



UKRAINE REFUGEE SITUATION

31 May 2022

The war in Ukraine has led to one of the fastest-growing displacement crises on record and a surge in humanitarian needs in Ukraine, as well as the neighbouring and nearby countries that are welcoming and hosting large refugee populations. As the situation in Ukraine remains

volatile, population movements across Ukraine's borders and throughout the region remain highly dynamic and fluid. Local, national and regional partners continue to adapt response efforts as the context and resultant needs of refugees evolve.

Inter-agency partners in support of host governments launched in late April the revised Regional Refugee Response Plan, outlining the 10-month strategy and financial requirements to provide life-saving assistance, protection and services to refugees fleeing Ukraine.

KEY FIGURES*

4.7 M

Individual refugee arrivals recorded across Europe

2.9 M

Refugees registered for temporary protection or similar national schemes in Europe

6.9 M

Border crossings from Ukraine since 24 February

2.1 M

Border crossings to Ukraine since 28 February

7.1 M

People internally displaced within Ukraine (as of 23 May)

REGIONAL REFUGEE RESPONSE PLAN (RRP) FOR THE UKRAINE SITUATION**

USD 1.85 B

Overall financial requirements

\$655 M

Funding received

35%

Per cent funded

142

Partners involved in the regional response

*See the [Operational Data Portal for the Ukraine Refugee Situation](#) for more details on refugee population figures and information resources.

**See the [Ukraine Situation Regional Refugee Response Plan](#) for a breakdown of sectoral response priorities and requirements and the [Refugee Funding Tracker](#) for RRP funding information.

Operational context

After eight years of armed conflict in eastern Ukraine that had left millions of people in need of humanitarian assistance, the Russian Federation launched a military offensive in Ukraine on 24 February 2022. The subsequent war triggered what has become the largest displacement crisis in the world today. Some 4.7 million refugees from Ukraine were estimated to be present across Europe as of the end of May, and more than 2.9 million refugees had applied for [temporary protection](#) or similar national schemes across Europe since 24 February, providing them immediate protection and access to essential services such as accommodation, banking services, education, employment, health care and social welfare.

Meanwhile, some 2.1 million population movements back into Ukraine have been recorded since 28 February. A significant proportion of the population movements into and out of Ukraine likely reflect pendular crossings, with individuals going back and forth across the border for various reasons, including visiting families, checking on properties or returning to their jobs. As the conflict situation in Ukraine remains highly unpredictable, conclusions on definitive trends cannot yet be drawn. Inter-agency partners continue, however, to closely monitor these movements, the reasons for and intentions of those returning, and the resultant needs and implications for response efforts in Ukraine and neighbouring countries.

Regional Humanitarian Needs and Priorities

The regional response to the Ukraine emergency, now in its fourth month, has adapted to the evolving needs and dynamics. Refugee arrival rates at border points in neighbouring countries have reduced from peak numbers observed in March, and refugees are increasingly spreading out from border areas and the countries immediately neighbouring Ukraine. Additionally, with volunteers and local communities—whose outpouring of support helped sustain the initial emergency response—no longer able to provide time and assistance to the same extent as before, partners have focused on scaling up staff and resources and establishing more predictable protection and assistance structures, while also ensuring linkages with national services and social protection systems.

Identifying, assisting and ensuring access to critical information for this dispersed spread of refugees across the region has accordingly required tailored communication and outreach efforts, relying heavily on social media and other channels that are trusted by the community; strengthened coordination and capacity-building among the wide range of actors involved in the response, including authorities, civil society, community-based and refugee-led organizations, volunteer networks and the private sector; and reinforced protection mechanisms to ensure vulnerable groups and those with specific needs are identified and provided with the appropriate support and that the risks to them are mitigated. These vulnerable groups include unaccompanied and separated children (UASC), single mothers and those with young children, older persons, persons with disabilities, persons with acute or chronic illness or psychosocial needs, LGBTIQ+ persons, undocumented persons as well as members of the Roma and other minority communities. To this end, across the region, partners have scaled up capacity-building initiatives and protection responses, bolstered by enhanced data collection and protection profiling efforts. Cash and voucher programmes are also in place to help vulnerable persons meet their basic needs according to their own priorities.

As registrations for temporary protection or similar national schemes in European Union countries rise, ensuring refugees are informed of and can access their entitlements is a priority for inter-agency partners. Given the geographic distribution of refugees and involvement of many actors and services, partners have been conducting extensive service mapping exercises; designing specialized referral pathways; identifying and addressing common barriers to accessing services, such as language or

financial challenges; and raising awareness among key actors to ensure common understanding of how to advise and assist refugees.

Inter-agency partners are also providing support to ensure refugee reception and accommodation facilities meet minimum standards and are equipped with essential supplies, information and basic infrastructure. Alongside this support, identifying longer-term sustainable housing options is an urgent priority across the regional response, particularly as many of these reception and accommodation facilities are not suitable for longer-term use or are needed for their original functions. Additionally, partners are working to facilitate an enabling environment for the short and longer-term socioeconomic inclusion of refugees, coupled with support to host communities. This includes measures to recognize technical accreditations from Ukraine, match refugees with employers and—with women and children comprising the vast majority of refugees—ensure childcare arrangements are available so that refugee women and caretakers may work. Ensuring linkages between humanitarian assistance programmes and State schemes is integral to this.

