

Operational Update

May 2020

UNHCR jointly with OCHA facilitated the **delivery of a first UN-NGO humanitarian cargo** through pedestrian only entry-exit checkpoint (EECP) in Stanytsia Luhanska. This included **COVID-19-related assistance** that was manually transported with trolleys. *More on page 2.*

In May, considering the continuation of shelter needs as well as the reduction of quarantine restrictions in Ukraine, UNHCR jointly with its NGO partner NRC resumed its shelter programme in eastern Ukraine in government-controlled areas (GCA). The next cohort will include repairing 185 houses along the 'contact line.'

UNHCR developed **new guidelines for counselling persons of concern during the COVID-19 crisis**. These instructions are designed to ensure UNHCR's services to refugees, asylum-seekers, IDPs, stateless and conflict-affected persons are safer and help prevent the spread of COVID-19. *More on page 4.*

KEY INDICATORS

6,371

Internally displaced (IDPs) and other conflict-affected persons have received **legal assistance** from UNHCR's NGO partners in 2020.

69

IDPs and other conflict-affected persons have been **counselled on SGBV-related issues** in 2020.

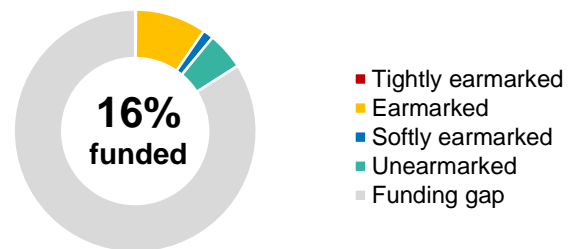
737

IDPs and other conflict-affected persons have benefited from **psychosocial support** in 2020.

FUNDING (AS OF 4 JUNE 2020)

USD 29.8 million

UNHCR's financial requirements 2020



Vira*, 96, has struggled through World War II and now she faces the hardship of the conflict in eastern Ukraine. As a result of the conflict, Vira had to flee her home six years ago and moved to live with her son's family in the town of Svitlodarsk in Donetsk oblast. However, Vira's banking card used to collect her pension payments expired just before COVID-19 quarantine measures were introduced. Because of her displacement, Vira had lost some of the personal documents needed to renew her card. As public transportation had been interrupted, she was unable to travel to the nearest town to renew her civil documentation. Therefore, Vira was unable to claim her pension. UNHCR and its NGO partner Proliska assisted her in obtaining the necessary documentation for re-establishing her pension payments. Vira was supported thanks to the funding provided to UNHCR by its donors, such as Estonia. Photo by Proliska. To read the story click [here](#).

INTERNALLY DISPLACED PERSONS (IDPS)*

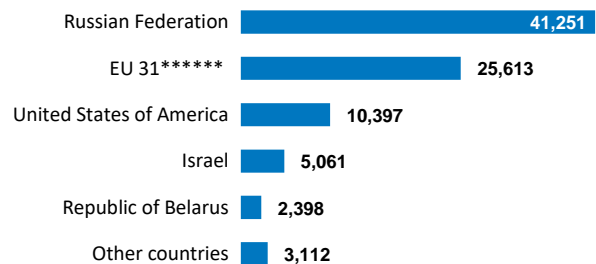
734,000**

OTHER CONFLICT-AFFECTED PERSONS***

1,68 million****

REFUGEES AND ASYLUM-SEEKERS FROM UKRAINE

87,832*****



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

**Source: 2020 Humanitarian Needs Overview (HNO)

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

****Sources: Protection Cluster, UNHCR – 2020

*****Source: UNHCR PopStats, December 2019

*****27 EU countries and Iceland, Liechtenstein, Norway, Switzerland

Operational Highlights

In May, the Organization for Security and Co-operation in Europe (OSCE)'s Special Monitoring Mission (SMM) recorded 20,400 ceasefire violations in eastern Ukraine, representing a 10 per cent decrease as compared to the previous month. In May, the UNHCR-led Shelter Cluster reported that 125 new civilian houses were damaged or destroyed by shelling on both sides of the 'contact line', which represents a 6 per cent monthly increase.



