

# Operational Update

November 2019

On 12 and 13 November, **UNHCR** jointly with **UNICEF** facilitated a **mission of the Ambassador of Japan to eastern Ukraine**. In 2019, thanks to the Government of Japan, UNHCR implemented shelter repairs, distribution of non-food items (NFI) and 'cash for protection' for displaced and conflict-affected persons in eastern Ukraine.

In November, **UNHCR and OCHA** facilitated the transportation of **two humanitarian convoys** to Donetsk. In total, **thirty-four trucks** delivered **NFIs and construction materials** which will be used to **repair shelters**. These types of assistance will enable conflict-affected persons to address their most urgent humanitarian needs. *See page 2.*

In November, with support of UNHCR and the Council of Europe, **four young Afghans** from Kyiv and Odesa were selected to participate in a **study trip** in Strasbourg. UNHCR is grateful to the **Embassy of France** and the **Council of Europe** for facilitating their travels to Strasbourg.

## KEY INDICATORS

**24,148**

Internally displaced persons (IDPs) and other conflict-affected persons have received **legal assistance** from UNHCR partners in 2019.

**839**

IDPs and other conflict-affected persons have been selected to **receive cash for protection** through the individual protection assistance programme (IPA) in 2019.

**1,643**

Households in eastern Ukraine have benefited from UNHCR **shelter assistance** in 2019.

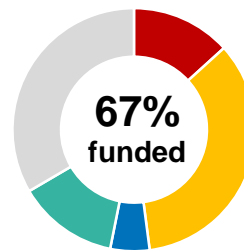


On 29 November, UNHCR joined an event dedicated to the International Day of Persons with Disabilities in the conflict-affected town of Marinka in Donetsk oblast. Children with specific needs organized a performance for their parents and other members of their community. The event provided an opportunity for the community to demonstrate their creativity and resilience as well as to advocate for greater social inclusion of persons with disabilities. The performance was organized in the rehabilitation centre for children with disabilities called "Vohnyk Nadiyi" (Flame of Hope). UNHCR supported the repair work of the centre, including the renovation of several rooms. Photo by UNHCR.

## FUNDING (AS OF 3 DECEMBER 2019)

**USD 27.8 million**

UNHCR's financial requirements 2019



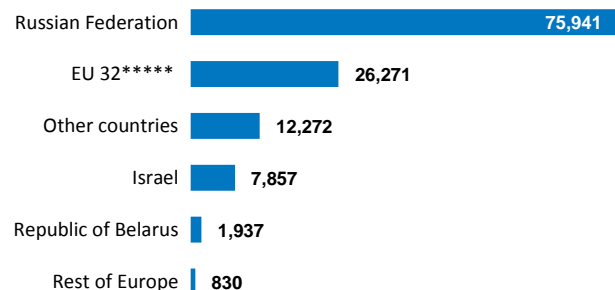
- Tightly earmarked
- Earmarked
- Softly earmarked
- Unearmarked
- Funding gap

## INTERNALLY DISPLACED PERSONS (IDPS)\* AND OTHER CONFLICT-AFFECTED PERSONS\*\*

**1.5 million**\*\*\*

## REFUGEES AND ASYLUM SEEKERS FROM UKRAINE

**125,108**\*\*\*\*



\*Residing more permanently in government-controlled areas (GCA)

\*\*Vulnerable, conflict-affected persons living along the contact line in GCA and non-government controlled areas (NGCA)

\*\*\*Sources: 2019 Humanitarian Needs Overview (HNO), UNHCR

\*\*\*\*Source: UNHCR PopStats, December 2018

\*\*\*\*\*28 EU countries and Iceland, Liechtenstein, Norway, Switzerland

## Operational Highlights

**Security Situation:** In November, a **bilateral withdrawal of troops and arms** was completed in the third disengagement area near the village of **Petrivske in Donetsk oblast**, following a similar pull-outs near Zolote and Stanytsia Luhanska earlier in the year. During the reporting period, the **OSCE's Special Monitoring Mission (SMM)** recorded **24,300 ceasefire violations** or a **34 per cent decrease** as compared to October. The **UNHCR-led Shelter Cluster** reported **33 new civilian houses damaged or destroyed** as a result of shelling or **59 per cent fewer** compared to October.

