic illnesses.

People suffering from various diseases, as well as those who are disabled or elderly, and pregnant women comprise a significant percentage of the population. Additionally, the costs associated with medicine are not covered. It is necessary to create additional integration opportunities and provide appropriate interventions for them (in the areas of health, employment, and training).

There are needs for better access to medical care, especially on registration for a family practitioner, more support to vulnerable persons (e.g., persons with disabilities/chronical conditions/special needs) and training on the medical care provided to GBV survivors. The National Health Insurance House published a guide (in Romanian) on the rights of people arriving from Ukraine within the Romanian national health insurance system, providing guidance on access to basic medical services and to specialized medical care and medical programs. Nevertheless, challenges remain for holders of Temporary Protection in accessing healthcare services due to a myriad of issues, notably language barriers and lack of address on the TP document. There are needs for more accessible assistance for vulnerable

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persons (e.g., persons with disabilities /special needs) and more expert staff for the provision of specialized support.

Food and basic needs

Nearly half of the refugee population received vouchers from the Romanian Red Cross for a period of three months. Even though other organizations have joined this effort, including JRS Romania, the assistance is sporadic and insufficient, considering the alarming increase in food prices. More than a quarter of the refugee population has not received financial assistance from the UNHCR. 32% of refugees cannot afford childcare and education expenses such as school supplies, school tablets or other recreational activities.

According to recent assessments, the average monthly household income for Ukrainian refugees is 2,755 RON, while the value for the minimum market basket for a decent living for a family for 2022 is 8,659 RON/month.

Employment

Economic needs are the third most common concern cited by refugees, and are closely related to the need to obtain food. While Ukrainian refugees who have temporary protection are allowed to work legally in



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Romania, the major concern is that there are few types of unqualified and low-paying jobs that Ukrainians without Romanian knowledge could fill. Moreover, finding employment without access to childcare and stable housing is nearly impossible, especially for single mothers. According to a report, the majority of Ukrainian refugees in Romania are university graduates. Approximately 26% of them are highly qualified specialists, 11% are paramedics and nurses, and 10% are physicians. Unfortunately, for a whole range of high-skilled occupations, Ukrainians do not have the right to work in these jobs. Currently, according to the latest data, 5007 Ukrainians are currently working and registered in the national workforce in Romania.

Climate

Temperatures in Romania during the coldest months of winter range from 3 C to -15 C. Snowfall is not uncommon during this period. The provision of winterization assistance is essential for refugees residing in government and private refugee facilities/centres, as well as those living with host families.

In terms of vulnerabilities, one third of refugees reported that they or one member of their family/household are in a situation that requires specific attention. Among the top situations reported, more than 1 in 4 reported chronic illness or having elderly family members.

In terms of core relief items, about half of the households responding in a survey (45%) do not have hygiene items or sleeping mats/mattresses for every person living in their quarters, while 6% reported not having all of the above for each member. Regarding the winter clothing and other winter items, among the needs, winter boots (54%) winter jackets (49%) and warm gloves (45%) were the most reported. Aside from this, more than a quarter of the surveyed refugees (28%) reported to have winter clothing for all of the members in their household. In terms of other CRIs, (i.e. underwear, blankets, towels or bed sheets) roughly 20-25% of the respondent reported the need.

Thus, access to food, winter clothing and other core relief items should remain a priority in terms of humanitarian actions.

Housing

A part of the Romanian government's support for the host community was the 50+20 program. Under this program, apartment owners who provided housing for Ukrainian refugees were reimbursed by the Romanian state with 50 lei for accommodation and 20 lei for food per

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person for every day they stayed in the apartment or space. It was not implemented regularly across the country, and there are many reports of Romanian hosts who did not receive this support and refused to host more Ukrainian families.

Despite the positive intention of supporting the host community to help it respond effectively to the Ukrainian crisis, the implementation mechanism and the lack of monitoring of this scheme led to dangerous situations such as: lack of monitoring of the spaces offered and how crowded they become, since many apartment owners only accept large numbers of beneficiaries per room in order to receive higher reimbursements; the apartment owners and refugees do not have a contractual agreement that provides guarantees to either party; if there is no effective communication, owners will not know when refugees are leaving, and because they are occupying a space without legal documentation, refugees could be evicted at any time without notice; apartment owners can exploit this situation in a variety of ways and not all apartment owners provide food, but they retain the reimbursements received by the government.

A studio apartment owner, who normally could get a maximum rent of 300 Euros per month, could now get 420 Euros from the government if he accommodated one person (or even 840 Euros per person if he accommodated two people, and exponentially more if he accommodated more people). Consequently, rent prices were artificially increased, and it was difficult to identify spaces that would be available for rent outside of the 50+20 program. The reason that JRS Romania was able to overcome the difficulty was that it already had an established network of real estate agencies, apartment owners, etc. with whom we collaborated to assist the refugees.

The latest government report mentions that until end-December, €106.911.693 were spent on this program, marking an average of € 352.846 spent per day on this program. Unofficial sources report that the program will be amended soon by decreasing the amount spent per 1 person and the possibility of conditioning eligibility to the program by registration of children in Romanian schools and/or employment.

3. People served

During the course of this project, we have provided assistance to the Ukrainian population who arrived in Romania as refugees following the war started by Russia.

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Additionally, we have provided assistance to third-country nationals (foreign students and workers in Ukraine) who have fled the country, but this represents a very small percentage of the total number of Ukrainians assisted. In the framework of the project, we offered assistance to both Roma ethnic Ukrainians and Romanian ethnic Ukrainians. In this case, their percentage was also small.

Over 80-85% of the population does not speak a foreign language, only about 15% speak English at an elementary level, and a very small percentage speak Romanian as an ethnic minority.

We provided assistance to the following categories of individuals: 35% children; 55% women; 10% men. Thus, 90% belong to the vulnerable category, single women, mothers with children, and children without parents.

Most children fall into the age groups 0-5 and 6-10, and the fewest are in the 15-18 age group. The majority of the women are between the ages of 20-30 and 30-40. However, we identified a significant percentage of people aged 65+, implicitly 80/90+.

Many people with various disabilities, long-term diseases, cancer, autism, etc. were identified. In general, women over the age of 65 are more likely to suffer from serious medical conditions.

Men over the age of 60 make up the majority of the male population.

The majority of women have one to three children, but there are also a significant number of mothers with several children, including 6-7 children.

The average family consists of three members, most of whom are mothers and children. Nevertheless, many families consist of mothers, children, and their grandmothers. Rarely have we identified a family consisting of a mother, father, children or a couple. There are also a large number of elderly single people without children, as well as a large number of children who arrived without parents, but who were accompanied by teachers or distant relatives (aunts and uncles for example).

People served in 1 year	9,181
Projected* people served	38,960

*The projection was done at the start of the project and will be revised annually.

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Relevance of the project

The assistance provided by the project includes emergency measures as well as medium and long-term integration activities. The project is intended to be comprehensive in terms of the services offered, responding to a wide range of needs through a mixed Romanian-Ukrainian support team. Our assistance will focus on the most vulnerable persons with no income and in need of social assistance – Ukrainian citizens coming from the conflict area. We intend to provide assistance to a number of approx. 15,000 persons.

Gender inclusion, special needs, and other vulnerabilities

Educational activities have been conducted in child-friendly spaces. As part of the project, project staff were trained on specific assistance to vulnerable groups (gender-based violence, human trafficking, prevention of sexual abuse, identification and assistance to people with psychological problems, etc.).

The educational activities were adapted to the age of the children (school classes or kindergarten classes). For teenagers, as well as for mothers and the elderly, specific activities have been developed.

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In the early stages, the focus of our attention was on the accommodation, which offered safe conditions in the first place and was adapted to the needs of the beneficiaries. Many of the accommodations, including the hotel, are equipped to meet specific needs (e.g., preparation of baby food). Hygienic kits (including pads) were provided to women.

Children, as well as women/adults, were addressed with psychological activities.

Subsidies for treatments or medicines were higher for individuals with serious medical conditions. The choice of medical services (provider/procedure/medicine) has been 100% of the beneficiaries, JRS having no input into this matter.

Longer-term accommodation was identified for more vulnerable people. JRS has made sure to access disability-friendly accommodations for persons with such specific needs, consulting them in the process and making sure such accommodations are appropriate. The choice of accommodation localisation has been left to the beneficiaries because they are the ones most aware of their needs (for example, being close to specific lines of public transportation or certain kindergartens).

Ukrainian community members were always consulted on the design of activities and courses.

To ensure that older people and individuals with special needs can also receive voucher assistance under the voucher assistance program, special exceptions and procedures have been implemented.

Single mothers with children and single women have been a priority and have been counselled on how to contact the police and emergency services in case of need, and JRS counsellors for specific assistance.

Counselling and accompaniment are provided in a culturally sensitive manner by experienced and culturally aware field staff.

Despite the fact that we received many more requests for assistance than we were able to provide through this or other projects (regarding medical assistance, accommodation, financial assistance, and courses), we have done our best to ensure that access to services is done in a dignified and fair manner towards all categories of people.

Interpretation services were provided at each type of activity for better communication.

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A significant number of Ukrainian refugees have been employed or performed as trainers in various activities for the benefit of their communities.

There are over 95% of female employees at JRS.

A number of procedures have been up-dated and implemented in relation to: Code of conduct, Child Safeguarding Policy, Harassment Bullying and Discrimination Policy, Confidential Reporting Hotline - SAFE-CALL Policy, Whistle-blower Policy, Personal Data Processing Policy (GDPR), Anti-Corruption and Anti-Fraud Policy, Accountancy Policy, Open Information Policy, Grievance Policy etc.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	1111	1116	2620	522	5369
Shelter	84	44	1696	295	2119
Legal assistance	0	0	1236	181	1417
Psychosocial Support	21	3	369	23	416
Health	191	174	734	139	1238
Education	250	248	342	44	884
Livelihood	0	0	1330	224	1554
Awareness raising/ Advocacy	8	3	242	29	282
Integration Peacebuilding	271	187	332	19	799

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- i. Setting up space: 1 reception office & call centre, 3 children classrooms (of different ages) 2 for school/1 for kindergarten; 1 Romanian language class, 1 classroom for intercultural programs & creative workshops, 2 offices for social/legal activities, 1 office for psychology activities; refurbishment of building used as transit centre and expanding the capacity to host activities.
- ii. Technical facilities: establishing rooms and destinations for activities, furnishing them, equipping them with equipment, establishing communication channels, the flow of people, internal rules of operation and security.
- iii. Hiring staff: social/legal workers, translators, intercultural mediators, psychologists, teachers, manager/manager assistant/ advocacy officer, volunteers), training the staff.
- iv. Design Multipurpose centre programs and activities
- v. Design the emergency aid, relief and assistance packages Protocol. Defined: methodology and working instruments, database
- vi. Media campaign to promote the refugee centre
- vii. Setting up space for the call centre and the working Protocol
- viii. Technical facilities established: internet access and WIFI, security, communication, PCs and printers etc.
- ix. Hiring staff and training the team responsible for the call centre
- x. JRS RO Welcome Protocol/Call centre Protocols defined: methodology and working instruments, database
- xi. Media campaign to promote the call centre
- xii. Build referral networks inside-outside; provide, and establish appointments.
- xiii. The JRS RO M.T & R.T will be connected with the call centre and the multidisciplinary centre - activated
- xiv. Hiring staff and training
- xv. Designing the work plan and Protocol

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- xvi. Periodical family visits and guidance/information/social counselling/accompany
- xvii. Guidance/information/counselling & assistance provided (subsidising transportation taxes)

Description

3 Multidisciplinary refugee centres were activated - at JRS offices in Bucharest, Constanta, and Galati; 1 team is established including the program/activities & methodology, and 1 campaign is on-going

1 Call Centre is activated, 1 protocol established & 1 campaign is active

More than 10.000 (out of 10.000) persons used JRS RO call centre services

1 Regional Team is activated to cover 3 regions

A refurbished old building previously used for offices and accommodation as transit center, and will soon become a multifunctional space, serving as a safe space for education, accommodation and community events. The new space will feature classrooms, recreational areas, and accommodation for children in need, providing a safe and nurturing environment for their growth and development.. With a focus on sustainability and accessibility, the new space will also serve as a platform for community engagement and creativity, offering a dynamic and inclusive environment for everyone. We are excited to see the impact this new space will have on our community, and can't wait to see the opportunities it will provide for generations to come. The Jesuit Refugee Service (JRS) in Romania has been actively involved in providing various services to refugees and asylum seekers, with partnerships developed with other organizations to offer a wider range of services. In Bucharest, Galati, and Constanta, a total of 75 activities are conducted every week to cater to the needs of refugees and asylum seekers.