UN-NGO humanitarian cargo through Stanytsia Luhanska





EECP: On 28 May, as co-leads in the Logistics Working Group, UNHCR jointly with OCHA facilitated the delivery of 9,5 tons of humanitarian assistance to the non-government controlled areas (NGCA) of Luhanska Oblast. The assistance included COVID-19 related relief items from the World Health Organization (WHO) and the NGOs People in Need (PiN) and Médicos del Mundo (MdM). Due to the quarantine-imposed movement restrictions, humanitarian actors remain unable to deliver aid by trucks to Luhansk NGCA via Donetsk NGCA. Therefore, **this humanitarian cargo had to be transported through the pedestrian Entry-Exit Checkpoint (EECP) in Stanytsia Luhanska by trolleys** (Photo by UNHCR on the right). After movement across the 'contact line' was suspended in late March, UNHCR and OCHA delivered **two humanitarian convoys to Donetsk NGCA**, containing medical assistance to support communities during the COVID-19 pandemic.



Boosting Capacities of Critical Medical Infrastructure:

In May, as part of its COVID-19 response, UNHCR prioritized its support to health care facilities along the 'contact line' in eastern Ukraine. Jointly with its NGO partners, UNHCR provided **bedding items, mattresses, towels and contact-free thermometers** to **nine hospitals in Donetska and Luhanska oblasts** (government-controlled areas, GCA). UNHCR also supported another ten health facilities along the 'contact line' with **respirators, face masks, protective gloves, liquid soap, and other sanitizing products**. This assistance was provided to increase the preparedness of health responders during the COVID-19 outbreak in areas where medical infrastructure has been weakened by the conflict. Photo by Proliska on the right.



	45,637 Face masks	produced and distributed to persons with specific needs and social workers since the outbreak of COVID-19
	37 Antiseptic kits	distributed to Centers for Social Services for Youth in Luhanska oblast
	5 shelters for homeless	received sanitizing items to ensure improved hygiene conditions for the inhabitants
	20 Collective Centres for IDPs	provided with hygiene kits, containing sanitizing and cleaning products in western and central Ukraine



Improving Hygiene Conditions in Localities Along the 'Contact Line':

In May, UNHCR and its NGO partners delivered **sanitizing products and hygiene items** to additional social facilities. This assistance primarily targeted social services providers, collective centres for displaced persons throughout Ukraine and shelters for homeless persons.



Situation at the EECPs (Entry-Exit Checkpoints):

Throughout May, civilian movement across the 'contact line' remained mostly suspended. In total, 160 persons considered "socio-humanitarian exceptional cases" were allowed to cross by Ukrainian and the de-facto authorities. In total, since 22 March, despite civilian movement across the 'contact line' being suspended, some **570 civilians have reportedly been able to cross the 'contact line'**. UNHCR jointly with its NGO partners have supported approximately **120 persons who were unable to cross with food, clothes, protection counselling, 'cash for protection' and**

apartment rental. Those waiting to cross the EECPs have faced heightened protection risk as most did not have additional resources to access basic needs such as food and shelter. On 17-18 May, as a result of shelling a tent of the State Emergency Services at the EECP in Stanytsia Luhanska was damaged. No civilian casualties were reported. A couple staying in another nearby tent for over a week near this facility was advised to relocate to a safer location. Photo by Proliska (last on the right) shows 82-year old *Svitlana** who was allowed to cross to GCA side in Stanytsia Luhanska checkpoint on 20 May after being stranded in NGCA for several weeks. UNHCR provided her with 'cash for protection' which she used to buy a walker and a blood pressure measuring device.



