



ONE PROPOSAL

Jesuit response to Ukraine Crisis

INTERIM REPORT
01/01/2023 - 30/06/2023

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

1. Summary

Eighteen months have passed since the initiation of the International Armed Conflict in Ukraine. Since February 24 2022, Europe has seen the largest humanitarian crisis in recent history with millions of people forced to leave their homes, relatives and their country.

At the start of the conflict, Russia was expected to achieve a quick victory, while in the first half of 2023, the Ukraine Army gained back territories and is leading a counteroffensive. This has led to a more balanced situation, but with no certain outcome. In turn, this led International Organizations and Non-Governmental Organizations (NGO) to work on multiple possible scenarios and how the needs and priorities of the refugees/Internally Displaced People (IDP) might evolve.

During the first six months of 2023, the Society of Jesus through Jesuit Refugee Service, Xavier Network and other partners have accompanied, served and advocated for 15.480 people in need in Ukraine, in neighbouring countries and all over the Europe. This is added to the 56.000 assisted by the common response in 2022.

JRS Europe and Xavier Network reassessed the needs and adjusted the One Proposal to match the changed environment at the start of 2023. Compared to the first twelve months, we saw an increasing necessity of activities connected with the medium and long-term accompaniment of refugees.

On the one hand, activities in “Protect” and “Promote and Integrate” pillars are more than twelve times more requested than “Welcome” with expenses, especially on the integration side that as already double the entire amount spent last year.

On the other hand, both “Welcome” and “Institutional Strengthening” pillars have reduced significantly. In addition, while “Institutional Strengthening” focused on recruiting needed staff and developing the infrastructure for delivering the services needed, it now focuses more on training and skill development for our current staff through an extensive Capacity Building Training Plan that covers topics from Cyber Security and Conflict De-escalation to (Mental Health and Psychosocial Support (MHPSS) both online and in-person.

In addition, JRS keeps working with countries of second destination for Ukrainian refugees by assisting, monitoring and enhancing the Integration Fund. In 2022, € 750.000 were transferred to support projects in Bosnia and Herzegovina, North Macedonia, Kosovo, Croatia, Serbia

EXECUTIVE SUMMARY



Ireland, Spain and Portugal and a new call for the Integration Fund 2023 has been issued in June 2023.

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 Internally displaced people in Lviv, and through its partnership with L'Arche, an organization providing accommodation and accompaniment to people in Lviv with additional needs and vulnerabilities.

In addition, JRS has been working intensively in the countries neighboring Ukraine, where the numbers of refugees and the need for assistance have been at their highest. JRS Country offices have been operating in Romania, Hungary, and Poland. In addition, we have partnered with the Society of Jesus and the Family Help Centre NGO in Slovakia, and with CONCORDIA in Moldova.

In all these countries, the One Proposal has provided funding for short-term, emergency humanitarian assistance. In the last six months, and according to the new needs, JRS has also provided medium and long-term accompaniment and assistance, by running integration and MHPSS activities, providing accommodation and continued access to basic needs assistance, and by establishing friendly spaces, communities, and

EXECUTIVE SUMMARY

educational programmes for refugees.

In addition, in 2022 JRS launched an Integration Fund to assist countries of secondary movement in Europe. 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 have been supported. In June 2023, the Integration Fund has been renewed and a call for proposal was issued in late June.

3. The structure of our response

At the outbreak of the conflict, JRS and the Xavier Network conducted a needs assessment mission to define a common strategy. As a result, JRS developed the One Proposal around five pillars and ten sectors:

WELCOME



PROTECT



PROMOTE



INTEGRATE



INSTITUTIONAL STRENGTHENING

This structure was functional during the first year of our response, but it needed to be adapted to fit the reality in 2023. The needs have changed, shifting from an emergency setting towards a more middle and long-term integration and support of the refugees.

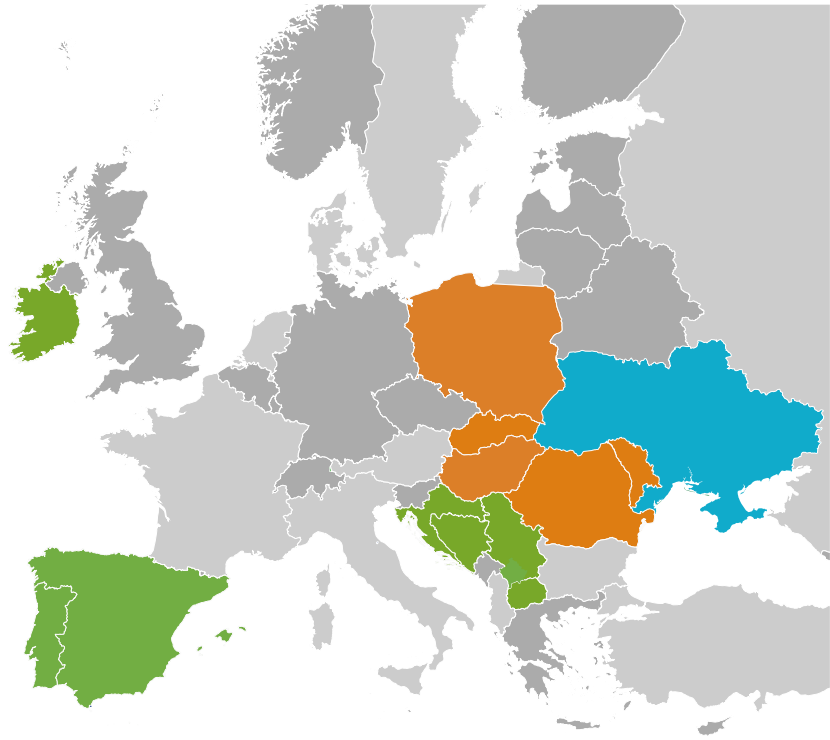
Therefore, JRS Europe held regular meetings with all the Country Offices to discuss the future steps and the evolution of the project. Through a needs assessment, a validation of the proposed activities and budget review, new needs were highlighted, and the activity plan was re-shaped.

All the country offices relied on internal needs assessment, including beneficiaries' satisfaction, needs and necessities as well as documents from reliable organizations such as UNHCR, CARITAS and governmental sources to validate and re-write the log frames for 2023. These were later discussed and jointly assessed with JRS Europe.

These needs were discussed in regular meetings and JRS EU provided them with a log frame and a budget template to structure our response.

EXECUTIVE SUMMARY

- Ukraine
- Neighbouring countries
- Integration Fund



People served in 6 months of 2023 **23.725**

People served since the start of the conflict **79.767**

in Ukraine & Neighbouring countries **15.575**

Through the Integration Fund **8.150**

In March 2023, after checking project matrixes against budgets and targets, the country offices finalized the process with the final log frames and budgets.

4. Making the One Proposal clearer and more effective

After careful analysis, JRS decided to merge Promote and integrate as activities and sectors were overlapping causing confusion in both budget allocations and counting beneficiaries. Within that new framework and starting from the initial One Proposal plan, each country office validated the former activities, inserted the new needs and removed activities that were no longer needed. The new structure is as follows:

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AXIS	SECTORS	DEFINITIONS (NOT EXHAUSTIVE)
WELCOME	Short-term shelter	Temporary Protection or Stay Arrangements as responses to humanitarian crises for a maximum of 2 months. The food provided while sheltering is accounted here.
	Emergency aid, relief and basic need assistance	Assistance to the victims of conflicts or disaster situations in urgent situations, which cause human suffering or imminently threatens lives or livelihoods through short-term distribution, and long-term accompaniment, other than non-food items and shelter provision.
PROTECT	Long-term shelter	Long-term Protection or Stay Arrangements (TPSAs) as responses to humanitarian crises for a longer than 2 months. Food provided while sheltering is accounted here.
	Non-Food Items	Distribution of items other than food, including vouchers, household items, soap, containers, cooking items, among others.
	Mental Health and psychosocial support	Activity providing Mental Health and Psycho-Social support both towards beneficiaries and staff.
	Health	Distribution of general hygiene products, medicines, health assistance, and items dedicated to the beneficiaries' wellbeing.
	Legal Assistance	Provision of legal and social counselling and assistance towards a beneficiary, a family or a household.
	Education	Provision and support of access to Education activities both for adults and minors.
	Livelihood	Technical and Vocational abilities development with the objective of improving quality of life.
PROMOTE & INTEGRATE	Awareness raising	Activities aimed to raise consciousness in the general public about Ukrainian refugees and the situations they are facing.
	Advocacy	Advocacy activities aimed at promoting the rights and access to services for Ukrainian refugees' integration and safety in the community.
	Integration and Peacebuilding	Activities supporting a two-way process between refugees and the host society to reduce economic and social marginalization, and support more cohesive, inclusive, and robust societies, as well as peacebuilding activities related to conflict management and resolutions among the hosting communities and refugees or among refugees themselves.
CAPACITY BUILDING	Capacity building	Activities aimed at improving the country office knowledge, skills and capacities through staff hiring, training and space improvement, among others.

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5. Timeline

The One Proposal is a three-year project spanning from February 24 2022 until February 2025. However, this timeline can be adjusted according to match the needs of the of the displaced people, as well as the outcomes of the war.

During the first six months of 2023, JRS and Xavier Network met constantly to coordinate and plan developments to the review of the One Proposal project. In March, the country offices involved in the One Proposal met in Lisbon during the Regional Coordination Meeting. In April, the Programmes and Finance Officers from JRS Europe and Xavier Network carried out a mission to Poland and Ukraine. Additionally, during April, JRS Europe, Xavier Network, JRS International and JRS USA held a coordination meeting in Brussels. This continuous and ongoing coordination process culminated in the Strategic Plan, Evaluation and Good Practices meeting hosted by JRS Romania in Bucharest at the end of June 2023.

6. Beneficiaries

This project supports:

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

At the end of 2022, JRS and its partners managed to help a more than 56.000 people out of the 73.168 planned for the three years. Most of the beneficiaries were supported in Ukraine and the neighbouring countries, while 2.942 refugees received assistance through the Integration Fund in countries of secondary movement.

In the first 6 months of 2023, JRS, Xavier Network and its partners helped 15.480 new unique beneficiaries:

EXECUTIVE SUMMARY

AXIS	SECTORS	Ukraine	L'Arche	Poland	Hungary	Romania	Moldova	Slovakia	Integration fund	Total
WELCOME	Short-term shelter	7	0	6	0	0	0	0	670	683
	Emergency aid, relief and basic need assistance	318	72	24	1.190	219	3.041	0	1.477	6.341
	Long-term shelter	95	54	70	152	1,320	354	4	369	2.418
	Non-Food Items	640	0	103	53	0	0	451	1.080	2.327
PROTECT	Mental Health and psychosocial support	86	20	769	225	147	162	92	1.472	2.973
	Health	57	1	32	97	603	83	0	1.862	2.735
	Legal Assistance	36	0	400	305	1.142	101	775	443	3.202
	Education	9	0	345	249	3.401	161	117	617	4.899
PROMOTE & INTEGRATE	Livelihood	0	0	6	0	336	17	15	406	780
	Awareness raising	0	0	730	16.814	1	0	0	43.858	61.403
	Advocacy	0	0	0	0	0	0	0	0	0
	Integration and Peacebuilding	87	0	280	0	138	1.677	620	2.878	5.680
CAPACITY BUILDING	Capacity building	8	0	17	20	235	0	6	40	326
	UNIQUE BENEFICIARIES	1.113	54	1.006	976	7.542	3.919	965	8.150	23.725

EXECUTIVE SUMMARY

Financial Overview

All sums are indicated in Euros

AXIS	CODE	SECTORS	Ukraine	L'Arche	Poland	Hungary	Romania	Moldova	Slovakia	Integration-fund	Total
WELCOME	1A	Short-term shelter	0,00	0,00	3.757,33	0,00	0,00	0,00	0,00	0,00	
	1B	Emergency aid, relief and basic need assistance	3.070,05	0,00	8.029,99	517,03	14.526,23	6.904,22	0,00	52.718,34	89.523,20
PROTECT	2A	Long-term shelter	25.602,09	5.207,18	52.727,90	38.526,54	159.145,93	7.141,56	608,39	94.004,97	
	2B	Non-Food Items	11.458,12	0,00	513,24	1.556,31	55.340,79	0,00	8.454,80	656,29	
	2C	Mental Health and psychosocial support	3.136,32	0,00	42.673,54	58,45	7.732,31	1.379,98	12.375,47	31.767,47	652.052,80
	2D	Health	116,32	0,00	1.722,46	0,00	28.190,05	11.669,16	0,00	4.934,60	
	2E	Legal Assistance	877,24	0,00	24.635,49	3.349,28	2.006,74	0,00	4.031,88	10.651,92	
	3A	Education	2.149,30	0,00	48.651,51	3.941,35	338.595,61	4.894,42	10.293,29	34.509,30	
PROMOTE & INTEGRATE	3B	Livelihood	0,00	0,00	5.623,13	0,00	61.612,89	0,00	3.123,34	6.271,74	
	3C	Awareness raising	0,00	0,00	2.566,18	0,00	0,00	0,00	0,00	20.761,76	668.613,14
	3D	Advocacy	0,00	0,00	0,00	0,00	0,00	298,63	0,00	3.200,19	
CAPACITY BUILDING	3E	Integration and Peacebuilding	1.090,79	0,00	24.055,47	0,00	53.409,66	7.051,12	1.732,80	34.780,66	
	4A	Capacity building	25.278,70	0,00	71.754,32	14.442,15	26.529,59	0,00	587,92	1,687,73	140.280,41
TOTAL			72.778,93	5.207,18	286.710,56	62.191,11	747.089,81	39.339,09	41.207,89	295.944,98	1.550.469,55

UKRAINE

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Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

Lviv



Contact Person

Inga Dul, CEO JRS Ukraine



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1. Summary

As of December 2022, OCHA found that over 21.8 million people needed humanitarian assistance in Ukraine, for a total population of 43.3 million (UNFPA and State Statistics Service of Ukraine, 1 January 2023), including 56% women and girls, 23% children and 15% people with disabilities. The war has triggered one of the largest displacement crises on record in Europe since World War II, with the number of internally displaced people (IDPs) surpassing the 8 million marks in Ukraine. As of January 2023, 19.3 million people remained affected by various forms of displacement: 5.4 million IDPs, 58 per cent of whom displaced for over six months, and an estimated 5.5 million returnees, one-quarter of whom returning from abroad. Over 8 million Ukrainians have also sought refuge across borders while IOM recorded 627,205 crossings of third-country nationals (TCNs) across the Ukrainian border into neighboring countries.

Since the beginning of the war in Ukraine, JRS Ukraine used all of its resources to assist the population which had been displaced by the conflict. Since the beginning of 2023, JRS Ukraine has started to work

**People served
in 6 months of
2023**

1.133



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more widely, each time involving in its activities more IDPs who do not live in JRS's shelters. In particular, we developed such directions as MHPSS, integration, and humanitarian aid. At the same time, the organization continues to provide long-term shelter to people in need. In the second half of 2022, JRS Ukraine engaged primarily by running two shelters, and in 2023 we keep running these 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. Long-term shelter is very important for people of vulnerable categories (mothers with children, people with disabilities, elderly), as those who returned to their homes in the east or south report multiple issues in their areas of return including lack of employment, damaged residential housing, lack of access to education and poor food security.

As 2023 started with attacks on energy infrastructure that have further limited access to critical services across the country, with widespread destruction, (especially in the east of the country), millions of people being deprived of access to electricity, heat, and water. The lack of financial resources and the high prices of goods and services have contributed to many households struggling to meeting their basic needs, leaving a large part of the population heavily dependent on humanitarian assistance. That's why we understand how important is humanitarian aid for many IDPs, and in collaboration with local authorities and other NGOs (UNHCR partner, Rokada; Caritas) we are trying to reach out to shelters and IDPs not only in L'viv, but in small villages across Lviv and other regions of Ukraine.

Also, we understand great need in our MHPSS activities. The humanitarian crisis and human tragedy deepen as ongoing Russian attacks on civilian electricity infrastructure, homes, and health facilities continue to kill and injure people and cause widespread, enormous psychological trauma. The war has caused—and continues to cause—extreme psychological trauma. Save the Children reports that children in Ukraine have spent more than 900 hours hiding in bunkers, disrupting children's access to education and degrading their mental health which could have lifelong consequences. We provided group sessions with psychologists for adults, and different recreational activities for children, but we understand that IDPs have very big need in individual sessions with psychologist (and even existing network of NGOs providing psychosocial support can't cover all needs of IDPs).