One of the partnerships established by JRS is with the Regina Maria Social clinic, which offers free weekly medical consultations at JRS's office in Bucharest. The organization has also partnered with the Sensiblu Foundation, which provides weekly SGBV training and information group sessions. JRS has also collaborated with the foundation Unu si Unu to offer psychological support and art therapy.

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With daily visits by around 200 or more people, JRS has developed various communication channels, including Facebook, Telegram, Viber, Instagram, WhatsApp, Twitter, and YouTube. Facebook remains the main social media communication channel with an average of 20-30 posts per week, reaching around 12,000 people weekly.

JRS has established two regular phone numbers operated by call centres with native Ukrainian speakers. While the call center operating mechanism, the database, and the registration mechanism for all assisted persons need to be improved, they have been constantly adapted in response to emergency operational conditions on the ground.

To address changes in context and real-life situations in the field, JRS has made adaptations such as running two charity shops until cash and vouchers replaced in-kind donations, and transforming rooms daily for different activities.

To identify the needs of refugees, JRS conducted a needs identification survey, which had 964 respondents out of the targeted 1000 people. JRS also regularly visits families, mainly in hotels rented for four months by JRS and in other places where they accommodated people.

Photos of the activities and the people assisted by JRS can be viewed in the organization's Facebook page's image gallery. Overall, JRS in Romania has been actively involved in providing essential services to refugees and asylum seekers, with partnerships established and ongoing efforts to address the evolving needs of the people they assist.

Baseline (Projected)

3 Multidisciplinary refugee center were activated - at JRS offices in Bucharest, Constanta, and Galati; 1 team is established including the program/activities & methodology, and 1 campaign is on-going

1 Call Centre is activated, 1 protocol established & 1 campaign is active

More than 10.000 (out of 10000) persons used JRS RO call centre

People served

9.181 unique beneficiaries

14.081 people served

ROMANIA

services

1 Regional Team is activated to cover 3 regions

a. Shelter, accommodation and NFI

- i. Identification/Guidance/information/counselling/accompany & assistance provided (subsidising rent & utilities, instalment, agency fees)

Description

438 persons out of 150 persons (approximately 148 families or 148 apartments rented) received temporary shelter in private apartments support

159 persons received one-time financial instalment

572 persons received financial assistance to cover their basic needs

With the support of other projects, a temporary support shelter was offered across the country with the support of the catholic network, at JRS Pedro Arrupe shelter, in the hotel run by JRS, at Airbnb and other houses for 1001 persons.

Baseline (Projected)

50 families received temporary shelter support (150 persons)

50 families received 1 time instalment for shelter (fees for the real estate agency included) (150 persons)

50 families(150 persons) in transit supported with free transport

50 families in transit have been supported with free and transport through payment of travel tickets (100 persons)

People served

438 persons received temporary shelter

159 persons received one-time financial instalment

572 persons received financial assistance to cover their basic needs

360 persons supported with free transport - payment of travel tickets

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2. PROTECT

g. Emergency Aid, Relief and Assistance

- i. Guidance/information/counselling & assistance provided to meet the basic needs (Distribution of vouchers)

Description

7141 persons out of 4000 families (13000 persons) were enabled to meet their basic needs (food, food supplements, hygiene):

4950 received vouchers

419 persons received 3 / 2 meals a day for approximately 3 weeks at the hotel

1403 persons received monthly financial assistance

369 person received transportation.

Refugees requesting support at the JRS Romania office were initially offered cash assistance and then vouchers.

A voucher distribution mechanism was created to meet the needs of different refugee categories: elders, vulnerable, persons without access to Facebook or online registration, etc.

In our data, we do not include the number of people who received material support through the two charity shops or through other donations of products received (this information is not available). The number of people is estimated to be around 2000.

Baseline (Projected)

2000 families (7000 persons) received non-food items

4000 families (13000 persons) enabled to meet their basic needs (food, food supplements, hygiene)

1000 persons (out of 13000 persons) surveyed reported satisfaction with the shelter and

People served

7141:

1403 persons received monthly financial assistance

369 person received transportation

419 persons received 3 / 2 meals a day for approximately 3 weeks at the hotel

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NFI assistance they received

4950 received vouchers

1000 persons surveyed reported satisfaction with the shelter and NFI assistance they received

a. Shelter, accommodation and NFI

- i. JRS provides accommodation on longer term for Ukrainian refugees

Description

Refugees are accommodated in apartments and receive support for rent/utilities/instalment/agency fees.

Baseline (Projected)

300 families (950 persons) received provision of rent/utilities/

300 families (950 persons) received one time instalment/agency fees

People served

482 families , 1510 individuals accommodated, 1390 rents paid

151 one time instalments paid for 151 families

f. Legal Assistance

- i. Identification/Guidance/information/counselling provided
- ii. Legal remedies provided - subsidising fees for lawyers & guidance/information/counselling

Description

1417 persons out of 2000 persons accessed legal assistance

More than 2500 people received counselling (group and individual) but there are no supporting documents due to the emergency period and the locations where counselling was provided.

Legal counselling in Galati was carried out for example by travelling to government accommodation centres. Many group counselling sessions were carried out in Bucharest (250 adults at the hotel, and 400

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students from India).

A network of lawyers was created and a WhatsApp group established with experienced lawyers from Galati, Ilfov and Bucharest in order to exchange practices and updated information with regards to the latest law modifications, implementation of temporary protection, access at borders etc.. The lawyers were communicating with their fellows and ensured accurate information for refugees.

Baseline (Projected)

100 persons benefited from legal remedies

200 persons accessed information related to asylum and human rights

2000 persons accessed legal assistance

People served

1417 persons out of 2000 persons accessed legal assistance

d. Health

- i. Referral to Network with Authorities and NGOs
- ii. Assistance provided (subsidising health care services)

Description

One team from Regina Maria social clinic provided weekly visits and consultations for persons accommodated at the hotel and starting with July at JRS office.

One paediatrician doctor visited weekly the hotel and offered consultations to children accommodated.

Assistance was provided to 1238 persons subsidising health care services and referrals.

Baseline (Projected)

500 persons with special needs receive health care services & medicine

People served

1238 persons served

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1000 persons received Covid19 protection kits (masks, hydroalcoholic, gloves)

c. Psychosocial Support

- i. Individual counselling provided
- ii. Group counselling provided
- iii. Referral to Network with Authorities and NGOs

Description

Identification and enrolment.

Group counselling provided twice a week by psychologists and biography counsellors for women accommodated at the hotel and, starting in July, at JRS office.

Baseline (Projected)

300 persons attended group counselling

People served

416 person attended individual and group sessions

e. Education

- i. Activated friendly classrooms for Ukrainian children
- ii. Ukrainian kindergarten children received financial support to attend the friendly classrooms (clothes, materials)

Description

Child-friendly spaces were created at JRS offices(3) and 1 at the hotel run by JRS.

Provision of educational activities on daily basis at the hotel and at a kindergarten in Galati.

157 children attended educational activities at the hotel and 253 children attended the educational activities at JRS office child friendly spaces. 20 children attended educational activities at the kindergarten in Galati.

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162 Kindergarten session classes organised.

Baseline (Projected)

5 kindergartens activated friendly classrooms

100 kindergarten children attend the friendly classrooms .

200 kindergarten children received financial support to attend the friendly classrooms (clothes, materials)

500 school children received financial support to attend the school (clothes, materials)

People served

430 children attended friendly classrooms.

5 friendly classrooms activated

3. PROMOTE

a. Education

- i. Ukrainian individuals attended the Romanian language programme
- ii. Ukrainian children received financial support to attend the Romania school and university (fees, materials)
- iii. Ukrainian children received IT (tablets, internet, etc.) support to follow online Ukrainian School

Description

213 tablets were distributed to families in apartments and special cases in order to ensure their access to education and communication with JRS.

Romanian language courses were organized twice a week at the hotel run by JRS for persons accommodated in the hotel and starting with July, 3 times a week in different groups.

English language classes were organised twice a week at JRS office for adults and children.

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40 English classes and 110 Romanian classes from August to December.

Baseline (Projected)

200 children enrolled online Ukrainian education system

300 persons attended the Romanian language programme

500 school children receive financial support to attend the school (cloths, materials)

People served

213 tablets distributed so that children can enroll and follow the online education system

243 persons attended the Romanian and English courses.

b. Livelihood

- i. Refugees attended income generating activities.
- ii. Ukrainian income generating associations are established for their economic and social revitalization.

Description

Refugees attended income generating activities.

Ukrainian income generating associations are established for their economic and social revitalization

Refugees attended skills training courses.

Refugees attended trainings for setting up income generating associations.

Baseline (Projected)

50 persons attended income generating activities

4 Ukrainian income generating associations are established for their economic and social revitalization

People served

Pending

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50 individuals attended skills training courses

30 individuals attended trainings for setting up income generating associations

4. INTEGRATE

c. Awareness/Advocacy

- i. Interviewed individuals - press/media
- ii. Social media statements
- iii. Authorities' trainings, press releases, public positions, interventions in front of authorities, participation in other seminars and public meetings
- iv. Authorities' trainings, press releases, public positions, interventions in front of authorities, participation in other seminars and public meetings.

Description

As part of the awareness efforts, refugees were informed about human traffic, rights and obligations, medical system etc.

JRS Romania is party to the UN Inter Agency Coordination mechanism, actively attending discussions on education and child protection.

JRS Romania is a member of the governmental platform coordinated by the Emergency Situations Department since March 2022, having the role of facilitating discussions in the area of education with the Ministry of Education and other stakeholders as well as accommodation, protection and health.

Social media statements were published on JRS Romania Facebook page.

Baseline (Projected)

People served

282 persons

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f. Integration / peacebuilding

- i. Identification, enrollments
- ii. Intercultural activities (multicultural, food festivals, “I would like to invite you for lunch at my home” - intercultural family meal)
- iii. Creative workshops

Description

Different activities were organized on weekly basis according to the needs identified and the interest shown by refugees.

