

# Operational Update

August 2019

On 28 August 2019, **UNHCR and UNDP** held their first joint working meeting in Sloviansk to identify opportunities to bridge their ongoing and future activities. Greater cooperation between UNHCR and UNDP will facilitate protection and durable solutions for internally displaced and conflict-affected persons in eastern Ukraine. See page 3.

In August, UNHCR introduced an **innovative solution** to support persons with specific needs who are crossing the 'contact line' at the Stanytsia Luhanska checkpoint (EECP). Together with its NGO partner Proliska, UNHCR launched an electric car to transport those most in need across 800 meters on the government controlled side of the checkpoint. See page 2.

In August, to mark **World Humanitarian Day**, UNHCR officially presented and launched its **2019 Participatory Assessment**, which includes advocacy messages as well as suggestions on how to better tailor humanitarian assistance to existing needs. See page 5.

## KEY INDICATORS

**18,413**

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

**518**

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

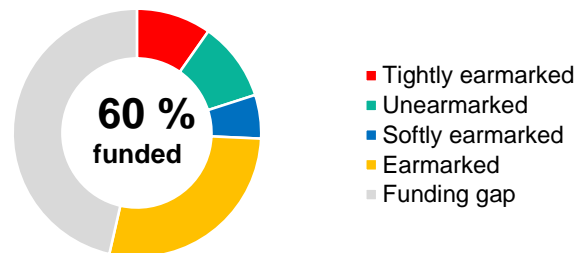
**606**

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

## FUNDING (AS OF 10 SEPTEMBER)

**USD 27.8 million**

UNHCR's financial requirements 2019

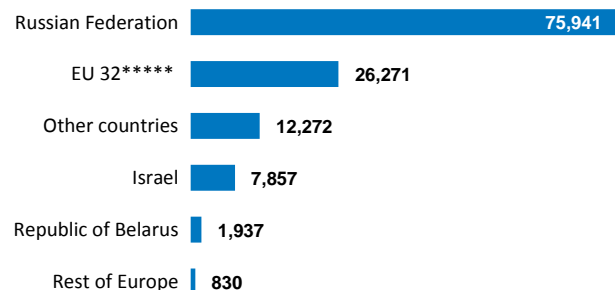


## INTERNALLY DISPLACED PERSONS (IDPS)\* AND OTHER CONFLICT-AFFECTED PERSONS\*\*

**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



On 20 August, UNHCR and partners joined a humanitarian fair, organized in Kramatorsk to mark the celebration of World Humanitarian Day. The event gathered humanitarian organizations that work along the 'contact line' in eastern Ukraine as well as the general public. The event was dedicated to the humanitarian workers that work around the clock in eastern Ukraine providing humanitarian assistance and protection to IDPs and conflict-affected persons. Ms. Osnat Lubrani, UN Resident Coordinator and Humanitarian Coordinator, participated in the event. Photo by UNHCR.

## Operational Highlights

The month of August saw a steady improvement of the security situation in eastern Ukraine since the [recommitment to the ceasefire of 21 July](#). According to the OSCE Special Monitoring Mission (SMM), no new civilian casualties have been recorded due to shelling in August. However, two injuries from mine detonation were reported, bringing the total number of civilian casualties to **104 (15 deaths and 89 injuries)** since the start of 2019. In total, the OSCE SMM recorded **11,850 ceasefire violations, or 40 per cent less** than in previous month. Furthermore, the Shelter Cluster (led by UNHCR) reported that **62 civilian houses were damaged or destroyed**, representing a **37 per cent decrease**, compared to the previous month. The improved security situation also allowed for UNHCR and its NGO partners - [Proliska](#), [Right to Protection \(R2P\)](#), [Slavic Heart](#), the [Norwegian Refugee Council \(NRC\)](#), [MOST](#) and the [Donbas Development Center \(DDC\)](#) – to reach additional settlements that had been inaccessible to humanitarian agencies since the start of the conflict. In August, six families in Pisky and 13 families in Opytne (both in Donetsk oblast on the ‘contact line’) were assisted by UNHCR’s NGO partner Proliska in receiving construction materials from the Donetsk oblast administration. Proliska also supported the families in applying and receiving their “acts of damage” documents, which entitles them to shelter assistance provided by the local authorities. The support with applying for “acts of damage” was a request by the local authorities during a Local Protection Meeting organized by UNHCR. Local Protection Meetings are regularly held by UNHCR in the field and are a forum for local government, NGOs and UNHCR to find solutions jointly. *Photo shows UNHCR and Proliska teams visiting Pisky, where almost all houses had been damaged or destroyed by regular shelling. Pisky is located relatively close to the Donetsk airport. Photo by Proliska.* Furthermore, between 28 and 31 August, UNHCR distributed shelter materials to 10 vulnerable families in the city of Luhansk. In Donetsk, UNHCR’s NGO partner [DDC](#) distributed 2,700 m3 of tarpaulin to cover a youth centre in Donetsk city that had been shelled in the past.



