



# UKRAINE EMERGENCY

## UNHCR Delivery Updates

14 April 2025

Representatives of foreign diplomatic missions and the UN visited the site of the 4 April attack in Kryvyi Rih and held a commemoration ceremony for those killed. © Photo: Ministry of Foreign Affairs of Ukraine

### KEY FIGURES:

<p><b>1.7 million</b></p> <p>multi-sectorial services delivered to people in need in 2024*** (in addition to 4.3 million people reached in 2022 &amp; 2.6 million people in 2023)</p>	<p><b>12.7 million</b></p> <p>people in need of humanitarian assistance and protection in 2025 (source: HNRP)</p>	<p><b>6 million</b></p> <p>people prioritised for humanitarian assistance in the 2025 Humanitarian Needs and Response Plan</p>	<p><b>2.7 million</b></p> <p>multi-sectorial services UNHCR aims to provide to internally displaced, returnees, and war-affected people in 2025***</p>
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\*\*\*People may receive multiple forms of assistance and services.

### OPERATIONAL CONTEXT & HIGHLIGHTS:

- On 4 April, a ballistic missile attack by Russian armed forces hit the city of Kryvyi Rih, in Dnipropetrovska oblast, killing 20 people and injuring nearly 80. Among the deaths were nine children, most of whom were playing in a park. [OHCHR said](#) it was the deadliest single verified strike harming children since the start of Russia's full-scale invasion in February 2022. On 9 April, the Ministry of Foreign affairs organised a solidarity visit for representatives of diplomatic missions and the UN. The [UNHCR Representative joined the visit](#) and briefed the participants on UNHCR's and its partners' emergency response. On 13 April, another ballistic missile attack by Russian armed forces killed at least 34 people in [Sumy](#), including two children, and injured nearly 100 others. Authorities said it was the deadliest attack this year.
- Largescale aerial attacks continue to impact civilians and civilian infrastructure across Ukraine. Overall, the number of civilian casualties in Ukraine increased in March, with the [UN HRMMU reporting](#) at least 164 people killed and 910 injured. This is 50% higher than the number of civilian casualties reported in February 2025, and more than 70% higher when compared to the same period last year. Most casualties were caused by long-range missiles and loitering munitions, with cities like Dnipro, Kharkiv, Kryvyi Rih, and Sumy among those most affected, as well as the town of Dobropillia, in Donetsk oblast, where an attack on 7 March killed 11 civilians and injured almost 50 people.
- New mandatory evacuations were announced from areas in Sumska oblast, while civilians continue to leave frontline areas in Donetsk and Kharkivska oblasts. Civilians in frontline communities face increasingly harsh living conditions due to constant shelling and limited access to essential services. Many evacuees are extremely vulnerable, with a significant number of older and disabled people.
- UNHCR provides immediate protection and assistance to war-affected people while supporting early recovery and durable solutions for displaced persons, returnees, and war-affected people remaining in their homes.

### 2025 RESPONSE in NUMBERS\*:

(Delivered with partners from 1 January–31 March 2025  
For the 2024-25 winter response, see pg.4)

<b>280,022</b>	Multi-sectorial services delivered to people in need in 2025
<b>Protection</b>	Received protection information, counselling, and support
<b>132,353</b>	
<b>0.90M</b>	Targeted
<b>Shelter/Housing</b>	Received emergency shelter and housing support
<b>44,103</b>	
<b>0.37M</b>	Targeted
<b>Cash Assistance</b>	Supported with multi-purpose cash and/or cash for winter energy needs**
<b>52,706</b>	
<b>1.10M</b>	Targeted
<b>Collective Sites</b>	Supported with safe access to multi-sectorial services in collective sites, including winterization support
<b>20,377</b>	
<b>0.04M</b>	Targeted
<b>Essential Items</b>	Reached with essential items, including in hard-to-access areas by humanitarian convoys
<b>30,483</b>	
<b>0.25M</b>	Targeted

\* The targets are subject to the receipt of the funding requirements  
\*\* Figures may be adjusted as they are subject to reconciliation and verification

