

Operational Update

January 2020

In January, in the spirit of humanitarian and development nexus approach, UNHCR jointly with UNDP held two working group meetings with conflict-affected communities of Sartana, Krasnohorivka and Marinka in Donetsk oblast to identify and discuss their most pressing needs and possible solutions.

UNHCR welcomes amendments to the Resolution 815 that reduces the administrative barriers for children travelling across the contact line. For more information, please see UNHCR's Key Advocacy Messages on page 3.

In its support to local authorities in east Ukraine, UNHCR handed over mobile computer equipment to the regional providers of social services working with conflict-affected and displaced persons near the contact line. More on page 2.

KEY INDICATORS

1,634

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

35

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

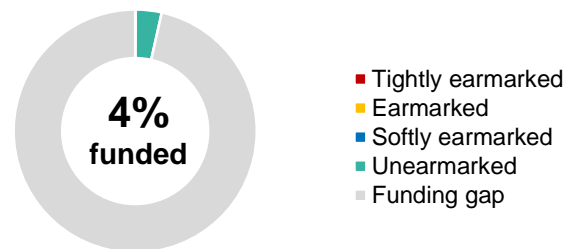
188

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

FUNDING (AS OF 17 JANUARY 2020)

USD 28.2 million

UNHCR's financial requirements 2019

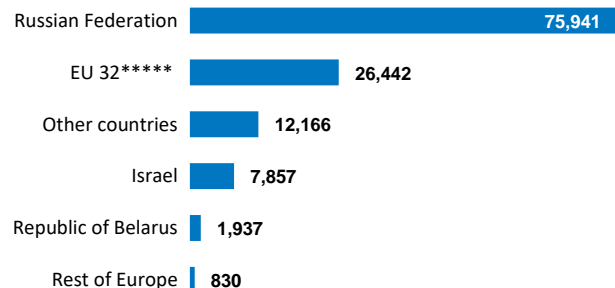


INTERNALLY DISPLACED PERSONS (IDPS)* AND OTHER CONFLICT-AFFECTED PERSONS**

1.5 million***

REFUGEES AND ASYLUM-SEEKERS FROM UKRAINE

125,173****



*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



This 'busy-board' was installed at the UNHCR Ukraine Country Office in Kyiv to entertain children from refugee, asylum-seeker and IDP families as they wait for their parents to receive counselling from Protection Officers at UNHCR. During counselling days, UNHCR provides legal and protection consultations to those in need. The new 'busy-board' is meant to ensure that children feel comfortable, have fun and develop their cognitive skills. Photo by UNHCR.

Operational Highlights

In January, the Organization for Security and Co-operation in Europe (OSCE)'s Special Monitoring Mission (SMM) recorded 16,450 ceasefire violations in Donetsk and Luhanska oblasts, or a 23 per cent decrease as compared to December 2019. During the reporting period, the Office of the United Nations High Commissioner for Human Rights (OHCHR) reported 12 conflict-related civilian casualties. At the same time, the UNHCR-led Shelter Cluster reported that 20 new civilian houses were damaged or destroyed by shelling in January, a 5 per cent decrease as compared to December.

Humanitarian convoy to Luhanska oblast: On 27 January, UNHCR jointly with OCHA facilitated the delivery of 12 trucks with humanitarian assistance to conflict-affected areas in Luhanska oblast. This was the first convoy sent by UNHCR to eastern Ukraine in 2020, carrying 102 tons of food, hygiene kits, construction materials, and baby kits to be distributed to conflict-affected persons. *Photo by UNHCR top on the right.*



Emergency shelter assistance: In January, tailoring its response to the most urgent needs, UNHCR jointly with its NGO partners – Proliska, the Donbas Development Centre (DDC) and the Norwegian Refugee Council (NRC) – continued providing emergency shelter assistance to persons affected by the conflict.



On 16 January, UNHCR's NGO partner Proliska delivered 200 square metres of tarpaulin to residents in the village of Khutir Vilnyi whose houses have been recently damaged by shelling.