JRS is known for its accompaniment approach, which focuses on walking alongside displaced individuals and providing them with support

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throughout their journey. In Ukraine, we have provided assistance and support to refugees and internally displaced persons, helping them navigate the challenges of displacement and facilitating their integration into local communities. Since our Country office conducts activities in conditions of war, in our opinion, the main goal is to satisfy the basic needs of IDPs, which will allow them to invest efforts and savings in integration and starting a new independent life.

During the next months of 2023, JRS Ukraine will continue to deliver long-term shelter, support for children, assistance with food, MHPSS, humanitarian aid and other services for displaced families and individuals in the shelters, and beyond them.

2. Intervention Context

Russia's invasion of Ukraine, which started on 24 February 2022, has caused widespread death, destruction, displacement and suffering, and left at least 18 million people in urgent need of humanitarian assistance and protection. They include 5.4 million internally displaced people (IDPs), and more than 5 million returnees.

The full-scale war entered in its second year with continued destruction across the country and fighting particularly concentrated in the East and



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South of Ukraine. Lviv, like any other city in Ukraine, faced significant challenges and humanitarian needs. During 2023, focus still remains on meeting the basic needs of the affected population, including food, shelter, hygiene supplies. As the war severely affected the local economy, it led to job losses and increased poverty. This is a simple explanation why JRS Ukraine chose 3 main sectors for their work in 2023 – MHPSS, Long-term shelter and humanitarian aid.

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.

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 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. 64% of respondents to a recent survey of older people and persons with disabilities reporting that their pensions/social benefits are inadequate to meet their basic needs. 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 can't provide shelter or other kind of support, they coordinate with non-governmental organizations and try to find solution for every IDP.

Also, in nowadays circumstances, JRS Ukraine needs to respond quickly to the situations, IDPs can face in Lviv and other regions. For example, recently one of towns in Lviv region was flooded due to natural circumstances, and a lot of houses, where IDPs stayed in private sector were damaged. JRS Ukraine changed all planned activities, and send humanitarian aid to IDPs, who found themselves in such difficult life situation. And every day

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we need to be ready to unexpected situations like that, as working in state of war decreases level of stability.

3. People served

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

People served in 6 months of 2023	1.113
People served from the start of the conflict	1.786

Although we initially provided those moving through Lviv with short-term shelter and support, those now staying with us are staying for the medium-to-long term. Many come from the east of Ukraine 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.

As we mentioned earlier, JRS Ukraine has started to work more widely, each time involving in its activities more IDPs who do not live in the JRS's shelters and that increased our number of unique beneficiaries.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Short-term shelter	2	2	3		7
Emergency Aid/ Relief/ Assistance	48	27	186	57	318
Long-term shelter	10	12	53	20	95
Non-Food Items	45	26	406	163	640
Mental Health & Psychosocial Support	30	25	28	3	86
Health	15	11	26	5	57

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Legal assistance	-	-	21	15	36
Education	7	2	-	-	9
Livelihood	-	-	-	-	-
Awareness raising	-	-	-	-	-
Advocacy	-	-	-	-	-
Integration & Peacebuilding	30	27	23	7	87
Capacity building			6	2	8

4. Activity and indicators progress

1. WELCOME		
Sector	Activity	Beneficiaries
Short-term shelter	Provision of short-term shelter, food, and hygiene facilities for 1-2 nights.	7
Emergency Aid/ Relief/ Assistance	Provision of information to refugees on available services in Lviv.	56
	Provision of food parcels for IDPs not at JRS's shelters.	262
2. PROTECT		
Sector	Activity	Beneficiaries
Long-Term Shelter	Provision of mid-to-long-term accommodation in our shelters	58
	Provision of food and hygiene supplies in the shelters	> 200
	Advice for accommodation from other actors in Lviv	37
Non-Food Items	Provision of power generators and other necessary equipment, NFI items for ours and other shelters (incl. state financed).	250

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Sector	Activity	Beneficiaries
Non-Food Items	Provision of NFI items (hygiene, household supplies,etc) for IDPs not in the shelters	483
	Provision of Vouchers (50€ each)	147
Mental Health and Psychosocial Support	Visits by Psychologists at the shelter in partnership with UNHCR and ROCADA	56
	Recreational activities and masterclasses arranged for children and their parents staying in the shelters	201
Health	Assistance for medical support at the shelter	48
	Advice and accompaniment for IDPs to access specialized medical services	23
	Purchase of medicines for PLWD	1
Legal Assistance	Legal advice for IDPs on their rights, government benefits and local services	14
	Advice and accompaniment for IDPs in the shelter with legal issues	46

3. PROMOTE & INTEGRATE

Education	Assistance to children at the shelters to enroll and integrate in local schools	250
	Provision of tools and materials for in-person and online classes	483
	University scholarship	147
	English Language Courses	9
Awareness Raising	Sharing testimonies in public or private events	2
Integration & Peacebuilding	Organizing integrational events among IDPs	217
	Cultural Activities for IDPs	74

3. PROMOTE & INTEGRATE

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**Capacity
building**

Training for staff and volunteers

8

5. Challenges & Lessons learnt

In 2023, JRS UA worked hard to expand its team. We went through the selections of personnel with the necessary qualities and work planning. The context of hiring people in Ukraine is quite complex as many specialists of various sectors went abroad, other specialists are involved with other international organizations with higher salaries. With continuous air raid alerts, logistics problems, and fresh new team, it was very challenging to start organizing activities and make our work more efficient.

Also, the big challenge for us is deciding what requests for humanitarian aid will we accept, because a lot of people need help, and we don't have resources to help everybody. Conducting needs assessment and creating criteria for delivering humanitarian aid was very helpful in this case.

The next problem for us now is fatigue of IDPs. Since full-scale invasion started on December 24, 2022, and we still don't have any proved forecasts for the end of conflict, many IDPs are now experiencing frustration, because they can't return home as quickly as they thought, and their homes are destroyed, and they are not integrated so they are not able to begin new life. We always try to encourage them with recreational and integrational activities, and for those who are ready to accept help, we provide psychological support.

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6. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 3.070,05
	1B	Emergency aid relief	€ 3.070,05	
PROTECT	2A	Long term shelter	€ 25.602,09	€ 41.190,10
	2B	Non food Items	€ 11.458,12	
	2C	Mental Health and Psychosocial Support	€ 3.136,32	
	2D	Health	€ 116,32	
	2E	Legal Assistance	€ 877,24	
PROMOTE & INTEGRATE	3A	Education	€ 2.149,30	€ 3.240,09
	3B	Livelihood	€ 0,00	
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 1.090,79	
CAPACITY BUILDING	4A	Capacity building	€ 25.278,70	€ 25.278,70
TOTAL				€ 72.778,93

7. Olena's story

“We, a young family from Nikopol, me and my pregnant wife, were waiting for the birth of our daughter and were trying to work and save for our family and future life. I worked as a taxi driver, and my wife worked as a seller in a store until the eighth month of pregnancy.”

The day they were forced to flee their home is etched in their memories as the darkest chapter of their lives. On that fateful day, they were overwhelmed by missile attacks that began in the dead of night and persisted into the afternoon. Seeking refuge in a bomb shelter, tragedy struck as a rocket struck their house, leaving them with only the possessions they had hastily packed for evacuation. In an instant, everything they had strived to build, their life's savings, lay in ashes.

Their journey led them through countless hardships. Upon arriving in a new city, they exhausted their meagre resources to secure a temporary apartment, as the impending birth of their child left them with no alternative. However, job opportunities were scarce in this unfamiliar city, and after their daughter's birth, they found themselves compelled to relocate once more, this time to Lviv.

Upon their arrival in Lviv, they turned to the internet in search of assistance with housing. It was through this search that they stumbled upon JRS. A brief conversation led to a visit from social worker Anna, who accompanied them to the JRS office. There, they were offered solace in the form of coffee and essential supplies for their newborn, ensuring their comfort during these trying times.

JRS has left an indelible mark on their lives, showering them with positivity in the midst of adversity. Not only providing them with baby essentials, including diapers and baby food, but also securing housing, and ensuring their well-being in a peaceful and comfortable environment.

They say: “For our family, the support of JRS means confidence in the future, that we can count on help for the child and also for us, we know that we can live peacefully and not think that tomorrow we will be thrown out into the street.”

Their current place of residence has filled them with awe; it's a sprawling house boasting exceptional living conditions. The residents are remarkably kind and welcoming, making it a pleasant place to call home. Here, they are blessed with three daily meals, and the town offers a serene and child-friendly environment, perfect for leisurely strolls.

UKRAINE

The people in the community are very friendly and hardworking, with each member contributing to daily responsibilities. On weekends, they gather to watch movies and engage in conversation. Additionally, there is a spacious playroom for the children to explore and grow, along with ample outdoor space for their enjoyment.

Their foremost hope is for the war to conclude swiftly, granting them the opportunity to live in peace and happiness. They fervently wish that their children can walk the streets without fear, as they earnestly believe that the terrors of war should never encroach upon the lives of innocent children and those who have just begun to experience the joys of peace.

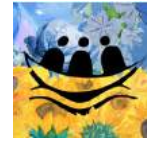
They remain unwavering in their commitment to Ukraine, resolute in their belief that they can rebuild what they once had: “We will definitely stay in Ukraine and hope that we will be able to return to what we had and live in peace and calmness.”



**L'ARCHE
KOVCHEH
LVIV**

L'ARCHE

Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

Lviv



Contact Person

Jan Burda



1. Summary

In the first six months of 2023, L'Arche continued supporting the IDPs in its shelter providing them with a safe space to stay, basic needs and support for medical issue. As L'Arche is mostly working on people living with disabilities the turnover of beneficiaries is very slow as this very vulnerable category needs to be accompanied for longer period of times. 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

**People served
in 6 months of
2023**

54



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.

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.

People served in 6 months of 2023	54
People served from the start of the conflict	201

Flying from zones of conflict most of the time leaves our beneficiaries with 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.

L'ARCHE

4. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 0,00
	1B	Emergency aid relief	€ 0,00	
	2A	Long term shelter	€ 5.207,18	
PROTECT	2B	Non food Items	€ 0,00	€ 5.207,18
	2C	Mental Health and Psychosocial Support	€ 0,00	
	2D	Health	€ 0,00	
	2E	Legal Assistance	€ 0,00	
	3A	Education	€ 0,00	
PROMOTE & INTEGRATE	3B	Livelihood	€ 0,00	€ 0,00
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 0,00	
CAPACITY BUILDING	4A	Capacity building	€ 0,00	€ 0,00
TOTAL				€ 5.207,18

HUNGARY

HUNGARY

Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

Budapest



Contact Person

Mrs. Emese KŐVÁGÓ



HUNGARY

1. Summary

According to available data, 2,933,814 people arrived in Hungary from Ukraine from 24 February 2022 until 26 June 2023. Of these, 52,336 individuals were registered at the Immigration Office until 30 April 2023, and 36,313 individuals received temporary protection.

In March 2023, the Hungarian Government announced an extension of temporary protection status until March 2024, which gives Ukrainians the right to legally stay, work, rent accommodation, go to school and access limited health services in Hungary.

JRS HU has been working in partnership from the very beginning: worked together with a governmental organisation (Hungary Helps Agency) for Ukrainians in Ukraine, joined the UNHCR lead Refugee Response Plan (RRP), partnered with Caritas Hungary to be present with trained volunteers in the central registration centre in Budapest, and cooperated with various NGOs, church-run organisations and communities, local Family and Child Care Centres, and schools. In 2023, we continued strengthening our network to support the mid-and long-term integration

**People served
in 6 months of
2023**

976



HUNGARY

of people fleeing Ukraine.

The prolonged crisis caused by the war in Ukraine has made it necessary to change the perspective of our work. The needs of Ukrainian refugees in Hungary have become more complex. As many refugees are now in their second year since fleeing, the kinds of support they need include long-term housing, schooling, and trauma therapy. In response to these needs we had to focus on the medium and long-term support elements in our work. More than one year after the outbreak of the war in Ukraine, inclusion became a priority in our work, with a strong focus on strengthening access and support for those in particularly vulnerable situations as well as on providing key services such as long-term and stable accommodation, accompanying children's integration into the education system, and community building.

In the year 2023, we plan long term activities beyond providing immediate support (e.g., housing and educational support, food and non-food items donations, etc.) as outlined below. In addition, we will continuously conduct needs analysis, discuss our work with refugees, and collect data from partner organisations, official and unofficial shelters hosting Ukrainian refugees, schools and municipalities. In the reporting period we were able to support 935 individuals (In some cases, when we were asked for information only by an email or phone, we do not have detailed data on the family members). In the current reporting period JRS HU supported 305 individuals with legal counselling.

As a result, we have continued our work through our social aid scheme for Ukrainian refugees, which consists of 4 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), 3) housing support (support for housing costs), and 4) financial support for education-related costs (school supplies, clothing, skills development, necessary hygiene kits etc.).

In addition, we have provided housing opportunities for students in higher education, as well as for individuals and families through our medium and long-term housing programme. In consequence, our services help beneficiaries to cover their daily needs and focus on their long-term plans. We also offer accommodation in Jesuit dormitories for 9 people (Miskolc, Budapest) and in 2 flats for 2 families (Budapest). Our social worker team has accompanied 35 households in our long term (housing) program. For the involved families we offer 6+6 months financial support of housing costs and vouchers for daily living expenses (food and personal hygiene items). The vouchers allow beneficiaries to choose the items as of their

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preferences and needs. Furthermore, we supported 132 individuals within the scope of our social aid scheme with housing support.

What is more, the JRS Hungary team seeks ways to support the mental health and wellbeing of refugees with its MHPSS-related activities. However, we find that there is a reluctance to take advantage of this professional service. Many of the beneficiaries find psychological counselling as labelling or stigmatising. Therefore, our original plans had to be modified to meet the needs of the refugees. In order to provide them with the widest possible range of MHPSS assistance, we want to create a safe, welcoming community space for them. In Spring 2023, we started to organise group counselling and community building events. Since April 2023 we have already organised 6 events involving 95 participants.

As for our school activities, accompaniment in schools has been continuous and strengthened. As there are many services available specifically targeting refugee children over 14 years old, we decided to focus more on secondary schools and teenagers. School progress monitoring of our beneficiaries is an essential element of our basic services. In addition, we regularly visit the Károlyi István Children's Centre in Fót where unaccompanied minors are hosted and keep close contact and visit schools outside the capital. In this way we keep contact with the



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schools and collect up-to-date information on school support, so that we can find those children in the system who could benefit from this support. We were present in 9 schools and have been holding over 300 hours of Hungarian as a foreign language (HFL). In addition, free time activities were also organised.

As a matter of fact, to be able to continuously react to actual needs, the social and educational teams meet on a weekly basis and discuss current happenings, take part in training, workshops or negotiations and cooperation meetings with partner organisations, as in the UNHCR Inter Agency cooperation (RRRP). With bi-weekly meetings, the JRS offices provided a great support from the background. By-weekly supportive supervision and case discussion groups are available for the staff members, and in a separate group for the volunteers as well. The provision of supportive supervision will better enable the global mental health workforce to deliver high quality, timely, appropriate, safe, and ethical MHPSS interventions to persons affected by adversity. The local staff members also participated in various off- and online training organised by JRS Europe, including one with MHPSS focus in Warsaw.

2. Intervention Context

According to UNHCR data, “Refugees from Ukraine continue to arrive to Hungary, and while the pace has slowed and many choose to continue their journey onwards to other countries in Europe, 35,000 people have applied for Temporary Protection status in the country; there are also a number of others residing in the country under different statuses, including those who fled Ukraine that have applied for work permits.”

There are no concrete statistics on the number of Ukrainian-Hungarian dual citizens arriving after 24 February 2022. Their situation is therefore not regularly monitored. There are many families who, despite their citizenship, are still not included in the mainstream system when it comes to health care of the social welfare system as they do not have a registered Hungarian permanent address. Even if they are staying in a long-term rental or at a worker's hostel offered by the employer, they do not have a lease agreement or are allowed to register the address.

Prior to 24 February a large number of Ukrainian workers (from Transcarpathia and other parts of Ukraine) worked in Hungary. The industries with a higher proportion of irregular employment were those in which this population was typical (eg. construction industry, eldercare). According to our experiences, families arriving after 24 February find it difficult to find work or are exposed to workplace exploitation due to lack

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of Hungarian language skills or the lack of diplomas or certificates of qualification, as they are employed only in the black economy.

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 been even increased due to the lack of teachers qualified to teach Hungarian as a foreign language and unpreparedness of the schools in the 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 local 8th graders, or as part of the school-leaving exam were also organised in Hungarian. As many Ukrainian speaking students were still attending online education provided by the Ukrainian education system simultaneously with the Hungarian offline education, extra burden was put on these minors. Well-coordinated

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central school support is still lacking.