201 sessions were organized and the themes covered art, stretching, yoga, theater, cooking classes, art therapy, painting, cinema, ceramic painting, etc.

Baseline (Projected)

500 persons enrolled in intercultural programs and creative workshops

500 persons enrolled in creative workshops

People served

802 persons

a. Education

- i. Distribution of tablets in order to ensure that children follow the educational programs.
- ii. Life skills programmes and activities are organized for children.

Description

Tablets were distributed to families in apartments and special cases in order to ensure their access to education and communication with JRS.

Children attended life skills programme.

Students enrolled at university received a scholarship

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Baseline (Projected)

200 children receive a tablet for school

150 children attended life skills programme

100 students enrolled received a scholarship

People served

213 tablets were distributed to families in apartments and special cases in order to ensure their access to education and communication with JRS.

5. INSTITUTIONAL STRENGTHENING

a. Capacity-building

- i. Training workshops to increase staff knowledge on the mission, vision, values of JRS, history of JRS, etc.
- ii. Training workshops to increase their knowledge on 3 technical JRS areas.
- iii. Monitoring visits to the JRS RO areas from the national office.
- iv. Reports to donors are carried out by the programmes and financial departments.

Description

JRS RO staff attended 3 teambuilding (disaggregated by gender and age) attend to retreats for team building and reflection.

14 staff members and volunteers were trained on MHPSS by Plan International in May.

12 persons staff and volunteers attended a biography counselling (MHPSS) provided by a psychologist to the Ukrainian team.

15 Ukrainian and Romanian staff and volunteers were trained by IMO consultants on the topic of communication, and management.

3 staff member trained on Child Protection and Child Friendly Spaces provided by IRC.

15 staff member trained on SADI Safe and Dignified Programming by Cafod.

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18 staff and volunteers were trained in Protection and security.

Three monitoring visit to the JRS RO areas from the national office.

4 reports to donors was carried out by the programmes and financial departments (Cafod-2, interim and final, Renovabis 1 final, One proposal -1 interim).

JRS has created child-friendly spaces and classrooms for Ukrainian children as well as dedicated safe spaces for activities dedicated to women (psychology room, space dedicated to activities like stretching, yoga, meditation, hand crafting and art therapy workshops, IT courses space and laptops).

We have refurbished an old building previously used for offices and accommodation as a transit centre, and this will soon become a multifunctional space, serving as a safe space for education, accommodation and community events. The new space will feature classrooms, recreational areas, and accommodation for children in need, providing a safe and nurturing environment for their growth and development. With a focus on sustainability and accessibility, the new space will also serve as a platform for community engagement and creativity, offering a dynamic and inclusive environment for everyone.

The team has grown from 30 persons to more than 150, out of which 80% are Ukrainian staff. Within the One Proposal, more than 20 staff members and 10 collaborators were involved providing workshops. They work on educational activities as teachers, on service provision in the distribution of cash, social vouchers and reimbursements, as translators, and as facilitators for workshops dedicated to children and adults (like art therapy, IT class, Ukrainian legislation counselling etc.)

Baseline (Projected)

30 of individuals (mainly new staff and volunteers) attend to training workshops to increase their knowledge on the mission, vision, values of JRS, history of JRS, etc.

20 of individuals (disaggregated by gender and age) attend training workshops to increase

People served

77 out of 20 individuals received training – indicator exceeded.

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their knowledge of the 3 technical JRS areas.

3 monitoring visits to the JRS RO areas from the national office.

4 of reports to donors carried out by the programmes and financial departments.

99.80% of the procurement process was conducted conforming to JRS Financial norms and Guidelines.

30 JRS RO staff attended 3 teambuilding (disaggregated by gender and age) and attend retreats for team building and reflexion.

5. Winterization Plan

As part of the project to assist Ukrainian refugees in Romania – One proposal, a winterization action was initially considered – although a budget for this action was not foreseen. However, the implementation of the winterization action was later deemed unnecessary due to the successful implementation of another two collateral projects by JRS. Specifically, the project team offered vouchers to 2400 children and vouchers to 6000 people to address the needs of the refugees during the winter months.

The provision of vouchers allowed for a more targeted and efficient distribution of resources. Rather than providing a one-size-fits-all solution, the vouchers allowed refugees to purchase the specific items they needed, such as warm clothing and blankets. This approach ensured that refugees received assistance tailored to their individual needs.

Furthermore, the provision of vouchers through other collateral projects allowed for a broader distribution of resources. By offering vouchers to both children and adults, the project team was able to reach a larger number of refugees and provide assistance to a wider range of needs.

The success of the collateral projects and the positive feedback from refugees who received the vouchers suggest that this approach was effective in meeting the needs of the refugee community during the winter months.

6. Challenges & Lessons learnt

The implementation of a project aimed at providing emergency and integration assistance to refugees arriving in Ukraine offers valuable lessons for future humanitarian efforts. These lessons include the need to adapt activities to the current needs of refugees, increasing the number of activities and diversifying them, creating a registration system for activities, and creating a community around the organization, among other things.

One of the key lessons learned is the importance of adapting activities to the current needs of refugees. This requires constant monitoring of the situation on the ground and adjusting activities accordingly. For instance, the project may have initially focused on emergency assistance, but as time went on, it became apparent that there was a need for more medium and long-term integration activities.

Another lesson learned is the importance of increasing the number of activities and diversifying them. Given the high need of refugees, a wider range of activities is required to cater to their diverse needs. The project could, for instance, offer language classes, job training, and cultural events to help refugees integrate into Romanian society.

Creating a registration system for activities is also crucial. This ensures that as many people as possible have equal access to activities. Without a registration system, some refugees may be left out due to limited resources, leading to inequitable access to assistance.

Another key lesson learned is the importance of creating a community around the organization. By creating a safe space for refugees, the organization can help foster a sense of belonging and support among refugees. This can be achieved through community events, support groups, and other similar activities.

Adapting the program according to the time available to refugees is also important. Some refugees may only have a short period to access assistance before moving on to another location or because their personal schedule. Therefore, the organization should be flexible enough to provide assistance within the limited time frame.

Finally, the direct involvement of Ukrainians in the management of the program is essential. This not only helps to build trust between refugees and the organization, but it also promotes a sense of shared responsibility for the welfare of all members of the community.

7. Projects, synergies and activities in addition to the One Proposal

During the months of July and December, JRS received numerous proposals for new partnerships and the renewal of projects that were developed at the beginning of the crisis. These projects covered the areas of monetary aid, distribution of goods, housing, integration, and educational activities.

The partnership with Choose Love made possible the continuation of accommodation at a hotel in June and the beginning of medium-term assistance for JRS, with 111 people accommodated and integration activities performed (trips, excursions, educational activities).

Another partnership that complemented the integration activities carried out by JRS was with The International Rescue Committee. Through this, various recreational and cultural activities are being carried out, such as art workshops, dance, theatre, cultural trips, as well as educational support activities for children and youth, socio-economic activities for adults. The project also aims to provide information and assistance in accessing available public services, socio-economic support, psychological services, child protection and GBV protection support, protection services, and social and legal counselling, in addition to providing medical care and MHPSS. Activities started on July 25th, and the project has already served almost 1332 people.

Concerning cash aid, the partnership with Caritas Austria made it possible to reach 7,500 total beneficiaries, using social vouchers to facilitate the purchase of basic necessities such as food, sanitary products, clothing, and shoes. And with the assistance of CORE, it was possible to identify numerous people with disabilities and so, to cover this need, a social card worth 540 lei was created and distributed to the neediest families for a period of three months, benefiting 387 Ukrainian families, as well as distributing 300 blankets to the most vulnerable refugees.

The main objective of the project conceived in partnership with Plan Japan is to cover the basic and urgent needs of women, girls and boys affected by the Ukrainian crisis. We tried to identify which basic needs had not been specifically addressed by other projects in order to achieve

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this goal, so we created vouchers for hygiene items for children aged 0-19, vouchers for hygiene items for women, vouchers for MHH items for women and girls aged 10-19, and also vouchers for recreational items for children aged 0-19. Covering the cities of Bucharest, Giurgiu, Timisoara, Arad, Galati, Constanta, Radauti, Baia Mare, Suceava border and the Satu Mare border, for the period July 1 to December, so far 4,000 people have benefited from this assistance.

In the context of educational support, the project SIERCAR – Safe and Inclusive Education for Refugee Children in Romania, in collaboration with Plan International, ensures the wellbeing of refugee children and adolescents and mitigates their stress and trauma through the establishment of safe temporary learning spaces adjacent to refugee reception centres, and provision of mental health and psychosocial support.

In addition, through this project we were able to conduct awareness raising with parents on the online education platform established by the Ukrainian MoE and to disseminate information on free enrolment to Romanian public schools, to distribute menstrual products or MHH kits to adolescent girls, and to conduct disability assessments for children and referral to disability services for the provision of potential treatment and assistive devices.



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Through the project, we also organised a community-led school integration campaign towards the new academic year in Romania, providing support to PTAs, community youth groups and the refugee population to conduct an enrolment campaign in the host community to ensure all refugee children access education. In this, special attention will be given to girls and children with disabilities, setting up bridge courses/remedial/catch up classes and extracurricular activities for refugee children in the host communities (including basic language courses) and extended-period accommodations.

The project offered support so far to more than 2.150 Ukrainian children (including more than 1170 girls), out of which more than 1.500 were assisted in learning spaces. A total of 105 teachers (out of which 101 were women) and 25 volunteers supported activities in 22 safe temporary learning spaces as well as online (including through the provision of 375 tablets).

The project also offered support by providing MHM kits to more than 900 girls. 84 extracurricular as well as 15 daily/weekly activities were organized and more than 200 teachers, volunteers and staff members received basic training on education for children. Through the project, 2400 children are to benefit from recreational materials, 1250 children are to benefit from tablets, and 1300 children and families are to receive MHPSS.

The distribution of recreational and basic learning materials to refugee children will continue, including tablets for children to continue with their learning following Ukraine MoE online materials and psychosocial support. The project Plan II (DEC II) expanded the activities of current educational projects in Bucharest, Constanta, Galati to include Romanian language courses, to serve over 250 children and to hire 8 more teachers. This project will concentrate on preparation for the integration of Ukrainian children, adolescents, and teachers in the Romanian educational system.

Likewise, working with UNICEF (Facilitating Refugee Integration through Education), JRS expanded the activities of its current educational projects in Bucharest, Constanta, Galati, Ploiesti, Brasov, Medias to include more schools and to reach over 1000 children and to hire 40 teachers. In addition, through this cooperation JRS provides psychological support for Ukrainian children, adolescents, and adults (through group and individual therapy) through cooperation with well-trained Ukrainian psychologists specialized in trauma.

Meanwhile, the partnership with WORLD VISION has increased the activities of the current educational projects in Constanta to include 4

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more schools/kindergartens - with more than 500 children assisted and more than 30 teachers hired.

