

Operational Update

April 2019

As part of its **Accountability to Affected Population (AAP)**, UNHCR launched its free hotline (**0-800-30-77-11**) in 2015 in order to support UNHCR's assistance programme to displaced and conflict-affected persons. As of April, the free hotline, which **also provides primary legal aid** will be managed by the NGO Donbas SOS.

The **Shelter Cluster continues its transition** to the Ministry of Temporarily Occupied Territories and IDPs (MinToT). On 22 April, the Shelter/NFI Cluster held its **third National Cluster meeting** in the premises of the MinToT with participation of 20 cluster members. The organization of this coordination meeting was done jointly by UNHCR and the MinToT.

On 25 April, the Ukrainian Parliament adopted an amendment to the **Law on Mine Action in Ukraine**, which will allow direct donor funding for mine action activities in Ukraine. The country has had the most recorded anti-vehicle mine incidents for three years in a row and the third globally for overall casualties.

KEY INDICATORS

7,860

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

245

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

123

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

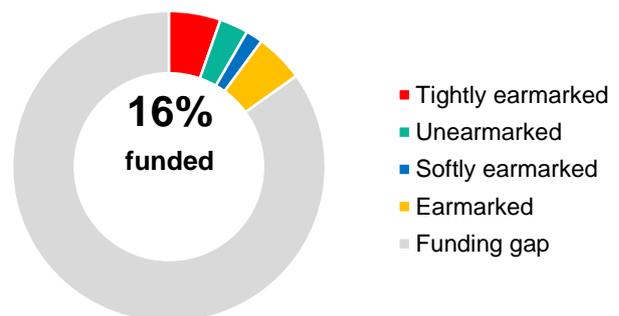


Yahye, 19, found safety and security in Ukraine after fleeing his war-torn country of Somalia when he was 17, in order to avoid harm to himself and his family's safety. In Ukraine, Yahye not only found safety but also managed to live his dream and become a cook. He is now one of 73 refugees and asylum-seekers that have received a small self-reliance grant from UNHCR in Ukraine, a program that encourages independence and personal development for newcomers. After receiving vocational and qualification training, Yahye received a grant to attend cooking school. You can read about Yahye's remarkable story on UNHCR Ukraine's website ([click for link](#)).

FUNDING (AS OF 7 MAY)

USD 28.3 million

UNHCR's financial requirements 2019

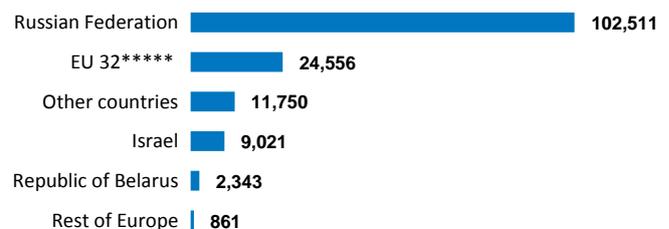


INTERNALLY DISPLACED PERSONS (IDPS)* AND OTHER CONFLICT-AFFECTED PERSONS**

1.5 million***

REFUGEES AND ASYLUM SEEKERS FROM UKRAINE

151,042****



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

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

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

****Source: UNHCR PopStats, June 2018.

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

Operational Highlights

On 22 April, the **total number of officially registered IDPs** increased slightly to **1,37 Million**. The increase of almost 12,000 people continues to be related to the data corrections to the new IDP database of the Ukrainian Ministry of Social Policy, as they are continuously filling in missing data and creating entries for children previously on their parents' entries. On 21 April, during the **second round of the presidential election**, UNHCR's partner the *Right to Protection* (R2P) supported both IDPs and NGCA residents to register to vote. R2P also organized a project to increase the participation of IDPs in the election through the project "Hear Finally Do" intending to channel IDPs' questions to candidates.