Beside the challenge of increasing energy prices observable all over the continent, Hungary is also severely affected by high inflation (above 25% in April 2023). Due to these external factors both the refugees and hosts (private people and institutions) face difficulties in covering the utilities, and the everyday needs. In the present situation, the assistance and support provided by JRS HU is very much needed - and approved.

3. People served

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).

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

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 welcome and integration of newcomers, it is also our mission to provide support for those who work and meet refugees (e.g. professionals in the education, health care, social welfare system; host families and owners of private accommodations, colleagues of the Hungarian Jesuit Province, church-based communities).

People served in 6 months of 2023	976
People served from the start of the conflict	2.793

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Short-term shelter	-	-	-	-	-
Emergency Aid/ Relief/ Assistance	111	241	308	217	877
	-	-	-	-	313
Long-term shelter	32	34	46	40	152
Non-Food Items	11	14	14	14	53
Mental Health & Psychosocial Support	39	37	118	31	225
Health	18	20	37	22	97
Legal assistance	58	70	105	72	305
Education	78	102	56	13	249
Awareness raising	-	-	-	-	16.814
Advocacy	-	-	-	-	-
Integration & Peacebuilding	-	-	-	-	-
Capacity building	-	-	16	4	20

4 . Activity and indicators progress

1. WELCOME		
Sector	Activity	Beneficiaries
Emergency Aid/ Relief/ Assistance	Establishment of a multidisciplinary refugee centre	573
	Improvement of the call centre to assist refugees	313 households
2. PROTECT		

HUNGARY

Sector	Activity	Beneficiaries
Long-Term Shelter	Provision of long-term accommodation for UA refugees	152
	Financial support for lodging	304
Non-Food Items	Provision of NFI in form of goods and cash assistance	52
Mental Health and Psychosocial support	Activation of mentors to provide Psychosocial Support	18
	Individual psychosocial support available in the Budapest office for adults and children	99
	Referral of Ukrainian refugees to appropriate institutions to receive MHPSS and protection	2
	Provision of group counseling	95
Health	Financial support covering health care related issues	67
	Referral of Ukrainian refugees to appropriate institutions to receive health care services	30
Legal Assistance	Guidance/information/counselling and occasionally legal remedies are provided by experts	305
3. PROMOTE & INTEGRATE		
Education	Hungarian as foreign language teaching	37
	Advice on choosing and enroll in schools	4
	School accompaniment and support throughout the school year	17
	Education and school supplies support	25

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Sector	Activity	Beneficiaries
Education	Individual tutoring with trained volunteers	4
	Training educators to appropriately attend Ukrainian children in schools	66
	Provision of life skills programme (language, ludic activities, Spring/Summer camps)	45
Awareness Raising	Development and publications of statements and interviews on the Ukrainian crisis and refugees as a form of awareness raising on cultural and social issues affecting Ukrainian refugees	18
4. INSTITUTIONAL STRENGTHENING		
CAPACITY BUILDING	JRS HU Office Trainings and skills improvement activities	32

5. Challenges & Lessons learnt

One of the main challenges we faced was that children of Ukrainian nationality rarely attended only Hungarian primary or secondary schools because they were not provided with a programme that would allow them to meaningfully join the education system. The Education Office registered 2270 Ukrainian citizens in the public education system at the end of the 2021/2022 school year. Many participated in Ukrainian online education, complemented by informal educational activities organised by Hungarian aid organisations and volunteers, thus by JRS Hungary, too. Due to this situation children are overloaded, there is an oversupply of programmes for them. Our Hungarian as a Foreign Language (HFL) teacher joins the students directly at the school during lessons, allowing them to have more free time. This service also helps us to see the student in his/her everyday environment and to get an overall picture of his/her individual challenges.

Teachers usually act welcoming and open-mindedly, and they cooperate well with our organisation. On the other hand, the Hungarian educators are still overloaded due to the high teacher shortage in the education system. JRS Hungary offers school accompaniment throughout the year,

HUNGARY

thus the HFL teacher functions as a mediator between the school and the student and its family in cases where there is a need to intervene.

Another major problem is the lack of motivation of students and parents. One year after the war, families are still not clear about their future, whether they can return to Ukraine or not. In these families, students are not willing to learn the language of the host country, or it is very difficult to get them to participate in activities. JRS Hungary tries to provide individual attention to the families, adults and children as well. In addition to the above, by involving volunteers and mentors in the integration process and by organising activities where people can be in community. These occasions are highly welcomed amongst adults and children as well.

Another challenging issue is - during an economic crisis of extreme inflation and increased energy prices - the lack of appropriate and affordable housing and stable job opportunities to have sufficient income. The aim of our social support system is to provide some help until the families can become self-reliant. The accompaniment of the households involved in our long-term programmes our colleagues are able to offer help, empowerment. The main aim of (social) case workers is to facilitate the individual to adopt, to restore, to reshape or to reinforce his functioning. One of the most important factors is the individual approach, building personal relationships, group sessions and community building, as learned from the MHPSS programme.

HUNGARY

2. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 517,03
	1B	Emergency aid relief	€ 517,03	
PROTECT	2A	Long term shelter	€ 38.326,54	€ 43.290,58
	2B	Non food Items	€ 1.556,31	
	2C	Mental Health and Psychosocial Support	€ 58,45	
	2D	Health	€ 0,00	
	2E	Legal Assistance	€ 3.349,28	
PROMOTE & INTEGRATE	3A	Education	€ 3.941,35	€ 3.941,35
	3B	Livelihood	€ 0,00	
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 0,00	
CAPACITY BUILDING	4A	Capacity building	€ 14.442,15	€ 14.442,15
TOTAL				€ 62.191,11

HUNGARY

8. Elena's story

Elena and her husband, along with their three children, built their home and family in the city of Dnipro. "Before the war, we lived a wonderful life," Elena recalls. "The children went to kindergarten, my husband worked and studied, I took care of the house and children, and waited for the moment when I could go to work to finish my studies. We made plans: we really wanted to buy our own housing, finish our studies, develop circles for children, sports."

They considered for a very long time whether to leave their home or stay, hoping that the war would come to an end within just a few days. "But when the war began, it all collapsed. The old life was no more."

Facing uncertainty and fearing for the safety of their children, abruptly one morning, Elena and her husband made the difficult decision to leave Ukraine. In one day they collected all of their belongings and took everything to a garage. The next day, at 6 am, they left for Hungary.

After a challenging four-day journey they arrived at the Hungarian border, where they waited for seven hours until they made it into Hungarian territory. Upon arrival they faced many obstacles finding housing, but eventually settled in Budapest and received assistance from JRS.



HUNGARY

“JRS’ support is very important to us, as it is not easy to settle down in a new country even in a year. Despite the fact that we have a man in the family, it seems to everyone around us that it is very easy for us, only providing for three children is not easy. I want them to fully develop. Of course, support is important to us, because we also want to be useful, work, and develop. JRS helps us overcome the difficulties associated with adaptation, material and emotional.”

“We really like Hungary. There are unusually kind, sympathetic, and well-mannered people here. We don't want to go any further, and we don't plan to.”

MOLDOVA

MOLDOVA

Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

Tudora Rîșcani
Bolohan
Ruseștii Noi
Stăuceni



Contact Person

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



MOLDOVA

1. Summary

As the war in Ukraine continues, the situation for displaced people remains fragile. People continue to flee into neighbouring and EU countries. CONCORDIA Moldova continues to support and accompanies refugees residing in Moldova. Since the beginning of the war, CONCORDIA has been involved with humanitarian aid at the border and in rural areas in the country. CONCORDIA Moldova is supporting refugees with different services, but also developing and adapting the activities according to the refugees' needs.

As CONCORDIA was working in Moldova already before the outbreak of the war, refugees were accommodated close to or in CONCORDIA facilities and are supported in their accommodation and the multi-functional centres close by. 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. In the facilities, especially the multi-functional centres near the border, there are ongoing activities for both the refugees and the host community. All refugees are provided with the provision of food

**People served
in 6 months of
2023**

3.919



MOLDOVA

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 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.

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 the goal of the government to enroll children in local schools to integrate them among peers. While some children have already been enrolled in local schools, all of them have access to receive 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.

In the multifunctional centres 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. Furthermore, the refugees, children and adults are encouraged in participating in local events, and local educational and vocational trainings to build mid- to long-term plans in Moldova. The multifunctional centres provide a safe and relaxed setting for exchange and interaction between the target groups of the facilities. The host families are also supported with food and non-food items and financial assistance. CONCORDIA aims to engage the refugees together with the host communities in joint activities to encourage exchange and involvement in the community.

To be able to support the people in the best possible way, ongoing supervision and training are offered to the staff members.

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As numbers of people residing in Moldova was stable in the last months, it has allowed CONCORDIA to coordinate and implement organisational, administrative and support measures better and more efficiently. 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 more targeted manner. The mid-term objectives for refugees are to ensure suitable accommodation and living conditions, and food and non-food supplies.

As many refugees continue to stay in Moldova, their wishes and needs change. These are more differentiated and individual, to which CONCORDIA adapts and responds. That includes transportation to various medical or administrative appointments, the offer of recreational activities for children, and bringing refugees together for some exchanges. Furthermore, CONCORDIA promotes a low-threshold integration process of refugees in the local communities they live in in various locations. Our long-term objective thus is to promote inclusion and integration of refugees in the local community by involving them in different social activities and offering opportunities for self-development. As refugees are residing in Moldova for a longer period of time, they are encouraged



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in exchanging with local community members and participate in local events. Furthermore, CONCORDIA supports refugees, especially children, women, and elderly, in its multi-functional centres where refugees and people from the hosting communities come together. The multifunctional centres in Tudora and Sanatauca offer homework support, remedial education activities, recreational activities for children, various artificial activities for adults and counselling sessions for everyone. Moreover, adults are encouraged in learning Romanian or English, and participate in vocational training for an integration in the Moldovan labour market.

CONCORDIA Moldova is actively strengthening its partnerships and collaborations with LPAs and NGOs. Through close collaboration with practitioners like psychologists and social workers, particularly in rural areas, they aim to ensure comprehensive support for all refugees known to public authorities. CONCORDIA is a part of the Ministry Task Force in Crisis Intervention and actively participates in three cluster groups organized by UNHCR on a regular basis: the Moldova Inter-Sector Refugee Coordination Forum, Accommodation & Transport Sector Working Group, and Cash Working Group – Moldova. These meetings provide valuable insights into the current trends in refugee support in Moldova, which organizations or clusters are involved in offering aid to refugees, and the specific types of support different organizations are actively providing or willing to contribute to.

CONCORDIA Moldova has established collaborations with Crisis Response Programme Managers, Ukraine Emergency Response Coordinators, and Child Protection Officers from organizations such as War Child, Street Child, and Terres des Hommes. Additionally, capacity-building activities have been planned, discussed, and implemented in partnership with Hemayat, Jugend Eine Welt and Fundatia Don Bosco. To ensure comprehensive assistance to all refugees known to the authorities and officials in their respective regions, CONCORDIA Moldova closely collaborates with Local Public Administration officials and social workers in rural areas. However, it is worth noting that due to the increasing number of requests and partnerships with various organizations, CONCORDIA Moldova is straining in its collaboration with LPAs and local officials. Furthermore, the elections in February and the resulting change in ministries complicate the relationship and cooperation.

2. Intervention Context

Moldova is currently facing multiple crises, each presenting its own set of challenges. The country's foremost struggle lies in socio-economic issues, including a high unemployment rate that has led many working-

MOLDOVA



age individuals to emigrate to EU countries in search of job opportunities, leaving behind vulnerable groups such as children and the elderly. The situation was further aggravated by the Covid-19 pandemic and a prolonged drought, impacting the country's large agricultural sector. Adding to these difficulties, Moldova was unexpectedly confronted with the Russian invasion of neighbouring Ukraine.

As a neighbouring country of Ukraine, Moldova has witnessed the arrival of 848,831 refugees who have crossed its borders seeking safety. Consequently, the nation is challenged with high number of people seeking refuge. Due to the war, the country is affected by secondary effects; meaning, high inflation rates, which peaked in October 2022 at 34.62% and only slightly improved by May 2023. Rising prices are affecting every aspect of life, from the cost of living to groceries and other essential items.

Furthermore, Moldova's heavy reliance on Russian gas and Ukrainian electricity imports has led to disruptions in supply since autumn 2022. This has resulted in electricity and gas shortages, especially during the winter months, affecting the local population significantly. The situation was exacerbated by Russian attacks on Ukraine's energy infrastructure, leading to reduced gas supplies from Russia and a stop in electricity delivery

MOLDOVA

from Ukraine. Moreover, the population's restlessness is evident, with pro-Russian supporters voicing their discontent and protesting against the pro-European government and President Maia Sandu. The resulting political trends, including the resignation of the prime minister and the appointment of Dorin Recean, have led to operational adaptations on various levels.

Amid these challenges, the refugee crisis has put a strain on the host community, as the initial strong solidarity shown towards the Ukrainian refugees has weakened due to the growing demands and support needed for the newcomers. The host community feels left out of the struggles caused by the secondary effects of the Ukrainian war and the refugee movement, such as the energy crisis, rising prices, and high inflation.

3. People served

The refugee movement from Ukraine, which according to UNHCR data is one of 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.

People served in 6 months of 2023	3.919
People served from the start of the conflict	5.323

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 and were in 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 multi-functional 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:** The school children are provided with all necessary

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school materials according to age and school level for online classes, such as laptops and handhelds, and Moldovan schools. Furthermore, the kids can participate in the activities at the multi-functional centres, which include homework support, 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. 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 (599): 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.

CONCORDIA Staff: During the reporting period several Trainings, Supervisions and Knowledge Exchanges were organised and offered to staff members: capacity-building in cooperation with Kindernoithilfe e.V., Hemayat, Jugend Eine Welt and Fundatia Don Bosco was organised for different professionals. Thematic areas 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
Short-term shelter	-	-	-	-	-
Emergency Aid/ Relief/ Assistance	571	598	142	443	3.041
Long-term shelter	5	4	239	106	354

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Non-Food Items	-	-	-	-	-
Mental Health & Psychosocial Support	5	4	110	40	162
Health	2	-	8	1	83
Legal assistance	7	-	91	3	101
Education	84	77	-	-	161
Livelihood	3	5	7	2	17
Awareness Raising	-	-	-	-	-
Advocacy	-	-	-	-	-
Integration & Peacebuilding	-	-	-	-	599 families
Capacity building	-	-	-	-	-

4 . Activity and indicators progress

1. WELCOME		
Sector	Activity	Beneficiaries
Emergency Aid/ Relief/ Assistance	Purchase and distribution of direct support packages for refugees in transition or new arrivals	3.041
	Purchase and provision of food and NFIs to refugees based on their needs.	1.275
	Provision of emergency psycho-emotional support and coordination of access to emergency support services near the emergency shelter location.	26
	Purchase and distribution of food and non-food items for refugees who are staying in temporary accommodation as part of the project.	215
	Provision of direct services, recreational and psycho-emotional counselling to hosting families and hosting community members from Tudora at MFC Tudora, MFC Sanatauca.	1.240

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Sector	Activity	Beneficiaries
Legal Assistance	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.	1.240
2. PROTECT		
Education	Equipping, furnishing, and ongoing operation of temporary accommodation for refugees	33
	Providing day care services for the elderly (refugees and community members).	206
	Providing laundry and washroom services to refugees and community members	115
	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.	304
Mental Health & Psychosocial Support	Direct support and Recreational and psycho-emotional counselling provided to refugees who stay in temporary accommodation and social centers close by (Sanatauca & Tudora).	136
Health	Providing general hygiene products, medicines, health assistance of any kind, MHH and items connected to the health wellbeing of the beneficiaries.	83
Legal Assistance	Provision of social and legal counselling to refugees and asylum seeking refugees (women and men) and assistance to refugee families in acquiring necessary documents, accessing available public social services, health services and professional doctors.	101
3. PROMOTE & INTEGRATE		

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Sector	Activity	Beneficiaries
Education	Providing access to online classes for refugee children and young people	8
	Offering educational activities at MFC Sanatauca and MFC Tudora.	8
	Where possible, facilitating the enrolment process of refugee children at Moldovan public educational institutions.	8
	Providing day care services for refugee and community children.	153
Advocacy	Participating in relevant UNHCR cluster meetings organized by the refugee Coordination Forum Working Group.	6 cluster meetings
4. INSTITUTIONAL STRENGTHENING		
Capacity building	Training, supervision, experience and knowledge exchange on special needs and safeguarding of vulnerable refugee seeking groups	83

5. Challenges & Lessons learnt

There have been several challenges in terms of cooperation with LPAs and partnership with refugees.

