UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

FAQ ON PROGRAM FOR HUMANITARIAN SUPPORT AND INTEGRATION OF DISPLACED PERSONS FROM UKRAINE GRANTED TEMPORARY PROTECTION IN THE REPUBLIC OF BULGARIA

1 MAY 2025

1. **What kind of support is offered through the programme?**
   - The programme provides support for the temporary accommodation and integration of eligible individuals.

2. **Who is eligible for this programme?**
   - Displaced persons from Ukraine granted temporary protection with first registration in Bulgaria after 24.02.2022.

3. **How can I apply to receive accommodation support through the programme?**
   - If you are eligible to benefit from the programme, you will first be settled in a Transit Reception Centre in the town of Elhovo for a period of up to 14 days. When in the transit centre, your name and details (ID document number, date of birth, place of residence in Ukraine on the date of departure) will be included in the list of people seeking accommodation support.
   - The list will be provided to a Working Group in Sofia, which on a weekly basis allocates displaced persons to an accommodation facility, taking into account their health and social status.
   - After the Working Group is ready with the allocation in the accommodation facilities, this information is sent back to the transit centre where staff will inform you of the outcome right away.

4. **How long is accommodation support provided for?**
   - For persons who do not fall into a risk group - for a single period of 60 (sixty) days, within the duration of the temporary protection.
   - Persons assessed to be at risk – for the entire period of temporary protection (currently until March 2026).

5. **What happens once the sixty days expire?**
   - You cannot extend your stay, if you are not considered to be at-risk.
   - You cannot reapply for accommodation for a new period of sixty days.
   - You may continue to reside in the accommodation facility provided by the programme at your own expense, paying the rates set by the facility.
   - You may apply to be included in the at-risk group to continue residing in the accommodation facility provided by the programme.

6. **Who is considered to be at-risk (thus, be allowed to benefit from accommodation for the whole duration of the temporary protection)?**
   - a child aged 0 to 12, accompanied by a single parent or other adult;
     - the parent or the adult, caring for the child, as well as the parent's other minor children are also considered at-risk.
   - a child from 12 to 16 years of age, accompanied by one parent or another adult caring for the child, when school enrolment application is submitted to the respective Regional Education Administration, but it has not yet referred the child to a specific school;

  - the parent or the adult, caring for the child, as well as the parent's other minor children are also considered as at-risk.
- a pregnant woman, after the third month of pregnancy, when this is certified by a medical document issued by a competent authority in the Republic of Bulgaria;
- a person with a permanent disability established by a competent authority in the Republic of Bulgaria (this is the so called TELKs – Territorial Expert Medical Commissions, which examine medical files), as well as a person who has submitted an application to the TELK (until the issuance of the final decision).
- a person with a mental illness certified by a medical document from a competent authority in the Republic of Bulgaria;
- a person caring for a seriously ill family member, including a person with a mental illness who is dependent on someone else's care;
- a person aged 65 or over, and the spouse of that person, if aged 60 or over and retired under Ukrainian law.

7. What is the application process to be considered at-risk?

- To be considered at risk, you must complete an assessment form and submit it to the respective Social Assistance Directorate. If you newly arrived, the form will be provided to you in the transit centre. If you are a person already benefitting from accommodation, you should submit the form to Social Assistance Directorate covering the location of the facility where you are accommodated.

8. How long will the process take?

- Within 14 days, the Social Assistance Directorate will assess your eligibility. If you are in the transit centre and your request is approved, within 10 days you will be placed in an accommodation facility. For further support with this process, you can reach out to one of the COMPASS centres here.

9. What happens if I do not accept an offered accommodation and/or do not move in within 10 days of the offer notification?

- The accommodation proposal will be withdrawn, and you or your family cannot reapply for aid under this programme again. The only exception is if you are already in an accommodation and experience an event which would make you eligible to be part of a risk group.

10. In which cases provision of accommodation support will be terminated?

- If you leave the territory of the Republic of Bulgaria for more than 30 consecutive calendar days;
- If there is withdrawal or termination of temporary protection;
- If you refuse the temporary protection granted in the Republic of Bulgaria;
- If you pass away;
- If you are absent from the Republic of Bulgaria due to a trip to a country other than Ukraine, lasting not more than 30 consecutive calendar days, without a justified reason such as necessity of medical treatment of the person, death or treatment of a family member;
- If there is a decision of the medical expert bodies which does not establish a permanent disability.

11. What should I do if I need to leave Bulgaria?

- You need to inform the Working Group of your planned absence.

- If you are leaving the country because of a medical necessity or other justifiable reason, you will need to provide additional documents, justifying your leave, in Bulgarian.

12. Does the programme assist with transportation to the allocated accommodation?

- You must organise your own transport to the allocated accommodation. However, if you suffer from a serious physical or mental illness, have a disability, are of old age, or are unable to arrange your own transport, and you referred to these circumstances in the assessment form, the programme will support with transportation as well.

13. What type of integration support is offered under the Programme?

You can benefit from the services of:

- the Social Assistance Directorates which offer diverse types of social benefits (see here);
- the Labour Bureaux which offer support for access to vocational training and employment;
- the Regional Education Directorates which refer children to kindergarten and school.

For any questions and support, you may reach out to the network of protection and inclusion centres COMPASS.