In cooperation with governments, partners are also undertaking efforts to plan and prepare—such as through the strategic pre-positioning of relief supplies—for different contingency scenarios, including if hostilities should shift or escalate in Ukraine and lead to another surge of refugees fleeing the country.

Partnership and Coordination

Coordination structures are in place at the regional and country level, in line with the Refugee Coordination Model, to support and complement the governments' lead role in the response and support policy and guidance by municipal, national and regional authorities.

A revised Regional Refugee Response Plan (RRP) for the Ukraine Situation was released in late April, outlining USD 1.85 billion in financial requirements of 142 partners across the region for a ten-month period through the end of the year. As a planning figure, the RRP estimates 8.3 million refugees may flee Ukraine by December 2022 and require humanitarian assistance.



Ukrainian refugee, Svetlana, 83, settles into her accommodation at MoldExpo, a specially converted exhibition centre, in Chisinau, alongside her son Andre. © UNHCR/Andrew McConnell



Achievements and Impact

- Across the region, partners are maintaining regular presence at border crossing points, other transit points, and reception and accommodation centres to support and reinforce government protection structures; monitor protection issues; maintain two-way communication with communities; identify, offer services and referrals to, and follow up with persons with specific needs; and identify and mitigate protection risks.
- Partners also continue to develop and widely disseminate—at strategic locations where refugees stay and transit—print and digital information materials in relevant languages, including information on temporary protection, asylum and other forms of legal stay, available services and assistance, and protection from sexual exploitation and abuse (PSEA), trafficking, gender-based violence (GBV) and other protection risks.
- UNHCR and UNICEF in coordination with authorities and partners have established **34 Blue Dot** sites in seven countries—**Bulgaria (4), Italy (2), Hungary (1), the Republic of Moldova (7), Poland (12), Romania (7) and Slovakia (1)**—to provide critical protection services, information and referrals to refugees fleeing from Ukraine, with a particular focus on children, families and persons with specific needs. In **Moldova** and **Poland**, where the first Blue Dots for the Ukraine response were launched in March, some 9,400 and 13,000 people, respectively, had been assisted through the Blue Dots by late May.
- UNHCR’s dedicated Help pages for [Hungary](#), [Moldova](#), [Poland](#), [Romania](#) and [Slovakia](#) have cumulatively received over 2.1 million visits since 24 February. A [child-friendly resource](#) was also launched in late April on the Poland Help page. Additionally, UNHCR’s ‘Stay Safe’ campaign to raise awareness on the risks of trafficking, exploitation and abuse in the context of the Ukraine emergency has reached over 1.4 million people through online social media channels.
- In **Moldova**, ACTED is distributing SIM cards to new arrivals at border crossing points and refugee accommodation centres to ensure their access to information, providing nearly 4,600 refugees with SIM cards as of 23 May. Additionally, UNHCR and ACTED are installing internet in key locations with WiFi hotspots already operational at 5 locations with 17 others to be supported. In **Hungary**, UNHCR has activated internet hotspots in Záhony at the Blue Dot, accommodation centre and train station. Free internet is provided at the help points in Barabás and Beregsurány border crossing points by Vodafone Foundation. In collaboration with Cisco and Ericsson Response, a UNHCR ‘Splash Page’ appears when users sign in, and refugees are also redirected to UNHCR’s



Blue Dot
Safe Space, Protection
and Support Hub



Blue Dots are support hubs that bring together critical protection services and information for refugees fleeing the war in Ukraine, with a particular focus on children and those at greatest risk. These include unaccompanied and separated children, persons with disabilities, cases of suspected trafficking, survivors of sexual or gender-based violence and refugees from the LGBTIQ+ community. Established by UNHCR and UNICEF together with local authorities and partners along the major crossing points and transit routes, Blue Dots provide a safe space, support and referrals for healthcare, education, psychosocial support and more.

[Help Page](#) to provide them with up-to-date information about temporary protection procedures and access to services.

- In **Romania**, IOM collaborates with the National Agency Against Trafficking in Persons (NAATP) and NGOs from the ProTECT Platform to create, produce and disseminate anti-trafficking information materials at border crossing points, in transit and accommodation centres and in other frequently visited places. More than 20,000 flyers had been distributed with the support of the border police, NAATP and NGO partners by the end of April. In **Moldova**, as of 18 May, IOM's mobile protection teams have reached over 1,800 refugees in Comrat, Falesti, Otaci and Palanca with awareness-raising activities. Refugees were informed of the risk of human trafficking and the available protection services in the country. In **Slovakia**, IOM provided information and legal counselling to 3,303 people, including 1,810 Ukrainian refugees and 1,493 third-country nationals, through its [Migration Information Centre](#) between 24 February and 17 May.
- UNICEF and partners have reached 349,784 people reached through messaging on prevention and access to services. This includes a multi-agency message to support parents to be safe with children shared through Viber refugee channels, reaching 2,541 people in **Slovakia**, 1,419 in **Hungary**, 7161 in the **Czech Republic** and 31,255 in **Germany**.
- Refugees' access to information and services is also being supported through dedicated hotlines, as well as group and individual counselling sessions. To date, UNHCR and partners have counselled more than 75,000 people, both in-person and through hotlines in **Belarus, Czech Republic, Hungary, Moldova, Poland, Romania** and **Slovakia**. The main topics of queries from refugees across the region include access to durable legal status, cash assistance, accommodation, medical care, and education for refugee children. Those assisted include some 18,000 people in **Romania**, supported by the Romanian National Council for Refugees (CNRR), and over 13,400 people assisted through the Green Line—a free helpline in **Moldova** managed by UNHCR since early April. In **Hungary**, UNHCR and partners Cordelia, Hungarian Baptist Aid, Hungarian Helsinki Committee (HHC), Menedék and Next Step have provided information, counselling, psychosocial support and referrals to some 9,400 refugees at border crossing points, help/info points and temporary shelters since 21 March. In **Belarus**, the Refugee Counselling Service (RCS), a joint project between UNHCR and the Belarusian Movement of Medical Workers (BMMW), provides legal counselling to refugees and referrals to asylum procedures, assisting nearly 500 people between March and mid-May at their offices and through phone calls.
- In **Belarus**, following the announcement that temporary accommodation facilities would be closed and refugees residing in them would need to self-accommodate, partners are adapting their response. IOM disseminated over 2,000 information leaflets in Gomel Region listing available services and continues to provide consultations and referrals through its hotline. UNICEF distributed 1,000 copies of psychological first aid information material on dealing with stress and assisting children in situations of anxiety, including available services in Belarus. UNDP's Accelerator Lab, in partnership with the Belarusian Red Cross, is also developing a digital platform to connect refugees with support services and opportunities.
- In **Slovakia**, UNICEF and NGO partner Tenenet provided integrated protection support for 3,061 people, including 729 children from 19 to 26 May.
- In **Moldova**, ACTED, INTERSOS and the Law Centre for Advocates (LCA) are stationed at border crossing points and refugee accommodation centres to provide transportation, protection monitoring, vulnerability screening and counselling. Protection profiling and monitoring activities

