SMART UA | ESF-SI-2024-UA-01-0074

Person-Centered Approach

Guidelines for Supporting Ukrainian Refugees' Access to Housing

COMMON TEMPLATE FOR NATIONAL GUIDELINES

WP2 — A002.004 — D002.004

Prepared by: Association of Schools of Social Work in Romania (ASSWR)

For review by: Szociometrum (HU) | Trnava University, Dept. of Sociology (SK)

Coordinated by: Jesuit Refugee Service Europe (JRS-E)

Version 2 — Revised following partner review (Szociometrum HU, CPPR SK)

Incorporating feedback received by 1 April 2026



Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

How to Use This Template

This template defines the common structure that all three national PCA Guidelines must follow. It must be completed independently by each national research team, using their own national research findings.

Yellow boxes	Instructions for the national team — explain what content to add in each section
Orange boxes	Examples from Romania — for illustration only; replace with your national content
Blue-bordered boxes [ ]	Empty fields to be completed by the national team
Green step boxes	Fixed structure — the 7 assessment steps are the same in all three countries; national teams adapt the content within each step, not the steps themselves
What is fixed	Section structure; step titles; table column headers; ethical principles; referral principles; monitoring indicators
What each team adds	National research findings; country-specific housing schemes and legal framework; national stakeholder contacts; national good practices; country-specific assessment questions

INSTRUCTION FOR NATIONAL TEAM:

Before completing this template: (1) Read the common PCA Framework (D002.004, Part 1). (2) Ensure your national housing market analysis report and stakeholder mapping report are finalised — these are the primary data sources for Sections 2, 4, and 5. (3) Complete the template in English first; the national language version is produced separately. (4) Send your completed template to ASSWR by [date to be agreed after framework review]. Do not send draft versions with incomplete sections.

Document Information

INSTRUCTION FOR NATIONAL TEAM:
Complete all fields below for your country. Replace [COUNTRY] throughout the document with HU, RO, or SK as applicable.

Project	SMART UA — ESF-SI-2024-UA-01-0074
Work Package	WP2 — Enhancing Housing Access for Ukrainian Refugees through Innovative Schemes and Approaches
Activity	A002.004 — Define and apply a Person-Centered Approach Framework
Deliverable	D002.004 — Guidelines for the Realization of a Person-Centered Framework to Support (National Guideline — [COUNTRY])
Document type	National operational guideline for practitioners (English version)
Relationship to Framework	This Guideline operationalises the common PCA Framework (D002.004 — Part 1) for the [COUNTRY] national context
Lead author	[Name of national research team and institution]
Collaborating partner	[Name of national JRS / implementing partner]
Primary users	[Social workers, mentors, and case managers of [partner name], operating within the SMART UA pilot project in [COUNTRY]]
Language	English (national language version produced separately)
Status	[Draft / Final]
Date	[Month Year]

ESF+ SI+

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

Table of Contents

1. Purpose and How to Use This Guideline
2. The National Context: Key Findings from WP2 Research
   - 2.1. Profile of Ukrainian Refugees in [COUNTRY]
   - 2.2. Main Housing Barriers Identified
   - 2.3. Housing Support Schemes Available in [COUNTRY]
   - 2.4. Legal and Policy Framework
3. The Person-Centered Assessment: Step-by-Step
   - Step 1 — First Contact and Informed Consent
   - Step 2 — Socio-Demographic and Household Profile
   - Step 3 — Vulnerability Assessment
   - Step 4 — Housing Situation and Stability
   - Step 5 — Identifying the Housing Solution
   - Step 6 — Individual Support Plan
   - Step 7 — Follow-Up and Case Review
4. Matching Profiles to Housing Solutions in [COUNTRY]
   - 4.1. Vulnerability Profiles in the National Context
   - 4.2. Matching Table: Profile — Solution — Key Actions
5. Stakeholder Referral Network in [COUNTRY]
   - 5.1. Key Actors and Their Role
   - 5.2. Referral Pathways
6. Good Practices from National Research
7. Cross-Referral with Labour Market Support (WP3)
8. Documentation and Monitoring
9. Glossary
10. References

1. Purpose and How to Use This Guideline

INSTRUCTION FOR NATIONAL TEAM:
Keep the first paragraph fixed (common to all countries). Adapt the second paragraph to your national context — replace [COUNTRY], [partner name], and [pilot location(s)].

