



Regional Refugee Response
For the Ukraine Situation

Reporting Manual: Humanitarian Activities

Regional Refugee Response Plan 2025-2026 – Bulgaria

UNHCR, Sofia, Bulgaria
April 2025

Note: This document is a living document that will be updated based on frequently asked questions and feedback from RRP partners during the reporting process.

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1. Context

To ensure that the humanitarian assistance is coordinated in a coherent and complementary way amongst the different humanitarian actors, UNHCR leads the development of Refugee Response Plans (RRPs). These plans support host governments to protect refugees in large and complex refugee situations through international solidarity. Refugee Response Plans (RRP) are developed to respond to the needs of a specific refugee population.

Refugee Response Plans serve as the base from which to implement a strategy and activities –as well as advocate for refugee situations in close collaboration with host governments and other partners. A Refugee Response Plan:

- Provides a platform and tools to properly plan and coordinate an inter-agency response;
- Raises the profile of refugee assistance;
- Raises funds for partners;
- Provides an overarching vision and coherent engagement in refugee responses in alignment with host government strategies.

While the Government has the primary responsibility to protect refugees, partners of the 2025-26 RRP will continue to coordinate with authorities under the Refugee Coordination Model (RCM) in a complementary and cohesive manner, ensuring that multisectoral activities are in line with Government priorities, are impactful and address refugee needs.

The purpose of this document is to provide guidance and ensure a common understanding among RRP partners and other humanitarian actors in Bulgaria on the RRP reporting: reporting system, framework, related indicators to support harmonized programming, data collection and subsequent reporting against the corresponding standardized indicators.

i. Roles and Responsibilities in Reporting

Each partner has submitted two types of information to the Refugee Response Plan for Bulgaria, (1) planned activities and targets, (2) budgetary needs.

This information expressed the objectives of your organisations and what you are planning to achieve (targets), as well as the financial needs you have to achieve these goals.

Reporting will therefore also focus on both dimensions: on the achievement of your targets, meaning how many people have been reached – as well as how many funds have been received, have the financial needs been covered or do any major gaps exist.

According to the RCM¹ UNHCR – jointly with the Government of Bulgaria – is leading the coordination of the humanitarian response in Bulgaria and by that acts as coordinating agency. Recent UN General Assembly Resolutions have confirmed the RCM and UNHCR's mandate to lead and coordinate the refugee response². In its function as coordinating agency UNHCR ensures the functioning of the sector and inter-sector coordination and develops the regional refugee response plan to highlight the needs of the people of concern towards the public. The role of advocate for the humanitarian community and as coordinating agencies necessitates a high level of information that can be used to underline the needs but also highlight the results achieved. For this reason, UNHCR asks agencies to report.

This reporting serves the following goals:

1. Accountability, towards the forcibly displaced populations, the public and governments;
2. Coordination at inter-sector and sector level, including identification of gaps in response;
3. For each agency, who may use the data to better cooperate with other agencies in their areas of intervention.

¹ <https://emergency.unhcr.org/entry/38270/refugee-coordination-model-rcm>

² [A/RES/69/152](#), [A/RES/70/135](#)

All partners working under the RRP are accountable for reporting on indicators set at the country-level relevant to their project on the [Activity Info platform](#).

The key product of the reporting is the data and dashboard informing about active partners, progress on indicators and the distribution of agencies in the regions (cities) as well as the number of refugees supported.

Additionally to the dashboard, the information collected via reporting is used for factsheets and funding information's for donors and the government of Bulgaria.

ii. What happens to the data submitted

The data submitted is used for coordination, accountability, and increased transparency among agencies as well as towards the public.

Two key products will be:

- RRP Reporting Dashboard [here](#);
- Factsheet on received funding per sector.

The link to the SOPs on funding tracking reporting can also be accessed [here](#) (Operational Data Portal).

2. Results framework

All reporting builds around the results framework that defines the priorities agreed upon by humanitarian agencies and the Government of Bulgaria and is rooted in assessments of the needs of refugees. Activities that are not covered by the results framework are not considered priorities. The complete results framework is attached to this document.

Each organization that is a RRP partner has submitted targets for their financial appeal activities. These targets are now to be achieved. To follow up on how successful the targets are achieved, reporting is to be carried out. Sectors and the inter-agency coordination group use the reported data to ensure informed decisions in coordination and reprioritization, if necessary.

To ensure the correct data collection and a harmonized information tracking across all agencies, the results framework informs about units and means of measurement as well as the minimum standards to be fulfilled. As such the result framework should be a standard document used by all Project Management, M&E, and MEAL Officers of organisations intervening in the humanitarian response in Bulgaria.

⁴ See Annex III. *Indicator Guidance*

3. Reporting on ActivityInfo

ActivityInfo is an online tool for reporting of activities and results, which is used by UNHCR and its partners in over 30 countries.

The process of reporting as well as the reporting calendar with is available at the end of this document.

I. Getting a User Account

If you are a new RRP partner (i.e., you were not part of the RRP 2024), you will need to request access by following the instructions below:

To get access to ActivityInfo please write an email to the UNHCR Information Management team: Kristina Markova (markova@unhcr.org) and Hanna Velykova (velykova@unhcr.org).

In your mail, please provide the following information:

- Name of Organization
- Acronym
- National or International Organization

For each person requesting user access:

- Name
- Email
- Position,
- Role of User

Available Roles for users are:

- View and edit data; and
- View only (no writing rights).

NB: If you are an existing RRP 2024 partner, the focal points from your organization already have access to the RRP 2025–26 database. You will only need to confirm their contact details.