were rolled out in Moldova in May, with REACH and INTERSOS administering the protection profiling tools in border points and bus stations and LCA conducting protection monitoring in refugee accommodation centres.

- In **Hungary, Moldova, Romania and Poland**, UNHCR and partners have reached over 2,300 people, including NGO staff, volunteers, frontline workers and local and national authorities, with protection-related trainings, including components on accountability to affected people (AAP), GBV prevention and response, gender, counter-trafficking, child protection, and PSEA, as well as temporary protection procedures and assistance and referral networks. As part of this, over 1,400 people have been reached in **Hungary** alone through capacity-building trainings, while in **Slovakia**, UNHCR has trained more than 330 frontline humanitarian workers, partner staff, cash enumerators, volunteers, and national authorities, such as the Border and Alien Police.
- UNHCR is also working to increase engagement of refugee communities in the response, such as in **Slovakia** where UNHCR is setting up a community outreach volunteer network, a Refugee Advisory Board and has provided grants to refugee-led organisations to help strengthen their capacity.
- Fast-track transfers – jointly developed by IOM and UNHCR with the Governments of the Republic of Moldova and Romania – provide a safe, orderly and dignified way to travel from the border with **Moldova to Romania**. Since 8 March, nearly 11,000 people have used the fast-track transfer mechanism for safe passage from the border crossing point in Palanca, Moldova, to Huși, Romania, and onward transportation to reception centres.
- Under the European Union (EU) Solidarity Platform, vulnerable refugees are provided free air and land transportation directly from **Moldova** to European countries. To date, more than 1,680 individuals have been supported to travel to Austria, France, Germany, Latvia, Lithuania, Norway, Spain and Switzerland. In collaboration with the governments of Moldova and the respective European countries, UNHCR identifies vulnerable persons interested and willing to travel and conducts best interest assessments for separated children, while IOM assists with medical screenings and other travel arrangements.
- Additionally, IOM has provided 441 third-country nationals in **Moldova** with assistance in returning to their countries of origin after displacement due to the war.



GENDER-BASED VIOLENCE

- In **Romania**, GBV referral pathways, including information on some 33 NGOs and seven governmental institutions, have been finalized and shared with all protection actors to enhance access to information and protection services. In May, over 150 government officials, humanitarian workers and volunteers in Siret and Sighet border areas were trained on refugee protection, GBV, AAP and PSEA. The PSEA Network conducted risk assessments on sexual exploitation and abuse, which informed the development of an Action Plan focusing on prevention, response, monitoring and reporting. In addition, over 20 Border Police and Frontex officers at Sighet border crossing point were trained on child-specific risks and trafficking.

- In **Slovakia**, UNHCR has established a steering group of three volunteer organisations to expand the mapping of GBV actors and collect additional information on services provided by specialised entities in Bratislava. Standard Operating Procedures have been finalized on the roles and responsibilities of all actors in the referral process. In addition, UNHCR has conducted assessments of seven accommodation facilities in Eastern Slovakia using the standardized GBV tool for accommodation facilities. Main findings include need for better lighting, locks for privacy, and safe and confidential spaces for receiving survivors, which partners are working to address.
- In **Poland**, the GBV Sub-sector disseminated the updated [GBV Checklist for Reception Centres](#), translated into Polish, Ukrainian and Russian. Related trainings are also ongoing. In early May, CARE International and UNHCR co-facilitated a training on GBV and PSEA at Przemyśl City Hall and Médyka for over ten organizations, with sessions in English, Polish, Ukrainian and Russian.
- In **Belarus**, UNFPA has conducted trainings for 30 service providers and volunteers on GBV prevention, gender-responsive services and PSEA in humanitarian settings. The trainings will continue on a monthly basis in collaboration with UNICEF.

