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SMART UA

FINAL REPORT MAPPING HOUSING OF UKRAINIAN REFUGEES IN SLOVAKIA

Research report prepared by Trnava University for the Family Support Center as part of the Smart UA project

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Slovak Republic

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1. Executive summary

Research aim:

- The primary aim was to map stakeholders using desk research, supplemented by the collection of primary and secondary data. The mapping focused on institutions and organizations in Slovakia that provide assistance to Ukrainian refugees in the area of housing.
- The research looked not only at the scope of services provided, but also at the links between actors, barriers to cooperation, and proposed solutions**.**
- The analyzed data and its results are intended for:
    - state and public institutions of the Slovak Republic involved in the creation and implementation of policies in the area of housing and integration of refugees from Ukraine,
    - non-governmental and church organizations, non-profit entities, and community centers that provide accommodation and accompanying services to Ukrainian refugees,
    - the European Union and its institutions, in particular the European Commission, which, within the framework of the Action Plan for Integration and Inclusion (2021–2027) and through the ESF+ and AMIF funds, support inclusive housing and the integration of persons under temporary protection,
    - as well as experts, researchers, and donors who monitor the impact of the implementation of European and national policies on housing and refugee integration in Slovakia.
- The aim of the report is to provide a basis for strategic decision-making, financing, and the creation of long-term sustainable solutions in the area of housing for Ukrainian migrants, in accordance with the policies of the Slovak Republic and the European Union.
- The research was conducted in accordance with the uniform methodological standards of the SMART UA project, which allow for a comparison of findings between Slovakia, Hungary, and Romania. All national reports are based on the same data collection tools, the same analytical procedures, and a common evaluation framework, which ensures full comparability of results across the countries involved in the project.

Sample:

- A total of 69 actors were approached, and after completing the questionnaire, 21 participating actors (state institutions, local governments, non-profit organizations, private service providers) operating in the field of housing services were included in the research.

Methods and tools used:

- The questionnaire in Slovak was distributed via email.
- At the same time, follow-up telephone interviews were conducted with most of the participants due to the low response rate to the email and the need for further clarification of some questions.
- The questions were designed to capture the scope and type of services provided, forms of inter-organizational cooperation, examples of good practice, and suggestions for systemic improvements.

Major findings:

- **Diversified aid:** Research has shown that support for Ukrainian refugees in the area of housing in Slovakia is mainly local and regional in nature – it is provided primarily by non-profit organizations, religious associations, and public institutions at the local and regional levels. Funding comes from multiple sources (the state, the EU, the private sector, the community), but is often insufficient, with state support remaining limited and failing to adequately cover real needs.

- **Targeted support for vulnerable groups:** The most vulnerable groups, especially mothers with children, seniors, and people with disabilities, are the target of personalized services that include individual counselling, mentoring, psychological support, and assistance with paperwork. However, Slovakia lacks coherent data on the numbers and structure of these groups, which makes it difficult to plan and systematically set up assistance.

- **Main barriers:** The biggest problems in providing services are the lack of available and stable housing, limited funding, complex bureaucratic procedures, and language barriers. The situation is further complicated by the absence of a coherent state strategy and a lack of centralized data on Ukrainian refugees, which leads to a fragmented approach and limits the possibilities for long-term support.

- **Lack of state strategy and systematic approach:** Research identifies limited centralized coordination and the absence of a nationwide strategy for the integration of Ukrainian refugees, forcing stakeholders to approach the housing and complementary services delivery on a case-by-case basis, develop their own procedures, and network with each other to share know-how.

- **Innovation and best practices:** One key best practice is the employment of Ukrainian social workers who provide culturally and linguistically sensitive support, as well as linking housing with complementary services that promote integration into society and the labor market.

Key recommendations

- **Increase funding and capacity:** Increase financial support for stakeholders providing housing and complementary services, especially at the local level and for vulnerable groups. Pursue staff training focused on inclusive approaches, case management, and the implementation of complex services.

- **Systematic and state-level solutions:** Develop a national strategy for the integration of Ukrainian refugees that clearly defines the responsibilities of the state, local authorities, and organizations, and ensures standardized procedures and coordination of services. Introduce mechanisms for monitoring and assessing the needs of Ukrainian refugees to make services more flexible and responsive to changing situations.

- **Integrated approach to housing and complementary services:** Support the linking of housing with access to work, education, and social services, which will enable faster integration and mitigate social exclusion. Ensure the presence of a local social worker when contracts are signed to minimize the risk of fraud and abuse of vulnerable people.

- **Sharing experiences and best practices:** Support cross-organizational sharing of know-how, best practices and methodologies for working with Ukrainian refugees to improve the efficiency and quality of services at local and regional level. Develop and pilot digital tools for capacity recording, case management, and information exchange, thereby improving the transparency and coordination of the supply of accommodation and complementary services.

- **Refugee participation in service planning:** Involve service recipients (Ukrainian refugees) in planning, evaluation, and feedback to ensure that tools and services are tailored to their real needs and preferences.

2. Introduction

Context of UA refugee situation in the national housing system:

- In the context of Ukrainian refugees, Slovak legislation uses the official term "displaced person," with temporary protection which defines temporary refuge for Ukrainian citizens. As a result of the war in Ukraine, the so-called Lex Ukraine (Act No. 92/2022) was adopted, introducing a new legal instrument – temporary refuge. Upon entering the territory of the Slovak Republic, Ukrainians are usually granted a document of tolerated stay marked: "displaced person" [1](before March 30, 2022) or "Temporary Asylum" (from March 30, 2022), with the older "displaced person" document having the same validity. This is a separate category granted on the basis of a specific situation.[2]
- Since February 24, 2022, more than 3 million Ukrainian refugees have crossed the Slovak border as a result of the Russian invasion of Ukraine (UNICEF, 2024).[3]
- Since 2022, when Slovakia began providing temporary shelter to people fleeing the war in Ukraine, the situation regarding housing for Ukrainian refugees has changed significantly. In the first months of the conflict (March–December 2022), the main mechanism for securing accommodation was emergency solutions, mainly in the form of accommodation provided by local authorities, non-profit organizations and volunteers.
- A smaller proportion of Ukrainian refugees also took advantage of existing family and community networks, as several Ukrainians had already moved to Slovakia before the war began in search of work and were thus able to help with housing, finding accommodation, and finding work.[4]

[1] In accordance with the agreed terminology of the project (Smart UA), we will use the term UA refugee

[2] https://www.ip.gov.sk/lex-ukrajina-a-jeho-vplyv-na-zamestnavanie-cudzincov/

[3] https://www.teraz.sk/utok-na-ukrajinu/unicef-ukrajinci-celia-v-sr-vyzvam-na/859049-clanok.html

[4] https://www.kira.sk/projekt-neet/ - Regionálna analýza o situácii mladých ľudí ohrozených situáciou NEET a v situácii NEET v rámci TTSK

- As of December 31, 2022, the Ministry of the Interior of the Slovak Republic registered approximately 56,480 Ukrainian citizens with valid residence permits in the Slovak Republic, most of whom had temporary asylum status (MV SR, 2023).[5]
- The state provided financial contributions to accommodation providers, which enabled rapid mobilization of capacity, although mainly of a short-term type.
- In 2023, the number of refugees stabilized, but the issue of transitioning from emergency accommodation to longer-term and integrated forms of housing became crucial.
- In 2024, there were legislative changes in the provision of accommodation support. In March 2024, the government reduced subsidies to accommodation providers who provided housing to persons with temporary refuge, and in July 2024, the subsidy program was terminated 120 days after the granting of status, with the exception of selected vulnerable groups (parents with children under 5, persons over 65, persons with disabilities).[6]
- These interventions reduced the financial motivation for private accommodation providers and increased the risk of refugees moving to informal and less stable housing. Nevertheless, the total number of Ukrainians in Slovakia reached approximately 197,000 as of December 31, 2024, of whom 130,967 had temporary shelter.[7]
- According to the Ministry of the Interior of the Slovak Republic, as of December 31, 2024, 197,004 Ukrainians had a valid residence permit in the Slovak Republic. Of these, 52,136 had temporary residence, 13,901 had permanent residence, and 130,967 Ukrainians had temporary asylum (MVSR, 2025).
- In 2025, the number of people with temporary shelter decreased slightly to approximately 136,000. Research and monitoring reports show that for many Ukrainian refugees, housing remains unstable and economically challenging. More than 80 percent are women and children. UNICEF states in its report that housing and nutrition remain major challenges, with up to 17 percent of Ukrainian children not enrolled in the Slovak school system, which may be indirectly linked to frequent relocation and housing insecurity (UNICEF, 2025). [8]
- Currently, most Ukrainians who have come to Slovakia have been granted temporary asylum status. As of 1 June 2025, 132,658 Ukrainians had this status. Most of them are registered in the Bratislava region (47,027), followed by the Košice region (17,413), Žilina (13,498), Nitra (13,354), Trnava (13,303), Prešov (10,688), Trenčín (9,929) and Banská Bystrica (7,446) (MVSR)
- By a resolution of 26 February 2025, in accordance with EU Council Implementing Decision 2024/1836 of 25 June 2024, the government extended the provision of temporary protection to refugees from Ukraine until 4 March 2026.

