



39-year-old Yaroslava Palchyk, a psychologist from UNHCR's local partner Rokada, was displaced from Bucha in 2022. She now helps people overcome their trauma of displacement. Read her story [here](#). ©Charitable Foundation Rokada

**OPERATIONAL CONTEXT**

Intense hostilities have been ravaging communities in the east and south of the country, taking a heavy toll on civilians living close to the front line. In April alone, OHCHR [recorded](#) 665 civilian casualties in Ukraine: 169 killed and 496 injured. The actual figures are believed to be considerably higher. Since 29 April, the security situation in Ukraine has sharply deteriorated, with aerial attacks witnessed against critical infrastructure and population centres, particularly Kyiv and Dnipro, on almost a daily basis.

While UNHCR continues to prioritize life-saving humanitarian assistance and quickly responds to support communities impacted by the attacks, UNHCR's programmes are also focusing on interventions to enable IDPs and returnees to recover and attain durable solutions where possible. **As of the end of April, UNHCR has reached over one million people with assistance since the beginning of 2023.** As a collective inter-agency response, the UN and humanitarian partners supported approximately 5.4 million people across Ukraine – more than 60 percent of them are women and girls. The detailed response plan can be found in the [2023 UNHCR Ukraine Programme Summary](#).

**1.11M**

People reached with assistance between January to April 2023

**Protection**

Received protection information, counselling, and support



**MPC**

Supported with multi-purpose cash assistance to meet basic needs



**NFI**

Reached with essential items, including in hard-to-access areas by humanitarian convoys



**Shelter/Housing**

Received emergency shelter and housing support, including in collective sites



**CCCM**

Supported with safe access to multi-sectoral services in collective sites



\* The targets are subject to the receipt of the funding requirements

**KEY FIGURES**

**4.3M**

people reached with UNHCR assistance in **2022** (24 February - 31 December 2022)

**17.6M**

people in need of humanitarian assistance and protection in 2023 (source: OCHA)

**11.1M**

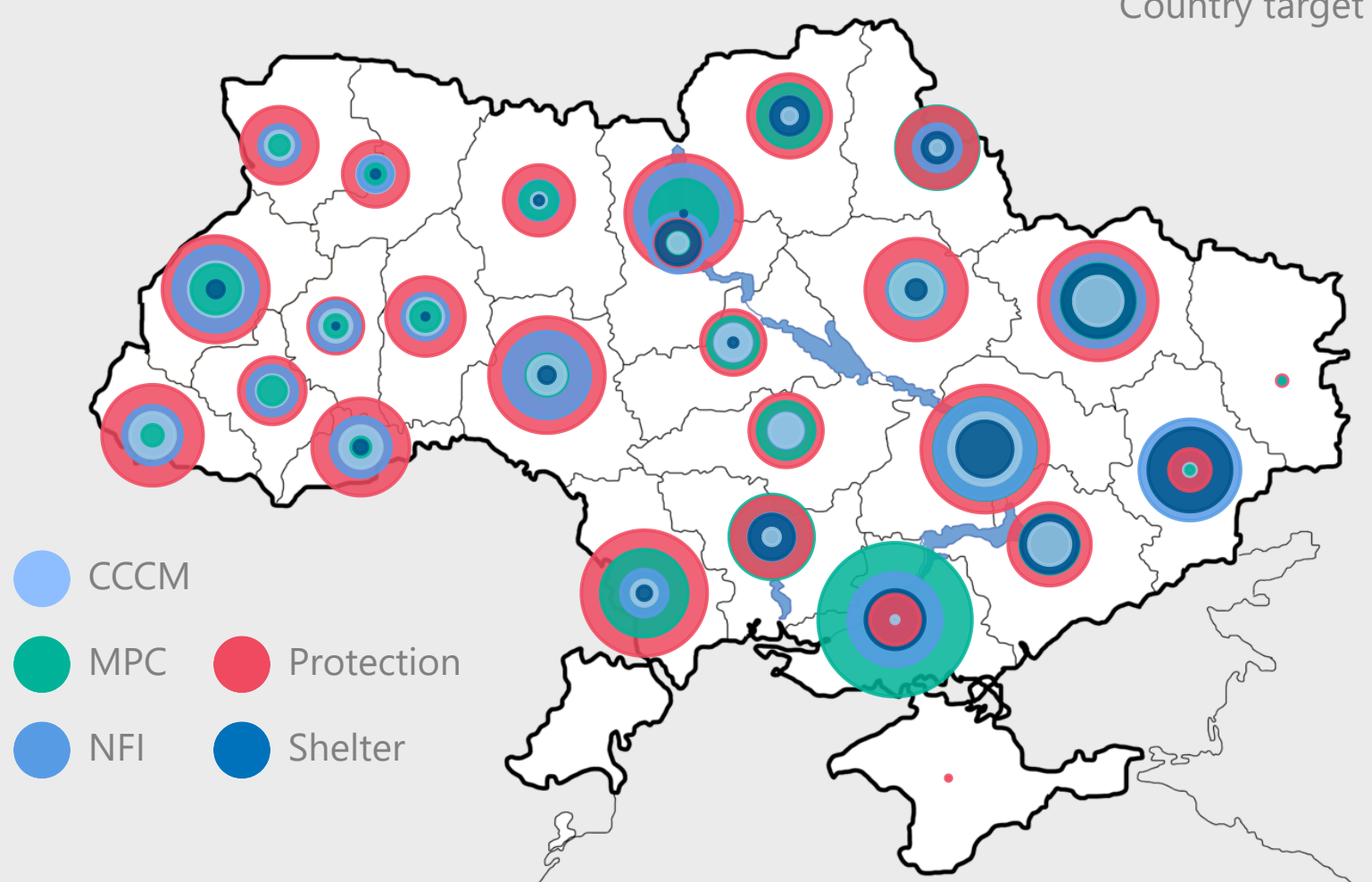
people targeted for humanitarian assistance in the Humanitarian Response Plan

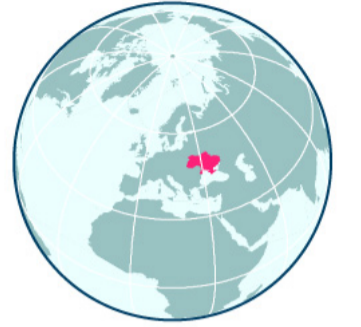
**3.6M**

people aimed to be reached with **4.6M services** in 2023, some of whom will receive several forms of support