**Warm cosy homes just in time for winter:** By the end of the reporting period, UNHCR completed the **repair of 801 houses** that had been damaged or destroyed by the conflict in eastern Ukraine. In November, **51 homes were rehabilitated in Donetsk city and its vicinities**. Families who benefited from this support have specific needs and some had not received any shelter assistance since the start of the conflict. The families had either been displaced, were living with neighbours or in improvised shelters next to their homes. In its protection approach to shelter, UNHCR visits shelter beneficiaries before, during and after the repair works to record, refer and address the protection needs of its beneficiaries. In general, beneficiaries are satisfied with the quality of the shelter rehabilitation work, although some request small additional qualitative work (decorative) to be done to their homes. Although hostilities have ceased in the neighbourhoods where shelter repairs were implemented, some beneficiaries still report feeling unsafe as they can hear shelling and shooting in the distance. These bring back traumatic memories of the moment their homes were shelled or hit by shrapnel in the past. Nevertheless, all beneficiaries interviewed have no intentions to leave their houses, even if the situation deteriorates. *Photo by UNHCR (first on the right) shows Maryna\* and little Yulia\* welcoming UNHCR team in their newly repaired house.* In November, UNHCR and its NGO partner Proliska provided **Acute Emergency Shelter Kits to 15 families** that have had their homes recently damaged by the conflict in the village of **Dacha** and the town of **Zaitseve**. These kits are used to temporarily fix their damaged homes as they wait for more comprehensive shelter rehabilitation.



**Humanitarian convoys delivered to hard-to-reach areas:** In November, as co-leads of the **Logistics Working Group**, UNHCR and OCHA facilitated the **transportation of two humanitarian convoys** to Donetsk. In total, **34 trucks** delivered **humanitarian cargo**, such as electric heaters, hygiene kits, and **construction materials**. These will be used for **UNHCR's shelter repairs and rehabilitation of 12 community centres**, planned as part of UNHCR's **Peaceful Coexistence Programme (PCP)**. *Photo by UNHCR (on the left).*

**Freedom of movement:** On 20 November, the works on the Stanytsia Luhanska Bridge near the checkpoint (EECP) in that location were completed by the Ukrainian authorities and the bridge was opened for civilians. The previously damaged Stanytsia Luhanska Bridge had been a point of continued concern to the humanitarian community since the bridge was used on a daily basis by elderlies and those with disabilities. In November, two electric cars operated by UNHCR and its NGO partner Proliska transported **15,886 individuals**, **67 per cent out of which** are **elderlies and persons with disabilities** across the 800 metres long passage between the bridge and the first checkpoint on the Ukrainian side of the contact line. In November, the **State Border Guard Service of Ukraine** recorded **1,16 million crossings** or a **six per cent decrease** as compared to the previous month at all five EECPs. During the reporting period, UNHCR's NGO partner the **Right to Protection (R2P)** **surveyed 2,276 individuals** and reported the **death of two elderly men at the Stanytsia Luhanska EECP**.



**First-ever protection monitoring visit to the village of Travneve:** On 14 November, UNHCR jointly with its NGO partner Proliska visited the conflict-affected village of **Travneve** for a very first **protection monitoring mission**. This settlement is located **700 metres from the contact line**. UNHCR met with community members to identify those with specific needs and select them for different UNHCR humanitarian support. *Photo by UNHCR (last on the left).*

**Strengthening advocacy on HLP issues:** On 21 November, UNHCR jointly with its NGO partner the Norwegian Refugee Council (NRC) held a Housing, Land and Property (HLP) Working Group meeting in Mariupol. The event brought together international humanitarian actors (UNHCR, NRC, ICRC and OSCE), UNHCR's national NGO partners and representatives of local authorities in conflict-affected areas. The participants discussed land tax on mined agricultural fields, the military occupation of civilian houses, as well as compensation for damaged houses. The Working Group developed a framework on ways to strengthen advocacy interventions with local authorities.