This Guideline is the operational instrument for social workers, mentors, and case managers working within the SMART UA pilot project. It translates the common Person-Centered Approach (PCA) Framework — developed jointly by ASSWR (RO), Szociometrum (HU), and Trnava University (SK) — into practical, step-by-step tools grounded in the national context.

[Describe the national context briefly: which organisation(s) use this guideline in [COUNTRY]; in which city/cities is the pilot implemented; who are the primary users (social workers, mentors, volunteers).]

This Guideline is for	[Social workers and mentors of [partner name]; case managers in partner organisations within the SMART UA pilot in [COUNTRY]]
This Guideline covers	Individual assessment of housing needs; matching to available solutions in [COUNTRY]; referral to the national stakeholder network; case documentation
Basis	[List your national WP2 research documents: stakeholder mapping report, housing market analysis report, good practices report, WP3 labour market report — with dates]
Language	Available in English and [national language]. For direct work with beneficiaries, use the [national language] version and Ukrainian-language communication materials.

2. The National Context: Key Findings from WP2 Research

INSTRUCTION FOR NATIONAL TEAM:

This section is populated entirely from your national research reports (housing market analysis and stakeholder mapping). Do not use data from other countries. All statistics must be sourced and dated.

2.1. Profile of Ukrainian Refugees in [COUNTRY]

INSTRUCTION FOR NATIONAL TEAM:

Insert: total number of registered Ukrainian refugees in your country (with source and date); key socio-demographic characteristics from your WP2 refugee survey (gender, age, length of stay, family situation, health status, employment status, education). For each characteristic, add a column explaining its relevance for the housing assessment.

EXAMPLE (Romania — for illustration only):

Romania (N=44, September 2025): 89% women; 86% have been in Romania 2+ years (stabilised phase); 50% report health conditions limiting daily activities; only 21% employed. Source: ASSWR housing market analysis, 2026. Note: for small sample sizes (N<100), use whole numbers rather than decimals when reporting percentages.

Characteristic	Finding ([COUNTRY], N=?, date)	Relevance for assessment
Gender	[ ]	[ ]
Age distribution	[ ]	[ ]
Length of stay	[ ]	[ ]
Family situation	[ ]	[ ]
Household size	[ ]	[ ]
Health status	[ ]	[ ]
Education level	[ ]	[ ]
Employment status	[ ]	[ ]

2.2. Main Housing Barriers Identified

INSTRUCTION FOR NATIONAL TEAM:

List the barriers identified in your national housing market analysis, in order of frequency or importance. For each barrier: add the quantitative finding from your refugee survey; add the qualitative finding from your focus group or interviews; explain what this means for the individual assessment in Section 3.

EXAMPLE (Romania — for illustration only):

Romania: High rental costs (100% of respondents); lack/instability of income (97.7%); language barriers (52.3%); discrimination by landlords (20.5%); ANAF registration issues (11.4% — blocks access to school enrolment and benefits). Source: ASSWR, 2026.

Barrier	Frequency (survey, N=?)	Key finding (focus group / interviews)	Assessment implication
[Barrier 1]	[ ]	[ ]	[ ]

Barrier	Frequency (survey, N=?)	Key finding (focus group / interviews)	Assessment implication
[Barrier 2]	[ ]	[ ]	[ ]
[Barrier 3]	[ ]	[ ]	[ ]
[Barrier 4]	[ ]	[ ]	[ ]
[Barrier 5]	[ ]	[ ]	[ ]
[Add rows as needed]			

2.3. Housing Support Schemes Available in [COUNTRY]

INSTRUCTION FOR NATIONAL TEAM:

List all housing schemes documented in your national housing market analysis. For each scheme: describe it briefly; identify the provider(s); explain eligibility and how to access it; note the current status (active, limited, terminated). Include supported housing arrangements for persons with disabilities where these exist in your national context. This section is the operational reference for the matching in Section 4.