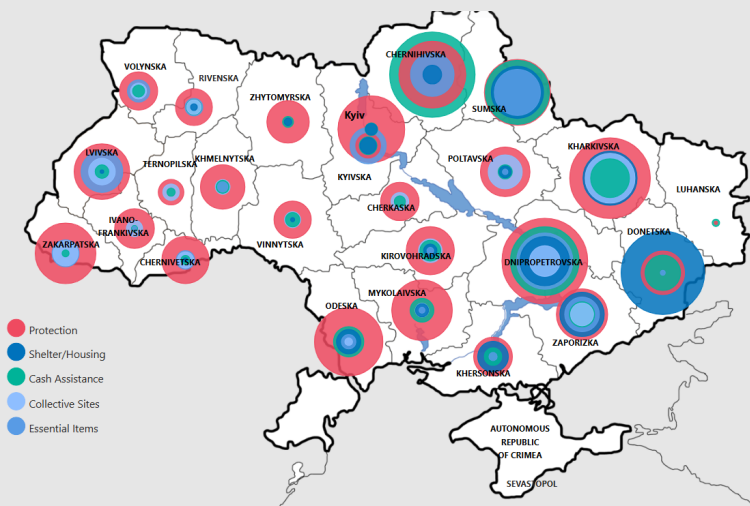
Sources: UNHCR Ukraine Partner Reporting Portal (ActivityInfo);  
Contact: [UkraineInfoManagement@unhcr.org](mailto:UkraineInfoManagement@unhcr.org)

All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

### WORKING WITH PARTNERS:



\*In alignment with the humanitarian inter-agency and cluster reporting systems and frequency established for 2025, UNHCR and partners will publish narrative and response figures on a monthly basis.



## Emergency Response

- Response to attacks:** UNHCR and its local NGO partners responded to life-saving needs of people impacted by aerial attacks across the country, delivering emergency shelter materials to almost 38,700 people between January-March 2025, enabling them to quickly cover damaged homes with plastic sheeting or OSB boards until more sustainable repairs can take place. This is complemented by psychosocial support, legal aid, for example to apply for compensation or restore lost documents, essential items such as blankets, and/or rapid cash assistance. In the last month, UNHCR and partners responded to multiple attacks in [Dnipro](#), [Dobropillia](#), [Kharkiv](#), [Kryvyi Rih](#), [Mykolaiv](#), [Sumy](#), and [Zaporizhzhia](#), among other cities and oblasts. Following the deadly attack on Kryvyi Rih on 4 April, UNHCR's NGO partners Proliska and Right to Protection (R2P) were immediately on the ground, providing over 530 people with emergency shelter materials, delivering essential items, and offering psychosocial support. The emergency response to the [attack on Sumy](#) on 13 April is still ongoing, and as of 14 April, UNHCR's partners had already distributed emergency shelter repair materials to over 240 people, in addition to providing psychosocial support, blankets and hygiene kits.
- Evacuations and response:** The escalation of hostilities in Sumska oblast, in the north-east, is forcing more people to flee and has prompted Ukrainian authorities to issue new mandatory evacuation orders. Since July

2023, around 47,800 people have been evacuated from border areas in Sumska oblast. From 17 March-10 April 2025 authorities estimate that over 4,200 evacuees have arrived to the transit centre in Sumy city. Some of the main issues raised by evacuees include support to apply for compensation for damaged property, restore lost documents, and obtain IDP status. [UNHCR and partners are supporting the response at the transit centre](#), with NGO partners providing essential items, psychological support, legal aid, and enrolling new arrivals for rapid cash assistance. UNHCR is also working with the CCCM Cluster and local authorities to help evacuees find accommodation.

- UNHCR and partners continue supporting new evacuees from frontline areas in **Donetska oblast** including [at the transit centre in Pavlohrad](#), Dnipropetrovska oblast. In March, UNHCR and Proliska delivered bed linen, towels, jerry cans, and other essential supplies to equip 30 sleeping spaces at the transit centre in Pavlohrad. This support aims to ensure dignified, comfortable, and hygienic conditions for IDPs arriving at the site. In total from 1 August 2024 to 28 March 2025, authorities estimate that 173,300 people have left Donetska oblast.
- In **Kharkivska oblast**, more than 1,000 evacuees passed through the Kharkiv and Iziurm transit centres in March, where UNHCR and other partners are present and [continue providing services](#).