**UNHCR'S RECENT REPORTS AND PUBLICATIONS:**

**[ONE PAGER] Latest Information Products:** this one page guide summarizes all of UNHCR Ukraine's recent IM products, reports, thematic factsheets, dashboards and UNHCR-led Clusters' reports.

**[THEMATIC UPDATE] Legislative Update for October:** this update provides an analysis of the recent displacement-related legislation by UNHCR protection experts.

**[REPORT] Recommendations on Durable Housing Solutions:** this report includes UNHCR's recommendations to key stakeholders on sustainable housing for IDPs developed at the Cities of Solidarity Forum in October.



## Humanitarian Development Nexus

- On 22 November, UNHCR jointly with UNDP met with representatives of the **local community in the village of Novhorodske**. The event was aimed at **engaging conflict-affected persons** into the planning process for the upcoming humanitarian and development interventions. Participants discussed an **action plan** agreed earlier by both agencies in order to implement joint activities in line with the **Humanitarian Development Nexus**. During the meeting also attended by NGO "Polish Humanitarian Aid" next steps were identified for future cooperation.



## Donor Relations

- High-level Diplomatic mission visited eastern Ukraine:** Between 5 and 7 November, UNHCR joined **a multi-donor mission** that visited **Donetsk and Luhansk oblasts (GCA)**. **Thirty participants from 18 Member States, UN agencies and NGOs** travelled to conflict-affected areas to see the humanitarian needs on the ground. The delegation was led by the UN Resident Coordinator and Humanitarian Coordinator in Ukraine and met with key humanitarian organizations, as well as with displaced and conflict-affected persons living near the contact line. *Photo by UN RCO (on the right).*



### Ambassador of Japan visits eastern Ukraine:

On 12 and 13 November, UNHCR jointly with UNICEF facilitated a **mission of the Ambassador of Japan to eastern Ukraine**.

In 2019, thanks to the Government of Japan, UNHCR implemented shelter repairs, distribution of non-food items and 'cash for protection' for displaced and conflict-affected persons in eastern Ukraine. During the visit, the delegation met with **shelter beneficiaries** that had their homes rehabilitated by UNHCR and its NGO partner NRC in the city of **Popasna**. In **Zolote**, the Ambassador met with persons who received 'cash for protection' which enabled them to

address their most urgent needs, such as **civil documentation and access pensions**. *Photo by UNHCR (on the left).*

**ECHO mission to Donetsk oblast:** On 28 November, UNHCR facilitated an **ECHO monitoring mission** to conflict-affected areas in Donetsk oblast. The delegation visited the **EECP in Hnutove** and **settlements, located along the contact line**, including Chermalyk, Novohryhorivka, Pavlopil, Starohnativka. ECHO met with **beneficiaries supported by UNHCR with 'cash for protection'**, local authorities, State Border Guards and visited **community centres rehabilitated by UNHCR**. *Photo by UNHCR (last on the right).*



## Key Advocacy Messages for November

- In November, the amendments to **Governmental Resolution 815** entered into force. Among other things, they allow **children under 16** to cross the contact line with **birth certificates or passports**. However, monitors later identified a problem with the implementation of these provisions: children aged 14-16 arriving from non-government controlled areas without passports were not allowed to cross. This has been addressed in several individual cases with the involvement of the **Ministry for Veterans, Temporarily Occupied Territories and Internally Displaced Persons** and the **State Border Guard Service**. UNHCR calls on the Government and local officials at entry-exit checkpoints (EECPs) to monitor the implementation of Resolution 815 and in case a systemic problem with crossing is identified, to make the necessary amendments to ensure that children can cross the contact line. It is crucial that any restrictions to the freedom of movement are proportionate to the legitimate aim they are called to achieve.


**MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS**
**Protection of Refugees and Asylum Seekers**

- During the reporting period, with support from UNHCR and its NGO partners **R2P**, **Neeka**, **the Tenth of April** and **Rokada**, **four persons** were able to receive a **tax code**; an **asylum seeker** obtained a **residency registration** and **three more individuals** had their **diplomas recognized** in Ukraine.
- On 9 November, UNHCR facilitated the entrance of **four representatives of the refugee community** into a **business development training programme** organized by big Ukrainian food retailers. This was possible because of cooperation between UNHCR and **Foodprosvita**, which provides various courses related to food education. Refugees from Syria, Democratic Republic of Congo, Tajikistan and Cameroon joined the training free of charge.
- On 20 and 21 November, UNHCR jointly with NGO partner **R2P** facilitated a second **Training of Trainers session** for **nine national trainers** who work as lawyers and attorneys at the secondary **Free Legal Aid Centres (FLACs)** on “Legal Knowledge and Didactics in the Context of Refugee Legal Protection”.

# 1,708

**Legal consultations**

were provided to refugees and asylum seekers in Kyiv, Odesa, Zakarpattya and Kharkiv regions in November

# 707

**Social consultations**

were provided to refugees and asylum seekers in Kyiv, Odesa, Zakarpattya and Kharkiv regions in November

# 42

**Sessions on Psychosocial Assistance**

were provided to refugees and asylum seekers in November

# 43

**Home visits undertaken**

for refugees and asylum seekers, including unaccompanied minors in November

**Livelihood Interventions for Refugees and Asylum Seekers**

- In November, UNHCR approved **10 applications for self-reliance business grants** which will enable selected candidates to develop their business plans with UNHCR’s support.

# 27

Refugees’ applications for self-reliance grants from UNHCR and its partners were approved in 2019

# 73

Refugees have started their own businesses with UNHCR self-reliance grants since launch the of the program in 2018



*Qasim\*, a refugee from Syria who lives in Kharkiv and who graduated from the medical university there started to provide rehabilitation services for people in need. Seeing that there was a need for his services in the city of Lutsk, Qasim moved there and rented a gym, equipping it with basic rehabilitation appliance. Wishing to see his business expand, Qasim registered as an individual entrepreneur and was further selected to receive a self-reliance grant from UNHCR. Thanks to the grant, Qasim procured new equipment and is now able to offer more services in his small rehabilitation centre. He also invites medical interns to attend his sessions and is always eager to share his knowledge and expertise. Photo by UNHCR.*

## Assistance to Stateless Persons and Persons at Risk of Statelessness

- During the reporting period, UNHCR in Ukraine observed the mid-point of the [#iBelong campaign](#) launched in 2014 to eradicate statelessness worldwide through a series of events. In a cultural centre known as the ‘Roma Theatre’ run by local Roma minority in Ukraine, UNHCR organized a theatre performance called “Invisible Romas”. During the **event**, UNHCR awarded **13 representatives of the state authorities** with a symbolic “horseshoe” to recognize their efforts in assisting stateless persons in Ukraine to obtain their documents. On 5 November, UNHCR held an opening ceremony of a **photo exhibition** called “**Photo on the Passport**” aimed at accentuating challenges faced by stateless people in Ukraine. The photo exhibition was made possible thanks to a partnership by UNHCR and Ukrainian photographer Oleksandr Chekmenev that had already produced different photographic series of persons while they were photographed for their civil documents. *(Photo by Oleksandr Chekmenev presented as a part of the exhibition on the right).*
- On 7 November, with support of UNHCR, a **new mural was inaugurated in Kyiv** to promote the #iBelong campaign. The mural depicts a child who painted himself a passport of Ukraine with his pencils. The mural has already been included in the list of street art locations recommended for tourists who visit Kyiv.
- On 13 November, UNHCR organized a **high-level intergovernmental meeting** dedicated to **eradicating statelessness** in Ukraine. The event was attended by **70 participants**, including the leadership of the State Migration Service and other central authorities, as well as **UNDP** and UNHCR’s **NGO partners NRC** and **R2P**. The meeting resulted in developing **recommendations** on relevant changes to the respective laws and by-laws which regulate the **issuing of documents to the residents of the conflict-affected areas**.