**People Reached in 2023**

**1,113,848**

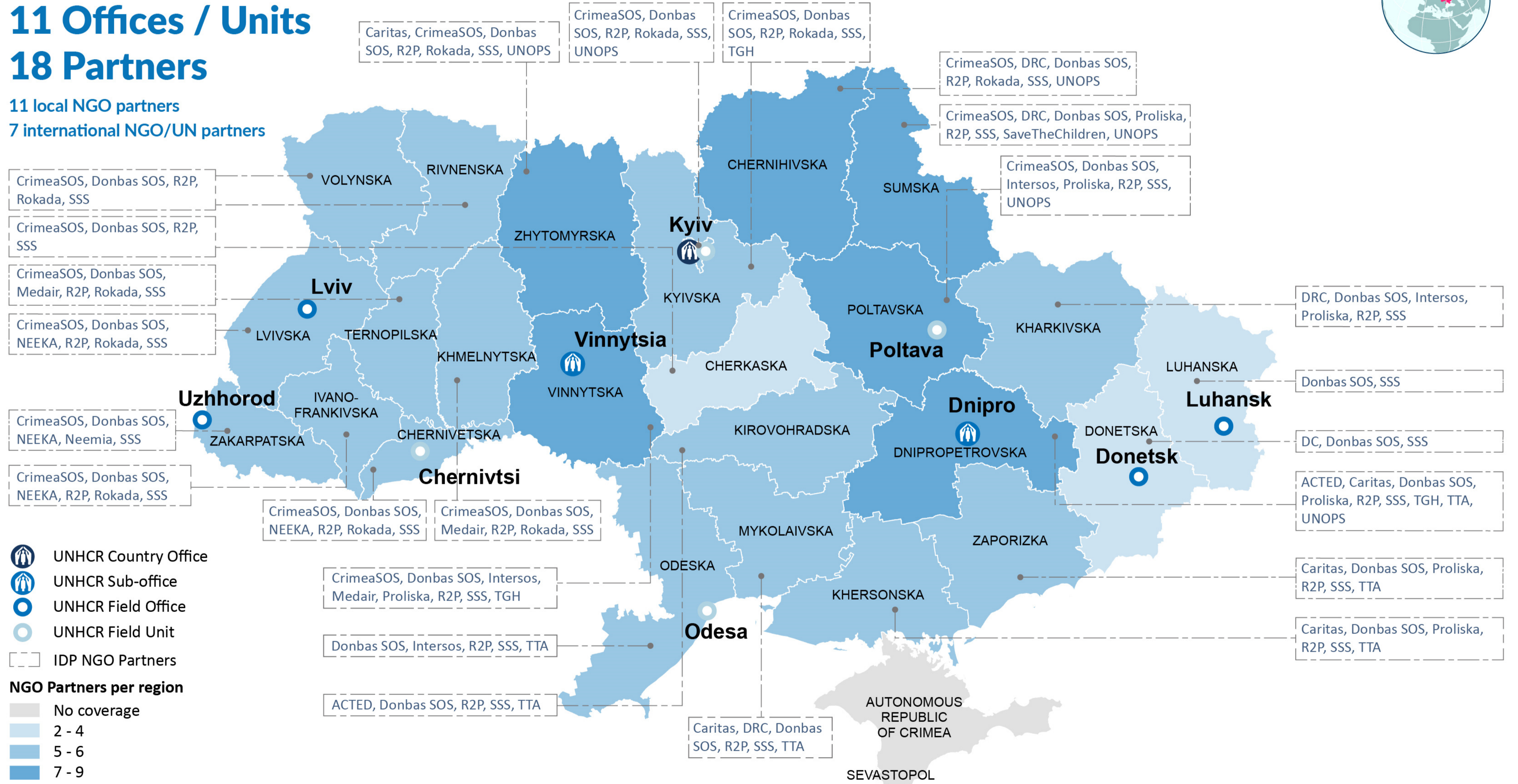




# 11 Offices / Units

# 18 Partners

11 local NGO partners  
7 international NGO/UN partners



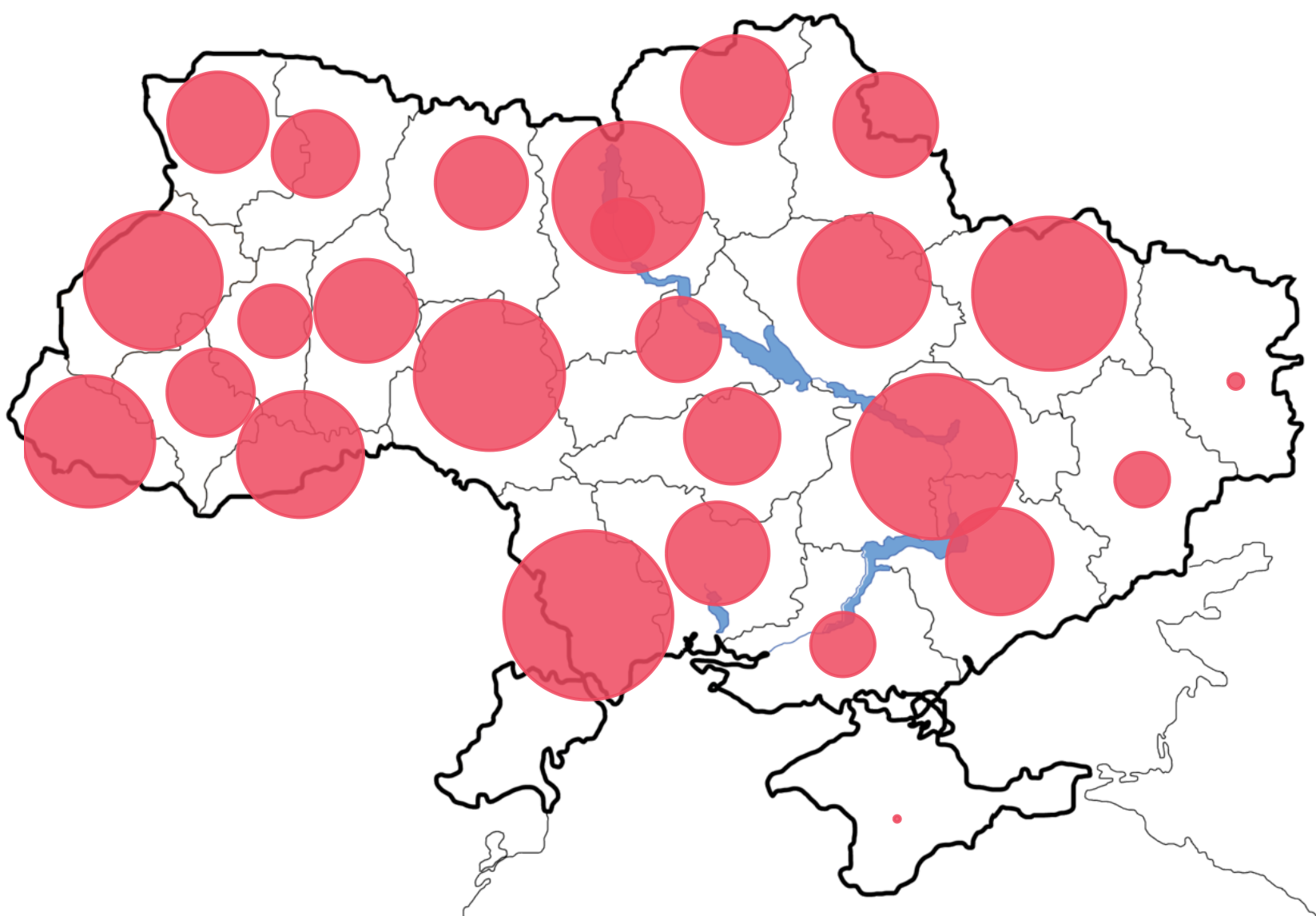
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

## Protection services

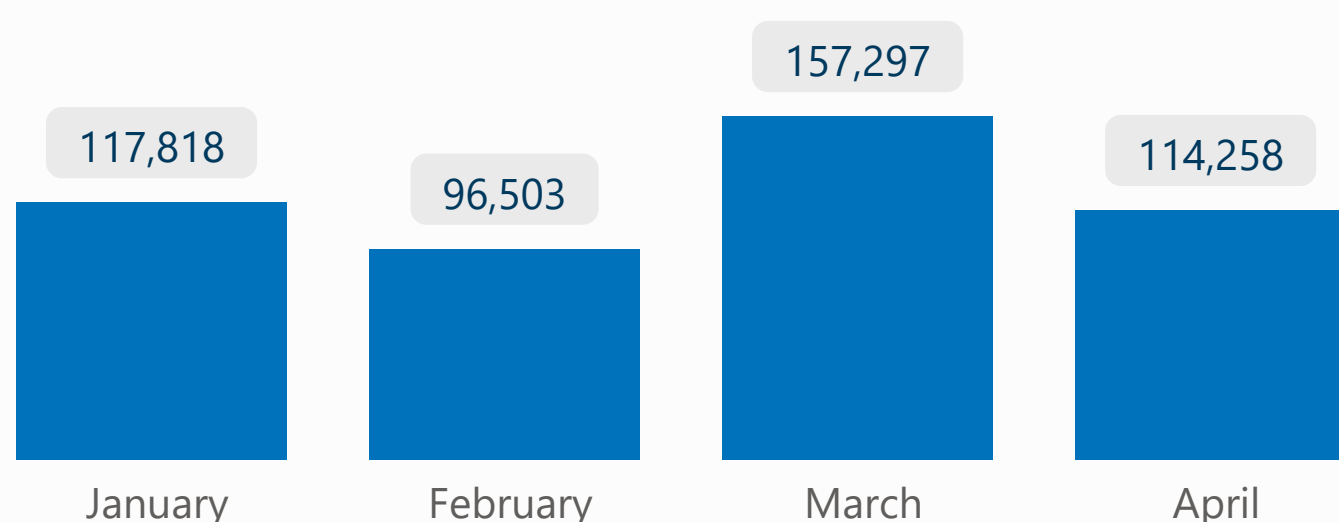


People with disabilities can face many barriers to access support. Through psychosocial support sessions, UNHCR's partner's psychologists are helping displaced people cope with the stress of the war. ©UNHCR

UNHCR's protection programmes are designed to complement or reinforce the capacity of the national system and local protection services and are centred on 4 objectives: (i) ensuring access to social, legal and other protection services; (ii) strengthening access to information, complaints and feedback mechanism and participation in decisions and solutions; (iii) strengthening national legal and policy frameworks; and (iv) promoting rights-based solutions.



People reached by Month



### PROTECTION: KEY FIGURES

**490,407** Reached as of April 2023

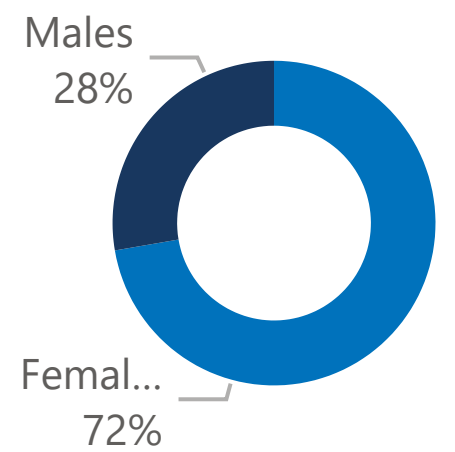
**40,566** Individuals receiving PSS/PFA

