



UKRAINE SITUATION

UNHCR's 2024 plans and financial requirements

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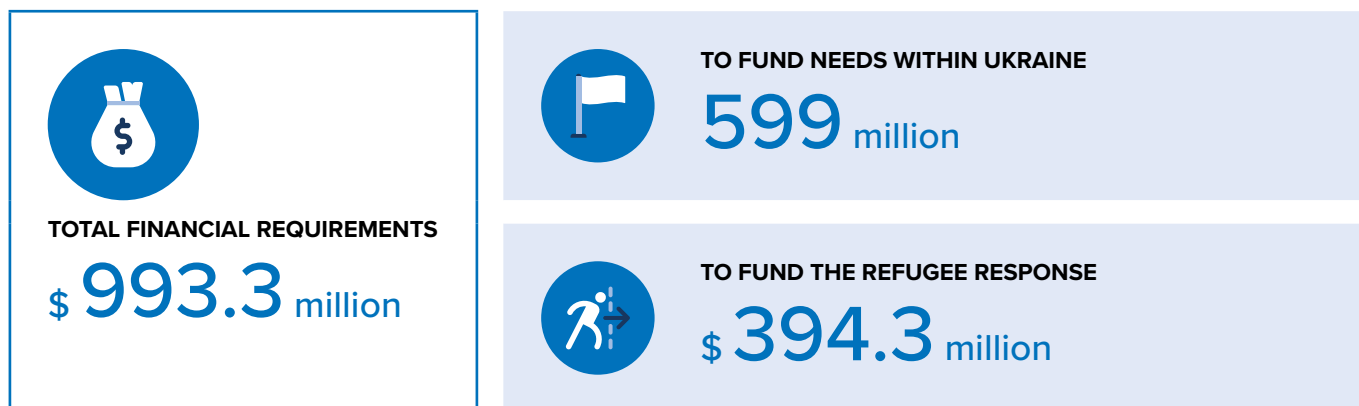
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Cover photo

Poland: Liudmyla (52) and her mother Yekaterina (85) fled their home in Zaporizhzhia, Ukraine in 2022. Now they live in a shelter for refugees. Yekaterina is bound to a wheelchair as she is partly paralyzed and has a broken hip. She dreams of returning home. © UNHCR/Anna Liminowicz

January 2024

Overview



As we enter the third year of the full-scale war in Ukraine, the situation is expected to become increasingly protracted, particularly in the eastern and southern parts of the country, where shelling and targeted attacks on infrastructure have become a part of daily life. 14.6 million people inside Ukraine will need multisectoral humanitarian assistance, including some 3.7 million people internally displaced by the war. The number of refugees seeking protection across Europe is expected to remain stable at around 5.9 million, with continuing pendular movements between Ukraine and host countries. According to [UNHCR intention survey results](#), nearly 80 per cent of refugees hope to return to Ukraine one day, however just 14 per cent plan to do so in the near future. Security concerns remain paramount, along with access to basic services, housing and livelihoods, for refugees and internally displaced people when deciding whether to return.

The European Union (EU)'s extension of the application of the Temporary Protection Directive (TPD) until March 2025 is a sign of the continued solidarity with refugees from Ukraine across Europe. While notable progress has been observed overall in terms of refugees' access to services and inclusion in national systems in Europe, people

with specific needs including older people, people with disabilities, and those with serious medical conditions are facing increasing challenges and hardship. In some cases, these challenges may compel refugees to make premature decisions to [return home to Ukraine, where the situation remains volatile](#).

To support Governments in responding to the humanitarian needs in Ukraine and in host countries, UNHCR is appealing for USD 993.3 million.

In Ukraine, UNHCR requires USD 599 million to implement its 2024 protection and solutions strategy, focused on two operational priorities: (i) providing life-saving humanitarian assistance to people living in frontline and newly regained areas of the country and; (ii) supporting the Government of Ukraine's commitment to durable solutions, economic recovery and reconstruction through area-based and participatory approaches with the support of development and other actors. Together with IOM and UNDP, UNHCR will continue to co-lead the Durable Solutions Steering Committee and the Working Group on Community Planning for Durable Solutions and Recovery. UNHCR plans to reach over 2.7 million people in 2024, with

immediate humanitarian assistance, protection, shelter, and cash assistance. At the same time, UNHCR will support efforts to gradually transition from large-scale humanitarian cash assistance to transitional safety nets in close collaboration with the Government and development actors. UNHCR will provide legal assistance to 207,500 IDPs and returnees to obtain civil status and property documentation in 2024, while 467,500 individuals will be provided with emergency shelter and sustainable housing support.

In refugee hosting countries across Europe, UNHCR requires USD 394.3 million to assist some 700,000 people. UNHCR will maintain its coordination role in support of governments leading the Ukraine Situation Regional Refugee Response Plan (RRP), with over 300 partners in 11 countries, while continuing protection-focused interventions. In line with the 2024 RRP, UNHCR will continue its support to Governments and local authorities in transitioning from humanitarian assistance to the effective inclusion of refugees in national systems and services. UNHCR's direct assistance will continue to be aligned with the level of support provided to nationals, through national social protection systems and services. Evidence-based advocacy and capacity-building among government counterparts and humanitarian actors in support of effective refugee inclusion

will continue. Amongst the RRP countries, UNHCR will maintain the largest operational presence in Moldova, given the specific vulnerability and needs.

Small-scale, targeted cash for protection programmes and limited stockpiles of core relief items will remain in place in some operations. Given that women and children represent over 80 per cent of the refugee population, activities aimed at preventing and responding to gender-based violence, sexual exploitation and abuse and trafficking, support to child protection response mechanisms and the shaping of related law and policy will remain priority interventions in RRP countries. At [community centres](#), UNHCR and partners will offer activities aimed at fostering inclusion, including language and vocational activities for refugees from Ukraine.

In countries beyond the scope of the RRP, UNHCR will continue liaising with governments receiving and hosting refugees from Ukraine. As of the end of 2023, some 2.77 million refugees from Ukraine are recorded in other European countries in the region¹. UNHCR stands ready to assist the authorities of these countries, as required, particularly to strengthen access to protection services and support with reception, registration, and socio-economic inclusion.

At regional level, UNHCR will continue to provide legislative advice and support policy coordination.

1. The number of refugees recorded in other countries in Europe excludes Russia.

Financial Requirements

UNHCR is appealing for **\$993.3 million in 2024** to support the needs of affected populations in Ukraine, and refugees who have fled to other countries in the Europe region.

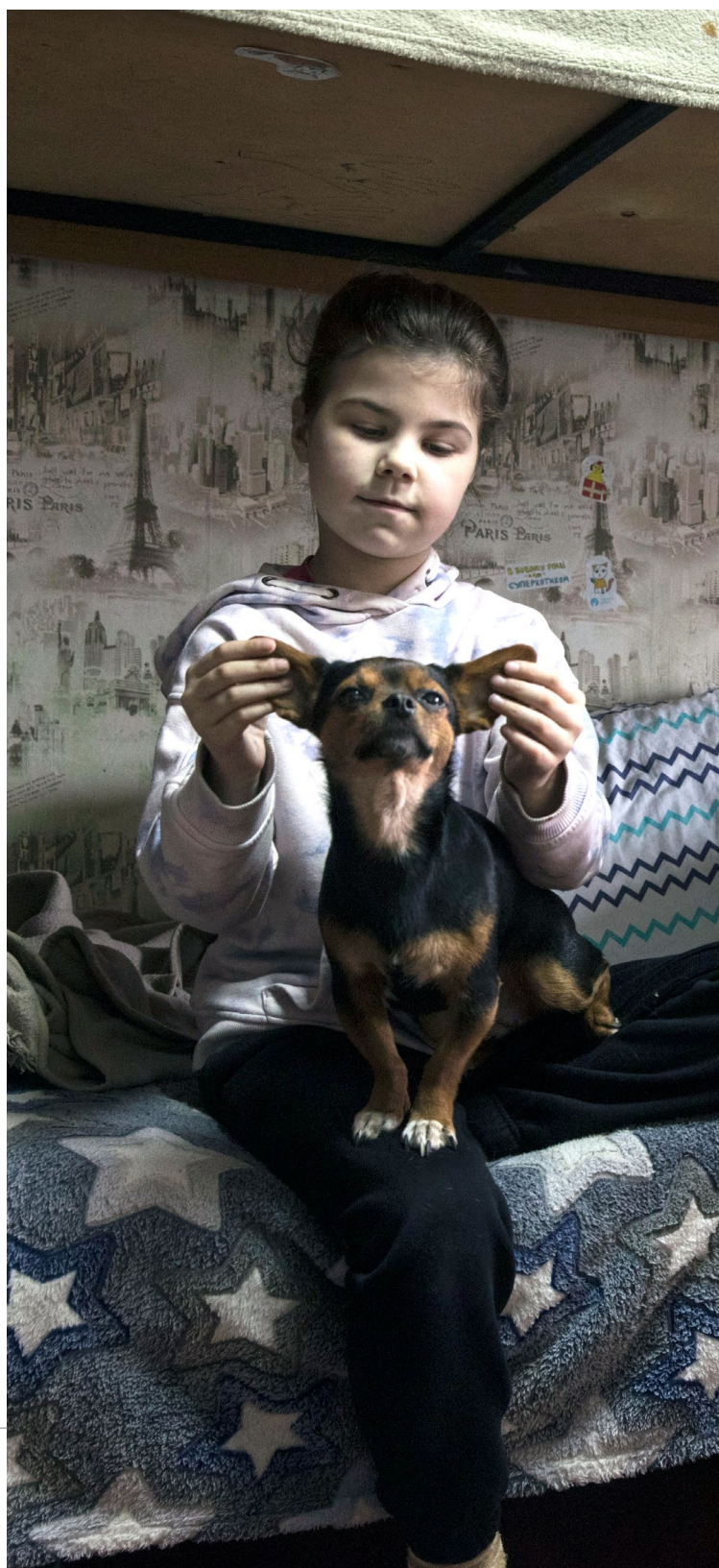
Financial requirements* (USD)

Ukraine	\$598.9M
Refugee Response Total	\$394.3M
RRP Countries Total	\$ 339.2M
Bulgaria	\$ 16.9M
Czech Republic	\$ 11.8M
Estonia	\$ 4.2M
Hungary	\$ 14.2M
Latvia	\$ 4.2M
Lithuania	\$ 4.2M
Poland	\$ 85M
Republic of Moldova	\$ 102.8M
Romania	\$ 52.9M
Slovakia	\$ 20.3M
Regional	\$ 22.7M
Non-RRP Countries Total**	\$ 55.1M
UKRAINE SITUATION GRAND TOTAL	\$ 993.3M

* Financial requirements of the Ukraine situation are prioritized within the ExCom approved budget. These are the priorities as of 1 January 2024 which may be regularly reprioritized within the overall budget to adjust to the evolving situation.