# 113

Stateless persons  
(or at risk of) were identified  
and provided with legal aid  
in Kyiv, Odesa, Zakarpattia and Kharkiv regions  
in November thanks to UNHCR and NGO partners’  
support

# 24

Persons received  
passports  
in November  
thanks to UNHCR and NGO  
partners’ support

# 27

Persons received  
duplicates of birth  
certificates  
in November  
thanks to UNHCR and NGO partners’  
support

# 9

Persons obtained their  
birth certificates  
for the first time  
in November  
thanks to UNHCR and NGO partners’ support



### PROTECTION FOR INTERNALLY DISPLACED AND OTHER CONFLICT-AFFECTED PERSONS

#### Protection Cluster

- During the reporting period, the UNHCR-led **Protection Cluster** held a Cluster meeting in Kyiv where advocacy initiatives on the **draft Resolution №815**, dealing with the transfer of goods and movement of people across the contact line, were discussed. Partners also focused attention on new legislation for the compensation of property damaged or destroyed as a result of the conflict, and new provisions for registering births and deaths from NGCA in GCA.
- On 12 November, the Protection Cluster conducted a training on **Accountability to Affected Population (AAP)** in Sievierodonetsk. The training was attended by 20 participants, including local authorities and humanitarian organizations. It covered the core humanitarian standards on AAP, their integration throughout the Humanitarian Project Cycle, as well as the establishment of an effective complaints mechanism.
- On 21 November, the Protection Working Group was held in Kharkiv to address the issue of social housing and the protection concerns faced by residents of the modular houses where IDPs have resided since the start of the conflict.
- On 27 November, the Protection Cluster’s Coordinator spoke on a **panel on innovation and protection in mine action**. The event organized as part of the Fourth Review Conference on the Anti-Personnel Mine Ban Convention brought to Oslo panelists from UNMAS, UNICEF, UNDP and UNHCR, as well as state representatives on mine action, UN agencies and NGOs. The problematic issues raised by the Cluster Coordinator included the exposure of refugees and IDPs to mine and UXO contamination at all stages of the displacement cycle and barriers to safe and dignified return of displaced people caused by mine contamination.



## UNHCR Protection Activities

- **Durable housing solutions:** On 25 November, UNHCR jointly with **NRC** and **OCHA** organized an **expert discussion** entitled “**Durable solutions for internally displaced persons: a way forward**”. During the high-level event attended by governmental bodies responsible for addressing displacement-related issues, UNHCR presented its **Recommendations on durable housing solutions for IDPs** elaborated at the Cities of Solidarity Forum in October 2019 in Kharkiv.
- **Collective centres:** From 25 to 28 November, UNHCR conducted a **mission to Zaporizhzhia and Dnipro oblasts**, visiting Novomykolaivka, Zaporizhzhia, Melitopol and Pavlohrad cities. During the visit, UNHCR met with **displaced persons living in collective centres** to discuss their current challenges and engage them in the process of seeking long-term solutions.
- **Communities’ capacity building:** During the reporting period, an **IDP-led coalition** supported by UNHCR and its NGO partner the **Tenth of April** received its **first financial contribution** for expanding its advocacy interventions on durable housing solutions in Odesa oblast. The grant was provided by the “Group of Influence” within the framework of developing communities’ skills to advocate for themselves.