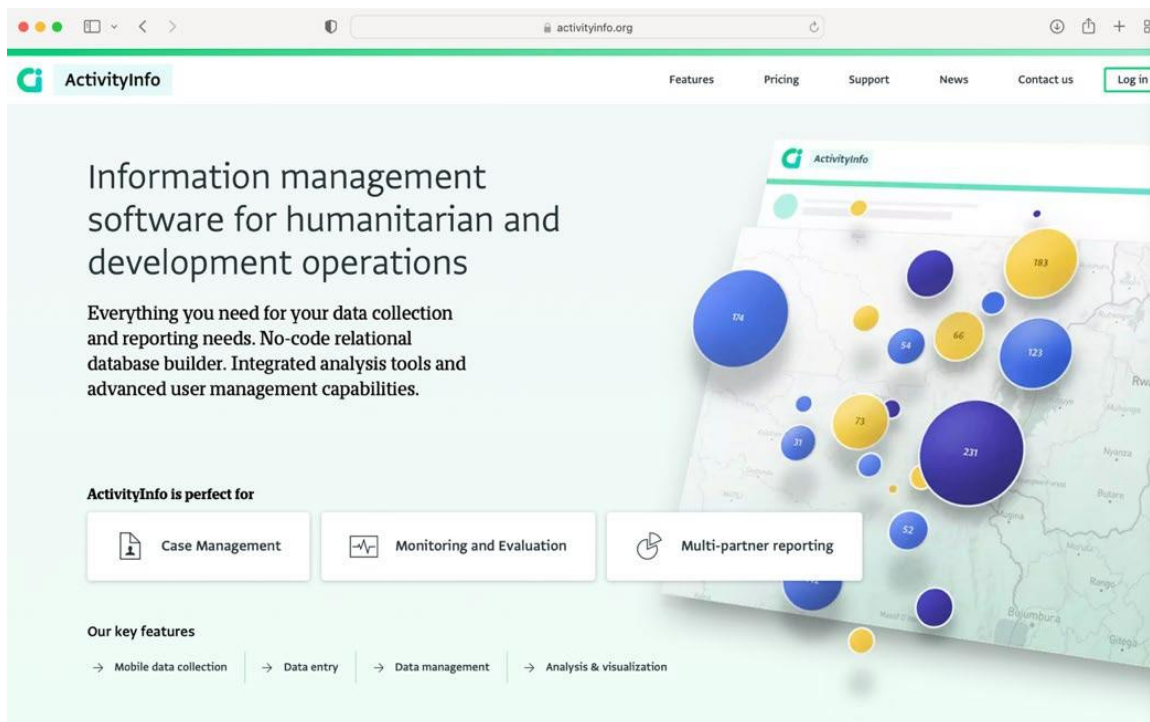
If your organization has new focal points, please provide their information as you would for a new user.

Please keep track of the individuals of your organization who have access to the database and inform us in case of staff changes, by sending an email to the UNHCR Information Management team: Kristina Markova (markova@unhcr.org) and Hanna Velykova (velykova@unhcr.org).

i. Logging In

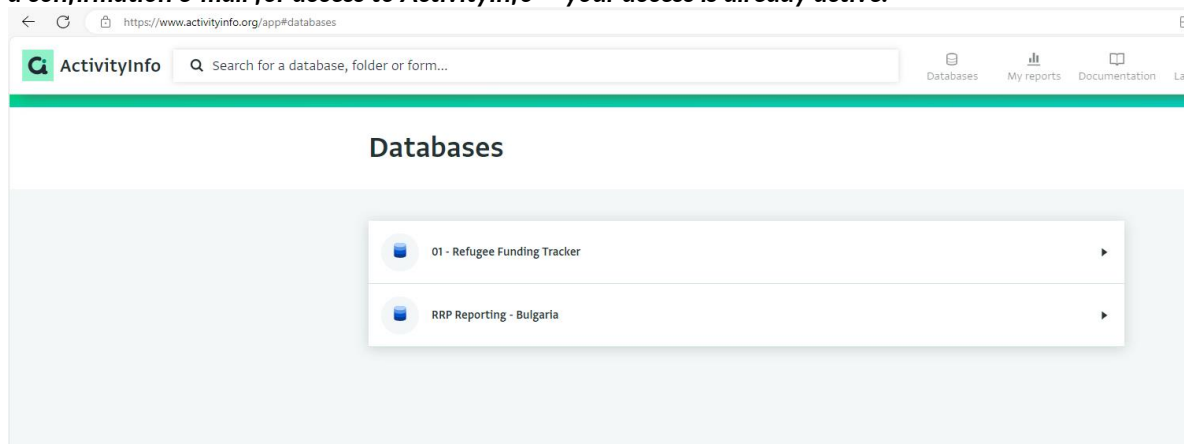
Following your request for user accounts in Activity Info, you will receive an **email** from ActivityInfo with an invitation link. Follow the information in this link.

Once your account has been activated and you have entered a password you can log in via the homepage of Activity Info.



Please go to www.activityinfo.org and click on “Login” at the upper right side of the screen.

If you are an existing RRP 2024 partner, you will only need to log in. Please note that you will not receive a confirmation e-mail for access to ActivityInfo – your access is already active.

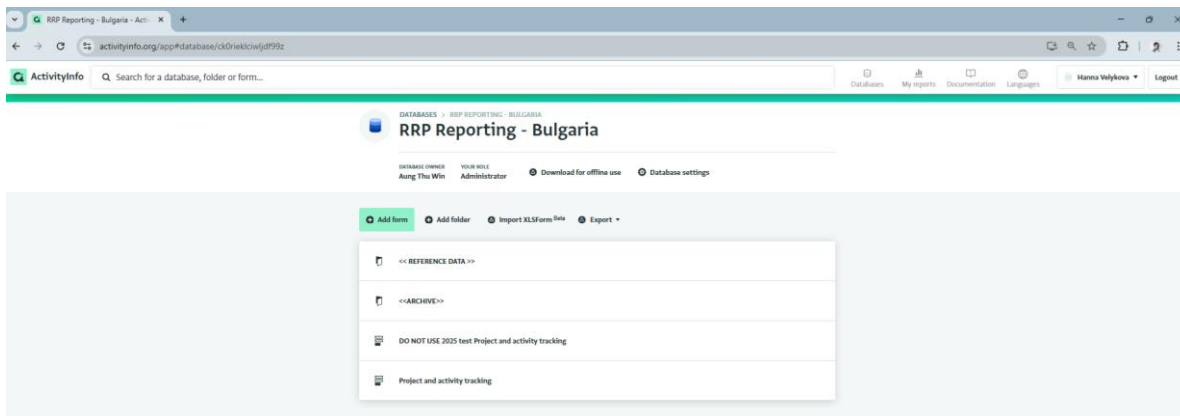


Once logged in you see a list of databases to which you have access. As an RRP partner you have access to two databases:

- 01 – Refugee Funding Tracker - for reporting and tracking funding.
- RRP Reporting Bulgaria – for reporting and tracking the activities and submitting narrative reports.

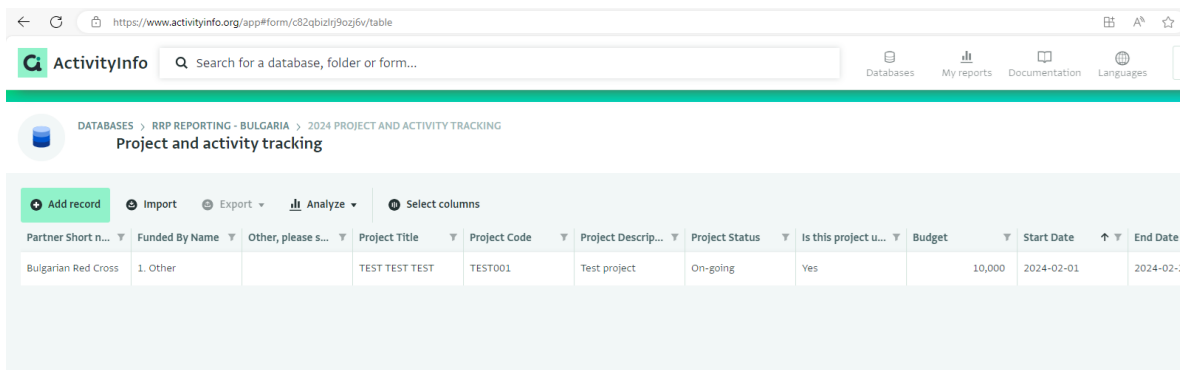
Select **'RRP Reporting Bulgaria'**

On the next screen select **Project and activity tracking**.