EXAMPLE (Romania — for illustration only):

Romania schemes include: GEO 96/2024 allowance (up to RON 2,000/month for families, max 3 months, via IGI); JRS Romania rent mediation and financial support; Habitat for Humanity Social Rental Programme (30 apartments); private rental with NGO mediation; supported housing for persons with disabilities (where available); 50/20 hosting programme (terminated July 2025). Source: ASSWR, 2026.

Scheme	Description	Provider(s)	Eligibility / access	Current status
[Scheme 1]	[ ]	[ ]	[ ]	[ ]
[Scheme 2]	[ ]	[ ]	[ ]	[ ]
[Scheme 3]	[ ]	[ ]	[ ]	[ ]
[Scheme 4]	[ ]	[ ]	[ ]	[ ]
[Scheme 5]	[ ]	[ ]	[ ]	[ ]
[Add rows as needed]				

2.4. Legal and Policy Framework

INSTRUCTION FOR NATIONAL TEAM:

Summarise the key legal provisions governing temporary protection, housing access, and financial support in your country. Focus on what a social worker needs to know during the assessment — not a comprehensive legal analysis. Always include the current expiry date of temporary protection and any recent legislative changes.

EXAMPLE (Romania — for illustration only):

Romania: Temporary protection under GEO 96/2024, extended until 4 March 2026 by GEO 15/2025. IGI issues residence documents and CNP. Financial support up to RON 750/month

(single) or RON 2,000/month (family) for max 3 months (GEO 96/2024). Social housing formally accessible but stock very limited. ANAF registration of rental contract required for administrative access (school, benefits) — many landlords refuse.

Legal / policy element	Key provision in [COUNTRY]	Practical implication for assessment
Temporary protection legal basis	[ ]	[ ]
Current expiry date of temporary protection (collective extension)	[ ]	[ ]
Right to housing / private market access	[ ]	[ ]
Financial support for accommodation	[ ]	[ ]
Social housing access	[ ]	[ ]
Key administrative requirement	[ ]	[ ]
Recent legislative change to flag	[ ]	[ ]

3. The Person-Centered Assessment: Step-by-Step

INSTRUCTION FOR NATIONAL TEAM:

The 7-step structure is fixed across all three countries. For each step: keep the step title and general description; adapt the specific questions and indicators to your national context (legal documents, administrative requirements, national schemes). Add country-specific notes where relevant.

The assessment is conducted over one or more conversations — not necessarily in a single session. The social worker adapts the pace and depth to the person's situation. All information is recorded in the case management database. The assessment is conducted in Ukrainian where possible, using interpretation support where needed.

1

First Contact and Informed Consent

FIXED — do not modify. Introduce yourself and the purpose of the meeting. Explain that participation is voluntary. Explain how information will be used and stored (GDPR). Obtain verbal or written consent. Provide the person with your contact information. Conduct the conversation in Ukrainian where possible; arrange interpretation if needed.

2

Socio-Demographic and Household Profile

FIXED — do not modify. Collect: full name; age and gender; length of stay in [COUNTRY]; family situation (partner present/absent, children and ages, elderly or dependent household members); education level; current labour market status; approximate monthly household income.

3

Vulnerability Assessment

ADAPT to national context — see instruction below.

INSTRUCTION FOR NATIONAL TEAM:

For Step 3: the 8 vulnerability dimensions in the table below are fixed across all countries (from the common Framework). For each dimension: adapt the 'Key questions' column to your national context (e.g. name of residence document, specific financial support programme, relevant administrative requirement); adapt the 'Indicators of elevated vulnerability' column to reflect what your national research identified as most critical.