Despite continued Russian attacks on Mykolaivska oblast, Tetiana refuses to leave. With UNHCR's support, she has begun to rebuild her life. © UNHCR/Elisabeth Haslund

## Rebuilding life in a new house, but own community

On one night in February 2024, a missile strike hit Tetiana's neighborhood outside Mykolaiv city in southern Ukraine. Eighty-nine homes were affected, including Tetiana's, which was destroyed and left beyond repair. UNHCR and its partners responded swiftly by providing emergency shelter kits that helped families, including Tetiana's, to quickly patch up broken windows and damaged roofs, providing an urgent lifeline in the freezing temperatures. In addition, Tetiana received rapid cash assistance to allow her and her children to meet their most pressing needs in the wake of the shock and destruction of the attack. As assessments continued, it became clear that her house was beyond repair. UNHCR then stepped in with a more sustainable solution – a prefabricated house, enabling her to rebuild her life while remaining in her own community. Read more [here](#).



## Vital psychosocial support in the aftermath of attacks

Oleksandr and his wife were at home during the attack on Dobropillia, Donetsk oblast, on 7 March. When the explosions stopped, they looked out and saw a neighbour's house on fire. His wife has been deeply shaken ever since. UNHCR's NGO partner Proliska was on the ground after the attack to offer essential psychosocial support.

"We froze. We didn't think we would make it to the shelter in time, so we hid in the corridor" Oleksandr recalls. "I've started to recover, but sometimes a lump rises in my throat just looking at what's around us. I don't wish this upon anyone." "Psychological support is vital in moments like these. I could see real sympathy in the psychologists' eyes, and that alone gave me strength."

Over **16,200** people have received different forms of mental health and psychosocial support from UNHCR's partners in the first three months of 2025, including in the aftermath of attacks.



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### Protection

- **New social adaptation initiative with the Ministry of Social Policy:** In January this year, UNHCR and partners began to implement a new pilot initiative on social adaptation, in cooperation with the Ministry of Social Policy, at two sanatoriums (specialised care centres) in Truskavets (Lvivska oblast) and Mirgorod (Poltavska oblast) hosting internally displaced people of older age, with disabilities, and other care needs. UNHCR significantly invested in the renovation and refurbishment of these two sanatoriums, to improve living conditions and upgrade essential infrastructure to create a comfortable environment for all residents. UNHCR is also working in collaboration with the Ministry to strengthen the capacity of social workers in the sanatoriums and community to facilitate social adaptation, enabling IDPs who currently reside there to live more independently in their communities.
- **Capacity building:** On 27-28 March, UNHCR and NGO partner Stabilization Support Services [conducted a workshop](#) for local authorities in Odeska oblast on the development of social protection systems and administrative services. The event brought together more than 20 representatives of local hromadas and provided an opportunity to learn about best practices, discuss challenges and obstacles, and identify approaches to create stronger, more inclusive social security systems for their communities.

### Cash Assistance

- From January-March 2025, UNHCR delivered cash assistance for more than **52,700** people, totalling more than **\$16.4 million**.
- This includes almost **18,800** vulnerable people who have been supported because they are either in need of urgent support following aerial attacks or evacuation, were recently displaced within the last six months, as well as returnees who are socioeconomically vulnerable or have specific protection needs. The assistance of UAH 10,800 per person helps them to cover the costs of basic needs like accommodation, food, medicine, clothing, and heating.
- This also includes cash support provided in collaboration with the [Ministry of Social Policy and the Pension Fund of Ukraine](#), and the former [Ministry of Reintegration of the Temporarily Occupied Territories](#), to help people stay warm during the colder winter months. In total, from October 2024 to March 2025, UNHCR assisted **258,345** people with winter cash assistance, including older, vulnerable people, residents in frontline communities, and IDP-hosting families in Ukraine.



"We are very moved to know that there are people out there who care about us during these difficult times," Antonina shared. ©UNHCR/Oleg Platonov

### A home that offers love and warmth

For Antonina and Oleksandr, the decision to become foster parents and care for children in a less fortunate life situation changed their lives for the better. The couple adopted their first child in 2008 and later established a family-type orphanage providing a nurturing home to nine children. Their peaceful life near Dobropillia, Donetsk oblast, was upended in February 2022 when the full-scale Russian invasion forced them to flee, first to western Ukraine and later to Kropyvnytskyi in Kirovohradska oblast.