**69,485** Legal consultations provided

**1,522** Persons received targeted GBV services

**9,579** Individuals supported with case management services

**190,700** Supported with other protection services



**485,876** IDPs and war-affected population

**2,835** Stateless

**1,696** Refugees & asylum seekers

### Highlights:

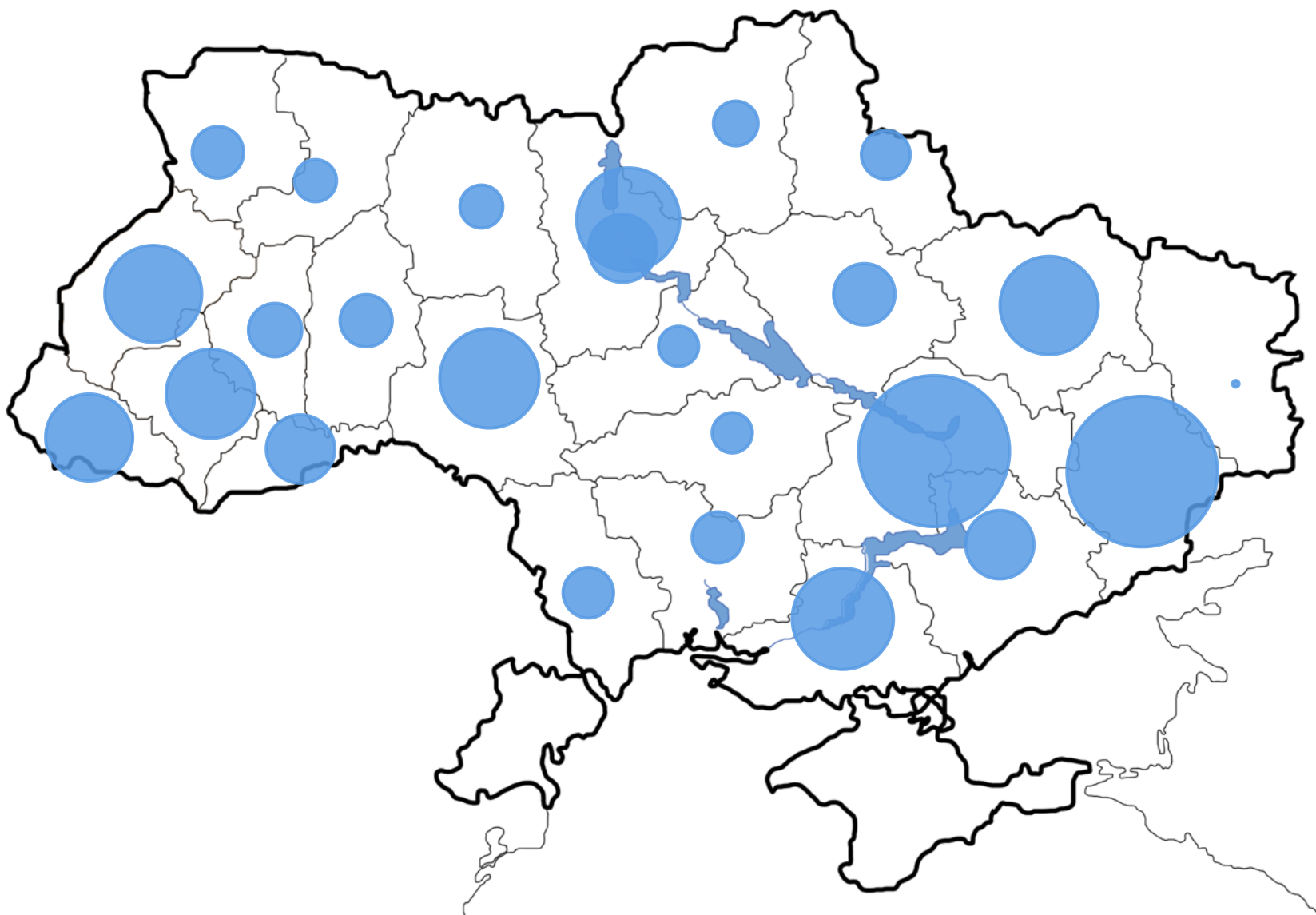
- In collaboration with the Free Legal Aid Coordination (FLAC) Centre at the national level, **UNHCR's legal partners (Right to Protection, Tenth of April, and NEEKA) initiated training sessions for local-level staff of FLACs.** Lawyers in Chernihivska, Kyivska, Kirovohradska, and Odeska oblasts received training on complex cases related to IDP registration, acquiring personal documents, and documenting war-related damages to housing and property. Participant feedback highlights the significance of such events as both a learning and networking opportunity, ultimately **enhancing the quality of services provided to IDPs and others affected by the full-scale war.**
- UNHCR's partner, Stabilization Support Service (SSS), is enhancing the local social protection capacity by **providing technical assistance and skill development opportunities to workers in the Departments of Social Protection.** In April, workshops and seminars addressing IDP registration and access to social benefits were conducted in all 24 oblasts. Additionally, a total of 24 burnout prevention workshops were organized to prioritize the mental health and well-being of department staff.
- In April, data from the State Border Guards Service of Ukraine (SBGS) indicated increased movement back to Ukraine at the western border. **Family reunification was the main motivation (65%), followed by improved security conditions (30%).** During a roundtable discussion on 27 April, organized by UNHCR and the ACCESS NGO consortium, SBGS confirmed that recognized refugees and complementary protection holders have the same right to return as Ukrainian citizens. The SBGS expressed their readiness to assist foreign nationals seeking safety abroad without proper documentation.

## Essential items

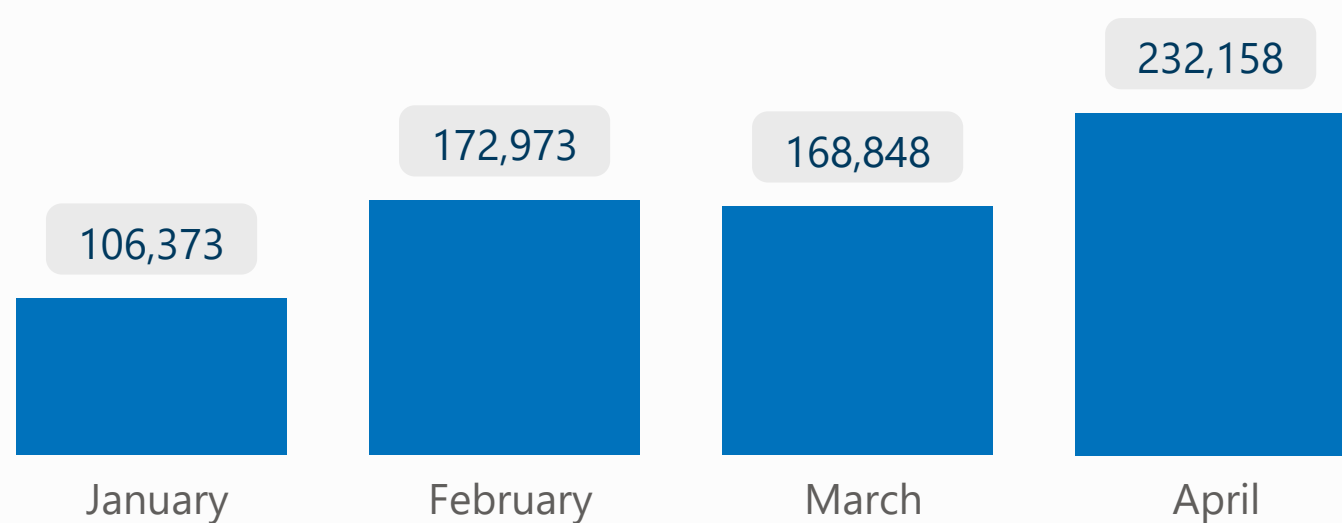


As part of a UN interagency convoy on 12 April, UNHCR delivered 3,300 essential items to help 1,000 people living close to the front line in Zaporizka oblast. ©OCHA

UNHCR distributes standard relief items, such as blankets, kitchen sets and solar lamps, and non-standard items such as dignity kits, mattresses, and clothes to people in need, mainly in areas along the front line and to newly displaced people, as well as to people living in newly accessible areas who have endured months of constant shelling. NFI distribution is done through implementing partners, local administrations, direct distribution, or contribution to inter-agency responses.