EXAMPLE (Romania — for illustration only):

Romania example for 'Legal status' dimension: Key questions — Valid temporary protection? IGI residence document available? CNP issued? Indicators — Protection expiring within 6 months; missing CNP; pending status renewal (important because CNP is required for school enrolment, banking, and access to benefits in Romania).

Dimension	Key questions for [COUNTRY]	Indicators of elevated vulnerability in [COUNTRY] context
Legal status	[Adapt to national residence document system and protection status framework. Note: temporary protection is collectively extended — there is no individual expiry date per beneficiary. Assess whether the most recent collective extension has been formally registered by the beneficiary with the national authority.]	[Missing or unrecognised documentation; collective extension not yet registered; unclear status due to administrative delays; pending legal proceedings]

Dimension	Key questions for [COUNTRY]	Indicators of elevated vulnerability in [COUNTRY] context
Household composition	How many persons? Ages of children? Is the adult the sole caregiver? Is the spouse present in [COUNTRY]?	Single adult with 1+ child under 15; elderly person alone; adult with dependent family member
Health status	[ ] Health conditions limiting daily activities? Mental health / PTSD indicators? Regular treatment needed?	[Adapt based on your research findings]
Income and financial situation	[ ] Monthly income? Sources? Current rent? Arrears? Eviction risk?	[Adapt — note any national-specific financial support that has ended or changed]
Employment status	[ ] Employed? Formal or informal? Barriers to employment specific to [COUNTRY]?	[Adapt — note age, language, qualification recognition barriers specific to your context]
Language proficiency	[ ] Basic communication in [national language] for housing-related activities?	No [national language]; communication only in Ukrainian or Russian; functional illiteracy — requires adapted communication tools
Housing stability	[ ] Current housing type? Formal contract? Contract registered with [national authority]? Eviction notice? Overcrowding?	[Adapt — note any specific administrative requirement (e.g. ANAF in RO)]
Social support network	[ ] Contacts with local community or other Ukrainians? Aware of available services?	Isolated; no prior contact with any support organisation

4

Housing Situation and Stability

ADAPT to national context. Assess current housing in detail: type of accommodation; landlord contact (for verification against national database); monthly rent; payment regularity; formal contract status; any administrative registration requirement; length in current accommodation; immediate eviction risk. FLAG: if eviction notice received, treat as urgent — go directly to Step 5.

5

Identifying the Housing Solution

FIXED process — ADAPT the specific schemes. Based on vulnerability assessment (Step 3) and housing situation (Step 4), identify the most appropriate solution using the matching table in Section 4. Discuss options with the beneficiary — they must agree and understand. Check availability before confirming. Always verify the national verified landlord database.

6

Individual Support Plan

FIXED — do not modify. Document: housing solution identified; actions by social worker; actions by beneficiary; referrals (to which organisation, for what, by when); any financial support requested; timeline for key milestones; next appointment. Share a copy with the beneficiary in Ukrainian.

7

Follow-Up and Case Review

FIXED — do not modify. Contact beneficiary within 30 days. Verify housing solution in place and stable. Confirm referrals were received and acted upon. If situation changed (eviction, income loss, health deterioration): update assessment and revise plan. Cases with multiple vulnerabilities: review monthly.

4. Matching Profiles to Housing Solutions in [COUNTRY]

4.1. Vulnerability Profiles in the National Context

INSTRUCTION FOR NATIONAL TEAM:

The 5 vulnerability profiles below are common to all three countries (from the Framework). For each profile: confirm whether it is prevalent in your national context based on your research findings; add any country-specific characteristics; note any profile that is more or less prominent than expected. Add a national-specific profile if your research identified one not covered by the 5 common profiles.

