



UKRAINE CRISIS 2022-2023:

1 YEAR OF RESPONSE



UKRAINE: THE PERSISTENCE OF HOPE

One year ago, destruction and human suffering swept across Ukraine on a scale unseen in Europe in three generations. Towns and cities have been obliterated; tight-knit communities scattered by gunfire, missiles, and bombs.

Today, children and elderly people freeze in basements, doctors operate by candlelight and without anaesthetics, while time and time again vital civilian infrastructure – heating plants, power stations, hospitals – are destroyed.

Since visiting Ukraine in September I have found it hard to forget the extent of the damage, but also the courage of those displaced by conflict. The dedication of IOM staff and our colleagues across the humanitarian community, of which I am deeply proud, reflects the resilience of the Ukrainian people themselves.

The escalation of the war has made living conditions increasingly difficult but for many it is harder to stay away. While 13.4 million were displaced in Ukraine and abroad, some 5.5 million have returned, many to find their homes damaged or destroyed.

I, and my colleagues, are committed to staying the course; committed to the belief that the actions we take today will build the foundations for a better tomorrow.

We will continue to provide aid to the people of Ukraine, and particularly the most vulnerable, including shelter, food, water, medicines and medical equipment, warm clothes, home repairs, fuel and much more. We will continue to fund the repairing of infrastructure, refurbish schools, offices, and factories, and create jobs. We will continue to put people at the heart of our action, because we know that people want to and should be -- in charge of their own recovery.

However, a year of war has seriously affected access to crucial services throughout Ukraine and disproportionately impacted the lives of those displaced. The needs are staggering, and increasing.

While most of us celebrated the holidays to start the new year, Ukrainian celebrations were modest. The war has shattered families and communities, and there is simply no money for luxuries; almost half (43 per cent) of families have completely exhausted their savings.

The war has stifled Ukraine's economy, so IOM is doing all it can to invest in local businesses, particularly micro-

and small enterprises. With the support of our donors we are providing grants of between EUR 4,500 and EUR 20,000 to 700 such firms; already, over 2,300 jobs have been created or retained.

Losing one's home and the sense of safety it provides has far-reaching implications on a person's life. In light of this, I am especially proud to report that IOM has become one of the most important providers of shelter in Ukraine. In frontline locations, IOM has reached over 140,000 families with immediate aid, while repairing over 200 structures like schools and public buildings where more than 51,000 internally displaced people across Ukraine have found temporary shelter.

Access to other areas is limited due to active fighting and the lack of security guarantees impeding the ability of humanitarians to render assistance in an impartial and neutral manner.

Mass displacement and the breakdown of community structures that are the inevitable consequence of war increased the risk of trafficking in persons, gender-based violence, and the exploitation and abuse of the most vulnerable. We have worked closely with our partners to assist in a holistic, targeted and coordinated manner.

Sadly, an estimated 15 million people – one third of the population – struggle with deteriorating mental health. In a country that has been so resolute in the face of unimaginable difficulties, it is imperative that we reinforce our mental health and psychosocial support programmes which are providing a much-needed springboard to community recovery.

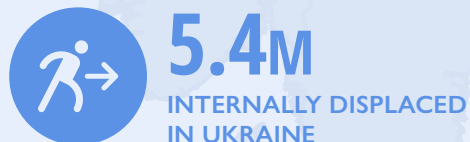
The steps we have taken, delivering humanitarian assistance in an impartial manner to address the immediate needs of the most vulnerable, investing in private sector initiatives, and providing psychosocial and protection assistance to a war-weary population, bring comfort today, while investing in the future. Most importantly, these steps provide an essential intangible: hope.



ANTÓNIO VITORINO

Director General of the International Organization for Migration (IOM)

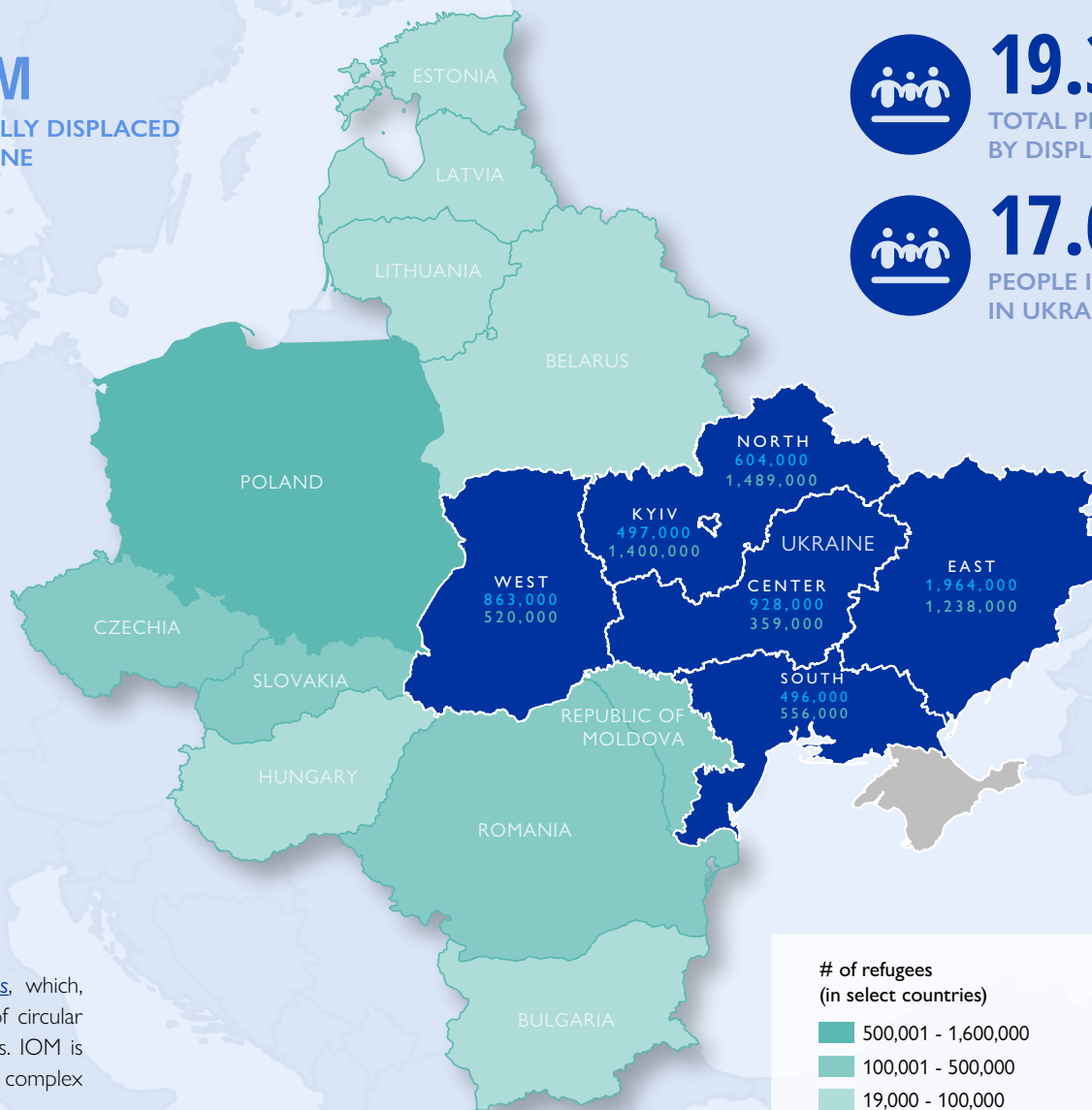
REGIONAL DISPLACEMENT MAP



Operationally defined as people who, having been displaced for at least two weeks, have returned to their place of habitual residence, there are more returnees than internally displaced people within Ukraine. Only about one fifth of these returnees came from abroad, while majority remained in Ukraine throughout their displacement. This special category of people have particular needs, and underline the complexity of displacement patterns in Ukraine, and the importance of good information.



Approximately 60% of those crossing are from OECD countries, which, along with steadily increasing numbers, suggests a high degree of circular movement in and out of Ukraine for business and other reasons. IOM is carefully monitoring to understand individual needs in light of this complex movement observed.

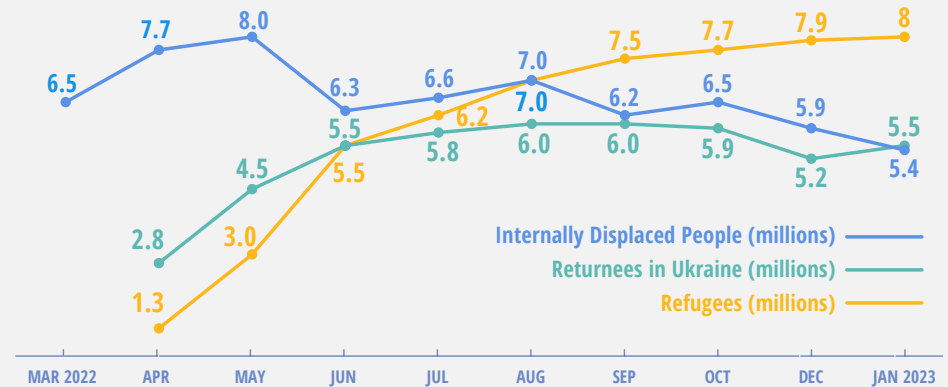


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SITUATION OVERVIEW



INTERNALLY DISPLACED PEOPLE, RETURNEES, AND REFUGEES OVER 2022-2023



Source: [DTM for internal displacement and returns](#) and [UNHCR for refugees](#)

On 24 February 2022, the Russian Federation launched a full-scale invasion against Ukraine. The situation quickly deteriorated, with major attacks reported across the country, including in the capital, Kyiv. One year on, military operations persist, most acutely in eastern and southern Ukraine, and critical civilian infrastructure continues to be targeted across the country, impacting the safety and security of the population and availability of public services.

In early 2023, the Office for the Coordination of Humanitarian Affairs (OCHA) found that [40 per cent of the country's total population needed humanitarian assistance](#), of which 56 per cent are women and girls, 23 per cent are children, and 15 per cent live with disabilities. As of January 2023, over 19 million remained affected by various forms of displacement, including 5.4 million internally displaced persons (IDPs) – 58 per cent of whom displaced for six months or more – and 5.5 million returnees – one fifth of whom returning from abroad ([IOM Ukraine, General Population Survey,](#)

[Round 12, 23 January 2023](#)). Over eight million Ukrainians have sought refuge across borders while 602,337 crossings of third-country nationals (TCNs) were recorded from the Ukrainian border into neighbouring countries ([UNHCR, 2023](#); [IOM, 2023](#)). The total number of refugees and TCN crossings has steadily risen over the course of the crisis.

The war has seriously affected people's access to crucial services including water, electricity, heating, health care, education, and social protection, disproportionately impacting the lives of people who live in inaccessible and hard-to-reach areas. The war has also taken a toll on the most vulnerable, particularly those in the war stricken areas, displaced people, elderly people, women, and children, and those living in poverty. Attacks on energy supply systems have worsened living conditions in large parts of the country, especially during the cold winter months. The unpredictable situation including continued missile attacks across many areas of Ukraine

and limited access to essential services, drives complex mobility dynamics and exposes people to heightened protection risks, negatively affecting their mental health and psychosocial well-being. Mass casualties, large-scale population displacement, destruction of critical infrastructure, and disruption of essential services may further contribute to increased social tensions, localized conflict, and instability in the future. Inflows of refugees and TCNs continue to be met with solidarity in Ukraine's neighbouring countries and the wider region. With the full-scale war entering year two, 63 per cent of Ukrainian nationals report intending to stay in their host country in the near future ([UNHCR, December 2022](#)). Many neighbouring countries have seen large increases in population in urban areas – particularly of women and children – increasing pressure on essential services. Gaps remain to support refugees, TCNs, and countries to find mutual economic and social benefits from inclusion amid a context of continued uncertainty and depleting resources.

SCALING UP THE RESPONSE

Like many organizations, hundreds of IOM's staff in Ukraine were displaced by the war. Yet, despite all the risks, IOM staff demonstrated resilience, stayed to deliver and rapidly scaled up operations in Ukraine and neighbouring countries to respond to urgent humanitarian needs. With no immediate resolution of the war in sight, IOM's sectors and programmes have pivoted (where possible) towards support in finding longer term solutions for people affected by the war.

This past year, IOM had to scale up its response to match the incredible rise in humanitarian needs in Ukraine and the region. The funding managed by IOM missions working for the response was multiplied more than sixfold while the number of staff almost tripled in consequence. Over 1,800 staff and affiliates are now working in this response, 86 per cent of them being nationals of the countries they operate in. This rapid scale-up was made possible by the presence and flexible programming of IOM in all countries of the response prior to the full-scale war, as well as timely and sizeable contributions by the international community. IOM has seen 90 per cent of its funding needs being met for 2022, receiving 466 million USD out of the 514 it had appealed for the humanitarian response at the onset of the crisis. Similar flexibility will be needed in the coming year as uncertainty regarding the war dynamics persists. To continue meeting existing needs, analyze and prepare for emerging humanitarian and recovery needs, and to support people in achieving a spectrum of durable solutions in Ukraine and hosting countries, IOM is appealing for 1 billion USD in 2023 under the [IOM 2023 Appeal for Ukraine and Neighbouring Countries](#), which is aligned with all relevant inter-agency plans.

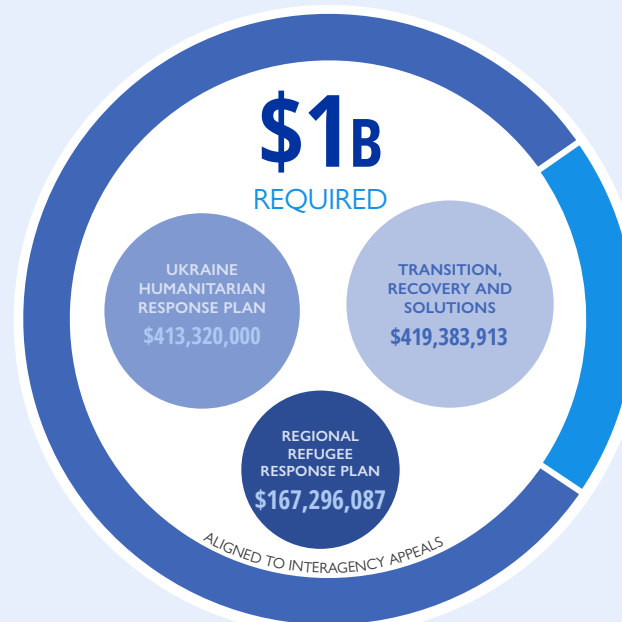
Surge support has been provided across all thematic areas. Since February 24, 430 staff have been deployed. 35 surge staff are currently deployed in-country and 395 deployments have been completed. Out of 430 deployed, 241 (56%) are male and 189 (44%) are female. 247 (57%), are international staff and 183 (43%) national staff. Ukraine was supported with the highest number of deployments at 131, representing 30% of the total deployment (*including remote support from offices in Slovakia and Poland), followed by the Republic of Moldova at 91 (21%) deployments, then Poland at 88 deployments, representing 20% of the total deployments.

FINANCING THE RESPONSE

IOM is deeply grateful to the [governments, organizations, and individuals who have contributed to the emergency response to the humanitarian situation in Ukraine](#). Continued flexibility of resources looking at immediate but also long-term needs of affected people, is crucial to support adequate response to acute humanitarian needs as well as sustainable recovery, inclusion, and rehabilitation.