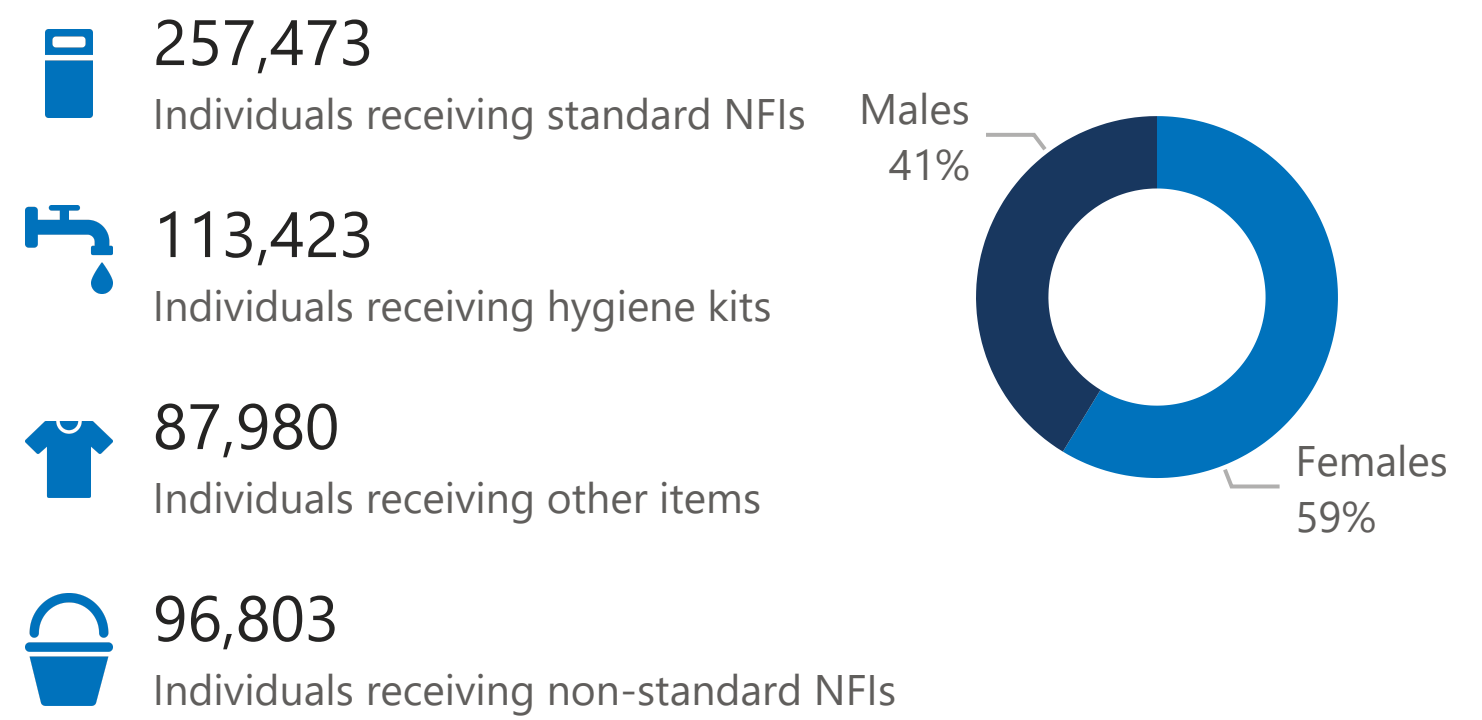


People reached by Month



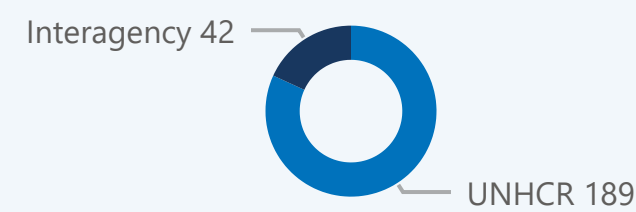
## NON-FOOD ITEMS (NFIs): KEY FIGURES

**378,156** Reached as of April 2023

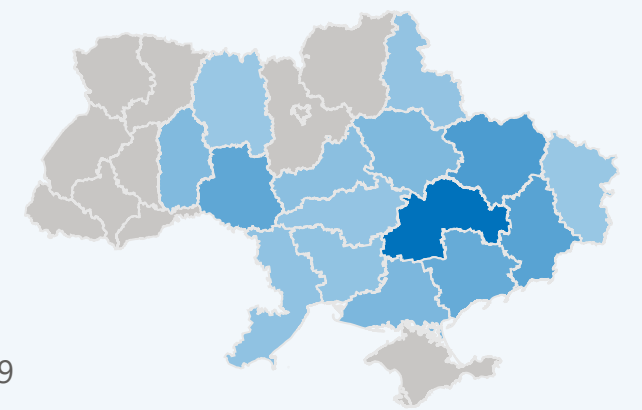


**15**  
Regions covered

**231**  
Number of convoys



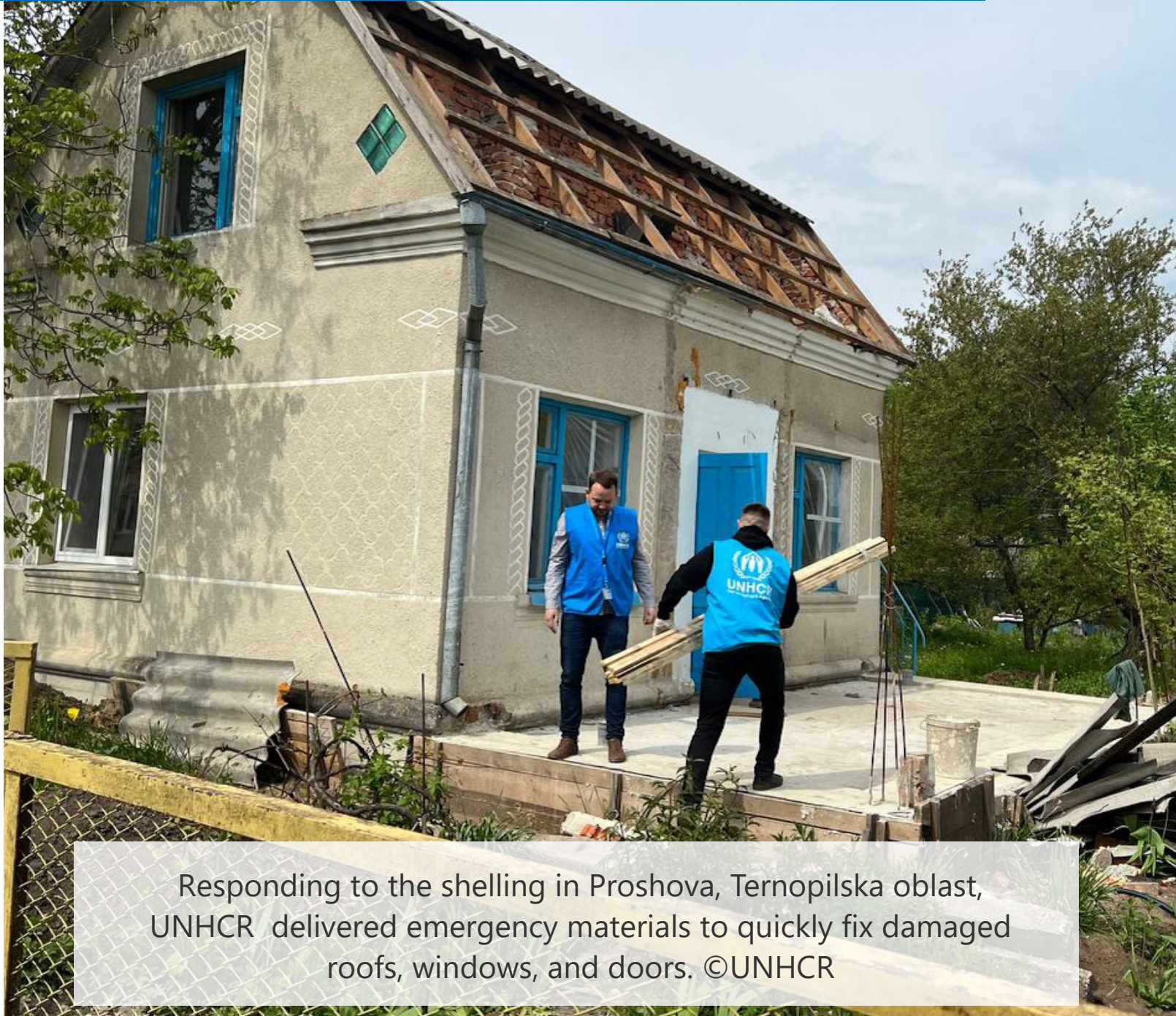
## Humanitarian Convoys



## Highlights:

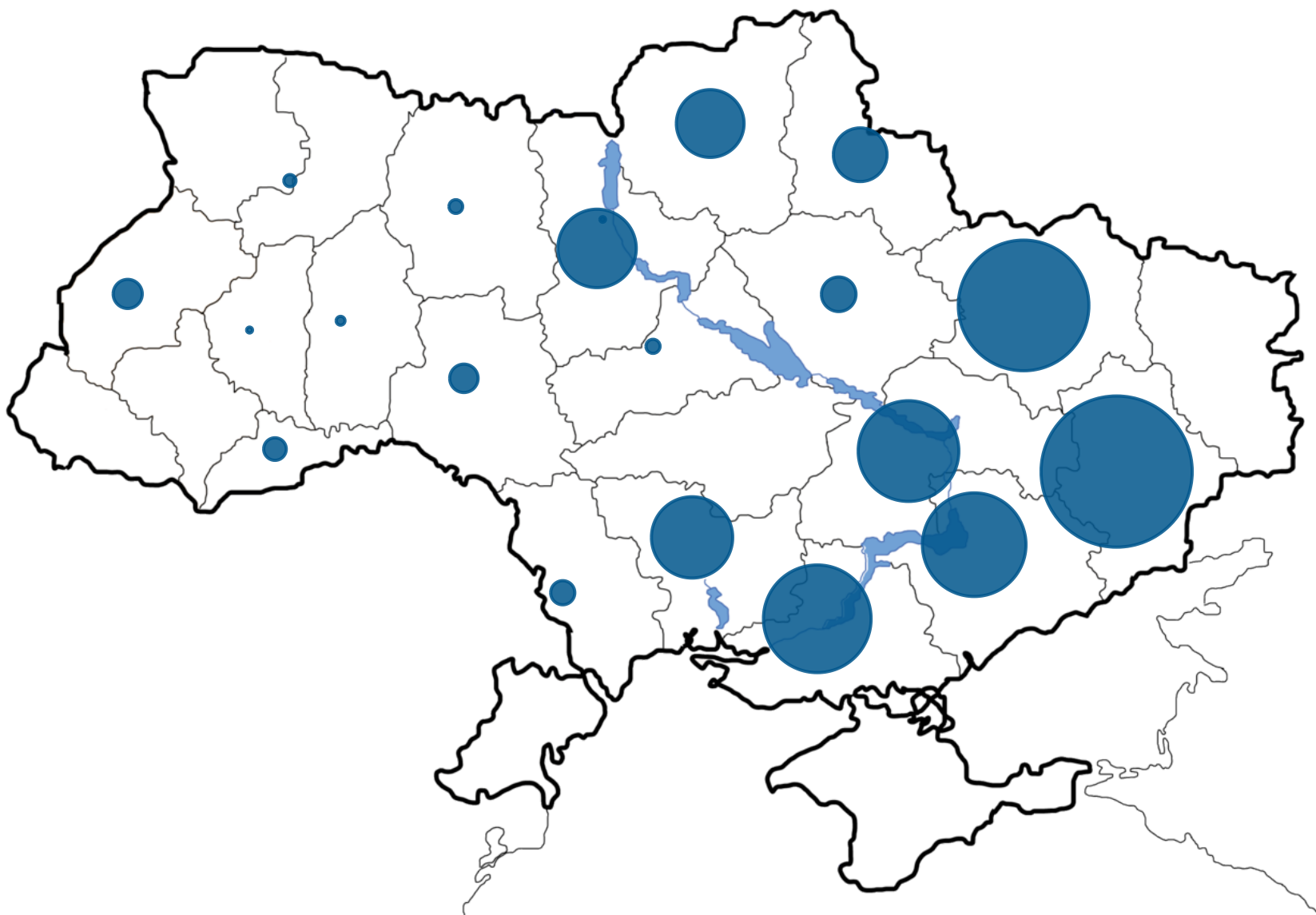
- **Delivering critical assistance to people living in front line areas, where the needs are most acute, remains a priority.** During April, UNHCR contributed to nine UN interagency convoys with critical items such as solar lamps and hygiene kits to support people in areas close to the front line, in Donetsk, Kharkivska, and Zaporizka oblasts. **Since January, almost 40 interagency convoys have delivered aid to areas as close as 200 metres from the front lines.**
- In order to partake in the inter-agency convoys to Kherson region, **UNHCR has now pre-positioned non-food items (NFIs) to the Logistic Cluster warehouse located in Odesa.** These NFIs will be solely utilized for the humanitarian convoys to reach communities in Khersonska oblast and will cover convoy contributions over the course of the next three months.