In April 2019, the **OSCE's Special Monitoring Mission to Ukraine (SMM)** recorded approximately **27,600 cease-fire violations**, representing a 16 per cent decrease compared to the previous month. The "Easter Ceasefire" announced on 18 April was not respected and violations continued. As a result of the continuous increase of shelling, the Shelter Cluster reported that **59 civilian homes** were either damaged or destroyed on both sides of the 'contact line' in eastern Ukraine during April. This represents a slight increase as compared to March. As a result, six civilians were killed, most victims of explosive remnants of war (ERW). As a response, UNHCR and its partners - **Proliska, Right to Protection (R2P), Slavic Heart, the Norwegian Refugee Council (NRC), MOST and the Donbas Development Center (DDC)** – continued to be among the **first responders** to support conflict-affected settlements along the 'contact line', providing impacted persons with non-food item kits, emergency repair materials as well as referrals to other protection services such as legal aid and psychosocial support. For example, on 14 April, seven houses of local residents and IDPs were damaged by shelling of Zolotoye-4, Proliska responded immediately and provided survivors with acute emergency shelter kits (photo right).



The reporting period saw increased **cooperation between UNHCR's NGO partners** in order to maximize the protection support provided to internally displaced and conflict-affected persons living near the 'contact line'. For example, in April, the NGO Proliska referred **ten persons with specific needs** to R2P's legal support involving pension payment restoration and risk of statelessness (photo left). Furthermore, UNHCR's GBV partner, Slavic Heart, which has **three SGBV Mobile Brigades**, cooperated with Proliska on an SGBV case near the 'contact line'.

In April, UNHCR continued to utilize and expand the use of **Local Protection Meetings (LPM)** in eastern Ukraine in order to coordinate the delivery of protection and humanitarian assistance with local authorities, NGOs and other international actors. During April, an LPM organized by UNHCR resulted in advocating for the improved access of food and medical supplies for 120 villagers of a conflict-affected village called Travneve. Other LPMs were held during the reporting period by UNHCR in Ocheretyne, Popasna and Triokhizbenka. UNHCR's NGO legal partner, **R2P** undertook **72 protection monitoring** visits at five Entry-Exit Checkpoints (EECPs), where they surveyed and counselled **2,127 persons crossing the 'contact line'** ([click for link](#)). This information can also be found on UNHCR and **R2P's Online Checkpoint Monitoring Dashboard** ([click for link](#)). Information on monthly crossings of the 'contact line' can be found on **UNHCR Monthly Crossings Dashboard with information provided by the Ukrainian Border Guards (SGBS)**.

On the **International Day for Mine Awareness and Assistance in Mine Action**, 4 April, **UNHCR called for increased efforts to address the dangers and legacy of landmines in eastern Ukraine** ([click for article](#)); one of the most landmine-contaminated areas in the world and where mines continue to be laid in the ongoing conflict. According to the briefing, mine contamination affects over two million people in eastern Ukraine, limiting freedom of movement and posing a serious threat to civilians crossing the 'contact line' between government and non-government controlled areas. In order to mark this symbolic date, UNHCR raised awareness of the dangers of mines in events organized in Kyiv, Sievierodonetsk and Mariupol.



Donor Relations

On 16 April, the **Bureau of Population, Refugees, and Migration (PRM)** organized a **Humanitarian Development Nexus (HDN)** event together with USAID/OFDA and the US Embassy in Ukraine. The event aimed at bringing together US-funded humanitarian and development partners to find opportunities for cooperation and complementarity, thus paving the way for HDN-type projects. The event included panel discussions with PRM's partners (UNHCR, IOM, ICRC and UNICEF), USAID/OFDA's NGO partners (ACTED/REACH, DRC/DDG, HelpAge, International Medical Corps, Polish Humanitarian Action, People In Need and the NRC) and US-funded development partners (DAI, Inc. and Ukrainian Helsinki Human Rights Union). In the event, UNHCR presented activities that could be eventually handed over to development actors such as legal aid (including capacity building of the state-funded Free Legal Aid Centers, FLACs), community based protection and empowerment as well as housing and shelter. UNHCR also presented the area-based initiative (ABI) planned together with ILO, FAO and WHO for the Mariupol Area. UNHCR emphasized that it is trying to "responsibly disengage" from IDP activities and therefore is keen on greater cooperation with development actors. [Click for a Tweet thread of this event.](#)