** Protection and life-saving assistance across other affected countries in the region, allowing for flexible and timely support to respond to emerging priorities

Ukraine: Victoria, 7, plays with the family dog Skya, at her accommodation at a collective site in Kharkiv. Great grandmother, Tamara, is completing the paperwork to assume legal guardianship of her two grandchildren, Victoria and Bogdan. © UNHCR/Andrew McConnell



Ukraine Response



Overview of needs

Nearly two years since the full-scale invasion of Ukraine by Russian Federation forces, humanitarian needs remain alarmingly high among the affected population. The 2024 Humanitarian Needs and Response Plan (HNRP) projects that 14.6 million people will be in urgent need of humanitarian assistance and protection in 2024. According to the Multi-Sectoral Needs Assessment (MSNA) undertaken in 2023, inadequate access to protection, dignified shelter or housing, and livelihoods remain key drivers of household vulnerability. Challenges in accessing social services, health constraints, and loss of livelihoods have compounded protection challenges, with 22 per cent of households experiencing extreme protection needs. Protection needs are even higher in collective sites, with 42 per cent of households in 2,595 collective sites reporting severe protection needs. Heightened protection gaps and needs were also reported in areas directly impacted by the war, particularly in frontline areas in the east, north and south of the country.

Likewise, the second Rapid Damage Needs Assessment (RDNA2), undertaken jointly by the Government of Ukraine, the World Bank and the United Nations in early 2023, further underscores the breadth of destruction and the recovery challenges that lay ahead, notably in the sectors of de-mining, housing, social infrastructure and services, jobs and energy. Over 1.4 million housing units have been destroyed. An estimated 7.9 million people in 2024 in Ukraine will need emergency shelter assistance, housing repairs and household non-food items (NFIs), with the vast majority having severe, extreme or catastrophic needs.

As the war continues and humanitarian needs remain acute, there is increasing focus on early recovery and durable solutions for returnees, internally displaced people, and those who remain in areas impacted by war across the country. UNHCR's periodic intentions surveys consistently underscore a high interest in eventual return among IDPs (82 per cent) and refugees (76 per cent)—with the restoration of security, housing, access to services, and livelihoods remaining major factors influencing decision-making.

UNHCR's overall strategy is grounded in a localized and humanitarian-development nexus approach, relying extensively on Ukraine's wealth of expertise and knowledge, capacity, and commitment to build back better. Fifteen of UNHCR's 19 partners in 2024 are national NGOs, and Memoranda of Understanding (MoUs) have been concluded with 18 Oblast Administrations and four National Ministries, including the Ministries of Communities, Territories and Infrastructure Development (Ministry for Restoration); Education and Science; Reintegration; and Social Policy. UNHCR will continue to deepen collaboration with national institutions through initiatives like the Perehid Initiative, which aims to develop an inclusive and shock-responsive social protection system, and Ukraine is Home— a joint initiative of UNHCR and the Ministry of Restoration to support access to compensation for damaged and destroyed homes and availability of a range of housing solutions, including eligibility for humanitarian repair programmes. These partnerships are crucial to ensure that UNHCR's operational footprint and technical expertise are effectively leveraged to respond to emerging humanitarian needs, inform legislative and policy reform, and support sustainable voluntary returns and equitable recovery at local level on behalf of refugees, asylum-seekers, IDPs and returnees and stateless people.

Key activities

Aligned with the HNRP, the UN Transitional Framework, and the Government of Ukraine's recovery and reform vision and priorities, UNHCR's 2024 protection and solutions strategy is centred around the following high-level objectives:



Providing life-saving protection and assistance in frontline and newly regained areas and in response to attacks.



Supporting people in protracted displacement through targeted programmes to promote access to rights, dignified accommodation, decent work and durable solutions.




Supporting durable solutions and early recovery through community-based, psychosocial, and legal protection programmes, repair of homes and support to access/restore social services.



Promoting inclusive and rights-based laws, policies and procedures in social protection, housing and durable solutions areas through evidence-based advocacy and technical advice – leveraging reform processes.

UNHCR's leadership of the Protection, Shelter/ NFI, and Camp Coordination and Site Management (CCCM) clusters ensure that humanitarian programmes in these areas are coordinated and targeted to address the most critical needs, in line with the HNRP.

Key Targets



1.2 million
people supported with protection information and services




600,000
people supported with multi-purpose cash assistance



350,000
people supported with essential items




467,500
people assisted with housing




125,000
people provided with multi-sector assistance in collective sites

PROTECTION – \$76.7 MILLION


Protection interventions by UNHCR and partners will provide direct support to those most in need as identified by protection assessments and monitoring. At the same time, UNHCR aims to strengthen inclusive national systems and services, while encouraging participation from IDPs and returnees in decisions that affect them. The focus of the protection response will be:

 **Provision of legal assistance and support to the Government of Ukraine** to enable IDPs, war-affected people, returnees and other people without documentation to exercise their rights by ensuring access to identity documents, including IDs and birth certificates, and supporting their registration as IDPs.

Target: 207,500 refugees, IDPs and returnees receive legal assistance to obtain documentation

 **Addressing housing, land and property (HLP) rights**, through improved access to compensation for damaged or destroyed properties and protecting IDPs from eviction from where they found shelter.

Target: 50,000 people receive HLP legal consultations and assistance

 **Improving access to protection services for individuals at heightened risk** of neglect, abuse and violence, including children and survivors of gender-based violence (GBV), older people, persons with disabilities, LGBTIQ+ persons and other vulnerable populations, such as the Roma community.

Targets: 150,000 people with specific needs referred to specialized services and assistance



Strengthening the psychological well-being of IDPs and people affected by the war, in order to strengthen their ability to rebuild their lives and contribute to the development of their communities.

Targets: 150,000 people benefit from mental health and psychosocial support and referrals; 30,000 people receiving targeted gender-based violence services; 6,500 children at risk or with specific needs identified and assisted



Strengthening community-level protective mechanisms, community outreach and information provision to support the direct engagement of IDPs, returnees and other populations to facilitate identification, protection and provision of services, as well as to enhance accountability to affected populations.

Target: 500,000 people receiving protection information and having access to complaints and feedback mechanisms; 30,000 people participating in awareness-raising activities on protection



Promoting inclusive and human rights-based laws, policies and procedures in protection, housing and durable solutions areas through evidence-based advocacy and technical advice.

Target: 60,000 people benefiting from technical support provided to government entities to promote inclusion of vulnerable groups into national systems and services

UNHCR will also continue to work with the State Migration Service to improve the asylum and statelessness determination procedures, and to strengthen efforts to **prevent, reduce and address statelessness**. UNHCR will further engage with the UN system in Ukraine to ensure sustainable development for all in-country, advocating for and ensuring inclusion of refugees, asylum-seekers and those at risk of statelessness in the UN's cooperation framework, drawing on the commitments to operationalize the Global Compact for Refugees (GCR).

WELL-BEING AND BASIC NEEDS – \$256.5 MILLION



Multi-purpose cash assistance

To address immediate and basic needs, cash continues to be the preferred modality of humanitarian assistance of IDPs, returnees and people with specific vulnerabilities. Given the evolving nature of the war, humanitarian cash assistance is still needed to complement Government assistance, ensuring no one is left behind. Where it can be delivered safely and in line with market capacity, UNHCR will provide multi-purpose cash assistance (MPCA) to help people cover the costs of basic items like food, medicines, clothes, accommodation and pay for utilities. At the same time, UNHCR will support efforts to gradually shift from large scale humanitarian cash assistance to **transitional safety nets** in close collaboration with the Government and development actors. In partnership with the Ministry of Social Policy and key international partners, UNHCR will continue to support the joint Perehid Initiative, which aims to develop an inclusive and shock-responsive social protection system in Ukraine.

Target: 600,000 people targeted with multi-purpose cash assistance



Essential items

UNHCR will continue to provide **essential items** to people affected by the war, such as blankets, kitchen sets and solar lamps, as well as non-standard items (e.g. dignity kits, beds, mattresses and winter clothes). Distributions of essential items will take place in line with protection assessments and will focus on specific areas, including newly accessible and remote areas, as well as communities near the frontlines, where markets are often disrupted and needed items unavailable. UNHCR will maintain an **emergency/contingency stock** of essential items as a preparedness measure in case hostilities escalate and there is a significant new wave of displacement. UNHCR will also continue to provide essential items to vulnerable people residing in **collective sites**, based on identified needs. UNHCR's winterization strategy will respond to the increased needs during winter, including through the distribution of **essential winter items** such as thermal blankets.

Target: 350,000 people targeted with essential items



SUSTAINABLE HOUSING AND COLLECTIVE SITES - \$213.7 MILLION



Sustainable housing

UNHCR will continue to support displaced and war-affected populations with **emergency shelter assistance to address immediate needs**. During winter, vulnerable families will also receive additional housing support, such as insulation material. At the same time, UNHCR will focus on addressing medium term needs through **durable housing repairs and advice on housing solutions** that can support people to return and facilitate early recovery, where possible. UNHCR will focus on quality of accommodation and securing tenure, with an emphasis on finding alternative housing solutions for people living in collective sites. Support to community infrastructure will also be expanded, particularly in areas of return to help support durable solutions. To ensure that housing also addresses protection risks, UNHCR will carry out assessments to promote the application of inclusive, community-based protection approaches to housing and community infrastructure. Meanwhile, UNHCR's Ukraine is Home platform, in partnership with the Ministry for Restoration, will facilitate access to compensation, technical assistance, and material support for repair and reconstruction of damaged homes, complemented by an area-based approach to help restore vital communal infrastructure.