Work with LPAs:

There have been obstacles in contacting and cooperating with some LPAs. As they have a lot of additional administrative work and visits, they feel overloaded by the refugee work. As refugees are assigned to NGOs according to the refugees' needs and the NGO's capacities from the LPAs, that means a lot of additional work for the LPAs.

Furthermore, LPAs need more capacity to support and respond to the needs of refugees as human resources and knowledge. As the refugee work is new to the country, and therefore also the LPAs, they are overwhelmed by the assistance they provide and the amount of

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coordination needed between refugees, NGOs and LPAs. Coordination and contact are therefore not going smoothly, which is required to respond to the needs and wishes.

With the change of ministries due to the appointment of a new prime minister, the LPAs have additional tasks and must align their work according to the changed operational work. As LPAs are overloaded with work and need more capacity and knowledge to administer all task, time and patience is required.

CONCORDIA Moldova is in contact with refugees and the hosting communities directly to collect data and avoid difficulties in the relationship with the LPAs.

Adaptation of work accordingly:

As the numbers of refugees in the country fluctuate and people, it is challenging to estimate the number of refugees that arrive. Refugees move a lot in the country and travel across borders, making it challenging to identify indicators. They need to be adjusted according to the current situation constantly. As a result, CONCORDIA Moldova is re-evaluating the indicators regularly.

Also, the needs of refugees change daily, which requires a quick response from our side. Operational work and activities need to be adapted to the requirements of the refugees' needs and a timely solution. Even though the priorities in refugees' support are still packages including food and non-food items, accommodation and counselling, middle- and long-term solutions are being promoted in order to facilitate a future in Moldova. The adjustment of activities accordingly requires flexibility. CONCORDIA is responding as quickly as possible to changing needs and encourages at the same time integrational activities.

Relationship with refugees:

Some refugees express distress towards CONCORDIA staff while delivering services and activities. That complicates the support and aggravates the relationship between CONCORDIA staff and refugees. The refugees' reaction may result from emotional discomfort, anxiety, confusion and negotiation of the difficult situation of living in a foreign country. The displacement due to war is a traumatic experience, so it is crucial to understand and react to the behaviour accordingly. CONCORDIA is eager to train its staff to respond and react professionally to difficult situations and support refugees during their stay. Therefore, CONCORDIA staff participated in training to work with traumatized children, trauma-

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informed practices, Mental Health and Psycho-Social Assistance in Emergency Situations. Gender and disability - appropriate trainings responses help respond better to the refugees' needs. To ensure the safety of the staff during operational activities, further measures have been taken, and only trained personnel are engaged.

Additionally, CONCORDIA identified minor cases where refugees are falsifying their status to get additional support. To prevent and discourage this behaviours CONCORDIA aligns its data to the data provided by local public authorities to ensure the correct distribution of services according to the needs and status. However, checking the data multiple times and offering support according to needs and registered people is vital.

Integrational activities:

CONCORDIA promotes integrational activities for refugees in the hosting community. Not all refugees share the belief that this is an essential step towards a middle- to long-term stay abroad. As many refugees still hope to return home soon, the interest in the hosting community is only sometimes given. CONCORDIA offers counselling sessions, recreational activities and support in registering for language and vocational classes for children, youths and adults in order to assist them in the integrational process. Furthermore, support in access to the labour market is offered to adults. That encourages not only the exchange with locals but also a step back/towards a self-determined life.

Inflation:

Due to inflation, the prices of everyday products have risen significantly. As a result, more people face 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 distributing food and non-food items to the most vulnerable people in the country besides the refugee support work.

As also for CONCORDIA Moldova, emergency support was a new field of activity, and we were eager to train the staff to respond to the refugees' needs and the administrative processes. The training helps the team handle the abovementioned challenges and find alternative solutions. As challenges change, the methods change and adapt.

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6. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 6.904,22
	1B	Emergency aid relief	€ 6.904,22	
PROTECT	2A	Long term shelter	€ 7.141,56	€ 20.190,70
	2B	Non food Items	€ 0,00	
	2C	Mental Health and Psychosocial Support	€ 1.379,98	
	2D	Health	€ 11.669,16	
	2E	Legal Assistance	€ 0,00	
PROMOTE & INTEGRATE	3A	Education	€ 4.894,42	€ 12.244,17
	3B	Livelihood	€ 0,00	
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 298,63	
	3E	Reconciliation & Peacebuilding	€ 7.051,12	
CAPACITY BUILDING	4A	Capacity building	€ 0,00	€ 0,00
TOTAL				€ 39.339,09

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7. The Selemet family story

In the days before the war, the Selemet family lived an ordinary life in a spacious and sunlit apartment in the heart of Odessa. When the conflict erupted in Ukraine, they faced the daily turmoil of air raid alarms and the necessity of seeking refuge in underground shelters. Still, the idea of leaving their home never crossed their minds.

However, their lives were forever altered in August 2022 when a shell detonated just ten meters from their apartment. For Nastya, the family's young daughter, this traumatic event left an indelible mark. From that day forward, she recoiled at the sound of loud noises and dreaded the wailing sirens.

Eventually, the Selemet family made the difficult decision to seek safety in Moldova. Grandmother, mother, and young Nastya found refuge with CONCORDIA Moldova, who, through the JRS, provided them with shelter and covered the expenses of maintaining their new home. Additionally, they received essential food supplies and sanitary products.

The CONCORDIA project also addressed the unique needs of the family. Both the mother and Nastya had developed health problems stemming from the stress and trauma endured in Ukraine. Each visit to the doctor



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would have placed an immense financial burden on this family, as they had no source of income in their foreign surroundings. CONCORDIA stepped in with financial support to ensure that they received the necessary medical care.

Our aim is to offer the Selemet family an opportunity to rebuild their lives and secure a brighter future. Through material and financial support, we have facilitated their enrolment in retraining courses. The grandmother has been encouraged to enhance her skills and seek new employment opportunities to provide a livelihood for herself and her family.

Gradually, Nastya began to rediscover herself and regain her confidence in the world around her. Her words and smiles returned, and her fear of piercing sounds gradually subsided.

The Selemets eagerly anticipate their eventual return home to Odessa, especially with Nastya's father waiting for them. Unfortunately, his military service prevents him from leaving the country at this time. CONCORDIA remains committed to providing material and moral support to refugee families, holding onto the hope that one day these families can be reunited in Ukraine during peacetime

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Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

Warsaw
Poznan
Gdynia
Jastrzebia Gora
Krakow
Nowy Sacz



Contact Person

Kate Wroblewska and Nataliia Haidysh



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1. Summary

In the first year of the One Proposal implementation in Poland, we recognized that Ukrainian refugees needed assistance especially in learning the Polish language, MHPSS and material support. Hence the activities conducted in 2022 encompassed mainly: teaching Polish, organizing intercultural integration events, ensuring psychological support, providing law and material aid. With time, the importance of those needs started to shift from material ones to educational and integrational ones. The law counselling remained equally significant, as more and more Ukrainians find a job in Poland and need some advice on the employment documents; likewise, the asylum status for Ukrainians together with the following rights undergoes changes that often create uncertainty and require professional explanations.

We are here to accompany, serve and advocate for refugees and other forcibly displaced people. Via the One Proposal project, we want to journey with them and help in rebuilding their lives, whilst promoting justice to improve policies and legislation. Having that as our priority and

**People served
in 6 months of
2023**

1.006



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considering it together with the recognized needs, JRS Poland 2023 core activities focused on Education, MHPSS and Legal Assistance.

More than 700 individuals received psychological support, attending personal or group meetings on a regular basis. 400 refugees used our legal counselling. Nearly 300 participated in a half-year Polish language course and almost 100 benefited from additional classes like acting, dancing, drawing or IT. All these efforts built our competencies as JRS Country Office, and the interest in each kind of support given, confirmed the direction taken by our JRS Team in Poland.

JRS Poland was officially established recently, i.e. on the 25th of October 2022. Previously, the One Proposal project has been coordinated by the two Polish Jesuit Provinces. As JRS is a new foundation in the country, in the nearest future our another goal is to increase the visibility and recognition of the Jesuit Refugee Service. It covers the Awareness raising part of the One Proposal project and will be directed to both promote our doings and to impact the Polish society mindset. To do so, we are going to focus on building our image in social media and sharing our values and mission online. By that we hope to reach more people, aiming at potential volunteers, beneficiaries, young and adults interested in worldwide migrations, and those who are sceptical about refugees living in Poland. We want to tangibly contribute to the creation of a more conscious and open society.

Currently in Poland, refugees from Ukraine are still under the national government law which was passed on 12/03/22, with amendments on 30/06/22 and 26/04/2023. Any Ukrainian fleeing the armed conflict can stay legally in Poland till the 4th of March 2024. Ukrainians can still register for and receive a Polish ID number (PESEL), which enables access to a range of benefits and social assistance available to Polish citizens. Additionally, Ukrainian refugees can access the job market, childcare, education for children under 18, and public healthcare without PESEL.

The regulations concern also, among others, the employment of Ukrainian citizens in Poland. They aim to provide these people with an appropriate standard of protection, and they introduce solutions that will help local governments to ensure regular care for their youngest children. It is essential when these children's parents are working. Regarding benefits for children though, the regulations clarify that if Ukrainian citizens applied for and received such benefits, i.e. 500+ or family care capital, and then left Poland for more than 30 days, they will be deprived of those benefits. It is the way for the country to distinguish Ukrainians between those living permanently in Poland and those who recrossed the border or

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regularly crosses it living in both countries.

In addition, from 1/03/23, Ukrainian refugees are required to cover 50% of their collective residence expenses if their stay exceeds 120 days (up to max. 40 PLN per day). From 1/05/23, the requirement increased to 75% if their stay exceeds 180 days (up to max. 60 PLN per day). In response to these changes, JRS Poland has been assisting the most vulnerable refugees with their cost of living.

2. Intervention Context

According to the Polish Border Guard Office, since the 24th of February 2022 - the day the Russian aggression began – there were 13.309 million crossings through the Polish-Ukrainian border . Currently, almost 1 million refugees coming from Ukraine stay in Poland under a Temporary Protected Status. 87% of them are women and kids. 43% are under 18 years old and among the adults 77% are women. On top of that number, 360,000 Ukrainians stay in Poland under Temporary Resident Permit and 65,000 have stayed under Permanent Residence Permits or as long-term EU resident .

On the 12th of March 2022, the national government passed a law allowing



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any Ukrainian fleeing the armed conflict to stay legally in Poland for 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. On the 26th of April 2023, the national government decided to prolong this period till the 4th of March 2024. So far, 1,577,289 Ukrainian citizens received PESEL numbers (data on the 27th of March 2023) and there are still around 30k new applications each month. This tendency comes from the previous belief, that the war will end soon hence many Ukrainians haven't applied for PESEL instantly while coming to Poland as they hoped to go back to their home places within few months. Many of them also worked remotely from Poland or came to Poland for work long after the war outbreak but from other UE countries. The general trend points to around 1 million Ukrainians being constantly present in Poland since the end of 2022.

Another change concerns collective accommodation – starting from March 1st, Ukrainian refugees were required to cover 50% of their living expenses if their stay exceeds 120 days (up to max. 40 PLN per day). Furthermore, from May 1st, the requirement increased to 75% if their stay exceeds 180 days (up to max. 60 PLN per day). In response to these changes, JRS Poland has been assisting the most vulnerable refugees with their cost of living.

From the very beginning of the conflict, the Society of Jesus in Poland has provided considerable and wide-ranging assistance, acting first within the structures of the Jesuit Society Center and then as a newly established Polish Jesuit Refugee Service Office. From emergency aid, transportation and legal assistance, via short- and long-term shelters, to integration events, MHPSS, educational support and more, 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.

As of the establishment of JRS Poland on the 25th of October - and when we saw that it was the right time to do so - our team focused on planning long-term, consistent ways to provide further help to Ukrainian refugees. The first, urgent wave of help encompassed fulfillment of the most basic needs and once it was given, the time came to redirect our efforts into more provident doings.

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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.

Due to the conscription of men aged 18-60 into the Ukrainian

military, those arriving are mostly women, children and elderly people. Based on the figures of Ukrainian refugees registered in Poland (1,107,546 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 (especially women with children), the elderly and children (those under 18).

As Poland is the first country for Ukrainians to escape the war, we are at the front helpline for people fleeing via our east border. Although

**People served
in 6 months of
2023**

1.006

**People served
from the start
of the conflict**

38.054

POLAND

the initial escaping wave has passed, since the end of 2022 there are constantly around 30k registrations for the Polish PESEL number each month. This trend indicates that there are still new Ukrainians who choose to take refuge in Poland, whether they just entered the country or decided to stay here for longer after already living here for a while. All these people are in various needs, encompassed by the One Proposal project.

In the first five months of 2023, JRS Poland served 1,006 unique beneficiaries, providing each person with nearly three different sectors of support. The total number of actions undertaken, counted as interactions between the JRS Poland and the refugees, exceeded 3k (as some services have various kinds of actions included). As stated in the below table, the main and visibly most needed sector of help is MHPSS, followed by Awareness raising, each representing over 1/4 of the Polish team efforts. The following ones are Legal Assistance and Education.

From services provided, which do not fall under any of the given categories, JRS Gdynia Office organized grocery transportation for an elderly person and support in moving from Gdynia to Starogard for a mother and her daughter, whereas at Nowy Sacz Office we have started a library and lent out books to refugees already over 200 times.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Short-term shelter	2	2	3		7
Emergency Aid/ Relief/ Assistance	48	27	186	57	318
Long-term shelter	10	12	53	20	95
Non-Food Items	45	26	406	163	640
Mental Health & Psychosocial Support	30	25	28	3	86
Health	15	11	26	5	57
Legal assistance	-	-	21	15	36
Education	7	2	-	-	9
Livelihood	-	-	-	-	-

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Awareness raising	-	-	-	-	-
Advocacy	-	-	-	-	87
Integration & Peacebuilding	30	27	23	7	87
Capacity building			6	2	8

4 . Activity and indicators progress

1. WELCOME

Sector	Activity	Beneficiaries
Short-term shelter	Provision of short-term shelter to refugees	6
Emergency Aid/ Relief/ Assistance	Material support and voucher provision	21
	Individual, case based help	3

2. PROTECT

Long-Term Shelter	Long- term shelter in Warsaw and Gdynia	62
	Financial support for lodging	8
Non-Food Items	Provision of food, clothes and vouchers	103
Long-Term Shelter	Provision of individual and group MHPSS, counseling	715
	Referral of refugees to appropriate institutions to receive Mental Health and Psychosocial Support (MHPSS) and protection	4
	Provision of books in Ukrainian	50
Health	Referral of Ukrainian refugees to appropriate institutions to receive health care	1
	Payment for medical services. Equipment and rehabilitation	32

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Sector	Activity	Beneficiaries
Legal Assistance	Registration of refugees fleeing Ukraine and provision of legal assistance	120
	Facilitate information on asylum and human rights to refugees	62
	Informational support (this includes the following topics: children enrollment to schools, preschools; available lodging, medical services, benefits, tax system, employment, etc.)	120
	Assistance in applying for State and social services online/offline	160
3. PROMOTE & INTEGRATE		
Education	Provision of scholarships to refugee children for schools/kindergarten	16
	Assistance of refugees through the provision of books and other schools materials	3
	IT Courses	13
	Polish Language Courses	280
	Provision of after-school classes for children in creative activities	280
	Polish Language Courses	280
Livelihoods	Training for refugees to integrate into the labor market	6
Awareness raising	Running social media pages	800
	Participation in TV and Radio shows	300
	Integrational events for adults and children (biking, city tours, etc.)	263
	Intercultural events, social activities and learning moments between refugees and locals	105
	Intercultural choir	26
Integration & Peacebuilding	Integration groups for adults and children like Cafè Club, Book Club etc.	36
	Integration week for youth in Gdynia	21

POLAND

4. INSTITUTIONAL STRENGTHENING

Sector	Activity	Beneficiaries
CAPACITY BUILDING	Employment of a Communication Officer	1
	Employment of a Refugee Assistant	2
	Employment of an Accountant	1
	Regional meeting	2
	Trainings for staff and volunteers	10

5. Challenges and Lessons learned

Main challenges for the project implementation:

- Lack of tools for statistics measure and data collection of beneficiaries;
- High demand for services in a short time and a short time to build up a strong team structure;
- Wide range of services mentioned in the project that we had to implement in a short period of time;
- Lack of knowledge and experience working in an emergency response;
- It is still a challenge to promote the integration of refugees into the labor market. In spring 2023, we were trying to find vocational education programs aimed at refugees and partner with NGOs as well as state institutions to boost the employment rate among refugees. Plenty of meetings have been held on that matter but without further success yet;
- We had a task to design criteria for humanitarian aid distribution to benefit those in need and be able to easily identify those who are not, which was beyond our capabilities.