Purpose of the mapping within SMART UA:

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[5] https://www.emn.sk/sk/publikacie/vyrocne-spravy-emn-o-migracii-a-azyle/item/download/3139_6a0893f574f8a23829edaf4566082f82.html

[6] https://www.minv.sk/?tlacove-spravy-8&sprava=vlada-schvalila-zmeny-v-poskytovani-prispevku-za-ubytovanie-odidencov-z-ukrajiny

[7] https://domov.sme.sk/c/23348040/na-slovensku-poziadalo-tento-rok-o-azyl-73-ludi-najcastejsie-ukrajinci-afganci-a-pakistanci.html

[8] https://www.unicef.org/eca/sk/kancel%C3%A1ria-unicef-na-podporu-rie%C5%A1enia-kr%C3%ADzovej-situ%C3%A1cie-v-slovenskej-republike

- Mapping the stakeholders in Slovakia who are or have been involved in providing housing services for Ukrainian refugees is essential for understanding the link between legislative changes in the area of state support and their actual implementation by institutions and organizations. This process makes it possible to identify not only the available capacities and forms of assistance, but also the gaps that remain despite existing measures. Examining the perspective of the service providers themselves is essential, as they are in direct contact with Ukrainian refugees and face the practical consequences of legislative and financial constraints.
- The period from 2022 to 2025 can be characterized as a transition from spontaneous, solidarity-driven assistance to institutionalized forms of support that are limited in terms of finances and capacity. While the first months after the arrival of Ukrainian refugees were marked by a high level of mobilization of civil society, the following years point to the need for long-term sustainable housing policies that would enable permanent integration and reduce the risk of social exclusion.
- The two largest cities in Slovakia, Bratislava and Košice, as well as the Union of Towns and Cities of Slovakia, point out that the funds available for the operation of activities and integration centers are insufficient. Many local governments therefore have to find funding in their own budgets or rely on the non-profit sector. Without systemic changes, there is a risk that a significant part of the integration activities built up in recent years will disappear (EURACTIV, 2024).[6]

Short reference to the EU context:

- Temporary Protection Directive: The EU activated the Temporary Protection Directive (2001/55/EC) at the start of the war in Ukraine in March 2022 to ensure that people fleeing the war could quickly access housing, work, healthcare, social benefits, and schooling without a lengthy immigration process (European Commission, 2023).[10]
- EU Action Plans to Support Inclusive Housing (2021–2027): Housing is defined as a key area in the EU Action Plan for Integration and Inclusion (2021–2027). Through funds such as the European Social Fund Plus and the Asylum, Migration and Integration Fund (European Commission, 2025) [11]

3. Methodology

Data collection tool:

- Primary data collection was implemented as a combination of secondary analysis of available sources (desk research) and targeted questionnaire surveys.
- The online questionnaire was designed in Slovak and distributed via the vyplnto.cz platform.

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[9] https://euractiv.sk/section/ekonomika-a-euro/news/integracia-ukrajincov-samospravy-podpora-eu/

[10] https://op.europa.eu/en/publication-detail/-/publication/d0c830d2-1fbb-11ee-ab23-01aa75ed71a1

[11] https://home-affairs.ec.europa.eu/policies/migration-and-asylum/migrant-integration/migrant-integration-hub/progress-tracker-action-plan-integration-and-inclusion-2021-2027/action-plan-2021-2027-tracker-housing_en

- This tool enabled anonymous completion and secure archiving of responses.
- After completion of the field phase, the data was exported to MS Excel format and further processed and analyzed in the SPSS software which was used for basic descriptive statistics and coding of open-ended responses.

Languages used:

- All stages of data collection (questionnaire, guidance, email and telephone communication with participants) were conducted exclusively in Slovak, ensuring linguistic consistency and minimizing the risk of interpretative discrepancies.
- The national report was prepared in Slovak and subsequently translated into English for comparison of the countries involved in the research and creation of an international comparative report for the UA Smart project.

Number and type of respondents:

- The survey covered 69 stakeholders, with the research sample consisting of 21 participating actors, each representing one relevant organization or institution in the field of housing and employment
- State authorities, regional and local governments, non-profit organizations, foundations, and private service providers were represented.
- All entities had proven experience in providing housing to Ukrainian refugees.

Data collection period:

- The collection took place over a three-month period from July to September 2025.

Sampling approach:

- Purposive selection was applied.
- The basis for creating the list of stakeholders was:
    - official registers and lists available at the level of individual regions of Slovakia,
    - internal databases of partner organizations,
    - expert knowledge of the research team about active entities in the field.
- The aim was to capture the maximum range of actors operating in the areas under review without regional or sectoral restrictions.

Limitations of the research:

- The research is limited mainly by the low response rate of the questionnaires, which may affect the representativeness of the findings.
- The data are based on information provided by the organizations, which may vary depending on their internal capacities, methods of recording, or interpretation of the questions.
- The lack of a unified national database of services and capacities limited the ability to compare data across regions.
- The sample was obtained by purposive selection and therefore may not capture all relevant

service providers.
- Telephone interviews or additional explanations may also have affected the level of detail and consistency of responses.

Ethical safeguards:
- The research was conducted in accordance with applicable personal data protection legislation (GDPR) and with the standards of sociological research ethics and the TU Code of Research Integrity and Ethics.[12]
- All participants were informed in advance about the purpose and scope of the research, how the data would be handled, and their right to withdraw their participation at any time.
- Informed consent was implicitly granted by completing and submitting the questionnaire.
- The data was anonymized and processed in aggregate form within the national report so that it was not possible to identify individual subjects or their representatives.

[12] https://www.truni.sk/sites/default/files/rektor/kodex-pre-vyskumnu-integritu-a-etiku-na-trnavskej-univerzite-v-trnave_predpis_12_2025.pdf

4. Stakeholder profile

Organizational types:
- NGO (10)
- Religiously affiliated organization (4)
- Public local institution (4)
- Public regional institution (1)
- Private organisation (1)
- Collaborative local platform (1)

The profile of the stakeholders providing services to Ukrainian refugees in Slovakia reflects the broader structure of civil society and its adaptive mechanisms in response to crisis situations. The significant participation of non-profit organisations (NGO) signals the strength and commitment of the third sector, which plays a key role in providing assistance and solidarity in the integration of Ukrainian refugees. The presence of religiously affiliated organisations, public local and regional institutions, private organisations and collaborative local platforms demonstrates the interconnection between community, state and network forms of social support.

Geographical distribution:
- National (3)
- Regional (5)
- Local (13)

The geographical distribution of stakeholders involved in providing housing to Ukrainian refugees clearly shows the predominance of local actors. Their strong presence confirms that support is most effectively provided directly in communities where the needs of Ukrainian refugees are most visible. Regional

organizations play a complementary, coordinating role that is important for broader coverage, but their involvement is significantly smaller. National organizations are the least represented, which points to limited direct implementation capacity at the central level.

Funding sources and organizational capacity:

- Governmental and Municipal Funding Sources (18)
- European Union Funding (13)
- Private Sector and Corporate Support (10)
- Individual and Community Support (10)
- International Organizations and Donors (8)
- Other Self-Generated Revenues (7)
- Other: Local taxes, fees (1), Public collections (1)

The most commonly used source is Governmental and Municipal Funding Sources, which underscores the importance of the public sector in providing basic services. European Union Funding also plays a significant role, representing a key pillar of institutional support and enabling more sustainable planning. Support from the Private Sector and Corporate Support and Individual and Community Support indicate that social solidarity and corporate responsibility are key complements to public resources. International Organizations and Donors complement the financial mix, increasing the diversification and resilience of the system. At the other end of the spectrum are Self-Generated Revenues, which confirm a certain degree of self-sufficiency but are limited in scope. Local taxes and fees or public collections are marginal forms of financing that have more symbolic or complementary value.

Focus on specific population groups:

- Women, including mothers with young children (12)
- We provide general services without specific targeting (9)
- Older adults 65+ (9)
- Adults, general working-age population (7)
- Persons with disabilities (7)
- Roma or other ethnic minorities (4)
- LGBTQ+ individuals (3)

The focus is on women, including mothers with children, reflecting the specific needs of vulnerable groups in migration processes. A large number of participating actors provide general services, while others focus on older adults, people of working age, people with disabilities, as well as minority and marginalized groups and LGBTQ+ individuals.