If you have already added a record with your project details in ActivityInfo, you will see a list of your projects on the next screen. If you have not added your project yet, the list will appear empty.

Each organization adds its project only once, at the beginning. After that, RRP partners are required to report activities under the registered project.



If you would like to add a new Project for 2025, click on the **+Add record** button shown on the image above. A new Form will pop-up in which you should fill in details related to your **Project** on which you would be reporting Partner, Funded By, Project Title, Project Code.

The project code is not a mandatory field, only if you have a project number or code as per the agreement with the donor.

Add record

You are here
Project and activity tracking

Jump to
WHEN
WHERE
Sectors
Focal Point
Activity Targets & Acti...

Partner* REQUIRED
Select Short name
+ Add reference record in Partner

Funded By
Select Name
+ Add reference record in Funded By

Project Title* REQUIRED

Project Code
Project code or number as per the agreement with donor.
Ex: for UNHCR enter the PPA# in this format HUN01/2023/0000000000

Project Description
Description of this project.

Save record
Save as draft
Cancel

The second part of the form from the previous page with the Project Description, Project Status (Planned/ongoing/Closed/Suspended) RRP (yes/no), Budget (in USD), and Start/End Date.

You are here
2024 Project and activity tracki...

Jump to:
WHEN
WHERE
Sectors
Focal Point
Activity Targets & Acti...

Project Description
Description of this project.

Project Status* REQUIRED
Only projects that are signed with donors should be tracked. Do not include projects that are planned but not funded.
 Planned (proposal signed with donor)
 Ongoing
 Closed
 Suspended

Is this project under the RRP* REQUIRED
 Yes
 No

The third part of the form with Geographical Scope, Sectors, and Focal Point's Name and Email.

You are here
Project and activity tracking

Jump to
WHEN
WHERE
Sectors
Focal Point
Activity Targets & Acti...

WHERE

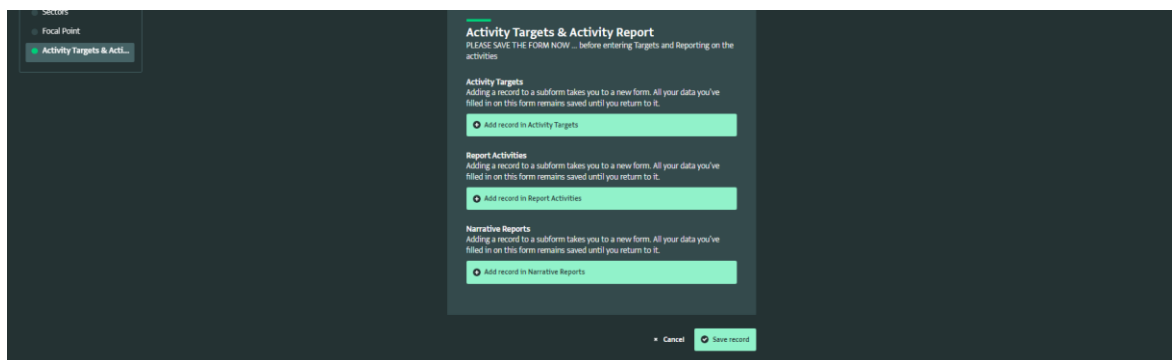
Geographical Scope* REQUIRED
If the project will be conducted at national level, choose "National", if it is conducted in one or more regions, choose "Region" and then select all the apply.
 National
 Region

Sectors
Select sectors targeted by this project* REQUIRED

- Basic Needs
- Child Protection
- Education
- GAV
- Health
- Protection
- Socio-economic Inclusion
- Protection from Sexual Exploitation and Abuse
- Mental Health and Psychosocial Support (Multi-Sectorial)

Save record
Save as draft
Cancel

The fourth part of the form is with sub-forms for Activity Targets, Reporting Activities, and Narrative Reports.



All project details are filled in **only once at the beginning of the year!**

Make sure to click the **Save record** button.

Guidance for Completing the 'Project Description' Field in ActivityInfo

When filling out the 'Project Description' box, please clearly specify the key activities being implemented under your project. Include sufficient details to enable a clear understanding of what exactly is being reported under the selected indicators. For activities reported under general or broad indicators, use the project description box to itemize or clarify sub-activities.

For example:

- If reporting under the general Protection indicator "# of individuals who received protection services," specify in your project description box the precise types of protection services provided (e.g., legal assistance, psychosocial support, counseling, child protection activities).
- If your activities target distinct beneficiary groups (e.g., refugee participants versus host community members), clearly separate and describe these groups in the project description box, outlining what kind of activities each group participated in and under which indicators their participation is reported.

Example:

Under the general Protection indicator '# of individuals who received protection services', we are reporting the following specific activities:

- Teen Hub psychosocial support and recreational activities for refugee adolescents.
- Individual legal counseling sessions for refugees.
- Community-based child protection services.

This ensures clarity and aids accurate reflection of your project's contributions within the broader RRP framework.

ii. Activity Targets, Report Activities, and/or Narrative Reports

To access subforms for setting **Activity Targets**, **Report on Activity**, or **Narrative Reports** you could use one of the three black arrows indicated on the image below.

Project Short Name	Funded By Name	Other Phase	Project Title	Project Code	Project Description	Project Status	Is this project a...	Budget	Start Date	End Date	Geographical Sc.	Region	Select sectors	Name	Email	Activity Targets	Report Activities	Narrative Reports
Ukraine Bulgaria	0. Unspecified		ghm	fg	help	On-going	Yes	41,343,343	2024-02-15	2024-04-25	National		Education	dfg	dfg@dfg.com	0 records	0 records	0 records
Ukraine lead cross	2. Other		TEST TEST TEST	TEST001	test project	On-going	Yes	10,000	2024-02-01	2024-02-29	National		Basic needs	test@test.com	0 records	0 records	0 records	
VHCA	0. Unspecified		X			On-going	Yes		2024-01-01	2024-12-31	National		Basic needs, CRV	X	X	0 records	0 records	0 records
Education Energy	UNHCR		integro	123	the best project	On-going	Yes		2024-01-01	2024-12-30	Region	Varna	Protection	Hanna Velikova	velikova24@gmail.com	1 records	2 records	0 records

Targets should be set once at the beginning of the year and they could be edited later on. Clicking either on the
- Updated - April 2025

black arrow under the **Activity Targets** at the top of the image above, or on the green button **Activity Targets** on the righthand side of the screen will open a new screen (image below).

