

## Situation Report #3

# Caritas Ukraine

Response to the Humanitarian Crisis  
(as of December 31, 2016)



### Highlights: situation overview

- ▶ 4.4 million people affected including 580 000 children
- ▶ 3.8 million people in need
- ▶ 9 758 people killed and 22 779 injured
- ▶ More than 2 000 civilians killed, between 6 000 and 7 000 injured (estimates by OHCHR)
- ▶ 1 657 076 Internally Displaced Persons (IDPs) including 230 106 children



# 383 000

people received aid  
from Caritas Ukraine  
since May 2014

**Situation in the conflict zone:** 2016 was influenced by several ceasefire agreements (the last one took effect on December 24) and their regular violations resulted in civilian casualties and damaged houses and civilian infrastructure. The situation remains fragile and prone to further escalation. The war is severely affecting the daily life of civilians, with a growing sense of despair and isolation affecting especially those living in the buffer zone. In 2016,



over 1,000 inhabited houses were newly damaged. Coming winter increases the vulnerability of people living in the zone of conflicts – in many houses windows and roofs are only covered with plastic foil. Interruptions with water, electricity and heat supply are regular with potentially sudden and large-scale humanitarian consequences. In 2016, at least 24 cases of shelling on or in close vicinity of schools were recorded. The 'contact line' between Government-controlled and non-Government controlled areas (GCA & NGCA) with five official crossing points has become a de-facto border – in 2016 more than 700,000 people crossed the line every month. Damages of civilian infrastructure continue to limit people's access to basic services. These signs point to a long continuing struggle and long lasting social, medical and psychological problems in society.

**Current problems affecting IDPs:** As of December 26, 2016, the Ministry of Social Policy of Ukraine has registered 1 657 076 IDPs.

The suspension of social and pension payments to IDPs until verification of their residential address takes place was an ongoing concern in 2016. According to the Ministry of Social Policy 88% per cent of IDP renewal claims have been processed. The specially created unified database was launched in October marking a positive step toward more systematic information management. But according to experts it is technically and methodologically flawed and even worsened the situation with registration making the process more complicated and slow.

The situation at all crossing points in the conflict zone is still complicated because of increasing number of people crossing who need to wait sometimes for 20 and more hours. Some of them were closed for different periods because of security threats – waiting in the lines at the checkpoints is a big vulnerability risk as the crossing lines are very narrow and bomb shelters are largely unavailable. The humanitarian situation at the checkpoints regularly escalates due to summer heat, winter conditions, etc.

2016 is characterized by numerous returns of people back to NGCA as they could not afford living in GCA, in some cases, to areas of active hostilities. Others moved to places in GCA where humanitarian assistance is available as it is distributed mostly in eastern part of Ukraine.

### International Community Response for Crisis

Numerous international humanitarian organizations, including the UN system, national and international NGOs are engaged in the humanitarian relief effort coordinated by UN. In December 2014 the cluster system was introduced, with 7 clusters engaging in life-saving activities throughout the country. Currently there are 186 humanitarian actors delivering aid in Ukraine. Although only 29% of necessary funding for 2016 was covered by different donor structures.

## Caritas Ukraine Response

- ▶ Caritas Ukraine started to provide humanitarian assistance to war-affected people in April 2014, when the mass displacement of people in Ukraine began. Since then, for over two years, Caritas Ukraine has helped nearly **383 000** persons affected by the humanitarian crisis within new projects.
- ▶ Caritas Ukraine has a personalized approach to providing assistance to those in need. We conduct scrupulous assessment of needs before a project begins and render help regardless of nationality, religion, age, gender and political background but base our activities on Christian values.
- ▶ Funds received in 2016:
  - • **EUR 7 183 464**
  - • **USD 4 760 234**
  - • **AUD 3 085**
  - • **PLN 798 534**
  - • **UAH 4 305 869**



**Geography:** Caritas Ukraine operates in **16 regions** of Ukraine, mostly in the western and in the eastern regions. To be close to the people in need, Caritas established its branches in the most dense in terms of IDPs regions and cities: Dnipro, Kharkiv, Poltava, Odessa, Zaporizhia, Kamyanske (former Dniprodzerzhynsk), Sviatohirsk, Mariupol and Kramatorsk. Caritas also provides assistance to those who continue to live in the buffer zone, in the worst conditions, where the shellings continue every day. Caritas employees reach out to these people by cars from closes offices (Zaporizhia, Mariupol, Kramatorsk) and deliver food and non-food items, medical kits, materials for reconstruction of their houses, portable heaters, heating fuel, warm clothing in winter.