5. Housing support activities

Types of housing-related services provided:

- Temporary private shelter (5)

- Temporary collective shelter (2)
- 3 month or longer private housing placement (5)
- 3 month or longer collective housing placement (3)
- Legal assistance (2)
- Financial aid/subsidies (3)
- Mediation with landlords (5)
- Information services (13)
- Social work / mentoring (11)
- Other (4)

Activities in the area of housing support for Ukrainian refugees show a wide range of services, varying from direct provision of accommodation to mediated forms of support. Temporary shelter and long-term private housing placement are among the most frequently provided solutions, reflecting the flexibility of the third sector and local initiatives. Collective forms of shelter and accommodation are less common, as they require greater institutional capacity and infrastructure. In addition to housing itself, there is a growing importance of accompanying services such as information services, social work and mentoring. This suggests that assistance to Ukrainian refugees goes beyond basic accommodation and is increasingly focused on longer-term integration and support for independence. Other important tools include mediation with landlords, financial assistance and legal assistance, which address practical barriers related to renting and legislation.
The open-ended responses from the participants reveal a wide range of additional activities that are not systematically recorded in official statistics but are crucial for the everyday coping of refugees. These include the following activities:

- practical assistance (local interpreting, physical assistance with moving, assistance with translation when signing contracts),
- administrative support (processing and payment of housing allowances, communication with real estate agencies),
- counseling and information services (supplementing the main information service with specific integration activities),
- integration and adaptation activities (social events, community programs to promote integration).

The stakeholders involved must respond flexibly to the diverse needs of Ukrainian refugees, from administrative requirements to community integration. The presence of these services confirms that successful integration is not just about providing a roof over their heads, but also about everyday practical and social support that helps Ukrainian refugees cope with life in a new environment.

Number of refugees supported:

- Less than 25 (7)
- 26 – 50 (2)
- 51 – 100 (1)
- 101 – 150 (1)

- 151-200 (1)
- 201-300 (1)
- 301-400 (1)
- 401-500 (1)
- We supported it in the past, but we don't anymore (6)

The number of Ukrainian refugees currently receiving support shows that most organizations work in a community setting with a small number of clients, while two other organizations provide services to groups of up to 50 people, with larger numbers occurring only rarely. This confirms that the dominant model is local and individually oriented support, while organizations with regional or county-wide operations are able to serve larger groups. At the same time, it is significant that several of the actors involved no longer provide housing services. This decline may reflect several factors, such as the changing needs of Ukrainian refugees, the redirection of capacities to other areas of integration, limited financial and human resources, but also legislative changes in the provision of support at the national level.

Support for vulnerable groups:

- Women, including mothers with young children (12)
- We provide general services without specific targeting (9)
- Older adults 65+ (9)
- Adults - general working-age population (7)
- Persons with disabilities (7)
- Roma or other ethnic minorities (4)
- LGBTQ+ individuals (3)

Support for vulnerable groups among refugees from Ukraine shows that the stakeholders in Slovakia most often focus their assistance on women, including mothers with children. This emphasis reflects the reality of the wave of migration from Ukraine, where women and children make up the largest part of the incoming population and face specific challenges related to housing, childcare, and integration. Other important target groups include older adults over the age of 65, who are often at risk of losing their independence, and adults of working age, for whom integration into the labor market is crucial. People with disabilities are a group that requires specialized support, whether in finding suitable accommodation or in securing accessible services. A less frequent but significant target of interventions are Roma and other ethnic groups and LGBTQ+ individuals. The lower frequency here may be related to the smaller representation of these groups among Ukrainian refugees, but also to the sensitivity of issues related to discrimination and social disadvantage.

Tailored interventions for vulnerable groups:

Stakeholders involved in the provision of housing services play a key role in systematically tailoring interventions to the specific needs of vulnerable groups, particularly women, mothers with children, older people, and young Ukrainian refugees. Even in the frequent absence of comprehensive state support, they implement approaches that combine the physical availability of safe and barrier-free spaces with the development of integration mechanisms, such as involving volunteers and communities in the daily functioning of integration centers. This community-oriented model not only addresses basic

living needs, but also promotes social ties and a sense of belonging between Ukrainian refugees and the majority society. The stakeholders involved respond flexibly, including through additional financial resources that enable the expansion of social facilities' capacities and ensure regular monitoring of clients' needs, demonstrating a high sensitivity to the dynamics of vulnerability. Cooperation with local stakeholders, such as community warehouses and local governments, allows for a flexible response to urgent situations and minimizes the risks of social exclusion.

The following measures can be considered particularly effective:

- employing Ukrainian social workers who facilitate cultural and linguistic proximity, thereby removing barriers to the provision of social support and orientation in the institutional environment,
- giving priority to Ukrainian children in Slovak kindergartens and primary schools, which ensures continuity of education and promotes inclusive integration,
- providing psychological support, translating services, and mentoring to help Ukrainian refugees gain self-confidence and find their place in society,
- providing access to computers and the internet and organization of social inclusion events, enabling independent information searches and community networking.

Overall, these interventions demonstrate a proactive and adaptive approach by the stakeholders involved, who are striving to minimize the consequences of weak systemic security and respond flexibly to the diverse needs of vulnerable Ukrainian refugees

Use of digital tools for data tracking:

- National system (2)
- Internal database (7)
- No database used (11)

Ways to use digital tools for data tracking:

- Case management (7)
- Tracking progress / KPIs (3)
- Internal reporting (6)
- Sharing with national authorities (3)
- Donor reporting (3)

The use of digital tools for data monitoring shows that the centralized national registration system is used only marginally. Most of the stakeholders involved maintain their own internal databases or do not use any digital tools. This situation indicates that there is limited centralized record-keeping on the assistance provided, which makes it difficult to collect common data, coordinate services, and monitor trends at the national level. In terms of the use of digital tools, the data suggest that the underuse of a centralized digital system leads to fragmentation of information, weaker coordination between service providers, and limited ability to monitor and plan assistance at the national level. The stakeholders involved therefore operate mainly locally and on an ad hoc basis, with common statistics and an overview of available services remaining incomplete.

6. Barriers and challenges

Top frequently mentioned barriers:

- Lack of affordable housing (16)
- Shortage of funding (13)
- Bureaucratic/legal barriers (9)
- Language barriers with refugees (4)
- Host community resistance (4)
- Limited landlord collaboration (4)
- Other (5)

Data analysis shows that the most common obstacles encountered by stakeholders in providing housing services are a lack of affordable housing and limited financial resources, which significantly limit their ability to respond to the needs of Ukrainian refugees. Other significant barriers include bureaucratic and legal obstacles, language barriers, resistance from the host community, and limited cooperation from landlords.
The open responses from participants also point to specific vulnerable groups that face even greater problems:

- Single seniors with low incomes cannot afford commercial rents and often do not have access to social or low-threshold housing.
- Mothers with young children often do not have the opportunity to find permanent employment and their income is irregular, which makes it difficult to secure stable housing.
- Students and young Ukrainian refugees face a combination of low incomes, lack of accommodation capacity, and language barriers.

In addition, it appears that capacities for integration and community activities such as mentoring, psychological support, or social inclusion are insufficient, especially for specifically vulnerable groups. The example of the City of Trenčín shows that in the early stages of the crisis, it was also necessary to distribute activities across various departments of the municipal authorities (social, education, communication, municipal police) in cooperation with the third sector and volunteers, which points to the fragmented and ad hoc nature of the assistance.

These findings show that the actors involved often have to respond individually, on a case-by-case basis, developing their own strategies and networking with each other to exchange and share best practices. The absence of systematic state support, a central coordination mechanism, and uniform data on the specific needs of vulnerable groups means that solving housing problems depends mainly on the flexibility and adaptability of local and community actors.

Overall, these obstacles form a complex network of challenges that require simultaneous solutions at the state, local government, and third sector levels to ensure stable, inclusive, and sustainable support

for Ukrainian refugees, especially for the most vulnerable groups.

7. Collaboration and good practices

Level and quality of collaboration with other actors:
The level and quality of cooperation with other actors shows that cooperation is most effective at the local level, namely with local non-profit organizations (12), community initiatives (8), local government (12), local authorities (11) and religiously affiliated organizations (13). Cooperation with employment offices and public employment services (10) and local authorities (10) is equally effective. In contrast, regional and national authorities report lower levels of cooperation, with half of the actors involved rating it as 'neither effective nor ineffective' (5) or reporting a lack of cooperation (5). Similarly, private companies/employers and chambers of commerce are only minimally involved. These data suggest that assistance and coordination are mainly provided through local and community networks, while broader regional and national mechanisms, as well as the private sector, play a less active or only complementary role. This reflects previous findings about limited centralization and a lack of common data and coordination mechanisms at the national level.

Good practices in housing access or case management:
In the field of housing and case management for Ukrainian refugees, it appears that the actors involved often have to take a case-by-case approach, as the centralized national coordination and registrations system is only used to a limited extent. This means that individual entities often develop their own strategies and procedures while also networking with each other to share know-how and best practices.

- **Standardized procedures and client support:** Standardized procedures for support centers for refugees, which ensure consistent service quality, and a support person accompanying the client throughout the integration process, who helps overcome language and cultural barriers, are key elements of effective work.