For the month of August, the [State Border Guard Service of Ukraine](#) recorded **1,3 million crossings** over ‘the contact line’, representing a **1 per cent decrease** as compared to the previous month. In August, UNHCR’s NGO partner [R2P](#), surveyed **2,422 individuals on the five checkpoints (EECPs) across the ‘contact line’** who identified their main concerns as long waiting queues, poor conditions of the roads/bridge and long walking distances. For more issues voiced by those who crossed, please visit [UNHCR and R2P’s Checkpoint Monitoring Dashboard](#), which is regularly updated with information from the R2P checkpoint monitors. UNHCR’s NGO partners also reported that on 7 August, an elderly man died while crossing Maiorske checkpoint after having experienced cardiac arrest.



During the reporting period, in order to alleviate the 800 meters of arduous walk across the government controlled side of the Stanytsia Luhanska checkpoint, UNHCR jointly with its NGO partner Proliska launched an electric car service to transport those with specific needs. Priority for this service is given to persons aged 75+, persons with disabilities, pregnant women and children. The electric car will operate daily between 7 AM and 5 PM. In August alone, around **6,500 persons** benefited from this innovative service. For more photos and videos on the new electric car, find it [here](#). *Photo shows UNHCR and Proliska staff assisting vulnerable persons to board an electric car during the launch of the service. Photo by Proliska.*

In preparation for winter, between the 2 and 8 August, UNHCR distributed **33 winter jackets** to 33 internally displaced persons (IDPs) and two households with persons with specific needs in Sorokyne district not far from Luhansk city. *See last photo on the right: distribution of winterization materials to communities of IDP in hard-to-reach areas of Luhansk Oblast. Photo by UNHCR.* On 2 August, UNHCR officially launched a sports facility as a peaceful-coexistence project in Popasna city together with the city Mayor and representatives from the raion House of Culture. The project was funded and implemented jointly with the local authorities. *See last photo on left:*



UNHCR's sports facility near the central square of Popasna city. Photo by UNHCR.

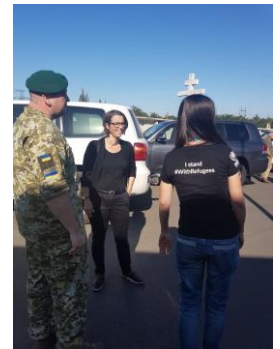
## Humanitarian Development Nexus in Action!



On 28 August 2019, **UNHCR and UNDP held their first joint working meeting in Sloviansk** to identify opportunities to bridge their ongoing and future activities in order to facilitate protection and durable solutions for internally displaced and conflict-affected persons in eastern Ukraine. The meeting brought together protection and recovery experts from both agencies, providing a forum to discuss practical ways and means to increase collaborative actions to support affected communities and address structural issues and the economic impact of a conflict that has entered its fifth year. In total, 20 UNDP and UNHCR staff members (10 from each agency) participated in the discussions held throughout the day.

## Donor Relations

On 28 August, UNHCR jointly with UNDP and UNICEF facilitated the visit of the new **Head of Development Cooperation of the Embassy of Canada in Ukraine, Ashley Mulroney**. The Canadian delegation visited the Maiorske checkpoint where 10,000 people cross the 'contact line' daily to access government services on the government controlled side of the 'contact line', visit family and friends and buy essential goods. Thanks to the support of various donors, including the **Canadian Government**, Maiorske checkpoint has recently been provided with heated and air-conditioned waiting rooms that significantly improved the conditions for those who cross. In Bakhmut, the Canadian delegation visited a dormitory for IDPs and a UNHCR Peaceful Coexistence Project. *Photo by the Embassy of Canada in Ukraine.*



## Key Advocacy Messages for August

- UNHCR welcomes that the **order of the Cabinet of Ministers on crossing the 'contact line' in eastern Ukraine** has been published. The resolution is expected to facilitate the transportation of goods by civilians across the 'contact line' as it modifies the procedure from "goods that are allowed" to "goods that are prohibited". This has been a joint advocacy achievement by UNHCR, its NGO partners and other UN agencies.
- However, as the list of prohibited items has not yet been elaborated, UNHCR recommends that the list does not become unnecessarily extensive. We also encourage the Government of Ukraine not to place unreasonable restrictions on individuals crossing the 'line of contact'. Ideally, articles to be included in the list should fall within the realm of security, while medicines, food and other goods for personal use should not be included.



### MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

## Protection of Refugees and Asylum Seekers

- On 16 August, **Hilton Ukraine** invited a group of refugee children and adults to participate in a recreational activity organized at the Hostomel Animal Shelter for Hilton Ukraine staff. The event was an opportunity for refugee families to meet other Ukrainian families. Furthermore, on 17 and 18 August, **two refugees were invited to join the Hilton Ukraine football team** during a private sector football championship.
- During the reporting period, **Unilever Ukraine** donated 2,400 deodorant sprays to refugees and asylum-seekers in Kyiv, Odesa, Zakarpattya and Kharkiv. Unilever Ukraine has also joined forces with UNHCR in Ukraine in advocating in favour of access to formal employment for asylum-seekers in the country.
- On 27 August, UNHCR provided school kits to 81 asylum-seekers and refugee families (152 children) in Kyiv, Odesa, Zakarpattya and Kharkiv to facilitate enrolment of school-age children.



# 2115

Legal consultations were provided to refugees and asylum seekers in Kyiv, Odesa, Zakarpattya and Kharkiv regions in August

# 1272

Social consultations were provided to refugees and asylum seekers in Kyiv, Odesa, Zakarpattya and Kharkiv regions in August

# 66

Refugees and asylum seekers received psychosocial assistance in August

# 26

Home visits undertaken to unaccompanied minors in August

## Livelihood Interventions for Refugees and Asylum Seekers

- Since the start of 2019, UNHCR has received 44 applications for business start-ups. At this stage, **30 individuals** were shortlisted and will develop their business plan with UNHCR's support. Our teams are in constant contact with grant recipients, providing them with follow-up, support and other assistance.

# 25

refugees were counselled on opportunities to receive self-reliance grants from UNHCR and its partners in August

# 73

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



*Bezkod\**, an asylum-seeker from Uzbekistan, shows UNHCR Deputy Representative around his meat shop which he recently expanded thanks to a self-reliance grant from UNHCR. Bezkod arrived in Ukraine four years ago with his wife and four children. In order to make ends meet, he opened a halal meat shop. Seeing that the shop was a success, he decided to expand and set up his own production. This plan was made possible thanks to a UNHCR business grant. The grant allowed Bezkod to procure meat storage equipment and to distribute semi-finished meatballs and dumplings to other meat stores. Photo by UNHCR.

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

- On 30 August, UNHCR participated in a [cross-border meeting](#), organized at the "Porubne-Sirets" checkpoint in Chernivtsi region to discuss the situation of asylum-seekers and persons at risk of statelessness. The meeting included UNHCR legal and protection officers from Ukraine, Romania, UNHCR's Central Europe Office and representatives of the field-based NGO partner NEEKA. The meeting resulted in the elaboration of a common coordinated framework on the provision of assistance to asylum-seekers and stateless person in Chernivtsi region.

# 72

Stateless persons (or at risk of) were identified and provided with legal aid in Kyiv, Odesa, Zakarpattya and Kharkiv regions in August

# 14

Persons received passports in August  
thanks to UNHCR and partners' support

# 27

Persons received duplicates of birth certificates in August  
thanks to UNHCR and partners' support

# 3

Persons obtained their birth certificates for the first time in August  
thanks to UNHCR and partners' support