Title	Project Code	Project Descr...	Project Status	Is this project...	Budget	Start Date	End Date	Geographical ...	Regions	Select sector...	Name	Email	Activity Targets	Report Activities	Narrative Rep...
ational ...		Support for ref...	On-going	Yes		2025-01-17	2025-12-31	Region	Sofia-City	Socio-economi...	Olha Irzhyska	o.irzhyskaya...	1 records	2 records	0 records
ity ce ...		Everyday care f...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhyskaya	o.irzhyskaya...	1 records	2 records	0 records
ksho ...		Social Worksho...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Socio-economic...	Olha Irzhyskaya	o.irzhyskaya...	1 records	0 records	0 records
Acad ...		Fall Academy fo...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhyska	o.irzhyskaya...	1 records	2 records	0 records
ical s ...		The first thing ...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Child Protection...	Olha Irzhyskaya	o.irzhyskaya...	2 records	4 records	0 records
psych ...		Due to the host...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Mental Health a...	Olha Irzhyskaya	o.irzhyskaya...	1 records	2 records	0 records
ith a l ...		The project is al...	On-going	Yes		2025-01-06	2025-12-31	Region	Sofia-City	Child Protection...	Olha Irzhyskaya	o.irzhyskaya...	1 records	2 records	0 records
nsive ...	23021Y24M263400	Building on the ...	On-going	Yes	501,150.370	2025-01-01	2025-12-31	Region	Plodiv	Basic Needs, C...	Silvia Desheva	desheva@unhc...	7 records	14 records	0 records
ppor ...	BGR01 / 2025 / ...	The Communit...	Planned (propo...	Yes	438,056.880	2025-01-01	2025-12-31	Region	Varna	Child Protection...	Galya Georgieva	galya_georgieva...	7 records	21 records	0 records
App ...		Strengthening t...	On-going	Yes		2025-01-01	2025-12-31	National		Basic Needs, C...	Mariya SAMUILOVA	msamuilova@i...	0 records	0 records	0 records

✓ **Adding a New Activity Target**

To add a new Activity Target, click on the + **Add record** button located at the top left of the screen (as shown in the image above). This will open a new form.

You should select:

Sector/Activity/Indicator/Start and End dates/Unit/Target

✓ **Editing an activity Target**

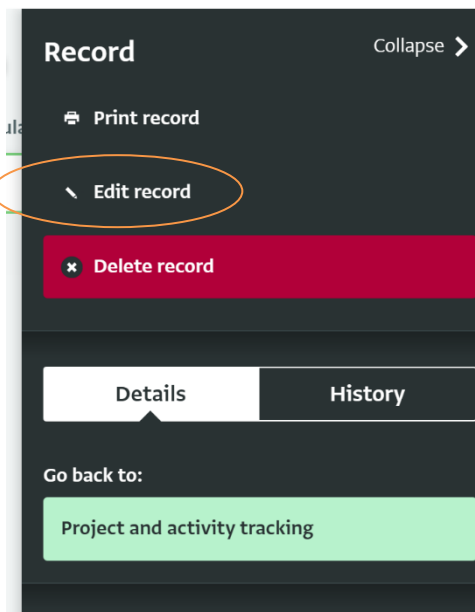
If you need to update an existing **Activity Target** (e.g., to reflect adjusted planning or revised goals), follow these steps:

1. Log into www.activityinfo.org.
2. Go to: **RRP Reporting Bulgaria → Project and Activity Tracking.**
3. Locate your project and open it by clicking the **black arrow** or “View” option.

Start Date	End Date	Geographical ...	Regions	Select sector...	Name	Email	Activity Targets	Report Activities	Narrative Rep...
2025-01-17	2025-12-31	Region	Sofia-City	Socio-economi...	Olha Irzhyska	o.irzhyskaya...	1 records	2 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhyskaya	o.irzhyskaya@...	1 records	2 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Socio-economic...	Olha Irzhyskaya	o.irzhyskaya@...	1 records	0 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhyska	o.irzhyskaya@...	1 records	2 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Child Protection...	Olha Irzhyskaya	o.irzhyskaya@...	2 records	4 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Mental Health a...	Olha Irzhyskaya	o.irzhyskaya@...	1 records	2 records	0 records
2025-01-06	2025-12-31	Region	Sofia-City	Child Protection...	Olha Irzhyskaya	o.irzhyskaya@...	1 records	2 records	0 records
2025-01-01	2025-12-31	Region	Plodiv	Basic Needs, C...	Silvia Desheva	desheva@unhc...	7 records	14 records	0 records
2025-01-01	2025-12-31	Region	Varna	Child Protection...	Galya Georgieva	galya_georgieva...	7 records	21 records	0 records
2025-01-01	2025-12-31	National		Basic Needs, C...	Mariya SAMUILOVA	msamuilova@i...	0 records	0 records	0 records

4. Under **Activity Targets**, find the entry you want to update.

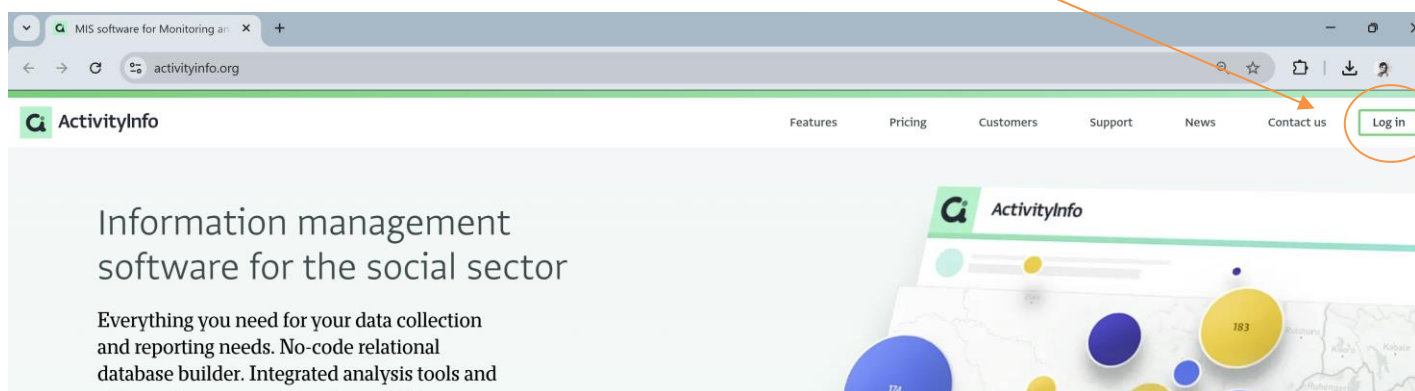
5. Click on the record to open the side panel on the right.
6. Select **"Edit Record"** to open the editable form.
7. Update the relevant fields:
 - o Adjust the **target value**
 - o Update the **timeframe** if needed (start/end date)
 - o Modify **sector/activity/indicator** only if your planning has formally changed
8. Click **Save Record** to apply the changes.
 - ⚠️ *Only modify activity targets in case of actual planning updates or errors. Avoid changing targets after reporting has begun unless agreed with the inter-agency coordination team.*
 - If the change is significant, it's recommended to inform the IM team for transparency and alignment with coordination efforts.