- **UNHCR continues to distribute generators to be installed at critical social facilities identified by oblast authorities to enable the delivery of services to war-affected people.** For example, in April, UNHCR delivered 10 kVA generators to the State Border Guard Service in Zakarpatska oblast to support four border crossing points. By the end of April, 145 generators had been distributed across 23 regions in Ukraine since last year.

# Shelter and Housing

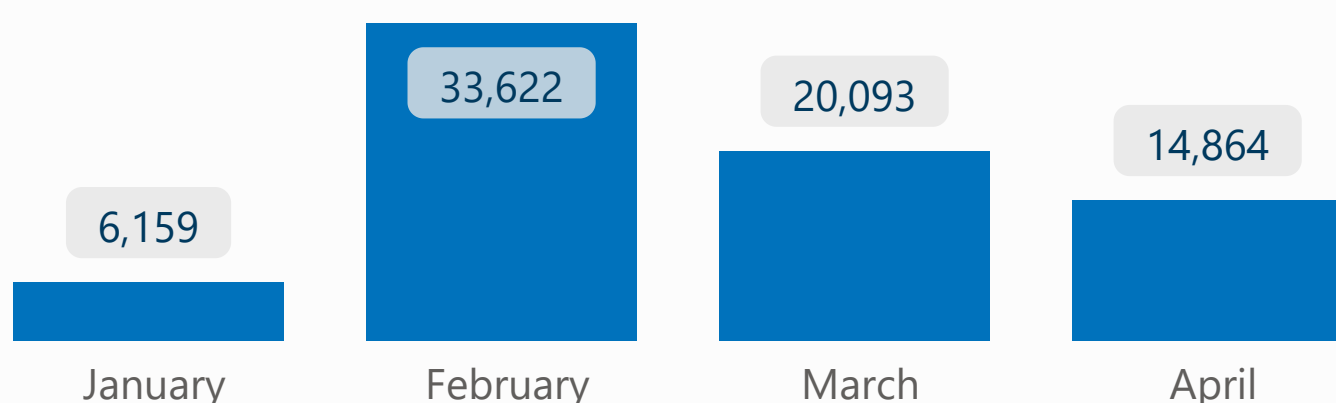


Responding to the shelling in Proshova, Ternopil'ska oblast, UNHCR delivered emergency materials to quickly fix damaged roofs, windows, and doors. ©UNHCR

UNHCR's shelter and housing programme supports people impacted by the war through three activities: (i) emergency shelter for those with immediate needs in areas directly impacted by shelling and attacks (ii) repairs and housing solutions that can help people return to their homes, where possible and (iii) improvement or creation of accommodation in collective sites for IDPs who cannot live at home.




People reached by Month




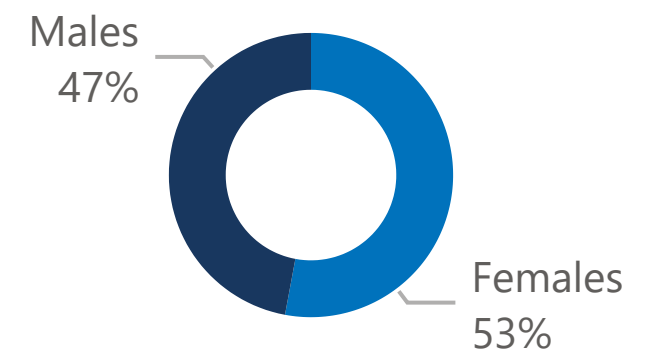
## EMERGENCY SHELTER AND HOUSING: KEY FIGURES

 **74,738** Reached as of April 2023

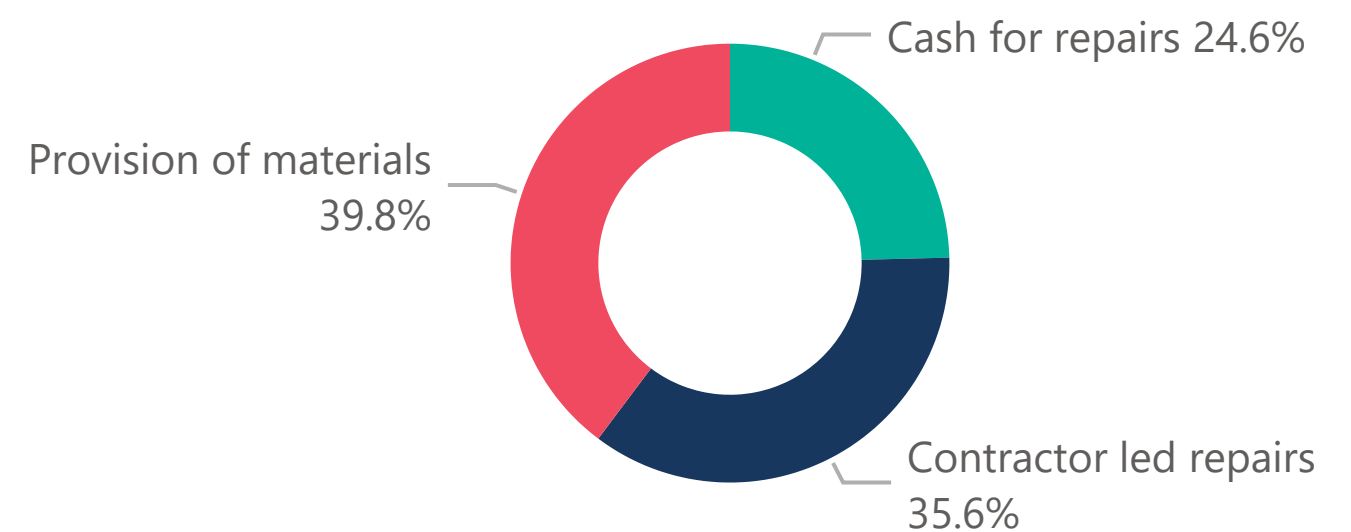
 **60,069**  
Individuals supported by ESKs