Target: 467,500 people assisted with emergency shelter and sustainable housing

Ukraine: Olena with her two daughters sits inside the core-home that at was installed by UNHCR in her backyard after their home was completely destroyed.

© UNHCR/Alina Kovalenko



Collective sites

UNHCR will pursue a two-pronged approach in collective sites:

- **Support to local authorities** to improve living conditions in collective sites, as regulated by Government Resolution 930. This will include capacity-building of local government authorities responsible for managing collective sites, as well as site improvements, strengthening referral mechanisms to ensure that residents in sites can access protection and assistance, and support for community-based protection initiatives that enhance site management and coordination.
- **Interventions that enable IDPs to transition from collective sites to preferred sustainable (durable) solutions.** In coordination with local operational partners, UN agencies, civil society and local government, UNHCR will undertake profiling of IDPs in collective sites and use an area-based approach to durable solutions planning. This will include household level multi-sectoral assistance support to facilitate the transition of IDPs from collective sites to their preferred sustainable living solutions. This could include facilitating access to government and other social services, linkages to livelihoods, cash to cover rent or shelter support, and other opportunities that will support their social cohesion and local integration.

Target: 125,000 IDPs have access to multi-sector services in collective sites

LOCAL INCLUSION/INTEGRATION AND DURABLE SOLUTIONS – \$52 MILLION

UNHCR has built **constructive partnerships** with Ukrainian authorities at national and local level to seek solutions for displaced and stateless people. Ukraine's inter-agency durable solutions coordination and planning are coordinated through the **Durable Solutions Working Group** and area-based coordination platforms, co-led by UNHCR, IOM, and UNDP. While durable solutions and early-recovery programming in Ukraine mainly focus on IDPs and returnees, UNHCR capitalizes on its mandate and expertise to advocate for the inclusion of asylum-seekers, refugees, and stateless people into the recovery and durable solutions plans. To further promote integration and inclusion of all displaced and war affected populations, UNHCR will work with partners through an area-based approach to ensure **access to social and economic rights**, and effective **inclusion in national systems and services and initiatives by development actors**.



Ukraine: Olena's house was destroyed in March 2022. In August 2023, she received a prefabricated core home allowing her family to finally return to their land.
© UNHCR/Alina Kovalenko



Access to livelihoods

To improve access to decent work, UNHCR will enhance peoples' linkages to the labour market, private sector, and government employment services, supporting market-based skills development/retraining opportunities and job-matching, while mitigating the need for sustained humanitarian assistance and promoting integration. An adapted model of the refugee employment platform [initiative](#) will be used to expand multi-stakeholder partnerships, coordination and holistic approaches for the economic inclusion of IDPs and returnees. This initiative will help strengthen access to information and wrap-around services, linking the supply and demand side. Data will also be generated to understand potential skills-mismatches, which will further guide policy and interventions to support economic inclusion. Targeted grants, business development and financial inclusion support will promote the growth of small businesses, which will also contribute to local economic recovery. UNHCR will work with local authorities and communities and key partners to identify sustainable childcare solutions that will support women to participate in the labour market.



Access to basic services

UNHCR will support infrastructure rehabilitation and the refurbishment of public service premises for education, health, and social protection. This will help facilitate access to services as part of an overall approach to community recovery. UNHCR will also support capacity building of Government social protection services, with a focus on meeting the needs of displaced people and particularly vulnerable groups.

COORDINATION

The Government of Ukraine maintains a strong lead role in responding to the needs of its population, with an emphasis on recovery and reconstruction through the National Recovery Plan and its engagement with the international community. UNHCR is part of the inter-agency humanitarian response, working in close coordination with local authorities and humanitarian partners. UNHCR leads three clusters - Protection, Shelter and NFIs, as well as Camp Coordination and Site Management (CCCM) – and also co-leads the Community Planning for Durable Solutions and Recovery Working Group. UNHCR maintains strong links with central and local authorities, and Memorandums of Understanding (MoUs) have been concluded with 18 Oblast Administrations and four National Ministries, including the Ministries of Communities, Territories and Infrastructure Development; Education and Science; Reintegration; and Social Policy. In January 2023, UNHCR signed an MoU with the Ministry of Restoration on the Ukraine is Home joint cooperation platform. The MoUs, in line with UNHCR's wider strategy, also work towards incorporating sustainable and durable solutions in the humanitarian response. The multi-partner, multi-donor Perehid Initiative under the leadership of the Ministry of Social Policy aims to (i) pave the way for the transition and absorption of humanitarian caseloads into the social protection system and (ii) bolster national systems and support the government's agenda to reform the social protection system.

UNHCR helps repair homes of war-affected people in Ukraine



Kukhari village, Kyiv oblast, Ukraine: Halyna walks in the yard of her house that was repaired by UNHCR after it was destroyed as a result of subsequent hostilities. © UNHCR/Alina Kovalenko

Halyna, 97, has lived in Kukhari village, Kyiv oblast, all her life. Her brothers and husband are buried here. She was forced to flee because of the full-scale war. After the Russian armed forces withdrew in April 2022, she returned home with her daughter, Nadiia, and Nadiia's husband, Oleksandr, to find the house, with its pretty carved shutters, damaged. The windows and doors were shattered by artillery fire and bullets, and many of their personal belongings were either destroyed or stolen.

During the spring of 2023, UNHCR, the UN Refugee Agency, helped the family repair their house. Windows were replaced and the

roof was fixed, making the house habitable again and enabling Halyna to restore comfort in her home.

“We are four in the family, two brothers and two sisters. We try to live here with our mother in turns every two-three months to make her comfortable, warm and safe. It is good that we have international organizations who do not leave us alone with our troubles,” Halyna's daughter Nadiia says.

[Read the full story here.](#)

Refugee Response



2024 regional targets*



* All targets are indicative and subject to the availability of funds. Targets may also be adjusted in response to changes in the operational situation.

Overview of needs and risks in host countries

UNHCR protection profiling and monitoring activities – conducted across the RRP region on an ongoing basis – have identified key protection risks and needs of refugees from Ukraine², which have informed UNHCR’s response. These include:

- Family separation and a significant proportion of single caregiver households.** This is a defining feature of the Ukraine refugee crisis, with almost 80 per cent of respondents reporting that they have been separated from close family members due to their departure from Ukraine. Family separation in a refugee

2. The [first](#), [second](#) and [third](#) regional analysis of data from UNHCR’s protection monitoring exercise are available online, along with a [regional dashboard](#).

- context can exacerbate protection risks including gender-based violence, human trafficking, exploitation, isolation, and trauma, particularly for people with specific needs, such as unaccompanied and separated children, older people, and people with disabilities.
- **Access to civil documentation and legal status.** 23 per cent of protection monitoring respondents did not hold international biometric passports, essential for freedom of movement, while an increasing number of refugees reported difficulties in obtaining or replacing key identity documents in their host countries. Additionally, the need to collect documentation continues to drive pendular movements between host countries and Ukraine, which can increase safety risks. For those refugees who have decided to undertake short term visits to Ukraine, primarily to visit family and retrieve documents, a growing proportion – currently 18 per cent - experienced challenges upon their return to host countries. These challenges include the revocation of legal status, suspension of social protection benefits, and obstacles when re-entering host countries after visiting Ukraine.
 - **Persons with specific needs.** 23 per cent of protection monitoring respondents reported at least one household member with a specific need, including people with disabilities, serious medical needs, older people and separated or unaccompanied children. These households report reduced access to various rights, including identity documentation, long-term housing, healthcare and employment compared to other refugee households, highlighting a worsening vulnerability among these groups as displacement persists.
 - **Child protection.** Inclusion of refugee children from Ukraine in national systems continues to be a priority. Unaccompanied and separated children who were not identified upon arrival, or whose status changed after their arrival, are being identified and require full access to services in line with national law. Children without parental care who were evacuated from institutions in Ukraine are also present in many host countries and similarly require access to services. In line with UNHCR's public position, individual assessments must be conducted by the host government in cooperation with the Government of Ukraine, prior to any return.
 - **Accommodation and other basic needs.** Cash and accommodation are among the most commonly reported urgent requirements of refugees. Cash assistance is essential in helping refugees to meet their basic needs, including accommodation. Access to sustainable and affordable housing remains a challenge in many places, with many free accommodation programmes coming to an end and options for free accommodation declining, while the resources of the most vulnerable are also now depleted. More refugee families with members with disabilities are being forced to resort to collective shelters, which are often not equipped to meet their specific needs. Similarly, households including older people or those with disabilities continue to face challenges in accessing employment, due to care taking responsibilities or a lack of adequate services.
 - **Socio-economic inclusion and livelihoods.** Between 40 and 60 per cent of respondents are employed; unemployment is between 10 and 20 per cent, and remaining refugees are outside the labour force. Access to decent work remains a key need. Existing barriers need to be addressed including through intensive language training, improved skills recognition, upskilling courses and job-matching which helps refugees to attain more sustainable employment that corresponds with their education levels. Refugees also require systematic access to information about their rights and entitlements in the labour market, including how to identify and respond to potentially exploitative labour practices.

Regional refugee response priorities

As governments continue to lead the response at national and municipal levels, UNHCR will support them in this role by providing practical, specialized support to complement the overall response.

The localization of the response also remains a key priority with UNHCR working with a growing number of municipalities, national NGO partners and refugee-led organizations.

Ensure refugees' effective access to legal status, protection, and rights.

The EU Temporary Protection Directive (TPD) and similar protection schemes will remain in place until March 2025. These schemes have been important in ensuring swift access to rights and protection for a large proportion of refugees. Two years on, however, the need for greater harmonisation in the application of the Directive between EU member states has been highlighted, with practical and administrative barriers impacting upon refugees' access to rights. For instance, some refugees briefly returning to Ukraine to visit relatives and collect documents report challenges upon their return to host countries. These include the revocation of legal status, suspension of social protection benefits, and obstacles when re-entering host countries. Furthermore, discussions on the next steps once TPD comes to an end in March 2025 are ongoing within the EU. It is crucial that hosting states apply a coordinated and harmonised response, in line with international principles of cooperation and responsibility sharing, when temporary protection arrangements come to an end. In 2024, UNHCR's key activities will include monitoring effective access to legal status, protection and rights, as well as advocating with governments and regional institutions to address challenges and barriers affecting access to rights. Support to legislative and policy coordination, and facilitating communication with refugees and host communities, including provision of legal support and information will also continue.