In December 2024, local authorities in Kropyvnytskyi provided them with a house, finally offering much-needed space for their growing family. However, the house lacked basic furniture, making it difficult for the family to fully settle in and prepare for winter. UNHCR and its NGO partner the Tenth of April provided the family with an electric stove as well as a portable power station to ensure they have an alternative energy source during the power outages, allowing them to stay comfortable amid freezing temperatures. Read more [here](#).

# UNHCR WINTER RESPONSE PLAN 2024-2025

In coordination with the Government of Ukraine, and contributing to the broader inter-agency [Ukraine Winter Response Plan 2024-2025](#), UNHCR is now in the final stages of its 2024-2025 winter response in Ukraine. [UNHCR's 2024-2025 winter response](#) aimed to provide cash assistance to highly vulnerable households in collaboration with the Ministry of Social Policy and Pension Fund of Ukraine, and the former Ministry of Reintegration of the Temporarily Occupied Territories. UNHCR has also been supporting alternative energy generation capacity through the provision of generators and power stations; and helped those most in need with insulation of homes and living spaces as well as with essential winter items including blankets.

314,000

Multi-sectoral services delivered as part of the Winter Response Plan

## Winter Response Plan 2024-2025

### Cash Assistance

People assisted with cash support for additional winter needs

258,345

47%

550,000  
Targeted

### Shelter/Housing

People assisted with better-insulated homes and living spaces

21,336

52%

41,400  
Targeted

### Essential Items

People assisted with essential winter items

34,319

102%

33,600  
Targeted

### Generators

Alternative energy support - generators distributed

110

26%

420  
Targeted

Figures of people reached are as of 31 March 2025. Figures are subject to data cleaning and retro-active corrections may occur.

## STORIES FROM THE FIELD



©UNHCR/Chadi Ouanes

The cold weather has been relentless in the first months of the year, and only made worse by continuous brutal attacks that have left parts of Zaporizhzhia in south-east Ukraine without electricity and heating, both essential for the survival of war-affected communities.

71-year-old Tetiana is one of the many who have faced these difficult circumstances. Despite living with a disability, she has chosen to remain in Zaporizhzhia city - less than 40 km from the frontline.

To help people like Tetiana, UNHCR has distributed rapid thermal kits. These are designed to insulate old, non-energy-efficient windows and improve the efficiency of heating radiators. In addition to the insulation kit, Tetiana received a heater to help keep her home warm, and UNHCR's partners helped her install everything properly.

"Without this support, I wouldn't have been able to afford heating," says Tetiana, who has dedicated years of her life to public service and now welcomes neighbours who have lost their homes to stay with her. [Read more here.](#)

For those living in private houses, like Larysa, increased energy and heating costs was a main challenge during winter. She is 72 years old and lives by herself in Kharkiv. All her life, Larysa worked in a heating facility and now struggles to heat her own house with a stove. This winter, she received cash assistance from UNHCR, which she used to buy a big delivery of firewood:

"My husband passed away and I have no children. My pension is very small, so this assistance helped me a lot. I am using firewood to keep my home warm, and I feel that we are not forgotten."

During this winter season, UNHCR provided one-off cash assistance to internally displaced and war-affected people living in nine regions that have been the most affected by the ongoing war: Sumy, Kharkiv, Kherson, Luhansk, Donetsk, Dnipropetrovsk, Zaporizhzhia, Mykolaiv, and Chernihiv. This initiative was implemented in cooperation with the Ministry of Social Policy and the Pension Fund to support the most vulnerable people, many of whom rely only on their small pensions. [Read more here.](#)



@UNHCR/Elisabeth Haslund



## CLUSTER RESPONSE UPDATE: Q1 2025

UNHCR's humanitarian response is aligned with the needs and priorities set out in the [2025 Ukraine Humanitarian Needs and Response Plan \(HNRP\)](#). In addition to leading the **Protection, Shelter and Non-Food Item (NFI)**, and **Camp Coordination Site Management (CCCM) Clusters**, UNHCR is actively engaged in the 2025-2029 UN Sustainable Development Cooperation Framework (UNSDCF) and co-leads, with UNDP, Results Group 4 on Governance, which will support the Government of Ukraine in its reform, recovery and development priorities.

The three Clusters recently engaged in a comprehensive **reprioritization exercise** of the 2025 Ukraine HNRP, as part of a global exercise and 'Humanitarian Reset' led by the Emergency Relief Coordinator given the global dynamics and funding constraints. The reprioritization follows a people-centred approach, and links to four strategic priorities: evacuations, support to vulnerable people in the frontlines, response to attacks, and humanitarian contributions to protracted displacement.