The partnerships and collaborations with the above mentioned organizations lead to a total reach of:

SECTOR	TOTAL
Emergency Aid/ Relief/ Assistance	6670
Shelter	3047
Legal assistance	1417
Psychosocial Support	416
Health	1,238
Education	5,309
Livelihood	12,968
Awareness raising/ Advocacy	282
Integration Peacebuilding	802
Total	26,771

8. Testimonies

On 7th of March it was a lot of shelling close to Olena's house. That's when she realized that it was no longer safe to stay, and she started feeling scared. On 9th of March she took a Red Cross bus from her home town Mykolaiv. She decided to go to Romania because she considered it the closest and the safest country for her.

"It seems surreal that almost one year has passed since the war started, but I think I have adapted well in Romania.": she says. It was easier for her to adapt because she speaks English and have started to learn the basics of the Romanian language, so she can manage in the market, and can have short conversation with neighbours. "The most difficult thing in Romania is the loneliness, I do not have any of my family or my friends

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from Ukraine here, but I have made some new friends, and this made my situation a bit easier.”, she describes.

The apartment is suitable for her needs and the conditions are good. The place gives her a sense of protection and safety. Olena has been living there for 9 months, and it feels like home. “I left Romania two times and when I returned it felt like coming home.”, she says. Olena is a University teacher, and she managed to still keep in contact with her students because, her University has been offering on-line courses and this gives her a sense of stability and connection with Ukraine.

She got into contact with JRS, and the staff has been helping her ever since. “When I come to JRS, the staff is nice and supportive. The atmosphere here is welcoming and warm, like in a family. It is a great pleasure to come to the activities. I read on the JRS website that you are provided assistance for all the refugees, not just for Ukrainians and I think you are doing a great job, thank you for all the support that your organization has provided to me.”, she describes.

Olena really miss my family and friends, but she keeps her hope alive, and wishes to go back to Ukraine once the war is over, whenever that will be.



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AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	RON 1,747,800.99	€ 354,323.75	€ 603,083.47
	1B	Emergency aid relief	RON 1,227,076.89	€ 248,759.72	
PROTECT	2A	Long term shelter	RON 1,428,917.61	€ 289,677.97	€ 686,203.79
	2B	Non food Items	RON 1,201,922.50	€ 243,660.29	
	2C	MHPSS	RON 13,450.00	€ 2,726.66	
	2D	Health	RON 622,221.91	€ 126,140.22	
	2E	Education	RON 118,380.06	€ 23,998.65	
	2F	Legal advice	RON 0.00	€ 0.00	
	3A	Education	RON 173,742.95	€ 35,222.12	
PROMOTE	3B	Livelihood	RON 521,236.00	€ 105,667.81	€ 140,889.92
	4A	Education	RON 0.00	€ 0.00	
INTEGRATE	4B	Livelihood	RON 0.00	€ 0.00	€ 405.45
	4C	Awareness raising	RON 0.00	€ 0.00	
	4D	Advocacy	RON 2,000.00	€ 405.45	
	4E	Reconciliation	RON 0.00	€ 0.00	
	4F	Peacebuilding	RON 0.00	€ 0.00	
INSTITUTIONAL STRENGTHENING	5A	Capacity building	RON 2,434,740.83	€ 493,583.94	€ 493,583.94
TOTAL					€ 1,924,166.57

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Local project implementation
Partner



Project Implementation

Start date: 24/02/2022
End date: 28/02/2025

Project Reporting

Start date: 24/02/2022
End date: 31/12/2022

Location

Bratislava
Trnava
Košice
Ivanka pri Dunaji

Prešov
Ružomberok
Piešťany



Contact Person

Sr. Magdaléna Ciuttiová, OSU – social worker at the Family Help Centre, Fr. Peter Girašek SJ



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1. Summary

The overall aim of this project is to help Ukraine refugees to provide for the basic needs of life, and to help them with adaptation in our country and integration into everyday life in our city and its surroundings.

This project takes place in two main, distinct ways. Firstly, the communities of the Society of Jesus across Slovakia have provided shelter, accommodation, basic needs assistance, and other support/ accompaniment to refugees who stay with them. Due to the current situation with the decline of refugees coming to Slovakia, the Jesuit communities, except the community in Trnava, no longer provide accommodation.

Secondly, the Family Help Centre, based in Trnava, has provided various services for refugees in the city, most notably including an Eco-Social Wardrobe which has supplied clothes and other essential NFIs. In the Family Help Centre there is an Eco-Social Wardrobe, which is a primary

**People served
in 1 year**

2,830



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contact tool for refugees from Ukraine, which helps them to get provisions to meet their basic needs/supplies of life (mainly clothes, hygiene and children's needs). This assistance is very effective and efficient because of the active participation of the residents of Trnava and the surrounding area, who donate various items. In this way, families from Slovakia help families from Ukraine through the Eco-Social Wardrobe. Moreover, in this way, the refugees get in touch with the Family Help Centre and can also benefit from counselling and find a community with whom they share life in exile. We have been also providing them with informational support by responding to their personal requests. Through these and other services, they have received assistance to become independent, and progress can be noted in this process.

Ukrainian mothers with children need help and socialization in the community. Therefore, with the help of Ukrainian volunteers, we started to identify the needs of mothers and children and to look for ways to respond to these needs with concrete help, i.e. various long-term or short-term activities.

Since September, we have also been running various after school and free time activities for Ukrainian and Slovak children above 6 years old and for adults for more effective integration. These activities were added on top of the original One Proposal, in response to new needs that became evident to us in the course of the year. Specifically, these activities were related to education and psychosocial support for refugees: in accordance with the principles of Mental Health and Psychosocial Support in emergencies, we sought to recreate a semi-normal social environment for refugees through the running of recreational and educational activities. These activities were aimed at improving the mental and overall well-being of refugees staying in our community, and are further detailed below. These activities were greatly supported by volunteers who worked with us to help Ukrainian refugees.

In addition, providing children with homework and with tutoring is important to aid their adaptation and continued education in Slovak schools. We decided to provide this help by working with student volunteers, and through this project, children will be helped both with their education and to find new friendships.

During the reporting period, our Family Help Centre also became a place for intercultural communication and mutual enrichment.

In our work, we cooperate with the Trnava Archdiocesan Charity, Trnava Municipality, Central Office of Labour, Social Affairs and Family in Trnava,

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Trnava´s schools, Trnava Awareness Centre, and Bonart -association of artists. We are also greatly helped by the residents of Trnava and the surrounding area.

2. Intervention Context

Since the beginning of the war in Ukraine, the daily numbers of arrivals in Slovakia have decreased. However, as a matter of fact, women and children remain the most vulnerable groups and up to 80% of refugees in Slovakia are women. It is therefore important to take integration measures with their specific situation in mind. In six months, more than 34,000 children received temporary shelter in Slovakia.

The situation at the external border with Ukraine is currently calm; and the number of people crossing the border has stabilized.

After the first wave of aid at the beginning of the war, Slovaks' attitudes towards assistance to Ukrainian refugees are rather reserved or even sceptical but many remain still active in humanitarian aid. Many individuals, municipalities, civic associations, religious charities, and the state are helping through the provision of aid. By the end of November 2022, the Slovak Catholic Charity alone had sent more than 650 tonnes



of aid to Ukraine, mainly in the form of non-perishable food and hygiene supplies.

Every step that the Ministry of the Interior and their partners are taking in the integration of Ukrainian refugees has the aim of creating the conditions for them to become independent as soon as possible and to be independent from the support of the state or other NGOs. Many refugees are already employed and thus contribute to the Slovakian society and economy.

The Ministry of the Interior has been providing an accommodation allowance to citizens of the Slovak Republic since March 2022 for hosting persons fleeing the conflict in Ukraine. The subsidy scheme helps in the integration of Ukrainians into Slovak society and at the same time creates motivation for solidarity and assistance and opens the possibility for accommodation providers to use their unused property.

Over this time, refugees and their families have gradually acclimatised in Slovakia and created their own lives here. This is also evidenced by the doubling of the number of employed refugees compared to the period before the summer, and also by a significant decrease in the number of recipients of material need benefits. It is also a fact that the increase in the housing allowance has led to concerns in some parts of society as to whether this aid will lead to the abuse of the state subsidy. However, time has shown that this fear has not been borne out.

The cumulative amount paid in social assistance for refugees by the government for the entire period from March to the end of 2022 is approximately €54 million EUR. For the last month closed (November 2022), the number of accommodation providers was 7,616, claiming accommodation allowance for 25,915 persons accommodated.

The Ministry of the Interior recorded the highest number of accommodated male and female refugees in May 2022, and since then the number has been steadily declining:

- **July 2022:** 27,495 accommodated refugees
- **June 2022:** 32,093
- **May 2022:** 34,434
- **April 2022:** 33,830
- **February-March 2022:** 23,445

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The situation since the beginning of the war in Ukraine:

- Total number of entries into Slovakia from Ukraine since 24 February 2022 – 1,134,876.
- Total number of exits from Slovakia to Ukraine since 24 February 2022 – 918,498.
- [Total number of those granted temporary refuge since 1.3.2022 - 106,277.](#)

The Slovak government fell in December 2022. The country is thus facing a period of uncertainty. The public confidence in the state and in the cohesion of society is being undermined. This has an impact on all areas of life in Slovakia. Data on living standards in Slovakia show the adverse effects of years of crises. People's real incomes have fallen, income inequalities are rising, and poverty is deepening. For the first time, the share of people living in poverty has risen in all regions of Slovakia. One in three households of single-parent families and single seniors and one in three households of families with three or more children are at risk of poverty. Almost one in six children is at risk of poverty. So, when a society is poor, it is inconsistent and frustrated. This can eventually lead

to destabilisation and the gradual radicalisation of society, which could also have a major impact on the attitude of the Slovak population towards refugees in the future.

3. People served

The main beneficiaries of this project are the refugees from Ukraine, especially women and children.

The number of children who have regularly/repeatedly attended leisure and educational activities at the Family Help Centre is 51, including 20 girls and 31 boys aged from 2 to 17.

People served in 1 year	2,830
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Projected* people served	5,900
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*The projection was done at the start of the project and will be revised annually.

The project is crucial for Ukrainian refugees because in our city the Family Help Centre is one of the few places where they can get such assistance and support covering a wide range of services and activities.

For example, access to help with homework and tutoring is important for children to adapt in schools and to get their education.

The self-supporting community built among Ukrainian refugees at the centre, as well as the provision of counselling and accompaniment is also important for them to cope with their past, present, and future life.

Some activities in this project are focused on better integration of refugees into local society and therefore are intended for both groups - refugees and Slovaks who are local people of the city (for example, children attending educational, cultural and free-time activities, families).

Although the project is focused on refugees from the Ukraine, it also touches the other clients of our Family Help Centre and helps all of them to get to know each other, to accept each other, help each other and to integrate in our city.

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	18	20	34	14	86
Shelter	624	469	1161	354	2610
Legal assistance	18	20	34	14	86
Psychosocial Support	9	25	56	-	90
Health	3	2	37	-	42
Education	22	39	14	-	75
Livelihood	-	-	-	-	20
Awareness raising/ Advocacy	-	-	-	-	-
Integration Peacebuilding	117	172	136	58	483

4 . Activity and indicators progress

1. WELCOME

b. Emergency Aid, Relief and Assistance

- Food and other basic supplies (hygiene etc.) provided to refugees staying with Jesuit communities Košice, Prešov, Piešťany, Trnava and Bratislava.
- Leaflets and information distributed in Trnava to newcomers to inform them about the availability of services and where they can find assistance.