**PROTECTION FOR INTERNALLY DISPLACED AND OTHER CONFLICT-AFFECTED PERSONS****Protection Cluster**

- In the month of August, the Protection Cluster reviewed partner's project proposals within the framework of the Ukrainian Humanitarian Fund (UHF), a country-based pooled fund managed by OCHA. On 23 August, the Protection Cluster Coordinator participated in the meeting of the UHF Advisory Board for a discussion of recommended projects.
- On 7 August, the Protection Cluster released an advocacy note on **"Exploring Access to Health Care Services in Ukraine: A Protection and Health Perspective"**, prepared jointly with the Health Cluster. This note provides comprehensive information on the challenges in the healthcare system on both sides of the 'contact line' and suggests recommendations for the state and local authorities, as well as humanitarian and development actors.
- On 19 August, in the drive to enhance inter-sectoral work, the Protection Cluster held a joint meeting with the Health Cluster to discuss the collection of data on disability in the context of the enhanced Humanitarian Program Cycle (HPC) that now requires to collect and disaggregate data by sex, age and disability when reporting under the Humanitarian Response Plan.
- During the reporting period, the Protection Cluster held extensive preliminary consultations and workshops with field-based partners in Kramatorsk, Sievierodonetsk and Donetsk. Key protection concerns discussed during these meetings included access to health care, social services and housing, land and property rights, and will be used to inform the inter-sectoral analysis for the 2020 Humanitarian Needs Overview (HNO).

**UNHCR Protection Activities**

- **Eviction Negotiations:** During the reporting period, UNHCR continued to assist and support internally displaced persons (IDPs) who face the threat of eminent eviction from their respective collective centres. In such situation in Rzhyschiv, UNHCR met with the Kyiv Oblast State Administration to mediate a possible solution for the IDP residents. In another situation in Zhytomyr, UNHCR provided legal assistance to **137 IDPs (including 55 children)** who were requested to leave the collective centre "Sanatorium Teteriv" on 1 August, as the building was sold to a private owner. UNHCR will continue to mediate and explore options for durable solutions as well as liaise with competent authorities, such as the MinTOT.
- **Key advocacy messages for the new Parliament and Government:** In the month of August, UNHCR prepared key messages on durable solutions for IDPs and conflict affected persons and shared them with the UN Resident Coordinator (UN RC). These will be used to facilitate her introductory meeting with the Speaker of the new Parliament.
- **Launch of the 2019 Participatory Assessment:** On 19 August, UNHCR officially presented and launched its **2019 Participatory Assessment** during an event dedicated to **World Humanitarian Day** in Kyiv. Separate presentations were organized by NGO partners in Kyiv, Odessa, Kherson and Kropyvnytskyi to discuss the results of the study with conflict-affected persons who contributed to the content of the report.

**Legal Assistance and Protection Counselling****1,974**

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

**3,805**

Persons benefited from individual protection counselling in August

**67**

Group consultations on protection-related issues were provided to 734 persons (50% female, 50% male) in areas along the 'contact line' in August

## Social Accompaniment

In the month of August, 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 check points, among other things. In some cases, individuals were supported with transportation to access public buildings and register for social services.



*Ivan\*, 64, lost the roof over his head when his house in Pervomayskyi, Donetsk oblast was destroyed by shelling. As he was injured during the incident, he was brought to a hospital in Lysychansk, where he stayed for a few months. However, from there, he had nowhere to go as his house was destroyed. UNHCR through its NGO partner Proliska provided Ivan with comprehensive assistance, firstly, helping him obtain a certificate, confirming his disability and IDP status, and finally, facilitating the process of renting an apartment in Popasna. Ivan now has a home and is receiving social benefits from the state. Photo by Proliska.*



## Psychosocial assistance

# 141

83% Female | 17% Male  
**Persons received consultations in August**

During the reporting period, UNHCR's NGO partners **Proliska and Most** provided 141 vulnerable persons with psychological consultations to help conflict-affected people deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension.

## Sexual and Gender-Based Violence (SGBV)

- In the month of August, UNHCR's NGO partner **Slavic Heart** organized five awareness-raising sessions in different settlements in Donetsk and Luhansk oblasts, for a total of 66 participants who learned about the current legislation regarding the response to sexual and gender-based violence.



## Individual Protection Assistance (IPA)

# 42

IPA cash and in-kind beneficiaries selected in August

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, livelihood items to medical examination or procedures. In August 2019, the number of beneficiaries, selected for IPA programme was **42 persons**.



*Kateryna\* still remembers the Second World War and never thought that she would witness another armed conflict. The elderly lady now lives by herself near the 'the contact line' in Stanytsia Luhanska. Her only income is her pension benefits, which are not enough to cover for her basic needs, which include hygiene products, housing charges, food or medicines. UNHCR's partner Proliska regularly comes to visit Kateryna and provides assistance when needed. In 2019, she was provided with cash for protection and was able to buy a walker and a water boiler, therefore this winter she will be able to keep warm. Photo by Proliska*



## Peaceful Coexistence Projects (PCPs)

# 66

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 **66 Peaceful Coexistence Projects (PCPs)** in eastern Ukraine.