Additional funding towards recovery or through reprogrammed development project increased IOM's 2022 budget to \$571M and enabled a quick pivot to durable solutions and inclusion models alongside humanitarian targeting.

2023 IOM APPEAL



\$810M
REQUIRED IN UKRAINE

2022 IOM APPEAL



\$ 514M
REQUIRED

\$ 466M
RECEIVED



\$189m

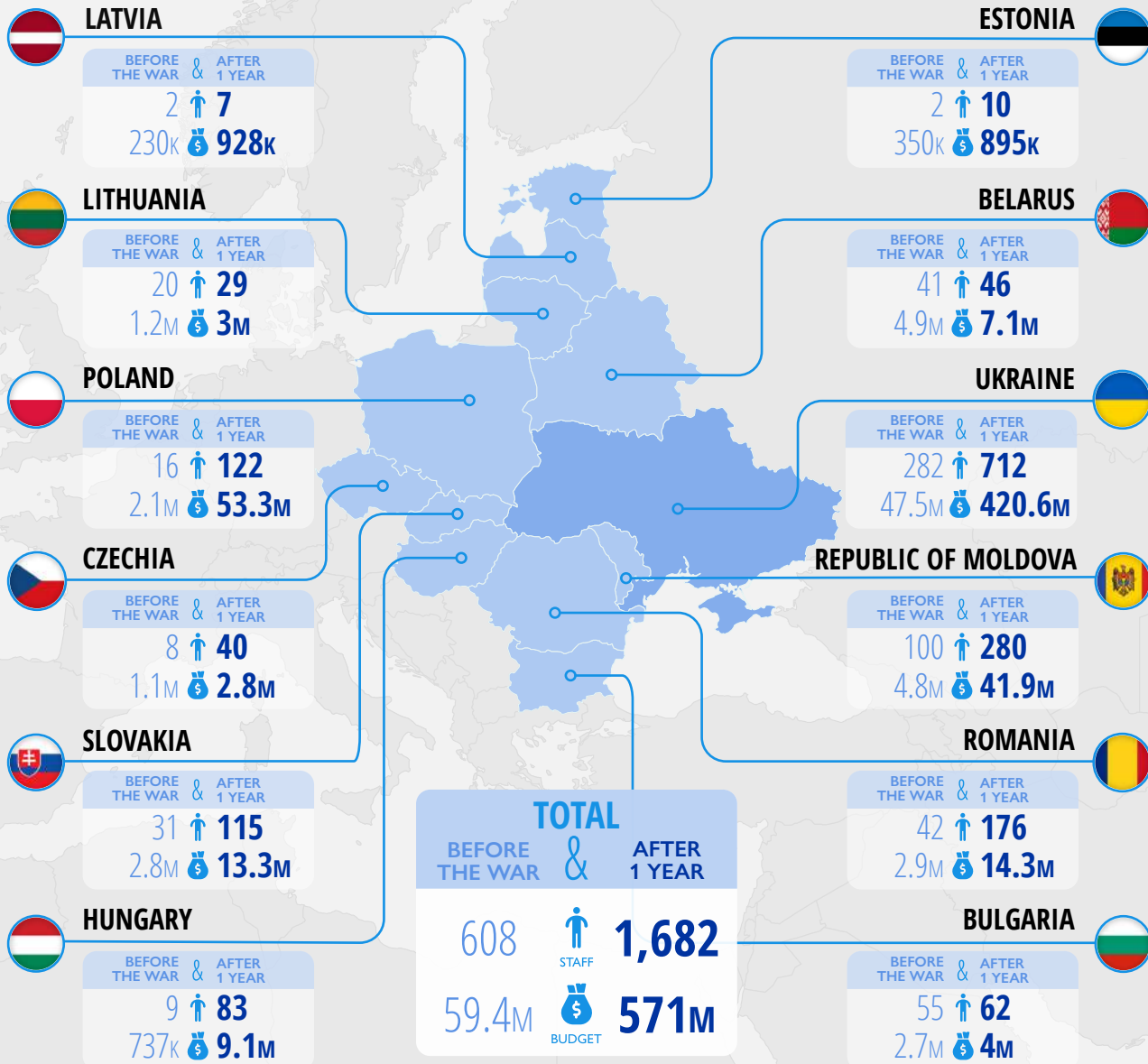
REQUIRED IN NEIGHBOURING COUNTRIES

POLAND	\$61,500,000
REPUBLIC OF MOLDOVA*	\$50,175,000
CZECHIA	\$14,039,200
ROMANIA	\$13,600,000
SLOVAKIA	\$9,000,000
HUNGARY	\$8,329,500
BELARUS	\$3,793,150
LITHUANIA	\$3,670,000
BULGARIA	\$3,554,005
LATVIA	\$3,063,427
ESTONIA	\$2,358,803
OTHER/REGIONAL**	\$16,346,915

* Funding requirements for the Republic of Moldova include supplementary needs that are in line with the UN Sustainable Development Cooperation Framework.

** Funding requirements for other/Regional include additional cross-border development initiatives, contingency for additional countries, and regional support to missions.

GROWTH OF STAFFING AND BUDGET AFTER ONE YEAR




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SURGE DEPLOYMENT OVERVIEW

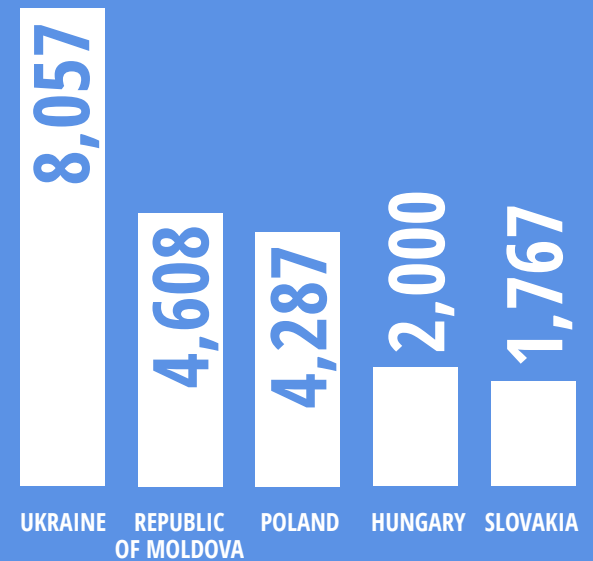
 **430 STAFF**

staff were deployed and providing remote support to 16 countries for the Ukraine response between 24 Feb 2022 and 17 Feb 2023.

 **56%**
MALE

 **44%**
FEMALE

DURATION OF SUPPORT RECEIVED BY MISSION (DAYS)



INTRODUCING THE REPORT



Sociorelational tour for displaced families in Lviv region, Ukraine organized by IOM. © IOM 2022/Tetiana Astakhova

This report presents the stories of a few people IOM encountered as it responded to humanitarian and long-term needs. It is articulated around the sectors IOM uses to plan and operationalize its humanitarian and recovery response in Ukraine and the countries of Belarus, Bulgaria, Czechia, Estonia, Hungary, Latvia, Lithuania, the Republic of Moldova, Poland, Romania, and Slovakia as well as other states providing refuge to Ukrainians and TCNs.

IOM strategically positions itself to reach displaced people and people on the move at all stages of their journeys. This is made possible by the deployment of hundreds of enumerators and partners who collect data on the needs, intentions, profiles, and locations of displaced people under the **Displacement Tracking Matrix (DTM)**, enabling not only IOM, but all humanitarian partners, the Government of Ukraine, and donor countries, to plan and coordinate the response.

ON THE MOVE

Once it knows where and who people are and what they need, IOM can unlock its response. The first priority is ensuring people can move freely and reach a safe location, especially in the case of

war. At the centre of the response, IOM's **Protection** programming ensures that people have access to accurate information on protection risks and how to mitigate them, for example, through a tollfree hotline in Ukraine and surrounding countries. When they reach borders, people affected by the war require smooth processes to be in place so they can access the support they need in time. This is why, under its **Humanitarian Border Management (HBM)** programme, IOM works with border management agencies to ensure border crossing points (BCPs) function well and accurately identify situations that demand further assistance. IOM may step in to provide **Humanitarian Movement Assistance** for people who wish to relocate or to access specific services, or to return home in the case of TCNs.

ON LOCATION

Once people have reached safer areas, IOM supports those with no existing social connection where they are displaced to find **shelter**, whether at collective centres, with private hosts, or in rental apartments. To improve living conditions and management of collective centres and ensure everyone feels safe there, IOM

supports responsible actors through its **Site Management Support** programme. Whether they are on the move, in transit, recently accessible, or at their final destination, IOM reaches people to distribute vital cooking, bedding, and hygiene **Non-food Items (NFIs)**. It also provides **Water, Sanitation and Hygiene (WASH)** support, so people can live in dignified conditions. This assistance is made possible by the **Global Supply Chain** that IOM has established, enabling it to reach people in areas that are hard to reach and when they need it. IOM also uses **Cash-based Interventions** to provide specific types of assistance or Multi-purpose Cash Assistance, which promotes the agency of beneficiaries in deciding which needs to fill first, whilst enabling local markets to recover and react to the needs of affected populations. In the meantime, IOM's **Health** programme ensures access to health care for beneficiaries, through mobile teams in hard-to-reach areas, or by ensuring the inclusiveness of health systems for all categories of displaced people. Given the significant stress that war often places on the mental health of people, IOM opens up spaces for care and dialogue, under its **Mental Health and Psychosocial Support (MHPSS)** programme.

IN TRANSITION

Even as the war continues, some areas have become more accessible and, in some instances, people have already started returning and rebuilding. As part of its **Durable Solutions** programming in Ukraine, IOM is assessing possibilities of return. The aim is to help displacement affected people achieve a spectrum of services and assistance to support solutions, whether through local integration, relocation, or return, and to ensure capacity is in place for people to return once it becomes possible. In neighbouring countries IOM is pivoting its emergency response towards supporting solutions for the **Socioeconomic Inclusion** of refugees and TCNs in their host countries. The goal is to ensure that humanitarian assistance is holistic, and combined with economic and policy initiatives, that meet a common objective that enables access to adequate services and self-determination.

Note: this report contains stories and images that some readers may find disturbing, including discussion of suicide. Names of individuals mentioned are generally changed for protection.

OVERVIEW OF ACHIEVEMENTS

INSIDE UKRAINE

TOTAL:
2,952,268*
 individuals reached with IOM support

*In collaboration with more than
 70 implementing partners, and
 through its 11 offices, IOM reaches people
 in need across 24 oblasts in Ukraine*

NFI NON-FOOD ITEMS
926,666
 individuals reached

SM SITE MANAGEMENT SUPPORT
42,084
 individuals reached

78,417
 individuals reached through
 assessment

H HEALTH
85,276
 individuals reached

FLR FOOD SECURITY, LIVELIHOODS
 AND RESILIENCE
78,173
 individuals reached

P PROTECTION
69,986
 individuals reached

325,191
 individuals reached through
 information provision

MHP MENTAL HEALTH AND
 PSYCHOSOCIAL SUPPORT
31,227
 individuals reached

WSH WATER, SANITATION
 AND HYGIENE
2,071,523
 individuals reached

MPCA MULTI-PURPOSE
 CASH ASSISTANCE
284,041
 individuals reached

S SHELTER
479,419
 individuals reached



*People reached is an estimate only, here and throughout this document, intended to identify the number of unique individuals receiving support from IOM, regardless of whether they receive multiple services or items. Figures may not include all individuals reached directly or indirectly and may be adjusted as data and counting methodologies change. Total figure excludes some activities, such as information provision campaigns and referrals.

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OVERVIEW OF ACHIEVEMENTS IN SELECTED NEIGHBOURING COUNTRIES

TOTAL:
319,536

individuals reached
with IOM support

NON-FOOD ITEMS
NFI 70,410
individuals reached

HUMANITARIAN MOVEMENT
 **55,501**
individuals reached

WATER, SANITATION
AND HYGIENE
 **72,436**
individuals reached

HEALTH
 **34,127**
individuals reached

SITE MANAGEMENT SUPPORT
 **9,031**
individuals reached

FOOD SECURITY, LIVELIHOODS
AND RESILIENCE
 **46,208**
individuals reached

MENTAL HEALTH AND
PSYCHOSOCIAL SUPPORT
 **47,462**
individuals reached

MULTI-PURPOSE
CASH ASSISTANCE
 **16,819**
individuals reached

PROTECTION
 **109,987**
individuals reached

1,005,858
individuals reached through
information provision

SHELTER
 **18,681**
individuals reached



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DISPLACEMENT TRACKING MATRIX (DTM)



SECTOR HIGHLIGHTS



+82,000
SURVEYS CONDUCTED



17
COUNTRIES COVERED BY DTM



126
REPORTS GENERATED



+20,000
DOWNLOADS

DTM enumerator in Krakow, Poland. © IOM 2022/Vera Umanets

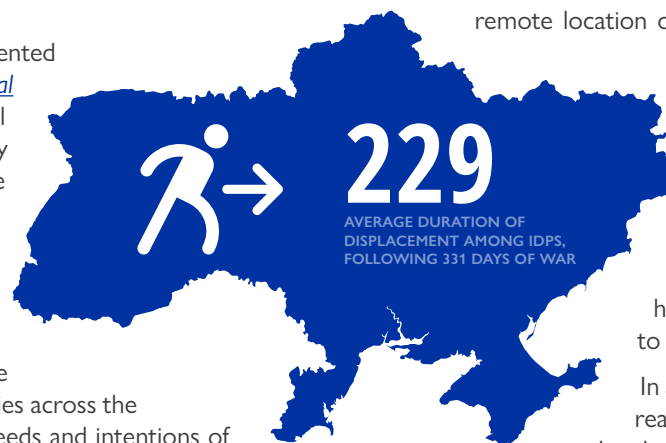
The Displacement Tracking Matrix (DTM) programme enables governments and other response actors to quickly identify the location, most urgent needs, vulnerabilities, and intentions of people affected by various types of displacement. This information is essential to shape and adapt response according to facts on the ground. IOM deployed DTM programming to conduct surveys across Ukraine and neighbouring countries, rapidly scaling up existing operations in 2022 in anticipatory action as Russian troops were gathering on the border of Ukraine and the prospect of full-scale war became increasingly likely.

Inside Ukraine, IOM has implemented 12 rounds of the [general population survey](#), tracking internal displacement and mobility flows, ultimately yielding reliable figures on internally displaced, returnees, and other affected populations. To enable contextual responses, the surveys gather insights into the situation and needs of vulnerable people. IOM has conducted studies across the affected region to capture the needs and intentions of refugees and TCNs fleeing the war, as well as those crossing back into Ukraine. The programme has deployed over 160 enumerators (74 in Ukraine) in strategic locations such as border crossing points, transport sites, collective centres and other displacement sites.

DTM has also adapted to stakeholder needs, including requests from the government or other humanitarian actors to include specific subjects of concern. DTM teams have also anticipated information needs on the horizon. Before winter, and the increasing attacks on civilian heating infrastructure, DTM became critical to quickly understand what types of heating people were using and how prices had been affected by the war, to address heating needs. DTM's [Solid Fuel Assessment Report](#) provided exactly that information, becoming a critical tool to inform

humanitarian programming over the winter months in Ukraine.