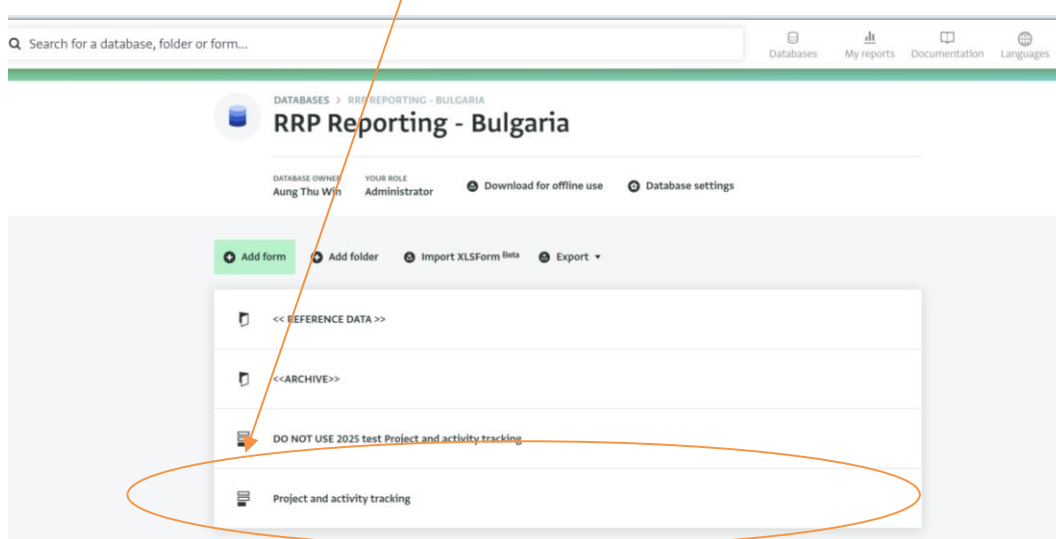
➤ [Activity Reporting](#)

How to Submit an Activity Report in ActivityInfo

1. **Log in** to [Activity Info](#) with your credentials.



2. From the homepage, select the database:
RRP Reporting Bulgaria → Project and Activity Tracking.



3. Locate your registered project (created at the beginning of the year).
If already added, your project will appear in the list. Otherwise, see earlier guidance on how to add a new project.

+ Add record | Collection link | Import | Export | Views | Analyze

Partner	Funded By	Other, please...	Project Title	Project Code	Project Descr...	Project Status	Is this project...	Budget	Start Date	End Date	Geographical ...	Regions
Dreamhouse	0. Unspecified		Conversational ...		Support for ref...	On-going	Yes		2025-01-17	2025-12-31	Region	Sofia-City

To report on activities:

+ Add record | Collection link | Import | Export | Views | Analyze

Is this project...	Budget	Start Date	End Date	Geographical ...	Regions	Select sector...	Name	Email	Activity Targets	Report Activities	Narrative Rep...
Yes		2025-01-17	2025-12-31	Region	Sofia-City	Socio-economi...	Olha Irzhytska	o.irzhytskaya...	1 records	2 records	0 records
Yes		2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhytskaya	o.irzhytskaya@...	1 records	2 records	0 records
Yes		2025-01-06	2025-12-31	Region	Sofia-City	Socio-economic...	Olha Irzhytskaya	o.irzhytskaya@...	1 records	0 records	0 records
Yes		2025-01-06	2025-12-31	Region	Sofia-City	Education	Olha Irzhytska	o.irzhytskaya@...	1 records	2 records	0 records

a. Click the black arrow or green "Report Activity" button next to your project.

You will need to complete the following fields:

- **Sector Name** – Select the appropriate sector (e.g., Protection, Health, Education).
- **Activity Name** – Choose the activity relevant to your report.
- **Indicators Year** – Auto-filled to 2025.
- **Indicators Indicator** – Select the indicator aligned with your activity.

Reporting Instructions

Please report activities reached during the reporting period (not the cumulative since the start of the year)

Indicators*

REQUIRED

1. Sectors Sector Name

Select 1. Sectors Sector Name

Activities Activity Name

Select Activities Activity Name

Indicators Year

2025

Indicators Indicator


Select Indicators Indicator

⚠️ Please report achievements for the current reporting period only – not cumulative figures from the beginning of the year.

- Complete all additional required fields in the form (as shown on the screen after the indicator section), including:


- **Reporting period**
- **Number/value achieved** in the reporting period.
- **Location(s)** where the activity was implemented.
- **Any disaggregation**, where required (e.g., women, men, girls, boys).

Reporting Month* REQUIRED


 Select a month (YYYY-MM)


Until Month* REQUIRED

Repeat the month if reporting for 1 month only

 Select a month (YYYY-MM)

Location

Select Admin 1 Name 

 Add reference record in Location

Unit

Individuals

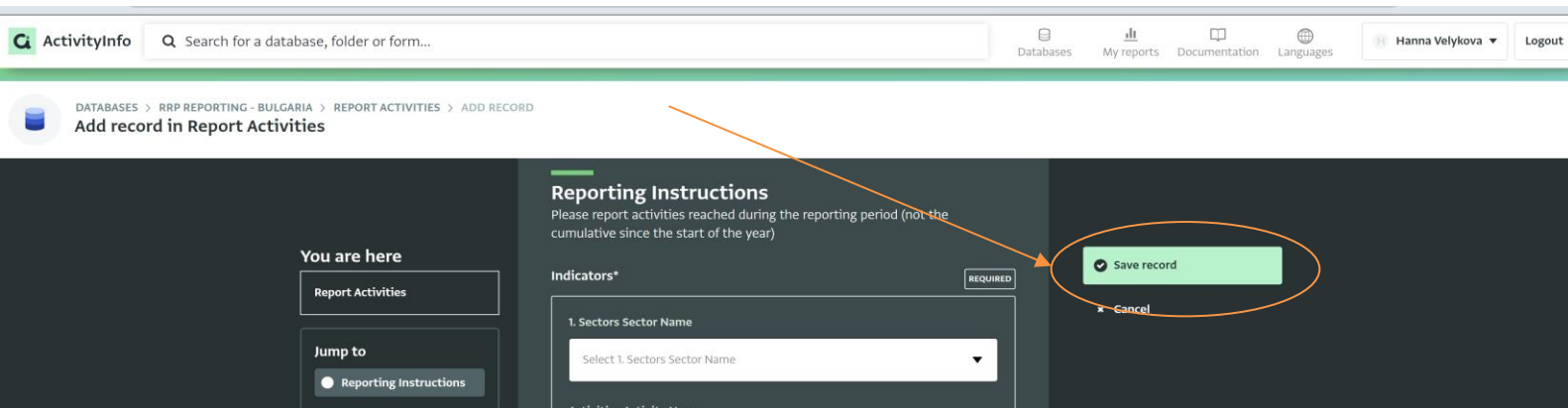
Total Reached* REQUIRED

Enter a number

Total Reached (calculated)

Double-check all data for accuracy before saving.