Description

- Jesuit communities have provided free assistance with daily meals and other basic supplies for refugees living in their communities,
- In our Eco-Social Wardrobe, we provide basic information about helping organizations in Trnava, various services and events for

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refugees. We have distributed about 1200 leaflets since February.

Baseline (Projected)

- i. 100 people
- ii. 1900 people

People served

- i. 86 people
- ii. 1200 people

a. Shelter, accommodation and NFI

- i. Short to medium-term shelter provided to refugees in Jesuit communities in Košice, Prešov, Piešťany, Trnava and Bratislava
- ii. Basic non-food items provided to refugees staying in Jesuit communities in Košice, Prešov, Piešťany, Trnava and Bratislava where necessary.

Description

- i. Free provision of accommodation was completed for the necessary period of time, alongside assistance with independence and integration into the community.
- ii. Basic non-food items were provided free for refugees, obtained from lay people who cooperated with Jesuits, also from Family Help Centre and from donors.

Baseline (Projected)

100 people

People served

86 people

2. PROTECT

a. Shelter, accommodation, and NFI

- i. Non-Food Items (including clothing, toys for children, etc.) distributed to refugees in Trnava through the Eco Social Wardrobe of the Family Help Centre

Description

- i. The Eco Social Wardrobe is a primary contact tool for refugees

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from Ukraine, which helps them to get the basic needs/supplies of life (mainly clothes, hygiene and children's needs). It became also a contact point for other activities and help for the refugees. They can also benefit from counselling and access to a community with whom they share life in exile. The programme participants are supported and encouraged to talk about their needs and worries, thoughts and feelings in a safe and calm environment. Some of the most frequent psychological issues of both adults and children are feelings of anxiety, insecurity, tension, emotional discomfort, negation, confusion, irritability, anger, insomnia, and other present and future fears. During these sessions, the team supports refugees in overcoming their emotional difficulties and psychological trauma through compassionate, flexible, and non-confrontational therapeutic methods.

Baseline (Projected)

3240 people

People served

2610 people

f. Legal Assistance

- i. Legal advice and assistance provided to refugees staying with Jesuit communities in Košice, Prešov, Piešťany, Trnava and Bratislava, to enable them to gain their papers and legal status and access their rights.

Description

i. Help to obtain necessary documents for their stay in Slovakia provided – to apply for temporary shelter. In November: 6 refugees were placed in CaCom Tudora, 2 refugees in CaCom Bolohan, and 8 refugees in CPT Ruseştii Noi.

Baseline (Projected)

120 people

People served

86 people

d. Health

- i. Assistance provided to refugees staying with Jesuit

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communities in Košice, Prešov, Piešťany, Trnava and Bratislava to find appropriate medical services (IE referral to local medical specialists for refugees)

Description

i. Accompaniment to doctors, dentists and specialists provided, also assistance in signing up for Slovak health care system and ensuring basic health care in our health care system.

Baseline (Projected)

125 people

People served

42 people

c. Psychosocial support

- i. Psychosocial support and counselling provided to refugees through the Family Help Centre.
- ii. Zumba course/group for Ukrainian and Slovak women
- iii. Parkour for UA and SVK children
- iv. Organization and running of educational and recreational trips and excursions (e.g. to the zoo) for refugees through the Family Help Centre

Description

i. Help provided in overcoming difficulties in adapting to new environment, help provided with processing the trauma of war and leaving the homeland, as well as with the loss of family and coping with social status and situation. This assistance is realized by individual accompaniment approach with each person.

ii. The Zumba course/group is a new activity added to the One Proposal, run by one Ukrainian mother Veronika (a member of our team at Family Help Centre) since September 2022. The intention was to create a supporting group for getting to know each other, composed of Ukrainian and Slovak women. This sport activity is also a tool for creating better physical and mental health.

iii. Parkour was a recreational sport activity conducted for SVK +UA children, led by a certified instructor together with volunteers. It is a

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discipline of French origin that is based on the ability to get from point A to point B (and back) safely, smoothly and efficiently (effectively) using one's own body. The running of this activity helped with the exchange and forming of relationships between local and refugee children, and also improved the psychosocial and physical wellbeing of both groups through the provision of recreational activity

iv. In August there was a trip to Piešťany with a community of Ukrainians who were staying in a Jesuit community. One day in the summer we explored the city of Trnava with Ukrainian children and visited a climbing wall. In September we organized a guided tour of the City of Trnava with historical interpretation for the children.

Baseline (Projected)

80 people

People served

90 people

3. PROMOTE

a. Education

- i. Learning Help Assistance provided to UA refugees, and appropriate learning space adapted for them
- ii. Guitar course
- iii. English course/club for UA children
- iv. English course/club for UA and SVK children

Description

i. Since the beginning of September 2022, the Family Help Centre provides student volunteer learning help assistance for UA children attending Slovak primary schools. There are 21 volunteers, mostly students who weekly offer more than 30 hours of their time in total. Help with homework and tutoring is important for children to adapt in schools and get their education. Due to the high demand for this service, in 2022 a new need arose for more space appropriate for these classes. As part of our activities, we adapted a new room which is used as a classroom for this activity and other activities for Ukrainian refugees.

ii. With this course, we wanted to answer the desire of three Ukrainian boys to learn to play the guitar and thus develop their talents. This

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course is run by student volunteers.

iii. UA children aged 10 to 15 were helped by the program: “English homework club”. It lasted 3 months. The work in this club helped them to cope together with their school duties and adaptation to the environment in a foreign country. In addition to developing their English, students learned the differences and similarities between British, Slovak and Ukrainian cultures.

iv. This three-month course was a fun language learning program for parents/grandparents with little children inspired by Montessori pedagogy. This was run with our volunteer from the UK, Irene, who had experience teaching languages to refugees. She ran several separate groups, and helped us to form an idea of how to teach languages to refugees. We will use this experience to continue to teach Slovak.

Baseline (Projected)

100 people

People served

75 people

b. Livelihoods

- i. Assistance provided to refugees staying in Jesuit communities in Košice, Prešov, Piešťany, Trnava and Bratislava to find employment/trainings for employment locally through advice and referral.

Description

i. Help provided with: finding Slovak language courses; finding a qualified job; completing job interviews. This assistance helped to provide stable work, mostly for Ukrainian women, helping them in obtaining economic security for their livelihood. Assistance was also provided in accessing social security.

Baseline (Projected)

115 people

People served

20 people

4. INTEGRATE

f. Integration / peacebuilding

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- i. Cooperation with the Slovak Catholic Charity in organization and running of an intercultural event “The Ukrainian Food Day” between local people and refugees
- ii. Exhibitions of UA and SVK artists

Description

i. Food has always brought people together, that is why the Trnava Archdiocesan Charity organized the Day of National Ukrainian Food for Slovak and Ukrainian people. Since August 2022, the Ukrainian women who work at our Eco-social wardrobe, also with their children and those who visit it have taken part twice in this event by preparing their national meals. The event also had a charitable dimension. All specialties were available for a voluntary financial contribution. This funding was used to purchase school supplies.

ii. The Family Help Centre in cooperation with Association of Artists BonArt , twice a year organizes an exhibition of Slovak and Ukrainian artists. The intercultural dimension of this activity was strengthened by the fact that artists, both, professional and self-trained, whether Slovak or Ukrainian, can present their work together. We also published two reports from this exhibition on national and local television, helping to raise awareness about the situation of refugees from Ukraine.

Baseline (Projected)

90 people

People served

i. 290 people

ii. 160 people

a. Education

- i. Running of 1 Summer camp for UA children, including meals for the children
- ii. Running of creative workshops in the Family Help Centre

Description

i. We organized one summer camp for 15 children from UA, 3 women and 5 animators. This camp included the trips to the surrounding area, artistic and sports activities for children. This camp was effective

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tool for better adaptation to a new place, getting better each other - Ukrainian mothers, children and members of Family Help Centre to get to know each other and in this way build a community.

ii. Art creative workshop held with Ukrainian artist Oksana Lukomska, who has been living in Slovakia for a long time. Children painted on glass and had a face painting workshop with Olga, who is also a refugee from Ukraine.

Baseline (Projected)

100 people

People served

33 people

5. INSTITUTIONAL STRENGTHENING

a. Capacity-building

- i. Counselling course for two members of Family Help Centre staff
- ii. Creation of three employee's places at the Family Help Centre

Description

i. We have accepted the offer of this course to better respond to the current needs of refugees. We learned new methods and improved our communication, assistance and counselling for them. We obtained a certificate and professional skills.

ii. We created three employee's places in Eco-Social Wardrobe, hiring 3 new members of team - a wardrobe assistant, a social worker, and a social worker assistant – the Ukrainian woman.

Baseline (Projected)

0 people

People served

2 people

5. Winterization Plan

The Gas Boiler Room Renovation

The building where the Family Help Centre is situated is heated by a Boiler Gas Room.

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In fact, The Family Help Centre currently uses 80% of the space capacities of that building. All that space is shared for work with refugees.

As a matter of fact, an increase of the number of beneficiaries, namely Ukrainian refugees, is directly affecting an increase of energy consumption.

Until the end of November 2022, the Gas Boiler Room in the Family Help Centre was from 2005. The system was outdated and highly ineffective. The increase of the price of gas made it even worse. With the help of JRS, the Family Help Centre managed in the beginning of December 2022 to renovate the Gas boiler Room for a more effective, less consuming heating system. This directly improved the conditions in the building used by Ukrainian refugees and other groups, helping us to counter-act the poorer weather conditions of the winter.

6. Challenges & Lessons learnt

The main challenges for us were: to accept all the refugees without distinction, to communicate with them despite the language barrier, and helping them to overcome the initial sadness of leaving their country.

There were also problems with some vulnerable social groups (including



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the Roma Community) whom we had helped before the war; they felt threatened because we had started helping refugees, who were a much larger group than they were. Communication with them was difficult as we had to discern how effective our aid is, and when to give priority to the Ukrainians. Now we see that our original clients at the Eco-Social Wardrobe (Slovak and Romani families in social need) and the refugees found ways to meet and to accept each other. However, we have noticed tensions and conflicts in relationships among refugees also, and we have tried to resolve them by listening and mediation.

In order to overcome these challenges, we learned how to communicate with the refugees - that we can't solve each problem they have, but sometimes we just need to listen and accept them. The community they have formed and the opportunity they have to meet with us at the Family Help Centre, including through various activities and events here, also help them as much as the clothes they are given. We also created a space in the Eco-Social Wardrobe for them to talk to each other, broadening this assistance.

The Counselling training we received last year has been valuable and of use to us, teaching us how to be more effective in providing services. Moreover, this course will be beneficial in the future in our work with other clients at the Family Help Centre as well.

When we started our three-month English course for little Ukrainian and Slovak children, the main challenge was to connect them. They didn't know each other. The Ukrainian children did not understand the Slovak language, nor the English language. The main approach to overcome this was to teach them in a creative way, through Montessori methods. The young children very quickly found their own way of interacting with the Slovak children. They played together, helped each other by creating (painting, drawing, building blocks, singing, etc.) Through play, they made friends very quickly, and then we were able to teach them English. The dynamism and action of the group was very helpful in the teaching process, and the Ukrainian children were very well integrated. We experienced the same with the mothers who were present with their children. They wanted to learn English and also the Slovak language. Their own motivation and the methodology we used pushed them forward to learn easily.