- **Cooperation and networking:** Effective communication and networking also play an important role, particularly with partner charities and international organizations such as the IOM (International Organization for Migration) and UNHCR (United Nations High Commissioner for Refugees). Personal contacts and previous experience often determine successful cooperation and deepen the sharing of best practices.

- **Example from the City of Trenčín:** At the beginning of the war, a public survey was conducted on the city's website asking how the public could help Ukrainian refugees (accommodation, material aid, volunteering). Citizens and local accommodation facilities provided their capacities, and organizations created a database of contacts and an information line that enabled the effective matching of Ukrainian refugees with available accommodation. This approach enabled a quick and flexible response in a situation where the local government's capacities were

insufficient, while also representing a significant expression of social solidarity.

- **Integration and employment:** The effectiveness of the integration process is enhanced by combining accommodation with employment for adults (especially mothers) and enrolling children in schools and kindergartens. This combination enables Ukrainian refugees to establish contact with society more quickly and overcome language and cultural barriers.

- **Social support for contracts:** An important part of the process is the presence of a local social worker when contracts are signed, who ensures that they are fair and understandable, thereby minimizing the risk of fraud and abuse of vulnerable people. Regular contact with a social worker also supports clients in developing independence and successful integration.

Overall, these practices demonstrate the adaptability, proactivity, and community orientation of the actors involved, who often have to compensate for the lack of centralized state coordination and the absence of systemic support. Organizations develop their own procedures, network with each other, and share best practices, which is key to effective assistance in the area of housing and social integration of Ukrainian refugees.

8. Capacity and needs

- Gaps in staffing, funding, tools:
- Funding for housing support (9)
- Staff training (3)
- Policy/legal guidance (3)
- Improved coordination (2)
- Tools for assessing needs (1)
- Other: Lack of available accommodation (1), All of the above (1), System and determination of competences from the state's perspective - national strategy for the integration of foreigners, including financing (1)

Data analysis shows that the most significant need of the actors involved is financial support to secure housing, which is directly related to the obstacles most frequently reported by organizations, namely the lack of affordable housing and limited resources. Other key needs include staff training to improve the quality of support provided, policy and legal guidance to help organizations navigate bureaucratic processes, more effective coordination to enable better information sharing and joint planning between providers, and tools for assessing housing needs to enable more accurate mapping of the needs of Ukrainian refugees.
Some stakeholders also point to the lack of available accommodation and the need for a nationwide strategy for the integration of Ukrainian refugees, which would include clear funding and the definition of state competences. This last point reflects the absence of systematic state support that would reduce the burden on local and community organizations and enable more unified planning and implementation

of services. Overall, these data emphasize that organizations need a combination of financial, capacity, and strategic tools, as well as clearer state frameworks, to provide effective and sustainable support to Ukrainian refugees.

Interest in future collaboration/testing SMART UA tools:

- Yes (3)
- No (1)
- Maybe / depends on timing and capacity (17)

Of the actors involved in the mapping activities, only three are interested in participating in future cooperation or testing SMART UA tools, one rejects cooperation, and most make their participation conditional on available time and capacity.

9. Inclusiveness and target groups

Which groups are specifically supported:

- Women, including mothers with young children (12)
- Older adults 65+ (9)
- Persons with disabilities (7)
- Roma or other ethnic minorities (4)
- LGBTQ+ individuals (3)
- Other: persons at risk of food and other deprivation (1)

Evidence of targeted or adapted services:

- Barrier-free access and mobile team
- Psychological counseling
- Employment of a Ukrainian social worker in the integration team
- Expansion of services to include individual counseling on preparing resumes and cover letters
- Individual assistance in obtaining the necessary documents

The data shows that support for organizations working with Ukrainian refugees is primarily focused on the most vulnerable groups, which include mothers with children, older adults aged 65+, and people with disabilities. A key element of an inclusive approach is ensuring accessibility in the provision of services and the availability of a mobile team that responds flexibly to the changing needs of clients.
Social innovation is mainly reflected in the expansion of the integration team to include a Ukrainian social worker, which increases the cultural sensitivity of services and allows specific needs of incoming Ukrainian refugees to be addressed. The services offered are tailored to individuals, ranging from psychological counseling and individual advice on preparing resumes and cover letters to assistance in obtaining the necessary documents. This personalized and inclusive approach increases the chances of successful integration, promotes the independence of Ukrainian refugees, and improves their opportunities in the labor market and in everyday life. At the same time, however, the data points to a lack of systematic

tools or state coordination that would enable more consistent and effective service delivery to specific vulnerable groups. Organizations therefore often have to create their own mechanisms for adapting services and networking with each other to share know-how and best practices.

10. Conclusions and recommendations

Key lessons learned from housing mapping:

- **Lack of affordable housing and vulnerable groups:** Most actors providing support to Ukrainian refugees face a shortage of affordable and stable housing, with the most vulnerable groups being women with children, older adults, and persons with disabilities. The specific needs of these vulnerable groups require personalized and flexible approaches, which are often developed by the organizations themselves without systemic coordination.

- **Complementary services as the key to integration:** In most cases, housing support is complemented by services such as social counseling, job placement, mentoring, psychological support, integration activities, and assistance with paperwork. These services promote the social inclusion and independence of Ukrainian refugees, particularly in overcoming language, cultural, and administrative barriers.

- **Requirement for funding and capacity:** Service providers' greatest demand is for financial resources for housing, more effective coordination mechanisms, and greater availability of accommodation capacity, which are the main constraints on the ability to provide assistance.

- **The importance of local cooperation and social workers:** Cooperation with local and community actors has delivered good results, as has the employment of Ukrainian social workers, who facilitate communication, promote cultural sensitivity, and contribute to the effective integration of Ukrainian refugees into society.

- **Limited digitalization and coordination:** The digitalization of records and data is still limited, which complicates case management, needs monitoring and data sharing between organizations, thereby reducing the efficiency and transparency of the services provided.

- **Lack of systematic state support:** Stakeholders often compensate for the lack of central coordination and state mechanisms by creating their own procedures and networking with each other to share know-how and respond to changing needs. This ad hoc approach is effective but not sustainable without systematic measures at the national level.

Strategic actions for stakeholders and decision-makers:

- **Increase funding:** Increase financial resources for housing services and integration activities, with a particular focus on the local level and support for vulnerable groups, to ensure stable and accessible assistance.

- **Standardized procedures and methodologies:** Introduce or expand standardized procedures for support centers, including the presence of a local social worker during contract signing, mentoring, and individual support for clients.

- **Systemic solutions and national strategy:** Support the development of a national strategy for the integration of Ukrainian refugees that clearly defines the competences, resources, and coordination between state, local government, and non-state actors.

- **Digitalization and information exchange:** Develop digital tools for recording, monitoring and sharing information between organizations, which will increase the efficiency, coordination and transparency of the services provided.

- **Reducing bureaucratic barriers and multi-source financing:** Support administrative simplification of processes, strengthen cooperation with landlords and the business sector, and expand multi-source financing.

- **Targeted support for vulnerable groups:** Focus policies and services specifically on the most vulnerable groups, including mothers with children, lonely seniors, and people with disabilities, using tailored services, culturally and linguistically sensitive approaches, and local support networks.

Suggestions for SMART UA follow-up:

- **Design digital tools for recording and coordinating housing** - develop and pilot test digital tools that enable:
    - mapping available housing capacity at the local, regional, and national levels,
    - efficient exchange of information between organizations and local governments,
    - monitoring individual cases and needs of Ukrainian refugees, especially vulnerable groups

(mothers with children, seniors, people with disabilities).

- **Support the employment of Ukrainian integration workers** – pilot test models for employing Ukrainian social workers directly in the field. Their presence:
  - improves linguistic and cultural communication,
  - speeds up the process of allocation and adaptation in accommodation,
  - facilitates the implementation of additional services (social counseling, mentoring, support with school placement for children).

- **Training and sharing best practices** - at the same time, support regional sharing of best practices so that local experiences can be transformed into sustainable practices. Develop tailor-made training for organizations providing accommodation and complementary services:
  - methodologies for working with vulnerable groups,
  - inclusive approach and addressing language/barriers,
  - effective case management and coordination with other actors.

- **Participation of Ukrainian refugees in planning and evaluating services** – involving service recipients, i.e., Ukrainian refugees, in planning, evaluating, and providing feedback on the accommodation and additional services provided, thereby increasing the relevance, effectiveness, and adaptation of services to real needs.

- **Support an integrated model of housing and work** – this model promotes faster social and cultural integration, alleviates the stress of adaptation, and increases the independence of Ukrainian refugees. Test approaches that combine:
  - safe and stable accommodation,
  - work integration for adults (especially mothers),
  - enrollment of children in schools and kindergartens.

- **Support standardization and coordination -** develop recommendations for standardized procedures and coordination mechanisms between organizations, local government, and the state. Standardized procedures can:
  - minimize duplication of services,
  - simplify case-by-case work,
  - increase the efficiency and quality of housing and complementary services.