On 11 April, UNHCR hosted the new **Ambassador of Japan to Ukraine, H.E. Mr. Takashi Kurai**, in a settlement near the 'contact line' where UNHCR has rehabilitated 54 houses since 2016. The Government of Japan has been supporting UNHCR in Ukraine since 2014 and continues to do so in 2019, especially in shelter activities. The two-day mission included visits to a joint project by UNOPS and UNICEF on 10 April, and a UNDP livelihood grant project and UNHCR's shelter project on 11 April. [Click for a Tweet thread of the visit.](#)

On 15 April, the **PRM** Regional Refugee Coordinator, Jonathan Hayes, together with USAID/OFDA Ukraine and **Joseph Pennington, Assistance Coordinator at the US Embassy**, visited UNHCR's NGO partner R2P where they met with their Legal Team, legal aid beneficiaries and Protection Monitors. They also had a working lunch with UNHCR's NGO partners and visited a peaceful co-existence project (PCP) where they met with beneficiaries, together with UNHCR and Proliska. [Click for a Tweet thread of the visit.](#)



Key Advocacy Messages for April

- Access to adequate housing and search for sustainable housing solutions remains an acute issue for IDPs in Ukraine. UNHCR calls on the government to diversify possibilities for acquiring housing for those IDPs who can afford it, and ensure effective allocation of social and temporary housing to those who do not have means for their own housing. It is of utmost importance that housing related programs on national and regional levels include IDPs.
- The Office of the Ombudsperson has underlined the challenges faced by IDPs in accessing social and economic rights, in particular with unimpeded access to pensions. In this regard, UNHCR would like to remind duty bearers that discrimination in all forms, including based on displacement, is prohibited both in national legislation and international law. The current law, policy and practice of payment of pensions only to registered IDPs is discriminatory. It results in suspensions of pensions to numerous IDPs leaving them without a source of income. UNHCR calls on the government to delink access to pensions from IDP registration. This shall ensure that IDPs have equal access to the payment of pensions with other citizens of Ukraine. UNHCR calls on the government to elaborate a separate mechanism for the payment of pensions in government-controlled areas to those citizens who permanently reside in NGCA without the need to register as IDPs.


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

- On 5 April, UNHCR, its NGO partner R2P and the National School for Judges conducted a Seminar for **16 judges** working on asylum cases from Kyiv, Chernihiv, Zhytomyr and Cherkasy regions. The seminar was conducted in Kyiv.
- From 10 to 11 April, UNHCR and its NGO partner R2P facilitated a Trainer of **ten Free Legal Aid Centers Trainers** from different regions on working specifically with asylum-seekers. This training had been agreed with the training plan developed in close cooperation with the FLAC Coordination Center.
- UNHCR NGO Partner Rokada jointly with the state Kyiv City Library at Desnyanskyy district and with the refugee communities organized an **awareness-raising event dedicated to Earth Day**. The event was also attended by the government officials from the Ministry of Justice.
- In April, R2P continued providing legal assistance to extradition cases identified in the previous reporting periods in Kyiv and Chernihiv. In some cases, FLAC attorneys are leading the prevention of extradition procedures, while R2P attorneys assist in the asylum process.
- In April, three unaccompanied minors were registered and assisted by UNHCR's NGO partner R2P.

1,422

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

1,607

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

34

Refugees and asylum seekers received psychosocial assistance in April

52

Home visits undertaken to unaccompanied minors in April

Livelihood Interventions for Refugees and Asylum Seekers

- On 30 April UNHCR closed its call for self-reliance grants applications for refugees and asylum-seekers that had remained opened throughout the month of April. UNHCR is currently reviewing the applications.

