

UNHCR Poland Operational Update

As of 15 March 2023.



A UNHCR mobile team enrolls a refugee in the cash assistance programme at a hospital in Lublin. UNHCR mobile teams are reaching out to refugees in several regions of Poland, to gather information about their situation and provide services and aid.
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HIGHLIGHTS

- Coordination:** UNHCR leads the coordination of the refugee response of 83 organisations in Poland, in support of the Government's efforts. As of 15 March, UNHCR co-organised 21 **coordination meetings** in the Mazovian, Małopolska, Lubelskie, and Podkarpackie Voivodeships in 2023. The meetings were attended by regional and local authorities, NGOs and civil society organisations, as well as UN agencies. Coordination meetings ensured a coordinated response, avoiding duplication in service delivery. Coordination is linked to the 2023 Regional Refugee Response Plan ([LINK](#)).
- Cash assistance:** Under the current phase of its cash assistance programme, UNHCR is providing highly targeted cash assistance to some of the most vulnerable refugees to help cover their basic needs. As of 15 March, **10,636 refugees** (4,714 families) have received cash assistance since the beginning of the year. Beneficiaries were enrolled at enrolment centres in Warsaw, Rzeszów, Gdynia, Wrocław and Krakow, as well as by mobile outreach teams.
- Protection Monitoring:** UNHCR monitors refugees' needs and intentions through a network of some **40** protection monitors throughout Poland. Protection Monitoring aims to promote evidence-based protection interventions and actively identify persons with specific needs and at heightened risk, to facilitate timely information provision and referrals to assistance and services. As of 15 March, **7,913** protection monitoring and profiling interviews were conducted. According to Protection Monitoring findings, some of the most urgent needs identified were: material assistance (core relief items, clothes, etc.), employment, medical support, accommodation and food.
- Economic Inclusion:** Between 16 February – 15 March, **UNHCR supported organizing and participated in four job fairs** in Gdynia (Tri-City Metropolitan), Katowice (Silesian Voivodeship), Krakow (Małopolskie Voivodeship) and Rzeszow (Podkarpackie Voivodeship). During the fairs, UNHCR provided information about employment and job opportunities, distributed leaflets and advocacy materials, and supported refugees in preparing their CVs. More than **2,350 job seekers**, including refugees, visited the job fairs.

KEY FIGURES:

Over 1.5 million



Refugees from Ukraine have registered in Poland to benefit from Temporary Protection.

Some registrations were deactivated subsequently, as their holders left Poland for more than 30 days, bringing the number of active PESEL registrations by 13 March to 993,554 according to GoP data. ([LINK](#)).

\$102.9 million



Requested by UNHCR for its response in Poland in 2023. UNHCR programmes are funded through voluntary contributions.

RESPONSE IN NUMBERS



PROTECTION

6,368 people received protection services and information at UNHCR-UNICEF Blue Dots and UNHCR Community Centres in 2023.



CASH ASSISTANCE

10,636 refugees received targeted cash assistance in 2023. Since the beginning of the crisis, some 306,000 refugees were assisted.



ESSENTIAL ITEMS

20,666 essential and core relief items delivered to authorities and partners in 2023.



PROTECTION MONITORING AND PROFILING

7,913 interviews conducted with refugees for protection monitoring and profiling in 2023.



COUNSELLING LINE

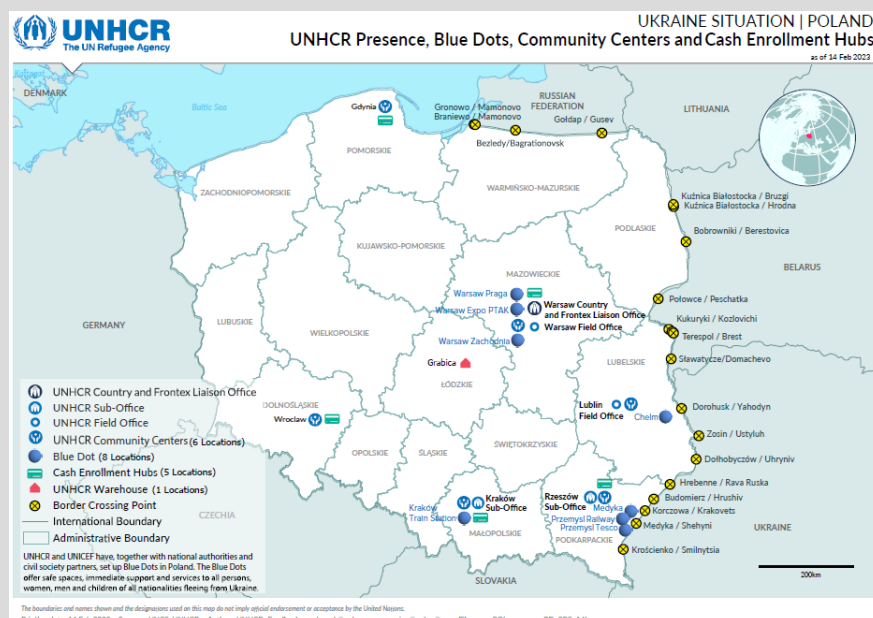
8,866 calls received and attended through the counselling line and Regional Contact Centre in 2023.