11. Annexes

- Annex 1 – List of stakeholder organizations
- Annex 2 – Data visualization and aggregated response tables
- Annex 3 – References

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Annex 1 - List of stakeholder organizations in providing housing assistance to Ukrainian refugees (anonymized, organizational data provided for research purposes only)

No	Name of organization	City	Email	Type of organization	Services provided	Target groups	Cooperation
1.	ConnecTT Support Center for Foreigners	Trnava	connectt@trnava.sk	public local institution	Employment and Housing	women, mothers with children, adults, seniors aged 65+, persons with disabilities	local non-profit organisations, international non-profit organisations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, public institutions
2	Diocesan Charity	Rožňava	charitaroznava@caritas.sk	religiously affiliated organization	Employment and Housing	women, mothers with children, adults, older adults aged 65+, persons with disabilities, Roma and other ethnic groups	local authorities, regional and national authorities, local/community initiatives, employment agencies/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
3	Hotel Spectrum	Trnava	riaditel@hotelspectrum.sk	private organization	Housing	women, mother with children, older adults aged 65+	local non-profit organizations, local government, local administration

4	Jozefínum: Emergency housing facility for women	Dolná Krupá	jozefinum@gmail.com	NGO	Housing	women, mothers with children	

5	Greek Catholic Eparchial Charity	Košice	vankova.anna@grkatke.sk	religiously affiliated organization	Employment and Housing	women, mothers with children, adults, older adults aged 65+, people with disabilities, Roma and other ethnic groups, LGBTQ+ individuals	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
6	Greek Catholic Charity	Prešov	gkcharita@gkcharita-po.sk	religiously affiliated organization	Employment and Housing		local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, religious organizations, local government, local administration, public institutions

7	Contact point for foreigners COMIN	Nitra	comin@comin.sk	collaborative local platform	Employment and Housing	women, mothers with children, seniors aged 65+, persons with disabilities	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
8	City of Košice	Košice	socialne@kosice.sk	public local institution	Employment and Housing	women, mothers with children, adults, older adults aged 65+, persons with disabilities, Roma and other ethnic groups, LGBTQ+ individuals	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, religious organizations, local government, local administration, public institutions

9	City of Krompachy	Krompachy	sekretariat@krompachy.sk	public local institution	Housing	adults, persons with disabilities	local non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, local government, local administration, public institutions

10	City of Trenčín	Trenčín	trencin@trencin.sk	public local institution	Housing	general services without specific targeting	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, local government, local administration, public institutions
11	Pontis Foundation	Bratislava	pontis@pontisfoundation.sk	NGO	Employment and Housing	women, mothers with children, adults	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, private companies/employers, chambers of commerce, chambers of industry, local government, local administration, public institutions

12	Návrat o.z	Bratislava	navrat@navrat.sk	NGO	Housing	women, mothers with children	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
13	Oáza - nádej pre nový život	Košice	oaza.bernatovce@gmail.com	NGO	Housing		

14	o.z. Stopa Slovensko	Bratislava	stopa.slovensko@gmail.com	NGO	Employment and Housing	adults, older adults aged 65+, Roma and other ethnic groups, LGBTQ+ individuals	local non-profit organizations, international non-profit organizations, local authorities, employment offices/public employment services, private companies/employers, religious organizations, local government, public institutions
15	SPDD Úsmev ako dar	Košice	kosice@usmev.sk	NGO	Employment and Housing	women, mothers with children, seniors aged 65+, persons with disabilities	local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment agencies/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
16	Spoločnosť Ježišova – The Society of Jesus, Slovak province	Bratislava	svkprov@jezuiti.sk	religiously affiliated organization	Housing		local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, religious organizations, self-government, local administration, public institutions

17	Trnava Archdiocesan Charity, Integration Center	Trnava	sekretariat@charitatt.sk	religiously affiliated organization	Employment and Housing	women, mothers with children, adults, seniors 65+	local non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, religious organizations, local government, local administration, public institutions
18	Ukrajinský dom - Ukrainian House	Žilina	uadomza@gmail.com	NGO	Employment and Housing		local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions
19	Úsmev ako dar	Bratislava	info@usmev.sk	NGO	Employment and Housing	women, mothers with children	local non-profit organizations, international non-profit organizations, local authorities, local/community initiatives, employment offices/public employment services, private companies/employers, religious organizations, local government, local administration, public institutions

20	Záujmové združenie RODINA	Trnava	dstrnava@gmail.com	NGO	Employment and Housing		local non-profit organizations, local/community initiatives, employment offices/public employment services, local government
21	Žilina Self-Governing Region	Žilina	info@zilinskazupa.sk	public regional institution	Housing		local non-profit organizations, international non-profit organizations, local authorities, regional and national authorities, local/community initiatives, employment offices/public employment services, private companies/employers, chambers of commerce, religious organizations, local government, local administration, public institutions

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Annex 2 – Data visualization and aggregated response tables

Chart 1: Responses to the question: ***Does your organization help or has it helped Ukrainian refugees in the past with (N=26):***

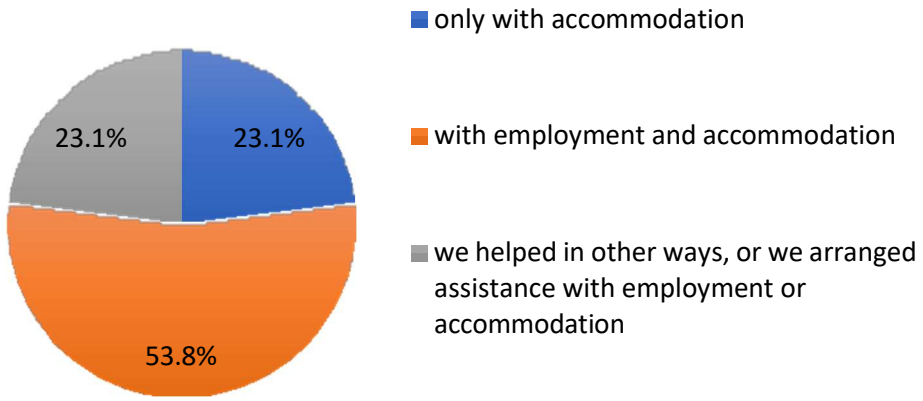


Chart 2: Percentage of responses to the question: **Please indicate which of the following best describes your organization**

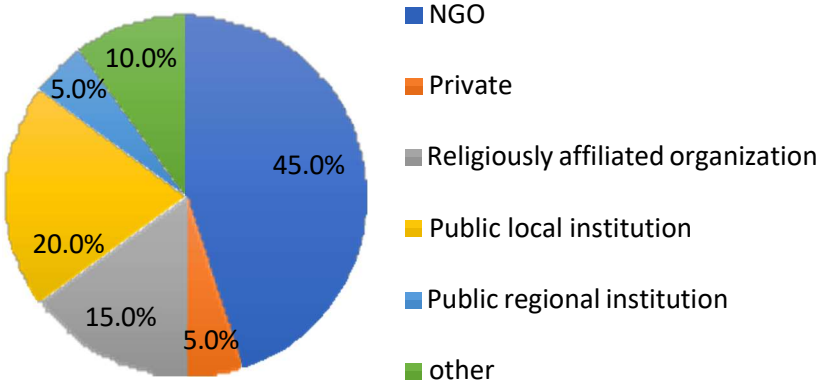


Chart 3: Percentage of responses to the question: ***Annual budget (EUR):***

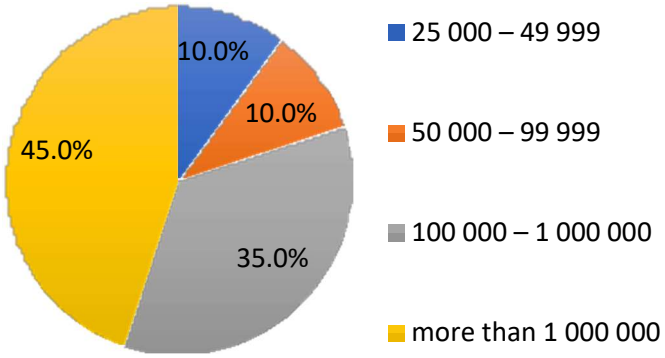
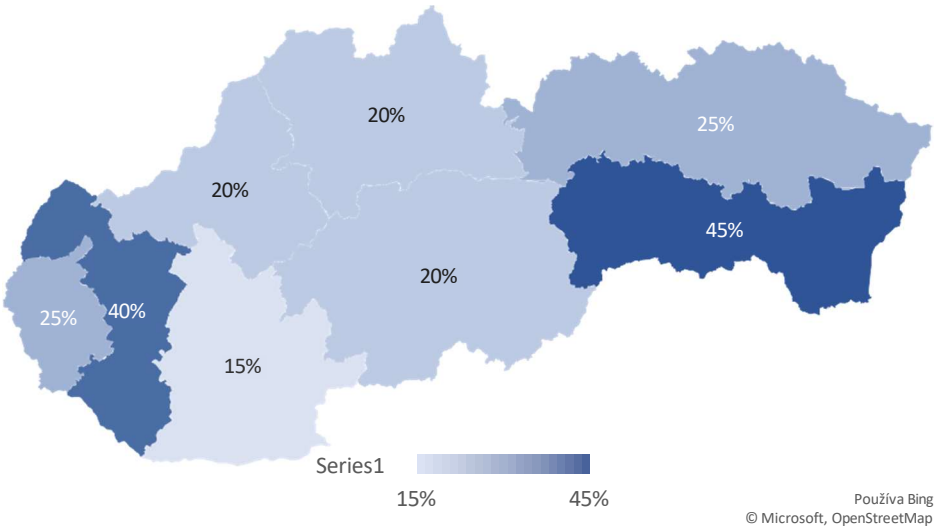