## Legal Assistance and Protection Counselling

# 1,736

Internally displaced and other conflict-affected persons (71% female, 29% male) received legal assistance from UNHCR and its partners in November

# 3,608

Persons benefited from individual protection counselling in November

# 46

Group consultations on protection-related issues were provided to 717 persons (63% female, 37% male) in areas along the contact line in November



## Social Accompaniment

- In the month of November, UNHCR’s NGO partners provided social accompaniment to **268 individuals** who needed support in obtaining personal documentation, accessing state services, or receiving authorization to cross checkpoints, among other things. In some cases, individuals were supported with transportation to access public buildings and register for social services.

*Yulia\* was displaced as a result of the conflict and for the last few years, she has relied heavily on social benefits as her only source of income. However, to continue receiving her social payments, Yulia had to travel almost 50 kilometres to the nearest raion centre in Stanytsia Luhanska to undergo a regular identification procedure in the state bank. Because her walking worsened in the last few months, she needed support. Therefore, this trip was possible thanks to social accompaniment provided by UNHCR and its NGO partner Proliska who arranged transportation for Yulia and assisted her throughout the entire procedure. Photo by Proliska.*



## Psychosocial assistance

# 95

68% Female | 32% Male  
**Persons received consultations in November**

During the reporting period, UNHCR’s NGO partner **Proliska** provided **95 vulnerable persons** with psychological consultations to help conflict-affected persons deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension.



Zarina\* lives in the isolated settlement of Vodiane, less than two kilometres away from the contact line. There are only ten residents who had remained in this conflict-affected settlement where the sound of shelling is heard almost daily. During the last years, Zarina lost her husband and son and now lives by herself. UNHCR and its partner Proliska helped the elderly woman to repair damages to her house and regularly provide her with hygiene kits and potable water. Zarina also receives psychosocial support provided by UNHCR's partner Proliska mobile unit of psychologists who operate along the contact line. During these sessions, she was able to develop skills and techniques which help her cope with the anxiety she experiences as a result of the conflict. Photo by UNHCR.



## Sexual and Gender-Based Violence (SGBV)

- In November, UNHCR engaged students from IDP communities to actively participate in the **16 Days Activism against SGBV**. Several social events under the mottos “Break the circle” and “Speak art, not violence” took place in different cities across Ukraine, including Kherson, Poltava and Kharkiv. Photo by UNHCR (on the right) shows participants of a flash mob held in Kharkiv.
- On 28 November, UNHCR organized **information sessions on prevention and response to sexual and gender-based violence** for women from IDP and local communities in Zhytomyr. In total, **13 participants** attended the event, including staff members of the police department responsible for addressing domestic violence.

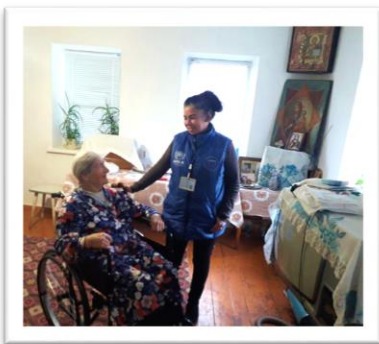


## Individual Protection Assistance (IPA)

# 22

IPA cash and in-kind beneficiaries selected in November

UNHCR continues identifying and providing the most vulnerable conflict-affected individuals in eastern Ukraine with **cash for protection**, used to cover different types of needs – from winterization and livelihood items to medical examination or procedures. In November 2019, the number of beneficiaries, selected for IPA programme was **22 persons**.



After five years of conflict, the health of 92-year old Antonina\* has severely degraded because of stress and lack of medical facilities. She lives by herself in Stanytsia Luhanska near the contact line. Her children moved abroad before the conflict and have not been able to return. In recent months, Antonina went through a surgery and has since lost her mobility and ability to leave her house. She has been taken care of by neighbours and volunteers who provide her with support. Thanks to UNHCR's ‘cash for protection’ assistance, Antonina was able to buy a wheelchair and a walker which have made her more autonomous. She is now able to leave her house by herself and access her pensions as well as other social services. Photo by Proliska.