Ensure that refugees with specific needs have access to targeted support and assistance.

Identifying refugees with specific needs and providing targeted assistance is critical to **mitigate** serious protection risks and to help avoid premature returns. UNHCR will continue to support governments in identifying and assisting the most vulnerable refugees, including **unaccompanied and separated children, people with disabilities, older people, LGBTIQ+ individuals, single-headed households, seriously or chronically ill people, and people at risk of trafficking, exploitation, or gender-based violence**. Targeted support provided by UNHCR will complement or enhance government services for people with specific needs. This includes mental health and psychosocial support, as well as scaling up prevention and response services for gender-based violence. UNHCR will also work with authorities and partners to strengthen national child protection systems and services. Further efforts will also be made to support governments to identify and include refugees with disabilities in national services, including through: 1) the recognition of disability certificates issued in Ukraine; 2) accessible accommodation; 3) identification and mitigation of the barriers to services; 4) availability of accessible information; and 5) community engagement, including with organizations of people with disabilities. Small-scale, targeted cash assistance will be maintained for the most vulnerable in some countries, to help address protection risks and gaps in basic needs. Cash assistance will be provided alongside protection services and government social services. While some targeted shelter interventions will continue in RRP countries, UNHCR will largely play an advocacy role to ensure that refugees have access to adequate housing, particularly vulnerable people with specific needs.

Strengthen refugees' socio-economic inclusion and self-reliance.

While some 80 per cent of refugees hope to return home one day, the vast majority are not planning to do so in the near future. Assisting refugees where

they are and supporting their effective access to socio-economic rights, services, and decent work opportunities by protecting and expanding their assets, enhancing their resilience, and enabling them to apply and further develop their skills will pave the way for solutions. For refugees that opt to return to Ukraine, this support will also help them contribute to rebuilding the country. By continuing to build relevant work experience, refugees progressively become more self-reliant and establish networks, while protection risks and harmful coping mechanisms are reduced. UNHCR will continue to work with governments, the private sector, and partners to address unemployment through language courses, job-matching, re- and upskilling, skills and qualifications recognition, information and counselling, enhanced access to business development and financial services, expanded access to childcare, and strengthened coordination among stakeholders. UNHCR will continue to work with governments, civil society, and municipalities to expand access to government social protection schemes, ensuring basic needs are addressed, protection risks are reduced, and self-reliance is enhanced.

Reinforce social cohesion between refugee and host communities.

UNHCR will engage with local municipal structures, civil society, and refugee-led organizations to promote social cohesion and strengthen community support for refugees through a whole-of-society approach. UNHCR will advocate for inclusion and will provide practical support to host communities through capacity building and technical and financial support to extend their services and assistance to refugees (e.g. expansion of community centres serving both refugees and local populations). These actions will serve to alleviate pressures that could give rise to tensions with negative consequences for the asylum and protection space, while increasing service provision for refugees that require specialized services. Countering disinformation and misinformation widely spread on social media and shaping a positive narrative that is honest, promotes peaceful

coexistence, and showcases the contributions of refugees to their host communities will also play an important role in reinforcing social cohesion. In support, UNHCR will launch mass communication campaigns aimed at fostering a welcoming environment and highlighting refugees' contributions to society.

Strengthen community-level protective mechanisms and community outreach with refugees.

Effective community outreach and cooperation with refugee leaders, refugee-led organizations, and community networks, as well as maintenance of effective two-way communication with communities is a key cross-cutting priority. This facilitates the identification of the most vulnerable, strengthening the protection and provision of services to refugees, while enhancing accountability to affected populations. UNHCR will strengthen outreach to communities, including through UNHCR Help Pages, social media channels, and community centres.

Ensure effective coordination of the refugee response.

In support of the government-led responses, UNHCR coordinates the implementation of the inter-agency Regional Refugee Response Plan (RRP) in line with the Refugee Coordination Model (RCM). For 2024, the RRP brings together the activities of 314 partners across 11 countries in the region. UNHCR leads this process in a collaborative and consultative manner with authorities, aid agencies, civil society, including local host communities, refugee-led organizations, and affected populations. An inter-agency Regional Refugee Coordination Forum (RCF) and thematic working groups have been established to ensure an efficient, coordinated response and to avoid duplication. As the UN Agency mandated by the General Assembly to lead refugee responses, UNHCR is the reference entity on refugee data, facilitating and coordinating the provision of necessary data and information to support RRP partners' response planning and

delivery. Regionally, the RCF is led by the UNHCR Regional Refugee Coordinator, while at the country level, RCFs are led by the UNHCR Country Representatives in support of and coordination with the Government. RCFs are open to all partners in the response. Through the RRP, UNHCR continues to ensure a joint, coordinated response, including assessments, data and information management, monitoring and reporting on progress, and communication and information-sharing tools. See the Ukraine Situation RRP 2024 and the Operational Data Portal for more information.

Maintain emergency preparedness.

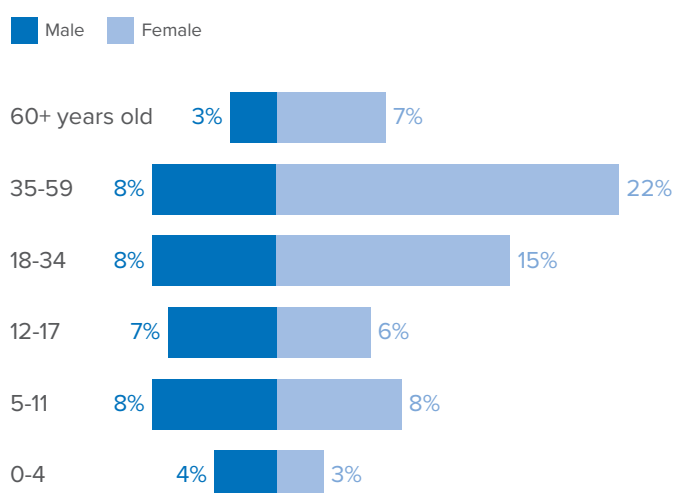
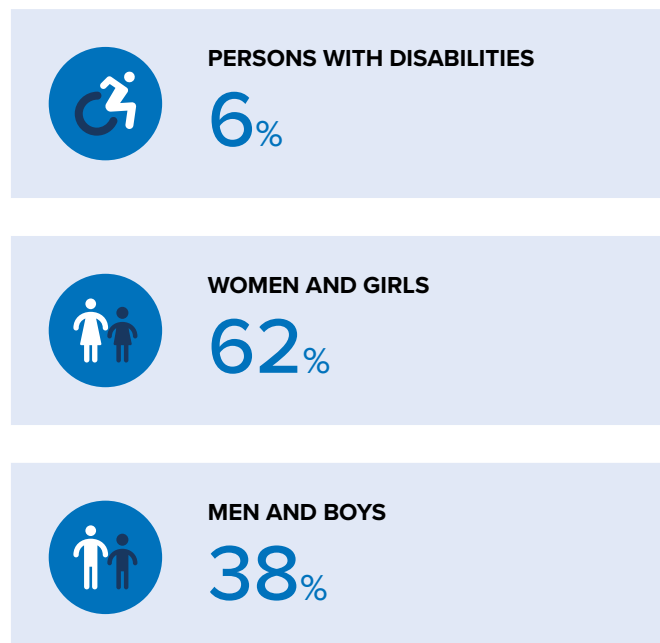
As the situation inside Ukraine remains volatile, UNHCR will retain emergency preparedness capacity and the infrastructure required to scale-up operations in case of new large-scale outflows from Ukraine. This includes maintaining stockpiles of core relief items.

Population data

COUNTRY	PEOPLE IN NEED (2024)
Bulgaria	70,000
Czech Republic	400,000
Estonia	55,000
Hungary	85,000
Latvia	50,000
Lithuania	65,000
Moldova	90,000
Poland	1,100,000
Romania	110,000
Slovakia	150,000
Other countries in Europe*	2,600,000
Total	4,810,000

*The population of other countries excludes the Russian Federation

Demographics (as of end of 2023)



Country Plans

Bulgaria



59,000

refugees targeted for assistance



\$16.9 million

total financial requirements



7 partners

all local partners

Overview of needs

UNHCR anticipates that Bulgaria will continue to host 70,000 refugees from Ukraine in 2024. The 2023 Multi-Sectoral Needs Assessment (MSNA) findings show that most refugees have been staying in Bulgaria for an average of 13 months, indicating a stable population, who need continued access to basic services and meaningful inclusion. Refugees' top three self-identified needs include: access to healthcare (45 per cent); basic needs, namely food (39 per cent), and accommodation (26 per cent). Access to employment also remains a key priority, with 20 per cent of refugees remaining unemployed. Key challenges to employment include language barriers, limited employment opportunities, and few opportunities suited to refugees' professional skills.

One-fifth of the refugee population in Bulgaria are older people, one-tenth have a disability, and half of refugee households have at least one member with a chronic or serious underlying medical condition. Sixty-one per cent of interviewed households reported a reliance on at least one harmful coping strategy—mostly spending savings—but also reducing expenditure on essential health and education needs.

Key activities

PROTECTION – \$9.4 MILLION

UNHCR will continue to support national authorities to enhance international protection in Bulgaria, namely through:



Protection monitoring, services and community activities: At border crossing points and other locations throughout the country, UNHCR and partners will monitor the situation of refugees by identifying key protection risks, barriers to accessing rights, and other needs. Based on protection risks, refugees—including those with specific protection needs, such as LGBTIQ+ individuals, older people, and people with disabilities—will be supported with individual protection services. Community activities will also be organized through six revamped community centres in key reception cities. Information about available services will be shared through expanded hotlines and websites offering individualized support in refugees' own languages.

Target: 20,000 people



Legal assistance: Refugees in need of legal assistance to verify their legal status, as well as those facing barriers to access other documentation, basic rights, social services, or fair employment, will receive legal assistance or representation to address these challenges.

Target: 24,000 people



Mental health and psychosocial support (MHPSS): Refugees, including both adults and children, will receive evidence-based support for their mental health, including specialized individual assistance, structured group sessions, and community-level initiatives aimed at addressing common challenges, building resilience, and promoting positive practices.