Chart 4: Percentage of responses to the question: ***In which regions does your organization operate?*** **(multiple response)**



Košice	
Trnava	
Bratislava	25.0%
Prešov	25.0%
Banská Bystrica	20.0%
Žilina	20.0%
Trenčín	20.0%

Nitra

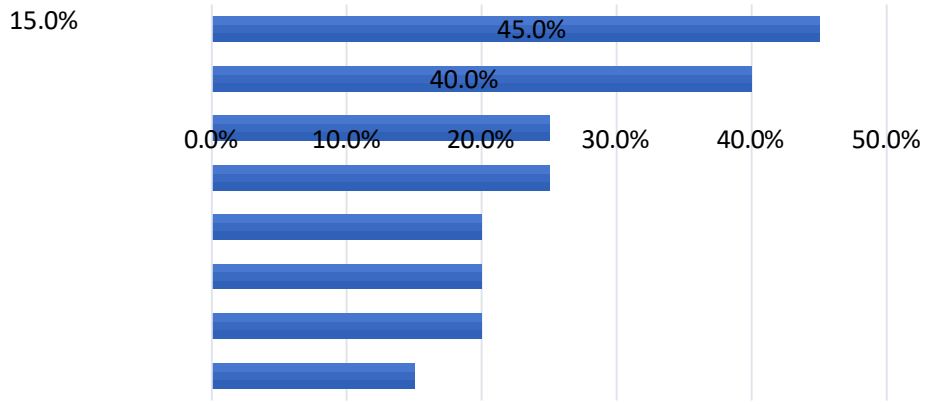

15.0%
45.0%
40.0%
0.0%
10.0%
20.0%
30.0%
40.0%
50.0%

Chart 5: Percentage of responses to the question: ***Funding sources*** (multiple response)

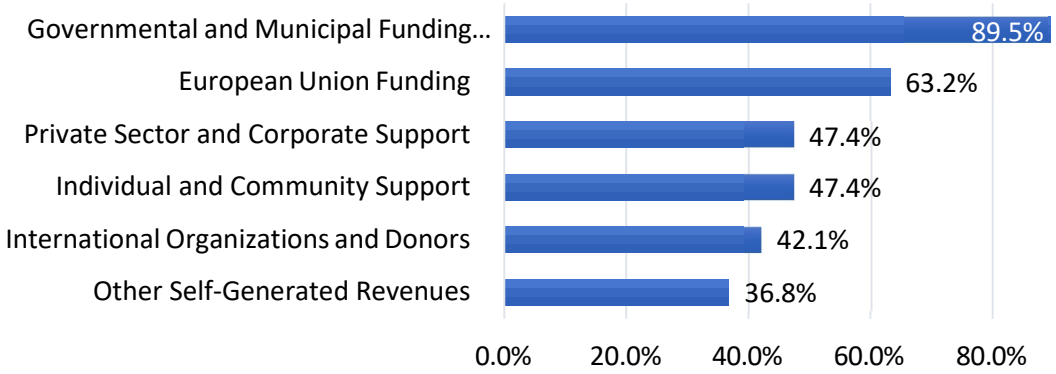


Chart 6: Percentage of responses to the question: ***Is your organization currently involved in housing support for UA refugees?***

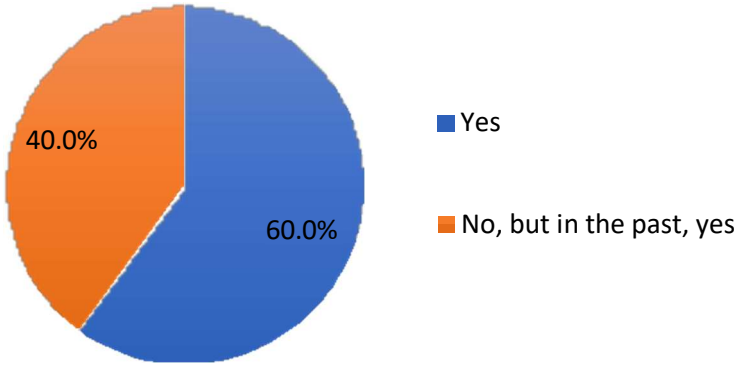
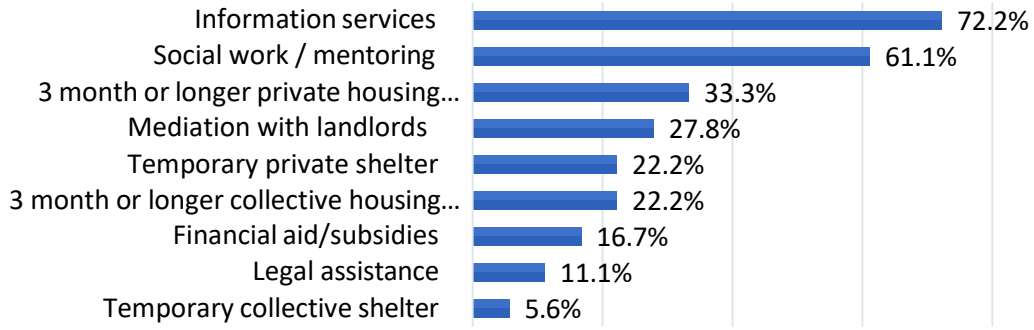


Chart 7: Percentage of responses to the question: **What type of support do you offer?** (multiple response)



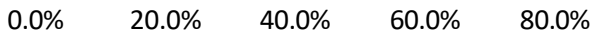


Chart 8: Percentage of responses to the question: ***How many Ukrainian refugees are you currently supporting in housing****?*

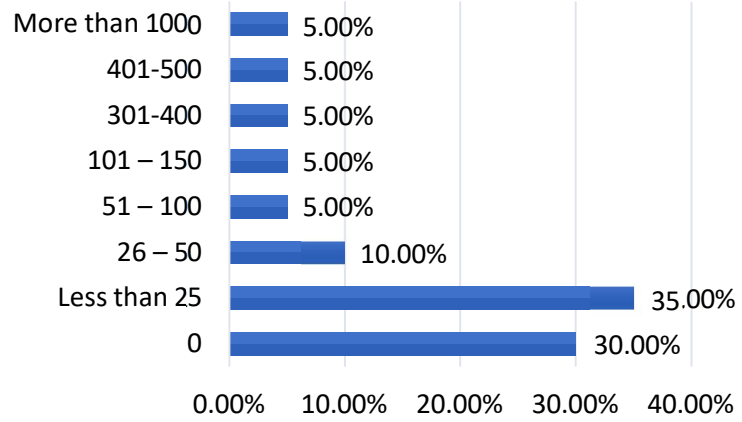


Chart 9: Percentage of responses to the question: ***How significant are the following challenges your organization faces in providing housing support for Ukrainian refugees?***

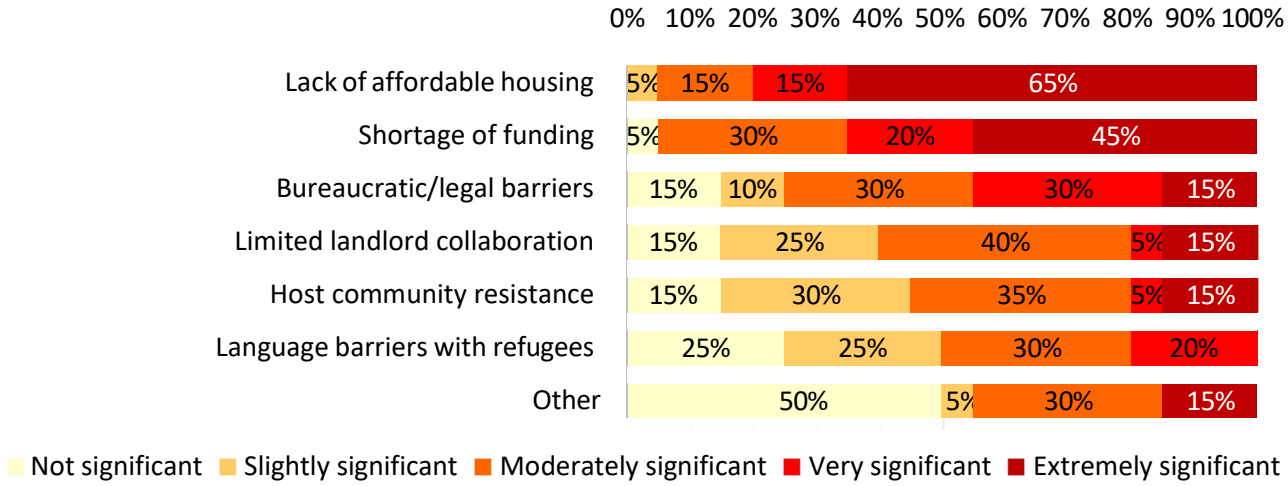


Chart 10: Average score of perceived challenges in the area of housing by type of organization (where 1 = not serious and 5 = very serious) – challenges ranked from most serious to least serious