 **3,820**  
Sleeping spaces created/improved

 **7,907**  
Individuals benefitting from repairs



### Beneficiaries of repairs by modality



## Highlights:

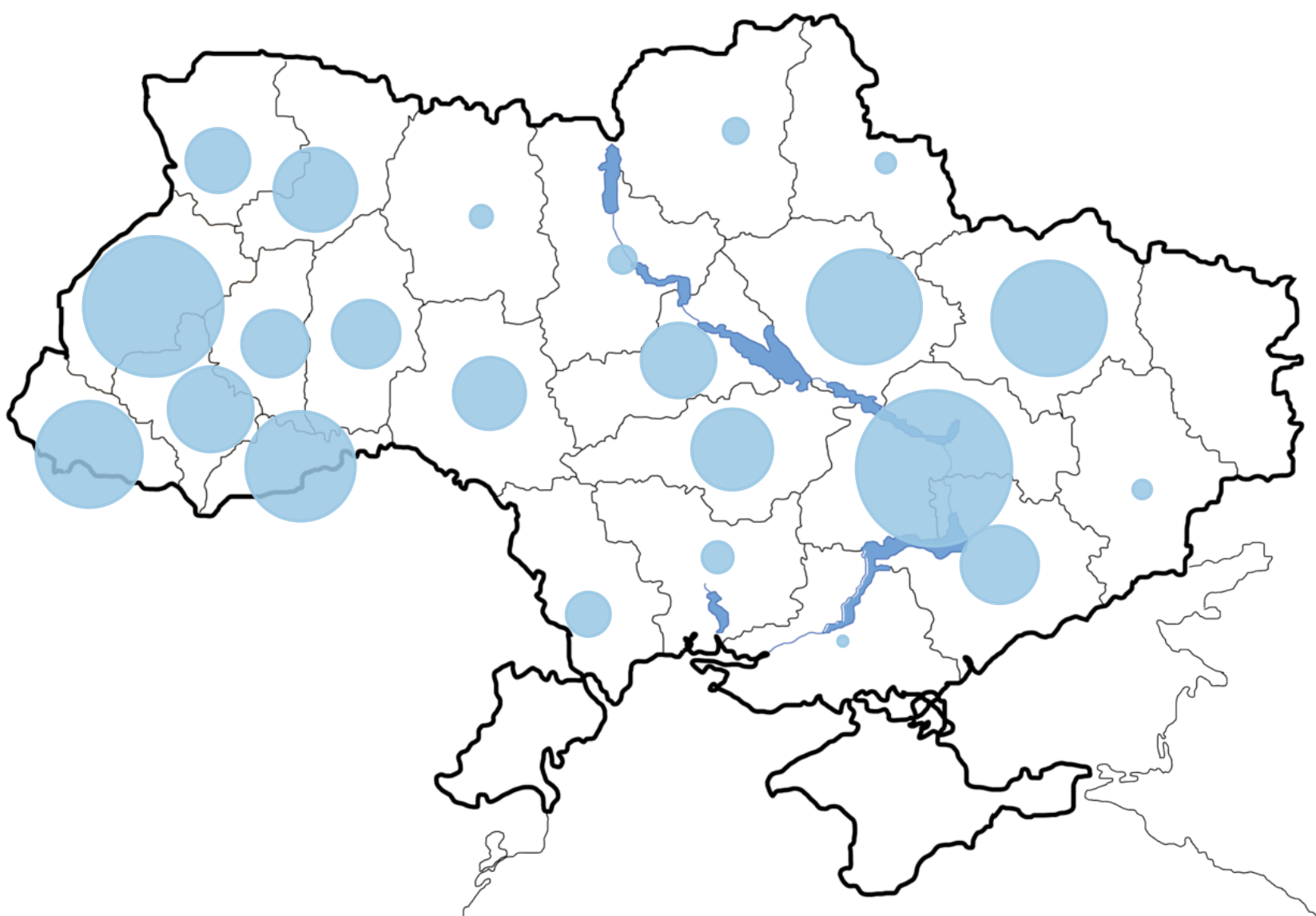
- **UNHCR has been conducting durable repairs of houses damaged by the hostilities to help people return to their own homes and communities where possible.** As of the end of April 2023, UNHCR has completed repairs to **more than 10,700 houses** since the start of the full-scale invasion. In 2022, 5,400 households were supported with the repair of their houses, ranging from light to heavy repairs. In 2023, another 5,300 have been completed, through a combination of contractor-led, cash-for-repairs, and shelter materials for repairs, with more houses being repaired every day. Where feasible, **UNHCR adopts a 'build back better' approach** and improves the durability and quality of the houses by replacing asbestos roofs with modern non-asbestos roofing sheets, improving the insulation, and using modern materials such as PVC windows.
- **In 2023, UNHCR introduced the Window Installation Programme in regions of Ukraine affected by the hostilities as well as in the western regions focusing on collective sites hosting IDPs.** As of the end of April, **more than 2,000 square metres of windows** were installed to improve the living conditions. The programme is ongoing across the whole of the country with a particular focus now on Dnipropetrovska, Kharkiv'ska, Kyiv'ska, and Odeska oblasts. For many households, the PVC windows represent a significant upgrade in terms of insulation and will **help reduce heating costs during the next winter.**

# Collective sites

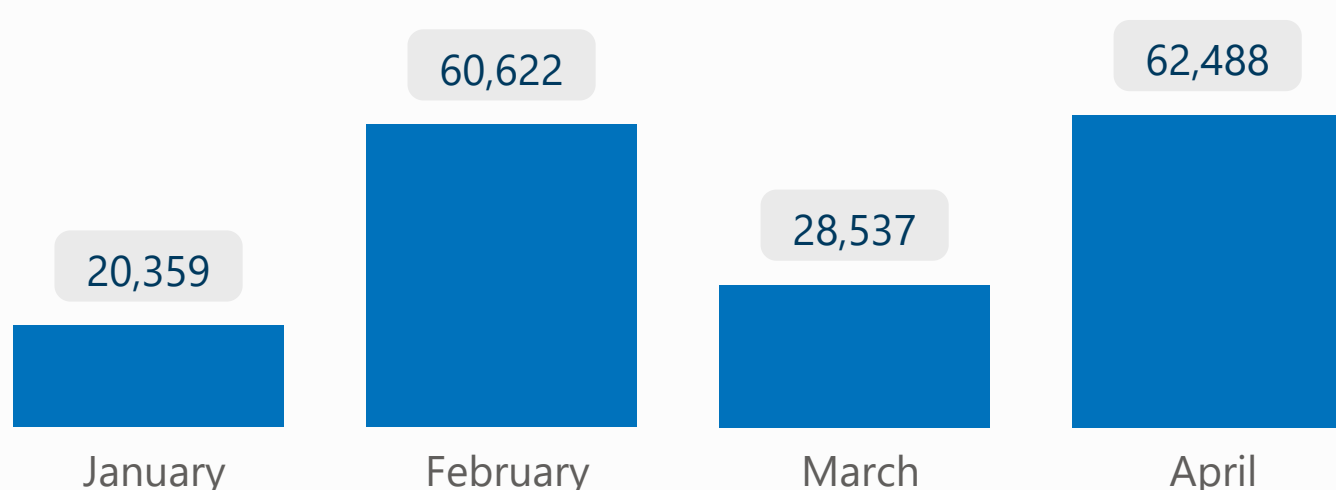


A social event organized by UNHCR's partner NEEKA CCCM team for IDPs residing in a collective site. ©NEEKA

UNHCR provides support to the management of collective sites to ensure protection services are accessible, inclusive, and community-based and works to improve the quality of life and dignity of IDPs during displacement. As part of the CCCM response, conditions and needs in collective sites will be closely monitored. Socio-economically or otherwise vulnerable IDPs are likely to remain in collective sites until they consider their area of origin is safe for return, and they will have access to basic services there.



People reached by Month



## CCCM: KEY FIGURES

**75,036** Reached as of April 2023

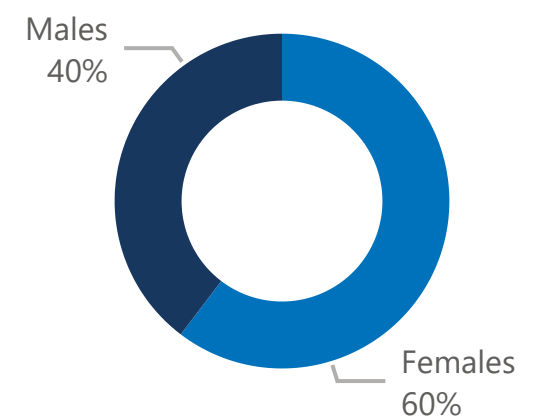
**3,309** Site assessments conducted & recorded