Key Advocacy Messages for May

- Re-opening the Entry-Exit Checkpoints (EECPs) whilst the COVID-19 pandemic is ongoing must be taken cautiously. The UN Humanitarian Country Team has prepared a set of **recommendations on measures to be adopted in the course of progressive easing of quarantine restrictive measures**. Because of the risk of COVID-19 spreading, precautionary measures are needed such as ensuring social distancing, respiratory etiquette, as well as disinfection areas and protocols. These should be used and observed by both state agencies' staff working at EECPs and by those who cross. For more information, please see the full set of recommendations [here](#).
- Due to movement restrictions, [school graduates from NGCA and Crimea](#) risked being left behind and not being able to participate in recently organized [university entrance examinations](#). As a result of advocacy efforts by several NGOs with UNHCR's involvement, students from NGCA and Crimea have been allowed to cross to government-controlled areas (GCA) to participate in exams and university enrolment despite the 'contact line' and the administrative border with Crimea being closed. Graduates are also allowed to submit documents for simplified enrolment procedure online. The [list of universities that are offering access to the simplified online procedure](#) for graduates from NGCA and Crimea [includes medical, art and law enforcement schools](#).
- In May, UNHCR officially shared its **observations on the new version of the draft law on granting protection to foreigners and stateless persons** with the State Migration Service of Ukraine (SMS), the Ombudsperson's Office and the Human Rights Parliamentary Committee. In this analysis, UNHCR officially expressed [concerns about numerous changes in the new version of the draft law](#) that would worsen the current state of the asylum system in Ukraine. The new version does not incorporate positive changes that have been introduced in the previous draft which have already been highlighted by UNHCR as improvements needed for the law to align itself with [international refugee law and standards](#). UNHCR hopes that the SMS and other relevant authorities will give due consideration to this additional set of comments. UNHCR remains available to provide further technical support and expertise to ensure that this important legislative initiative leads to the adoption of a [national asylum law that improves the operation of the national asylum system](#).

UNHCR'S AND UNHCR-LED CLUSTER'S RECENT REPORTS AND PUBLICATIONS:

[ONE-PAGER] LATEST INFORMATION PRODUCTS: this one-page factsheet includes UNHCR Ukraine's recent products, reports, thematic factsheets, dashboards and UNHCR-led Clusters' reports.

[REPORT] PROTECTION MONITORING REPORT OF SETTLEMENTS ALONG THE CONTACT LINE RELATED TO COVID-19: this report is updated regularly and highlights [key protection concerns in eastern Ukraine during the quarantine period](#) (access to food, transportation, medical services and clean water), as well as UNHCR's response priorities.

[COVID-19 FLASH INFOS]: To update partners on UNHCR's response to COVID-19, Flash Infos have been produced in May that can be found in [UNHCR's Resource Page](#).

[INTERVIEW]: UKRAINIANS IN DONBAS ARE ENTITLED TO THEIR PENSIONS: in this interview, the UNHCR's Representative, Mr. Pablo Mateu, advocates for the re-opening of the EECPs in eastern Ukraine and for the de-linking of pension payments to the registration of IDPs.



Humanitarian Development Nexus

- On 7 May, UNHCR held a meeting with the [United Nations Development Programme \(UNDP\)](#) to discuss ongoing initiatives and identify new areas of cooperation in the framework of the [Humanitarian Development Nexus \(HDN\)](#). Both agencies shared their planned activities for 2020 and agreed to engage their respective NGO partners in the next meeting. UNHCR presented key developments around its ["Legal Volunteers" project](#), whilst [UNDP invited UNHCR to be part of the small grants' selection committee of the Recovery and Peacebuilding Programme](#), a multi-donor and multi-agency initiative implemented by UNDP in eastern Ukraine.


MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

Protection of Refugees and Asylum-Seekers

- Monitoring Health Conditions of Asylum-Seekers with COVID-19 Suspected Symptoms:** In May, UNHCR jointly with its NGO partners monitored the situation of **four asylum-seekers who had symptoms associated with the coronavirus**. They are currently undergoing treatment for pneumonia after tests did not confirm COVID-19. All patients were provided with a **one-time cash emergency assistance and medicine**.
- Monthly Subsistence Allowance for Refugees and Asylum-Seekers with Specific Needs:** UNHCR jointly with its NGO partners approved **monthly subsistence allowance to be paid to 103 households**. This four-month assistance will be provided to refugees and asylum-seekers with specific needs and those who had lost their income as a result of the COVID-19-related quarantine restrictions.
- Adjusting Counselling Procedures to Provide Safer Services during COVID-19 Crisis:** In May, UNHCR updated its **reception and counselling procedures** at its country office in Kyiv. During the post-quarantine period, **UNHCR will prioritize remote counselling** via phone, Skype and other online tools. **In-person counselling** will be only provided to those visitors who **scheduled appointments**, although exceptions will be made for emergency protection cases.
- Reception Procedures of the Regional State Migration Services:** On 22 May, UNHCR shared with the central office of the SMS its **recommendations on the reception procedures at the regional SMS departments** following the gradual lifting of COVID-19 measures. UNHCR and its NGO partners will assist the SMS offices in Kyiv and Odesa with the registration scheduling of asylum-seekers who have been remotely registered by UNHCR's NGO partners during the quarantine period.

862

Persons received Legal Assistance

(including refugees and asylum-seekers) in Kyiv, Odesa, Zakarpattia and Kharkiv regions in May

96

Persons provided with language training for livelihood purposes

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in May

25

Persons received Psychosocial Assistance

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in May

116

Persons were assisted in accessing healthcare

(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in May

Livelihood Interventions for Refugees and Asylum-Seekers

73

Refugees have started their own businesses

with UNHCR self-reliance grants since the launch of the program in 2018

- In May, UNHCR counselled **65 refugees and asylum-seekers** on business grants and opportunities for vocational training.
- During the reporting period, UNHCR provided laptops, flash drives and other computer equipment to support **five young asylum-seekers** in their vocational training at an Information Technology Academy. Earlier, UNHCR provided "training grants" to these students to facilitate their learning and access to employment. *Photo by UNHCR on the right.*



Assistance to Stateless Persons and Persons at Risk of Statelessness

- On 14 May, UNHCR organized a **workshop for students of the Kyiv National University Master's programme in Human Rights** on the issue of protection of national minorities in Ukraine. During the presentation, a special focus was placed on the **protection of displaced Roma and Crimean Tatar communities**.
- On 27 May, UNHCR's NGO partner **Right to Protection (R2P)** released findings of a **survey** conducted to analyze challenges in accessing medical care for stateless persons, as well as the socio-economic impact of quarantine restrictions on their livelihoods. The analysis found that **57 per cent of recipients lost their employment during quarantine** and could not access unemployment benefits. Furthermore, **73 per cent of those interviewed reported that they needed humanitarian assistance, such as food, medical and hygiene items**. At least a third of those who participated in the survey said they were not able to provide food for their families until the end of the quarantine period.

25

Stateless persons
(or at risk of) (36% female, 64%
male) obtained passport or
other document certifying
nationality
in May thanks to UNHCR and NGO partners' support

193

Stateless persons
(or at risk of) (36% female,
64% male) received advice on
acquisition or confirmation of
nationality
in May thanks to UNHCR and NGO partners' support

6

Persons obtained their
birth certificates
for the first time
in May
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 coordination meetings in Kyiv and Sievierodonetsk and a joint meeting with the Health and WASH Clusters in Kramatorsk. Partners discussed advocacy and operational response in light of the ongoing COVID-19 crisis, as well as preparation for the re-opening of the EECPs in eastern Ukraine. Partners set forth plans for resumption of services at EECPs to facilitate the expected long queues. These include installing benches and extending shelters where people queue. It is anticipated that the number of people travelling to GCA will significantly increase after the movement across the 'contact line' is resumed as pensioners will need to undergo physical identification at the state banks to receive their pensions. Residents of NGCA will also travel to GCA side to obtain civil documentation such as birth and death certificates.
- On 27 May, the Protection Cluster jointly with the NGO CIVIC co-chaired a discussion focused on the draft National Strategy on the Protection of Civilians. This document was published for public comments by the Ministry of Defence and represents an important milestone: no national framework to prevent and mitigate civilian harm had existed during six years of the ongoing active conflict in eastern Ukraine.
- On 29 May, the Protection Cluster and HelpAge International held a meeting of the Age and Disability Technical Working Group. HelpAge International presented its 2020 Needs Assessment Analysis of Older Men and Women in GCA. The assessment found that older people spend the majority of their income on medicines (62,13%) and food (19,31%) and that more than 80 per cent of elderly people had to decrease their food intake during last six months due to lack of funds. More than 70 per cent of recipients reported they had limited or no access to safe drinking water. Moreover, 85 per cent said they were experiencing various conflict-related psychosocial issues.