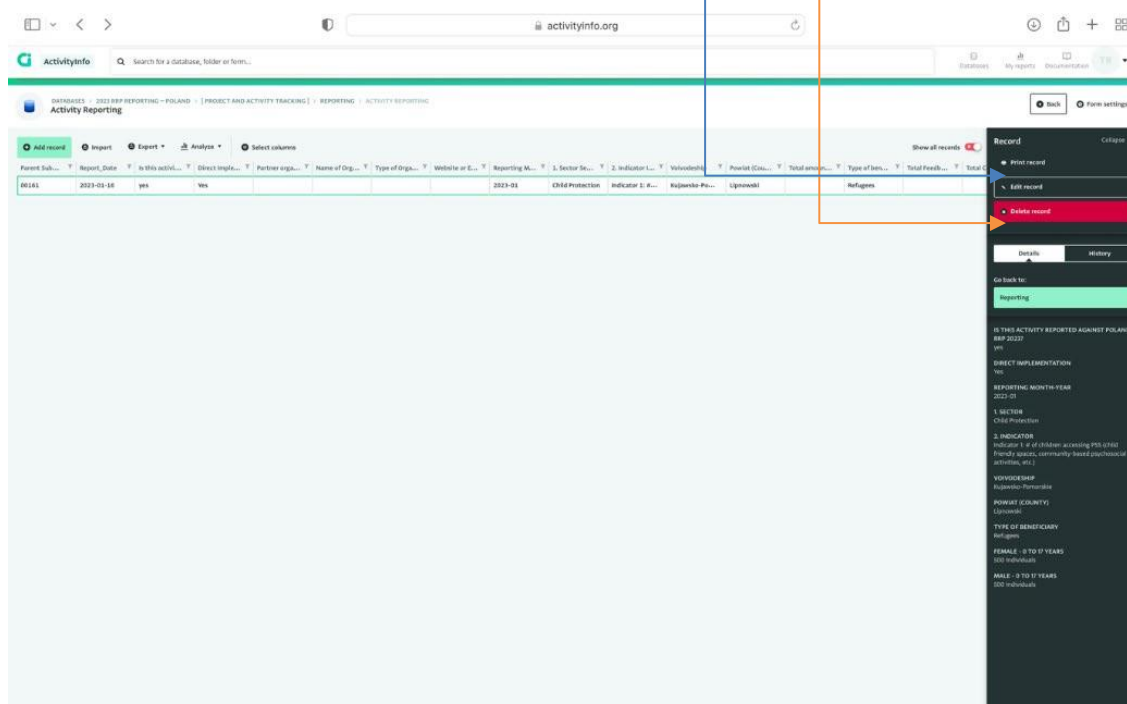
Click **Save Record** (top right, green button).



iii. Editing a Submitted Record

If you need to make changes to a record after submitting it, you can edit it at any time.

1. Go to the list of records for your organization (either financial reporting or activity reporting).
2. Find the record you'd like to edit and select it.
3. A window will appear on the right side of your screen, where you can review the details of the selected record.
4. If needed, you can choose **"Delete record"** to remove it completely.
5. To make changes, click **"Edit record"**. This will open the form where you can update all parts of the record.



Key points to remember for Editing Record

- Review key fields carefully, including dates, locations, and figures, before saving changes.
- Use the "Delete record" option only if you are certain the record should be removed.
- Save your changes promptly to avoid losing any updates.

4. Reporting Schedule

Activity Reporting

All partners are requested to report on their activities on a **quarterly basis** through the **RRP Reporting – Bulgaria** database in ActivityInfo. Activity reports should reflect progress made during each quarter, covering the following periods.

Q1: January – March	By 10 April 2025
Q2: April – June	By 10 July 2025
Q3: July – September	By 10 October 2025
Q4: October – December	By 10 January 2026

Reporting should be completed by the **10th of the month following the end of each quarter**. Timely and accurate activity reporting helps ensure up-to-date monitoring of the response and supports effective coordination across sectors.

While quarterly reporting is mandatory, the system remains open for monthly reporting for those partners who prefer to update their data more frequently. Regardless of the frequency chosen, at minimum, quarterly reporting will be requested and monitored.

When completing activity reports, please ensure that all required fields are filled in, and that the information provided aligns with your organization’s internal reporting. If you need assistance or clarification while completing the activity report, please contact the sector focal points or the inter-agency coordination team.

Financial Reporting

Financial reporting is equally important for tracking progress and ensuring transparency. All partners are requested to report on funding received on a **quarterly basis** via the **01 – Refugee Funding Tracker (Bulgaria folder)** in ActivityInfo.

Partners should report funding only after it has been confirmed and formalized through a signed agreement or contract. The deadlines for financial reporting are set for the **15th of the month following the end of each quarter**.

The financial reporting schedule is as follows:

Q1: 15 April 2025	Q3: 15 October 2025
Q2: 15 July 2025	Q4: 15 January 2026

While quarterly reporting is the standard requirement, partners may also choose to update funding information as soon as new agreements are signed. This helps maintain a more accurate and up-to-date funding overview for the response.

If you encounter challenges or have questions while completing financial reporting, please reach out to the inter-agency coordination and IM team for guidance. The SOPs on financial reporting can also be found [here](#).

A. Annexes

I. Q&A – Questions and Answers

Q: The RRP indicators are not identical to our internal indicators or project agreement indicators we have with our funding organization. Which RRP indicators should we report on?

A: Please map / align your indicators with relevant RRP indicators to the extent possible. If your project agreement includes specific indicators, please consult the funding organization to ensure they are mapped to the RRP indicators to capture the relevant activities to the extent possible.

Q: What if my organization receives funding from two different UN agencies? How should I add the project form/activity record?

A. Activity project form/records should be created per project funded by each separate donor.

Q. What if an activity is funded by multiple donors? How should I select the donor under 'Funded By' when adding the project form?

A. It is recommended to consider the main donor for the activity. A comment can also be added for other donors, if necessary.

Q: If my organization did not submit any projects or financial requirements under the RRP, but is implementing activities on behalf of an RRP organization, does my organization need to report in the Activity Info database?

A. While your organization is not a 'RRP partner' with an independent submission, as a partner organization implementing RRP activities, your organization is considered as a 'Reporting RRP partner.' When you report on activities implemented on behalf of your partner RRP organization, your organization will also be visible in the 2025 RRP dashboard and mentioned as a 'reporting partner' in the 2025 RRP End of Year report.