EXAMPLE (Romania — for illustration only):

Romania: Profile 4 (long-stay facing instability) is now the dominant profile — 86.4% of sample have been in Romania 2+ years. Profile 1 (single mothers) is particularly affected by the termination of the 50/20 hosting programme in July 2025. Profile 2 (elderly) is more pronounced than in other countries — 18.2% of sample are 65+.

Priority	Profile	Confirmed prevalent in [COUNTRY]?	National context specifics
1 — Highest	Single mothers with dependent children	[Yes / No / Partially]	[ ]
2 — High	Elderly persons (60+) with limited income	[Yes / No / Partially]	[ ]
3 — High	Persons with disability or chronic health condition	[Yes / No / Partially]	[ ]
4 — Medium-High	Long-stay refugees (2+ years) facing housing instability	[Yes / No / Partially]	[ ]
5 — Medium	Recently arrived (under 6 months)	[Yes / No / Partially — Note: may represent a very small share of population in some national contexts; confirm from your research data]	[ ]
6 — High (where applicable)	Roma refugees facing multiple structural vulnerabilities	[Yes / No / Not applicable — include only if relevant in your national context and supported by research data]	[If applicable: describe specific barriers and compounding factors identified in your national research]
[Additional profile if identified]	[ ]	[ ]	[ ]

4.2. Matching Table: Profile — Solution — Key Actions

INSTRUCTION FOR NATIONAL TEAM:

For each vulnerability profile: identify the preferred housing scheme(s) available in your country (from Section 2.3); describe the key actions the social worker must take in your national context; list the referrals needed, using organisations identified in your stakeholder mapping (Section 5.1).

EXAMPLE (Romania — for illustration only):

Romania example for Profile 1 (single mothers): Preferred schemes — private rental with JRS RO mediation; transitional bridge support if arrears; verified landlord database. Key actions — check school enrolment, verify ANAF-registered contract (needed for school and benefits), request bridge support if arrears. Referrals — AJOFM or NGO employment services; school/kindergarten; GEO 96/2024 allowance via IGI.

Profile	Preferred housing scheme(s) in [COUNTRY]	Key actions for social worker	Referrals needed
Single mothers with dependent children	[ ]	[ ]	[ ]
Elderly persons (60+)	[ ]	[ ]	[ ]
Persons with disability / chronic health condition	[ ]	[ ]	[ ]
Long-stay facing instability (2+ years)	[ ]	[ ]	[ ]
Recently arrived (under 6 months)	[ ]	[ ]	[ ]

5. Stakeholder Referral Network in [COUNTRY]

5.1. Key Actors and Their Role

INSTRUCTION FOR NATIONAL TEAM:
Populate this table using the stakeholder mapping report for your country (WP2 — A002.001), which provides the reference for referral decisions. For each organisation: note any conditions or procedures for referral.

EXAMPLE (Romania — for illustration only):
Romania: JRS Romania (internal, core case management); IGI (residence documents and GEO allowance); DGAS Bucharest (social services); DGASPC (county level, child protection); Habitat for Humanity Romania (social rental programme, contact: ana.olaru@habitat.ro); UNHCR; IOM; Caritas; AJOFM (employment); Rebenciuc Foundation (Vâlcea).

Organisation / actor type	Role in housing support	How to access / refer	Contact
[Implementing partner — internal]	[ ]	Internal	[ ]
[National public authority (immigration)]	[ ]	[ ]	[ ]
[Local public authority]	[ ]	[ ]	[ ]
[NGO (national or international)]	Direct services: case management, legal aid, language courses, MHPSS, housing mediation; project-based rental support; community-based assistance	Most housing-related needs; case management; housing mediation; access to rental support programmes; referrals to services	[ ]
[NGO 2]	[ ]	[ ]	[ ]
[Faith-based / community organisation]	[ ]	[ ]	[ ]
[International organisation (UNHCR/IOM)]	[ ]	[ ]	[ ]
[Employment agency]	[ ]	[ ]	[ ]
[Healthcare / MHPSS provider]	[ ]	[ ]	[ ]
[Add rows as needed]			

5.2. Referral Principles

The following referral principles are fixed across all three countries and must be applied consistently:

- Always obtain the beneficiary's consent before making a referral.
- Where possible, make a warm referral — direct contact between you and the receiving organisation.