Target: 2,000 people



Child protection services: Children will be supported with age-appropriate activities to ensure individual and family well-being through community centres and specialized service providers. Positive parenting and well-being initiatives will also be delivered to help parents cope with challenges stemming from their displacement. UNHCR will further support national institutions working with children by providing technical assistance and guidance on best practices, while supporting service providers to ensure availability of quality services. This includes reinforcing alternative care arrangements and guardianship for unaccompanied children.

Target: 3,000 people



Gender-Based Violence (GBV) services: As the national prevention and response system for GBV grows, UNHCR will provide technical assistance, capacity-building, and coordination support to the wider network

of service providers to make it accessible and adequate for the specific needs of refugee survivors and those at risk. Efforts will also be made to expand awareness-raising and integrate GBV prevention and risk mitigation activities through all aspects of service provision and sectoral programming.

Target: 1,000 people

WELL-BEING AND BASIC NEEDS – \$3.3 MILLION



Cash assistance: UNHCR will continue to provide multi-purpose cash assistance to highly vulnerable refugees to help them meet their basic needs. This will be closely coordinated with national social protection authorities to ensure alignment with national programmes and will also promote the transition from humanitarian assistance to the national social protection system.

Target: 4,500 people



Accommodation improvements: To ensure compliance with international reception standards, UNHCR will coordinate with authorities to improve conditions in collective accommodation facilities, including expanding monitoring and evaluation through safety assessments, as well as providing services to refugees hosted in facilities. Authorities will also be supported to enhance management of collective accommodation facilities, while promoting the development of structured pathways for individuals to transition from collective facilities into private accommodation.

Target: six large refugee accommodation facilities

SOCIO-ECONOMIC INCLUSION – \$4.3 MILLION



Self-reliance and livelihoods: UNHCR will support access to legal and safe employment and entrepreneurship opportunities. Individual case management will be provided, including tailored support for female-headed households to help them enter the job market. Job profiling and matching for refugees in reception facilities will also be a priority, with the aim of facilitating access to stable income to help refugees transition into private accommodation and the wider community. UNHCR will further work with state authorities to facilitate skills recognition, remove barriers to financial services, and support the national integration program.

Target: 4,000 people



Bulgarian Refugee Employment Platform: Building on the growing interest of the private sector and government to capitalize on the economic potential of refugees, UNHCR will launch a platform to connect refugees with employers and other private sector actors. The platform will provide key employment information and job matching to both refugees and employers in accessible languages. It will also serve as a meeting point for wider engagement with the private sector through cooperation with chambers of commerce, business associations, and social enterprises to better understand refugees' skillsets and the needs of the labour market.



Socio-cultural inclusion: To promote the inclusion of refugees, UNHCR will launch a mass communication campaign aimed at fostering a welcoming environment and highlighting refugees' contributions to Bulgaria. These efforts will be complemented by community activities and outreach to civil society organizations to leverage arts, sports, and cultural actors to bring together refugees and host communities. UNHCR will also strengthen engagement with local authorities in the largest refugee-hosting municipalities to develop and implement public policies and programs that promote inclusion. Municipal service providers will be supported to reinforce their capacity to deliver essential services to refugees, while also benefitting the wider community.



Education: UNHCR will continue to support children in their academic, language, and psychosocial transition into the Bulgarian school system. This will include after-school educational support, such as summer language courses, skills development, and youth empowerment activities. In coordination with other actors, UNHCR will support the Ministry of Education to promote enrolment in the Bulgarian school system by removing institutional, socio-cultural, and economic barriers. UNHCR will also work with authorities and academic institutions to promote access to tertiary education and diploma recognition.

Target: 1,000 people

Czech Republic



92,000

refugees targeted for assistance



\$11.8 million

total financial requirements



7 partners

all local partners

Overview of needs

The Czech Republic remains among the top three destinations for refugees from Ukraine in the European Union, with the highest number per capita. Between January and March 2023, Czech authorities undertook a re-registration exercise of refugees in-country to update the figures and further collect information on refugees' vulnerabilities and level of integration. By November 2023, 368,000 refugees were active beneficiaries of Temporary Protection in the Czech Republic.

The government has adopted a generous and effective stance towards refugees, which includes recognizing basic rights, such as access to healthcare, education, and labour rights, and offering services such as cost-free humanitarian housing and financial assistance. A change in the legislative framework governing reception and assistance for refugees from Ukraine took place in July 2023 with the introduction of the Lex Ukraine V. The updated framework places greater emphasis on self-sufficiency, amending the eligibility for free humanitarian accommodation to a maximum of 150 days after arrival, with exceptions for vulnerable groups. These changes resulted in new needs emerging, in particular for individuals falling

outside the eligibility criteria for support, but who were unable to secure employment opportunities. By the end of 2024, UNHCR anticipates that 92,000 refugees from Ukraine will need targeted support, following on from a Multi-Sectoral Needs Assessment undertaken in Autumn 2023 which highlighted the following vulnerabilities:

- 35 per cent of households reported experiencing tensions with the host community since arriving in the host country
- 55 per cent of households have concerns regarding the safety and security of women
- 66 per cent of working-age refugees in the Czech Republic are employed, mostly in unskilled or insecure positions in secondary industries and hospitality. Financial struggles have forced about one-third of households to deplete their savings and resort to harmful coping strategies.
- 28 per cent of households faced challenges in accessing information
- 37 per cent of households were covered by the social protection system in the host country

Key activities

PROTECTION – \$8.59 MILLION

UNHCR will enhance access to a safe and protective environment with a focus on the most vulnerable individuals, including through:



Protection Information and Services including counselling, information on access to basic services and rights and entitlements, and signposting to specialist services for those with specific needs.

Target: 50,000 people



GBV Prevention and Support Services, including provision of information on GBV through group sessions, one-on-one counseling or via online platforms.

Target: 4,000 people



Community-based psychosocial support activities through events, workshops and projects.

Target: 8,000 people



Mental health and **psychosocial support services** including counselling, referrals and provision of specialized services.

Target: 5,000 people



Legal assistance including information, counselling and representation.

Target: 800 people

SOCIO-ECONOMIC INCLUSION – \$3.25 MILLION

UNHCR will help enhance refugees' access to livelihood opportunities and socio-economic inclusion, including through supporting the government to strengthen national systems while providing direct assistance to refugees, notably through:



Livelihoods and socio-economic inclusion interventions for refugees, including targeted employment-related course support.

Target: 60,000 people



Counselling sessions for persons benefitting from integration-related support related to housing, employment, health care, education, and language classes.

Target: 3,000 people



Advocacy interventions with municipalities, civil society and the private sector aimed at facilitating refugee inclusion into local communities and support services.

Target: 100 interventions

Estonia



13,000

refugees targeted for assistance



\$4.2 million

total financial requirements



3 partners

all local partners

Overview of needs

UNHCR anticipates Estonia will host some 55,000 refugees from Ukraine in 2024. Estonia has been pursuing three main goals to support refugees from Ukraine, including: ensuring the sustainability of public and state services for all; providing refugees with the appropriate support and services to achieve self-sufficiency; and fostering conditions for refugee inclusion in Estonian society while maintaining ties with the Ukrainian language and culture. Despite the harmonized and well-coordinated whole-of-society response led by the Government, some refugees continue to face certain challenges in fully supporting themselves and their families, notably due to:

- 80 per cent of refugees are women and children, who often experience difficulties finding decent employment, and remain at heightened risk for gender-based violence (GBV).
- Most refugees rent accommodation on their own, though only half are currently employed in Estonia. As such, many need additional support with access to affordable housing, Estonian language education, as well as individual mentorship for employment.
- 20 per cent of refugees report having at least one household member with a serious medical condition, and 11 per cent report having household members with disabilities.



Key activities



Protection: UNHCR will work closely with the Government of Estonia and regional institutions to ensure refugees have access to legal status, and associated rights under the Temporary Protection regime, including through provision of legal counselling. The needs of refugees will be monitored, including at border crossings, registration points, and accommodation sites to identify needs and risks that inform advocacy (e.g. inclusivity of services) and the overall humanitarian response. Available protection services will be mapped to facilitate referrals, particularly for people with specific needs, and the capacity of NGO partners will be strengthened to identify, prevent and respond to GBV.

Target: 7,100 people



Socio-economic Inclusion: UNHCR will support refugees' access to livelihood opportunities, helping to strengthen their economic inclusion and self-reliance. Additional language training and assistance will be offered through specialized Estonian language courses for teachers from Ukraine and outreach activities to raise awareness and facilitate decent employment and access to services. Employment information, counselling and mentorship will be provided to refugees, particularly the most vulnerable (elderly people, women and children at risk, victims of trauma, etc.). UNHCR will further strengthen community-level protection and empowerment, undertake mapping of services, and expand recreational and cultural activities.

Target: 5,900 people

***Estonia:** In this photo, a group of refugees from Ukraine as well as local Estonians attend an event at the Oandu nature centre organized by the Estonian Human Rights Centre and the Social Centre of Tallinn City Centre. Social events such as this provide an opportunity for refugees to meet, reinforce their community and form ties with the host community.*
© UNHCR/Max-Michel Kolijn



Hungary



50,000

refugees targeted for assistance



\$14.2 million

total financial requirements



8 partners

partners including 5 local partners

Overview of needs

Hungary has maintained an open-door policy for refugees from Ukraine since the beginning of the full-scale invasion in February 2022. As of October 2023, nearly three million border crossings to Hungary have been recorded by Ukrainian nationals, including arrivals directly from Ukraine and via Romania. Despite noticeable reductions, ongoing refugee movements continue, including pendular movement from and to Ukraine for short visits or onward movement. To date, Temporary Protection (TP) has been granted to more than 35,000 refugees from Ukraine of the 39,000 who have applied. In addition, more than 22,000 Ukrainian nationals reside in the country under residence permits for work purposes, issued after February 2022. During 2024, UNHCR anticipates that 85,000 Ukrainian refugees will require assistance, out of which UNHCR plans to directly target 50,000 with assistance.