Identified Needs and Remaining Gaps

- In several contexts, third-country nationals, stateless persons, and minorities (e.g. Roma people, LGBTIQ+ people) face additional barriers accessing national services due to legal impediments, practical and administrative hurdles, or discriminatory practices. Further monitoring, advocacy and capacity-building is needed to identify and proactively address these barriers. Support to, and partnerships with, national organisations and relevant authorities working for these groups are also needed to ensure that no one is left behind.
- Although already in place in some contexts, mechanisms to screen, register and monitor activities of volunteers, volunteer organizations and private entities providing assistance to refugees—including accommodation and onward transportation—require further strengthening and additional oversight to ensure core humanitarian and protection standards are upheld.
- The vast geographic spread of refugees also presents challenges to the response. In **Poland**, for example, Protection Sector partners have faced difficulties mapping national and humanitarian services for the purpose of refugee referrals due to the localized nature of services in a context where refugees are spread across multiple urban centres and due to the high turnover of actors initially involved in the response. Additionally, demographic and geolocation data of newly arrived refugees who have not registered for a PESEL, the Polish national ID number, or other forms of temporary protection remains limited, as does individualized information on specific needs.
- Despite the rapid scale up of information provision and communication campaigns by partners, the provision of accurate and up-to-date information on rights, registration, documentation and available services still needs to be reinforced in a coordinated way, based on the needs and preferences of the community and to adequately address the emergence of misinformation and rumours. Communication efforts must also remain responsive to the evolving information needs of refugees; for example, information is increasingly needed on longer-term services, opportunities and inclusion within host communities.

**CHILD PROTECTION****Achievements and Impact**

- Partners continue to support the capacity of the relevant authorities and civil society to strengthen the identification, referral and response mechanisms for children at risk, including those with disabilities, and to better understand their protection needs to enhance the overall child protection response and interventions.
- In **Poland**, UNHCR, UNICEF and partner NGOs monitor the situation of children in border areas and reception centres and provide orientation and support to the national and regional authorities to ensure timely response mechanisms for UASC. UNICEF has also established a work plan with the Wroclaw municipality to expand 20 daycare centres, support outreach social workers and foster care coordinators, and introduce parenting support programmes, among other activities.
- In **Romania**, UNICEF provides technical assistance to the National Authority for the Protection of Children's Rights and Adoption (ANPDCA) to adapt and roll out CPIMS/Primerio, the inter-agency child protection information management system, to facilitate case management, incident monitoring and family tracing and reunification. UNICEF also continues to provide technical assistance for the development of a new procedure on identification and registration of children fleeing Ukraine and to increase their access to social services.
- Hope and Homes for Children **Romania** offered support to 220 refugee children in institutional care in Ukraine who arrived in Romania, by preparing and supplying accommodation centres and facilitating access to specialized medical services and medicine as well as a food allowance.
- In **Romania**, Plan International and ADRA are training mobile teams of frontline child protection volunteers with five teams to be deployed across the country, working in transit centres, shelters and Blue Dots to provide direct assistance to refugee children and families from Ukraine.
- In **Moldova**, as part of an ongoing project on Youth Clinics in 41 municipal and district centres, UNICEF launched a hotline for adolescents and young people, including refugees, with information and awareness on sexual and reproductive health and GBV, as well support, assistance and referrals for GBV survivors.
- In **Slovakia**, UNICEF and partners support capacity-building training for the Ministry of the Interior and the Ministry of Labour, Social Affairs and Family on prevention and response to trafficking and exploitation of children, identification of and response to assist child victims of trafficking and improving child-sensitive communication. The training targets more than 300 border police officers as first responders to potential child trafficking and exploitation and will be further adapted and provided to child protection workers and representatives of organizations working with volunteers.
- In **Belarus**, UNICEF in partnership with the NGO Lets Help Together (LHT) established multidisciplinary case management working groups, comprising social protection and health specialists. In total, 60 specialists from Gomel region were trained on case management processes and vulnerability assessment tools.



Refugee children participate in activities and games at the Blue Dot in the MoldExpo refugee center in Chisinau. © UNHCR/Maxime Fossat

Identified Needs and Priorities

- To strengthen integration of refugee children into national child protection systems, capacities of these systems need to be reinforced, including through technical, logistical and staffing support.
- The scaling up of appropriate reception and alternative care arrangements and guardianship services for unaccompanied children remains a challenge, as well as childcare support in certain contexts. There is need for enhanced best interest procedures in line with global standards on child protection, including case worker ratios, to ensure effective case management.
- The identification of children arriving from institutional care in Ukraine remains a key priority across the region. Partners aim to support national child protection authorities to ensure these particularly vulnerable children receive access to necessary services, including family tracing.



EDUCATION

Achievements and Impact

- Across the region, inter-agency partners are supporting refugee children arriving from Ukraine with integration into local primary education, including through specialized learning and language support programmes, as well as access to online learning for those following Ukraine's national curriculum, as appropriate.
- In **Hungary**, for example, UNHCR, Menedék, Next Step and other partners are improving access to education through dedicated learning programmes, language and skills-building workshops, and access to the online Ukrainian school curriculum. To facilitate this, UNHCR is distributing tablets/laptops and facilitating internet access through local telecom providers in Hungary, while supporting parents with administrative procedures for accessing schooling. UNHCR is also supporting refugee-led NGOs such as Unity and Yednist with learning equipment including printers

and projectors to ensure refugee children enrolled in informal kindergartens and primary schools in Hungary have access to a favourable learning environment.