- Document all referrals in the case record: organisation, purpose, date, contact person, outcome.
- Follow up within 30 days to confirm the referral was received and acted upon.
- For urgent cases (eviction risk, health crisis, family with no shelter): same-day referral and notify supervisor.

INSTRUCTION FOR NATIONAL TEAM:
Add any country-specific referral requirements or procedures here — e.g. mandatory notification to child protection services, specific referral forms required by national authorities, etc.

[National-specific referral requirements for [COUNTRY]: [ ]]

6. Good Practices from National Research

INSTRUCTION FOR NATIONAL TEAM:

Document the 3 good practices identified in your national housing market analysis (WP2 — A002.002, Part II). For each good practice: describe the actor profile (without identifying the person); explain what worked and why; extract the key lesson for practitioners; assess replicability; add a direct recommendation for social workers. Keep each good practice to approximately half a page.

EXAMPLE (Romania — for illustration only):

Romania documented 3 good practices: (1) Bridge support enabling transition from informal hosting to stable housing — key lesson: time-limited financial support at a critical moment prevents housing loss; (2) Landlord relationship and mediation for elderly refugee with labour market exclusion — key lesson: landlord trust-building is essential when public support is insufficient; (3) Active NGO mediation and language support for older woman without Romanian — key lesson: for beneficiaries without language skills, active social worker involvement in all housing processes is a prerequisite.

Good Practice 1 — [Title]

INSTRUCTION FOR NATIONAL TEAM:

Profile: describe the beneficiary profile (vulnerability type, household composition, length of stay) without identifying the person. Then complete the four fields below.

Element	Content
Actor profile	[ ]
What worked and why	[ ]
Key lesson for practitioners	[ ]
Replicability	[ ]

Good Practice 2 — [Title]

Element	Content
Actor profile	[ ]
What worked and why	[ ]
Key lesson for practitioners	[ ]
Replicability	[ ]

Good Practice 3 — [Title]

Element	Content
Actor profile	[ ]
What worked and why	[ ]

Element	Content
Key lesson for practitioners	[ ]
Replicability	[ ]

7. Cross-Referral with Labour Market Support (WP3)

INSTRUCTION FOR NATIONAL TEAM:
Populate the third column of the table below using the employment stakeholder mapping and labour market analysis reports from your country (WP3 — A003.001, A003.002). The first two columns are fixed across all countries. Add rows for any country-specific employment-housing connection identified in your research.

Housing situation trigger	Employment dimension (common)	WP3 referral action in [COUNTRY]
Income below rent cost; risk of arrears	Unemployment or precarious employment	[National employment service or NGO; name and contact]
High qualification but low income (skills mismatch)	Below-qualification employment; qualification recognition pending	[Skills assessment tool; qualification recognition support in [COUNTRY]]
Elderly person excluded from labour market (55+)	Age-based exclusion documented across all 3 countries	[National options for self-employment, partial employment, social support supplement]
Single mother with childcare barrier	Childcare gap prevents full-time employment	[National childcare support; flexible/remote employment options]
Recently arrived — no employment history	No work experience in [COUNTRY]; qualification unknown	[National employment agency registration; skills assessment]
Language barrier affecting housing and employment	Romanian/Hungarian/Slovak language as prerequisite for both	[National language course providers; timeline to employability]

8. Documentation and Monitoring

The following documentation requirements are fixed across all three countries:

Document / record	Content	Database / location	Timing
Individual assessment record	Steps 2–4: household profile, vulnerability dimensions, housing situation	D002.008 / D003.005	At first contact; updated at each review
Individual support plan	Agreed solution, actions, referrals, timeline, next appointment	Case file (paper + digital)	By end of first full assessment session
Referral record	Organisation, purpose, date, contact, outcome	Case file	At referral; outcome within 30 days
Follow-up record	Housing situation at 30 days; plan updates	D002.008 / D003.005	30 days after plan agreed; monthly for complex cases
Consent form	Written or verbal consent for data processing	Case file	Before any data collection

INSTRUCTION FOR NATIONAL TEAM:
Add here any country-specific documentation requirements — national reporting formats, additional databases, local authority notification requirements, etc.