New windows with a view, to hope! On 21 January, UNHCR and its NGO partner DDC assessed the repairs of windows and doors of 90 apartments in multi-story buildings in and around Donetsk city that had been damaged during the conflict years. Preliminary analysis showed that 57% of families assessed during the post-distribution monitoring decided to return to their apartments after having been displaced. These assessment visits also enabled UNHCR and its NGO partner to identify additional humanitarian and protection needs of the families who benefitted from the window repairs. *Photo top on the left by UNHCR.*

Freedom of movement:

In January, the State Border Guard Service of Ukraine recorded 1,07 million crossings at the five entry-exit checkpoints (EECPs) in eastern Ukraine. During the reporting period, UNHCR's NGO partners reported the death of an 84-year-old man at the Stanytsia Luhanska EECP, the only checkpoint in Luhanska oblast. In January, the two electric cars operated by UNHCR and its NGO partner Proliska transported 25,550 individuals with specific needs across an 800 metres long passage



between the Stanytsia Luhanska bridge and the governmental side of the Stanytsia Luhanska EECP. The average age of those transported was 76 years old. *Photo by Proliska second on the right.*



Improving conditions at the EECPs: In January, UNHCR provided over 50 body cameras to the State Border Guard Service of Ukraine to be used at Maiorsk EECP. In January, approximately eight thousand persons daily crossed the contact line

through this checkpoint. *Photo by UNHCR second on the left.*

Supporting local authorities in conflict-affected areas: During the reporting period, UNHCR provided 19 mobile cases to the regional branches of the Department of Social Policy (DoSP) in Donetsk and Luhanska oblasts. Each case contains computers and printing equipment that will be used to support the provision of social services to conflict-affected persons and IDPs living along the contact line. These cases will be particularly beneficial in isolated villages. *Photo by UNHCR last on the right.*



Key Advocacy Messages for January

- UNHCR welcomes amendments to the [Resolution 815](#) that reduces administrative barriers for [children travelling across the contact line](#) and the [administrative border with Crimea](#). [Freedom of movement](#) is one of the fundamental human rights and its full and unimpeded exercise contributes to the preservation of ties between Ukrainian citizens, including those in the [Autonomous Republic of Crimea](#) and [non-government controlled areas \(NGCA\) of Donetsk and Luhansk oblasts](#).
- As of 1 March, Ukrainian citizens will no longer be able to [cross the border from Ukraine to the Russian Federation](#) if they possess only a national ID card; they will be required to present a [passport for travel abroad](#). Many residents of NGCA remain unaware of this new requirement. The impact may be greatest on residents of [Luhansk NGCA](#), since many find that the safest and most affordable way to travel to government controlled areas by car through the Russian Federation. When the new requirement comes into effect, they will be able to enter GCA with their national ID card but will not be able to leave by the same route until they acquire a passport for travel abroad. This will take time and money. To [minimize the risk of hardship](#) for Ukrainian citizens who rely on the possibility to travel home via the Russian Federation, [UNHCR urges the authorities to publicize information about this new requirement at all border crossing points and EECPs](#), and to expand the availability of passport services in government-controlled areas of Donetsk and Luhansk oblasts.

UNHCR'S RECENT REPORTS AND PUBLICATIONS:

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

[BRIEFING NOTE] UNHCR Ukraine's Briefing Note on access to documentation for conflict-affected persons: this document provides an overview of barriers in obtaining or renewing civil documentation for IDPs and conflict-affected persons as well as includes recommendations from UNHCR.

[REPORT] "Humanitarian Shelter Damage Assessment": this report presents the scope of unmet shelter needs in eastern Ukraine and was prepared by UNHCR's NGO partner the Norwegian Refugee Council (NRC).



Donor Relations

- **Joint EU mission to eastern Ukraine:** On 15 January, UNHCR facilitated a [joint mission of the Ambassadors of Latvia, Lithuania and Poland to Donetsk oblast](#). The delegation learned about the situation in eastern Ukraine and [UNHCR's activities for conflict-affected and internally displaced persons](#), which are jointly implemented with NGO partners [R2P](#), [Proliska](#), [NRC](#) and [Slavic Heart](#). *Photo by UNHCR on the right.*



- **USAID-hosted IDP Forum:** On 28 January, UNHCR participated in a high-level event entitled "[IDP Integration and Cooperation Forum: opportunity for development and partnership](#)" organized by USAID in Mariupol. During the event, UNHCR presented its [Recommendations on durable housing solutions](#) for IDPs, which were developed at the 2019 Cities of Solidarity Forum held in Kharkiv. *Photo on the left (credit NGO Skhid).*



MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

Protection of Refugees and Asylum-Seekers

- On 17 January, UNHCR facilitated an experience-sharing [meeting of refugee youths and activists volunteering in the project "Mission Beyond Borders" \(MBB\)](#). The event in Kyiv provided an opportunity for both groups to [identify areas where volunteers can contribute to better integration](#) of refugees and asylum-seekers in Ukraine.
- In January, UNHCR jointly with its [NGO partner NEEKA](#) renovated the infection unit of the central regional hospital of Mukachevo in Zakarpattia oblast. Within the framework of its [Peaceful Coexistence Project \(PCP\)](#), a wheelchair ramp was installed and new paediatric equipment was provided. This means the hospital is now

better-placed to provide improved medical services to host and refugee communities, including persons with specific needs.

374

Persons received Legal Assistance

(including refugees and asylum-seekers) in Kyiv, Odesa, Zakarpattya and Kharkiv regions in January

60

Persons accessed education

This number indicates how many refugees and asylum-seekers UNHCR and its NGO partners supported with enrolment to educational institutions in Kyiv, Odesa, Zakarpattya and Kharkiv regions in January

29

Persons received Psychosocial Assistance

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

105

Persons were assisted in accessing healthcare

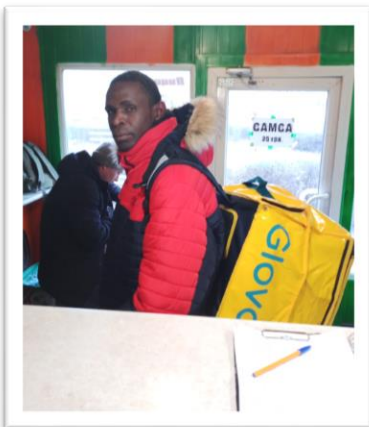
(including refugees and asylum-seekers) thanks to UNHCR and NGO partners' support in January

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 January, UNHCR and its NGO partners [Rokada](#) and the [Tenth of April](#) provided counselling on business development to four refugees and asylum-seekers. In addition, eight more individuals benefited from UNHCR and its NGO partners' assistance in the development of grant proposals for vocational training.



Mamadou is from Mali and lives in Kharkiv with his six-year-old daughter. Previously, Mamadou worked at a car washing service, earning less than USD 100 per month, which meant it was incredibly difficult for him to support his daughter and himself. Therefore, Mamadou applied for a job in a large food delivery company so that he could increase his salary and have enough time to spend time with his daughter after school hours. After passing the interview and completing the company's training, Mamadou needed a bicycle in order to be able to work in the delivery service. He applied for a UNHCR self-reliance grant to purchase the bicycle. Thanks to his new job and bicycle he bought, Mamadou significantly improved his family's standard of living, and he can now devote time to parenting. Photo by UNHCR.*

Assistance to Stateless Persons and Persons at Risk of Statelessness

23

Stateless persons (or at risk of) obtained passport or other document certifying nationality

in January thanks to UNHCR and NGO partners' support

213

Stateless persons (or at risk of) received advice on acquisition or confirmation of nationality

in January thanks to UNHCR and NGO partners' support

26

Persons obtained their birth certificates for the first time

in January thanks to UNHCR and NGO partners' support


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

- On 13 January, the Protection Cluster released an advocacy note entitled “**Compensation for property damaged or destroyed as a result of the conflict in eastern Ukraine: key messages.**” The note outlines protection concerns related to the [property compensation system in Ukraine](#). Key messages include improving legislation and the administrative compensation mechanisms, as well as the allocation of [sufficient state funding](#) to cover compensation needs.
- On 23 January, the Protection Cluster held the [Protection Working Group meeting in Kramatorsk](#) where protection partners reported numerous cases in which residents of NGCA were prevented from returning to their places of residence. After travelling to GCA, they were stopped by border guards on grounds of evading court orders. These included [credit debts](#), [debts for utilities](#), [debts for child alimony](#) and [debts for payment of administrative fines](#) amongst others. As reported by UNHCR’s NGO partners, some persons were not aware of existing court orders against them. UNHCR and its NGO partners will continue to monitor the situation at the EECPs and support them with consultations.
- During the meeting, UNHCR and UNDP also jointly presented key achievements and best practices related to enhanced cooperation between the two agencies in the spirit of the [Humanitarian-Development Nexus](#), including recommendations developed at the [SGBV Forum in Sviatohirsk](#) in December 2019. In particular, UNHCR raised the issues of [impunity and a lack of legal protection of the SGBV survivors](#) in cases involving military personnel that require joint advocacy interventions on a national level for amendments of related articles of the Administrative Code.