TP status in Hungary provides refugees with the right to reside, work, access essential services such as housing, healthcare, and education. Nevertheless, difficulties persist for many due to language barriers, challenges in accessing

services, limited income and the absence of long-term employment prospects. To assess the needs of refugees, an inter-agency Multi-Sector Needs Assessment (MSNA) was carried out by UNHCR and local research institute TÁRKI in Autumn 2023, which highlights the following key concerns:

- 13 per cent of households reported feeling tensions with host community since arriving in the host country.
- 28 per cent of households covered by the social protection system in the host country in the previous 30 days.
- 73 per cent of households reported needs in their daily life, including accommodation and food.
- 19 per cent of households reported concerns regarding safety and security of women.
- 20 per cent of households noted problems with their current accommodation, including with the standards, sustainability, affordability, and amenities.

Key activities

PROTECTION – \$7.8 MILLION

UNHCR will enhance access to a safe and protective environment with a focus on the most vulnerable individuals, including through the provision of:



Protection information and services, such as referrals to specialized and complementary services, upon arrival and in community settings.

Target: 25,000 people



Legal assistance to ensure access to rights, entitlements, and assistance, including TP.

Target: 3,500 people



Child protection services, including case management and psychosocial support.

Target: 11,000 people



Trainings for frontline workers on Gender Based Violence (GBV) prevention, response and risk mitigation.

Target: 100 people

WELL-BEING AND BASIC NEEDS – \$3 MILLION

UNHCR will provide complementary and targeted basic needs assistance for particularly vulnerable refugees such as people with disabilities and other specific needs, while further supporting them in a gradual transition to national social and other protection systems:



Cash assistance will be provided to vulnerable refugees, aligned with the government social assistance programme. The eligibility criteria for cash includes having a severe disability, being above the age of 65, and being a single parent or carer.

Target: 3,000 people



Short and mid-term accommodation support will be provided to enhance access to shelter/housing for vulnerable refugees.

Target: 1,000 people

SOCIO-ECONOMIC INCLUSION – \$3.4 MILLION

UNHCR will help enhance refugees' access to livelihood opportunities and socio-economic inclusion, including through supporting the government to strengthen national systems while providing direct assistance to refugees, notably through:



Access to accurate information on rights and opportunities for social inclusion and integration in a relevant language.

Target: 20,000 people



Livelihoods and socio-economic inclusion **outreach and counselling**.

Target: 8,500 people



Community-based **psychosocial support activities** through 300 community events, workshops and projects.

Target: 5,000 people

Latvia



14,700

refugees targeted for assistance



\$4.2 million

total financial requirements



3 partners

all local partners

Overview of needs

UNHCR predicts Latvia will host some 50,000 refugees from Ukraine in 2024. Latvia swiftly adopted the Law on Assistance to Ukrainian Civilians to offer effective protection to refugees and facilitate access to rights and services on an equal footing with Latvian citizens. The Law continues to provide immediate assistance with accommodation and food, expedited registration, and access to education, healthcare, and social protection. Despite the whole-of-society approach led by the Government, some refugees continue to face challenges in supporting themselves and their families:

- Almost 80 per cent of refugees are women and children. Consequently, women with infants and small children may lack employment opportunities and effective access to the labour market. The risk of gender-based violence (GBV) is also heightened.
- Medium- and longer-term accommodation options remain limited.
- Support is needed for school-aged children to access language learning, as well as social and extra-curricular activities.
- More than 90,000 refugees transited through Latvia in 2023. Refugees in transit may face a range of protection risks, in particular when they are dependent on support for their onwards journey. Additional reception services at the border would be of benefit to cover immediate needs such as food, water, warm clothing, provision of and sanitary facilities.

Key activities



Protection: UNHCR will work closely with the Government of Latvia to help ensure refugees have access to legal status and associated rights under Temporary Protection, including through provision of legal counselling. The situation of refugees will be monitored, including at border crossings, registration points, accommodation sites, and detention centers to identify needs and risks that inform advocacy (e.g. inclusivity of services) and the overall humanitarian response.

Target: 8,000



Socio-Economic Inclusion: UNHCR will support refugees' access to livelihood opportunities to strengthen their economic inclusion and self-reliance. Employment information, counselling and mentorship will be provided to refugees, particularly the most vulnerable. At the same time, UNHCR will raise awareness and advocate with the private sector and partners to foster socio-economic inclusion of refugees from Ukraine. UNHCR will further strengthen community-level protection and empowerment, undertake mapping of services, and expand recreational and cultural activities.

Target: 6,700 people

Latvia: In 2023, Latvia was for the first time represented at the Unity Euro Cup on 28 June in Frankfurt, Germany. Eight places in the team were allocated to Ukrainian refugees who played together with three local players.

© Latvijas Futbola federācija/Latvian Football Federation



Lithuania



Overview of needs

UNHCR anticipates that Lithuania will host some 65,000 refugees from Ukraine in 2024. The collaborative efforts of the Government, civil society, and the host community have to date focused on a comprehensive whole-of-society approach for the reception and protection of refugees from Ukraine. The response has emphasized inclusion in the national Lithuanian education system, public services, and the labour market. Despite this, some refugees continue to encounter challenges in achieving full self-sufficiency for themselves and their families, notably due to:

- 48 per cent of refugees from Ukraine are women, and 32 per cent are children. Women face heightened protection risks, such as gender-based violence (GBV) including sexual exploitation and abuse (SEA), trafficking, as well

as labour exploitation. Many women must care for children and other dependents on their own. These factors result in challenges accessing employment, day-care services, and affordable housing, among others.

- Refugees with disabilities, older refugees, and their families face particular vulnerabilities which lead to a heightened risk of poverty. The lack of vulnerability assessments at the registration stage hampers the identification and referral of vulnerable refugees to tailored support services.
- Approximately 10 - 15 per cent of new arrivals experience difficulties due to information gaps, long wait times, and language barriers. These refugees lack access to accommodation, health services, food, and other benefits, necessitating civil society support.

Key activities



Protection: UNHCR will work closely with the Government of Lithuania to help ensure refugees have access to legal status and associated rights under Temporary Protection, including through provision of legal counselling. The situation of refugees will be monitored, including at border crossings, registration points, accommodation sites and detention centers to identify needs and risks that inform advocacy (e.g. inclusivity of services) and the overall humanitarian response. Available protection services will be mapped to facilitate referrals, and the capacity of NGO partners will be strengthened to identify, prevent and respond to GBV.

Target: 7,700 people



Socio-Economic Inclusion: UNHCR will support refugees' access to livelihood opportunities, helping to strengthen their economic inclusion and foster self-reliance. Additional language clubs for refugees will be organized together with NGO partners. Employment information and counselling will be provided to refugees through information group sessions and individual support with primary focus on facilitating access to the labour market, social assistance, health care and other reception and inclusion programmes. UNHCR will also continue raising awareness and advocating with the private sector to promote access to employment for refugees from Ukraine to foster socio-economic inclusion of refugees. UNHCR will further strengthen community-level protection and empowerment, undertake mapping of services, and expand recreational and cultural activities.

Target: 6,300



Lithuania: UNHCR's partner uses art as a form of therapy, undertaking 'Creative Missions' and working with child and youth refugees at an accommodation centre in Vilkija, Kaunas District. © Artscape/Zurab Basheleishvili

Poland

 <p>227,500 refugees targeted for assistance</p>	 <p>\$85 million total financial requirements</p>	 <p>10 partners all local partners</p>
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Overview of needs

Based on potential population movements in 2024, it is anticipated that 1.1 million refugees will reside in Poland. Women, children, and older people constitute more than 90 per cent of the total refugee population in the country. The unwavering support offered by Polish Government and society has positively impacted the lives of refugees across the country, with Temporary Protection status allowing refugees to access jobs and services. Notwithstanding this exemplary response, vulnerable refugees still require support, which has been highlighted by the findings of the Multi-Sector Needs Assessment (MSNA) finalized in October 2023:

- 82 per cent of households have unmet needs, with the top three priorities mentioned by them being employment/livelihoods, healthcare services, and accommodation. 61 per cent of refugee of working age in Poland report that they have some form of work – a major achievement but leaving still scope for a stronger inclusion of refugees in the labour market. The primary obstacles to securing employment include language barriers (34 per cent), limited decent job opportunities (21 per cent), and skills mismatches (16 per cent).

- Despite the vital role of the Polish social support system in assisting refugees, the MSNA data shows that 38 per cent of households can afford fewer goods than at this time a year ago, mainly due to rising costs, reduced income, and unexpected expenses.
- Beyond material needs, protection risks remain a concern: 1 out of 3 households have concerns regarding protection risks faced by girls and boys, including vulnerability to neglect, and psychological violence in the community, as well as risks of abuse and sexual violence.
- Education is a top priority: only around half of refugee children are enrolled in primary and secondary school.

Key activities

PROTECTION – \$70 MILLION



Protection monitoring and analysis, including in borders areas: this will include site visits, liaising with authorities and interviews with refugees and focus group discussions to help identify protection risks, barriers impacting access to rights and needs, as well as to inform preparedness and response.

Target: 20,900 people interviewed



Legal assistance, including representation, counselling, and information for refugees and stateless people.

Target: 4,470 people



Identification, referrals and provision of emergency assistance to people with specific needs, including individuals with disabilities, LGBTIQ+ individuals, survivors of gender-based violence, children at-risk, older people and people with caring responsibilities. This may include medical, psychosocial, and legal assistance, provision of safe shelters, cash or in-kind assistance, among others.

Target: 75,300 people



Capacity building of government authorities, NGO partner staff and volunteers on protection principles.

Target: 2,500 people trained



Provision of community or individual psychosocial support.

Target: 10,880 people



Training on gender-based violence prevention, response and referral mechanisms, including on Protection from Sexual Exploitation and Abuse for law enforcement (e.g. police and border guards), Ministry of Family and Social Policies, members of the justice system and other legal actors such as bar associations, authorities responsible for housing and accommodation, NGO partner staff, as well as communities.



Promote education of refugee children through advocacy and policy support, information to parents and youth, and anti-bullying activities in schools to foster cohesion.



Strengthening communication with communities to promote access to information on rights and services (e.g. child protection and gender-based violence services), and two-way community-based complaint and feedback mechanisms. UNHCR will continue operating its hotline and use social media channels, face to face interventions, information leaflets and posters, as well as a dedicated HELP page, with child-friendly and disability-friendly modalities .

Target: 189,860 people

SOCIO-ECONOMIC INCLUSION - \$ 15 MILLION



Working with authorities, private sector actors, and financial institutions, UNHCR will advocate for refugees' right to work and access to financial services, affordable housing, and childcare. Analysis on the impact of refugee inclusion in the Polish economy will be carried out and shared with stakeholders.