**Comprehensive Assistance:** In April 2016, Caritas Ukraine opened the nation's first non-state Multifunctional Social Center in Dnipro. It is expected that the Center will provide assistance to more than **13 000** people yearly. The center was created in line with the best European practices and national experience. All services rendered here correspond to national standards of social services. All people in need, either IDPs or local residents, can receive quick and qualified help in various spheres under one roof. The following are the main types of assistance that the Center offers: consultation (including individual and group psychological counseling, legal advices, a counseling hotline, home care, rental of medical equipment and supplies, social rehabilitation and adaptation, creative activities (Child Friendly Space, Theater for Children and Youth, Seniors Club, language clubs, workshops), sports and recreational activities, social hairdresser, laundry, soup kitchen, and distribution of humanitarian food packages. In 2016 more that **1 000** people received services at the center (including 250 daily in the soup kitchen). Services that are most in demand are: barber's service, child friendly space, summer camps for children and hotline for IDPs (130-140 calls daily).

*Financial support is provided by the German Federal Ministry for Economic Cooperation and Development (BMZ) and Caritas Germany*

- ▶ **Business grants for IDPs:** providing grants for renewal and extension of business in Kramatorsk, Mariupol, Kharkiv, Zaporizhia and Dnipro. In 2016:
  - **1 714** application forms submitted;
  - **399** interviews with potential grantees;
  - **344** grants distributed.
- ▶ **Vocational grants for IDPs:** providing grants for the gaining new skills and professions in Donetsk (Kramatorsk, Slovyansk), Kharkiv, Zaporizhia (Zaporizhia, Berdyansk) oblasts. In 2016:
  - **497** grants distributed.
- ▶ **Specialized site <http://careerfornewlife.com/>** is run by Caritas Kharkiv in the framework of the project "Employment for IDP", which contributes to job placement of IDPs through programs of training and development of cooperation with employers, and creation of workspace. In 2016:
  - More than **2 000** IDPs registered
  - **570** vacancies from employers published.
- ▶ **Job Fairs** for IDPs were organized in Kharkiv (**187** visitors), Zaporizhzhya (**32** visitors) and Kramatorsk (**75** visitors).
- ▶ **Cash for work:** temporary employment of qualified specialists from IDPs in socially responsible business projects (for example renewal of destroyed infrastructure in buffer zone) was provided for **133** persons.
- ▶ **Business centers for IDPs** in Kharkiv and Dnipro are providing consultations for on legal and accounting issues for IDPs who are starting or renewing businesses as well as co-working spaces. In 2016 **1 400** events were held, and **158** legal and **106** accounting consultations were provided. There were **39** regular residents of co-working spaces.
- ▶ Project "**Creation of workplaces for a new life. Grants for employers**" started in June 2016 in covering Kharkiv, Donetsk, Poltava, Zaporizhzhya and Donetsk regions and is aimed on support of businesses ready to create working places for IDPs. **122** workplaces in **58** enterprises were created.

*Financial support of above activities is provided by the Catholic Relief Service, German Ministry of Foreign Affairs and USAID.*

- ▶ **Legal assistance.** IDPs and people in zone of conflict in Donetsk and Kharkiv regions received 943 consultations by professional lawyers.
- ▶ Project "**Help in social integration of internally displaced people in Ukraine**" aims to establish and operate Integration Centers for Family Support to help develop stress resistance, build mature relationships in families and integrate into society through community building.. Geographical coverage of the project includes Dnipro, Kamyanske, Zaporizhia, Kharkiv, Kryvyi Rih and Melitopol. During the project **1 600** children participated in group work with animators, **5 077** people have received psychosocial support, **20 000** persons participated in integration events. **816** hours of consultations via hot-line were provided.

*The project is co-financed by the program "Polish collaboration with the Ministry of Foreign Affairs of the Republic of Poland" and Caritas Poland*





## Emergency Shelter and NFI



>24 000 beneficiaries

### ► Providing assistance in winterization in the war-affected regions of Ukraine:

- **7 072** households reached (approx. 21 200 persons) in 20 locations
- **751** electric heaters
- **4 805** tons of fuel briquettes or wood distributed to 4 423 households
- **2 385** cash grants distributed for winterization in buffer zone.

*Financial support is provided by Caritas Austria and Cordaid*

### ► Repair of household and social facilities

- **1 369** repairs of households including windows installation in Avdiivka, Mariinka, Krasnoholovka, Chermalyk and Talakivka.
- **9 repairs of social facilities** (schools, kindergartens, hospitals). Among them – sport school in Mariinka, Myronivska School, hospital in Luhanske village, Kramatorsk Maternity House, oncological clinic and gynecological department of the City Hospital in Mariupol, which are currently functioning as oblast-level medical institutions and have a significant increase in the number of patients.
- **680** cash grants distributed for repair of households in buffer zone (amount from 3 000 to 18 000 UAH) in Myronivsky, Svitlodarsk, Popasna, Luhanskt, Zalizne.