- In **Moldova**, UNICEF organized training on child-centred teaching methodologies, inclusive education, bullying and violence prevention, and building resilience and social cohesion skills, reaching Moldovan and Ukrainian educators. Overall, UNICEF has reached 700 of the 900 teachers targeted. The teachers will also support summer day camps with various non-formal activities, including to make up for learning loss caused by the COVID-19 pandemic as well as the war in Ukraine. UNDP has also supported refugee students from Ukraine to join Moldovan students at the digital lab in Cremenciug, Căușeni District, that offers a UNDP-designed science, technology, engineering, and mathematics (STEM) course.
- In **Romania**, UNICEF provided school-in-a-box kits, backpacks and early childhood development kits for refugee children at two schools in Bucharest and a school in Constanta, covering more than 700 preschool and school-age refugee children. UNICEF also procured 150 tablets to support online studies of refugee children at a school in Bucharest. As part of a joint Jesuit Refugee Service (JRS) and Plan International project, 100 tablets were distributed to the temporary learning space at a JRS-managed shelter centre.
- In **Romania**, UNICEF has partnered with the local NGO Angel Appeal and the Regina Maria Foundation, which help refugee children follow the Ukrainian national curriculum online, access psychological support and participate in extra-curricular activities aimed at enhancing integration into the Romanian education system, accelerating learning of the Romanian language and strengthening social cohesion and solidarity. Additionally, UNICEF launched the mobile parenting application 'Bebbo' in the Ukrainian language and activated a promotional campaign on social media targeting refugee parents and guardians. Supported by Step by Step Romania, the mobile app is being translated into Romanian and adapted for use by parents in the country.
- In **Poland**, UNICEF and the Unbreakable Ukraine Foundation supported 545 Ukrainian refugee children attending classes in three schools and registered 1,274 refugee children and 117 Ukrainian teachers for summer school activities between 19 and 26 May. Additionally, in partnership with the Comenius Foundation for Child Development, 22 early childhood development animators were trained in quality learning, integration, and psychological first aid. Ten 'Groups for Animation' in pre-school services were opened in four cities benefiting 150 refugee children with daily play and learning activities and freeing time for caregivers to work. In addition, 833 refugee children participated in community-based activities with host communities through the provision of early learning and playing services at two child-friendly spaces operating in Warsaw, and 983 refugee children received learning materials.

Identified Needs and Remaining Gaps

- In **Hungary**, while refugee children arriving from Ukraine are able to access education and learning services, many remain out of school due to the language barrier. Some are also unable to connect to Ukrainian curriculum online learning due to limited access to laptops and internet.
- In **Romania**, it is necessary to collect data on children receiving non-formal educational services provided by Ukrainian teachers and NGOs in schools and community centres—through a unified data collection system and support to the Ministry of Education to guide County School Inspectorates—as the current lack of this data leaves the education response reactive. There is also a need for additional suitable learning spaces and Ukrainian-speaking teachers to support Ukrainian children's access to learning. Legal and administrative processes to register Ukrainian

teachers in Romania also continues to present a challenge. Schools and partners also face shortages of Ukrainian-speaking psychologists to provide counselling and support to refugee children, parents and teachers. The same applies to the lack of specialists in inclusive education and specialists working with children with disabilities.

- In **Poland**, Education partners are working with authorities at the central and municipal levels to address absorption capacity of local schools, particularly in urban areas with large refugee populations; according to the Government, nearly 195,000 Ukrainian children had already enrolled in Polish public schools by mid-May.



Refugees from Dnipro register to receive cash assistance at an enrollment centre in Wroclaw, Poland. © UNHCR/Rafal Kostrzynski



Achievements and Impact

- UNHCR has rolled out multi-purpose cash assistance programmes in four refugee-hosting countries in the region. More than 207,600 people had been enrolled to receive cash assistance as of 30 May, including some 143,500 people in **Poland**, 55,700 people in **Moldova**, 5,200 people in **Romania** and 3,200 people in **Slovakia**. The cash assistance programmes use a community-based enrolment approach to identify vulnerable refugees, carried out in coordination with authorities and partners, and serve as an entry point to other protection services where needed. Refugees are registered for assistance at enrolment centres located in key areas of the countries, with additional centres continuing to open to expand the geographic scope of the programme; currently there are eight centres in **Poland**, two in **Romania**, four in **Slovakia** and eight in **Moldova**, which are complemented by mobile enrolment teams. Post-distribution monitoring among households who received UNHCR cash assistance in Moldova indicates that the most common expenditure was on food, reported by 95 percent of those surveyed, followed by hygiene items and clothing, reported by 50 and 45 percent of surveyed households, respectively.

- In **Moldova**, WFP is distributing two rounds of cash assistance to Moldovan families hosting refugees. Under the first round, 10,990 hosting households registered for cash assistance and 10,471 have received their cash transfers via Western Union. The second round of assistance aims to reach 15,000 households, with payments due to start late June. The programme is implemented by WFP and partners ACTED, Catholic Relief Services, Helvetas, People in Need Moldova, Solidarités International and World Vision, in coordination with UNHCR's cash assistance programme for refugees and the Ministry of Labour and Social Protection. Additionally, IOM has delivered 3,391 vouchers to refugee and third-country national families in 14 districts to support basic needs.
- In **Romania**, Action Contre La Faim (ACF) has started a multi-purpose cash assistance pilot through local partners in Bucharest, Iasi and Suceava. Save the Children has also started piloting Cash and Voucher Assistance activities in Iasi and Suceava, with 129 vouchers distributed to 45 households overall as of end April.