UNHCR Protection Activities

- Collective centre visit:** On 9 January, UNHCR jointly with IOM and the UNHCR-led Shelter Cluster visited a [collective centre near Kyiv](#) to prevent the [possible eviction of the IDPs from the location](#). UNHCR discussed the possibility of the IDPs integrating in another part of Ukraine. This “resettlement” option was used by UNHCR to enhance its advocacy for durable housing solutions with state authorities.
- Communities’ capacity building:** In January, an IDP-led NGO received endorsement from the city council in Vinnytsia for the construction of housing for IDPs. Local authorities have agreed to provide land and funds



to build a [multi-story apartment building for the IDPs](#). The IDP-led NGO was trained in conducting advocacy on housing-related issues by UNHCR and its NGO partner [Crimea SOS](#). *Photo by UNHCR on the right.*



- Monitoring visit to EECF Kalanchak:** In January, UNHCR and its NGO partner the [Tenth of April](#) monitored the conditions of [Kalanchak EECF on the administrative border with Crimea](#). The monitoring team noted that conditions at the EECF have improved after the reconstruction. However, further improvements to the quality of the waiting area can still be made, such as introducing more effective protection from the elements and functioning toilets. *Photo by the Tenth of April on the left.*


Legal Assistance and Protection Counselling
1,634

Internally displaced and other conflict-affected persons (66% female, 34% male) received legal assistance from UNHCR and its partners in January

2,464

Persons benefited from individual protection counselling in January

22

Group consultations on protection-related issues were provided to 232 persons (67% female, 33% male) in areas along the contact line in January



Social Accompaniment

- In the month of January, UNHCR's NGO partners provided social accompaniment to **308 individuals (10,4 per cent of them were persons with disabilities)** 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.



Olena, 66, lives in the isolated village of Pisky, in Donetsk oblast, where the conflict has caused significant damage to existing infrastructure and severely impacted the remaining residents, many of whom are elderly. In January, UNHCR learned about the challenges faced by the residents when attempting to reach larger towns where vital social services are available. Therefore, UNHCR and its NGO partner Proliska provided transportation to a group of elderly residents with specific needs, including Olena, to the closest raion centre. Thanks to this support, five elderly were able to visit medical services and the Pension Fund so that they could renew their access to much needed social payments. Photo by Proliska.*



Psychosocial assistance

188

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

During the reporting period, UNHCR's NGO partner **Proliska** provided **188 vulnerable persons** with psychological consultations to help conflict-affected persons deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension.



Sexual and Gender-Based Violence (SGBV)

- In January, UNHCR jointly with its NGO partner the **Slavic Heart** organized a **training for a women's group in the conflict-affected village of Triokhizbenka in Luhanska oblast**. **Thirty participants** attended the session and learned **hairstyling techniques**. The newly acquired skills will enable the women to find a permanent job and increase their **self-reliance and economic independence**.



Individual Protection Assistance (IPA)

- In January, UNHCR continued identifying and providing 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 or procedures. In 2019, the number of beneficiaries who received the IPA assistance was **2,686 persons** (2,091 persons were supported with cash and 595 - with in-kind assistance).