[Country-specific documentation requirements for [COUNTRY]: [ ]]

Monitoring indicators (fixed across all countries — contribution to overall SMART UA KPIs):

- Number of Ukrainian refugees assessed using the vulnerability matrix
- Number of households matched to a housing solution
- Number of referrals made to multi-stakeholder network partners
- Number of cases with eviction risk successfully stabilised
- Refugee satisfaction with assessment process (exit survey, gender-disaggregated)

9. Glossary

INSTRUCTION FOR NATIONAL TEAM:

The terms below are fixed across all countries. Add national-specific terms at the end — particularly national institutional abbreviations, national legal instruments, and any technical terms specific to your housing or social assistance system.

Beneficiary of temporary protection	Person from Ukraine holding temporary protection status under EU Directive 2001/55/EC and national implementing legislation. Used interchangeably with 'Ukrainian refugee' in this document.
Bridge / transitional support	Short-term (1–3 months) targeted financial support to prevent housing loss and facilitate transition to a stable housing solution.
Case worker / social worker	Trained professional who conducts the PCA assessment and manages the support plan within the SMART UA pilot.
Housing solution	Any accommodation arrangement — temporary or medium-term, public, NGO-managed, or private — providing stable shelter for a refugee household.
MHPSS	Mental Health and Psychosocial Support.
Multi-stakeholder network	Network of 20–40 organisations established in each country under A002.006, providing a shared referral and coordination infrastructure.
Temporary protection	Legal status granted to persons displaced from Ukraine under EU Decision 2022/382.
Verified landlord database (D002.008)	Database of screened landlords committed to renting to Ukrainian refugees under fair conditions; managed by the national implementing partner.
Warm referral	Referral made through direct contact between the referring social worker and the receiving organisation.
[National abbreviation 1]	[Definition]
[National abbreviation 2]	[Definition]
[National legal instrument]	[Description relevant for practitioners]

10. References

INSTRUCTION FOR NATIONAL TEAM:

List all national research documents produced within SMART UA as primary references. Add external sources cited in Section 2. Keep to sources directly cited in the Guideline — this is not a bibliography of the broader field.

ASSWR. (2025). Person-Centered Approach Framework for Supporting Ukrainian Refugees' Access to Housing — Common Transnational Framework (WP2 — D002.004, Part 1). SMART UA Project.

JRS Europe. (2025). Common Research Methodology — Housing Support for UA Refugees (WP2 — A002.001). SMART UA Project. Brussels: JRS Europe.

JRS Europe. (2025). WP2 Housing Market Analysis and Good Practices — Research Methodology and Tools (WP2 — A002.002). SMART UA Project. Brussels: JRS Europe.

[[National research team]. ([Year]). National Report on Housing Stakeholder Mapping — [COUNTRY] (WP2 — A002.001). SMART UA Project.]

[[National research team]. ([Year]). National Report on Housing Market Analysis and Good Practices — [COUNTRY] (WP2 — A002.002). SMART UA Project.]

[[National research team]. ([Year]). National Report on Employment Stakeholder Mapping — [COUNTRY] (WP3 — A003.001). SMART UA Project.]

[[National research team]. ([Year]). National Report on Labour Market Analysis — [COUNTRY] (WP3 — A003.002). SMART UA Project.]

[[Add national legal instruments cited in Section 2.4]]

[[Add any external sources cited in Section 2]]

— End of Template —

ESF+ SI+

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.