**UNHCR Protection Activities**

- **Strengthening Capacities of IDPs Communities:** On 26 May, UNHCR jointly with the Charitable Fund "Stabilization Support Services" held an online webinar on "Needs assessment in social services for service providers". Forty participants representing IDPs communities in central and western Ukraine attended the webinar and learned about innovative methods of research and analysis. Attendees also improved their understanding of the Law on Social Services adopted in 2019.
- **Facilitating English Classes for IDPs:** In May, UNHCR jointly with its NGO partners, Crimea SOS and the Tenth of April, partnered with the Peace Corps Volunteer programme and facilitated the launch of online English-speaking clubs for displaced communities. Through this cooperation, 200 displaced persons attend these online sessions, improving their language skills.
- **FLAC Volunteers' Project:** During the reporting period, UNHCR jointly with its NGO partner R2P and Free Legal Aid Centers (FLACs) developed study modules' plans for the "FLAC Volunteers" project. This initiative will support paralegals in eastern Ukraine by providing specialized courses and basic training to volunteers within communities.



Legal Assistance and Protection Counselling

1,535

Internally displaced and other conflict-affected persons (67% female, 33% male) received legal assistance from UNHCR and its partners in May

2,763

Persons (72% female, 28% male) benefited from individual protection counselling in May

4

Persons have been counselled on SGBV-related issues by UNHCR and its partners in May



Social Accompaniment

- In May, UNHCR's NGO partners provided social accompaniment to **384 individuals** (13,5 per cent of them were persons with disabilities) who needed support in, inter alia, obtaining personal documentation, accessing administrative and other essential services and receiving authorization to cross checkpoints. During the reporting period, the key focus of this activity was placed on **addressing people's basic needs, such as access to food, water and medicine**, which remained limited due to ongoing quarantine measures. UNHCR's NGO partner Proliska also succeeded in delivering **vital medicine to a child with a rare genetic disease who lives in NGCA** and was not able to access monthly treatment on the GCA side as movement across the 'contact line' remained suspended.



Nadiya faced the risk of becoming stateless as she has been unable to restore her lost passport and had no other documents confirming her identity. She lived in the Autonomous Republic of Crimea with her daughter and elderly mother. In 2013, before Crimea was occupied by the Russian Federation, she moved to the city of Alchevsk in Luhanska oblast where she got married. Ever since, she has been planning to bring her daughter to live with her. However, her husband died the following year just when the armed conflict started in eastern Ukraine. Fleeing the hardship of war, Nadiya moved to Stanytsia Luhanska where she found a temporary residence and a job. However, all her identity documents had been lost due to her continued displacement. To obtain a new passport, Nadiya had to prove that she had lived in Ukrainian territory.*

Without documents she was not able to do so and also could not find a stable job to provide for herself. Only with support from UNHCR's NGO partner R2P Nadiya was able to renew her marriage certificate, which meant she could then receive her passport and thus confirm her identity. Photo by R2P.



Psychosocial assistance

112

71% Female | 29% Male
Persons received consultations in May

During the reporting period, UNHCR's NGO partners provided **112 vulnerable persons** with psychological consultations. These sessions help conflict-affected persons deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension, including the effects caused by the quarantine restrictions.



Sexual and Gender-Based Violence (SGBV)

- In May, UNHCR's NGO partners provided consultations to **5 survivors of SGBV**. To raise awareness on prevention of SGBV, UNHCR's NGO partner **Slavic Heart** organized **12 online sessions for 107 participants** representing conflict-affected communities in Donetsk and Luhanska oblasts.
- During the reporting period, **Slavic Heart mobilized women's initiative groups** to sign a petition calling for the ratification of the **Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence (Istanbul Convention)**. The petition to the President of Ukraine was signed by **25,000 people** which obliges the President to issue an official response.