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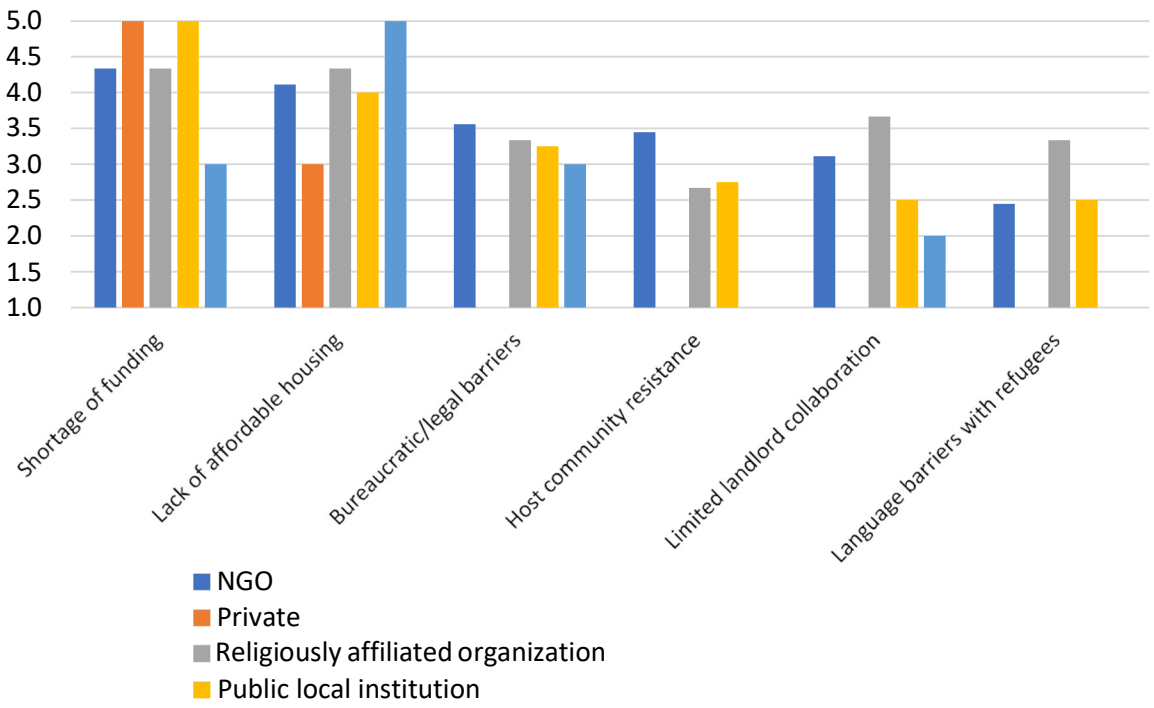


Chart 11: Percentage of responses to the question: ***How would you rate your cooperation with the following actors?***

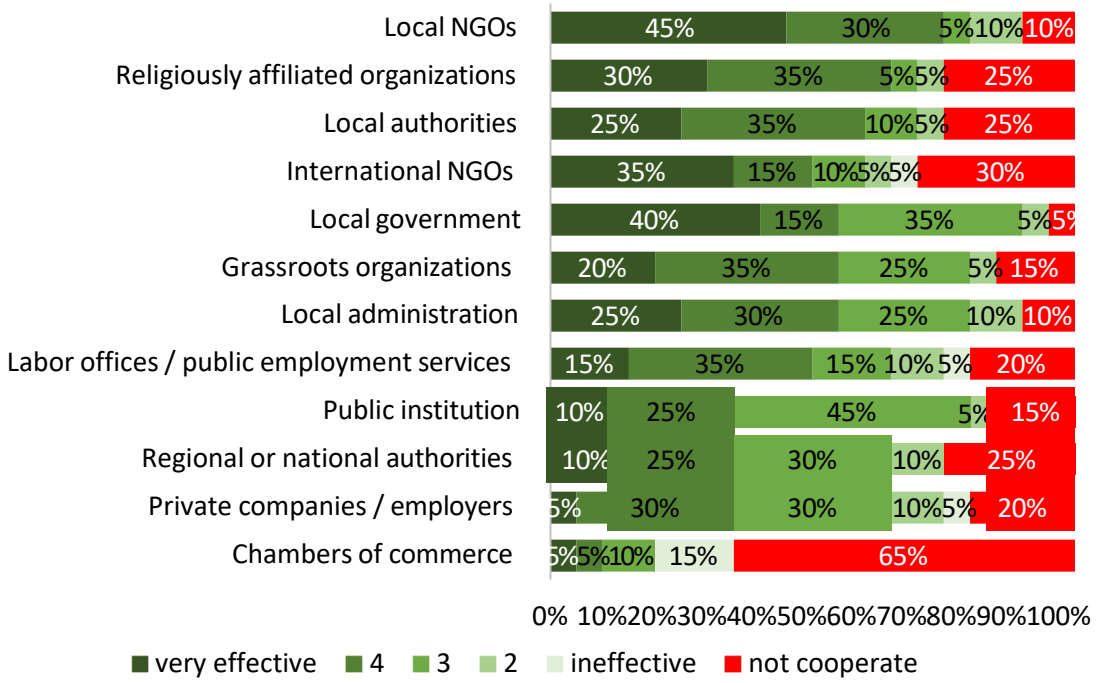


Chart 12: Average score for perceived cooperation with specific actors by type of organization (where 0 = no cooperation, 1 = ineffective, and 5 = very effective) – actors ranked from best perceived cooperation to worst perceived cooperation

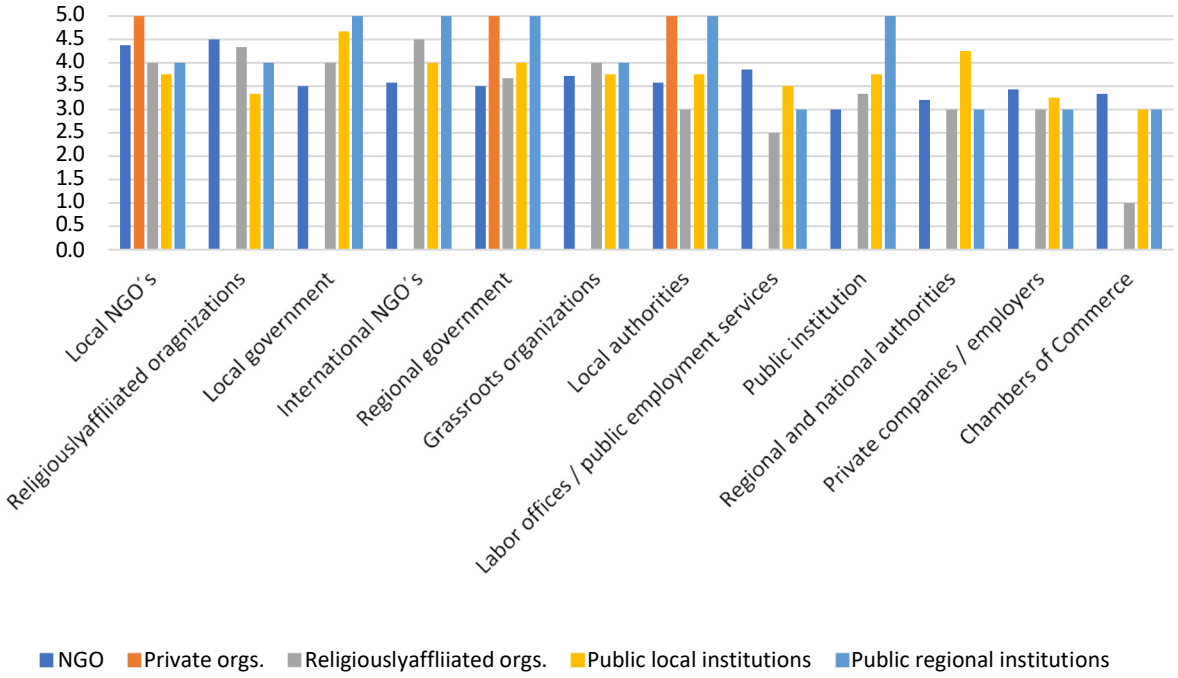


Chart 13: Percentage of responses to the question: ***Have you implemented any good practices that you would recommend?***