### PROTECTION CLUSTER

*The Protection Cluster and its Areas of Responsibility (AoRs) consist of 195 partners. The Protection Cluster operates through three coordination hubs and aims to reach 3.8 million people in need of specialized protection responses in 2025.*

- **Coordination with Government authorities:** In the first quarter of 2025, the Protection Cluster strengthened its collaboration with key Government counterparts, reestablishing the Headquarters Coordination meetings on evacuations from frontline areas together with the Ministry of Development. In addition, two thematic discussions were organized in January and March featuring presentations by the Ministry of Social Policy on the new pilot of rental subsidy of IDPs and resolution 888 on assisted living, allowing protection partners to better align their responses with the Government's policies and improve the access of most vulnerable people to social benefits and services. The Cluster also supported the Ministry of Social Policy in developing information materials on rental subsidy for IDPs, which were distributed with support of UNHCR's NGO partners in collective sites.
- **Capacity building & guidance:** In partnership with the Humanitarian Access Working Group, the Protection Cluster delivered three sessions for humanitarian partners on [Joint Operating Principles](#) and Protection-oriented Programming in Frontline Areas. In Q1 2025, over 60 field humanitarian staff from local organizations in Kharkiv, Sumy and Pavlohrad were trained on practical, on-site risk mitigation measures to uphold humanitarian principles and do-no-harm approach in complex security environments, based on the Cluster's [Guidance on Protection-Oriented Programming in Frontline Areas](#).
- Responding to frequent queries from partners, the Protection Cluster held a thematic session introducing a Global Protection Cluster [Note on Cash for Protection in Specialised/Standalone Protection Programming](#), led by Save the Children experts. The guidance should be applied together with the national [Recommendations on Cash for Protection](#). Follow-up meetings with the Health Cluster are planned to improve referrals to the Health Cash and Vouchers programmes.
- In follow up to the 2024 workshop with the Food and Security Cluster (FSL), the Protection Cluster worked with the Livelihoods Technical Working Group to issue its [Inclusion Guidance](#), promoting access for people with vulnerability profiles to tailored livelihoods interventions and closer collaboration between FSL and protection partners.

### SHELTER/NFI CLUSTER

*The Shelter and NFI Cluster coordinates 197 active partners across three coordination hubs, with the aim of assisting 3 million people in 2025 with emergency shelter and NFI assistance, winter assistance, and adequate housing.*

- **Winter response:** The Shelter Cluster enhanced its winterization response efforts to support vulnerable populations across the country, particularly those residing near frontline areas. In total from June 2024-March 2025, 859,800 individuals were directly assisted through various targeted shelter and non-food item (NFI) interventions. Personal insulation assistance benefited 136,793 individuals, improving their resilience to severe winter conditions. Shelter insulation activities further supported an additional 22,213 people by enhancing their living environments and reducing exposure to harsh winter weather. Recognizing the critical need for warmth during winter, the Cluster also provided winter heating support to 700,794 individuals.
- **RAIS+:** A significant advancement during the first quarter of 2025 was the Cluster's strategic focus on improving operational efficiency through the RAIS+ information management system. Sixty-eight humanitarian organizations and 364 users have so far participated in the roll-out of RAIS+, enhancing coordination, deduplication, resource distribution, and the overall effectiveness of humanitarian assistance.
- **Achievements:** The interventions implemented by Shelter/NFI Cluster partners from January-March included humanitarian repairs for 8,274 individuals and emergency shelter support benefiting 8,335 individuals. NFI distributions reached 32,738 people, while winter energy assistance and the provision of winter heating appliances reached an additional 24,988 and 21,629 individuals respectively. Cash-based assistance for utilities proved crucial, providing relief to 52,608 individuals, alongside the distribution of winter NFIs which supported 6,265 individuals.
- The demographic profile of people reached with assistance highlights a significant proportion of older people (37%) and children (17%), reflecting the heightened vulnerability within these groups.

## CCCM CLUSTER

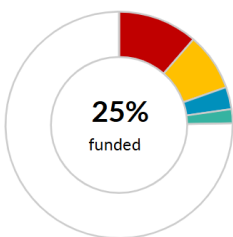
The CCCM Cluster coordinates 32 UN and NGO partners across three coordination hubs, with the aim of supporting 79,000 internally displaced people across 1,600 prioritized collective sites in 2025.