### ► Multipurpose emergency cash grants for most vulnerable groups of IDPs were distributed to 1 271 households, benefitting 3 820 individuals in Kharkiv, Poltava and Sumy regions.

*Financial support is provided by Caritas Austria, Cordaid, USAID and CRS*

## Food and Nutrition Security:



>17 000 beneficiaries

### ► 17 164 food packages distributed.

*Program of assistance is funded by the Humanitarian Aid and Civil Protection Department of the European Commission (ECHO) via Caritas Austria*

## Health and Nutrition:



>14 000 beneficiaries

### ► Improvement of health conditions of IDPs and inhabitants of buffer zone:

- Project “Medical and Psychosocial Support to Vulnerable Groups of Population in Controlled and Non-controlled Areas of Ukraine” which started in May 2016, targets the vulnerable population in the buffer zone of Donetsk and Luhansk regions who require medical assistance. 6 medical mobile teams (including social workers, psychologists and medical staff) provided consultations and medical check-ins in 24 settlements of the region and selected to medical assistance **1 164** persons. **450** persons were indicated as needing homecare support and currently are receiving this service from Caritas-trained personnel and 150 local activists trained for delivery of paramedical assistance and home care.
- **1 027** persons received medical consultations from doctors, **1 140** – medical assistance from nurses and paramedics and **1 265** – consulting by social worker.
- **600** people received hygiene kits.
- **3 146** cash grants for medical needs distributed.
- **1 292** persons benefited from the distribution of prescribed medicines.

► **Psychological support provided to 1 340 individuals.**

The objective of PSS activities is to reduce the level of anxiety, adaptation and integration stress of adults and children, internally displaced people and residents of the buffer zone, and to enhance their emotions' management skills through the providing systematic psychological support.

Our psychologists provide :

- Telephone counseling
- Initial consultations in cooperation with social workers
- Individual counseling for adults
- Individual counseling for children
- Group work with adults (peer groups)
- Group work with children
- Parent-child groups
- Outdoor activities: educational and cultural
- Organization of summer camps

This component is an essential part of 6 current projects of CUA. Since 2014 about **40 000** people received our PSS services all around Ukraine. In 2016 **27 030** persons get PSS assistance.

► **Work with children from crisis-affected families:**

- **Child friendly spaces** – development and leisure centers for children from for IDP families – were attended by **1698** children (Kharkiv, Izyum, Severodonetsk, Slovyansk, Zaporizhzhya, Dnipro, Svyatohirsk, Poltava). The first aim of such center is to provide psychological assistance to children who were forced to flee their homes in a comfortable space for communication, recreation, learning and self-expression.
- **Summer camps** for children from the buffer zone: **181** children buffer zone (Maryinka, Krasnohorivka, Avdiivka, Svitlodarsk, Valuiske, Komishnenske and others) attended recreation camps in the Carpathian Mountains (Chernivtsi and Ivano-Frankivsk regions) and Sviatohirsk (Donetsk region).

*Financial support is provided by Caritas Austria, Ministry of Foreign Affairs of Germany and Caritas Germany, Cordaid*

- **Implementation of Case Management Approach to Work with IDPs.** This was an innovative and unique approach for Ukraine where people in need were viewed through a comprehensive set of issues. Case managers ensured the simplification of procedures and faster access to available services. Most families requested help in resolving legal, medical, psychological, humanitarian (clothing, footwear, food), and social issues. At the same time, case manager prepared clients to deal with difficult situations independently and informed of the organizations and resources that are currently available in the community. During the two phases of the project in 2016, **944** IDP families were involved in Kyiv, Odesa, Dnipropetrovsk, Zaporizhia and Kramatorsk.

*Financial support is provided by UNDP*

Case management approach is also implemented in 3 projects working in Kramatorsk, Mariupol, Starobilsk, Kharkiv, Dnipro, Kamyanske, Zaporizhzhya, Kryvyi Rih and Melitopol covering total **500** more families.

## About Caritas in Ukraine

International charitable foundation Caritas Ukraine is a humanitarian non-governmental organization which aims to help people in need regardless of their religion, nationality or social status. Caritas provides social development programs and humanitarian services to members of vulnerable communities in Ukraine supporting social development and fostering the traditions of charity and social work. The strategic mission of Caritas Ukraine is to develop philanthropy and to encourage community participation in charitable work according to Christian moral and ethical teachings.

**International charitable foundation Caritas Ukraine**

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