Identified Needs and Remaining Gaps

- Additional mapping of social protection and assistance benefits is needed to ensure the transition from humanitarian cash assistance to national social assistance programmes. Harmonized post-distribution monitoring is also under development by partners to aid this.



HEALTH, NUTRITION AND MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

Achievements and Impact

- At the **regional level**, technical guidance documents have been developed jointly by European Centre for Disease Prevention and Control, UNHCR, WHO and UNICEF. This includes among others a [Guidance Note](#) aiming to provide practical orientation to national and local authorities, UN and civil society organizations on public health, and water, sanitation and hygiene (WASH) measures at border entry points and reception and accommodation centres in refugee hosting countries.
- In **Poland**, the Government issued [legislation](#) enabling doctors without Polish citizenship to receive temporary medical licensing to practice temporarily and provide health services to Ukrainian citizens. The provision is valid from 24 February 2022 until 23 August 2023
- In **Moldova**, a Primary Health Care Assessment Tool was developed by WHO in collaboration with UNAIDS, UNFPA, UNICEF and NGOs and piloted in several primary health care facilities in Causeni and Stefan-Voda in early May. Additionally, to ensure the continuity of care for those with life-threatening illnesses, IOM is providing specialized medicines and consumables used in the treatment of cancer to Institute of Oncology of Moldova.
- In **Poland**, a forum to discuss the mental health and psychosocial (MHPSS) response to the refugee crisis was held in May, bringing together the Ministry of Health, Ministry of Education, Ministry of Family and Social Policy, and partners. In addition, UNICEF and WHO provided technical assistance to the National Plan of Action for Measles, incorporating a measles outbreak preparedness and response plan targeting refugees. A WHO tuberculosis (TB) assessment team traveled to Poland from 10-13 May, visiting the main medical facilities and officials dealing with TB

treatment in Poland and Ukraine to develop recommendations for support; at the time, some 74 TB patients from Ukraine, including 37 with multidrug-resistant tuberculosis (MDR-TB), were in Poland, only six of which had contacted Polish TB treatment facilities.

- In **Poland**, UNICEF is working with the municipalities of Wroclaw and Krakow to reach 60,000 children and their families with vaccination campaigns, first aid kits, sanitation support in accommodation centers, translation services in health care centers, MHPSS, and expansion of rehabilitation services, among other activities. Furthermore, in partnership with local authorities, UNICEF distributed masks, gloves, and thermometers, to some 3,000 locations in Subcarpathian Voivodeship.
- In **Romania**, WHO with the Ministry of Health and the Department of Emergency Situations developed a set of psychological first aid (PFA) print and web materials to be disseminated to first responders; PFA training workshops are also under development and will be rolled out to first responders working at border points and in refugee centres. CARE provided MHPSS and First Aid trauma training to more than 500 volunteers and professionals.
- In **Poland**, health partners met with the NGO Forum to discuss needs and opportunities to establish and/or integrate MHPSS into existing local coordination mechanisms in Krakow, Lublin, Poznan and Rzeszow, as well as on how to disseminate MHPSS in Emergency tools and build technical capacity. Partners have also translated MHPSS in Emergencies resources into Polish. A PFA Training of Trainers was provided by partners in Krakow on 4-6 May.
- In **Hungary**, Menedék is deploying mobile teams to various shelter and accommodation facilities in and around Budapest, consisting of social workers, interpreters and a dedicated mental health expert to counsel refugees, carry out psychosocial screening and implement activities benefitting the psychosocial well-being of children and families.



Blue Dot psychologist Ana (left) consults a family fleeing the war in Ukraine at the Palanca border crossing in Moldova. © UNICEF

- In **Belarus**, over 180 children benefitted from services provided by a psychosocial mobile team supported by UNICEF. Through UNICEF’s partnership with the Republican Centre for Psychological Aid, 60 teachers and psychologists working with children and refugees received training on working with children in crisis situations and stress resilience for frontline workers. Additionally, UNDP supported the Belarusian Red Cross Society in training 127 volunteers and specialists to provide psychosocial and other support to refugees.

Identified Needs and Remaining Gaps

- In **Poland**, key concerns and gaps in the health response include unverified referral pathways from reception centres to primary and secondary health facilities, challenges with access to the health data and vaccination status of refugees, access to dental care, and insufficient storage and administration of medications since many reception centres lack a certified pharmacist. Refugees also continue to express needs for specialized health and social services for adults and children with pre-existing mental health conditions, family separation with partners, and addressing grief and loss.
- In **Hungary**, partners note a growing need for reinforced access to medicine among refugees. Due to limited financial means, many are unable to afford medication including for underlying health conditions, while others have reported difficulties accessing prescription medication due to incomplete or unrecognized registration within the national health system.
- Comprehensive and specialized MHPSS services are still needed at border crossings, reception points, temporary shelters and other areas where refugees are arriving to provide counselling and referrals for persons who require psychosocial care following exposure to traumatic events, and who may be experiencing distress associated with the effects of the conflict. Further capacity is also needed for identifying and training all frontline personnel on PFA—including national counterparts, volunteers, as well as UN, implementing and operational partners.