- Community-Based Protection Activities:** Mainly provided through the **eight UNHCR-UNICEF Blue Dots** and **six UNHCR Community Centres**. Those serve as one-stop shops providing a variety of targeted protection activities and enhancing the concept of community participation. They are also a space for community-driven initiatives, with a focus on activities promoting social cohesion. Both Blue Dots and Community Centres are located in key refugee-hosting areas, ensuring appropriate outreach to the refugee community. Since the beginning of the year and as of 15 March, more than **6,368 refugees** have received some form of support at the Blue Dots and Community Centres.
- Mobile Outreach Teams:** UNHCR and partners carry out outreach activities to refugees through multifunctional mobile teams. The visits aim at reaching vulnerable refugees who are unable to reach centers run by UNHCR or others, providing them with social and psychological counselling, identifying refugees with specific protection needs and referring them to specialised services, while conducting protection monitoring and disseminating accurate information about available services. Since the beginning of the year and as of 15 March, more than **1,000 refugees** have benefitted from the mobile teams' outreach activities.
- Regional Contact Centre (RCC):** to enhance its communication with communities and accountability to affected populations, **UNHCR has established a Regional Contact Centre**, where Poland-based operators attend refugees' phone calls. It is a **toll-free mechanism (800 012 948)** to provide information and **carry out referrals to specialized services**. The Contact Centre also has a feature to **report cases of misconduct and fraud**. Since its establishment on 2 February and as of **15 March**, the RCC successfully attended **8,954 calls and carried out 453 referrals to services**; 95% of the queries received were about the cash programme, followed by legal assistance, medical aid and livelihoods.

OPERATIONAL CONTEXT

- UNHCR works to promote effective access to territory and asylum, fair and efficient asylum procedures, documentation for asylum seekers, refugees, stateless persons and persons at risk of statelessness, in cooperation with the Ministry of Interior, Border Guards, Office for Foreigners and other relevant authorities and civil society.
- The Government of Poland has enabled access to refugees from Ukraine, including through simplified border control procedures in the early days of the emergency, and the adoption (12 March 2022) of the Act on Assistance to Ukrainian Citizens in connection with the armed conflict in the territory of this country, referred to as the "Special Act", providing them with broad protection and access to services and social benefits on par with the Polish citizens.
- On 23 July 2022, the Government of Poland introduced the "first fully digital residency permit" for Ukrainian refugees, diaa.pl. This electronic document is issued to Ukrainian citizens who crossed the Polish-Ukrainian border on or after 24 February 2022 and allows them to cross the Polish borders and move freely within the Schengen area (provided that they have a valid travel document). A recent amendment to the "Special Act" granted children under 13 years of age access to this document.

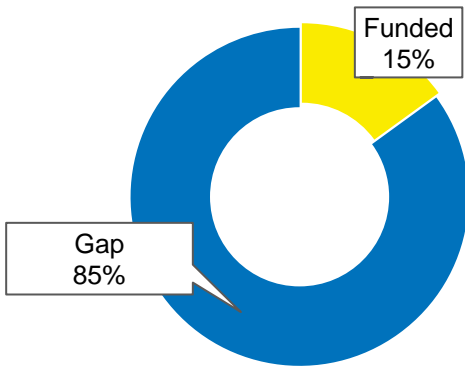
POLAND: UNHCR Presence – 14 February 2023.



FUNDING (AS OF 14 MARCH 2023)

US\$ 102.9 M

REQUESTED FOR THE UKRAINE
EMERGENCY SITUATION FOR POLAND



Donors

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with broadly earmarked and unearmarked funds.



And to organizations and private sector partners from:



For more information:

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