How did we overcome them?

- We have worked on a basic Excel tool kit, however, due to a lack of experience in data collection; this tool is still underdeveloped and doesn't give us an accurate overview of the data;
- We planned to structure our team adequately to be able to perform better;
- We managed to hire appropriate staff members for certain activities;
- We tried to seek help from some professionals and did little research/training on how to deal with trauma etc., however, finally, we could have received some training from JRS that gave us tools and reassured us in

POLAND

what we do (MHPSS);

- We investigated the labour market to get a full understanding of the challenges connected with integrating refugees as employees;
- We consulted colleagues from other COs., to design criteria for humanitarian aid distribution. We compared their humanitarian programs to ours and closely looked into the differences. Thus, we designed our criteria which we are currently sticking to.

What have you learnt from implementing this project which can benefit you in the future?

- Preparation over action - if we want to be able to help and not to harm our beneficiaries, the staff and volunteers must be trained properly at their trial period;
- Before projects implementation, it is critical to gather as much information from different resources as possible. Thorough research of the context within which you work can spare you unnecessary expenses and efforts. By investigating the labor market, job offers available for refugees, and psychological aspects of refugee employment, we grabbed a better picture of what the situation with refugee employment looks like in the region. We have not yet found solutions that will work for refugees as a group, but what we know so far is that individual vocational education seems to be the best decision now.



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6. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 3.757,33	€ 11.787,32
	1B	Emergency aid relief	€ 8.029,99	
PROTECT	2A	Long term shelter	€ 52.727,90	€ 122.272,62
	2B	Non food Items	€ 513,24	
	2C	Mental Health and Psychosocial Support	€ 42.673,54	
	2D	Health	€ 1.722,46	
	2E	Legal Assistance	€ 24.635,49	
PROMOTE & INTEGRATE	3A	Education	€ 48.651,51	€ 80.896,29
	3B	Livelihood	€ 5.623,13	
	3C	Awareness raising	€ 2.566,18	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 24.055,47	
CAPACITY BUILDING	4A	Capacity building	€ 71.754,32	€ 71.754,32
TOTAL				€ 286.710,56

7. Kateryna's story

In the vibrant city of Odesa, Kateryna led a life filled with diverse experiences. From the bustling corridors of a hospital to the hustle and bustle of meat production facilities, her youth was marked by hard work and determination. Eventually, she retired and found herself taking on the most important role of all – caring for her parents.

Once the war erupted, Kateryna and her daughter made the hard decision to leave their home and move to Poland. Before finding JRS, the burden of concern for her children and grandchildren, who had stayed behind in Ukraine, was taking a toll on Kateryna; yet, she couldn't bring herself to burden them with her fears. Concerned for her mother's wellbeing, Kateryna's daughter sought help. With JRS' support and the help of their psychiatrist, Oksana, she managed to unlock the vault of bottled-up emotions. Thanks to Oksana, Kateryna has found her voice once more, and the tears that once flowed uncontrollably now find release in words.

Kateryna recalls social events organized by JRS to bring Ukrainians together with great gratitude. Her eyes shine when she talks about it. While she has decided to stay in Poland with a kind host family, her daughter returned to Ukraine. That is why Kateryna dreams of the day when the family can reunite.



ROMANIA

ROMANIA

Local project implementation
Partner



Project Implementation

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

Project Reporting

Start date: 01/01/2023
End date: 30/06/2023

Location

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



Contact Person

Catalin Albu - General Manager - JRS Romania



ROMANIA

1. Summary

The project aimed to provide support in four main areas – Welcome, Protect, Promote&Integrate and Institutional Strengthening and the main sectors are: emergency aid/relief/assistance, shelter/NFI, legal assistance, psychosocial support, health, education, livelihoods, awareness/advocacy, and integration/peacebuilding.

The implementation of our project activities has been strategically designed to cater to the immediate and essential needs of the refugee community, facilitating their transition from a state of emergency to the process of integration. During the initial five months of the year, we dedicated considerable resources and manpower to ensure refugees have access to adequate living conditions and a guaranteed basic livelihood, despite the limited financial aid provided by the state.

JRS has successfully established secure environments where a variety of educational programs and MHPSS activities are being conducted. These spaces operate according to a well-structured weekly schedule, boasting a team of trainers from the Ukrainian and Romanian communities. Thanks to the refurbishment of our facilities, we have expanded our educational

**People served
in 6 months of
2023**

7.542



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reach by inaugurating a full-time kindergarten that operates eight hours per day, and additional classrooms dedicated to both adult and child-centered activities. These programs include support groups, psychological counselling, therapeutic sessions, parent-teacher meetings, informational and legal counselling, and various skill-building classes such as chess, Romanian and English language courses, and IT classes.

We also embarked on capacity-building initiatives, which consist of training and team-building sessions. These programs are guided by industry experts from esteemed organizations like JRS International, IRC, Plan International, UNICEF, and UNHCR, among others. This joint venture serves to improve the skills of our team, ultimately enhancing the quality of the services we provide to the refugee community.

The main objective of an integration project is to facilitate the smooth transition and inclusion of individuals or communities into a new social, cultural, and economic environment. The project aims to promote social cohesion, equal opportunities, and mutual understanding between the host society and the newcomers. It involves providing necessary support services, such as language training, job placement assistance, cultural orientation, and access to education, healthcare, and housing. The ultimate goal is to empower individuals or communities to become active and productive members of their new society, fostering a sense of belonging and overall well-being.

Housing and subsistence

The 50/20 program aimed to aid Ukrainian refugees in Romania, reimbursing apartment owners for accommodation and food costs. However, the program suffered from inadequate implementation and oversight, resulting in fraudulent practices, delayed payments, and a surge in rental prices. Delays in government financial aid caused tensions, leading to forced evictions. These issues significantly strained refugees, landlords, and NGOs while raising living costs. Single individuals and single-parent families were often neglected. The program's misuse led to emotional distress among refugees, particularly women and single mothers, due to abuse and eviction threats. Despite known issues, decision-makers showed indifference, wasting potential resources for other support programs. In 2023, Romania revised the 50/20 program due to budget constraints and rampant fraud, placing more responsibility on Ukrainian refugees. The revised program now requires refugees to meet certain conditions to receive financial aid. Refugees receive differentiated amounts for accommodation and food, decreasing after four months. They must provide a bank account, register with an employment agency, have

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employment in Romania, and enrol their minor children in educational activities. Exceptions are provided for certain categories such as the elderly, disabled, and those enrolled in higher education.

While the program promises more autonomy for refugees, the transition was rocky, with local authorities unprepared and refugees largely unaware of the changes. Opening bank accounts proved challenging for refugees due to banking regulations and administrative red tape, compounded by a lack of public awareness campaigns.

JRS Romania stepped in to simplify procedures, disseminate information, and aid with school enrolments. Despite these efforts, inconsistencies in applying legislative requirements and sluggish government payments led to difficulties. The government is yet to pay for the new program, causing concern about future support. The UNHCR offered one-time financial assistance to some refugees, though it experienced delays and communication issues.

Together with the Housing issue, Ukrainian refugees in Romania face significant healthcare challenges, as family doctors are hesitant to register them due to a different numerical code system and delayed reimbursements. Most refugees rely on emergency services and private clinics. Language barriers further complicate the situation. JRS Romania



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has partnered with Regina Maria Social Clinic and Sensiblu Foundation to provide free medical consultations and weekly psychological sessions to mitigate these issues, reaching a limited number of refugees each week.

In the field of Education, Romanian educational institutions are struggling with the influx of Ukrainian refugee children, facing issues such as space limitations, language barriers, and bureaucratic obstacles. The lack of Romanian language support for Ukrainian children and the non-recognition of Romanian schooling by Ukrainian authorities compound the problems. Most refugee parents prefer online education from Ukraine, with 64% seeking special classes in Romania that continue the Ukrainian curriculum. However, the recent law mandating the enrolment of refugee children in Romanian school classes with the capacity limitations For 64% of Ukrainian children living in Romania, mothers would prefer special classes to be organised in Romanian schools in the 2022/2023 school year to continue education in the Ukrainian system, the Save the Children survey shows.

Moreover, the new law requiring the enrolment of these children adds another layer of complexity. These mandates, while well-intentioned, do not align with the realities of capacity limitations within Romanian educational institutions.

A significant issue is the lack of systematic efforts by schools to facilitate the seamless enrolment of Ukrainian children into Romanian educational institutions. This indicates a failure of both planning and implementation, showing a lack of preparedness to accommodate the needs of these children and integrate them into the educational system.

Less than 4,000 Ukrainian children are currently enrolled as students or auditors in Romanian schools: 3,087 auditors (of which 1,092 in pre-school) and 882 enrolled in educational establishments (288 in the pre-school system, 594 as students).

The first challenge listed is that of enrolling children in school: "This is partly due to the lack of recognition of studies in Romania by the Ukrainian authorities, as well as the language barrier, despite substantial investments made to improve this problem in Romanian schools, with the support of international partners. The government's official approach is to discourage the development, from now on, of "educational hubs", where no formal curriculum and educational services are offered".

Despite these challenges, JRS Romania has increased efforts to support Ukrainian children's integration, focusing on language proficiency and

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interaction with Romanian peers.

Relevant engagement and collaboration with other organizations

Our project has truly emphasized the efficacy of collaboration and strategic partnerships. JRS has joined forces with a plethora of esteemed organizations, which include Choose Love, The International Rescue Committee, Caritas Austria, CORE, Plan Japan, Plan International, UNICEF, and World Vision. These affiliations have significantly amplified our beneficiary outreach and broadened the extent of our humanitarian efforts.

Since April 2022, JRS Romania has become an active participant of the UN Inter-Agency Coordination mechanism. This involvement includes active contributions to discussions focused on educational policy and child protection measures, further cementing our role within the global humanitarian network.

Additionally, JRS Romania has been an official member of the governmental platform coordinated by the Emergency Situations Department since March 2022. In this role, we have facilitated discussions pertaining to education with the Ministry of Education and other key

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stakeholders. Within the scope of integration, our collaborative group addresses crucial areas such as accommodation, protection, and health. These coordinated efforts are integral to our ongoing mission of aiding the refugee community in their integration process.

2. Intervention Context

As of the 1st of June, there were 106,268 Ukrainian nationals reported to be residing within Romanian borders. Since the war's commencement, a significant influx of 2,245,722 Ukrainians was observed crossing into Romanian territory.

As the situation progressed, by the end of May, the number of Ukrainians residing in Romania had declined to 87,495. Meanwhile, the total count of Ukrainians crossing the border had escalated to 3,068,337.

As of the middle of June, temporary protection has been accorded to 138,849 Ukrainians, reflecting Romania's ongoing humanitarian response. The flow of arrivals and departures at the border has achieved an approximate equilibrium, ranging between 6,000 and 9,000 individuals daily. Demographic data indicates that this border crossing comprises mainly women, accounting for 53% of the total, and minors, 21%.

The ongoing conflict continues to drive movement between Romania and Ukraine, maintaining a steady count of individuals comparable to 2022 figures. A significant proportion of these individuals are vulnerable groups, predominantly women and children.

The dynamics of this movement are dictated by fluctuations in the war's intensity, the unavailability of heat and power in Ukraine during the winter months, and the assistance available to refugees in Romania.

Despite these ongoing circulatory movements, a consistent population of around 90,000 Ukrainian refugees remains present on Romanian soil. In Ukraine, escalated attacks on civilian infrastructure, including water, electricity, and heating facilities, intensified the humanitarian crisis in Ukraine last winter. This resulted in significant displacement within Ukraine and the migration of thousands into neighbouring countries. Persisting heavy combat in eastern and southern Ukraine compounded the issue.

The surge in attacks against civilians and infrastructure during winter left the most vulnerable in dire conditions. The lack of essential amenities in Ukraine forced many to flee, with 822,615 individuals crossing the border within a five-month period. Without access to critical life-saving aid across

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the nation, particularly in regions outside government control and along the conflict frontlines, vulnerable groups faced extreme hardship and potential loss of life. Consequently, individuals across Ukraine were forced to make a dire choice: to flee or endure the freezing conditions.

Romania, a primary destination for Ukrainian refugees, experienced a rapid population increase, straining resources, infrastructure, and systems, particularly in housing, healthcare, and education sector (70% of the refugees in Romania report inadequate income and support to cover basic needs, risking poverty according to NRC).

Housing provision remains a significant challenge due to high rental market prices and the many deficiencies of the previous governmental program 50/20. The healthcare sector is overstretched with many refugees relying on emergency services due to a shortage of family doctors and bureaucratic obstacles. The education system is grappling with increased student numbers, language and cultural barriers, and logistical constraints.

Additionally, the lack of suitable childcare options for predominantly female caregivers inhibits their access to services, language courses, livelihoods, and integration into host communities. However, the magnitude of the crisis, amplified by bureaucratic challenges and



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resource limitations, necessitates urgent, sustainable solutions from both governmental and non-governmental entities to effectively integrate refugees.

3. People served

Our project has provided assistance to different categories of individuals, with 62,92% being children, 28,95% women, and 8,11 % men. This indicates that more than 91% of the beneficiaries belong to vulnerable groups, such as single women, mothers with children, and

**People served
in 6 months of
2023** **7.542**

**People served
from the start
of the conflict** **16.723**

unaccompanied children as well as elders and disabled persons (especially among the men assisted).

In total, the project has reached 7542 individuals. Among the services provided, the "Education" sector served the highest number of beneficiaries, reaching a total of 3,401 individuals, primarily boys (1,800) and girls (1,190). The "Long-Term Shelter/NFI" sector was the second most served, reaching 1,320 individuals. This service predominantly aided women (803), followed by girls (186), boys (167), and men (164). We have also identified individuals with various disabilities and long-term diseases, such as cancer and autism. Women over 65 are particularly prone to serious medical conditions. Among the male population, men over 60 constitute the majority.

While most women have one to three children, there are also a notable number of mothers with several children, including 6-7 children. The average family size consists of three members, predominantly mothers and children. However, there are also families consisting of mothers, children, and their grandmothers. In summary, the data underscores the necessity for a comprehensive and multifaceted approach to refugee assistance, addressing not just immediate survival needs like shelter and health care, but also longer-term needs like education, legal assistance, and livelihoods.

The data represents the distribution of project beneficiaries across different sectors, categorized by gender.

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Short-term shelter	-	-	-	-	-
Emergency Aid/ Relief/ Assistance	-	-	157	62	219
Long-term shelter	186	167	803	164	1.320
Non-Food Items	-	-	-	-	-
Mental Health & Psychosocial Support	35	26	82	4	147
Health	337	97	71	98	603
Legal assistance	367	407	271	97	1.142
Education	1.190	1.800	360	54	3.401
Livelihood	41	51	117	127	336
Awareness raising	-	-	-	-	1
Advocacy	-	-	-	-	-
Integration & Peacebuilding	38	4	95	1	138
Capacity building			228	7	235

4 . Activity and indicators progress

1. WELCOME		
Sector	Activity	Beneficiaries
Emergency Aid, Relief and Basic Needs Assistance	Providing short-term distribution, and for long-term accompaniment which is not NFI or shelter provision	217 + 80 households

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2. PROTECT

Sector	Activity	Beneficiaries
Long-term Shelter	Guidance/information/counselling/accompany & assistance provided (subsidising rent & utilities, instalment & agency fees)	377 + 145 Households
Non-Food Items	Guidance/information/counselling & assistance provided for non-food items	935
Mental Health and Psychosocial support	Provision of individual and group MHPSS, counseling	508
	Training on MHPSS with Staff members from all the Offices	59
Health	Provision of health care services according to their needs and based on real costs and justification documents	603
	Referrals to specialized services provided by Regina Maria Foundation Social Clinic on weekly basis	329
Legal Assistance	Legal assistance on asylum-seeking procedures, legal requirement, protection, residency, enrolment in schools	1.142

3. PROMOTE & INTEGRATE

Education	Providing support and access or implementation of Education activities	3.241
	English language classes regular	
	Romanian language classes regular	
	IT classes	
	Kindergarten activities	
	Life skills classes regular classes	
	Delivering education certificates for children attending the activities in JRS education hubs	

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Sector	Activity	Beneficiaries
Livelihood	Providing financial support with one time allowance for people moving to new apartment and cash financial support for vulnerable people	336
Awareness Raising	Providing interviews on social media on Ukrainian crisis and refugees and Facebook page up-dated	-
Integration & Peacebuilding	Daily activities according to the calendar published on JRS Facebook	748
	Activities for children and adults included art, yoga, health dance, meditation Offices	138
4. INSTITUTIONAL STRENGTHENING		
Capacity building	Training and teambuilding activities	235

5. Challenges & Lessons learnt

Adapting services to the ever-changing reality on the ground presents an ongoing challenge requiring agility and responsiveness.