We have learnt that this challenge of a different language and cultural habits can be overcome when we have the same goal. Thanks to the lesson we learned, we can now also use this Montessori approach when teaching the Ukrainians the Slovak language. This creative way of teaching

the language is very helpful to overcome cultural and other differences. Now we are organising different groups of Ukrainians to be taught the Slovak language by the Montessori approach, which we learned while providing English lessons.

Another big challenge for us was the situation that we do not have a JRS office in Slovakia and therefore the members of the Centre had to find time to administer the project in addition to their very busy daily work with the clients. It taught us to divide our strengths, duties and to cooperate more closely. As a result, we have had to employ Fr Peter Girašek, SJ for a part-time job from December 2022 to help with new activities and administration requirements.

7. Projects, synergies and activities in addition to the One Proposal

The project “Helping the UA refugees” is a voluntary activity run by Central Office of Labour, Social Affairs and Family (COLSAF) financed by the Ministry of Labour, Social Affairs and Family in Slovakia. This activity supports refugees to carry out voluntary activities, gaining practical experience for the labour market. The volunteering activity is carried out by the project participant/refugee within the recommended maximum of 80 hours per month, continuously for a maximum of 6 calendar months with the possibility of repeating it for a maximum of 6 months with another/another eligible entity. During the period of voluntary service, the COLSAF provides the refugee with a flat-rate allowance of € 239. The allowance is intended to cover the necessary expenses related to the performance of voluntary service.

Our Family Help Centre participates in this Project run by COLSAF. As part of our participation, we created 3 job places for UA women in our Eco-social Wardrobe. These women help with the distribution and receipt of supplies (clothes, shoes, school supplies, etc.) and participate at various activities at the Family Help Centre.

8. Testimonies

Olga lived in tranquil life in Sumy with her husband, enjoying their retirement years. However, when the Russian aggression started the building next to them was a Centre for mobilizations and she feared that it might be bombed so they decided to move to the countryside.

“At first it was a peaceful place. We had a garden next to our house and we kept chickens and rabbits. We lived in peace there, even though the war had already started. However, in a little while everything changed. Heavy fighting started 30 km far from our village. All night long armoured vehicles drove through our village. The bed, the furniture...everything was shaking. We experienced great fear and anxiety. I couldn't sleep, I was shaking all over. I was no longer sleeping on the bed but on the ground. However, the ground was also rumbling and that made me feel even worse. Into all this, fighter jets started flying over the village. We couldn't live like this any longer”, she recalls about her time in the village in the countryside.

After a call from, her son who lives in Belarus, she made up her mind to leave. “My husband didn't want to go at first, but I was decided to go by myself. Finally, he decided to go with me.. It was in the beginning of May. At the station there was very chaotic situation, and the train was very full



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of people. We didn't know where we were going other than the train was going to Uzhhorod. We travelled there for 20 hours. In Uzhhorod we were waiting for 7 hours. There we had to decide which country we wanted to go to. Slovakia seemed to me to be the safest country. Slovak language and culture is similar to our language and culture, also there is beautiful nature. We decided to go to Slovakia. Slovak volunteers were waiting for us at the border and gave us hot tea and biscuits. They were holding a banner with the words: Welcome to Slovakia”.

Her son's work colleagues helped them find a place in Košice for a few weeks and a more long-term accommodation in Trnava later. While incredibly grateful for the help provided, this change had quite a big impact on them. “When we arrived in Trnava, we felt lost. We didn't know what to do in such a small apartment. We were used to a house in the village. So we sat in the room for days, not talking, in silence... stressed and depressed”, she remembers.

Through biking they connected with locals and “slowly started to be open for life in the city” and through them they found out about a Day of national Ukrainian food, organized by the Slovak Catholic Charity at the Family Help centre that JRS operates. Olga decided to join the Eco-social Wardrobe of the Family Help Centre because “besides material help, I found there very nice people from the Family Help Centre who created a place for us to meet, to share, to create a Ukrainian community. JRS support means for me security, hope, and help to accept the situation in which we live.”

Looking forward, Olga relies on “God's help” and hopes to go back home. “We are very well off in Slovakia, we are well taken care of thanks to JRS. But as soon as the war is over, both my husband and I want to return to Ukraine, to our home. We are already old people and we have lived in Ukraine for years, where we also want to die.”

SLOVAKIA

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN LOCAL	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0.00	€ 0.00	€ 0.00
	1B	Emergency aid relief	€ 0.00	€ 0.00	
PROTECT	2A	Long term shelter	€ 0.00	€ 0.00	€ 22,036.92
	2B	Non food Items	€ 22,036.92	€ 22,036.92	
	2C	MHPSS	€ 0.00	€ 0.00	
	2D	Health	€ 0.00	€ 0.00	
	2E	Education	€ 0.00	€ 0.00	
	2F	Legal advice	€ 0.00	€ 0.00	
PROMOTE	3A	Education	€ 2,679.68	€ 2,679.68	€ 2,679.68
	3B	Livelihood	€ 0.00	€ 0.00	
INTEGRATE	4A	Education	€ 3,499.69	€ 3,499.69	€ 3,499.69
	4B	Livelihood	€ 0.00	€ 0.00	
	4C	Awareness raising	€ 0.00	€ 0.00	
	4D	Advocacy	€ 0.00	€ 0.00	
	4E	Reconciliation	€ 0.00	€ 0.00	
	4F	Peacebuilding	€ 0.00	€ 0.00	
INSTITUTIONAL STRENGTHENING	5A	Capacity building	€ 900.00	€ 900.00	€ 900.00
TOTAL					€ 29,116.29

INTEGRATION FUND

INTEGRATION FUND

1. Introduction

Although the greatest number of refugees displaced from the conflict in Ukraine, and the greatest humanitarian needs, were located in Ukraine and its neighbouring countries, millions of refugees moved on to so-called 'countries of secondary movement' in 2022. These refugees faced numerous challenges in the short, medium, and long term: a need for sustainable, dignified housing, a need for children to receive appropriate education, a need for access to employment and for support with basic needs, a need for integration and contact with local communities, and many others.

In EU countries, refugees from Ukraine are entitled to receive Temporary Protection (including rights such as a residence permit for up to three years, access to employment, access to suitable accommodation, access to social welfare, access to medical care, access to education for children, free movement in the EU, and others), and many states across Europe have provided assistance and access to services for Ukrainian refugees. However, in practice the implementation of this Directive is uneven and

**People served
in 1 year**

2,942



INTEGRATION FUND

inconsistent, and refugees (Especially Third-Country Nationals fleeing the war) face varied challenges in accessing dignified housing, meaningful education, living assistance, and other essential support.

In 2022, JRS Europe launched the Integration Fund, allowing JRS Country Offices across Europe to run projects supporting refugees from Ukraine. This Fund was intended to improve the medium- and long-term wellbeing of refugees in these countries of secondary movement, assisting them in meeting their basic needs, in accessing their rights, and in integrating in and building connections with host societies. A fund of 750,000 euro was distributed to eight Country Offices for projects which sought to welcome, protect, promote, and integrate refugees from the conflict. The exact nature of support provided varied in each national context, according to the needs and situation of those served, ranging from support with accommodation, to voucher distribution, to education support, to awareness raising and other initiatives. Several of these projects are ongoing, and will continue support refugees from Ukraine in 2023.

There follows a summary of the projects by country, together with key data on those served and on the activities undertaken in 2022.

INTEGRATION FUND

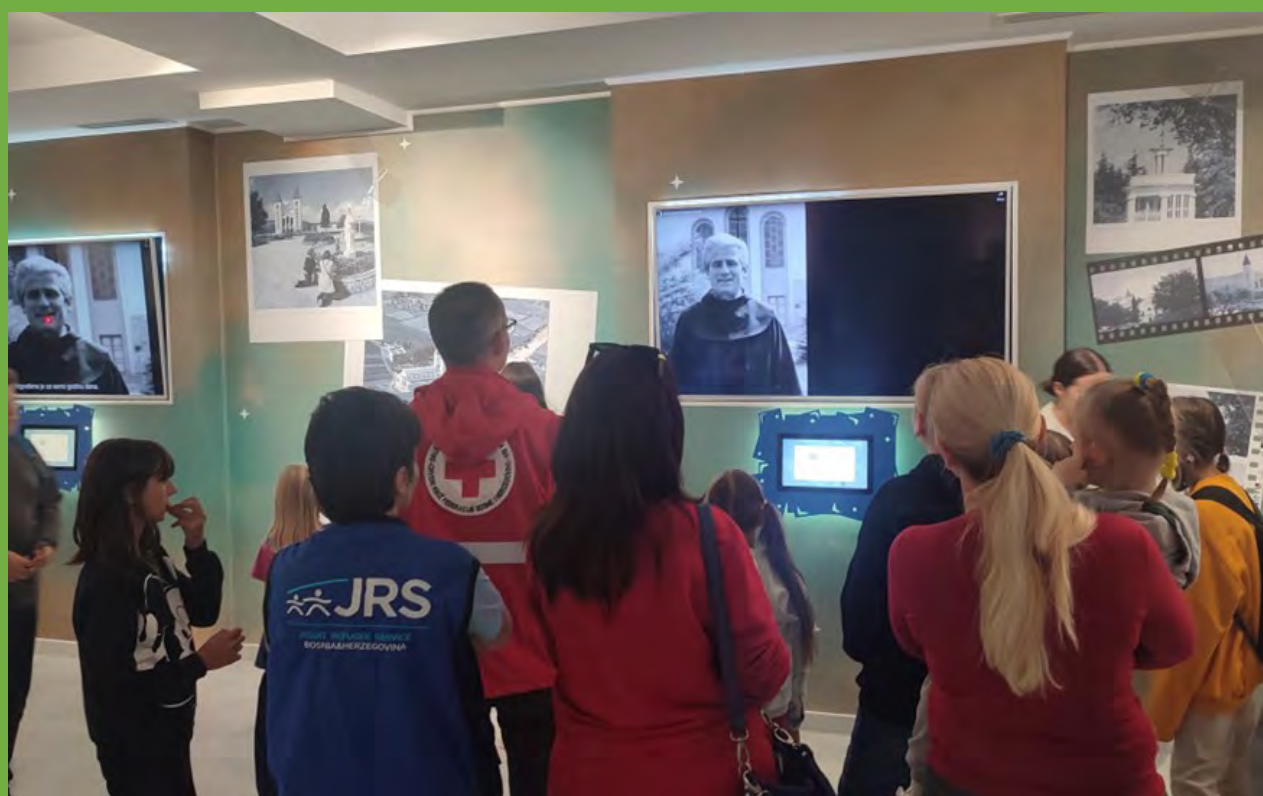
2. Bosnia and Herzegovina

In Bosnia and Herzegovina, the number of refugees from Ukraine has fluctuated in 2022, remaining in the hundreds. At the end of 2022, there were about 250 people from the country in Bosnia and Herzegovina, mostly women with children. For the most part, these refugees were hosted in the private accommodation of local residents, who largely welcomed them. In addition, the government introduced some supports for refugees from Ukraine, in order to enable faster employment, enrolment in schools, and access to other services. However, they still had several urgent needs to be met: for food and non-food items, for medical support, and for intercultural/integration activities with local residents. In addition, as Bosnia and Herzegovina has been a main route through which refugees from the Middle East, Asia, and Africa have passed since 2018, the attitude of the local population towards people on the move is largely negative. Although there was general support for the arrival of Ukrainians, there is still a need to raise awareness about the reality and experience of forced migration, both for Ukrainians and for others, amongst the population of Bosnia and Herzegovina.