## Peaceful Coexistence Projects (PCPs)

# 71

Projects approved in 2019

UNHCR supports small to medium-scale infrastructure repairs proposed by communities or local authorities in eastern Ukraine. PCPs aim at creating an atmosphere of peaceful co-existence between the displaced populations and host communities and complement the resilience of IDPs and affected communities. In total, since the beginning of 2019, UNHCR has initiated the implementation of **71 Peaceful Coexistence Projects (PCPs)** in eastern Ukraine.

In November, UNHCR launched the completion of rehabilitation works of a 'House of Culture' in the village of Kodema located near the contact line. The facility was damaged by shelling in 2016. As part of its Peaceful Coexistence Programme, UNHCR repaired the roof and rehabilitated rooms for sports and other activities. From now on, more than 300 hundred displaced and conflict-affected residents of Kodema and five neighbouring villages will benefit from the services offered at the House of Culture, such as receiving consultations from local authorities, psychologists and legal partners. The facility will also serve as a venue for celebrations and joint leisure activities. Photo by UNHCR.



## Community Support Initiatives (CSIs)

# 134

Initiative approved in 2019

UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. CSIs implemented in the spirit of **Community-Based Protection** approach include a range of activities designed to mobilize and empower communities, strengthen their ability to organize emergency responses and self-advocate with local and national authorities in order to find durable solutions for their own protection.



In November, a community support initiative aimed at exploring the positive effects of art therapy in different generations was implemented in a small isolated settlement near the city of Donetsk. Seeing the need for art therapy sessions, UNHCR and its NGO partner identified a space to be used for different activities for elderly women (60+) together with girls (10+). This resulted in a series of master classes that brought together 36 girls and four elderly women. After the exchange, one elderly woman said that she felt useful for the first time in a while and also felt closer to the youth in her community. On their side, the girls acquired new skills in making jewellery and gifts for themselves, relatives and friends. Photo by UNHCR.



## SHELTER/NON-FOOD ITEMS

### Shelter and NFI Achievements, Impact, and Identified Needs

# 801

Shelters repaired in 2019

thanks to UNHCR and partners' support

# 913

Persons received cash for shelter repairs in 2019

thanks to UNHCR and partners' support

# 1,039

Persons received Acute Emergency Kits in 2019

thanks to UNHCR and partners' support

# 8,321

Persons provided with NFI assistance in 2019

thanks to UNHCR and partners' support



Vladyslav\*, a 67-year-old pensioner, used to work as a coal miner most of his life. However, today he suffers from a spinal injury that resulted from an accident when a large rock collapsed on top of him in a mine. He still recounts the excruciating hours that he spent stuck in a coal mine under the large rock before being rescued. He explained that the second-worst moment of his life was when a shell exploded in his garden, damaging the windows and the roof of his house. Together with his wife, Vlad managed to survive hiding in a basement when the shell exploded. Today his wife is bedridden in a hospital because of mobility problems and Vlad relies on his pension to survive. Unfortunately, collecting it comes at a price as Vlad has to cross to the government-controlled side every two months. These trips take time, money and are an additional burden on his badly injured back. Thanks to UNHCR's rehabilitation of his house, Vlad can enjoy the warmth of his home as the snow starts to fall outside and temperature drops. Photo by UNHCR.



### Shelter/NFI Cluster

- During the reporting period, UNHCR-led Shelter/NFI Cluster held a National Cluster meeting where nine partners presented their updates on the ongoing projects and plans for 2020. In addition, the Cluster informed participants about the upcoming change of its structure with NGO *People in Need* handing over the subnational coordination to UNHCR. During two Subnational Cluster meetings in Mariinka and Zolote, both humanitarian actors and local authorities discussed the remaining needs in the areas where shelter projects are implemented and defined the progress achieved.