The delayed payments of financial support to apartment owners created significant pressure on both the Ukrainian community, and in response, JRS offered accommodation support to those most in need.

In order to effectively implement the new legislation regarding financial aid for Ukrainian refugees, the community required reliable information, and JRS stepped in by providing legal counselling to groups and individuals, along with support for ensuring their effective access.

The most vulnerable refugees, including the elderly and disabled, are being overlooked and left without assistance due to the impossibility of complying with new regulations. They lack international passports and require translated authorized copies to open bank accounts but lack the resources for translation. Additionally, some banks refuse to open accounts for individuals from occupied territories, and those who are disabled and unable to travel face significant challenges accessing the necessary

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services.

JRS took initiative by sending an open letter to all banks in Romania, emphasizing the importance of opening bank accounts for refugees. In addition, they offered individual support to specific cases, ensuring that those in need received the necessary assistance.

JRS provided support by assisting with the translation of documents required for submission at banks, ensuring that refugees had the necessary documentation to open bank accounts.

Due to the state authorities' failure to provide proof of enrolment in school, parents' ability to apply for financial aid was jeopardized. JRS stepped in by offering documentation to all children enrolled in the educational centers they support, as well as to those children who were assisted by JRS in enrolling in Romanian schools for the upcoming year or Romanian language classes.

Despite negotiations with school directors and the City Hall in Constanta, the decision to close almost all schools during summer and deny Ukrainian children the opportunity to attend summer classes, which are crucial for their educational progress and enable parents to work, remains

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unchanged.

The situation puts pressure on JRS's ability to provide support to the community, as the office in Constanta is too small to accommodate all the necessary classes and meet the needs effectively.

The shortcomings of the authorities in providing effective support cannot be compensated by NGOs, especially as funds supporting this type of project are already in a reduction tendency.

In terms of lessons learnt we recall that the support provided in terms of accommodation came precisely when it was most crucial, considering that apartment owners were evicting refugees and generating significant pressure.

Assisting the Ukrainian community has taught valuable lessons, such as the importance of adaptability to changing circumstances, the need for reliable and timely information dissemination, the significance of providing legal counselling and support for accessing services, the recognition of vulnerable groups' specific needs, and the necessity of effective communication with both authorities and donors to ensure sustained assistance.

Implementing a project that offers support for accommodation, education, psychological, and medical services has provided important lessons, including the significance of comprehensive and integrated assistance, the need for collaboration with various stakeholders, the importance of addressing both immediate and long-term needs, the value of personalized and culturally sensitive approaches, and the continuous evaluation and adaptation of services based on feedback and evolving requirements.

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6. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 14.526,23
	1B	Emergency aid relief	€ 14.526,23	
PROTECT	2A	Long term shelter	€ 159.145,93	€ 252.415,83
	2B	Non food Items	€ 55.340,79	
	2C	Mental Health and Psychosocial Support	€ 7.732,31	
	2D	Health	€ 28.190,05	
	2E	Legal Assistance	€ 2.006,74	
	3A	Education	€ 338.595,61	
PROMOTE & INTEGRATE	3B	Livelihood	€ 61.612,89	€ 453.618,16
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 53.409,66	
	4A	Capacity building	€ 26.529,59	
CAPACITY BUILDING	4A	Capacity building	€ 26.529,59	€ 26.529,59
TOTAL				€ 747.089,81

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7. Olena's story

Olena, along with her husband and daughter, initially made the move to western Ukraine at the start of the war. However, the looming threat of rockets and bombs forced them to make a brave decision to seek refuge elsewhere. They spent five challenging months in Bulgaria, grappling with difficulties in adapting and the absence of proper housing assistance.

Their journey took a turn for the better upon arriving in Romania, particularly when they connected with the JRS community. There, Olena found the safety and security she had yearned for. She actively engaged in the weekly Biography Counselling sessions, viewing them as essential for her mental well-being. These sessions served as a crucial source of support and guidance, helping her navigate the complex landscape of her experiences and emotions.

For Olena, the thought of returning to Ukraine remains distant, as her utmost priority is to create a future free from fear for her daughter. Her deepest aspiration is to provide a life where they can reside without the constant threat of conflict hanging over them.

In addition to her personal journey, Olena wishes to convey a powerful message: "Regardless of the circumstances, it is crucial that we remain



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and continue to be good human beings. These events can easily take away our hope and the goodness from our hearts. I wish for peace in the world, not just in Ukraine, where everyone can return to their homes."

Olena's words serve as a poignant reminder of the significance of preserving our compassion and humanity, even in the face of adversity.

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Local project implementation
Partner



JESUITS

Project Implementation

Start date: 24/02/2022

End date: 28/02/2025

Project Reporting

Start date: 01/01/2023

End date: 30/06/2023

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 assist Ukraine refugees and to help them with adaptation and integration in Slovakia. Geographically the project is based in Trnava city and region. The Project is operated by the Family Help Centre in Trnava as a JRS Europe partner.

If in 2022 the Project focused more on Welcoming and Shelter, in 2023, based on the evolution of the situation (see below: "2. Intervention context") and consequent needs assessment, the Project shifts more to integration.

The Family Help Centre provides various services for refugees in the city. The primary contact tool for refugees from Ukraine is our Eco-Social Wardrobe. It provides beneficiaries with clothes and other essential NFIs to meet their basic needs/supplies of life. In fact, in this way, the refugees get in touch with the Family Help Centre and can get more information about other services provided for them either by the Family Help Centre or other organizations. This assistance proved to be very effective and efficient also because of the active participation of the host community, namely

**People served
in 6 months of
2023**

965



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residents of Trnava and the surrounding area, who regularly donate various items. Through these and other services, they have received assistance to become more independent, and continuous progress can be noted in this process.

The majority of our beneficiaries are Ukrainian mothers with children. Since September 2023, we have been running various after-school and free-time activities for Ukrainian and Slovak children above 3 years old and adults. These activities were added on top of the original One Proposal and are part of the extended version of the Project. Specifically, these activities were related to education and psychosocial support for refugees. Following the principles of Mental Health and Psychosocial Support responses in emergencies, we sought to recreate a 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. In addition, providing children with homework and with tutoring proved to be an important aid for their adaptation and continued education in Slovak schools. In order to carry out these activities we hired additional staff, plus we created a network of around 30 volunteers. Such an interaction is itself a tool for integration as it puts together UA refugees and the host community in a friendly environment.

The Family Help Centre is actively part of the network with other organizations which help refugees. Namely: Slovak Catholic Charity, Trnava Municipality, Central Office of Labour, Social Affairs and Family in Trnava, Trnava's schools, Trnava Awareness Centre, Association of Artists BonArt; Slovak Humanitarian Council, OIM, Cultural Centre "Little Berlin", Voluntary initiative OBERIH.

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.

The majority of Ukrainian refugees have been granted temporary protection status by the Slovak government and following the EU regulation, allowing them to stay in the country for one year with the possibility of renewal. However, many face challenges such as language barriers and difficulty accessing employment and education

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opportunities. Some have also experienced discrimination and hostility from certain segments of Slovakian society. Despite these challenges, organizations and local non-profits provide support to help refugees integrate into their new communities.

The risk of further displacement from Ukraine remains high, and new arrivals of refugees in Slovakia are expected in the context of escalating attacks on and damage to civilian infrastructure and evacuation of civilians in areas affected by the conflict. The projected population in need of assistance in Slovakia, throughout 2023, may reach 200,000 individuals, due to additional people joining those from the first emergency wave, including those who may be moving due to particular winter needs, which could provide additional strains to overloaded services, such as for accommodation and health services. In addition, there are secondary movements of refugees from Ukraine to and from other countries in the region, which provides additional challenges for the authorities to plan services.

The situation of refugees from Ukraine in Slovakia is a complex problem that requires attention and coordinated efforts on the part of the government, non-profit organizations, and community itself. A central component of these efforts should be advocacy for the rights of refugees, including for their socio-economic inclusion, and the provision of direct



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assistance, particularly for health services and education.

Schools do not have enough resources to help Ukrainian children learn individually. At the same time, there is a lack of more comprehensive support for teachers, and a clear and robust system in place in order to support children's educational, mental and social needs. It is necessary to ensure the inclusion of these children in Slovak schools, to declare their right to education, but also to include them in compulsory school attendance.

It is also recommended to ensure learning support for Ukrainian children, especially through a tutoring program, and also to ensure support for school members of staff, either in the form of psychological and/or financial assistance, to those that assist in the education of the Ukrainian children arriving into their setting.

Getting children from Ukraine into schools is only the first step, albeit an extremely important one. At the same time, schools need to be given the tools to be able to provide quality education for these children. However, they are finding it very difficult. Schools are not paid for the extra staff (for example Ukrainian teaching assistants or teaching assistants), language courses are run the old-fashioned way and are therefore inadequate, and there is not enough professional capacity to deal with the children's psychological difficulties.

3. People served

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

We also meet complete families, because the fathers had been already working in Slovakia before the outbreak of the war, and after the outbreak of the war, their wives and children came to join them in Slovakia.

Children aged 2- 17 are mainly involved in educational activities.

Elderly people as a vulnerable group, are not a significant large group we have met in our city but we try to be attentive to their needs providing them our services. There have been 14 women (65+) who have been beneficiaries of our activities OP (NFI - Eco-social Wardrobe, Legal

**People served
in 6 months of
2023** **965**

**People served
from the start
of the conflict** **3.795**

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assistance and MHPSS - Psychosocial support and counseling.) They are mostly grandmothers who came with their daughters and grandchildren to Slovakia.

Legal assistance for refugees is also provided through social networks, where we have 281 contacts – mostly women.

The beneficiaries of this project are also the host communities - the citizens of Trnava in the context of some of our activities aimed in particular at strengthening the integration of refugees in our region.

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

Information and help are provided to refugees via social media and we offer them prompt information about current assistance in various areas of daily life (education, health care, legacy), cultural events and leisure activities.

The self-supporting community built among Ukrainian refugees at the Centre, as well as the provision of counseling and accompaniment, is also

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important for them to cope with their past, present, and future life.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Short-term shelter	0	0	0	0	0
Emergency Aid/ Relief/ Assistance	0	0	0	0	0
Long-term shelter	1	1	2	0	4
Non-Food Items	90	79	243	39	451
Mental Health & Psychosocial Support	0	0	0	0	0
Health	89	79	511	96	775
Legal assistance	33	52	32	0	117
Education	6	9	0	0	15
Livelihood	-	-	-	-	-
Awareness raising	-	-	-	-	-
Advocacy	-	-	-	-	-
Integration & Peacebuilding	184	160	155	121	620
Capacity building			5	1	6

4 . Activity and indicators progress

2. PROTECT		
Sector	Activity	Beneficiaries
Long-term shelter	Long- term shelter and food provision in Trnava Jesuit Community	4
Non-Food Items	Basic non-food items provided to refugees hosted in Trnava Jesuit Community	4

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Sector	Activity	Beneficiaries
Non-Food Items	Eco Social Wardrobe - Distribution of basic needs to refugees in Trnava City	451
Mental Health and Psychosocial support	Psychosocial support and Counseling provided	17
	Dance courses for Ukrainian and Slovak women	53
	Parkour for Ukrainian and Slovakian Children	14
	Organization and running of educational and recreational trips and visits	8
Long-Term Shelter	Leaflets and information distributed in Trnava to refugees to inform them about the availability of services and events	650
	Legal Assistance provided by a Ukrainian Lawyer for refugees	125
3. PROMOTE & INTEGRATE		
Education	Learning help assistance	28
	Music courses	2
	Parents and Tots sing along and Storytime	17
	Slovak Language Courses	70
Livelihood	Workshops to increase knowledge, skills and prepare to labor market	15
Integration & peacebuilding	Exhibition of Ukrainian and Slovakian artists	50
	Dancing ball and carnival	546
	Ukrainian Animated films projection	24

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4. INSTITUTIONAL STRENGTHENING

Sector	Activity	Beneficiaries
Capacity building	Hiring of staff in different position	6

5. Challenges & lessons learnt

Each activity has brought new challenges, which we are trying to concretize, name and respond to by finding the right tools to approach them effectively. On the level of management, we started team meeting regularly once a week as a One Proposal team. There, we share our experiences, successes, and challenges, we evaluate and plan the continuation of activities according to the current needs of the refugees.

One of the big challenges for us is how to cope on time with the increasing administration and demands regarding the project. The time we spent on activities was often replaced by administration time. As a result, in the future we are looking together at how to address this challenge by increasing human resources.

Parents and Tots Sing along and Storytime

The main challenge was the mixture of the group. We had a mixed group of the Slovak and the Ukrainians children, between the age of 2 – 5 years old. We coped with it by adapting the activities. Some activities were for younger children 2-3 years old and some for the older ones (4-5yrs.) It was also helpful, that part of the class was in English and the other part in Slovak language.

We learned during the implementation of this activity that the children can cope with themselves also without the same language and same age. They can play and work together. In the future, we will know, that we can plan the activities for Slovak and Ukrainians children together.

Legal assistance

The main challenge here is this: how to provide relevant information by our legal assistance in the context where the situation is often changing: new conditions arise, people according to their stressed state can't cope with it or/and they come with several questions (from the handling of documents to the conditions of border crossing, the handling of work,

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health care, etc.)? In fact, it is often very much consuming as it requires more time spent on searching for the information needed.

Learning help assistance

A challenge here was the time and space organization of the lessons. It often required flexibility on the part of the volunteers as well as the children. It taught us to improve our communication skills and strategies, to be more patient, and respond promptly to unexpected situations related to tutoring.

Slovak Language Course

The main challenge here regarded the question of how to design the courses. Namely, it was necessary to adapt the ways of teaching, and methods and to find material that would be suitable for individual groups. A very important challenge was to overcome the two-sided language barrier, to understand the needs of each group, and to meet them. The creation of groups (pupils of 1st grade, 2nd-grade pupils, high school pupils, and women), and the selection of methodological procedures and teaching material helped us to achieve a gradual overcoming of the language barrier and improvement of communication in the Slovak language.

In the implementation of Slovak language teaching, we have learned to respond to the specifics of individual groups - to overcome the language barrier by the appropriately chosen method of communication, to work with the selected material, and to create a respectful and accepting community from each group, i.e. trust building. Thanks to the close personal contact with the people attending the Slovak Language Club and overcoming the initial methodological obstacles, this work may bring us more flexible responses to the human and professional needs of the expatriates from Ukraine or other countries in the future.

Space and facilities adaptation

One of the challenges we are facing since the beginning of the Project is that we had to adapt our premises to have more suitable facilities to implement our activities. In other words, the increase in terms of the number of beneficiaries, number, and different kinds of activities reflects the necessity to adapt space. We coped with this challenge by hiring some other spaces, reorganizing and more efficiently use of the existing ones (for example: sharing...), and refurbishing.

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6. Financial summary

AXIS	CODE	BUDGET CATEGORY	EXPENDITURE IN EUROS	TOTAL
WELCOME	1A	Short term shelter	€ 0,00	€ 0,00
	1B	Emergency aid relief	€ 0,00	
PROTECT	2A	Long term shelter	€ 608,39	€ 25.470,54
	2B	Non food Items	€ 8.454,80	
	2C	Mental Health and Psychosocial Support	€ 12.375,47	
	2D	Health	€ 0,00	
	2E	Legal Assistance	€ 4.031,88	
PROMOTE & INTEGRATE	3A	Education	€ 10.293,29	€ 15.149,43
	3B	Livelihood	€ 3.123,34	
	3C	Awareness raising	€ 0,00	
	3D	Advocacy	€ 0,00	
	3E	Reconciliation & Peacebuilding	€ 1.732,80	
CAPACITY BUILDING	4A	Capacity building	€ 587,92	€ 587,92
TOTAL				€ 41.207,89

7. Yulia's story

Before the conflict, Yulia found herself on maternity leave taking care of her newborn son, a break from her job as an accountant. But suddenly, her peaceful life in Kharkiv, was disrupted by the eruption of war.

One ordinary day, as the early morning sun had barely begun to rise at 5 am, the shrill sound of rocket attacks pierced the silence, shattering the tranquillity of Yulia's neighbourhood. Living in close proximity to a critical military installation, they bore witness to the very epicentre of the chaos unfolding before their eyes as flames leapt into the sky at the site of the impact. She gazed at her family, her husband and newborn son, struggling to comprehend the gravity of their situation. They were thrust into a world they had never fathomed, a world where uncertainty was the only constant.

As they embarked on their journey to escape the danger that loomed ever closer, they found temporary refuge in a bomb shelter for two weeks. Eventually their path led them to Slovakia. Here, they were met with kindness and compassion. Volunteers greeted them with open arms, providing not only train tickets but also a new place to call home. JRS and the Family Help Centre (FHC) extended a hand of friendship, guiding Yulia into a community that welcomed her and her family.