In addition to providing vital information to response actors, DTM is often a first point of contact for people in need of support, including specialized referral to protection team. DTM also works to identify sites not previously covered by humanitarian actors. In the surrounding area of Warsaw, Poland, due to IOM Poland's strong collaboration with local government, the DTM team identified a safe house for mothers and children fleeing Ukraine. The collective site is housing some of the most vulnerable individuals in Warsaw and because of its



remote location outside of the city centre, partner agencies were not aware of its location or needs. The DTM team conducted site and individual needs assessments, which were shared with IOM programming. IOM provided the centre with NFI support including cleaning supplies, water, hygiene items, and items for children to improve life in the site.

In a constantly changing environment, real-time situational knowledge of the location, needs and intentions of people affected by the war will continue to be critical to response planning and delivery. In that context, DTM programming will continue and scale up its work with IDPs and refugees. IOM will also continue surveying people who are crossing back to Ukraine, to understand their attitude towards hosting countries, priority needs, their intended regions of return, and plans for the future, with specific attention to the movements of TCNs from and into Ukraine, in order to capture all people with specific vulnerabilities regardless of their status. To be able to support returns in the case of a de-escalation scenario, IOM will measure progress among IDPs towards the achievement of a full spectrum of durable solutions (integration, return or relocation), and assess recovery needs, resilience factors, and access to services.

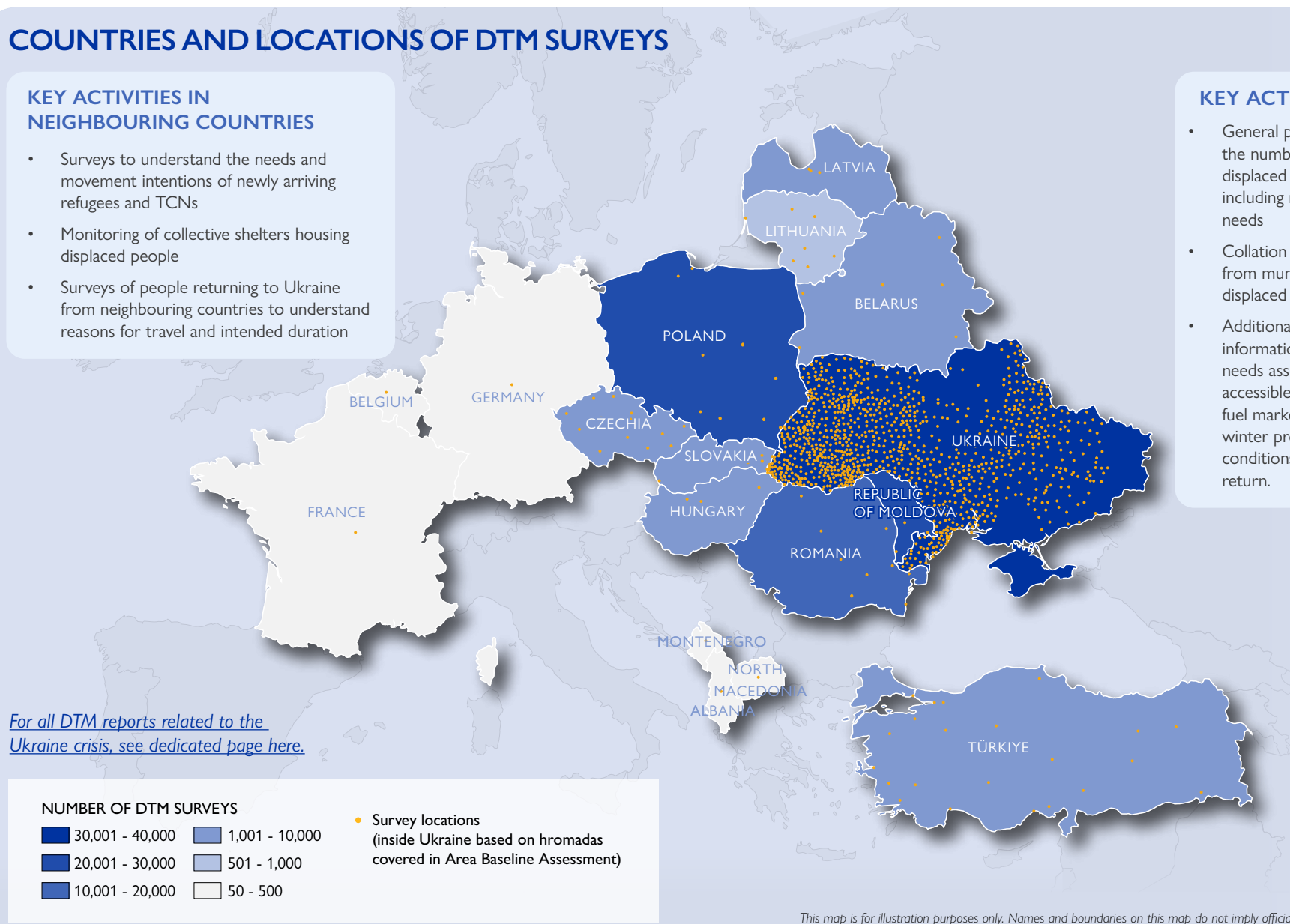
COUNTRIES AND LOCATIONS OF DTM SURVEYS

KEY ACTIVITIES IN NEIGHBOURING COUNTRIES

- Surveys to understand the needs and movement intentions of newly arriving refugees and TCNs
- Monitoring of collective shelters housing displaced people
- Surveys of people returning to Ukraine from neighbouring countries to understand reasons for travel and intended duration

KEY ACTIVITIES IN UKRAINE

- General population survey to estimate the number and location of internally displaced and other affected people, including returnees, as well as their needs
- Collation of official registration data from municipal governments on displaced people (Area Baseline)
- Additional studies aligned to particular information needs including: rapid needs assessments in areas newly accessible to humanitarian actors, fuel market reviews to prepare for winter programming, and studies on conditions people face when they return.



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SECTOR HIGHLIGHTS



69,986
INDIVIDUALS REACHED
IN UKRAINE



109,987
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES



+1M
PEOPLE REACHED THROUGH
AWARENESS RAISING AND
INFORMATION CAMPAIGNS

More than 15 million people from and inside Ukraine need or have needed protection assistance since full-scale war broke out in February 2022. The mass displacement within and across Ukraine’s borders, family separation, disruption of vital services, and breakdown of community networks triggered by the escalated war gave rise to alarming new trends and amplified existing risks, such as trafficking in persons, gender-based violence, and exploitation and abuse of the most vulnerable. IOM cooperates with a variety of partners, including government, civil society, other humanitarian actors to ensure that assistance to vulnerable people is delivered in a holistic, targeted and coordinated way. Protection support often cuts across multiple sectors of programming according to the needs of each individual case.

Svitlana is a 55-year-old Ukrainian stage designer from Odesa who fled to the Republic of Moldova mid-March 2022, together with her husband and her son Ivan, who has a mental disability. Ivan’s disability worsened because of the family’s experience of war – the constant fears of a direct assault on their city, the daily air-raid sirens, and the need to spend long stretches of time in crowded bomb shelters.

On arrival in the Republic of Moldova, the family received temporary accommodation at a hostel in the city of Balti, north of the capital Chisinau, but the new environment appeared to be challenging for Ivan. After a week, he attempted suicide by jumping out of the window. “He did this because he saw people on the street and thought they were soldiers coming to get him,” explains Svitlana, “And I had only lost sight of him for five minutes!” Looking for better options, the family moved to Cahul in southern Moldova, where Svitlana spoke with an IOM Protection Mobile Team. IOM’s social workers linked Svitlana with a health-care facility that could support Ivan with treatment and psychosocial care. The team also provided comprehensive information on the services available to the family in the Republic of Moldova and stayed in regular contact with them for further assistance. As of January 2023, the family had settled in Chisinau through the joint IOM-Airbnb programme, to which they were referred by their caseworker. The caseworker also put Ivan in touch with the vocational training programme offered by IOM’s Livelihoods Team. Eventually, Ivan hopes to find

work online as a graphic designer. “He is very skilled, but it is still hard for him to communicate with people,” says Svitlana. Thanks to IOM’s assistance, the family is looking to the future with more hope, their main wish being that the war ends soon so they can go home. You can read more about Ivan and Svitlana [here](#).

Living not far from Svitlana in Chisinau is Larisa, a young Russian Roma, who resided in Ukraine for many years prior to the full-scale Russian invasion. At the time of her displacement to the Republic of Moldova in March 2022, she was pregnant with her second child, and travelling with her parents, brother, and her child– a two-year-old without identity documents. Larisa had only a medical certificate issued by the maternity hospital in Ukraine and no other proof that the child was hers. “It was an additional problem, on top of the urgent ones of finding a house, food, and basic necessities to survive. Moreover, I could not count on the help of my husband who is in Ukraine and can’t leave the country,” she remembers. As members of a marginalized ethnic community, Larisa’s family also faced a constant risk of discrimination.

Larisa and her family were placed at a refugee accommodation centre in the town of Carpineni, close to the Romanian border, and which is regularly visited by IOM’s Protection Mobile Teams. The teams include a Roma Cultural Mediator, and Larisa’s sensitive case received prompt attention. IOM immediately referred the family to the IOM-Airbnb programme for more suitable accommodation in Chisinau and assisted them with transportation from Carpineni. In Chisinau, Larisa could prepare for giving birth in a comfortable setting, and the family could receive support obtaining identity documents: “We had tried to go to Romania but at the border the authorities didn’t allow us to enter because my child had no

IOM will continue providing protection assistance and mainstreaming protection considerations in all its sectors of intervention, particularly as growing trafficking-related risks are being identified, and multiple issues arise in connection with protracted displacement.

*IOM Protection team interviews a beneficiary to assess her needs.
© IOM, 2022/Elena Taran*

PROTECTION

documents. [...] I tried to approach both the Ukrainian and Russian Embassies, but I only received refusals, until I received IOM's support." IOM's legal specialists analyzed Larisa's case, advocated with the relevant consular services, and helped her navigate the formalities. In January 2023, she obtained a birth certificate and a passport for her older son. The family remains in touch with their IOM caseworker for further support.

Sadly, with no end to the war in sight, these two women and their families, like millions of other displaced persons from Ukraine, will likely remain displaced for some time. Until it is considered safe for refugees and internally displaced people to return home, IOM's Protection response will be prioritizing comprehensive inclusion support, linking people in need to mid- and long-term accommodation, social assistance, financial support, education and daycare for children, vocational and language training, job placement, livelihoods, and community cohesion programmes, while also continuing addressing specific vulnerabilities and protection risks, such as human trafficking, gender-based violence, and child protection risks, particularly for unaccompanied or separated children.

In the next year of response, IOM will continue providing protection assistance and mainstreaming protection considerations in all its sectors of intervention, particularly as growing trafficking-related risks are being identified, and multiple issues arise in connection with protracted displacement (extension of temporary protection status for those abroad, and access to cash assistance, accommodation, and health care in host communities, to name a few). IOM will sustain its ongoing presence at border crossing points (BCPs) and in communities hosting high numbers of displaced people from Ukraine and expand its partnerships with specialized civil society organizations (CSOs) to reach more people in need in the most appropriate way, including work with marginalized groups, such as persons with disabilities and ethnic Roma communities. Finally, IOM will concentrate its capacity building efforts on strengthening existing protection systems and structures across its broader development, stabilization, and recovery programming.



IOM Protection team interviews a beneficiary to assess her needs. © IOM 2022/Elena Taran



HUMANITARIAN BORDER MANAGEMENT



Ukrainian refugees and TCNs arrive at the Medyka border point in Poland. The border point is one of the main ports of entry for people fleeing into Poland. Upon arrival, refugees and TCNs are offered a wide variety of assistance by IOM and other organizations including transportation assistance, DTM, food distributions, clothing, and more, Medyka, Poland.
© IOM 2022/Muse Mohammed

When the full-scale invasion began at the height of winter in February 2022, millions of people fled Ukraine into neighbouring countries, quickly launching border crossing points (BCPs), and their capacity to absorb new arrivals, into the spotlight.

At the request of states, IOM's HBM model deploys resources to strengthen the preparedness and response mechanisms of border management agencies to ensure operations are appropriately sustained or expanded. One objective of HBM is for borders to remain open and equipped to deal with complex migration dynamics, avoiding closures or deterrence which typically does not stop cross border movements nor allow for adequate protection support. This approach is not purely logistical; it centers upon the safety and dignity of migrants, in tandem with state security and enhanced adaptability of operations at border points.

SECTOR HIGHLIGHTS



+30

BORDER CROSSING POINTS (BCPS) AND ARRIVAL LOCATIONS WITH HUMANITARIAN BORDER MANAGEMENT (HBM) PROGRAMMING

Including support for:

- uninterrupted operation of BCPs through equipment upgrades, capacity building, and technical assistance on streamlining and strengthening processing operations;
- monitoring protection concerns for people crossing, including children, at the request of EU border and coast guard agency (FRONTEX); and
- arrivals can make timely and informed decisions upon receipt of multi-lingual information leaflets.

IOM's HBM response to the Ukraine crisis focused initially on supporting Ukraine and neighbouring states to ramp up border operations to safely process exits and arrivals: advising on streamlined procedures and a means of decongesting BCPs through effective management of entries, equipping border authorities, and distributing multi-lingual information leaflets with safety tips and helpline numbers to ensure arrivals had access to timely, verified information. As Ukrainians and TCNs continue to exit Ukraine and spontaneously return over the subsequent months, the complex patterns of cross-border mobility reinforce the need for support to enable movement in all directions. IOM's HBM interventions included facilitating cross-border delivery of humanitarian aid and fuel into Ukraine, and continue to develop in response to trade demands, economic recovery, and regional stability.

Many people arriving at the border do not have private contacts outside Ukraine. Olena, a mother of two, was travelling from war-torn Mariupol where her home had been hit by a missile. She and her family arrived at the Polish border with no particular plan, only knowing that friends of her family had managed to get shelter and other assistance in Czechia. The information she received at the border enabled her to know about her rights and entitlements and to get a clear picture of how she should register herself and her children. Based on a more complete set of information, Olena was able to safely continue her journey onward to Czechia.