SHELTER AND BASIC NEEDS

Achievements and Impact

- In **Hungary**, municipal authorities and NGO partners are providing temporary and longer-term shelter and accommodation for refugees across 120 shelter facilities, with food and non-food items provided and transportation arranged to enable refugees to reach accommodation sites. Additional shelter facilities are also being identified for families and persons with limited mobility.
- In **Slovakia**, refugees are offered short-term accommodation in sites established by district authorities, for example in gyms or cultural centers, where they can stay for 10 days, during which time they can apply for temporary protection and receive food as well as medical, social and humanitarian aid. Temporary protection status entitles them to access an application called *Bookio*, which was designed by a private company for the Ministry of Transport and Construction to identify and reserve spots in accommodation sites like hotels, hostels, and other voluntary providers. The Government has requested collaboration with partners to improve the app and raise awareness of it among refugees.

- In addition to reception points and transit centres, short-term accommodation for refugees is being provided through partnership with Booking.com and Airbnb. In **Romania**, for example, IOM provided accommodation for more than 100 Ukrainians and third-country nationals fleeing the conflict through cash transfers via the Airbnb platform, based on a regional agreement with Airbnb.
- In **Poland**, partners continue monitoring and providing support to main reception centres both in border and urban areas, delivering basic supplies and enhancing infrastructure and registration and data protection mechanisms. On a consensus recommendation from the Basic Needs Sector, an independent Shelter Sector co-chaired by UNHCR and Habitat for Humanity has also been established to address challenges related to access to safe housing and accommodation for refugees. Partners' site mapping and monitoring activities are also ongoing.
- In **Moldova**, ACTED, CRS, IOM, UNHCR and WFP are working to roll out a transitional accommodation strategy in several districts and in Chisinau that will work with local partners and volunteer groups to establish committees within communities to identify host families and determine the suitability of their space for refugees. Once vetted, the host families will be provided cash and/or other assistance by partners.
- Partners are also providing material support to shelters and accommodation centres to meet the basic needs of refugees. In **Moldova**, as of 25 May, WFP and partners had delivered 376,350 hot meals, three per day, to Ukrainian refugees in 97 centres across 31 localities, reaching an average of 1,974 people per day, while the NGO WeWorld distributed 3,000 food parcels to child refugees in Chisinau and Criuleni, containing locally produced and child-friendly foods similar to recognizable Ukrainian products. Additionally, UNDP has supported 17 Hometown Associations to provide equipment and supplies, as well as vouchers, counselling, and children's recreational activities, in accommodation centres. In **Romania**, World Vision delivered over USD 200,000 worth of food, hygiene items, telecommunications equipment and baby supplies to RomExpo, Bucharest's largest temporary accommodation site, and JRS and Plan International have provided voucher assistance for Menstrual Health and Hygiene items to almost 200 refugee adolescent girls in Bucharest.
- In **Moldova**, the National Agency for Social Assistance (ANAS), with the support of UNHCR, ACTED, and REACH, conducts weekly needs monitoring in some 90 refugee accommodation centres to inform the response and procurement of relief items. UN Women has recently delivered and installed 202 curtains at the Moldexpo refugee accommodation centre to ensure privacy, dignity and safety for women and children. Additionally, ACTED, CRS, IOM, Solidarities, UNHCR and UNICEF in collaboration with authorities have conducted site assessments for 25 standby refugee accommodation centres that can be used to scale up reception capacity in the event of increased refugee arrivals from Ukraine, as part of ongoing contingency planning. Working with the National Agency for Social Protection, partners are providing minor rehabilitation and repairs of the facilities and equipping them with basic supplies.
- In **Hungary**, Segítségnyújtás and other local NGOs are working to support refugees in need of assistance by connecting them to volunteer networks through dedicated social media channels, including a Facebook support group consisting of over 140,000 members. Through online outreach, refugees from Ukraine are able to seek direct support from local NGOs and volunteers with finding temporary and longer-term accommodation, information on services, and advice on accessing the labour market.

Identified Needs and Remaining Gaps

- Across the region, authorities and volunteers have rapidly mobilized to provide shelter and accommodation support for refugees; however, there is a need for longer-term accommodation for those staying for extended periods.
- In **Hungary**, for example, facilities designated by authorities are suitable for mostly short-term stays of a few days, as they do not meet adequate reception standards and lack certain basic services including kitchens/meal services, medical care, hygiene items and WIFI connectivity, with reported instances of overcrowding and limited privacy. Women and girls staying in accommodation facilities also require gender-segregated sleeping areas and WASH facilities to ensure their safety, while outdoor and common areas need adequate lighting for the general safety of residents and staff. Individuals accommodated in shelter facilities in remote areas have reported difficulty accessing registration services for temporary protection and other legal pathways due to limited availability of transportation to designated registration sites. Some accommodation facilities also require modification to ensure accessibility for those with physical disabilities.
- In **Poland**, partners are working to address the lack of consolidated comprehensive site mapping and corresponding needs assessments, the impact of increased rental costs, and decreased availability of rental options in urban locations. Other concerns include the sustainability of solidarity and host family hospitality, the longer-term creation of additional affordable housing, the limited number and capacities of social renting agencies, and the need for enhanced coordination and communication with national authorities. Where possible, regular psychosocial care and health screenings are needed on-site, including counselling and childcare services, as well as information on temporary protection procedures.
- In **Slovakia**, a comprehensive database of accommodation sites is still lacking, which limits analysis of whether capacity is sufficient in the short-, medium- and long-term. The Ministry of the Interior is however currently in the process of mapping available sites that could be refurbished to provide longer-term accommodation, and the Government is considering opening new accommodation centers and emergency transit venues, as needed.