When adding the project form/activity record, you should select 'Yes' for RRP.

Q: My organization has submitted projects and financial requirements for the RRP – and I am a partner organization implementing activities for a RRP partner. Should I report on both activities?

A. Yes. Everyone implementing activities under the RRP should report on the indicators – whether as a RRP partner or on behalf of the RRP partner.

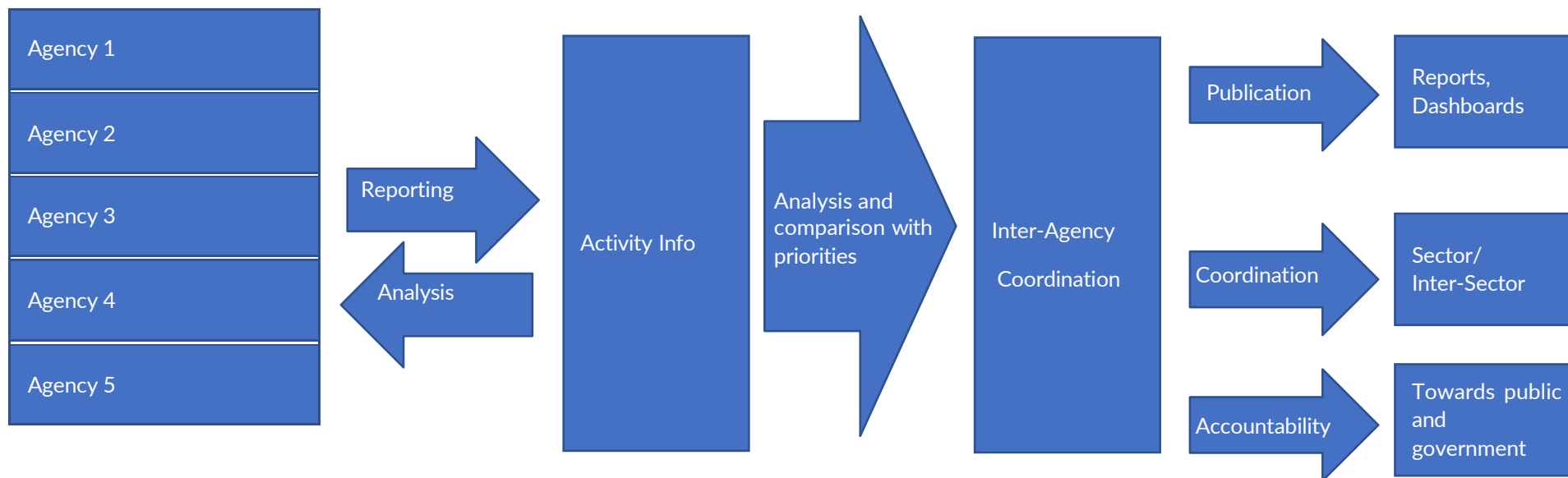
Q: My organization did not plan for PSEA activities within the 2025/26 RRP appeal. Do we still need to report on these indicators?

A. Yes. PSEA is a cross-cutting priority of the RRP and needs to be mainstreamed across the assistance and response. All RRP partners should be reporting on PSEA efforts made even if it was not specifically mentioned in the RRP project submission. As PSEA network members, all RRP actors are contributing to PSEA efforts including training for the organization's own staff and volunteers.

Q: If my organization is part of the RRP, will it automatically receive funding from UNHCR as a funded partner?

A. Being part of the RRP does not guarantee direct funding from UNHCR. UNHCR does not provide direct financial support to RRP partners for their activities. However, UNHCR can assist by providing visibility, supporting advocacy efforts, and facilitating connections with potential donors. Ultimately, RRP partners are responsible for securing funding for the activities they plan to implement, but UNHCR remains available to support partners in this process whenever possible.

II. Reporting Process



III. Indicator Guidance

The complete Results Framework with indicator description is available below.

Detailed regional methodological notes for indicators of some sectors is available: for Protection link [here](#), for Child Protection link [here](#), Gender-Based Violence link [here](#), Mental Health and Psychosocial Support link [here](#), PSEA link [here](#), for Health link [here](#).

For the 2025 reporting cycle, please note that disaggregation by sex will only be required for selected indicators within specific sectors. This aims to reduce reporting burden while ensuring that key data remains gender-sensitive for additional analysis.

The following sectors will have indicators that request disaggregation by sex:

- Gender-Based Violence (GBV)
- Education
- Mental Health and Psychosocial Support (MHPSS)
- Child Protection

Please note the following:

- For indicators where the measurement unit is **individuals**, disaggregation should be reported as **men and women**.
- For indicators where the measurement unit is **children**, disaggregation should be reported as **girls and boys**.

A. Basic Needs

Activity	Indicator	Unit	Reporting Frequency	Women	Men	Girls	Boys
Provision of Shelter and housing assistance	# of individuals supported with rental accommodation assistance	Individuals	Quarterly	No	No	No	No
Provision of Shelter and housing assistance	# of individuals who received shelter and housing assistance	Individuals	Quarterly	No	No	No	No
Provision of non-food items	# of individuals who received non-food items	Individuals	Quarterly	No	No	No	No
Provision of non-food items	# of individuals who received hygiene kits, including first aid kits	Individuals	Quarterly	No	No	No	No

Provision of Multi-Purpose Cash Assistance	# of individuals receiving multipurpose cash assistance	Individuals	Quarterly	No	No	No	No
Provision of food & water items	# of individuals receiving food assistance (in kind)	Individuals	Quarterly	No	No	No	No

B. Livelihoods and Socio-economic inclusion

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Support in Access to housing	# of individuals who received support in access to mid- or long-term independent housing;	Individuals	Quarterly	No	No	No	No
Skills Development and Training	# of individuals who received support in language training	Individuals	Quarterly	No	No	No	No
Skills Development and Training	# of individuals who received support in technical and vocational education and training (TVET)	Individuals	Quarterly	No	No	No	No
Family and Child Support	# of individuals supported to access childcare and kindergarten	Individuals	Quarterly	No	No	No	No
Support in Access to Employment and Skills	# of individuals who received support in accessing employment (information, counselling, coaching, mentoring, job-matching)	Individuals	Quarterly	No	No	No	No
Entrepreneurship and financial inclusion support	# of individuals who received support in entrepreneurship and financial inclusion	Individuals	Quarterly	No	No	No	No
Support in Access to Social Protection	# of individuals who received support in accessing social protection	Individuals	Quarterly	No	No	No	No
Cash for socio-economic inclusion	# of individuals supported with cash for socio-economic inclusion	Individuals	Quarterly	No	No	No	No
Support an enabling environment for the socio-economic inclusion of refugees	# of actors from the private sector sensitized to refugee issues	Individuals	Quarterly	No	No	No	No
Support in Access to Employment and Skills	# of individuals who participated in job fairs and meetings with employers	Initiatives	Quarterly	No	No	No	No
Institutional Support	# of local officials benefitting from capacity building on local integration	Public Authorities	Quarterly	No	No	No	No