### Voluntary Relocation

# 13

Conflict-affected families relocated to safer homes in 2019

In 2019, with the conflict in Ukraine entering its fifth year with many families with specific needs still living under very difficult conditions in locations affected by the conflict, UNHCR initiated a [pilot project of voluntarily relocating families](#) who live [in dangerous areas along the contact line](#). Persons who benefit from this project are carefully selected based on [protection vulnerability criteria](#) and a [security assessment](#) of the settlements where they are relocated to.



Viktoria\*, Pavlo\* and their three children are restarting their lives in a new home in the village of Kalchyk in Donetsk oblast. The family has just moved from Staromarivka, located directly on the contact line and regularly shelled during the conflict. Viktoria's location was hit several times, damaging the roof, windows and walls of the house. On their way to school, Viktoria's and Pavlo's children had to walk four kilometres bypassing a military checkpoint and mine-contaminated areas. UNHCR and its NGO partner Proliska decided to support the conflict-affected family and relocated them to a new house in a settlement away from the contact line near Mariupol. After the relocation, all members of the family feel much more secure and have access to better social services and educational opportunities for their children. Photo by Proliska.

### Working in Partnership

The humanitarian response to displacement in Ukraine is a coordinated effort by the government, international organizations, national and international NGOs. In providing support to persons of concern, UNHCR works closely with the Government of Ukraine. In the case of IDPs, UNHCR has signed a Letter of Understanding with the [Ministry for Veterans, Temporarily Occupied Territories and Internally Displaced Persons](#). In the case of refugees and stateless persons, UNHCR cooperates closely with the [State Migration Service of Ukraine](#). UNHCR works together with [13 NGO partners](#). UNHCR leads the Protection Cluster and Shelter/Non-food Items (NFI) Cluster. UNHCR together with OCHA also co-leads the logistics working group that is mainly responsible for humanitarian convoys to eastern Ukraine.

## Financial Information

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

The indicative level of funding for the operation is **US \$4,669,183 million**. This figure is based on contributions earmarked to Ukraine, the indicative allocation of flexible funds and adjustments.

### UNEARMARKED CONTRIBUTIONS | USD

Special thanks to the Major donors of unearmarked contributions.

**Sweden** 99.8 million | **Private donors Spain** 61.2 million | **United Kingdom** 44.6 million | **Norway** 44.5 million  
**Netherlands** 43.1 million | **Private donors Republic of Korea** 34.4 million | **Germany** 26.7 million  
**Denmark** 24.4 million | **Switzerland** 15.1 million | **Private Donors Japan** 20.4 million | **France** 14 million  
**Private donors Italy** 15.8 million | **Private donors USA** 11.7 million | **Private Donors Sweden** 12.3 million  
**Ireland** 10.2 million | **Italy** 10 million

### SOFTLY EARMARKED CONTRIBUTIONS | USD

Special thanks to the major donors of softly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation or theme, or to the region or sub-region.

**United States of America** 15.9 million | **Private donors Australia** 12.5 million  
**Private donors Republic of Korea** 2.3 million | **Canada** 2.3 million

### EARMARKED CONTRIBUTIONS TO UKRAINE | USD

**United States of America** 6.7 million | **European Union** 2.1 million | **Germany** 1.1 million | **CERF** 0.93 million  
**Japan** 0.84 million | **Canada** 0.57 million | **Sweden** 0.55 million | **Norway** 0.34 million | **Russian Federation**  
0.25 million | **Estonia** 0.23 million | **Lithuania** 0.03 million | **Private donors** 0.03 million

## Contacts

E-mail: [ukrkom@unhcr.org](mailto:ukrkom@unhcr.org), Tel: +38 044 288-9710

## Links

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*Please note that this report attempts to highlight the main activities implemented by UNHCR and its NGO partners within the selected reporting period. Please note that it is by no means exhaustive. For additional details about our work, do not hesitate to check [www.unhcr.org/ua](http://www.unhcr.org/ua) or, contact us directly at [ukrkom@unhcr.org](mailto:ukrkom@unhcr.org).*

*\*Please note that the names of persons who appear in this report have been changed for their protection.*