- **Evacuations response:** The CCCM Cluster continued to coordinate assistance for evacuees and newly displaced people in transit centres and collective sites. Between January and March, over 1,400 people were received in 146 collective sites across the country, with almost half (48%) in Kharkivska oblast. In Q1, CCCM partners supported 94 of these sites, with site management, provision of essential items, and activities to improve infrastructure and living conditions for older people and people with disabilities, who make up a large proportion of evacuated people. Sites hosting new evacuees were prioritized by the CCCM Cluster under the 2025 re-prioritized HNRP and the 2025 Ukraine Humanitarian Fund Allocation. More information can be found on the CCCM [Evacuation Tracker](#) for collective sites, and the [Transit Centre Tracker](#).
- **Preparedness planning:** In light of the deteriorating security situation in Dnipropetrovska oblast, the CCCM Cluster led the development of an [oblast-level Preparedness Plan](#), in collaboration with humanitarian partners, and in consultation with the Dnipropetrovska Oblast Administration. The plan outlines potential response triggers, operational constraints, and anticipated challenges, and presents a multisectoral response framework, including reception arrangements at transit centres and collective sites in the event of largescale evacuations from frontline hromadas. The Cluster also led joint assessments, including an inter-Cluster mission, to ensure a whole-of-clusters approach to response preparedness on evacuations and to strengthen coordination among humanitarian partners. In consultation with the Inter-Cluster Working Group, the CCCM Cluster also [developed](#) the Standard Operating Procedure for Managing Transit Centres and a Transit Centres Checklist, aimed at strengthening the quality of multisectoral responses during heightened evacuation scenarios.
- **Winter response:** The CCCM Cluster has been coordinating the 2024–2025 Winter Response Plan in collective sites, which came to an end in March. Collectively, CCCM partners supported over 18,000 people across approximately 240 collective sites with winter assistance, including winter small repairs, heating appliances, NFIs, fuel, and EcoFlows (portable power stations). Most of the response was delivered in Dnipropetrovska, Kharkivska, Lvivska, and Zaporizka oblasts, in line with the severity of needs.
- **Area-based CCCM:** In early 2025, the CCCM Cluster West-Centre Hub launched the [Area-Based CCCM](#) approach to strengthen oblast-level coordination and transition through designated lead partners. Seven national NGOs across 11 oblasts support the Cluster's Sub-National Coordinator in responding to new evacuations, engaging with authorities, and maintaining routine site-level coordination while supporting cluster transition and localization. Monthly online Community of Practice meetings enable Lead Partners to enhance coordination, share knowledge, and exchange good practices.
- **Vulnerability Assessment:** The CCCM Cluster, in collaboration with the Protection Cluster and REACH, released a report on the [Vulnerability Assessment in Collective Sites](#). The results showed that site residents face intersecting vulnerabilities, exacerbated by poverty, poor infrastructure, and limited medical services. Employment is below 24% due to high rates of disability and chronic illness, caregiving responsibilities, limited rural job opportunities, and an aging population - factors that require specific approaches in designing longer-term solutions for site population.

## FUNDING UPDATE | 2025

### UKRAINE

as of 31 March 2025



**\$550.0 million**

UNHCR's financial requirements 2025

- Tightly earmarked
- Earmarked
- Softly earmarked (indicative allocation)
- Unearmarked (indicative allocation)
- Funding gap (indicative)



UNHCR is grateful for the support from our top government donors and for the generous contributions from individuals and the private sector. Given the immense humanitarian needs, UNHCR continues to seek support to deliver assistance inside Ukraine. For more information, see the [Ukraine Situation Appeal 2025](#) and the [UNHCR Ukraine 2025 Programme Summary](#).

### FOR MORE INFORMATION:

- Visit Ukraine's [Operational Data Portal](#) for more information products [here](#).
- UNHCR's [Regional Flash Update](#) on the Ukraine situation can be found [here](#).
- [Ukraine Protection Cluster Response Dashboard](#) can be found [here](#).
- [CCCM Cluster Collective Sites Mapping](#) [here](#).
- [Shelter Cluster Response Dashboard](#) [here](#).

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