As Ukrainians and TCNs continue to exit Ukraine and spontaneously return over the subsequent months, the complex patterns of cross-border mobility reinforce the need for support to enable movement in all directions

In Poland, HBM programming is concentrated on refugees and host community members, including volunteers, local authorities and border guards, to support people leaving Ukraine to cross the border quickly and safely, and to access the support they need. At arrival points across Poland, IOM teams greeted those crossing the border and conducted rapid vulnerability assessments, made referrals, and provided information about remaining in Poland

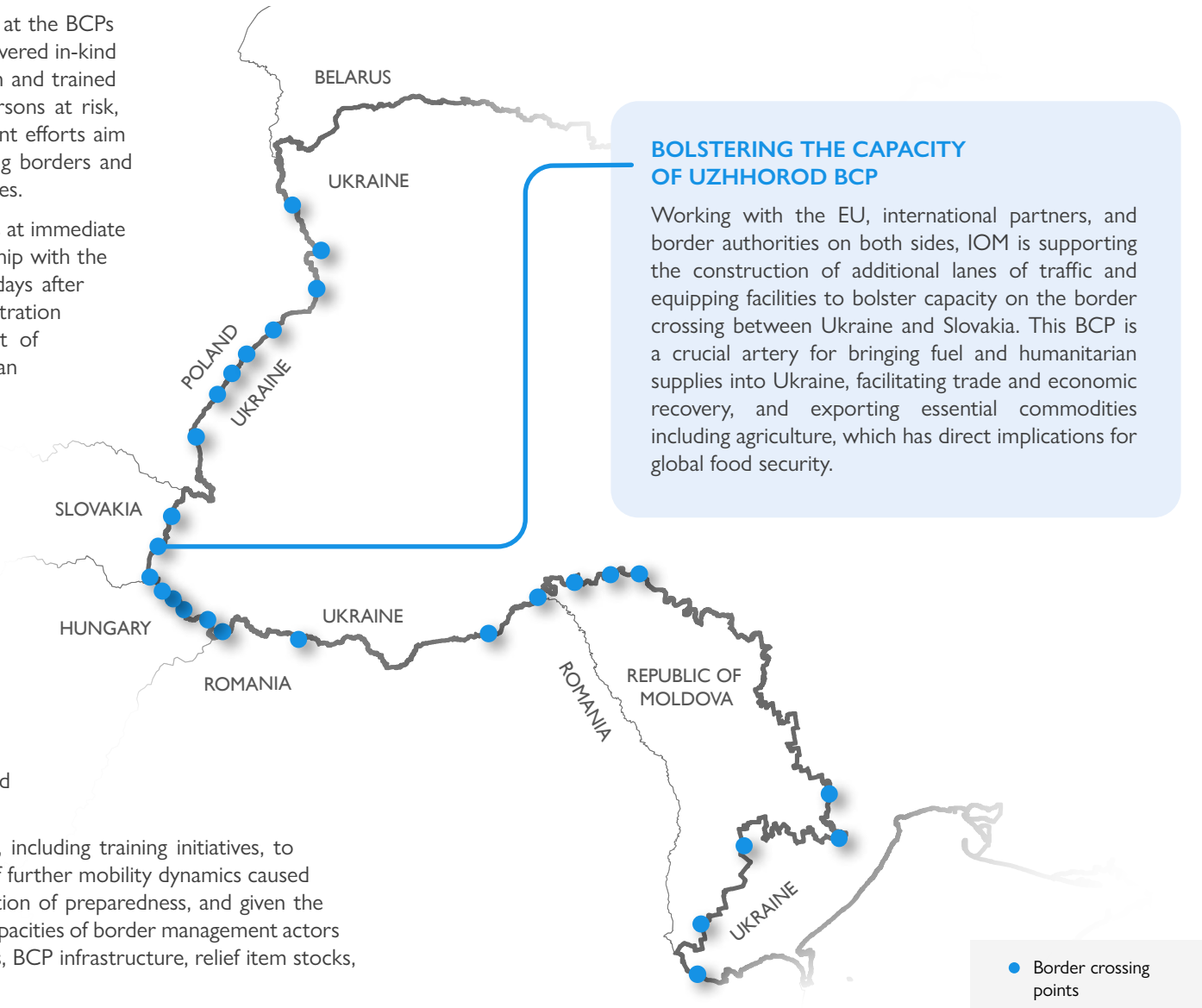


HUMANITARIAN BORDER MANAGEMENT

and traveling onwards. To mitigate the effects of wait-times at the BCPs and in anticipation of subsequent onward journeys, IOM delivered in-kind assistance, and facilities for registration and accommodation and trained 814 officers on trafficking of human beings, identifying persons at risk, and inter-cultural communication. Such capacity development efforts aim to reduce the safety risks of migrants and refugees crossing borders and promote protection sensitive border management approaches.

The effect of HBM, however, expands far beyond operations at immediate border areas. This is aptly demonstrated by IOM's partnership with the government of Ireland, which contacted IOM in the first days after the war began for support establishing a one-step registration process. In close cooperation with the Irish Department of Justice (DOJ), IOM and government staff processed more than 72,000 arrivals originating from Ukraine between March 2022 and January 2023, expanding from the Dublin airport to three additional locations country-wide. After people are registered and TPD certificates issued, IOM supported the processing of social services application forms including interpretation support and screening for referrals to national child protection and health services. This can be seen as an "internalization" of the border management process, that allowed arrivals from Ukraine to be registered and immediately be granted the appropriate status, with practical access to services and tailored support to help them settle in. The Irish example greatly reduced the risk of people falling through the cracks, forging inclusive conditions such that arrivals could focus on adjusting to their new reality.

IOM continues to provide material and technical support, including training initiatives, to ensure contingency capacity to respond to the possibility of further mobility dynamics caused by the war. Cognizant that HBM is best realized as a function of preparedness, and given the uncertain context, IOM is continuing its efforts to bolster capacities of border management actors and systems, including specific work on registration systems, BCP infrastructure, relief item stocks, and migration policy development support.



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HUMANITARIAN MOVEMENT ASSISTANT



SECTOR HIGHLIGHTS



55,501

INDIVIDUALS REACHED IN NEIGHBOURING COUNTRIES



3,873

TCNS ASSISTED WITH VOLUNTARY RETURN TO THEIR HOME COUNTRIES



16,698

SAFE AND DIGNIFIED TRANSPORTATION WITHIN AND ACROSS NEIGHBOURING COUNTRIES

Family waiting to cross the border. © IOM 2022/Francesco Malavolta

Safe and dignified movement of people means taking a comprehensive, rights-based, and humane approach which recognizes the interdependencies of travel, health, and the potential for integration as key components of the movement process. Based on these principles, IOM works with government authorities including embassies, border authorities, and other stakeholders to support movement of people affected by the war in Ukraine.

The need for this type of work has been immense from the earliest days of the crisis and has evolved in line with needs and the policy landscape, from supporting the voluntary return of TCNs to their home countries, to decongesting areas with millions of war-affected people in neighbouring countries.

As large numbers of people fled to the border with the Republic of Moldova when the full-scale invasion broke out, IOM established the “Green Corridor” to help people move from the Moldovan border with Ukraine directly into Romania where existing infrastructure was better equipped to handle such large flows of people and where they could make arrangements for further onward travel.

One important mechanism through which refugees from Ukraine have been able to move beyond immediately neighbouring states is the European Union (EU) Solidarity Programme. IOM has supported that programme by transferring vulnerable individuals to the EU Member States and associated countries that have pledged to receive refugees from Ukraine. After travelling a long and precarious route through the Russian Federation to Estonia, Anna and her family were able to participate in this programme.

Originally from Makiivka, Donetsk Region in Ukraine, Anna and her eight children were already living under constant anxiety since the war started in her region back in 2014. Life became

even more difficult when in 2016, Anna’s husband passed away after a hard battle against cancer. Left alone to provide for her large family, Anna’s hope for peace and security started to fade away.

When heavy shelling picked up around Makiivka last year, and Anna saw her frightened children, she decided to pack everything up and leave. She borrowed money for the trip and drove the

As large numbers of people fled to the border with the Republic of Moldova when the full-scale invasion broke out, IOM established the “Green Corridor” to help people move from the Moldovan border with Ukraine directly into Romania where existing infrastructure was better equipped to handle such large flows of people and where they could make arrangements for further onward travel.

family almost 2,000 km from the frontlines in eastern Ukraine, through the Russian Federation and finally to Estonia. When they arrived in Estonia, they were offered a chance to stay there, but they decided to continue to Germany where they knew other Ukrainians who could help them. After learning about IOM support through volunteers, Anna contacted IOM in Estonia. IOM, in coordination with the authorities, arranged her flight to Frankfurt, provided her and her family with all the necessary assistance before her travel, and made arrangements for their arrival at the new destination. Anna and her children were welcomed by acquaintances at the airport, who took

them to Hannover. Anna and her family finally had a comfortable place to stay, away and safe from the horrors of the war. A few months after they arrived in Hannover, Anna’s eldest daughter, who lived in Mariupol, joined them with her husband and two children.

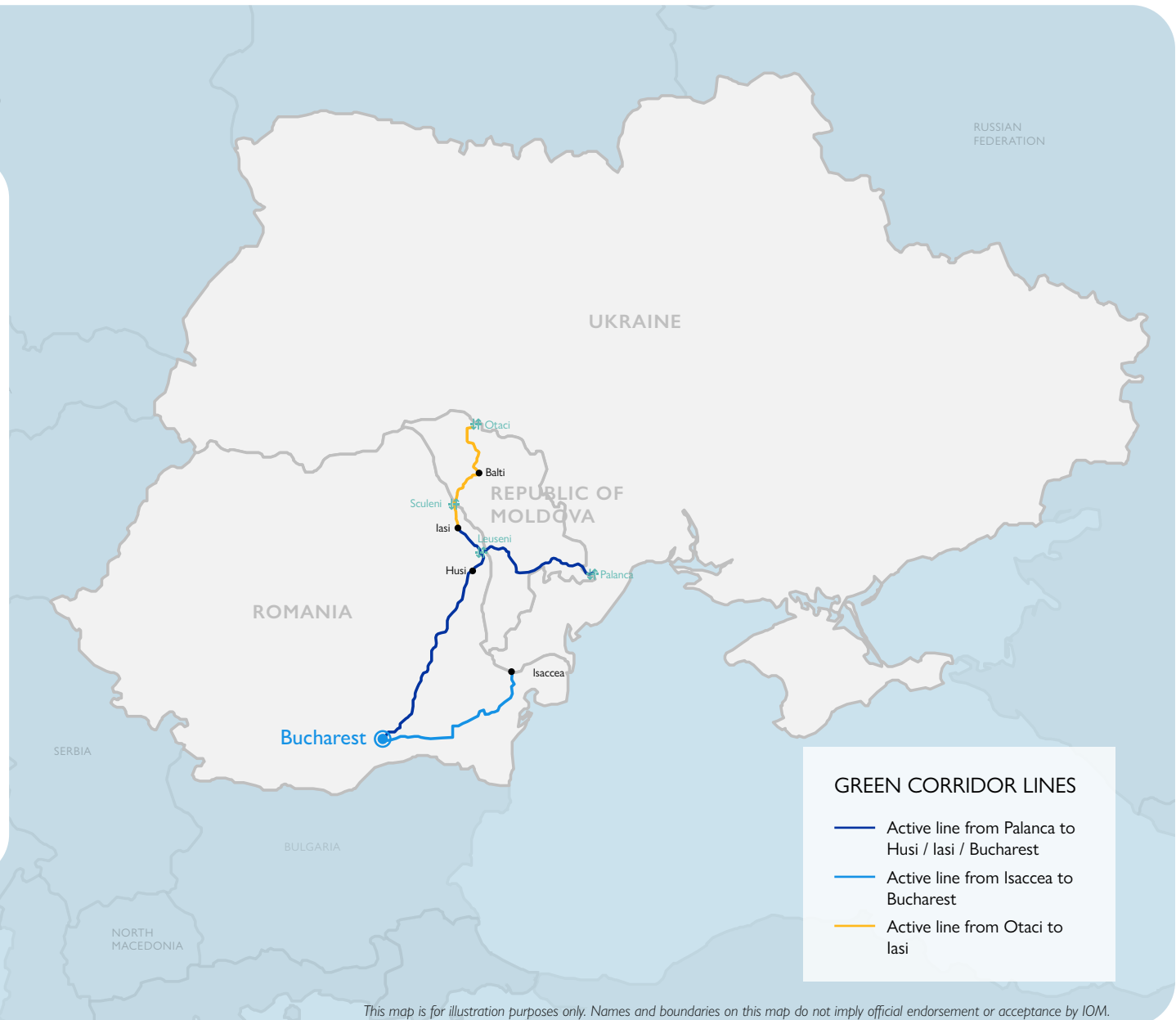
By closely monitoring the situation in the region through DTM programming and field presence, IOM is able to expand its operational footprint and staffing presence to respond to the needs. IOM has already expanded support for resettlement operations in some neighbouring countries as the needs have become clear. Once the conditions for return to Ukraine will be conducive, IOM is prepared to establish and run full spectrum of voluntary repatriation, assisted voluntary return and reintegration programming closely linked with recovery.



34,930

PEOPLE TRANSPORTED THROUGH "GREEN CORRIDOR" THROUGH THE REPUBLIC OF MOLDOVA TO ROMANIA

As large numbers of people fled to the border with the Republic of Moldova when the full-scale invasion broke out, IOM established the "Green Corridor" to help people move from the Moldovan border with Ukraine directly into Romania where existing infrastructure was better equipped to handle such large flows of people.



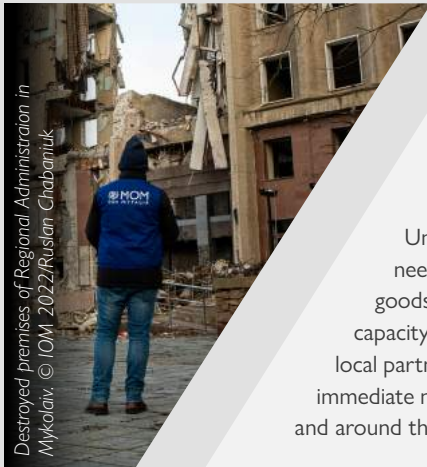
GREEN CORRIDOR LINES

- Active line from Palanca to Husi / Iasi / Bucharest
- Active line from Isaccea to Bucharest
- Active line from Otaci to Iasi

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WAR BREAKS OUT

When the Russian Federation's full-scale invasion of Ukraine began in February 2022, millions of people across Ukraine had their lives uprooted and needed urgent humanitarian assistance to meet even the most basic needs. In the face of that urgency, IOM immediately drew on its global supply chain capacity to procure and deliver EUR 20 million worth of assistance as quickly as possible and continued delivering throughout the past year of response. To achieve that, IOM mobilized staff, goods from around the world, and a data management and logistics machine to understand needs and deliver support to meet them.



MOBILIZING PEOPLE

As important as it is to move goods, an effective supply chain also means having the right people supporting – on the ground and remotely – to manage the operation. More than 50 staff specialized in emergency supply chain were deployed from across IOM's missions around the world to support with local procurement, warehousing, transport and other key services. In the earliest moments, a remotely supporting procurement team was set up to help collect and meet initial requirements.



RAPID UNDERSTANDING OF NEEDS

Understanding where people are, where they are going, and what they need as quickly and accurately as possible is critical to ensuring the right goods are being delivered to the right places. IOM drew on its own capacity across Ukraine and the region, as well as in coordination with local partners (government, NGO, and other UN agencies) to consolidate immediate needs and communicate these to supply chain managers locally and around the world.

GLOBAL STOCKS, LOCAL MARKETS

With requirements in mind, IOM takes a local first, global reach approach where needs are first checked against availability in local markets, and then against items that IOM has prepositioned in global hubs for rapid deployment. IOM is scaling up its global prepositioning to rapidly respond to sudden onset emergencies at scale. As the response evolved over the year, ongoing assessment of how to best meet needs while supporting local markets, through cash support or local procurement, helped ensure global supply was adding real value.

TENDER AND PROCUREMENT

When needs exceed capacity of local markets, IOM's global procurement apparatus kicks into gear. Procurement specialists review the requirements and call for a tender amongst global, regional, and local suppliers. Procurement is based on costs, speed of delivery and rigorous quality testing, with actual purchasing being carried out by the global team, regional hubs, or directly from countries. Long-term agreements are sought and secured for common items likely to be needed regularly over the course of a response.



IN-KIND DONATIONS

When the full-scale war broke out, people all over the world wanted to give items to support Ukraine. IOM was able to receive, manage, and ultimately deliver USD 7.5 million worth of items from Canada, the United States of America, the United Kingdom, France and elsewhere flown or trucked into Poland and Slovakia before either being distributed to refugees or brought into Ukraine for delivery.