SLOVAKIA

In Slovakia, Yulia discovered a sense of belonging she had not anticipated. The warmth of camaraderie enveloped her as she integrated into the community and forged lasting friendships. She also found meaningful employment, securing a future for herself and her son.

The support she received was immeasurable, not just in terms of sustenance and shelter but also the emotional sustenance she craved. FHC became her second family, a sanctuary where she could seek assistance without hesitation. “Thanks to JRS and Family Help Centre (FHC) I was integrated into the staff, built good relationships, and found a job. Even before I found this job, I felt a very heart-warming atmosphere and support.” She recalls.

Yulia marvelled at the differences she observed in her new surroundings. The streets were devoid of abandoned animals and homeless people, a testament to the well-organized public services that bolstered their new life. The efficient public transport system came as a pleasant surprise, further enriching her experience in Slovakia.

Yet, as Yulia found herself enchanted by the country's public services, hospitality, and old castles, she held onto a fervent hope. She longed for the day her husband, still in Kharkiv, could join her in their new home.

For now, Yulia and her family remain in Slovakia, cherishing the safety and security they have found. However, their hearts are resolute; they yearn for the day when peace will return to Ukraine. They know that when that time comes, they will return home, carrying with them the memories of a new life built amidst adversity, and the enduring hope for a brighter future.

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1. Introduction

In 2022, amidst the ongoing conflict in Ukraine, a significant number of refugees sought shelter in neighbouring countries, marking one of the largest displacements in recent history. While many refugees remained in Ukraine and its neighbouring nations, a considerable portion moved further to what are termed 'countries of secondary movement.' These refugees encountered an array of challenges spanning short, medium, and long-term horizons. The challenges encompassed securing sustainable and dignified housing, ensuring children's access to proper education, establishing avenues for employment, addressing fundamental needs, fostering integration within local communities, and grappling with numerous other issues.

Within the European Union (EU), refugees originating from Ukraine were granted Temporary Protection, affording them certain rights including a residence permit for up to three years, opportunities for employment, access to suitable housing, social welfare benefits, medical care, education for children, free movement across EU nations, and other entitlements.

**People served
in 6 months of
2023**

5.562



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While European states extended aid and services to Ukrainian refugees, the execution of these protective measures has proven inconsistent and uneven in practice. This inconsistency has particularly affected refugees, especially Third-Country Nationals who have fled the conflict, as they encounter a diverse range of difficulties when attempting to secure dignified housing, meaningful education, livelihood assistance, and other essential forms of support.

Responding to these challenges, JRS Europe took a significant step in 2022 by launching the Integration Fund. This initiative empowered various JRS Country Offices across Europe to develop and implement projects aimed at supporting refugees originating from Ukraine. The core objective of this fund was to enhance the medium and long-term well-being of refugees situated in these secondary movement countries. The projects envisioned facilitating the fulfilment of basic needs, accessing legal rights, and achieving integration while forging connections within host societies. A financial allocation of 750,000 euros was distributed to eight Country Offices, enabling the realization of projects centered around welcoming, protecting, promoting, and integrating refugees impacted by the conflict.

The specific support offered within each national context varied, adapting to the unique needs and circumstances of the beneficiaries. The scope of assistance ranged from accommodation support to the distribution of vouchers, from education provisions to initiatives focused on raising awareness. A multitude of these projects have extended into the current year, with ongoing efforts that continue to provide support to refugees originating from Ukraine throughout 2023.

The subsequent sections provide a succinct overview of the projects undertaken in each respective country, along with key statistics concerning the individuals served and the activities undertaken during the year 2022 and the first six months of 2023 for those COs that were still implementing the IF.

2. Ireland

In Ireland, since the outbreak of the war, public and political support to the Ukrainian refugees had been unequivocal, and undoubtedly more generous than any previous response to forced migration crises. Ireland was the first country in the EU to waive visa requirements and had welcomed more than 35,000 refugees from Ukraine. At the time of reporting, this figure has surpassed 85,000.

The State responded mainly by delivering Humanitarian Aid Programmes, unprecedented Responsibility-sharing measures and contribution to the

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EU Military Package via the provision of 'non-lethal' weapons. Moreover, 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 to providing varied types of assistance.

However, in parallel with this context, Ireland was also experiencing one of its longest and most severe housing crisis and International Protection application trends were approaching a 20-year high. At the time of reporting, over 20,000 persons seeking asylum are being accommodated by the State (50% in emergency locations), with 500+ international protection applicants temporarily experiencing street-homelessness due to a lack of capacity within the State reception and accommodation systems.

As a result, huge pressures on accommodation emerged nationwide with significant downstream impacts on community development services; translation and integration supports; education and employment services; and other local supports previously available to refugees and the forcibly displaced.



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This context has given rise to an emerging anti-immigrant sentiment with public demonstrations espousing far-right rhetoric and violent altercations both at locations housing Ukrainian refugees and International Protection applicants and at the homes and offices of individuals and groups supporting newly arrived displaced persons.

JRS Ireland, to respond to this situation launch the project “Communities of Hospitality – Ukrainian Integration”. The project aimed at providing comprehensive integration (education, employment, psychosocial, links to the community) supports to Ukrainian families through a partnership model pursued with key local stakeholders to respond to the emerging needs of Ukrainian beneficiaries of temporary protection and other forcibly displaced cohorts in the Mid-West and Western regions of Ireland. Another aim of the project was to challenge the anti-immigration sentiment that arisen in the last months in the Country.

Among the main activities, an awareness campaign – “Diversity Is Strength” was launched that reached more than 40.000 people. Education and MHPSS have been two main sectors where JRS Ireland intervened. In the field of education, a cross-cutting outreach programme targeting Ukrainians in 5 counties reached 500 beneficiaries and around 2.500 people were supported in MHPSS through information desks, counselling, summer camps and leisure activities especially addressed toward kids.

During the implementation of this project JRS Ireland developed many and valuable partnerships engaging regularly with policy officials, local community stakeholders and NGOs. Among them the main cooperation was with the Limerick Community Response Forum, the NGO Stakeholder Engagement Forum on Ukraine and the Ukraine Society Response Forum.

Beneficiaries

A total of 3,018 individual beneficiaries were recorded throughout the delivery of the Communities of Hospitality (Ukrainian Integration) Project. The primary target group was Ukrainian families (women and children) in receipt of temporary protection in Ireland. Newly arrived International Protection applicants, accommodated in temporary and emergency locations in the Mid-West and Western regions of Ireland were provided with outreach and other services in Phase 2 of the project.

**People served
in 6 months of
2023** **3.018**

**People served
from the start
of the conflict** **4.027**

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It is worth noting that as a result of the “Diversity Is Strength” Campaign, an additional 41,062 indirect beneficiaries were engaged online in communities nationwide.

SECTOR	MALE	FEMALE	TOTAL
Short-term shelter	-	-	-
Emergency Aid/ Relief/ Assistance	-	-	-
Long-term shelter	-	-	-
Non-Food Items	-	-	-
Mental Health & Psychosocial Support	696	464	1.160
Health	815	543	1.358
Legal assistance	-	-	-
Education	300	200	500
Livelihood	-	-	-
Awareness raising	-	-	41.062
Advocacy	-	-	-
Integration & Peacebuilding	-	-	-
Capacity building	-	-	-

3. Croatia

JRS Croatia’s Integration Fund project "Didukh - Empowering Ukrainian Refugees in Croatia" is aimed at improving the integration and wellbeing of the refugees through supporting access to housing, organization of psychological workshops, individual and group counselling, language courses, and individual assistance.

JRS Croatia has been part of the response to the Ukrainian crisis from the beginning. Even though Croatia is not in the first round of Ukraine's

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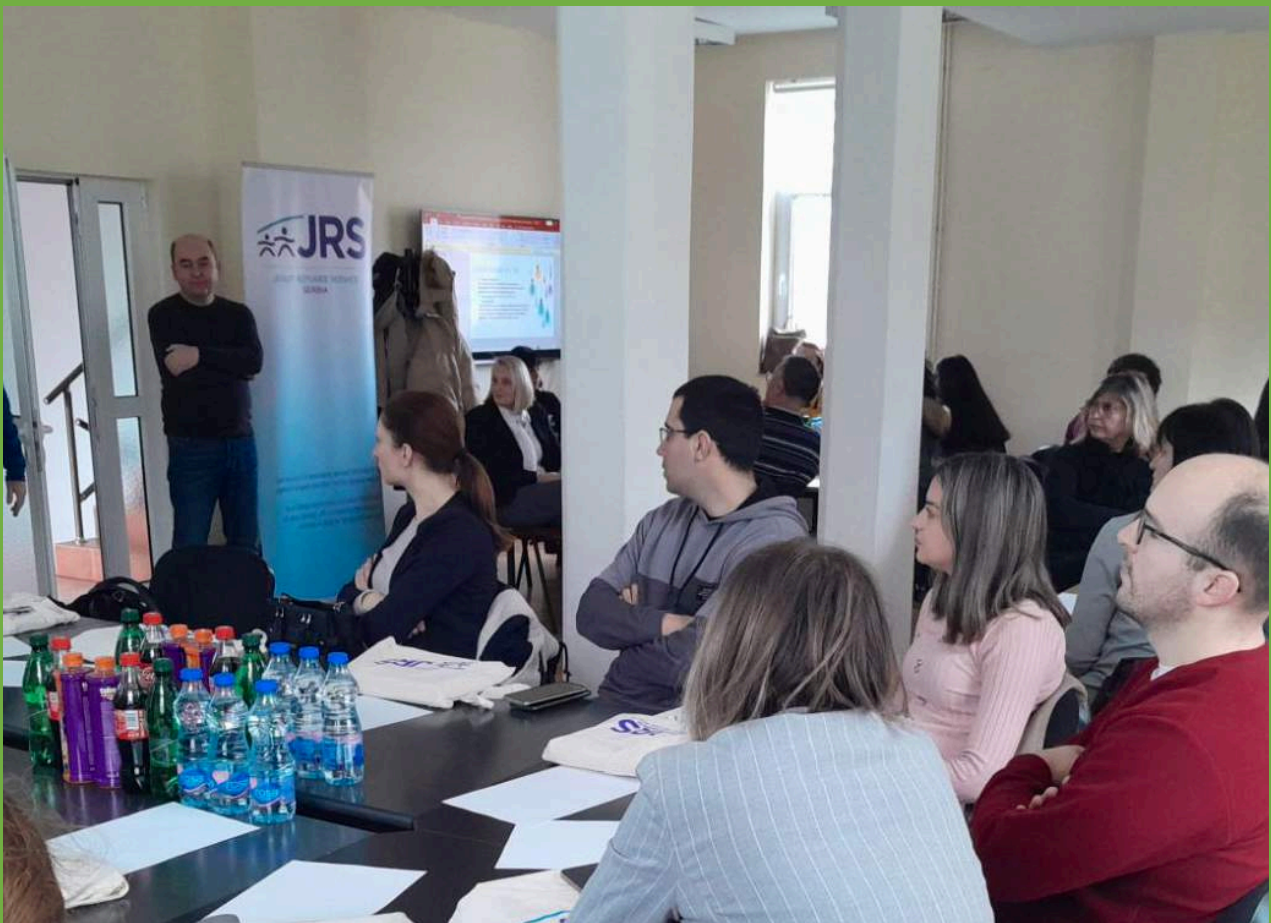
neighbors, the influx of refugees was constant and proportionally high compared to the country's 3.8 million inhabitants. In Croatia, one of the main needs is access to houses.

Since February 25, the Civil Protection has activated 40 facilities for the care of exiles (3 reception and 37 collective accommodation). Currently, only a minority of refugees remain in collective housing, while 17,698 (approx. 90%) people are in private housing.

In this framework, Civil Protection will reimburse the real estate owners for the rented facility monthly the costs of the housing unit according to the contract.

Our primary focus is on the refugee community in private homes, as they are usually left without sufficient information and practical assistance in their efforts to integrate.

Therefore, JRS has assumed the role of mediator between the refugees and the potential landlord with whom they are concluding or may yet conclude a contract. We offer help with transportation and moving families to new accommodation with a JRS vehicle with the involvement



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of our volunteers.

However, in a highly competitive rental market, most owners can get higher rents than the amount subsidized by the government. This is the reason why many property owners in the capital have decided not to rent their homes to refugees due to the unprofitability. Refugees struggle to find and finance other housing options due to relatively high rental prices, lack of availability and a highly competitive housing market. Sometimes urgent and ad hoc interventions are needed to help families resolve their housing issue, such as providing temporary alternative shelter or hostel accommodation until they are provided with a stable housing solution. Since the beginning of the year, in 5 cases (single mother T.Y. and I.B., four-member families P., H. and S.), we had to reconcile families with several children or other vulnerable categories with landlords or find alternative accommodation for approx. 18 families and 7 singles.

Some Ukrainian refugees, especially single mothers with children, require additional financial support in the form of subsidies for rent, food and other necessities. JRS provides coupons for the basic needs of vulnerable categories and persistently mediates between beneficiaries in need and donors, both individuals and organizations. JRS also constantly works on advocacy and sensitizing the public and invites through social networks to collect aid for specific families and purposes. In 2023, JRS distributed twenty coupons per month and help in the form of necessities.

As a result of JRS mediation in individual urgent needs for greater financial support, we can single out material assistance to a family with 2 children from Novi Marof, 4 single mothers in Zagreb, a donation for the purchase of medical aids and wheelchairs for people with physical disabilities for the Stančić Rehabilitation Center, 6 pairs of glasses for visually impaired women and teenagers, 2 suitcases, 2 baby strollers and several car seats, etc.

It is still very relevant and necessary to provide support to Ukrainians when visiting a medical institution (interpretation in a stressful situation for them, coordination of obtaining referrals, organizing transport, cooperation with other services), although the need for this has decreased in the last three months.

From 2022, JRS Croatia provides psychological, linguistic and cultural programs for children, as well as the opportunity to interact with peers from the local community, both during the school year and summer. Croatian language courses and professional or psychosocial assistance programs, as well as help when joining the labor market is still a crucial

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activity and help to deliver for Ukrainian refugees. Also, alternative kindergarten options are necessary for their children who cannot attend city kindergartens. Cooperation with the Croatian Para-Taekwondo Federation enabled rehabilitation and participation in joint training with Croatian children during 3 to 6 months, through which ten children with special needs and their brothers and sisters went through.

In terms of protection and legal support, JRS Croatia has rich experience and professional skills in providing legal support and assistance to the migrant and refugee population, based on our long-standing support for persons under international protection and other migratory populations in Croatia. Ukrainian refugees are assisted by the legal adviser of JRS Croatia with the translation and mediation services of the Ukrainian cultural mediator and translator for Russian and Ukrainian.

Beneficiaries

While in the initial stage of emigration to Croatia most of the refugees came from western Ukraine in the early days of the conflict without serious war traumas, at the end of winter JRS recorded the arrival of traumatized families without a male figure from the eastern and southern regions of

Ukraine, whose homes were destroyed and whose cities were occupied by Russian forces. They will need our help in integration for many years, and JRS will advocate for medium- and long-term support. According to the estimates of the Ministry of the Interior, about two-thirds of the refugees who arrive in Croatia will stay for three to five years, with the potential that many will stay permanently.

People served in 6 months of 2023 **816**

People served from the start of the conflict **1.140**

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	221	212	500	97	1.030
Shelter & Non food Items	71	56	100	23	250
Legal assistance	-	-	180	40	220
Health	60	48	43	3	154

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Mental Health & Psychosocial Support	106	27	45	10	188
Education	13	15	41	6	75
Livelihood	-	-	-	-	-
Awareness raising/ advocacy	6	4	80	14	104
Integration & Peacebuilding	96	22	162	58	338

4. North Macedonia

With the outbreak of the conflict in Ukraine in the territory of North Macedonia arrived around 3000 Ukrainian refugees. According to the Law on Foreigners, Macedonian Government issued them ID cards for temporary residence for 1 year under humanitarian reasons because they began to stay longer than the legal stay in accordance with the Law on Foreigners, which was 3 months. Most of the Ukrainian refugees in North Macedonia are accommodated by their relatives and friends.

According to our fieldwork and information from the Ukrainian beneficiaries, the Government in North Macedonia does not have the funds and capacity for support. The refugees from Ukraine with ID cards for temporary residence only have protection in North Macedonia, but they don't have health insurance or social care, the children can't go to primary and secondary schools. This environment hampers the possibility to include refugees in the local communities.

Considering this factual situation, a large number of refugees from Ukraine left North Macedonia and continued their journey to other destination mostly in Western and Central Europe, but at the moment there are still around 400 refugees from Ukraine on the territory of North Macedonia who need additional support.