C. Protection

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Provision of cash for protection	# of individuals receiving cash assistance for protection	Individuals	Quarterly	No	No	No	No
Targeted protection assistance to persons with specific needs	# Persons with Specific Needs provided with targeted protection assistance	Individuals	Quarterly	No	No	No	No
Awareness raising	# of individuals included in awareness sessions on protection-related services	Individuals	Quarterly	No	No	No	No
Awareness raising	# of individuals receiving information on services and refugees' rights in a relevant language	Individuals	Quarterly	No	No	No	No
Support through helplines	# of persons provided support through helplines	Individuals	Quarterly	No	No	No	No
Legal assistance	# of individuals provided with individual legal counselling and legal assistance	Individuals	Quarterly	No	No	No	No
Awareness raising	# of host community members reached through awareness-raising or sensitization activities (social cohesion)	Individuals	Quarterly	No	No	No	No
Awareness raising	# of community members supported towards self-organization and empowerment	Individuals	Quarterly	No	No	No	No
Support through helplines	# of individuals who used feedback and response mechanisms to voice their needs, concerns, feedback	Individuals	Quarterly	No	No	No	No
Protection Services	# of individuals who received protection services	Individuals	Quarterly	No	No	No	No

D. Child Protection

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Child Protection Services	# of children supported with specialized child protection services (e.g., family reunification and/or alternative care arrangements for unaccompanied and separated children)	Children	Quarterly	No	Yes	No	Yes

Community Based Child Protection Services	# of children provided with community-based child protection services (including assistance provided in safe spaces, protection and support hubs)	Children	Quarterly	No	Yes	No	Yes
Recreational child protection services	# of children provided with recreational child protection services	Children	Quarterly	No	Yes	No	Yes
Case Management	# of children who have received individual case management	Children	Quarterly	No	Yes	No	Yes
Child Protection Services	# of children provided with child protection services	Children	Quarterly	No	Yes	No	Yes
Child Protection Services	# of participants trained on child protection and children's right	Individuals	Quarterly	No	No	No	No
Child Protection Services	# of caregivers who received child protection services	Individuals	Quarterly	Yes	No	Yes	No

E. Gender-Based Violence

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Awareness raising sessions on GBV related issues	# of individuals participating in community awareness and information sessions aimed at preventing or mitigating GBV;	Individuals	Quarterly	Yes	No	Yes	No
Awareness raising sessions on GBV related issues	# of individuals participating in empowerment and life skill sessions/ initiatives for women and adolescent girls	Individuals	Quarterly	Yes	No	Yes	No
GBV case management and support	# of individuals supported through GBV Case Management	Individuals	Quarterly	Yes	No	Yes	No
GBV case management and support	# of individuals supported through psycho-social counseling and group-based psychosocial support sessions with women and girls (provided in-person or remotely, through e.g. Helplines/Hotlines, Women and Girls' Safe Spaces, Government Social Workers).	Individuals	Quarterly	Yes	No	Yes	No

Capacity building on GBV prevention and response	# of staff from humanitarian organizations trained on GBV Prevention, Response, and Risk Mitigation Measures	Individuals	Quarterly	No	No	No	No
Capacity building on GBV prevention and response	# of government, civil society and other stakeholders trained on GBV Prevention, Response, and Risk Mitigation Measures	Individuals	Quarterly	No	No	No	No
Capacity building on GBV prevention and response	# of Quality Audits and functionality/accessibility assessments conducted	Assessments	Quarterly	No	No	No	No
Specialized GBV programs	# of individuals who benefitted from specialized GBV programmes	Individuals	Quarterly	Yes	No	Yes	No

F. Health and Nutrition

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Targeted health information	# of refugee individuals receiving counselling sessions on accessing health services (e.g. in community centres, health hotlines etc)	Individuals	Quarterly	No	No	No	No
Targeted health information	# of refugee individuals attending health educational training or community engagement sessions	Individuals	Quarterly	No	No	No	No
Medication Support	# of individuals provided with medication support	Individuals	Quarterly	No	No	No	No
Health consultations	# of health consultations provided to refugees	Consultations	Quarterly	No	No	No	No
Training of health care providers	# of health care providers trained to provide health services to refugees	Individuals	Quarterly	No	No	No	No
Support to health facilities	# of health facilities supported, with medical equipment, medicines, supplies etc	Health Facilities	Quarterly	No	No	No	No

G. Education

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Non-Formal Education	# of children participating in non-formal classes to learn the Bulgarian language	Children	Quarterly	No	Yes	No	Yes
Non-Formal Education	# of children participating in non-formal catch-up classes and learning support classes	Children	Quarterly	No	Yes	No	Yes
Non-Formal Education	# of children participating in structured Ukrainian language classes	Children	Quarterly	No	Yes	No	Yes
Non-Formal Education	# of children supported to continue studying the Ukrainian curriculum in non-formal settings	Children	Quarterly	No	Yes	No	Yes
Non-Formal Education	# of children participating in life skills programmes	Children	Quarterly	No	Yes	No	Yes
Learning materials	# of children receiving learning materials	Children	Quarterly	No	Yes	No	Yes
Education Support	# of schools and learning centres in which the physical infrastructure is improved or rehabilitated	Schools	Quarterly	No	No	No	No
Education Support	# of individuals who benefitted from education programming	Children	Quarterly	No	Yes	No	Yes
Capacity development	# of education personnel trained or receiving support to better respond to the needs of refugee learners	Individuals	Quarterly	No	No	No	No
Formal Education	# of households receiving cash grants for education	Households	Quarterly	Yes	No	Yes	No
Formal Education	# of students receiving tertiary education scholarships	Children	Quarterly	Yes	No	Yes	No

H. Protection from Sexual Exploitation and Abuse (Multi-Sectorial)

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Training on PSEA	# of staff provided with in-country training (government , UN agencies, international non-governmental organizations, local organizations and volunteers) on PSEA	Individuals	Quarterly	No	No	No	No

I. Mental Health and Psychosocial Support (Multi-Sectorial)

Activity	Indicator	Unit	Reporting Frequency	Women	Girls	Men	Boys
Individuals	# of individuals that participated in community and family supports	Individuals	Quarterly	Yes	No	Yes	No
Individuals	# of individuals who participated in focused individual and group psychosocial support	Individuals	Quarterly	Yes	No	Yes	No
Consultations	# of consultations of focused psychosocial support	Consultations	Quarterly	Yes	No	Yes	No
Consultations	# of consultations of specialized services	Consultations	Quarterly	Yes	No	Yes	No
MHPSS services and activities	# of individuals trained in MHPSS topics or approaches (online/in person)	Individuals	Quarterly	No	No	No	No
MHPSS services and activities	# of individuals who participated in specialized MHPSS services	Individuals	Quarterly	Yes	No	Yes	No