SUPPLY CHAIN

LOGISTICS HUB AT THE SLOVAK BORDER

Owing to low costs, proximity to the border, security situation, and light border-crossing traffic (e.g. compared to Poland), IOM established a huge supply chain and warehousing hub in Košice, Slovakia. With staff from around the world, this hub has been able to receive, quality assure, re-package, and send off items for delivery into Ukraine, as well as serving the refugee population in Slovakia. With uncertainty about needs looking forward, the warehouse also acts as a critical contingency stock where IOM can hold materials ready for future displacement outside of the conflict zone, enabling rapid deployment to wherever it may be needed.



CUSTOMS AND BORDER CROSSINGS

To ensure the smooth and timely movement of goods from where they could most quickly be procured and managed to the places they were most needed, IOM worked with authorities to facilitate border crossings, including into the EU, with minimal friction.



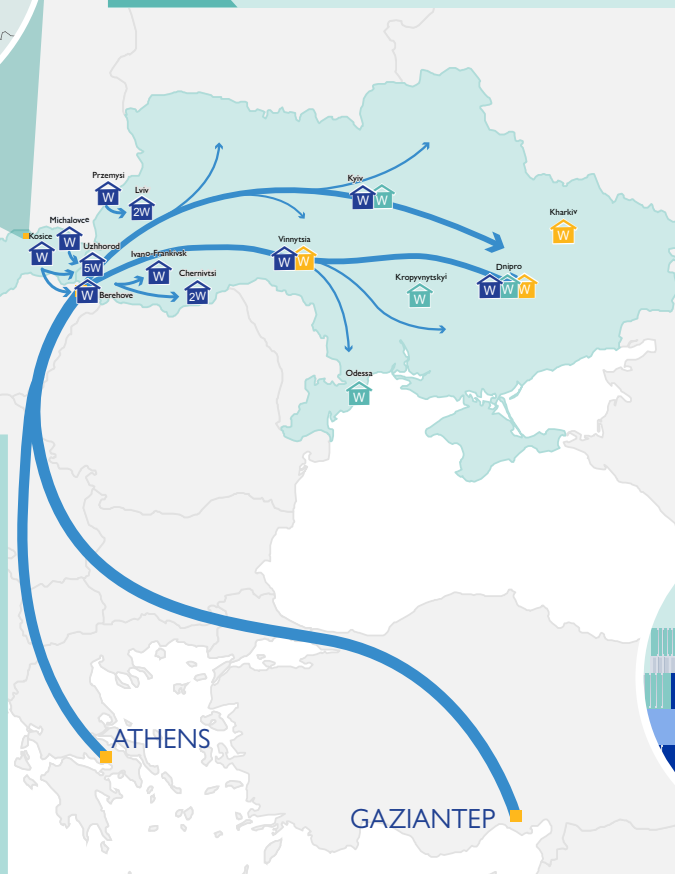
Ukrainian refugees and Third Country Nationals arrive at the Palanca border point in Moldova. © IOM 2022/Mohammed Muse

GLOBAL SUPPLY HUBS IN GAZIANTEP AND ATHENS

A key source of both logistical and human capacity were two of IOM's global supply hubs in the region located in Athens, Greece, and Gaziantep, Türkiye. Drawing on their expertise supporting their own local emergencies and others around the world, staff in these locations supported receipt, quality assurance, and movement of a huge quantity of goods. This existing capacity was crucial in the early days of the response, allowing IOM to move quickly to respond to needs. IOM partnered with Flexport to move goods from the hub in Gaziantep to the border with Ukraine.

WAREHOUSING IN AND AROUND UKRAINE

Goods on their way to and inside of Ukraine will likely stop at one or more of IOM's 14 warehouses around the region and country. Depending on transportation logistics, storage capacity, and where needs are, goods will move throughout Ukraine before being transferred for distribution by IOM or its partners. IOM also has access to inter-agency warehouses provided through coordination mechanisms or its partnerships to further bolster supply-chain capacity. Movement of specialized goods, including medicines requiring cold-chain storage, may also take advantage of IOM's tailored warehousing capacity.



- IOM Warehouse
- Atlas Logistic Warehouse
- Logistics Cluster Warehouse
- Supply chain by road (arrows indicative only)

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NEWLY ACCESSIBLE AREAS

A dynamic context around areas of concentrated fighting, acute needs, and accessibility to humanitarian actors has meant that staying agile to reach areas as soon as they become accessible has been a critical part of the humanitarian response in Ukraine. IOM has deployed rapid assessment methodologies to quickly gather data on needs while also capitalizing on its pre-positioned stocks and extensive field presence to provide rapid support, including through inter-agency convoys. IOM is committed to achieving safe access for humanitarian actors to help people wherever they are, and continues working all stakeholders to achieve this while delivering wherever it can.



LAST MILE DELIVERY

IOM's immense supply chain capacity would not mean much if it did not ensure broad delivery to all the places and people in need. IOM's extensive presence throughout Ukraine, its network of more than **70 implementing partners**, and its role as a leader in the non-food items sector has meant that goods from around the world are delivered to hard-to-reach areas around the country.



Provision of water filters to residents in the Kalyta community Kyiv Region, Ukraine.
© IOM 2022/Viktorii Zhabokrytska

DELIVERING WHAT PEOPLE NEED

Coming full-circle, the complex system with all the experts, phases, and facilities that comprise IOM's global supply chain boils down to this simple idea with a human being at the end: delivering the things people need to the places they need them. When people waiting out bombs in a bunker have light and a way to charge their phones because of a solar powered lamp, or when a family is able to cook a meal together and sleep warmly in a strange new place because of bedding and pots and pans, or when someone without anything apart from the clothes on their back is given toiletries to impart a sense of normalcy and cleanliness, it is a supply chain that spans the globe that makes it possible.

COMMON PIPELINE

One of IOM's most innovative initiatives and which serves the humanitarian response at large is that it uses all of its logistics, procurement, and other supply-chain capacities to enact a common pipeline of goods for humanitarian actors, including Shelter and WASH clusters, to deliver based on needs. Common pipeline partners can provide evidence of needs and request core items – such as bedding, kitchen sets, and hygiene kits - pre-positioned in four high-needs areas around Ukraine. **More than 100,000 items have already been dispatched to 24 partners in 16 regions** in just the first months of this initiative.



This map is for illustration purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM.



SECTOR HIGHLIGHTS



926,000
INDIVIDUALS REACHED
IN UKRAINE



70,410
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

With over 1 million essential items including:

- bedding, blankets, solar lamps, and winterization kits;
- kitchen equipment such as pots, pans, plates, and burners;
- cleaning equipment and supplies; and
- specialized clothing for winter weather.

IOM's NFI materials have helped staff at Oktyrka School No. 5 to equip the invincibility point located in the school's basement with essential NFIs.
© IOM 2022/Megan Kirby

Basic items that many take for granted can be life-saving for people affected by war. Providing these items to new arrivals in neighbouring countries, to people fleeing war torn areas within Ukraine, or who have stayed in their communities despite severe damage has been a critical aspect of the humanitarian response to the Ukraine crisis.

As the Russian Federation continues to target Ukraine's energy, heating, and water infrastructure, IOM Ukraine has committed to support the presidential initiative of 'Invincibility Points'—warm, publicly accessible sites where citizens can seek relief from bitter cold temperatures, access power and internet, charge their phones, get news and updates, and seek basic assistance such as water and food. Designed as a last resort, Invincibility Points allow populations to remain in their communities, even when shortages and blackouts make daily life a struggle.

IOM has supported 793 Invincibility Points in seven regions of Ukraine with mattresses, blankets, solar lamps, water containers and chairs, and diesel generators, complementing support and services offered by local authorities, as well support provided by other humanitarian organizations.

Ohktyrka, a community of 40,000 people about 40 km from the Russian border, was encircled by Russian troops and subject to intense attacks in the early months of the war. Russian forces swept through the community, while bombs, missiles and artillery fire destroyed much of the city's public infrastructure.

The residents who stayed behind are now trying to repair what is left of their city and to rebuild their lives. Olga Mykolayivna is one of those brave residents. As a director of School No. 5, Olga is working tirelessly to repair the damaged school building so that it may welcome students back. Situated next to a residential area, School No. 5 served as a refuge for the residents of Ohktyrka during the siege. For the local residents, School No. 5 represents safety and resistance, so Olga and her neighbours are working to equip and maintain a large Invincibility Point in the building's basement.

The Sumy Region, where Ohktyrka is located, is still under active threat of attack from land- and air-based weaponry. With the

alarm sounding, school staff and residents from the surrounding neighbourhood wait calmly on benches, drinking tea and quietly checking their phones for updates. The basement is warm and well-equipped with drinking water, hygiene supplies, bedding, and solar lamps provided by IOM. "When the war started, more than 800 people came here," says Olga. "We didn't have these things then," she continues, gesturing to the stockpile of items and firewood. "Now we can support 300 people in this space; they can sleep here, they can drink tea, and they will be comfortable." With the support of IOM and its local partners, this safe haven is now better equipped to serve those who rely upon the school for safety and protection.

Responding to acute humanitarian needs, IOM will continue to provide items essential to undertaking the daily tasks of cooking, sleeping, bathing, and eating to people both within Ukraine and in neighbouring countries. As the full-scale war enters its second year, it will also be critical to ensure agility in the face of possible spikes in needs. IOM will therefore focus on prepositioning materials to quickly respond when and where needed. IOM seeks to scale up its ability to deliver these goods directly and through its implementing partners, but also to enable the humanitarian community at large to reach where IOM cannot. Through the Common Pipeline system in Ukraine, IOM capacitates national and sub-national organizations to deliver aid at the grassroots level. IOM will also continue equipping and supporting Ukraine's Invincibility Points, city subway systems, and the Ukrainian National Railway system, with simple but crucially important items to support people who need it most. These items offer comfort and dignity during times of crisis, upheaval and displacement.

IOM has supported 793 Invincibility Points in seven regions of Ukraine with mattresses, blankets, solar lamps, water containers and chairs, and diesel generators, complementing support and services offered by local authorities, as well support provided by other humanitarian organizations



SECTOR HIGHLIGHTS



479,419
INDIVIDUALS REACHED
IN UKRAINE



18,681
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

Including with:

- Acute emergency shelter response;
- Repairs and rehabilitation for short and medium-term accommodation, including collective centers;
- Housing repairs and rehabilitation, including rental and utilities support;
- Winterisation, including solid fuel and household items;
- Rehabilitation of critical and social infrastructure.

“Work has kept us from having negative thoughts and reflecting too much on everything we have been through.” – Anzhelika. © IOM 2022/Dušana Štecová

Since the outbreak of the war in Ukraine, millions of people have been forced to flee, leaving behind their belongings, their homes, and their communities. Of those who have stayed, many are living in damaged homes without adequate protection and diminishing services. Losing one’s home has negative impacts on all aspects of a person’s life: their physical safety, livelihood, education, physical and mental health. Adequate shelter should provide protection in its broadest definition: a space that is safe, dignified, comfortable, affordable, and accessible. Shelter assistance, beyond the provision of a temporary safe space to stay, has long-term effects on people’s ability to recover. It is also closely linked to other rights such as health, education, childhood, livelihoods, and social integration.

Anzhelika, a 48-year-old mother, had a peaceful life in Borodianka, in Bucha District of Kyiv Region. She worked at a jewelry store and spent her days daydreaming about the future: her daughter’s wedding and the grandchildren she would one day spoil. Everything changed on 24 February 2022, when her small town became a target of mass bombing. During the bombing, Anzhelika stayed in a basement shelter with other neighbours. Anzhelika already knew then that she would have to leave Borodianka as soon as possible to make sure that she and her daughter would survive. When the bombings paused, Anzhelika and her daughter, Valeria, made their way to Uzhhorod in western Ukraine, trying to escape the war zone. There, Anzhelika spent long sleepless nights in a state of stress due to her experiences. Eventually, they walked for ten kilometres in a long queue of people fleeing Ukraine to finally reach and cross the border with Slovakia. Anzhelika had lost her home and her job, but she had finally reached safety.

Not long after arriving in Slovakia, Anzhelika’s daughter Valeria decided to return to Ukraine to work as a paramedic. Ten days after first crossing the border with Slovakia, Anzhelika was already working on a farm close to Košice. “Work has kept me from having negative thoughts and reflecting too much on everything I have been through,” Anzhelika says.

Host communities inside and outside of Ukraine have welcomed people fleeing the war with incredible generosity. Despite

this, conditions can be precarious for those in temporary and collective accommodation, and prolonged displacement risks depleting host community and affected persons’ resources. As the war raged on and displacement persists, IOM’s emergency accommodation solutions seek to transition into medium- and longer-term support in collective and individual settings, looking at comprehensive and sustainable solutions that can support livelihoods, access to services, and increase social inclusion. Housing support represents much more than having a place to live, it is linked to the ability to rebuild lives and build a future.

Finding herself alone in Slovakia, Anzhelika applied for IOM’s Housing Assistance Programme in Košice, which aims to improve living standards and provide employment opportunities for people fleeing the war. Anzhelika was provided a temporary home and began attending Slovak language courses organized by IOM. She hopes that once she knows the local language, she will be able to find a better job. She dreams about selling jewelry again. Anzhelika feels thankful for her temporary home in Slovakia and the only thing she longs for is peace. “Some people may think that it is easy for refugees here, but it is not. I am here, but my heart is where the bombs are. I am sure that most Ukrainians who are now abroad will go back home one day – the heart wants what it wants.” To read more about Anzhelika and Valeria’s story, [see here](#).

The needs of affected people inside and outside Ukraine will continue to vary significantly across locations and the situations of individuals. It is however certain that shelter and accommodation will remain among the most crucial needs across the board, whether at home, in displacement, abroad, and in accessible locations where people remained or are returning. In locations within Ukraine where the situation allows, it will be critical to begin supporting durable solutions including reconstruction. Outside of Ukraine, the focus will be continuing to support the inclusion of people displaced by the war in national support systems, working with partners and governments to support improved access to accommodation and ancillary services, particularly focusing on individual accommodation including mid- to long-term housing.



SITE MANAGEMENT SUPPORT



SECTOR HIGHLIGHTS



42,084

INDIVIDUALS REACHED
IN UKRAINE



9,031

INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

- 178 collective centres received equipment and NFIs
- 1400 collective centres monitored and supported to access essential support
- Training stakeholders on standards for collective centre management and rapid assessment; and
- Providing information, assistance, and referrals to people in collective centres.

IOM CCCM teams working with site managers to assess the needs of displaced populations in collective centres in Dnipro. © IOM 2022/Anastasiia Rudnieva

During 2022, an estimated [1.1 million displaced people were residing in collective centres across Ukraine](#). These people are among the most vulnerable, often comprising older people, persons with disabilities, or people from lower socioeconomic backgrounds; those without means to find individual housing or a place with relatives. Collective housing can present particular and acute protection risks for people there, notably those with pre-existing vulnerabilities. These centres are often located in public buildings, such as schools or gymnasiums, or private business locations in disuse, and are often unsuitable for residential living. Centres in Ukraine and neighbouring countries are often managed by volunteers and civil society representatives appointed by the local government authorities, who may have little or no experience in running collective accommodation facilities.