To respond to this situation and according to the needs, JRS Macedonia in coordination with the Association "Common Home" of

People served in 6 months of 2023 **400**

People served from the start of the conflict **780**

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mothers and children from Ukraine started helping the refugees.

JRS Macedonia weekly supported the Ukrainian beneficiaries with food, clothes, hygiene, social activities for the children, and medical care and also as conducting visits to the families who lived in Skopje and different cities across North Macedonia in line to inform them and give some legal advice if needed.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	95	90	115	65	370
Shelter & Non food Items	-	-	-	-	370
Legal assistance	-	-	-	-	115
Health	64	73	103	25	265
Mental Health & Psychosocial Support	-	-	-	-	-
Education	-	-	-	-	-
Livelihood	-	-	-	-	-
Awareness raising/ advocacy	-	-	-	-	-
Integration & Peacebuilding	-	-	-	-	370

5. Spain

In 2021, Spain hosted around 112,000 Ukrainian residents; however, the conflict's onset brought 168,000 refugees seeking refuge at the end of 2022. The Spanish Central and Regional Governments, together with SJM (Servicio Jesuita a Migrantes), orchestrated a multifaceted response.

SJM's approach includes targeting refugee families with existing community ties, addressing unique protection needs overlooked by the general system, and partnering with regional governments to foster citizen involvement. Grassroots efforts also play a role in integrating

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refugees into local communities.

SJM's inclusive stance extends even to displaced individuals who struggled to access protection due to complex circumstances. This comprehensive strategy not only provides sanctuary but also emphasizes social cohesion and shared responsibility.

Spain's compassionate response and SJM's versatile initiatives underscore the power of collective action, transcending borders to embody true global solidarity.

SJM project, aims at building resilient societies engaging citizens in the reception and accompaniment of Ukrainian refugees. 1.500 people participated in the project. Given the uncertainty prior the arrival of refugees, the project had to be reformulated to respond the actual need of the refugees in order to maximize the support, avoid duplication with other services provided either by other NGO's or by the Public Services. The main activities of the project are:

Hospitality Network: provide housing through welcoming homes (local families hosting refugee families) to war refugees,

- Hospitality communities (autonomous housing for a unique family unit accompanied by a groups of volunteers) for emergency and especial situations.
- Local Support Groups: 17 local community groups formed and



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accompanying refugees in the Hospitality Network before Public Services procedures (health centers, schools, administration) and promoting their participation and inclusion in local community activities, leisure, sports, etc.

- Orientation and legal assistance: first information and orientation for legal procedures/ legal assistance and litigation for war refugees not accessing temporary protection.
- Language Classes: 180 volunteers provide 150 hours per week of Spanish lessons.
- Capacity building: training and capacitation sessions for staff and volunteers to develop competences for accompanying war refugees. 24 sessions of training.

Beneficiaries

In the project, 1.500 people were helped. 752 local community members and 749 Ukrainian refugees. 18 of them were third country national residents in Ukraine (Nigeria, Russia, Morocco, Byelorussia, Georgia)

People served in 6 months of 2023	1.328
People served from the start of the conflict	2.056

SECTOR	CHILDREN	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	-	-	-	-
Shelter & Non food Items	205	213	42	460
Legal assistance	52	268	229	549
Health	-	-	-	-
Mental Health & Psychosocial Support	-	-	-	-
Education	-	-	-	-
Livelihood	-	-	-	-

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SECTOR	CHILDREN	WOMEN	MEN	TOTAL
Awareness raising/ advocacy	60	250	250	560
Integration & Peacebuilding	250	270	75	620
Capacity building	-	30	10	40

6. Serbia

According to data provided by the Center for Protection of Asylum Seekers, a total of 36,500 Ukrainian refugees entered Serbia during the initial six months of 2023. Among these, 7,437 individuals have officially registered their presence within Serbia. From this number, over 1,250 of the applied for material assistance in different Municipal Offices of the Serbian Commissariat for Refugees and Migrations in Serbia. A considerable portion of these refugees subsequently on to Central and We moved stern European countries, while others temporarily exit Serbia in pursuit of settling within an EU nation or resolving familial separation challenges. Ukrainian citizens, in accordance with the visa-free policy in Serbia, are granted a 90-day period to stay. Many are using this time



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span to consider their forthcoming steps, contemplating whether to seek temporary protection within Serbia, or to return home, or to seek refuge in some other country. Several families express interest in extending their stay without formally applying for temporary protection, all with the aspiration of in eventual return to their native Ukraine.

In alignment with directives from the European Union, Serbia took the initiative in 2022 to establish a system of temporary protection tailored for refugees originating from Ukraine. This innovation expedites and streamlines the process of registering and safeguarding these refugees within Serbia. Moreover, in a recent decision, temporary protection for asylum seekers will not be limited to only six months, but it can be issued for duration of 36 months. These decisions are further improving opportunities for refugees and asylum seekers in Serbia. However, other types of integration support still need many improvements, and JRS is involved in such improvements by implementing, presenting, exchange of experience and coordination with stakeholders in our projects in Serbia.

In this scenario, JRS Serbia contributed to wellbeing of the Ukrainian refugees with strengthening of the atmosphere of welcoming in the local communities and in the school communities of Serbia by organizing 2 seminars for schoolteachers and improving their work with schoolchildren on the topics of tolerance, refugees, and integration. There was high interest among schoolteachers if central Serbia for the seminars, and we had more participants than expected. Reactions of the community and public were good. Especially interest among schoolteachers to participate on seminars that we organized in two regional centers of Serbia. This shows the need for future engagement in work with schoolteachers and school communities.

The project distributed Cash Cards to refugees from Ukraine and they were mostly used as urgent assistance, and for livelihood needs, medicaments, and for paying heating bills during winter.

We have coordinated our work with the Serbian government body - Commissariat for Refugees and Migration and covered Ukrainian refugees in the worst material situation in different municipalities of Serbia. Reactions of the community and public are good. Especially interest among schoolteachers to participate on seminars that we organized in two regional centers of Serbia.

Moreover, in July 2023 we contributed funding of the summer camp for Ukrainian children in the Serbian mountain resort Stara Planina. These camps were part of our support to activities for children refugees initiated

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by Ukrainian Embassy in Serbia and Association of Ukrainians.

Beneficiaries

Beneficiaries of the project are refugees from Ukraine in Serbia, who registered for assistance due to their material problems, separated family problems, and other personal issues.

Beneficiaries are also schoolteachers, school communities

and local communities, where seminars for promotion of tolerance, rights of the refugees, and integration issues were held.

Ukrainian refugees in Serbia are spread in many different municipalities of Serbia, mostly of Belgrade, where their access to support services provide by civil organizations is lower. By personally reaching refugees at the meetings scheduled in the municipal offices, our team is not just providing material assistance, but also first psychosocial support to many of them.

Summary until the end of July 2023

1. Supported Ukrainian refugees: 406 persons.
2. Awareness/Advocacy and Integration/Peace Building – 2.132 schoolteachers, schoolchildren, and people in local communities in two regions of Serbia.

We supported summer camp for Ukrainian Children refugees initiated by the Ukrainian Embassy in Serbia and their Association of Ukrainians. We also extend our support in psychosocial support and education.

There were no cases of unaccompanied and separated children's refugees from Ukraine.

SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	9	9	43	16	77
Shelter & Non food Items	-	-	-	-	-

People served in 6 months of 2023 406

People served from the start of the conflict 472

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Legal assistance	-	-	-	-	-
Health	-	4	57	24	85
Mental Health & Psychosocial Support	-	15	81	28	124
Education	4	3	28	7	42
Livelihood	56	36	222	50	406
Awareness raising/ advocacy	1.180	900	35	17	2.132
Integration & Peacebuilding	1.180	900	-	-	2.080
Capacity building	-	-	-	-	-

7. Portugal

Since March 2022, JRS-Portugal has provided multifaceted support, including social, psychological, legal assistance, and housing solutions for Ukrainian refugees fleeing the war. The Portuguese government and civil society have been more welcoming to Ukrainian refugees, recognizing their qualifications and providing support through existing Ukrainian community associations. However, housing remains a challenge due to high private housing prices, especially in urban areas. Although the Porta de Entrada program helps with rent support, it's only available in certain municipalities.

Portugal is grappling with a housing crisis, particularly affecting migrant and refugee families. The rental market is highly competitive with few affordable options, despite housing being a right enshrined in the Portuguese Constitution and Universal Declaration of Human Rights. Consequently, the SAFE RENT program has been introduced to assist with monthly rental costs.

Many families leaving foster care programs face difficulties securing housing due to a lack of guarantors, limited affordable rentals, or discrimination from landlords. Independent housing is crucial for these families to rebuild their lives and maintain their traditions. To achieve

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independence, improving employability is vital, as employment and housing are interlinked.

In Portugal, landlords often require advanced rent payments, deposits, and guarantors, posing obstacles to lease contracts. Ukrainian families have had somewhat less difficulty meeting these requirements compared to other nationalities, possibly due to cultural similarities. JRS has also established relationships with accommodating landlords. Overall, housing remains a critical issue for Ukrainian refugees in Portugal. Initial support from programs like SAFE RENT is essential to bridge this financial gap.

The goal of the project was to assist 21 families and 63 individuals, but by the end of May, they had already helped 33 households and 80 people, with 18 households and 43 people supported between January and May.

Beneficiaries

During the months of January to May, the Safe Rent Project has been able to support a total of 33 families, of which 7 are living in single rooms and the rest are in apartments. By the end of May, there were a total of 80 people benefiting from the Safe Rent monthly allowance. There were 13 men and 36 women, 8 young people between the ages of 13 and 18 years, and 23 children between the ages of 0 and 12 years.

People served in 6 months of 2023	80
People served from the start of the conflict	115

Just like in the previous report, most families in this program continue to be couples or single women with underage children. All the beneficiaries have Ukrainian nationality, except for one woman and two young men. The woman is from Pakistan. One of the men is from Nigeria and the other is from Iran. They are both sharing a house, where each one has got his own bedroom.

It is important to mention that, overall, the 33 households show a significant geographical concentration of rental contracts in the metropolitan areas of Lisbon and Porto. These are the regions where it is easier to find employment opportunities, as opposed to higher rents from Ukraine.

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SECTOR	GIRLS	BOYS	WOMEN	MEN	TOTAL
Emergency Aid/ Relief/ Assistance	-	-	-	-	-
Shelter & Non food Items	78	52	165	65	369
Legal assistance	-	-	-	-	-
Health	-	-	-	-	-
Mental Health & Psychosocial Support	-	-	-	-	-
Education	-	-	-	-	-
Livelihood	-	-	-	-	-
Awareness raising/ advocacy	-	-	-	-	-
Integration & Peacebuilding	-	-	-	-	-
Capacity building	-	-	-	-	-

7. Maiia's story

My name is Maiia, I am Ukrainian from the city of Kramatorsk. When the war started, I came here to the Basque Country, to San Sebastian, with my daughter Polina, who is 16 years old. In Ukraine I worked in the Chamber of Commerce, I'm an economist, and I like my job. In Ukraine I had my little flat, I also have my mother and my brothers and sisters there. My city is not big and I walked to work. My daughter studied in high school, and she liked it. She also did dance (hip-hop) and went to English classes. Every weekend and in the holidays we went with my daughter to my mother's village. She has a big garden, she likes to grow flowers and fruits and vegetables. We used to swim and sunbathe in the river of the village. I used to like living in Ukraine, it is my country.

I arrived here in March 2022. When we crossed the border a Ukrainian guy offered us a place in his van. I didn't really know where to go, whether to Poland, or Germany... because I didn't have any acquaintances anywhere.

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This guy was going to the Basque Country and he told us that the people are friendly and hospitable. When we arrived we stayed for a short time with another Ukrainian family. Just afterwards, through Loturak and the Loiolaetxea Association (member of SJM network), I was told that a family from San Sebastián had volunteered to take us in. We visited them and met Maite and Ricardo. They are my other family. I have a family in Ukraine and another Basque family now. I always tell God thank you, thank you, for this family, because they are very good. They are helping us a lot and explaining a lot to us. We practise Spanish and they support us a lot so that we learn.

Loturak is a very good initiative because they put us in contact with Maite and Ricardo, they have explained a lot to us, they support us in the appointments we have, they guide us with my daughter's studies, the Spanish classes, etc.

The most difficult part of going to live with another family was at the beginning because of the language, because I didn't understand anything. Before we started, I was worried about how we would speak together, but in less than two weeks we understood each other better. They told me not to worry, we talked, and with a little help from the translator everything was easier. They always tell me a lot of words that reassure and encourage me. At the beginning I was also worried about



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what it would be like to live together, because at the end of the day it is their home and their life. And my daughter and I in the middle. But they are a very open family and the only thing that was complicated was the language. Maite and Ricardo are optimistic, cheerful and affectionate, and that helps me. Also, this year I had a health operation and they have always been with me and supported me a lot.

Last year my daughter Polina was very worried about the war and about our family in Ukraine, but now she is happier because she has finished the 4th year of ESO (Secondary Education) and next year she is going to start an intermediate degree in administrative management and also study Spanish. We both want to study English as well as Spanish. Polina has many dreams for the future. And her dreams are here, in the Basque Country. We like the Basque Country, the people, the culture, the climate, the food, we like everything.

I also have several dreams. First of all I want the war in Ukraine to end because I am worried about my family, for all Ukrainian people, and for how my homeland will be afterwards. I would also like to be able to work. And when I have a job, I can rent a small flat and little by little, my life will be happier. Now I know that it is very important to enjoy life, because we don't know what will happen tomorrow. Before the war my life was fine, I had my house, my job, I had my family nearby...

Now I want to enjoy life and meet other people.

Now I want to enjoy life and meet other people. Let's see what the future holds.

I would also like my mother to be able to come to visit me for a week, so she can see how well I'm doing here and tell me that she likes my life in the Basque Country. When the war is over, and everything is better in the Ukraine, I would also love for my host family to get to know Ukraine and see what a small but beautiful country it is, with a lot of nature, very funny, and also like here, very friendly and very also like here, very friendly and very hospitable.

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8. Financial summary

Pillar	Code	Budget Categories	North Macedonia	Portugal	Croatia	Serbia	Ireland	Spain	Total
WELCOME	1A	Short-term shelter	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 52.718,34
	1B	Emergency, aid, relief assistance	€ 8,648	€ 0,00	€ 3.290,50	€ 40.779,36	€ 0,00	€ 0,00	
	2A	Long-term shelter	€ 0,00	€ 51.240,50	€ 0,00	€ 10.008,89	€ 0,00	€ 32.755,58	
	2B	Non-food items	€ 196,70	€ 0,00	€ 459,59	€ 0,00	€ 0,00	€ 0,00	
	2C	Mental Health Psychosocial Services	€ 0,00	€ 0,00	€ 9.986,15	€ 0,00	€ 21.781,32	€ 0,00	
	2D	Health	€ 4.894,80	€ 0,00	€ 39,80	€ 0,00	€ 0,00	€ 0,00	
PROTECT	2E	Education	€ 0,00	€ 0,00	€ 3.711,32	€ 0,00	€ 0,00	€ 0,00	€ 145.726,58
	2F	Legal advice	€ 447,34	€ 0,00	€ 0,00	€ 0,00	€ 2.341,76	€ 7.862,82	
	3A	Education	€ 0,00	€ 0,00	€ 13.773,25	€ 0,00	€ 0,00	€ 0,00	
	3B	Livelihood	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	
	4A	Education	€ 0,00	€ 0,00	€ 0,00	€ 7.024,73	€ 10.000,00	€ 0,00	
	4B	Livelihood	€ 0,00	€ 0,00	€ 0,00	€ 6.271,74	€ 0,00	€ 0,00	
INTEGRATE	4C	Awareness raising	€ 0,00	€ 0,00	€ 20.761,76	€ 0,00	€ 0,00	€ 0,00	€ 82.039,08
	4D	Advocacy	€ 0,00	€ 0,00	€ 3.200,19	€ 0,00	€ 0,00	€ 0,00	
	4E	Reconciliation	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	€ 0,00	
	4F	Peacebuilding	€ 0,00	€ 0,00	€ 7.114,62	€ 0,00	€ 0,00	€ 27.666,04	
	5A	Capacity building	€ 0,00	€ 0,00	€ 1.687,73	€ 0,00	€ 0,00	€ 0,00	
	INSTITUTIONAL STRENGTHENING	5A	Capacity building	€ 0,00	€ 0,00	€ 1.687,73	€ 0,00	€ 0,00	
TOTAL									€ 295.944,98

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We are grateful to our donors, staff, volunteers and all the people who make this possible.

Thank you!

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