LIVELIHOODS AND INCLUSION

Achievements and Impact

- In **Moldova**, ILO is planning Local Employment Partnerships (LEPs) for the integration of refugees and other disadvantaged groups in four districts. LEPs are a tool for the decentralized implementation of national employment policy and seek to stimulate the local demand for jobs creation while providing specific services such as entrepreneurship and business advisory services; finance/credit opportunities; and access to equipment and/or related skills training. UNDP is also implementing the Mayors for Economic Growth Facility, that supports host communities to cater to immediate needs of refugees and to support their socio-economic inclusion, while also strengthening municipalities' crisis response and readiness capacity.
- In **Romania**, the National Youth Foundation is working with the Council of Europe's Youth Department to provide courses to youth volunteers who will work with young Ukrainians on topics such as hate speech and human rights education. Cooperation was also initiated with the National

Employment Agency in order to create a framework for access to employment for young Ukrainians.

Identified Needs and Remaining Gaps

- In **Slovakia**, NGO partners have published and presented to the President and Prime Minister a [policy paper on refugee integration \(available also in Slovak\)](#) aimed at assisting the State, municipalities and other actors in designing integration measures for persons with temporary protection from Ukraine. Concrete measures are proposed in several areas (employment, self-employment, social services, financial aid, housing, access to information and legal aid, health care, education, vocational and language trainings). Building on these recommendations, the Protection and Inclusion Working Group in Slovakia will support the Government in adapting relevant policies towards medium- to long-term solutions for inclusion and integration.
- UNDP is conducting a nation-wide needs and capacity assessment of local public authorities to manage the refugee crisis in **Moldova**, in order to inform the humanitarian response and the longer-term development interventions required to support local communities to transit out and recover from the refugee crisis in the country. The assessment survey has been designed in collaboration with UNHCR and IOM, and data collection is facilitated by the Congress of Local Authorities from Moldova (CALM).

Working in partnership

- UNHCR has activated the Refugee Coordination Model, with Refugee Coordination Forums (RCFs) in place in **Belarus, Bulgaria, the Czech Republic, Hungary, the Republic of Moldova, Poland, Romania** and **Slovakia** in support of government-led efforts. RCFs focus on intersectoral issues, with other thematic and sectoral forums established depending on the needs of the respective contexts, as outlined below.
- At the **Regional** level, a regional RCF has been established, as well as regional working groups (Cash, Protection, Information Management and Socioeconomic Inclusion) and sub-groups under Protection (Child Protection and GBV sub-working groups as well as an Anti-Trafficking Task Force), a Gender Task Force and an Information Management and Analysis Cell, which provide support to country-level actors and promote coherence across the regional response. Technical hubs focused on Education and Health also meet regularly, focused on policy and guidance development and linkages with regional and national institutions.
- In **Hungary**, as part of the RCF, two thematic working groups (Protection and Basic Needs – including Shelter, Food, and Non-Food Items) and two cross-cutting task forces (MHPSS, PSEA) have been launched to effectively coordinate inter-agency partner's response.
- In **Moldova**, in support of the Government's Single Emergency Management Centre, inter-agency partners have established the RCF; eight working groups (Protection, Education, Accommodation and Transportation, Cash, Health and Nutrition, Logistics and Supply, Information Management, and Livelihood and Inclusion); two sub-working groups under protection (Child Protection and GBV) and two sub-working groups under Accommodation and Transport (WASH and Food); a PSEA Network; a AAP taskforce; a MHPSS technical reference group; and a Gender Task Force.
- In **Poland**, in addition to the RCF, the refugee coordination architecture comprises six sectors (Basic Needs, Education, Protection, Health, Logistics, and Shelter), six working groups

(Accountability to Affected Populations, Cash, Counter-trafficking, Information Management, MHPSS and Third-Country Nationals), two sub-working groups under Protection and Health (Child Protection and GBV), a PSEA Network, and a national NGO Forum, as well as a dedicated sub-national Inter-Sector Coordination group (ISCG) for the Podkarpackie region.

- In **Romania**, inter-agency partners have established an RCF; a weekly Inter-Sector Working Group (ISWG), five working groups (Basic Needs, Cash, Information Management, Health and Protection); five sub-working groups (AAP, Child Protection, Education, GBV, and Mental Health); a PSEA Network and Anti-Trafficking Task Force.
- In **Slovakia**, a response-wide RCF is in place that meets alternatively in Bratislava and in eastern Slovakia, co-chaired by the Government and UNHCR. Within the RCF, there are three working groups (Cash, Health, Protection and Inclusion) and two sub-working groups (Child Protection under Protection and MHPSS under Health), as well as an Information Management and a PSEA Network. Accountability to Affected Persons (AAP) is mainstreamed across all sectors and an RCF standing agenda item. A Humanitarian and Development Donor Group also meets regularly.

Additional Resources

- Please see the following links for the latest country-specific inter-agency updates for: [Belarus](#); [Hungary](#); [Moldova](#); [Poland](#); [Romania](#); and [Slovakia](#).
- For further country-specific information resources, please see the following country pages of the Operational Data Portal for the Ukraine Situation: [Hungary](#); [Moldova](#); [Poland](#); [Romania](#); and [Slovakia](#).

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LINKS

[Regional data portal – Ukraine Situation RRP – Refugee Funding Tracker](#)

Sign up to receive regular updates on the Ukraine situation [here](#).