**75,036** People residing at sites supported with CCCM services

**2,535** Individuals trained

**5,143** Individuals participated in awareness raising sessions

**8,668** Individuals benefitting from care and maintenance and community-led activities



## Highlights:

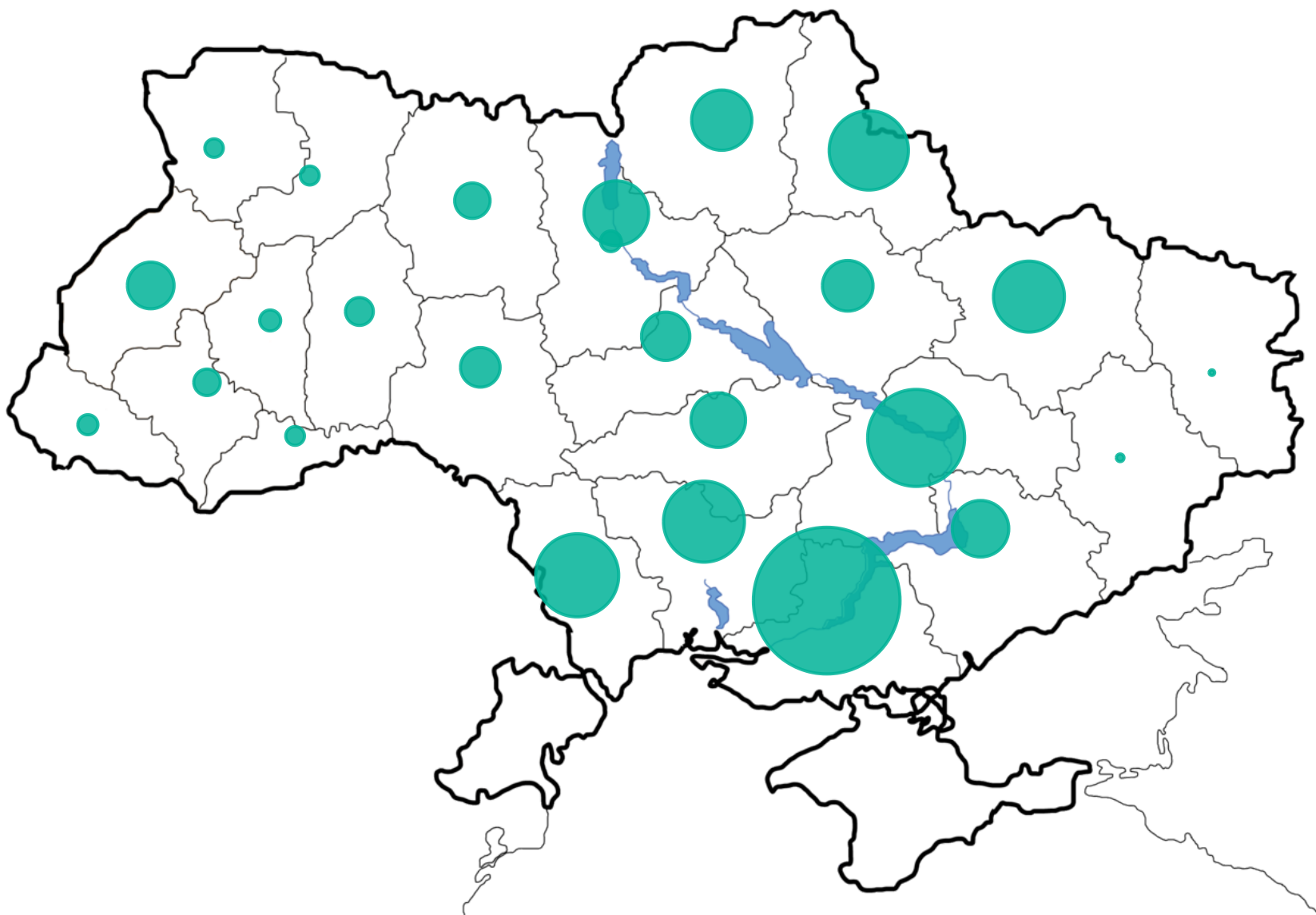
- In April, UNHCR and partners assisted **27,168 IDPs in 497 collective sites with various CCCM activities. 116 collective sites were supported with care and maintenance interventions**, such as repair of electrical systems, installation of ceiling lamps, and small repairs in common spaces and WASH facilities, which significantly improved the living conditions of more than 5,500 people. A national safety audit exercise was carried out, **auditing 90 collective sites across 18 oblasts.**
- With the help of CCCM teams, **2,365 residents were supported with awareness sessions conducted by specialists in various fields**, including medical experts, Juvenile Prevention Police, and representatives from the State Employment Centre. The sessions covered crucial topics such as identifying explosive objects and teaching children how to respond to air raid alarms.
- In order to address conflicts and burnout risks among site managers, **CCCM teams are implementing measures to prevent or reduce tension in collective sites**, fostering dialogue between IDPs, site managers, and representatives from local authorities.
- To address legal matters related to collective site administration, **UNHCR partner Right to Protection collaborated with the State Tax Service in Cherkaska oblast to conduct training for site managers on effective management of collective sites**, including handling humanitarian and charitable aid, and [ensuring compliance with Ukrainian legislation](#) regarding aid acceptance and accounting.

# Cash assistance

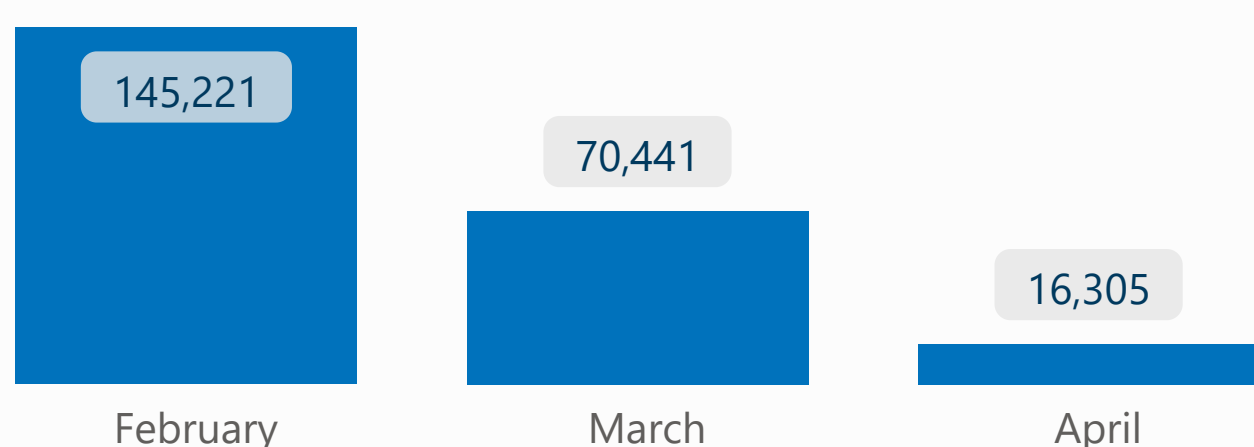


A mobile team conducting enrolment for cash assistance in Lutsk, Volynska obalst to support people in need. ©UNHCR

Cash assistance remains one of the most optimal means and most requested forms of support among IDPs and other war-affected people. UNHCR is implementing a multi-purpose cash assistance programme that is aligned with the national social assistance programme, enabling vulnerable war-affected, and displaced people and returnees to cover immediate basic needs, in line with the memorandum of understanding [signed](#) with the Ministry of Social Policy in April 2022.





People reached by Month

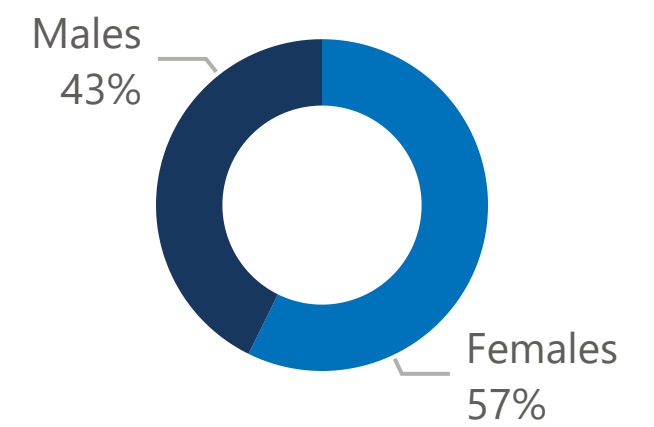


## MULTI-PURPOSE CASH ASSISTANCE: KEY FIGURES

 **231,967** Reached as of April 2023

 **\$42.6M**  
disbursed so far to assist IDPs and war-affected people

 **17**  
oblasts with active cash enrolment through centres and/or mobile teams with combined protection screening and services



## Highlights:

- Eligible IDPs, returnees, and war-affected people who enrol in UNHCR's cash programme receive **UAH 2,220 per person per month for a period of three months**, in alignment with the Ukraine Cash Working Group multi-purpose cash (MPC) guidance. **In 2023, 231,967 people were reached with cash assistance by the end of April.**
- **The Cash Working Group (CWG) Task Team in Ukraine is reviewing the targeting framework for cash assistance.** The targeting criteria will be holistic, considering not only observable vulnerability criteria but also the overall conditions of the household, and will align with the Government poverty criteria and eligibility thresholds to enhance stronger similarities between the different assistance modalities. Pilot testing will occur in the next few months to compare the two different methodologies for effectiveness and inclusiveness.
- In addition to its involvement in the Cash Working Group, **UNHCR is actively collaborating with the National Bank of Ukraine on the #GoodbyeToFraud campaign.** This campaign aims to enhance awareness regarding card payment security. This joint effort is crucial in mitigating the risks associated with fraud and ensuring the security of financial transactions.