Individual Protection Assistance (IPA)

- In May, UNHCR continued to identify and provide the most vulnerable conflict-affected individuals in eastern Ukraine with 'cash for protection'. This assistance is used to cover different types of needs, ranging from winterization and livelihood items to medical examinations and procedures. In the areas where state services are not accessible, UNHCR and its NGO partners provide **Individual Protection Assistance in-kind**. In May, **116 persons were supported with IPA** (83 persons received cash assistance and 33 - in-kind assistance). **Fourteen persons** among those who received 'cash for protection' were assisted to help them deal with the impact of the COVID-19 related measures, such as the **closure of civilian movement across the 'contact line'**.



Maryna, 78, is a former math teacher who dedicated 50 years of her life to teaching and tutoring. The elderly woman lives with her daughter and granddaughter in the town of Dokuchaievsk in Donetsk oblast. This area still experiences frequent shelling, which results in significantly heightened stress among residents. During the conflict, Maryna also had to undergo six surgeries and still suffers from diabetes, spinal problems, a heart condition and fragile eyesight. The family's scarce resources are mostly spent on food and medicine for Maryna, but even buying an ortopedic mattress and a walking stick was not affordable for the family. Therefore, UNHCR and its NGO partner DDC provided these items to Maryna as in-kind protection assistance. The elderly woman said that she finally started sleeping better and had less pain in her back. When the quarantine measures are lifted and the transportation is fully resumed, Maryna plans to have another eye surgery hoping this will improve her eyesight. Photo by DDC.*

Peaceful Coexistence Projects (PCPs) and Quick Impacts Projects (QIPs)

46
Projects
(44 COVID-19 related)
approved in 2020

UNHCR supports small to medium-scale infrastructure repairs proposed by communities or local authorities in eastern Ukraine. These Peaceful Coexistence Projects (PCPs) aim at creating an atmosphere of peaceful co-existence between the displaced populations and host communities and to complement the resilience of IDPs and affected communities. Since the outbreak of **COVID-19**, UNHCR has also launched its **Quick Impact Projects (QIPs)** aimed at providing rapid response to the pandemic by **strengthening the capacities of the local health care system and supporting social services providers**. In May, UNHCR jointly with its NGO partners initiated **five PCPs and 16 QIPs** on both sides of the 'contact line' in eastern Ukraine.



To improve the quality of services provided to elderly persons with specific needs during the COVID-19 pandemic, UNHCR and its NGO partner, the Donbas Development Centre (DDC), initiated this Quick Impact Project (QIP) in the city of Donetsk. Within its framework, UNHCR and DDC provided a sewing machine and fabrics, as well as repair materials to fix the floor to a local Territorial Centre. This facility provides home-based support to elderly persons who live by themselves. The volunteers at the centre already repaired the floor in the building and started producing protective face masks, utilizing the sewing equipment provided by UNHCR. It is estimated that in total, 2760 persons with specific needs will benefit from this assistance. Photo by UNHCR.

Community Support Initiatives (CSIs)

49
Initiatives
(44 COVID-19 related)
approved in 2020

UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. Community Support Initiatives (CSIs) implemented in the spirit of a **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 May, UNHCR jointly with its NGO partners has supported **five conflict-affected and displaced communities in eastern Ukraine**.



Olha is going on her first ride on the electric bicycle provided by UNHCR and its NGO partner Proliska. Last year, Olha was wounded by a grenade explosion and after surviving multiple injuries, started working as a social worker to support conflict-affected persons in the village of Troitske in Luhanska oblast. In May, UNHCR jointly with Proliska delivered 35 electric bicycles to social services providers, like Olha, as well as to paramedics and volunteers in conflict-affected localities along the 'contact line' in Donetsk and Luhanska oblasts. Using these bicycles, social workers will be able to reach greater numbers of elderly residents and other persons with specific needs who are self-isolating because of the quarantine restrictions. Photo by Proliska.*



SHELTER / NON-FOOD ITEMS (NFIs)