*Welcome to “Kidslandia” – a new children-friendly space that opened its doors thanks to the support of UNHCR and its NGO partner Proliska. The centre in Novotoshkivka village, which was rehabilitated, is located just a kilometer away from the ‘contact line’. Local children and youth, including those from the local IDPs communities rarely leave the village and have very limited options for leisurely activities. “Kidslandia” now provides them with a space to play, socialize, as well as receive psycho-social support from professional psychologists. Photo by Proliska*



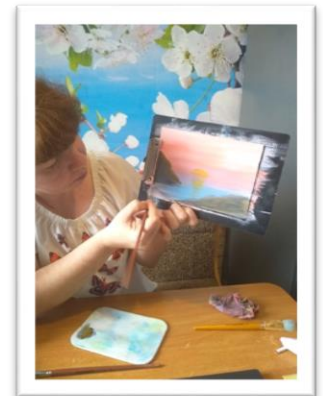
## Community Support Initiatives (CSIs)

# 81

Initiative approved in 2019

UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. CSIs 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 as well as find durable solutions for their own protection.

*In August, with support from UNCHR and its NGO partner Crimea SOS, a group of women from IDP communities were introduced to intuitive drawing. This is a technique that helps release physiological stress through art therapy. The sessions were organized thanks to an internet connection and gathered both IDP women and those from the local communities from four different cities across Ukraine: Smila, Sumy, Uzhgorod and Lviv. The event was organised by an initiative group of IDP called “Art Studio Dolonky” (“Little Palms” in English) who received the UNHCR grant to organize the training. Photo by Crimea SOS.*



## SHELTER/NON-FOOD ITEMS

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

- On 20 and 21 August, UNHCR continues to assess additional housing opportunities to be used for the new voluntary relocation project for persons living in dangerous areas along the ‘contact line’. As a result of the project, launched by UNHCR in 2019, **four families (11 individuals) with specific needs have been relocated to safer cities.**
- During the reporting period, UNHCR conducted damage assessment of 40 houses in the city of Luhansk in order to submit them to UNHCR’s shelter programme.
- In August, UNHCR jointly with NGO partners NRC and Proliska approved **eight households for heavy repairs and 84 households for light and medium repairs.** All of these households were identified based on protection and specific needs assessments. This brings the total number of families benefiting from the shelter assistance to **211 since the start of 2019.**

## Shelter/NFI Cluster

- During the reporting period, the Shelter/ NFI Cluster held its regular Subnational Cluster meetings in Sloviansk and Sievierodonetsk aiming to present its finalized **Winterization Guidelines 2019-2020**. During these meetings local authorities provided the Cluster with preliminary data on existing needs for the upcoming winter based on which 8,300 individuals, residing in the 5-kilometre zone along the ‘the contact line’, were identified as targeted beneficiaries for blanket coverage.
- In the month of August, the Shelter/NFI Cluster developed a scoring card and assisted in technical review of projects that will be implemented with the support of the Ukrainian Humanitarian Fund (UHF). At the final session, the Reviewing Committee selected three projects with Shelter/NFI component out of 11 for further approval by the UHF and the UN RC. The overall amount of the sectoral projects is around 600,000 USD out of 3,2 million USD.

## 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 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** 54.5 million | **Norway** 44.5 million | **Netherlands** 37.5 million | **United Kingdom** 31.7 million | **Private donors Republic of Korea** 27.6 million | **Germany** 26.7 million | **Denmark** 24.4 million | **Switzerland** 15.1 million | **Private Donors Japan** 14.2 million | **France** 14 million | **Private donors Italy** 12.7 million | **Ireland** 10.2 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** 17.9 million | **Private donors Australia** 9.1 million

### EARMARKED CONTRIBUTIONS TO UKRAINE | USD

**United States of America** 5.7 million | **European Union** 1.4 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

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## Links

UNHCR Ukraine: [www.unhcr.org/ua](http://www.unhcr.org/ua) - Twitter: [www.twitter.com/UNHCRUkraine](https://www.twitter.com/UNHCRUkraine)

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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.*