## Durable solutions



Public consultation held with the community in Ivankiv, Kyivska oblast.  
©UNHCR

### HIGHLIGHTS

- In April, UNHCR, in close collaboration with the Ivankiv hromada authorities, IOM and UNDP, supported a civil society consultation in Ivankiv, Kyivska oblast. **Ivankiv is one of the communities piloting an area-based approach to durable solutions.**
- The consultation aimed to ensure **meaningful participation of the affected population, establish an inclusive whole-of-society approach and map the needs and gaps to achieve durable solutions.** The discussion focused on practical initiatives for joint planning and programming in key areas of community empowerment and participation; social protection; economic empowerment and inclusion; and housing and general infrastructure. In the following months, UNHCR, IOM, and UNDP will assess gaps and needs that can be addressed by the operational footprint of the three agencies and share information and advocate with humanitarian, development and private sector actors to collectively address the remaining gaps.
- **Strong civil society is vital to ensuring that early recovery initiatives lead to long lasting sustainable solutions that support all impacted by war and displacement.**

## Coordination



On 20 April, a forum on prevention against sexual exploitation and abuse (PSEA) was held in Zakarpatska oblast, in cooperation with the Tyachiv District Administration and the Department of Social Protection to support the capacity building of administration staff. UNHCR continues collaboration at the regional level. ©Tyachiv District State Administration

### HIGHLIGHTS

- The Government of Ukraine maintains a strong leadership role in responding to the needs of its population. **UNHCR maintains an effective level of cooperation with the Government of Ukraine, inter alia, by participating in the work of coordination bodies.** This dialogue is aimed at ensuring a strong and concerted response to the humanitarian needs of people affected by the full-scale war in diverse fields, including recovery, social protection, housing, collective site management and renovation, durable solutions for IDPs and their reintegration under the National Strategy on Internal Displacement.
- In April, the Ministry of Development of Territories, Communities, and Infrastructure sought assistance from various partners with the elaboration of the updated housing policy legislation. UNHCR has been actively contributing to this effort through the working group, **providing inputs on general standards on housing rights, addressing homelessness among displaced and war-affected populations, and developing definitions for vulnerable groups to ensure inclusivity.**
- Ongoing coordination with the Ministry of Reintegration included two coordination groups: one addressing **practical assistance provision in liberated areas of Dnipropetrovska, Kharkivska, Khersonska, and Zaporizka oblasts,** and the other focusing on **the rights of IDPs.** UNHCR actively contributed to the elaboration of regulations for minimum standards of collective sites, amendments to the IDP protection law, and promoting IDP participation through advisory IDP councils at the local level.



## Clusters

UNHCR's humanitarian response is based on the needs and priorities set out in the [2023 Ukraine Humanitarian Response Plan](#) and in the 2023-2024 UN Transitional Framework. In addition to leading the **Protection, Shelter and Non-Food Item (NFI), and Camp Coordination Camp Management (CCCM) Clusters**, UNHCR co-leads the Durable Solutions Steering Group with IOM, OCHA and UNDP. UNHCR also leads the Legal Aid Task Force under the national Protection Cluster, co-leads the Accountability to Affected Populations (AAP) Task Force with OCHA, and is a member of the Prevention of Sexual Exploitation and Abuse (PSEA) Working Group.

### PROTECTION CLUSTER

- **Partner achievements:** Protection Cluster partners provided psychosocial counseling, transportation, and legal aid to more than 325,000 individuals in April. For more details, see [Ukraine Protection Cluster Achievements Dashboard](#).
- **Housing, land, and property (HLP):** Adoption of the Law on Compensation for Destroyed and Damaged Property triggered an increase in HLP assistance requests, primarily legal aid and counseling related to the renewal of title documents and cases where damaged/destroyed property was built without permits.
- **Information products:** The Protection Cluster produced [a leaflet](#) about the general activities of the Protection Cluster for information and use by the protection partners. The [Protection Cluster Glossary](#) was updated to be contextualized to the Ukrainian situation.
- **Monitoring:** The Protection Cluster continues community-level data collection for the [Protection Monitoring Tool Interactive Dashboard](#). In April, 14 partners interviewed 1,504 key informants across 761 hromadas in 23 oblasts. Major protection concerns identified include lack of legal documentation; destruction of civilian property and public infrastructure caused by armed or security actors; and landmines and UXO contamination.

### SHELTER AND NFI CLUSTER

- **Assistance in Eastern Ukraine:** The [Shelter Cluster](#) continued efforts to address the pressing shelter and NFI needs of war-affected populations in eastern Ukraine. The Cluster Coordinator made field visits to Zaporizhzhia and Kharkiv, enhancing understanding of the situation on the ground and fostering closer relationships with local partners. **The need for contingency planning ahead of the expected counteroffensive was highlighted**, and the Cluster subsequently followed up at the interagency level for scenario-building. The Cluster also engaged with private sector partners regarding the matter of Asbestos disposal, and a refresher session for partners is also being planned.
- **Collective achievements:** SNFI Cluster partners collectively provided emergency shelter kits to 1,000 people, NFI provisions to 38,000 people, and non-standard NFIs to 12,000 people. Over 10,000 houses underwent repair, and 275 individuals received heavy house repair support. Additionally, more than 3,000 people were supported through rental assistance support.

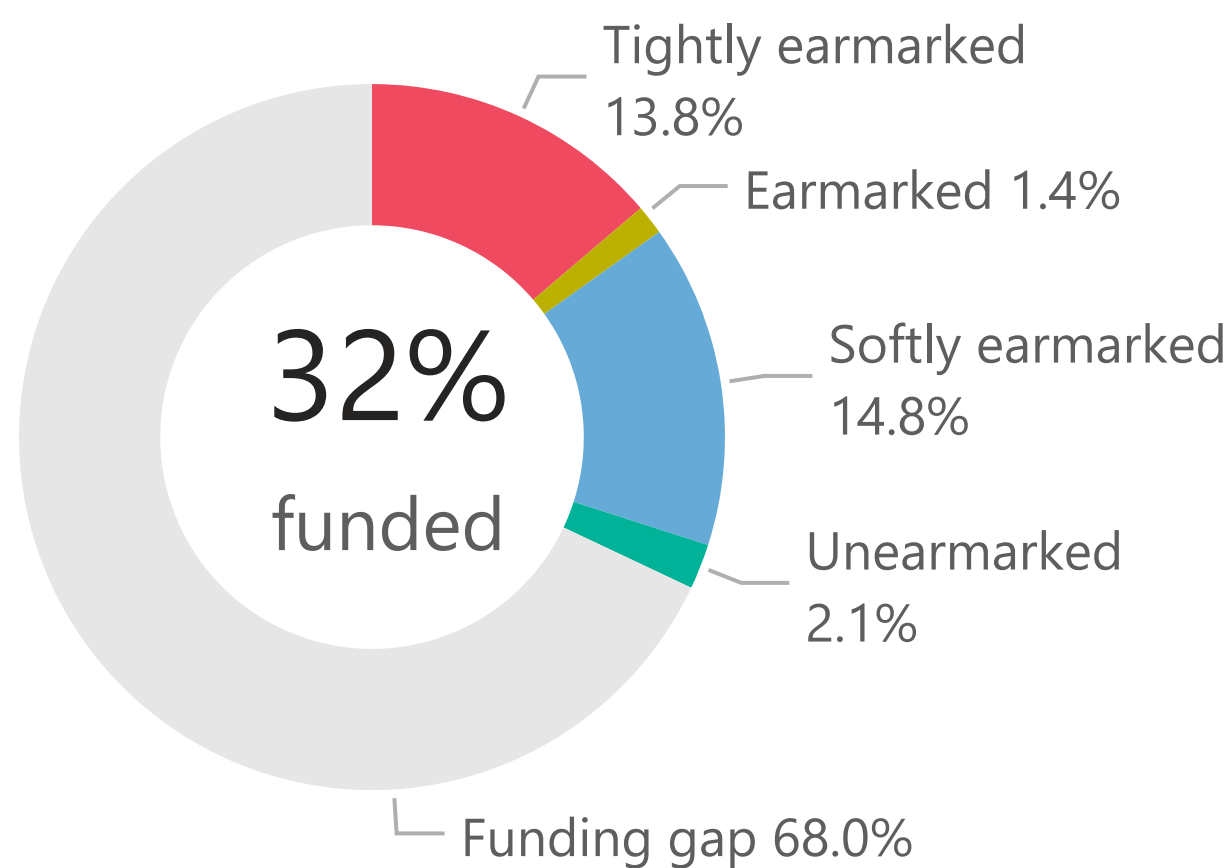
### CCCM CLUSTER

- **Preparedness mapping:** With a possible deterioration of the situation in front line oblasts, the CCCM Cluster developed [density maps](#) providing information about active and inactive but ready-to-host collective sites that have been identified by the Cluster, REACH, and Cluster partners. As of April 2023, 7,944 collective sites with different statuses were identified –among them, 2,504 were active, 1,588 were inactive but ready to host, and 2,772 closed, while 1,080 require further verification.
- **Support to collective site closing:** CCCM Cluster initiated discussions with oblast-level authorities about plans to close collective sites in educational facilities (schools and kindergartens) ahead of the new 2023/2024 school year. CCCM data shows that schools and kindergartens comprise 33% (836 sites) of all collective sites hosting 31,856 individuals, and it is expected that many will be resuming their functions as educational facilities in the coming months. The CCCM Cluster is working with authorities and partners to ensure that plans to close collective sites ensure dignity and safety of the people living there, while maximizing their support to access mid-term accommodation or durable housing solutions.
- **5W Dashboard:** CCCM Cluster published its [5W Dashboard](#), showcasing the achievements of CCCM partners from January to March. Overall, more than 75,000 people were reached by six CCCM partners in 17 oblasts, covering 491 collective sites.

## Financial updates

# \$602.5M

UNHCR's financial requirements 2023



UNHCR is grateful for the critical support provided by our government donors as well as individuals and the private sector who have contributed to this emergency as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.



## Publications

- ❖ [Lives On Hold: Intentions and Perspectives Of Internally Displaced Persons in Ukraine](#)
- ❖ [Lives on Hold: Intentions and Perspectives of Refugees from Ukraine #3](#)
- ❖ [UNHCR Ukraine Participatory Assessment - November 2022](#)
- ❖ [Thematic update on PSEA in the Ukraine emergency \(March 2023\)](#)
- ❖ [Ukraine Rapid Damage and Needs Assessment \(RDNA2\)](#)

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