IOM is working closely with authorities and centre managers to improve living conditions to provide dignity, security, and privacy for people accommodated at the centres. Specific items such as lockers and partitions for privacy, have been essential in the wide open buildings. While material needs are important, organizing, communicating with displaced people, and development of on-site governance mechanisms is a core element of the programming. IOM trains centre managers and partners, ensuring they are supported in assisting and protecting the displaced communities staying there, and complements this work by procuring and prepositioning key communal relief items. IOM helps facilitate integrated programming in collective centres by conducting rapid multi-sector assessments and referring key needs and priority centres to other sectors of response, for example bringing shelter repair, hygiene facilities, or mental health and psychosocial support (MHPSS). Maintenance works help reduce hazards within these centres, as well as increase their resilience to winter conditions. A crucial component of IOM's assistance is the provision of

cash grants, handled by the centre managers, to pay for ordinary expenditures, including refurbishment, repairs, utilities, kitchen appliances, water supply, and heating systems.

Talina is the manager of a collective centre in Dnipro, Ukraine. This centre opened just five days after the start of the war in an abandoned building belonging to the mining college. Talina recalls that, “at first, people had to stay in the gym, some sleeping on the floor and washing their clothes in cold water until we could make the necessary repairs to the building. Running this centre has had huge financial costs for us since we have covered food, basic materials, and utilities for almost a year now.” Talina is working together with IOM as part of a programme to support the most vulnerable people in collective centres, to cope with

winter. Talina has used a cash grant provided by the programme to purchase construction materials to replace rotten flooring, expanding the safe area of the centre, allowing it to accommodate an additional one hundred people over the winter.

IOM will continue to work in priority collective displacement centres across Ukraine, providing coordination and material support in line with the Camp Coordination and Camp Management (CCCM) approach and cluster. This involves community engagement programming, including the establishment of tailored complaints and feedback mechanisms to ensure that the needs of the most vulnerable people are being addressed.

Outside of Ukraine, in line with its “Site Management Support” modality, IOM will actively engage stakeholders in the refugee response to support collective centres. This includes continuing to provide equipment and repairs, assisting authorities in coping with the impacts of displacement, and building the capacity of government and civil society site managers to fulfill their role to guaranty safe and dignified living conditions for refugees and TCNs.

“At first, people had to stay in the gym, some sleeping on the floor and washing their clothes in cold water until we could make the necessary repairs to the building. Running this centre has had huge financial costs for us since we have covered food, basic materials, and utilities for almost a year now.”

WATER, SANITATION, AND HYGIENE



Only a pile of bricks remains from Valentyna's house. © IOM 2022/Viktoriia Shtukun

As of December 2022, approximately [16 million people in Ukraine are in need of water, sanitation and hygiene \(WASH\) assistance](#), including IDPs as well as those who remain in war-affected communities. Access to safe water and sanitation remains a challenge across much of Ukraine as critical infrastructure has been severely damaged. Affected communities are facing constant disruptions of energy supply, interrupted water and sanitation services, limited maintenance, and inability to access emergency and hygiene supplies, leading to an elevated risk of diseases related to poor sanitation and hygiene, and a lack of safe water.

In neighbouring countries, refugees and others fleeing the war in Ukraine often arrive without basic hygiene goods to enable a safe and dignified existence. In many collective centres, where many displaced people have remained longer than initially anticipated, access to sufficient toilets, showers and other essential services is not guaranteed.

Working directly with people living in war-affected areas, IOM Ukraine tailors its response to people's most pressing needs. Valentyna and her husband – an older couple – survived intense hostilities in their village in Kalyta, Kyiv Region, by hiding in a cellar for ten days. When Valentyna climbed out, she felt her

SECTOR HIGHLIGHTS



2,071,523
INDIVIDUALS REACHED
IN UKRAINE



72,436
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

Including through:

- provision of emergency supplies (water and hygiene kits);
- rehabilitation, repairs, and maintenance of critical water, sanitation and heating systems; and
- operation and maintenance of key equipment.



IOM provided critical high-power diesel generators to Zhytomyr water management utility (vodakanal), necessary to ensure the functionality of the water supply and wastewater treatment services. © IOM 2022

WATER, SANITATION, AND HYGIENE

life was ruined: piles of stones were all that remained from her home, all her belongings, and a well where the family used to get water. “The well was ruined by a shell, and a borehole located a few kilometres away was the only source that we could use to get water. However, it was yellow and full of sediment. We could not drink it, it was suitable only for cattle,” says Valentyna.

Being at the epicenter of the war had a significant toll on the health of Valentyna and her husband. However, their spirit was not broken. The family decided to stay in the place where they spent their entire life. One of the neighbours invited Valentyna and her husband to move in, and they have been able to sell dairy products from one of their surviving cows, buying food with the proceeds. “Water dripping day by day wears the hardest rock away,” Valentyna recalls the famous proverb hoping that one day she will live in her own place again. For now, at least she is not forced to walk a long distance to get clean water as IOM provided the household with a modern water treatment filter that helps to purify the water and drink it safely. To know more about Valentyna’s story, see [video here](#).

IOM will continue to coordinate its response with local authorities and relevant ministries to address increased vulnerabilities and humanitarian needs owing to severe infrastructure disruption and harsh winter conditions. With a national-level Memorandum of Understanding (MOU), in 2022 IOM extended critical support to more than 50 local water utilities (vodakanals) and heating companies across the country, with interventions focused on restoring, sustaining and modernizing their operation, while continuing the distribution of hygiene and emergency water supplies to vulnerable segments of the population. By building infrastructural resilience, introducing alternative energy solutions, and enhancing governance systems and capacities, IOM aims to support durable solutions to ensure services in war-affected locations, promoting the transition to more efficient and sustainable systems, thus contributing to economic and social recovery. In neighbouring countries, IOM will continue to provide acute emergency support to new arrivals and remain agile to changing needs, while also providing equipment and facilities for the most vulnerable people living in collective centres.



IOM, through its partner Water Mission, provided the Mykolaiv water management utility (vodakanal) with a modern reverse osmosis (RO) treatment system. © IOM 2022

RESTORING ACCESS TO HEAT AND ENERGY



Since the full-scale war broke out in February 2022, critical infrastructure across Ukraine has been damaged or destroyed, heavily impacting access to vital services.

In many former Soviet Republics, water and heating systems are interlinked, centralized at the community or town level, and designed to provide these services together through the same infrastructure. More than [half of urban Ukrainian households rely on such systems for potable water, heating, and sewage](#). This interlinkage means that damaged or destroyed water or energy infrastructure may also cut off heating to urban areas, creating a critical life-threatening situation in cold weather. The situation highlights the importance of reliable electricity supply to keep systems running, as well as the urgency to repair critical infrastructure.

Through repairs, upgrades, and additional equipment, IOM is installing power generation equipment able to supply 1.2 million people with heating and other essential utilities. IOM has already procured or provided more than 1,700 generators, of varying sizes, to provide life-saving services throughout the winter and beyond.



CASH-BASED INTERVENTIONS



SECTOR HIGHLIGHTS



284,041
INDIVIDUALS REACHED
IN UKRAINE



16,819
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

With almost 42M USD worth of assistance, including:

- multi-purpose cash support;
- rental assistance; and
- support for other specific needs such as winter preparedness, including cash for winterization.

Alvina, a refugee from Ukraine living in Transnistria. © IOM 2022/Bunea Alina

Cash-based interventions (CBI) include all projects where cash or vouchers modalities are used to deliver assistance to individuals, families and communities.

Since the onset of the war, affected people have identified cash as a top priority to cover the most essential and pressing goods and services. CBI has been an essential mechanism to rapidly assist families and individuals in Ukraine and neighbouring countries, including those in hard-to-reach areas. It is provided either as Multipurpose Cash Assistance (MPCA), or tailored for a specific purpose. MPCA could be used by the recipient to address multiple needs and it is usually provided once-off or monthly. With this kind of support, affected people are given the agency and dignity to decide how to prioritize expenditure to address their needs, while CBI targeted toward specific expenses can help beneficiaries meet specific needs such as supporting rent or utility payments for individual and collective housing, purchase winter clothing, or obtain essential food, medicine and other goods.

In Ukraine and neighbouring countries, thousands of people, including IDPs, refugees, and host families, have reported great satisfaction with CBI, especially MPCA, given its adaptability to be spent on items they deem as a priority. One person who was happy with the dignity and independence MPCA provided is Alvina, a 72-year-old woman with a big heart, and an emotional history. She lives in Tiraspol, in the Transnistrian region of the Republic of Moldova, and is from Odesa, Ukraine. “We fled in fear for our lives and came across people responsive to the needs of foreigners. I was extremely happy that I could also be a beneficiary of cash support. It helps me to purchase the necessary medicines, and to participate in the expenses of the house where I live. Buying food and hygiene products makes me feel useful too. I feel more integrated into the local community, I can move by public transportation, and buy hygiene products without asking others.” Feeling self-reliant has also allowed her to look more optimistically to the future for her and her family “in a country where people do not fight and there is a clear sky above my head,” she claimed.

Yulia, who arrived from Ukraine to Lithuania with three children,

received a one-time cash payment for meeting acute needs: “We needed this money very much and it helped a lot. We used it for the children’s needs.” She brought her daughter and her sister’s two children with her. Her sister stayed behind in Ukraine to care for their mother while Yulia takes care of the children alone. In August, Yulia welcomed her second baby into the world in Lithuania. One-time cash payments allow families to meet basic needs, especially mothers, arriving from Ukraine. This approach was one solution to reach people quickly, and families like Yulia’s have used the assistance in a variety of ways, from buying essential items for their children to buying medicines and paying for housing.

Going forward, IOM will continue delivering support aligned with affected peoples’ preference for CBI while also looking at linking humanitarian assistance with more sustainable solutions, including livelihood support and social protection systems

in Ukraine and neighbouring countries. Inside Ukraine, MPCA will continue playing a major role in the response alongside CBI targeted for specific items, including rent and grants for collective centres housing IDPs. As the new co-lead for the Cash Working Group, IOM will multiply its efforts to diversify cash assistance delivery mechanisms in Ukraine, including through its partnership with *Ukhraposta*, the Ukrainian postal services, and will prioritize interventions in newly de-occupied areas. Outside Ukraine, countries will continue assisting the most vulnerable refugees through cash and vouchers including MPCA, rental assistance, winterization, health services, food, and others. It will be essential to ensure agility and speed of response systems for timely delivery of CBI in case of any sudden surge of humanitarian needs. These interventions are often the economic support needed by the most vulnerable to address basic needs and to enable transition to more sustainable solutions.

“I was extremely happy that I could also be a beneficiary of cash support. It helps me to purchase the necessary medicines, and to participate in the expenses of the house where I live.”



The war in Ukraine has negatively affected people’s health and seriously impacted the health sector by impeding access to routine and emergency services, damaging and destroying medical facilities and overwhelming the remaining ones. In addition, health professionals have been displaced and supply chains for essential medicines and supplies disrupted. As of November 2022, [there were 715 confirmed attacks on health facilities in Ukraine](#). Hospitals are in dire need of reliable equipment to effectively assist the local population and displaced people. As the war continues, people living with disabilities, those with chronic illnesses and older persons find themselves in increasingly vulnerable situations due to disruptions to treatments and issues accessing appropriate health services. This can have devastating effects on the resilience and recovery capacity of communities inside and outside of Ukraine in the medium and long terms. As health systems in neighbouring countries have also been stretched to accommodate the arrival of millions of refugees, the preventive, diagnostic and therapeutic needs of host communities and newly arrived people are at risk of being unmet, exacerbating the effects of communicable and non-communicable diseases.

Inside of Ukraine, IOM has deployed mobile medical teams to improve access to curative, preventive and promotive health services and, if needed, provide referrals for specialized care. Ukrainian doctors, such as Ihor and Svitlana, are a critical component of these teams.

The couple worked in the clinic of the Azovstal steel production company, in Mariupol, Ukraine, before the war. When the city was shelled and surrounded by Russian troops, they hid in the factory’s bomb shelter with minimal supplies. They eventually managed to escape, passing through 15 Russian military checkpoints to get to the city of Zaporizhzhia, and then headed to Lviv to be with their family.

Although displaced by the war, their calling to help others and save lives remained unchanged. Ihor and Svitlana began volunteering, eventually joining IOM-supported mobile clinics in Lviv Region. The opportunity to continue practicing has helped Ihor find purpose amid chaos. Most of Ihor’s patients live in remote locations where access to health care is a luxury. “People

SECTOR HIGHLIGHTS



85,276
INDIVIDUALS REACHED
IN UKRAINE



34,127
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

Including through:

- outpatient and specialized medical consultations and referrals;
- provision of medicines and medical supplies, including more than USD 1.5 million worth of equipment to hospitals in Ukraine;
- transfer and transport to access specialized care, including in neighbouring countries; and
- health promotion and capacity building of health professionals.

IOM mobile medical teams are providing primary health care to thousands displaced by war. © IOM 2022/Gema Cortes

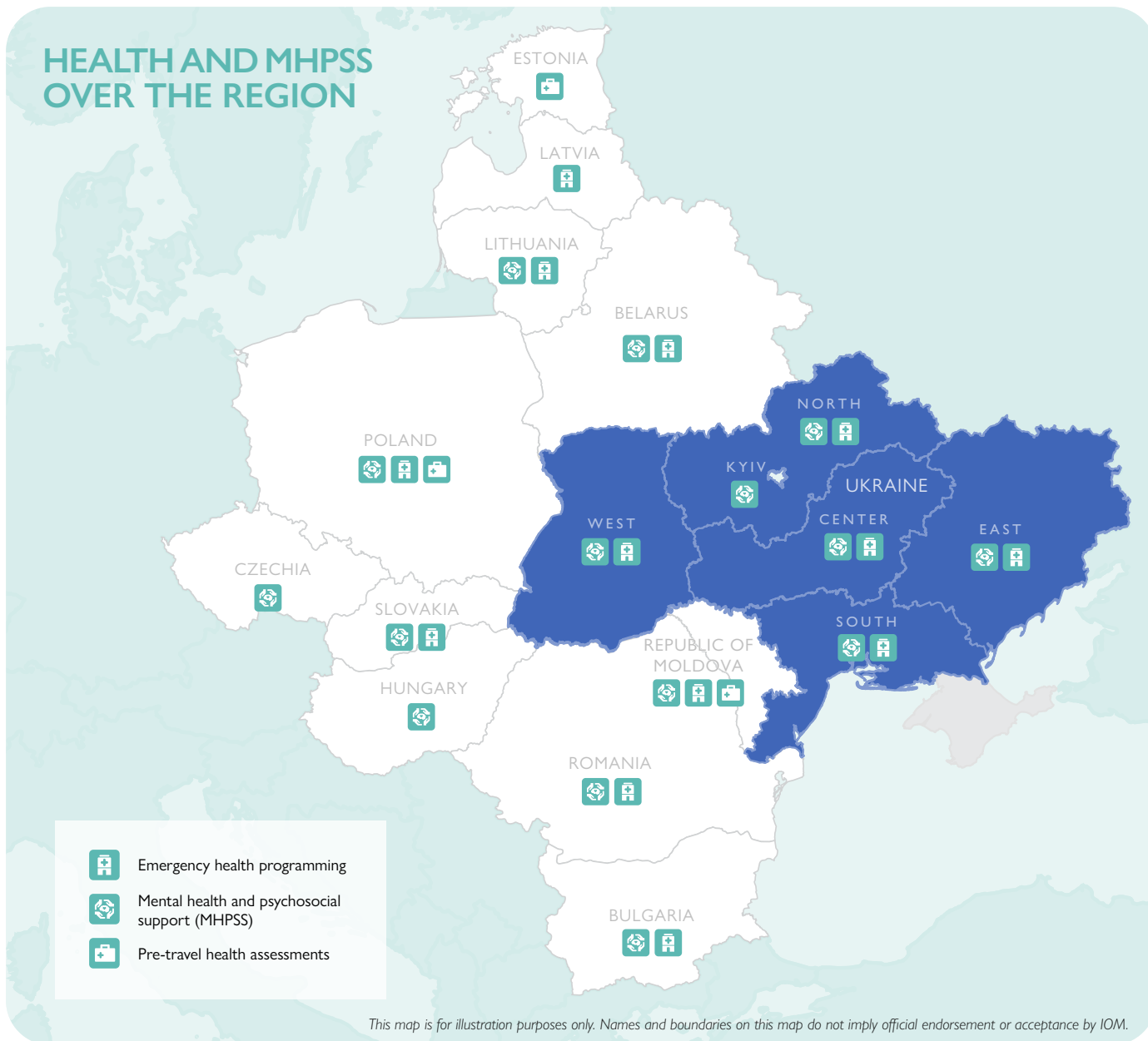
are always excited when we arrive, eagerly waiting for their turn,” Ihor explains, “we can see that our assistance is crucial.” IOM mobile clinics began operating in April to help the local health-care system cope with the influx of people in need of urgent assistance. To read more about Ihor and Svitlana’s story, see [here](#).