Dmytro, 65, from the town of Avdiivka in Donetsk oblast, is recovering from an injury dating back to 2015 when he stepped on a bomb during a period of increased shelling in his town. This resulted in Dmytro losing his leg. However, it was only in 2019 - thanks to the social accompaniment provided by UNHCR and its NGO partner Proliska - that Dmytro was able to receive a medical certificate confirming his disability status and, thus, giving him access to free medical assistance and other state social benefits. UNHCR and Proliska further supported Dmytro with 'cash for protection' that was used to improve the functioning of the heating system in his house, and also to buy a walker which increased Dmytro's mobility and autonomy. Photo by Proliska.*



Peaceful Coexistence Projects (PCPs)

- 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 to complement the resilience of IDPs and affected communities. In total, UNHCR has implemented **63 Peaceful Coexistence Projects (PCPs)** in eastern Ukraine in 2019.

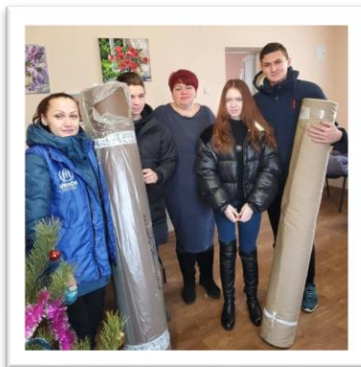


This kindergarten in Donetsk city was rehabilitated by UNHCR in 2019 as part of its PCPs programme. The 40-year-old building greatly degraded because of the heavy shelling during the conflict. Working with its NGO partner, UNHCR replaced the old sanitary equipment of the facility. In total, 20 toilets and 36 washbasins with faucets were installed. Parents of the children who are enrolled in the kindergarten actively participated in the rehabilitation works, thus increasing the community's engagement in the school's maintenance. During UNHCR's protection monitoring visit to the facility, teachers explained that the new handwashing stations and toilets have been instrumental in teaching the children about hygiene and WASH (Water, Sanitation and Hygiene) procedures. Photo by UNHCR.



Community Support Initiatives (CSIs)

- UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the country. 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 2019, UNHCR jointly with its NGO partners have supported **over 200 conflict-affected and displaced communities throughout Ukraine.**



In January, UNHCR and its NGO partner Proliska supported a group of IDP youths together with their hosts who decided to organize awareness-raising sessions for the villagers of Pshenychno in Luhanska on the importance of reducing the use of plastics and waste management. As part of these sessions, UNHCR and Proliska provided materials and sewing machines for the community to produce their own sustainable shopping bags. Before the conflict, all waste from the village was treated and recycled in the city of Luhansk. However, after the conflict started, the materials could no longer be sent there. Therefore, the youth decided to do something about waste management in their village with UNHCR's support. Photo by Proliska.



SHELTER/NON-FOOD ITEMS (NFIs)

Shelter and NFI Achievements, Impact, and Identified Needs

- In January, as part of [winterization activities](#), UNHCR distributed 5,340 blankets to social institutions in hard-to-reach areas of Donetsk oblast. This assistance prioritized persons with specific needs, including patients at the hospitals and children at schools.



Oksana, from the city of Donetsk, still remembers vividly when a shell hit an area near her home in 2014 and shattered all the windows of her apartment block. After the destruction of her windows, Oksana sought help from neighbours to conceal the windows with plastic sheets. However, the cold was unbearable, forcing her to leave her home. For almost four years, she slept on the sofa of the overcrowded apartment of her daughter's family. With her small savings and pension, Oksana bought food for herself and family, leaving her unable to invest in fixing her windows. This all changed when UNHCR and its NGO partner DDC supported her in repairing her windows. With the new windows installed, Oksana was able to return home. Today, her windows are decorated with flowers and she is full of hope for a better future. "Through these windows, I can see a brighter horizon", she explained to UNHCR's team during the post-distribution monitoring visit. Photo by UNHCR.*



Voluntary Relocation

14

Conflict-affected families relocated to safer homes in 2019

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 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.

Shelter/NFI Cluster

- During the reporting period, the [UNHCR-led Shelter/NFI Cluster](#) had a round of bilateral meetings with the Cluster's partners to discuss [planned shelter activities and budgeting for 2020](#). The Cluster also initiated a series of meetings to discuss the [preparatory works](#) before the envisaged transition of its coordination role to the Ministry for Veteran Affairs, Temporarily Occupied Territories and IDPs.

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 \$990,614 thousand**. 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** 26.4 million | **Switzerland** 16.4 million | **Private Donors**

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.

Canada 2.3 million | **Morocco** | **United States of America** | **Private Donors**

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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.*