**People served
in 1 year**

**363 Total
expenditure**

€ 72,075.17



INTEGRATION FUND

Through this project, JRS BiH provided comprehensive, multi-level support to refugees coming from Ukraine through the distribution of emergency aid (including food and NFIs), through the provision of support to attend medical appointments and through purchase of medication, and through the organisation of intercultural activities to build good connections between those displaced and the local population. In addition, through the Integration Fund JRS worked to raise awareness about the situation of Ukrainian refugees, using this moment to change the mindset of the local population in relation to migration generally. This was performed through a series of workshops conducted in primary and secondary schools and faculties, which educated young people about the reality of forced migration and raised awareness about the need to welcome and assist refugees from Ukraine. The project served 363 Ukrainian refugees in total, as well as over 1600 local children who were educated about the reality of forced displacement and need for inclusive action.

Within the refugee population, 9 people were served through provision of accommodation, 200 people were served with medical assistance (provision of medication, help with appointments, reimbursement, etc.), 60 people were served with legal advice to access their rights, 106 people were served with MHPSS support (through recreational activities, appointments with psychologists, and other activities), 233 people were served with essential non-food items, 300 were served through distribution of food and vouchers, and 106 were served with educational support (such as provision of an IT course for Ukrainian children and other workshops). The main challenge faced in the Bosnia-Herzegovinian context was inclusion and integration of Ukrainian refugees into the host society. As mentioned, although the attitude of the general population towards Ukrainian refugees has been positive, in general there is a negative view of migration and little support from local or government institutions. In addition, many of the Ukrainian refugees did not want to involve themselves in the life of the country, instead planning a quick return to Ukraine. Although this attitude is understandable, it creates problems as the war drags on, as refugees remain in the country and need access to education, employment, and community and social life in their host country. We addressed these challenges in two key ways: first, we raised awareness about the challenges faced by displaced people and the need for active engagement to support them amongst youth in the country. Secondly, by supporting refugees with legal assistance to access their rights in the local community, with accessing education, and with intercultural activities, we helped to connect Ukrainians to the local society.

INTEGRATION FUND

3. Portugal

More than 53,000 refugees from Ukraine have entered Portugal since March 2022. The main challenge facing these refugees in the Portuguese context is a lack of independent housing, driven by extremely high prices, a lack of public social housing, and a general lack of appropriate housing units. Ukrainian refugees in particular face challenges in accessing any housing: high deposit and advance payments represent a block to refugees with fewer resources, landlords often do not trust refugees and demand higher contractual guarantees for long durations from them, and an inadequate public transportation system makes it difficult for refugees to live outside the cities where rent is more reasonable. Since the start of the humanitarian crisis in Ukraine, JRS has expanded its programmes of socio-legal support, employment assistance, mental health consultations, and training and information sessions to include refugees from Ukraine. However, using the Integration Fund JRS, Portugal has also run a project specifically aimed at tackling the issue of accommodation facing Ukrainian refugees.

JRS has been assisting refugees to find suitable accommodation, and

**People served
in 1 year**

**35 Total
expenditure**

€ 12,665



INTEGRATION FUND

has provided families from Ukraine with long-term, independent, and dignified housing through support with rental payments. In addition, JRS Portugal has protected these families from exploitation through mediation with real estate agencies and landlords, drafting contracts, and activating basic services such as water, electricity, and gas. In addition, JRS cooperated with the Bens de Utilidade Social Association, which has provided furniture, kitchenware, and other non-food items for the flats rented by JRS. JRS has faced challenges in the harsh demands made by landlords, who often require a guarantor figure and JRS declarations, which are difficult to provide for a family which has just arrived to Portugal. In addition, JRS experienced additional work in helping to clean and prepare properties, and to move in families and furniture. However, through careful mediation with landlords and additional dedication of human resources, we are addressing these challenges as the project continues and expands into 2023.

This project served 11 families so far, representing a total of 35 people (12 women, 16 children, and 7 men), including elderly people and a Third-Country National student who was displaced from Ukraine at the start of the war. These people will be served for the longer-term (a maximum of 12 months), to ensure long-term and comprehensive accompaniment and support for refugees from Ukraine in Portugal.

4. Kosovo

After the outbreak of the conflict in Ukraine, the Kosovar Government declared its support for Ukrainian refugees. Following this, refugees arrived in the country and the Ministry of Exterior Affairs together with the German Government began a joint project to support accommodation and other costs for Ukrainian Journalists through the Independent Association of Journalists in Kosovo. In general, the attitude of Kosovar society to refugees from Ukraine has been very welcoming. Through the Integration Fund, JRS Kosovo worked to support refugees from Ukraine with food and non-food items, psychosocial support, accompaniment, education, intercultural events, and healthcare costs. JRS supported a small community of refugees from Ukraine – 28 refugees, and 11 members of families who are hosting refugees. This assistance was provided in a comprehensive, in-depth, and wide-ranging way, covering several activities crucial to the support of refugees in Kosovo.

JRS Kosovo worked closely with the Department of Reintegration and Integration of Foreigners in Kosovo, UNHCR, and the Association of Journalists Kosovo to provide support across a number of sectors. JRS provided regular visits to refugee accommodation, to accompany them,

INTEGRATION FUND

provide informal psychosocial support, and conduct needs assessments. JRS also provided 39 refugees and refugee hosting families with food items and cash support for food on a regular basis, as well as necessary non-food items. In addition, JRS supported 27 refugees to access health check-ups, and has supported all refugees by purchasing any medicines they required, as well as by accompanying them to health appointments and providing information on public health services. JRS also organised and funded individual and group therapy with psychologists for 20 refugees in person and online, to support their psychosocial wellbeing and mental health. The main challenge seen by JRS in this project was the language barrier with Ukrainian refugees, especially given a lack of Ukrainian translators in Kosovo. However, JRS sought to overcome this challenge by offering accredited language courses for refugees: 10 attended the Albanian language course and 10 attended the English language course. JRS also offered 10 integration trainings to 20 refugees, covering topics central to the Curriculum of Integration, to support their transition to the host society. Finally, JRS also organised several recreational activities with 45 refugees from Ukraine and elsewhere, to encounter Kosovar locals, history, and traditions.

**People served
in 1 year**

**39 Total
expenditure**

€ 17,221.93



INTEGRATION FUND

5. Croatia

Croatia was among the first countries giving aid to the Ukrainian refugees. For people flying from the war in Ukraine, Croatia is considered a safe and traditionally friendly country, with similar culture and a Slavic language, so it was attractive to a large number of refugees. Croatia's membership of the EU is another reason why many refugees are coming to Croatia. According to Croatia's Ministry of the Interior, a total of 19.402 displaced persons from Ukraine entered the Republic of Croatia between 25 February and 09 June 2022, with 9.731 (50.1%) women, 3.063 (15.7%) men, and 6.608 children (34.2 %). The Directorate of Civil Protection has activated 40 facilities for the accommodation of displaced persons since February 25 (3 reception centres and 37 collective accommodation units). In the second half of 2022, the numbers of displaced people in Croatia did not change a lot. According to MOI's data, on December 31 2022 there were in total 22.407 Ukrainian refugees in Croatia, out of them 11.162 (49,8%) women, 3.802 (16,9%) men and 7.443 (33,3%) children. Currently, only a minority of refugees have remained in the collective accommodation (1.552 persons), while there are 20.855 people in private

**People served
in 1 year**

**324 Total
expenditure**

€ 28,899.19



INTEGRATION FUND

accommodation, assisted by state subsidies for landlords hosting Ukrainian refugees. Despite this support for accommodation, and support from other organisations for employment and legal help, there remains significant needs for integration activities, language support, psychological support, and psychosocial support through recreational activities. Our primary focus is on the refugee community in private homes, as they are typically left without enough information and practical assistance in their efforts to integrate.

JRS Croatia's Integration Fund project "Didukh - Empowering Ukrainian Refugees in Croatia" is aimed at improving the integration and wellbeing of the refugees through the organization of psychological workshops, individual and group counselling, language courses, and individual assistance. To reach our goals JRS employed a Ukrainian woman that has been living in Croatia for last 20 years, and speaks Croatian, Ukrainian and Russian (which proved to be important because of the linguistic divide in Ukraine). As part of the project, 324 refugees from Ukraine were served. These refugees were served across a number of sectors: through individual meetings and psychological assistance for adults, educational advice sessions with parents, recreational art workshops for children and parents, recreational activities such as plays and concerts for refugees, intercultural activities for refugees to learn about Croatia, Croatian language courses, and accompaniment. The main challenge faced in the Croatian context is integration: it can be difficult for refugees to find a job and to create connections with the community. To overcome this, JRS Croatia has focused on language courses, intercultural activities, and the employment of intercultural mediators and volunteers (as well as the assistance of the local population) to build connections between refugees and the host society, and to boost the employment prospects of Ukrainian refugees.

6. Serbia

According to the data of the Serbia Border Police, 137,205 refugees from Ukraine had crossed the border into Serbia in 2022. However, Serbia remains a transit country, and the Consul of the Ukrainian Embassy in Belgrade stated that in November 2022 there were approximately 5200 refugees from Ukraine in the country. However, these numbers fluctuate regularly: Ukrainian citizens have 90 days of visa-free stay in Serbia, and many use these 90 days to reconsider these future steps and whether they should apply for temporary protection in Serbia. Following the instructions of the EU, in 2022 Serbia launched a scheme of temporary protection for refugees from Ukraine, which has made their registration and protection in Serbia. 1105 refugees from Ukraine had received temporary protection

INTEGRATION FUND

in the country by the end of 2022. Of the refugees in Serbia, most hope to return to their homes in Ukraine soon. The majority have settled in rented apartments or with relatives or friends, while about 120 refugees are living in the Reception Centre of the Commissariat for Refugees in Vranje, South Serbia. Despite the temporary protection offered by Serbia, there remain numerous needs amongst the refugee community from Ukraine, including for assistance in meeting basic needs, for paying bills over winter, for psychosocial support, for health supplies, and for language learning. In addition, there is a strong need to raise awareness in the Serbian population about the reality faced by refugees, to increase acceptance of refugees in the society and to spur the population to positive action for displaced people in general and Ukrainians in particular.

In this context, JRS Serbia has worked to provide initial material assistance to welcome and protect refugees from Ukraine, and to provide integration support to promote their development and wellbeing during their stay in Serbia. JRS has provided multi-purpose bank cards to 64 refugees, which have been distributed in cities all around the North of the country. These cards are versatile, and are used to purchase food, non-food items and other goods, health supplies, and other essential items. In addition,

**People served
in 1 year**

**64 Total
expenditure**

€ 32,980.10



INTEGRATION FUND

JRS has provided accompaniment and informal psychosocial support to 36 Ukrainian refugees in the country, by meeting with them, discussing their needs, and providing information on potential solutions to them. Due to the large geographical spread of refugees in the country, and due to administrative problems in Serbia, our activities were delayed in 2022, but these activities and others will be significantly expanded through the Integration Fund in 2023. In the coming months, JRS will run language courses to allow refugees to better integrate and find employment in the country, and will provide more formal psychosocial support. In order to create more welcome and positive action in Serbian society, JRS has also begun the process of implementing awareness-raising projects in schools, by producing educational materials and organising seminars involving refugees. Through this work, JRS is promoting greater knowledge and a more positive narrative amongst local young people towards migration in general and Ukrainian refugees in particular, and will facilitate engagement and action by these young people to aid refugees in the country.