Shelter and NFI Achievements, Impact, and Identified Needs

- On 25 May, with the gradual lifting of quarantine restrictions, UNHCR's NGO partner, [the Norwegian Refugee Council \(NRC\)](#), resumed its activities and shelter repairs. By mid-2020, UNHCR and NRC are planning to complete [161 light/medium repairs](#) and [24 heavy repairs](#) on the GCA side.
- During the reporting period, UNHCR undertook [post-distribution monitoring visits to 44 families](#) who benefited from UNHCR's light shelter repairs in Donetsk NGCA. In total, [181 households had the windows in their apartments replaced](#) through UNHCR's NGO partner DDC. Having rated the repairs positively, UNHCR will provide this assistance to an [additional 150 households](#).
- In May, UNHCR completed the repair of [53 houses](#) damaged during the conflict in [Luhansk NGCA](#) out of 215 planned repairs. As of 29 May, UNHCR assessed 203 houses and selected 126 out of them for further light, medium and heavy repairs.
- During the reporting period, UNHCR jointly with its NGO partners Proliska provided [Acute Emergency Kits](#) to [six families](#) who had their houses damaged as a result of recent shelling. These kits included [plastic sheets](#), [tarpaulin](#), [insulation foam](#) and [timber batten](#) to temporarily fix damages incurred during the conflict.



Voluntary Relocation

2

Conflict-affected families (six persons) relocated to safer homes in 2020

In 2019, with the conflict in Ukraine stretching into its sixth year and with many families with specific needs still living under very difficult conditions in affected locations, 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.



Lyudmilla and 8-year old Ihor* benefited from UNHCR's relocation project and moved to their new home a few months ago. They lived in a village near Horlivka which remains one of the hotspots along the 'contact line'. Only 33 persons stayed in this village and Ihor was the only child in the settlement having no opportunity to socialize and play with other children. Furthermore, he was not able to attend school as the closest education centre was located 20 kilometres away from the village. After the family moved to a safer location in the village of Soledar, Ihor finally enrolled in school and is gradually recovering from the conflict-imposed stress. Photo by Proliska.*

Shelter/NFI Cluster

- On 13 May, UNHCR and the Shelter/NFI Cluster met with the newly appointed [Deputy Minister for Reintegration of the Temporarily Occupied Territories](#) to discuss the [transition of the Cluster's coordination function to the Ministry](#). Parties agreed to reboot the transition process which started in 2018 and highlighted the importance

of strong information management support for maintaining the civilian houses' damage database currently managed by the Cluster.

- During the reporting period, the Shelter/NFI Cluster updated its **dashboard** on the residual shelter needs in eastern Ukraine. The Cluster also finalized its **guidance note** on the results of the 2019-2020 winterization campaign.
- On 29 May, the Shelter/NFI Cluster held a **Sub-national Cluster meeting** during which shelter partners discussed key lessons learned from the 2019-2020 winterization campaign. Additional focus was placed on new damages to civilian property in Donetsk and Luhansk oblasts and the shelter interventions planned.

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 **10 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 \$4,762,498**. 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 76.4 million | **Norway** 41.4 million | **Netherlands** 36.1 million | **Denmark** 34.6 million | **United Kingdom** 31.7 million | **Germany** 25.9 million | **Private Donors Spain** 33.1 million | **Switzerland** 16.4 million | **Private donors Republic of Korea** 13.9 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.

Germany 38.6 million | **United Kingdom** 24.8 million | **Denmark** 14.6 million | **Private donors USA** 12.6 million | **United States of America** 12.4 million | **Canada** 8.7 million | **Ireland** 3.3 million | **Private donors Japan** 3.5 million | **Sweden** 3 million | **Private donors Australia** 3.4 million

EARMARKED CONTRIBUTIONS | USD

United States of America 1.1 million | **Canada** 0.436 million | **Sweden** 0.415 million | **Japan** 0.273 million | **Russian Federation** 0.25 million | **Norway** 0.241 million | **Estonia** 0.218 million | **Slovakia** 0.054 million

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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 or, contact us directly at ukrkom@unhcr.org.

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