Looking over the longer term, while continuing to meet acute needs, IOM will focus on building capacity and institutions to ensure war-affected people have sustainable access to essential health care. Last September, IOM committed to supporting the protection and equitable provision of health assistance and services and helping restore core public health functions in Ukraine in line with the national Recovery Plan through the signature of a Cooperation Agreement with the Ukrainian Ministry of Health. To this end, IOM has started concentrating its efforts on durable solutions such as: rehabilitating hospitals and local clinics, training national health actors, donating key equipment and supplies, and initiating community-based surveillance. IOM will continue supporting and advocating for enhanced access to health services and essential medication for persons displaced from Ukraine in neighbouring countries.



Ihor is glad to be able to assist local community members where mobile clinics provide on-site care. © IOM, 2022/Tetiana Astakhova

HEALTH AND MHPSS OVER THE REGION



-  Emergency health programming
-  Mental health and psychosocial support (MHPSS)
-  Pre-travel health assessments

This map is for illustration purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM.



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT



The war in Ukraine and resulting displacement of millions of people has negatively impacted the mental health and psychosocial well-being of individuals and communities across the country and region. Long-term psychological consequences may impact families, relationships and people's general ability to trust, cooperate and productively contribute to society. Ukrainian Minister of Health, Viktor Liashko, estimates that approximately 15 million Ukrainians will need psychological support due to the war: "Every day the number of people who will experience the effects on their mental health will increase."

Access to mental health and psychosocial support (MHPSS) services is crucial to strengthen individual and collective resilience and mitigate the risk of severe and long-lasting consequences. Responses to the emotional suffering of affected people should be holistic, community-based, and cover all layers of intervention – from psychosocially informed provision of basic services to the wider community, to the provision of specialized mental health interventions for individuals with severe mental health disorders.

For the millions of refugees escaping the war in Ukraine, arrival in a host country may initially mean safety from bombings, but the emotional stress endured may be far from over. That was what Ekaterina experienced, after arriving with her six-year-old son to the Moldovan town of Ungheni. "We came here from the 'line of fire,'" the mother says, "so the most important thing for us was to have peace and quiet." But once people finally set down their bags, after the adrenaline and stress of escaping subside, many find themselves overwhelmed by the trauma, and experience a flood of emotions. Besides worrying about family members and friends back in Ukraine, sources of stress in their new setting can arise, such as the language barrier, insufficient accommodation, limited employment opportunities, fear of acceptance, and xenophobia.

Ekaterina and her son participate in IOM's recreational activities three times a week. Creative workshops are organized for the children, which gives them the chance to feel welcomed, connected, and start to heal. Ekaterina's son was showing symptoms of post-traumatic stress, commonly observed in children who experience the horrors of war. "These activities help them integrate in the community," says Ekaterina, who reports that after a while, her son "stopped flinching at every loud sound he hears." She is grateful for all the support they

SECTOR HIGHLIGHTS



31,227
INDIVIDUALS REACHED
IN UKRAINE



47,462
INDIVIDUALS REACHED IN
NEIGHBOURING COUNTRIES

Including through:

- providing counselling services and problem-based support groups;
- supporting dignified access and human rights-oriented specialized mental health care;
- building capacity to help support that basic services and security are provided in a dignified manner, doing no harm, and taking into account social, cultural and psychological specificities;
- organization of socio-recreational activities, strengthening the fabric of communities and families, fostering inter-personal support and agency.

Originally from Belarus, Siergiej and his family fled the war in Ukraine and are now residing in a refugee shelter in Warsaw. © IOM 2022/Alexey Shvirin



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

received in their new community, and she wants to learn the local language as a next step. “This is the least I can do to thank this country for welcoming and hosting us so well.” To learn more about Ekaterina’s experience, [click here](#).

Shortly after the war broke out in Ukraine, Sergiej and his family arrived in Poland and are staying in an IOM-supported collective shelter in Warsaw. Originally from Belarus, Sergiej took an interest in art from an early age and went on to create thousands of mosaics all over the world, including in Poland, Ukraine, the Russian Federation, and Greece. Sergiej sees creativity as “an opportunity to do what he loves, be with his family, be useful to others, and self-improve.”

In Poland, despite the stress from the war, Sergiej began drawing again. Together with his sons and other children at the shelter, he created over 500 works of art in six months. To orient himself to the services available, prepare future workshops, and secure funds for drawing supplies, he approached Inga, a Community Engagement Assistant from IOM. His family had already been in contact with the Inga’s team,

who had helped them with administrative procedures regarding their stay in Poland, provided a briefing on the health care system, and offered career counselling to help them find employment.

“It was truly inspiring to see how he strived to achieve his goals and do something for the shelter community in the situation of displacement” – Inga explains. She noticed that this activity was very important, not only for Sergiej as an artist but also for Sergiej as community organizer. Three days after reaching out to IOM, Sergiej’s first master class was launched. Over time, Sergiej’s classes became a daily activity as children were increasingly interested in expressing themselves through art. For Sergiej, Warsaw is a new beginning. He aims to continue working with others who fled Ukraine to help them express themselves, improve their creative skills, and develop their talents. Thanks to the career counselling he received, he hopes that soon, he will not only be able to work with the community, but also make a living from his passion. “I feel that there is a future for my children and my family here, an opportunity to further develop and breathe through creativity,” he

says. “If we don’t stay in Poland, we will go somewhere else and develop creatively there. We will never lose hope. We will continue our creative pursuit anywhere we are welcomed.”

To mitigate the negative impact on people’s mental health it is important not only to offer a holistic set of services but to provide these over the full cycle of displacement: from immediate emergency support, during the movement itself and upon arrival in a host country, to supporting the integration process there, while also accompanying persons choosing to return and reintegrate into their communities of origin, once the situation allows.

In the coming period, IOM will maintain its provision of direct MHPSS services and strengthen the capacities of MHPSS actors across Ukraine and refugee hosting countries. By strengthening national response systems, including through cooperation with psychological associations, universities and MHPSS actors who are experienced in service provision in humanitarian contexts, IOM is working to build self-reliant and sustainable solutions across the region.

JOINT INFORMATION AND COMMUNITY CENTRE



Natalia and her family at the “Budapest Helps!” centre. © IOM 2022

By partnering with the right actors, IOM can establish and strengthen systems that are sustainable and support beneficiaries on the long term. In refugee-hosting counties, municipalities are IOM’s key interlocutors to coordinate the provision of humanitarian and protection assistance and to ensure refugees and TCNs are taken into account in existing service provision systems.

For example, in May 2022, IOM and the United Nations High Commissioner for Refugees (UNHCR), partnered with the Municipality of Budapest in establishing the “Budapest Helps!” Information and Community Centre, which aims to support access to crucial information and assistance services by refugees and TCNs. The centre also provides a safe space where newcomers can meet with each other and the local community, and hosts a wide range of events focusing on integration and wellbeing, such as language classes and early childhood development support, among others.

The centre supported Natalia and her family, linking her up with accommodation options via IOM’s partnership with Airbnb, and many activities her children have been engaged in. “We arrived in Hungary from Ukraine in September, and I am so grateful that I can be safe here with my five children and husband. With my kids, we often visit the Budapest Helps! Information and Community Centre for the various activities it offers, and I also recommended it to my friends. We strive to help each other,” Natalia explains. “Today, my sons and daughter are playing board games, meanwhile, I am able to unwind and talk with other parents,” she added.

The centre also operates as a collaboration hub, streamlining services in a collaborative way between government structures and actors of the refugee response. Through this and in line with the case management approach, refugees or TCNs with complex situations can be referred for specialized services, and holistic support, providing medium- and long-term solutions based on needs.

DURABLE SOLUTIONS IN UKRAINE

Finding durable solutions means working together with displaced people so they can have longer term certainty about their future and are able to make plans again. Oftentimes, when the context allows, this means supporting people to return to their areas of origin and rebuild. In other instances, people may choose to integrate in the localities where they are displaced or to relocate to another area of their choice. In crafting its response to humanitarian and recovery needs amidst the crisis in Ukraine, IOM and its partners have recognized the importance of working towards achieving durable solutions for internally displaced persons (IDPs) and placing affected people at the heart of the decision-making process.

To equip affected people further with the tools needed to integrate, relocate, or return to their habitual place of residence as well as respond to local needs, IOM has been implementing dedicated programming focusing on promoting community resilience and cohesion, recovering livelihoods, providing remedies and reparations to victims of human rights violations, and supporting the sustainable reintegration of veterans – all of which are essential to the attainment of sustainable peace and recovery and for making progress toward durable solutions to displacement.

In Chernihiv, Ukraine, one of the areas hardest hit by the war, Artem, a local entrepreneur working as a roofing and fencing contractor, and his team of 14 workers have been rehabilitating houses that were damaged during the early days of the 2022 war.

“Back in March, we lived one day at a time. Chernihiv was surrounded and blocked. The locals hoped for green evacuation corridors, but in vain. The railway did not run, so you could flee only by car or by bus at your own risk, when fighting was going on a kilometre away,” recalls Artem who spent three weeks with his wife and three-year-old child in a basement. At the height of the fighting, the bridge across the Desna River connecting the city with the capital Kyiv was bombed, cutting people off from evacuation routes, food and medicine supplies. The homes of two of Artem’s workers were also destroyed back in March, and although his business was severely impacted, he decided not to lay off anyone, hoping that he would eventually be able to make



Artem at his production facility in Chernihiv. © IOM 2022/Jorge Galindo

his pre-war income again.

Today, local businesses in Chernihiv are slowly recovering, but the city is facing numerous challenges owing to the loss of jobs and resulting in a decrease in local revenue. Authorities are struggling to provide relief to all those in need.

To support the local economy and help returnees take their first steps toward rebuilding their lives, IOM provided Artem and over 100 other Ukrainian businesses with grants in 2022,

ranging from EUR 4,500 to 20,000. Thanks to the support received, Artem bought an industrial machine, enabling him to sustain his business and continue providing critical repairs to houses for inhabitants from Chernihiv to be able to return to their homes. To date, enterprises supported through this programme have created and help retain employment for more than 2,330 people affected by the war. To read more about Artem and his workers’ story, [see here](#).

People fleeing the war in Ukraine have, by in large, been welcomed with open borders and open arms by neighbouring countries and communities. While inflows of people fleeing the war in Ukraine continue to be met with solidarity, many refugee-hosting countries have seen a significant per capita increase in population in larger urban areas, challenging access to health, housing, and education services for displaced and host communities alike. As the war continues, it remains crucial to invest early in interventions to support the inclusion of Ukrainians and TCNs into communities.

Social inclusion requires developing the capacities of hosting communities and authorities to accommodate newcomers, while supporting equal access to critical services. It also requires actioning strategic policy levers and incorporating diversity, age, gender-related, and disability inclusive considerations throughout the response.

Upon arrival, newcomers can face challenges accessing vital information and registering themselves into government systems, a key prerequisite for eligibility to the full scope of inclusion services. Such services include housing, economic opportunities, education, and health services, etc. The impact of delayed access to some of these services is often compounded by the traumatic contexts in which many refugees and TCNs had to leave their homes in Ukraine, with serious effects on their mental health.

Drawing on its pre-war presence and operations in neighbouring countries, IOM was able to pivot existing capacity to respond to urgent humanitarian needs and adapt its ongoing socioeconomic inclusion work through its migrant information centres (MICs) or other similar facilities run by partners in many countries impacted by the crisis. MICs are “one-stop-shops” meant to help refugees and TCNs find holistic solutions to their day-to-day problems and make informed decisions about their future in a culturally appropriate context.

Nataliia and her mother, Iryna, were among the first people escaping the war in Ukraine to receive assistance at a MIC in Romania. The mother and daughter packed a few belongings and fled Odesa along with their two pet cats. They drove to the



Iryna was able to find opportunities to improve her life in Romania. © 2022/Nataliia Shkolarenko.

border with the Republic of Moldova and, after twelve hours waiting in the freezing, rainy weather, were allowed to enter and continue their journey to Romania. Nataliia explains that she had previously visited Bucharest and made local friends, one of whom was offering them a place to stay.

Upon arrival, Nataliia and Iryna had difficulties accessing services. Nataliia was particularly concerned about her mother’s poor health. That is when she heard about the IOM-run MIC in Bucharest. IOM immediately referred Iryna for specialized medical care and she received medication. Since then, the MIC has been a point of reference for Nataliia and Iryna to access information and services, including support with their official registration in Romania and help finding a job. In addition, Iryna takes part in acting classes organized by the MIC, that enabled her to make friends. Nataliia says that she has come to see the MIC as a place with people she can trust and rely on. Although she was initially thinking of travelling onward, including to

the United States, she ultimately decided to stay in Romania. Now working as a freelancer, her Romanian language skills are improving and she has a growing social circle. Her mother is also better, with clear improvements in her health compared to when they arrived almost a year ago. Nataliia has said that while she misses Ukraine, she now sees hope in Romania.

With the war showing no signs of de-escalation, effective integration systems will continue playing a key role in facilitating social cohesion and well-being of displaced people from Ukraine and their host communities. While humanitarian support continues to meet basic needs, IOM will scale up its work to enable self-sufficiency and agency of people in finding solutions, together with local and national government and NGOs. This includes harnessing the potential of digital technologies to improve outreach and access to services for migrants and refugees, for example in the context of remote learning opportunities, virtual job fairs, online counselling support and access to housing.



Preserved inside the pages of an old album, the photos tell the story of Ukrainian family heritage. © IOM 2022/Jorge Galindo

As the war continues, IOM will continue providing immediate humanitarian response to address acute needs and increase access to life-saving services, while also working towards restoring livelihoods, sustaining resilience mechanisms and enable long term recovery solutions.

While still operating within a crisis context, IOM is applying a beneficiary-driven, location and context-specific approach to its programming to enable a longer-term view toward Ukraine's recovery and the well-being of refugees. Recognizing the varying speeds and measures at which the response and recovery will take place across all impacted countries and areas of Ukraine, IOM offers practical solutions to overcome the bottlenecks for recovery and solutions generated by the humanitarian crisis in Ukraine and its impact on people at the regional and global level.