7. North Macedonia

Upon the outbreak of the conflict in Ukraine, around 3000 Ukrainian refugees arrived in Macedonia. The Macedonian Government began to issue them with ID cards, entitling them to temporary residence for one year for humanitarian reasons. Although most refugees from Ukraine in Macedonia were accommodated by their friends and relatives, there was a significant number of refugees (850 according to the Red Cross in Skopje) who urgently needed support with food, NFI, medication, and access to the health system in Macedonia. The Government does not have sufficient resources or capacity to adequately support these refugees, and refugees do not apply for asylum in Macedonia partly because of the disastrous conditions in the Reception Centre for asylum seekers. Due to this lack of governmental support, and the high prices and economic crisis in Macedonia, many Ukrainian refugees left the country through 2022. However, as of the end of 2022, there were still around 400 refugees from Ukraine who were need of additional support.

In this context, JRS cooperated with the Association of Ukrainians in Macedonia 'Lesja Ukrainka' in 2022 to distribute essential food and non-food items, as well as to provide necessary medical devices and medication. In 2023, JRS will continue and expand this response by providing food, NFIs, medicines, support for medical appointments, legal support, and accompaniment. So far, JRS provided food, clothing, medical supplies, and other NFIs in cooperation with 'Lesja Ukrainka', the Macedonian Orthodox Church, and the local humanitarian organisation

INTEGRATION FUND



**People served
in 1 year**

**380 Total
expenditure**

€ 0.00

'Charity' to 380 refugees from Ukraine in Skopje.

8. Ireland

After the outbreak of the war in Ukraine, Ireland welcomed a large number of refugees from the conflict, and as of December 2022 there had been over 67,000 arrivals from Ukraine. The initial response of the population in Ireland was very welcoming towards refugees from the country, and there was a strong government response to support those arriving. The state has provided support for refugees from Ukraine to access to jobseeker's and childcare allowances, accommodation, health services, schooling, and other services. NGOs, community groups, and other organisations have also contributed in providing varied types of assistance. Despite this support, there are significant and ongoing needs for the short-, medium-, and long-term wellbeing of refugees from Ukraine in Ireland. These needs include a need for support to integrate into the education system, support to find employment, and support to build links with local communities. The greatest challenge facing refugees from Ukraine – and refugees from elsewhere – in Ireland is the severe, ongoing housing crisis in the country. There is a critical lack of suitable accommodation, and in 2022 refugees

INTEGRATION FUND

from Ukraine and International Protection applicants from elsewhere have been provided with substandard housing in centres, hotels, and in tents in emergency accommodation. Many of these are located in isolated areas, inhibiting access to employment or connection to local communities. There is also a lack of available housing for refugees to rent privately in most of the country, coupled with high prices for rent.

In this context, JRS Ireland has been cooperating with a number of organisations to provide support to Ukrainian refugees in Ireland. Originally, JRS had planned to cooperate with the Handmaids of the Sacred Heart of Jesus to provide dignified, own-room accommodation as well as comprehensive integration (education, employment, psychosocial, community-building) supports to 30 refugees for 12 months. However, due to unforeseen problems with the proposed buildings for the project, this activity was postponed, although work is ongoing to ensure it begins in 2023. Due to these problems, JRS instead cooperated with a range of organisations to provide support in different forms to a broader community of refugees from Ukraine. JRS cooperated with the organisation 'West Limerick Resources' to provide translators crucial for Ukrainian refugees to access their rights and services in July and August

**People served
in 1 year**

1,009

**Total
expenditure**

€ 12.208,58



INTEGRATION FUND

2022, serving 205 refugees. JRS worked with the organisation 'Limerick Sports Partnership' in July and August to run recreational summer activities for children, improving their psychosocial and general wellbeing, serving 304. Finally, JRS also worked with the Clare Immigrant Support Centre in September and October 2022, to provide social worker support, accompaniment, and legal assistance to over 500 Ukrainian refugees staying in a range of locations.

9. Spain

As of the end of 2022, Spanish authorities had granted temporary protection to over 160,000 refugees from Ukraine, including Ukrainian residents who were in Spain before the war broke out and are now unable to return. Support from the state was significant in terms of access to protection and permits, and refugees were able to access the public reception system without many issues. In addition, refugees are entitled access accommodation, social support, healthcare, education, and other rights. However, Third-Country Nationals face significant discrimination in their treatment, and are asked to provide proof as to why they cannot return to their 'home' country, and to apply for asylum. Spain currently faces a collapse of the asylum system, with a significant lack of space in reception centres for asylum seekers. This also impacts the availability of suitable accommodation for Ukrainian refugees, with many accommodated in hotels, hostels, or dormitories. Throughout 2022, there were significant needs for refugees from Ukraine in Spain, despite supports from the state. In particular, there was a need to support the integration and building of relationships between refugees and local people, for legal support, for the provision of Spanish classes, and for assistance with finding and supporting appropriate accommodation for refugees. In particular, a lack of connection to local communities and a lack of appropriate accommodation exposes refugees to isolation and potential exploitation and abuse by various parties including criminal groups.

In 2022, SJM Spain sought to address these issues by conducting activities which built strong relationships between local communities and refugees from Ukraine, and which provided Ukrainian refugees with support to meet their basic needs, with psychosocial support, and with support to integrate. SJM ran a hospitality programme, connecting 400 refugees with volunteers to provide safe and reliable accommodation, and to build connections between refugee and local families. In addition, SJM directly housed 20 refugees, established 17 local reception groups to accompany refugees in social inclusion and participation in local life, and provided Spanish classes to 200 refugees. Finally, SJM also provided information and

INTEGRATION FUND



**People served
in 1 year**

728

**Total
expenditure**

€ 31,715.57

legal assistance to refugees, and built the capacities of its staff to provide effective psychosocial accompaniment of refugees through training. These activities will be continued and expanded into 2023, as SJM continues to accompany, serve, and advocate for refugees from Ukraine.

INTEGRATION FUND

10. People served

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	289	240	505	91	1125
Shelter	210	195	254	75	734
Legal assistance	68	56	726	162	1012
Psychosocial Support	260	249	672	105	1286
Health	26	33	172	22	253
Education	248	220	195	24	687
Livelihood	-	-	-	-	20
Awareness raising/ Advocacy	780	820	3	4	1607
Integration Peacebuilding	813	857	134	39	1843

11. Testimonies

Svitlana Pavlovska lived in a small town close to the border with Poland before the war started. She stayed at home with her son Bogdan. “When they started shelling, my first thought was my son. Bogdan cannot walk or move without our help. He has several diagnoses, including cerebral palsy and epileptic seizures. For him, all that shooting, and bombing was extremely traumatic.”, she describes. Svitlana and her children left the country as soon as she got the chance to. They went to Medjugorje, where they feel safe, all together, even though her only wish is to return home. At the moment it is impossible. Their building is still standing, there is no electricity, because there is no infrastructure. When Svitlana visited her home, nothing was the same, only ruins and destroyed houses.

“Here in Medjugorje, the people are good, we have everything we need, and every day I go to church gives me the strength to accept God's will.”, she says. Sometimes it's difficult because she can't find original medicines for Bogdan, only substitutes, which are too strong for him, but people try

INTEGRATION FUND

to help them in different ways. Before this war, Svitlana and her family visited Medjugorje, as pilgrims, because they were looking for spiritual help, and when the war started, they accepted the invitation of the local community and arrived here. She feels that in all that mess it was God's will to help them stay alive and safe.

When she got in contact with JRS, her first thought was that they were sent by Holy Ghost. JRS provided medicine for Bogdan, but also the spiritual guidance that Svitlana needed in these difficult times. "The human being does not need just food for the body, but also for the soul. We have witnessed so much cruelty during the first days of the war in Ukraine, and help from you from JRS returns our hope in human kindness. You give us not just a food, you give as more, because you are here with us, as a friend.", Svitlana says. She is hoping and praying for peace, just for peace.

She decided to stay in Medjugorje, because it gives her and also to her husband and daughter security that they will have everything that they need, and more. They have someone close, somebody familiar from this country, so that they are not alone in the new environment they live in, someone on whom they can rely on, in case they need something. JRS' help means all this, and more, for Svitlana and many other forcibly displaced people.



INTEGRATION FUND

Pillar	Code	Budget Categories	BIH	Portugal	Kosovo	Croatia	Serbia	Ireland	Spain	Total
WELCOME	1A	Short-term shelter	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 33,900.64
	1B	Emergency, aid, relief assistance	€ 0.00	€ 0.00	€ 3,892.14	€ 3,278.67	€ 26,729.83	€ 0.00	€ 0.00	
PROTECT	2A	Long-term shelter	€ 31,473.78	€ 12,665.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 13,256.33	€ 105,552.90
	2B	Non-food items	€ 8,267.31	€ 0.00	€ 789.29	€ 0.00	€ 0.00	€ 0.00	€ 0.00	
	2C	Mental Health Psychosocial Services	€ 0.00	€ 0.00	€ 1,160.00	€ 2,275.30	€ 2,099.23	€ 3,123.02	€ 0.00	
	2D	Health	€ 2,459.02	€ 0.00	€ 914.50	€ 23.17	€ 0.00	€ 0.00	€ 0.00	
	2E	Education	€ 0.00	€ 0.00	€ 1,266.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	
	2F	Legal advice	€ 0.00	€ 0.00	€ 0.00	€ 4,736.15	€ 0.00	€ 4,085.56	€ 16,959.24	
PROMOTE										€ 47.86
	3A	Education	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	
	3B	Livelihood	€ 47.86	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	
	4A	Education	€ 21,826.24	€ 0.00	€ 3,000.00	€ 6,245.94	€ 0.00	€ 5,000.00	€ 0.00	
INTEGRATE	4B	Livelihood	€ 258.25	€ 0.00	€ 0.00	€ 0.00	€ 4,151.04	€ 0.00	€ 0.00	€ 58,306.07
	4C	Awareness raising	€ 5,499.57	€ 0.00	€ 0.00	€ 6,885.19	€ 0.00	€ 0.00	€ 0.00	
	4D	Advocacy	€ 0.00	€ 0.00	€ 0.00	€ 5,439.83	€ 0.00	€ 0.00	€ 0.00	
	4E	Reconciliation	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	
INSTITUTIONAL STRENGTHENING	4F	Peacebuilding	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 9,942.88
	5A	Capacity building	€ 2,242.88	€ 0.00	€ 6,200.00	€ 0.00	€ 0.00	€ 0.00	€ 1,500.00	
TOTAL										€ 207,750.34

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Your support helps the Ukraine emergency response of JRS and Xavier Network become a reality and provide support for forcibly displaced people and refugees from Ukraine.

We are grateful to our donors, staff, volunteers and all the people who make this possible.

Thank you!

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