Target: 46,500 people



UNHCR will support solutions for refugees excluded from the job market and facing discrimination, including youth, elderly, people with disabilities, long-term unemployed, women head of households, and ethnic minorities. This will include individualized programmes leading to employment and self-employment, as well as recruitment events, such as job fairs and talent days.

Target: 8,370 people

UNHCR employs Ukrainians to offer help and solace to refugees in Poland



Poland: Svitlana, a UNHCR employee, spends time with her husband and daughter. Photo ©UNHCR Anna Liminowicz

Svitlana, originally from Ukraine, works as a Protection Monitor for UNHCR in Poland. She and the team collect crucial information guiding UNHCR's work and provide support and guidance to refugees from Ukraine on accessing essential services. In Poland, UNHCR has conducted over 50,000 interviews with refugees, offering important insights for reports like the [Joint Protection Analysis](#). "I meet refugees in humanitarian centres and collective shelters, and I provide UNHCR with information on the most pressing needs of refugees," Svitlana said, explaining her role. "Another key monitoring function is to coordinate and disseminate information among refugees on how they can solve their problems on their own. I

also support refugees by listening and showing sympathy, which is also important." Protection monitors are UNHCR's "eyes and ears" in the community, helping to ensure assistance effectively responds to refugees' needs and the risks they face. It also helps inform UNHCR's advocacy, as findings are shared with authorities to help them adjust their policies.

"Many people are only just realizing that their lives have changed forever and maybe this is now home," said Svitlana. "Many people here don't have homes to return to. Some towns no longer exist – there is nothing left."

[Read Svitlana's full story here.](#)

Republic of Moldova



61,200

refugees targeted for assistance



\$102.8 million

total financial requirements



17 partners

partners including 11 local partners

Overview of needs

UNHCR anticipates that the Republic of Moldova will continue to host some 90,000 refugees from Ukraine in 2024, including winter arrivals and other movements throughout the year. To assess the needs of refugees, a Multi-Sector Needs Assessment (MSNA) was carried out in October 2023, which highlights the following key concerns:

- 82 per cent of refugees from Ukraine are women and children, including unaccompanied and separated children; around 18 per cent are older people and approximately 10 per cent are people with disabilities. These profiles face elevated risks concerning child protection, gender-based violence (GBV), and trafficking, and require access to specialized services.
- Roma refugees represent 1 per cent of the population, and regularly experience higher risks of social exclusion and marginalization, emphasizing the importance of tailored protection measures.
- LGBTIQ+ refugees may hesitate to seek support due to discrimination, highlighting the need for targeted assistance.
- 84 per cent of households currently report having at least one need that requires immediate attention.

- Less than 5 per cent of refugee children are enrolled in Moldovan schools, with 80 per cent of households opting for online learning. However, most children engaged in online learning express dissatisfaction or only partial satisfaction with the experience.
- Out of the working age population (16 to 64 years old), 60 per cent are currently unemployed.
- 17 per cent of households express concerns about the safety and security of women. Top reported risks include robbery (10 per cent), threats of violence (9 per cent), and incidents of physical harassment or violence (2 per cent).

Key activities

PROTECTION – \$12.9 MILLION

Protection remains the cornerstone of Moldova's response to refugees, asylum-seekers and stateless people, with a particular emphasis on the most vulnerable groups. Working with Government, UN, NGOs, civil society, and the private sector, UNHCR will work to enhance international protection standards by supporting access to territory, safety, and rights, including through:



Ensuring refugees benefit from temporary protection:

The activation of Temporary Protection in March 2023 has provided a more secure legal status for Ukrainian refugees – a key step towards greater refugee inclusion in Moldova. It also provides access to several rights and services including employment, temporary accommodation, emergency and primary health care, and social assistance for families with children and unaccompanied children. Education is accessible to all children regardless of their legal status. The Government requires substantial support to implement the regime, ensuring that refugees are well-informed about the importance and benefits of temporary protection, and that administrative barriers are addressed to ensure access to rights associated with temporary protection status. UNHCR's programmes are designed to reinforce or complement the capacity of the national system and services at all levels.

Target: 40,000 people)



Capacity building of national asylum systems:

In the last 18 months there has been a significant increase in asylum applications. UNHCR will invest resources and expertise in the national refugee and statelessness systems to ensure that case processing is fair and efficient, and legal assistance is available.

Target: 60,000 people



Protection monitoring: At border crossing points and other locations throughout the country, UNHCR and partners will identify protection risks, barriers faced in accessing rights and the most pressing needs of refugees.



Gender Based Violence (GBV) services:

Case management and psychosocial support will be provided to survivors of GBV, and those at-risk of experiencing GBV.

Target: 1,500 people



Child protection services: Identification of children at risk, case management, and psychosocial support will be conducted. Prevention activities, such as positive parenting initiatives and awareness-raising activities on violence against children will be undertaken.

Target: 1,100 people



Training 200 humanitarian actors and government personnel on Protection and GBV/Sexual Exploitation and Abuse (SEA) risk mitigation.



Monitoring 44 refugee accommodation centres, offering winter support and repairs, as well as providing capacity-building assistance, including site management training.

WELL-BEING AND BASIC NEEDS – \$77.5 MILLION



Multi-Purpose Cash Assistance (MPCA): UNHCR and partners will continue to provide cash assistance to vulnerable refugees from Ukraine, aligned with government social assistance to facilitate eventual inclusion into the national system. The eligibility criteria for MPCA will be narrowed to target the most vulnerable refugees, taking into account family size, socio-economic factors, legal status, and protection considerations.

Target: 44,480 people



Winter cash support: In line with the Government's winter support programme 'APRA', UNHCR will provide monthly cash top-up of MDL 800 (USD 40) per household during the winter months up until 31 March 2024 to supplement the regular MPCA. This support is in line with UNHCR's winterization plan for 2023 – 2024.

Target: 40,460 people

SOCIO-ECONOMIC INCLUSION – \$11.4 MILLION



Self-reliance and livelihoods: UNHCR will continue supporting Moldova to enhance the socio-economic inclusion of refugees through vocational training, entrepreneurship support, and access to the job market, as well as fostering partnerships with local businesses. Additionally, solutions for improved childcare will be sought to promote inclusion of women into the labour market. These efforts will promote self-reliance and empower forcibly displaced and stateless people to contribute to Moldova's broader socio-economic development, and the community that surrounds them. **UNHCR will provide employment-related support, such as information, job matching, job counselling, mentorship, and employment-related legal advice.**

Target: 5,000 people



Community Centres and support to community-based initiatives: Fostering positive interactions between refugees and Moldovans through community activities is key to fostering social cohesion. Community centres are public spaces where women, men, boys, and girls of diverse backgrounds can safely meet for recreational, cultural and educational activities. Livelihood programs, information exchange, and protection

services (including cash assistance) are also available in the centres. Building on the ten Community Service Centres UNHCR established in 2023 together with authorities, refugees, civil society, and other partners, UNHCR aims to scale up the community development activities around them. This is in line with the long-term strategy of building capacity at the local level and promoting ownership of the community itself. The capacity of community leaders and local authorities will be further strengthened, including in the Department of Social Assistance and the Department of Education. UNHCR also aims to support small-scale projects managed by grassroots organizations benefiting refugees and host communities alike.

Target: 4,500 people



Inclusion in national systems: UNHCR will continue supporting the Ministry of Labour and Social Protection (MLSP) to ensure refugees are included in the national social protection system. A Socio-Economic Assessment and Inclusion Economic Modelling exercise will be concluded in coordination with the World Bank, UNDP and the Resident Coordinator's Office. Trainings will be provided to government actors at the national and local levels on refugees' rights. UNHCR will also advocate for public policy reforms to be inclusive of refugees. Further support to local authorities will be provided to develop refugee-specific action plans. To ensure refugees are involved in these processes, UNHCR will support refugee communities to establish refugee councils. This is part of a wider strategy to transition from an emergency response to gradual socio-economic inclusion, hence advancing on the Humanitarian Development Peace Nexus.

Target: 50,000 people

HOUSING SOLUTIONS- \$1 MILLION



Affordable housing: Despite Moldova's welcoming environment, vulnerable refugees still face challenges accessing accommodation that meet general safety standards. This also impacts their ability to properly integrate in the country and embrace long-term plans. UNHCR aims to facilitate the transition from collective

shelters to secure, affordable housing, promoting autonomy and self-sufficiency, particularly for vulnerable people.

Target: 700 people

Refugees from Donetsk choose temporary protection in Moldova



Moldova: Refugees from Donetsk choose temporary protection in Moldova © UNHCR/Ciurca Eugenia

Maria fled to the Republic of Moldova over a year ago from her home in Donetsk, Ukraine. She is uncertain about the current state of her home, but assumes the worst due to the ongoing war. Maria and her family, like thousands of other refugees, have sought protection and security in Moldova, and have been granted temporary protection since the scheme's implementation began in March 2023.

“The purpose of choosing temporary protection is the stability and confidence in tomorrow that this status gives us,” she says.

Moldova's temporary protection regime for refugees from Ukraine ensures legal status in the country, accompanied by fundamental rights, including access to education, work, and health services. UNHCR has supported the Government to implement the regime by helping to reinforce their registration capacity and raise awareness with refugees. This has included providing technical expertise and equipment, developing a customized data system, and executing a joint information campaign.

As of 26 December 2023, nearly 116,000 refugees from Ukraine remain in the Republic of Moldova. Around 24 per cent had been granted temporary protection in the country.

[Read the full story here.](#)

Romania



63,000

refugees targeted for assistance



\$52.9 million

total financial requirements



11 partners

partners including 10 local partners

Overview of needs

In 2024, refugees in Romania and new arrivals are anticipated to experience varying socio-economic conditions and vulnerabilities. Those with limited financial means who had initially stayed in Ukraine may be compelled to leave due to deteriorating conditions associated with the war, particularly during harsh winter months. Economic vulnerabilities are also expected to affect refugees already in Romania, as their extended displacement depletes financial savings and heightens the risk of harmful coping mechanisms, particularly for single-headed households, older individuals, people with disabilities and unaccompanied children. Currently, 70 per cent of refugee households are reporting a decrease in purchasing power compared to the first months after arriving in Romania. Potential protection risks facing new arrivals are high and include human trafficking, gender-based violence, separation of children from parents and caregivers, sexual exploitation, and abuse (SEA), as well as high levels of psychosocial distress associated with the war.