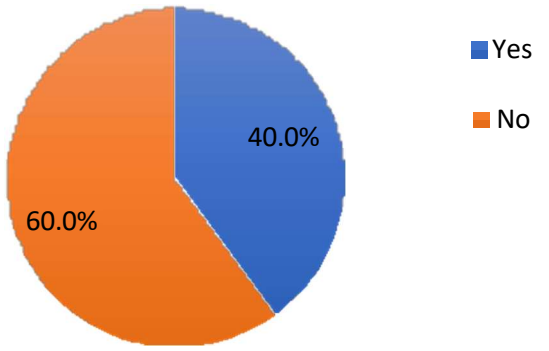


Chart 14: Percentage of responses to the question: ***What forms of support would help your organization improve its work in this area?***

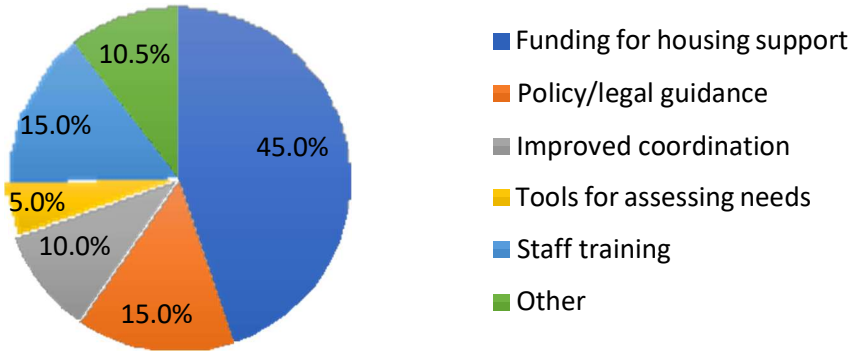


Chart 15: Percentage of responses to the question: ***Does your housing support specifically target any of the following groups?*** *(multiple response)*

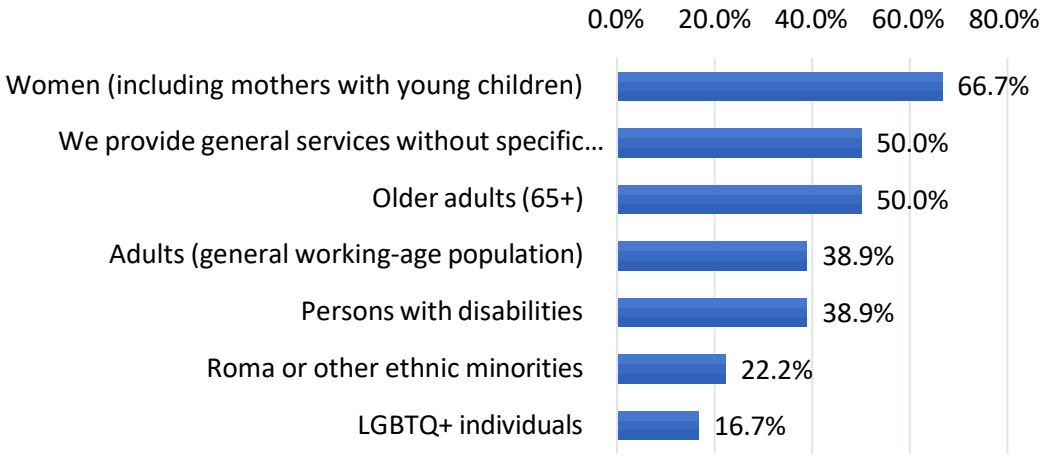


Chart 16: Percentage of responses to the question: ***Have you made any adaptations to better serve vulnerable or marginalized refugee groups?***

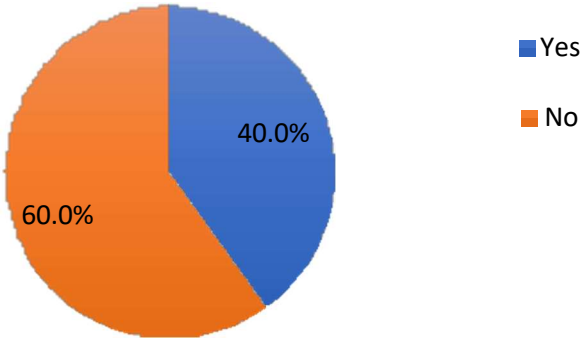


Chart 17: Percentage of responses to the question: ***Does your organization use any of the following digital systems for registering housing beneficiaries?***

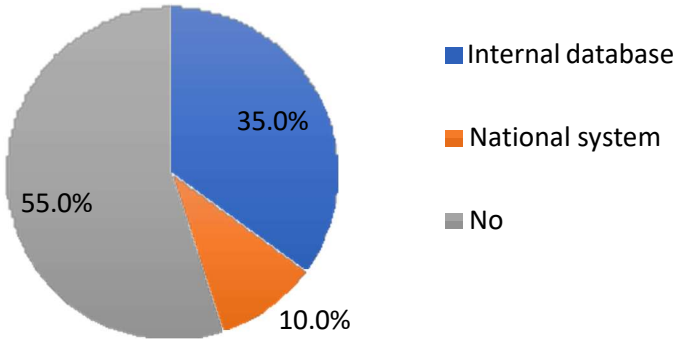


Chart 18: Percentage of responses to the question: ***How does your organization use the digital data collected through the systems mentioned above?*** *(multiple response)*

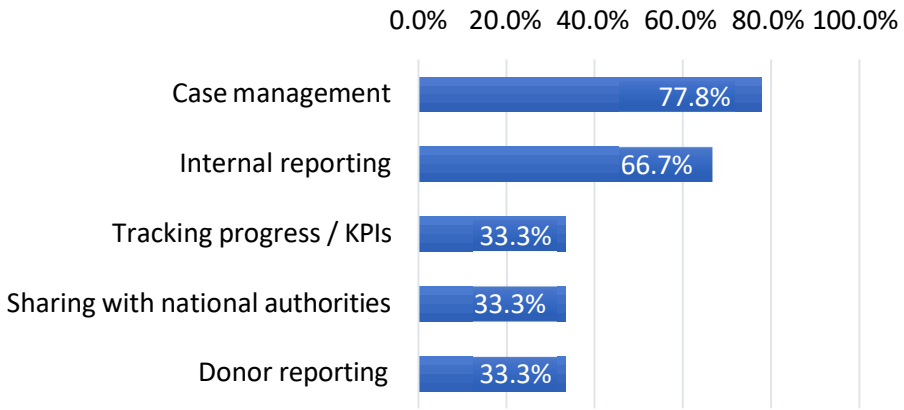


Chart 19: Percentage of responses to the question: ***Would you be willing to test or provide feedback on an assessment tool developed through this project (for evaluating the skills of Ukrainian refugees)?***

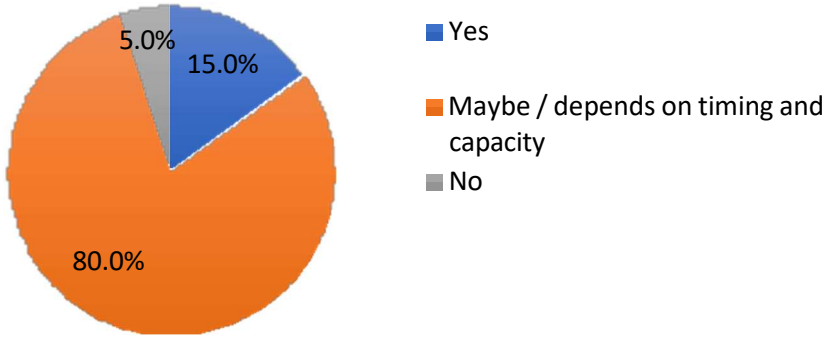
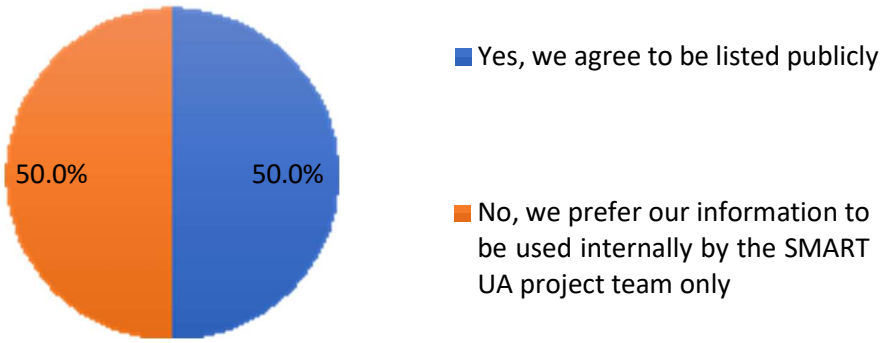


Chart 20: Percentage of responses to the question: ***Would you agree for your organization's contact information to be included in the publicly available stakeholder list?***



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