Reaching the most vulnerable in hard-to-reach areas, life-saving assistance continues

IOM will continue providing humanitarian assistance across sectors to respond to evolving needs, focusing on the most vulnerable persons, including people in newly accessible areas in Ukraine, newcomers in neighbouring countries and people who are staying in collective housing. In both Ukraine and neighbouring countries, it will be important to work for increased sustainability of existing support, particularly when pertaining to shelter and housing. Despite security challenges and restrictions due to unexploded ordinance and conflict uncertainty, IOM works to provide rapid interventions in newly accessible areas or zones that are particularly hard to reach, in coordination with UN and humanitarian actors. In parallel, IOM will contribute to the humanitarian community's negotiation efforts to access the hardest-hit areas, where humanitarian needs are likely the most dire.

Facing uncertainty through preparedness

IOM supports authorities and stakeholders in preparing for potential new movements whether inward or outward. The war dynamics are uncertain and their implications on mobility even more so. IOM will continue providing material and technical

support to ensure contingency border capacity to respond to the possibility of further mobility dynamics caused by the war. In parallel and through its global supply chain, IOM will ensure relief items are procured and prepositioned in strategic locations, such as its regional hub in Slovakia, to reach those in need if and when the time comes with minimal delay.

Mainstreaming protection across the response

IOM will provide direct protection assistance, mainstreaming protection considerations in all sectors of intervention, particularly as growing trafficking-related risks are being identified, and multiple issues arise in connection with protracted displacement (including extension of temporary protection status for those abroad, and access to cash assistance, accommodation, and health care in host communities). IOM will build on its strong counter-trafficking expertise and leadership in the regional Anti-Trafficking Task Force, as well as those in Ukraine and most neighbouring countries, to support efforts to screen, identify and adequately support victims of trafficking. IOM will deepen its partnerships with specialized civil society organizations and government actors to expand outreach and work with marginalized groups, such as persons with disabilities and ethnic Roma communities.

Building evidence for solutions

To accompany scaling-up support for durable solutions, and while maintaining core data collection operations in Ukraine and neighbouring countries, IOM will seek to measure progress among IDPs towards the achievement of a full spectrum of durable solutions (integration, return or relocation), as well as thematic assessments focused on recovery needs, resilience, and access to services. Studies will also monitor conditions for return in different areas of Ukraine to support decision-making by individuals, government, and humanitarian actors. IOM will continue monitoring the crossings back to Ukraine of people who had fled abroad to understand their attitude towards hosting countries, and intentions for the future. In refugee-hosting countries, IOM will follow up on the experiences of the refugees and internally displaced to provide information on the

way their priority needs and intentions have evolved over time.

Finding durable solutions: working in the transition to prepare for recovery

IOM will support government and communities to mitigate and address longer-term socioeconomic impacts of the war, and support displaced populations' participation in recovery processes. IOM will use an area-based approach to programming that delivers initiatives on a wide spectrum of governance, infrastructure, and services to address individual needs of affected people, and to create an enabling environment for returns and local integration. In addition, IOM will build on its emergency response, seeking humanitarian programming to support recovery efforts. For example, IOM will shortly ramp up interventions at the Uzhhorod border crossing between Ukraine and Slovakia. This location is a crucial artery for Ukraine's recovery and wider global food security as it enables fuel and humanitarian supplies to enter Ukraine, and channels exports of strategic commodities, including agricultural products. This intervention cuts across meeting acute humanitarian needs while also contributing toward longer-term economic recovery including through trade.

In neighbouring countries, IOM will contribute to the efforts of refugee-hosting governments and local actors to enhance socioeconomic inclusion and access to services for refugees and TCNs from Ukraine and support beneficiary driven solutions, to address vulnerabilities and reduce obstacles to self-determination and resilience.



IOM staff conducted a monitoring visit to Hostomel to view the extent of the destruction. © IOM 2022/Miktoriiia Zhabokrytska

ADAPTING ACCOMMODATION SUPPORT IN UKRAINE



Rehabilitation works in a collective centre in Chernivtsi Region. © IOM 2022/Petrov Maksym

Adequate, safe, accessible, and dignified housing is a prerequisite for the sustainable recovery and development of Ukraine, and for this reason, it is a priority for IOM's Durable Solutions and resilience programming.

This was the case prior to the full-scale war, whereby, with support from Germany's KfW Development Bank, IOM had begun building 500 apartments in Donetsk and Luhansk. This programme has been re-prioritized following the war to support reconstruction and rehabilitation efforts appropriate to the current context and accessible areas. The project established an extensive housing team that includes experts in technical construction, architecture and engineering, as well as in legal areas related to land,

property and municipal budgets. IOM has capitalized on this capacity to support the development of a legal framework, in consultation with government, to provide community housing to targeted populations at affordable prices.

With support of the German Government and following the war, IOM expanded housing programming to west and central Ukraine to help provide durable solutions to affected populations there. The shelter and housing team identified multi-story apartment buildings around Kyiv and suitable buildings and land plots to either repurpose or construct new buildings in the west of Ukraine. The initiative will renovate and build up to 80,000 m² - or about 2000 apartments - of new living space for affected population. A special focus will be on affordability, accessibility and energy efficiency of the new homes. The programme, executed in cooperation with municipalities and oblasts, will support the establishment of housing management enterprises and revolving funds to allow for sustainable management and re-investment of income from rent and sale through rent-to-own modalities.

Complementing this longer term perspective, IOM also adapted its capacity from the housing project from before the war to help meet the accommodation needs and provide a much-needed sense of stability for IDPs across the country. The shelter programme evolved using a variety of approaches, including supporting transitional housing solutions, repair and reconstruction of affected houses, and support to critical infrastructure. Beyond its more static capacities, IOM has also deployed 125 mobile shelter teams, operating in most oblasts of the country, to carry out this work. IOM continues to work at community level on response and recovery, from planning to construction, modular housing and other mid to longer-term durable solutions to support the needs of the Ukrainian population. As it continues to do so, IOM will seek to capitalize on the innovative legal framework it developed to provide access to medium- and long-term housing support.

CROSS-CUTTING ISSUES

Throughout its response across different sectors and areas of work, IOM works to mainstream cross-cutting principles that affect the lives, dignity and agency of affected populations and the wider community. Amongst these, three – Accountability to Affected Populations (AAP), Protection from Sexual Exploitation and Abuse (PSEA), and Localization – are presented in brief here. These and others also arise in different sections throughout the report, as in IOM’s programming, mainstreamed into various activities.

ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

People affected by the Ukraine crisis are the best placed to understand and determine their needs and those of their community. AAP approaches are grounded in participation principles and are crucial to understanding displaced people’s vision for a new life and the challenges to their integration into new communities with a long-term perspective. This understanding helps us to build sustainable solutions based on people’s experience, knowledge, and capacities. Participatory systems that are context-sensitive, inclusive, and representative of diverse groups, and that consider varied risks, vulnerabilities and capacities are vital to informing IOM’s work to empower communities to achieve a safe, dignified, and sustainable recovery.

It is crucial that IOM’s humanitarian assistance and longer-term solutions continue to be developed in collaboration with affected communities. Engaging people affected by the crisis in designing programmes and adjusting their implementation based on people’s inputs and feedback, help support the correct identification of needs, as well as the contextual appropriateness of activities and delivery of services. Integrating the objectives of AAP, IOM’s crisis response adheres to the prevailing principles of “do no harm” and non-discrimination to prevent the unintended harms that may result from well-meaning activities and to not perpetuate existing inequalities or bias. Barriers to equal participation of diverse groups based on sex, age, sexual orientation and gender identification, ethnicity, language, and disabilities can be identified to implement remedial measures that promote inclusivity. Such efforts include diversifying participatory spaces, communication channels, and complaints and feedback mechanisms based on people’s preferences.

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE (PSEA)

Women and children affected by the war in Ukraine, especially those displaced from their homes, face an ongoing risk of Sexual Exploitation and Abuse (SEA) by humanitarian service providers. SEA can happen anywhere and anytime, and like other forms of gender-based violence, it cannot be predicted. In light of this, IOM concentrates its efforts toward thoroughly mapping and analyzing the risks, increasing awareness, and working with stakeholders, all of which can help protect people from SEA.

It is critical for IOM to be able to effectively identify, prevent, reduce, and address incidents of SEA to reinforce its accountability and work for victims to receive tailored assistance. Capitalizing on its existing capacity in the region, IOM has deployed a number of Prevention of Sexual Exploitation and Abuse (PSEA) officers since the start of the war, supported by a regional coordinator. This has enabled IOM to immediately carry out activities, including capacity building for new IOM staff and implementing partners (IPs).

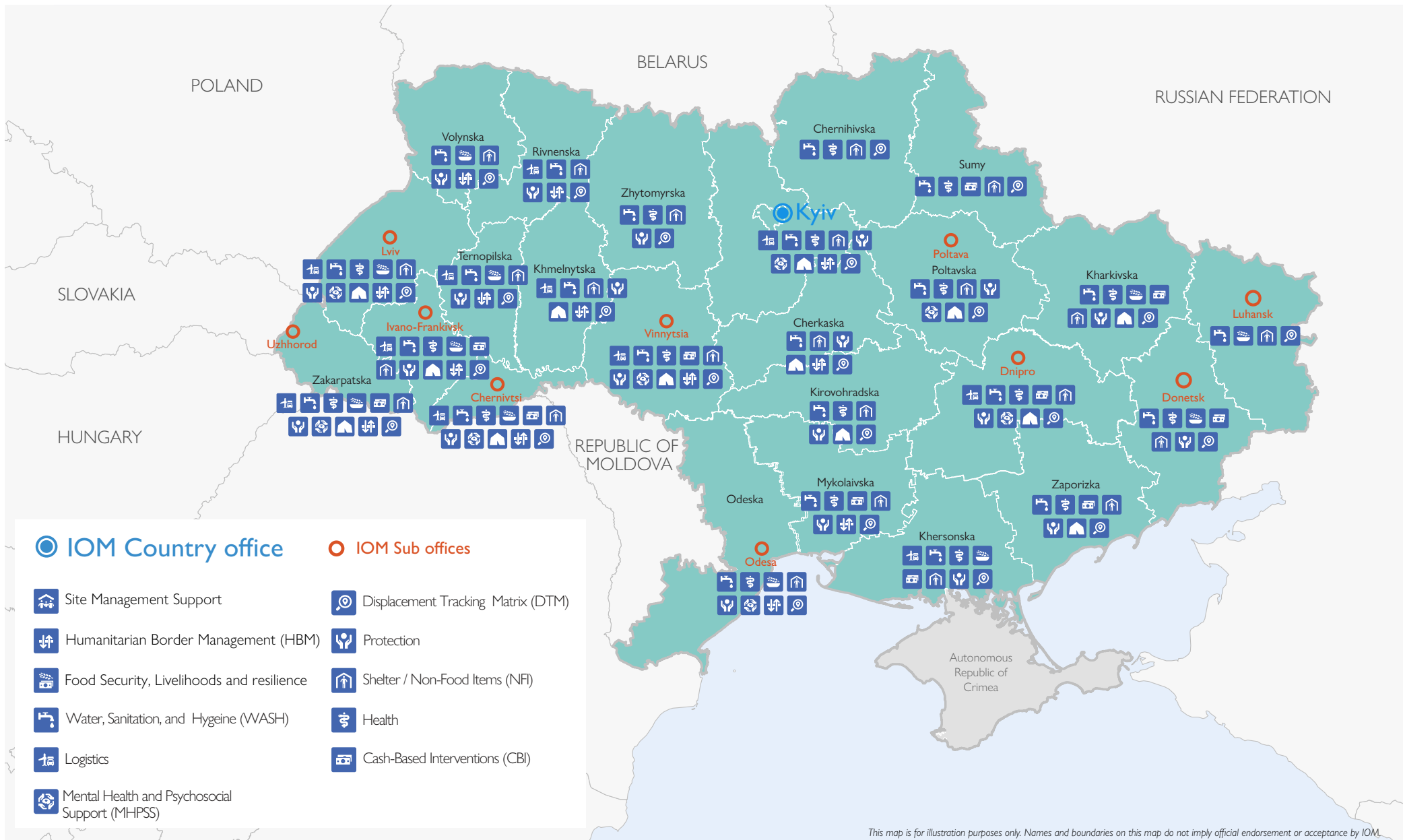
To enhance IOM’s accountability, ensuring that beneficiaries have safe and accessible reporting mechanisms has been essential. IOM works with its implementing partners, supporting them in operationalizing effective SEA response mechanisms, so that no beneficiary is left unheard or unsupported. Commitment to and systems for PSEA is also an integral part of IOM’s due diligence process when selecting its partners. With a solid foundation in place, IOM focuses on capacity building, awareness raising for staff and beneficiaries, continuously assessing risk across the whole spectrum of interventions, and responding appropriately to cases of SEA, placing survivors at the centre of its approach.

LOCALIZATION AND PARTNERSHIPS

As a Grand Bargain signatory, IOM is committed to the localization agenda by providing greater support for the leadership, delivery, and capacity of local responders including community-based groups, civil society, and government counterparts and affected communities. Local and national actors are often first to arrive in newly accessible areas and have the best knowledge of local challenges. They have consistently been the first responders throughout the crisis-affected region. As an international organization, IOM works closely with its Member States at the national and local levels, supporting direct assistance and working for the improvement of policy environments. IOM aligns its interventions with government planning processes and seeks to prioritize localization, namely working with actors that are strongly rooted at the local level, thereby enhancing the sustainability of interventions and contributing to a sound exit strategy. In its first year of response, IOM has established and strengthened partnerships with over 150 key government agencies and bodies, including 70 municipalities.

Following a whole-of-society-approach, IOM works with over 120 grassroots organizations in Ukraine and neighbouring countries (90% national CSOs and NGOs). Partnerships with local and national authorities are enabling IOM to have a strong distribution capacity in Ukraine, including in hard-to reach areas in the east, north and south. In 2023 IOM will focus on expansion to increase partnership entities, while increasing the depth and model of partnership to include more technical assistance, capacity development and organizational support to ensure that the role and responsibility of national and local actors remains primary to response, recovery, and solutions.

OVERVIEW BY IOM COUNTRY OPERATIONS



This map is for illustration purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM.

OVERVIEW BY IOM COUNTRY OPERATIONS

	Number of Refugees*	Refugees as a % of the Population**	Active Sectors		Number of Refugees*	Refugees as a % of the Population**	Active Sectors
POLAND	1,563,386	4.14%		BELARUS	19,673	0.21%	
ROMANIA	108,840	0.57%		BULGARIA	49,897	0.72%	
HUNGARY	34,248	0.35%		GERMANY	1,055,323	1.27%	
SLOVAKIA	108,289	1.99%		TÜRKIYE	95,874	0.11%	
REPUBLIC OF MOLDOVA	108,885	4.23%		IRELAND	73,002	1.45%	
CZECHIA	487,393	4.55%		AZERBAIJAN	3,944	0.04%	
LATVIA	35,523	1.89%		WESTERN BALKANS***	45,410	0.34%	
LITHUANIA	73,606	2.63%		BELGIUM	67,511	0.58%	
ESTONIA	66,074	4.97%					

* Refugees from Ukraine recorded in country from the [UNHCR Operational Data Portal](#)

** Refugee percentage calculated using country population data from [World Bank](#)

***Western Balkans include: Albania, Bosnia and Herzegovina, Montenegro North Macedonia, Serbia, and Kosovo (References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 - 1999)



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