UNHCR anticipates Romania will continue to host some 110,000 refugees from Ukraine in 2024, including winter arrivals and other movements throughout the year. To assess the needs of refugees, a Multi-Sector Needs Assessment (MSNA) was carried out in October 2023, which highlights the following key concerns:

- 28 per cent of households reported experiencing tensions with the host community since arriving in Romania.
- 23 per cent of households have concerns regarding risks faced by girls, and 10 per cent for risks faced by boys.
- 60 per cent of refugees from Ukraine are employed, while 33 per cent reported to be currently unemployed.
- 30 per cent of households no longer receive financial assistance from the government or other organizations.


Key activities

PROTECTION – \$25.3 MILLION


UNHCR will continue to support authorities to enhance international protection in Romania, including through:

 Strengthening communication with communities to support refugees' access to information, awareness of available protection services (i.e., child protection, gender-based violence services), and two-way feedback mechanisms. UNHCR will continue operating its hotlines, a widely followed Telegram channel, protection counselling desks and complaint mechanisms, social media channels, as well as a dedicated HELP page.


Target: 40,000 people

 Specialized child protection services, including referrals and psycho-social support for children and caregivers.


Target: 4,500 people

 Individual legal assistance support, including dedicated counselling concerning documentation in Romania.


Target: 4,000 people

 Gender-based violence services, including case management, psycho-social support, empowerment sessions and information.

Target: 4,700 people

 Initiatives and events organized for both refugees and host communities to foster social cohesion and inclusion.

Target: 1,500 people

 Targeted protection assistance for refugees with specific needs such as refugees with disabilities and older refugees. Psychosocial support, awareness-raising and enhanced capacity of authorities, partner staff, and stakeholders will be provided through different refugee hubs in Bucharest, Brasov, Cluj-Napoca, Constanta, Galați, and Iași.

Target: 4,000 people

WELL-BEING AND BASIC NEEDS - \$18 MILLION



Cash assistance will be provided to the most vulnerable refugees with the aim of meeting their basic needs, including for necessities such as food, clothing, housing, and medication. This support will serve as a transitional safety net, pending refugees' ability to find jobs or be included in national social protection schemes (e.g. disability benefits). It will also help mitigate against additional protection risks or harmful coping mechanisms. The programme has been coordinated with the Government and is aligned to Romania's social protection schemes. It is further coordinated with 22 UN and NGO partners working across Romania through the Cash Working Group, under UNHCR's co-leadership.

Target: 34,858 people



Core-relief items (CRIs) including blankets, winter clothing, sleeping bags and housing kits will be distributed to help refugees prepare for winter.

Target: 63,000 people



Tailored hygiene kits (containing soap, tooth paste and brush, washing powder, sanitary pads, etc), including for women and children's needs, will be distributed to vulnerable refugees.

Target: 2,000 people



Contingency stock will be maintained in UNHCR's warehouse to respond to the needs of new arrivals, should the situation deteriorate.

Target: 20,000 people

SOCIO-ECONOMIC INCLUSION - \$9.65 MILLION

In support of the national response, UNHCR is working with government authorities (e.g. the National Employment Agency), the private sector, and other partners to support and accelerate refugees self-reliance and socio-economic inclusion. This will empower refugees to be able to provide for themselves and their families, avoid aid-dependency, and contribute to their host community. Main activities include:



Adult refugees will receive Romanian language training to support socio-economic inclusion.

Target: 4,962 people



Refugees will be supported with job fairs, employment coaching, and skills building to help them access employment.

Target: 20,000 people



Refugees will be supported to access national social protection schemes (e.g., disability benefits, child allowance or unemployment).

Target: 4,000 people



Programmes promoting entrepreneurship and financial inclusion for refugees.

Target: 2,000 people

Employment platforms help employers and refugee job-seekers connect



Romania: Ekaterina finds work at a bookshop after arriving in Romania from Ukraine. ©UNHCR/Ioana Epure

UNHCR has been actively backing Refugee Employment Platforms in Europe, which act as intermediaries to connect companies with refugee job-seekers. These platforms offer valuable information for employers to navigate national frameworks for hiring refugees, while also helping guide refugees on how to access employment opportunities. In Romania, UNHCR's partner Project Voyager launched the online platform 'Jobs4Ukraine' in March 2022. The platform supports refugees from Ukraine to access the formal labour market. In just over a

year, the platform successfully registered 11,500 refugee job-seekers, engaged 2,300 potential employers, and facilitated 8,300 job interviews and applications. UNHCR is supporting the expansion of Jobs4Ukraine's services in Romania to provide similar opportunities to all refugees nationwide. This initiative aligns with UNHCR's broader efforts to support the socio-economic inclusion of refugees.

[Read more about good practices for socio-economic inclusion in Europe here.](#)

Slovakia



120,368

refugees targeted for assistance



\$20.3 million

total financial requirements



8 partners

all local partners

Overview of needs

Slovakia has shown great solidarity to those fleeing Ukraine by welcoming and assisting new arrivals, including Ukrainians and third-country nationals (TCNs). Over 1.9 million Ukrainians and TCNs in need of international protection and assistance crossed into Slovakia since the escalation of the war in Ukraine in February 2022, with some 135,000 applying for Temporary Protection (TP) status. Population movements to Slovakia are expected to continue throughout 2024, with the population in need of assistance predicted to reach 150,000 individuals.

Refugees from Ukraine have generally been able to expeditiously access TP status. The status grants refugees' access to national services and social protection systems in line with the European Union TP Directive, such as healthcare and social protection. Despite a generally favorable refugee protection environment, there remains some challenges for refugees in certain policy areas, including sustainable and affordable housing, as well as access to quality education and employment opportunities to support self-reliance and socio-economic inclusion of refugees. To assess their needs, UNHCR has carried out protection profiling as well as a Multi-Sector Needs Assessment (MSNA), which highlighted the following:

- Women and children constitute close to 83 per cent of the overall displaced population. Most refugee households are headed by women with young children and older members under their care, one-tenth among these households has at least one member with disability. A high proportion of households with infants (from 0 to 4 years) also stated they are not able to access childcare services.
- 13 per cent of the respondents have reported children protection risks, particularly in connection with mental health and psychosocial support (MHPSS), neglect, psychological violence in the community, and physical violence at home and in the community.
- 12 per cent of households who reported being aware of available GBV services indicated that they faced barriers when accessing these services.
- 30 per cent of households have at least one member experiencing mental health and psychosocial problems.
- 83 per cent of households reported having priority needs, including for employment, livelihood support and language courses. Only 54 per cent of working-age individuals reported being employed. The main reasons for being unemployed remain language barriers and lack of employment opportunities in line with their profiles and preferences.

Key activities

PROTECTION – \$ 11.4 MILLION

UNHCR will enhance access to a safe and protective environment with a focus on the most vulnerable individuals, including through provision of:



Legal assistance to ensure access to rights, entitlements, and assistance, including TP.

Target: 21,000 people



Protection information and services, such as referrals to specialized and complementary services, upon arrival and in community settings.

Target: 38,500 people



Counselling and psychosocial support on risks and prevent of Gender Based Violence (GBV).

Target: 8,000 people



Child protection activities for children at heightened risk, including referrals and identification, as well as focus group discussions, awareness sessions, and information/support on access to education.

Target: 4,500 people



Trainings for frontline workers on GBV prevention, response and risk mitigation.

Target: 400 people



Capacity-building activities for host community members to reinforce knowledge and awareness of asylum procedures, statelessness, and address the needs of persons with specific vulnerabilities, including children as well as survivors/persons at risk of GBV.

Target: 2,435 people



Cash for protection to mitigate protection related risks, notably for survivors of GBV, older people and people with disabilities.

Target: 8,500 people

WELL-BEING AND BASIC NEEDS – \$ 6.4 MILLION



UNHCR will provide basic-needs assistance to targeted population groups, including people with disabilities, and support their inclusion in national social and other protection systems. This includes **cash assistance and winterization support** to address basic needs, thereby minimizing reliance on harmful coping mechanisms.

Target: 20,000 people

SOCIO-ECONOMIC INCLUSION – \$ 2.4 MILLION

UNHCR will continue efforts aimed at empowering refugees to rebuild their lives, strengthen socio-economic inclusion, and promote social cohesion, notably through:



Livelihoods and socio-economic inclusion outreach and counselling, including employment and requalification courses.

Target: 700 people



Access to accurate information on rights and opportunities for social inclusion and integration in a relevant language.

Target: 60,000 people



Community events and volunteering activities to promote inclusion and social cohesion.

Target: 50,000 people

The importance of flexible funding

The situation in Ukraine remains highly volatile with continuous violence and destruction, forcing the population to flee inside the country and abroad on a scale not seen in Europe for decades. In this dynamic operational environment, flexible funding is vital for UNHCR to remain agile and ensure the response is efficient and adaptive in order to provide protection and assistance to the people who need it most.

The financial requirements presented here are based on the current context and may be adjusted as the situation evolves. The funds raised through the appeal may be used to address the needs of Ukrainian nationals in other countries, as well as to support UNHCR's large-scale emergency response to the displacement of people from Ukraine, as budgeted within the ExCom Annual Budget.

To all donors, especially those who provide funding that is flexible and not earmarked for a particular use, UNHCR extends its most sincere thanks.

Poland: Iryna, 35, (middle) is from the city of Dnipro in Ukraine. She and her children – Bohdan, 14 (left), Yaroslav, 9 (right) and Dmytro, 6 months (middle) traveled 2 days to reach the Polish border in March 2022. © UNHCR/Anna Liminowicz



UKRAINE SITUATION

UNHCR's 2024 plans and financial requirements

For more information

Visit [Global Focus](#), UNHCR's main operational reporting portal for donors and other key partners. The site provides an overview of the protection risks that refugees and other populations of concern to UNHCR face across the world, as well as regularly updated information about programmes, operations, financial requirements, funding levels and donor contributions. The Ukraine situation page [can be found here](#). Furthermore, visit the [Operational Data Portal](#) for up-to-date information on the Ukraine refugee situation.



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