27

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

73

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



Hamid, a refugee from Afghanistan who fled to Ukraine was among the recipients of a UNHCR self-reliance grant to cover tuition fees and procure equipment to start working as a barber in Odesa. He has recently successfully graduated the course and is currently employed as a barber. Hamid is planning to expand his barber business in the near future, as he sees the high demand for the service and truly enjoys his new profession.*

Assistance to Stateless Persons and Persons at Risk of Statelessness

- As part of its work in identifying groups at heightened risk of statelessness, UNHCR visited a prison in Selydove together with its NGO partners R2P and Proliska and the State Migration Services to discuss issues with documentation and risk of statelessness. UNHCR also supported the prison administration to identify strategies on how to solve these issues by the prison administration itself.

113

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

8

Persons received passports in March thanks to UNHCR and partners' support in April

31

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

6

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



A 19-year-old resident of Donetsk that is now on non-government controlled territory found herself with no documents as a result of the war. However, she lacked most of her basic documents and, therefore, was unable to apply for a national passport. She even traveled to apply in a different location. However, the problems remained the same. Not to mention the long waiting lines that took her away from her job. Disappointed, she decided to return to Donetsk from where she had been displaced. However, she was unable to cross the 'contact line' and return home because she did not have a national passport. Everything changed when UNHCR's partner, R2P, helped her obtain a temporary identification document. With this document, she was able to return home and obtain her national passport.



PROTECTION FOR INTERNALLY DISPLACED AND OTHER CONFLICT-AFFECTED PERSONS

Protection Cluster

- Between 16 and 18 April, the Protection and Shelter/NFI Clusters participated in an assessment mission to GCA Donetsk region organized by the Inter-Cluster Coordination Group (ICCG) with the aim of strengthening the humanitarian response at the Entry-Exit Checkpoints (EECP) and in isolated settlements near the 'contact line'. The mission was part of the overall strategy of the HCT to further strengthen inter-sectoral analysis. The ICCG visited Entry/Exit Checkpoint (EECP) Maiorske, Marinka and the hard-to-reach settlement Zhovanka. The locations were selected based on analysis of the recent 'hotspot zones' where daily hostilities occur. Based on the mission's assessment, the ICCG will develop recommendations on improvement of the humanitarian response to the hard-to-reach areas near the 'contact line' and the EECPs. In terms of protection, the following issues were mentioned: mine contamination, absence of mechanism and funds for compensation for damaged property and lack of complaint mechanisms for civilians regarding the military. Furthermore, it was reported that the working-age and unemployed population was not prioritized enough by any humanitarian organizations for assistance.
- The Protection Cluster, together with the Mine Action Sub-Cluster, organized a Mine Action Awareness Day in Kyiv, Sievierodonetsk and Mariupol. Mine risk education information was also handed out at Novotroiske Entry-Exit Checkpoint (EECP). The Resident Coordinator, key ministries and donors spoke at the opening ceremony in Kyiv. Ministries participating in the event included the Ministry of Foreign Affairs, Ministry for Temporarily Occupied Territories, Ministry of Defense, Ministry of Internal Affairs, State Emergency Service, Special Transportation Service, and National Police of Ukraine. Local authorities supported the events in Sievierodonetsk and Mariupol. The event included a photo exhibition, demonstration of equipment, mine clearance demonstrations and mine risk education sessions for adults and children. Ukrainian National and Local media covered the Mine Action Awareness Day substantially.
- Read Protection Cluster's Updated Mine Action Fact Sheet for March 2019 [HERE](#).



UNHCR Protection Activities

- Eviction Negotiations:** In April 2019, UNHCR mediated an agreement between vulnerable IDP families residing in a Collective Centers in Kyiv. So far in 2019, there has been six cases, two in Kyiv region, one in Volyn region, two cases in Kyiv city and one recent case in Zhytomyr region.
- Community consultation on social and temporary housing:** On 3 April, 2019, UNHCR, Crimea SOS and R2P consulted with a group of 25 IDPs representing different Collective Centers on social and temporary housing and discussed procedures for IDPs to be admitted to housing waiting lists. Participants also agreed to disseminate this information among other IDPs living in Kyiv.

- **Two trainings** organized by the Tenth of April (TTA) provided knowledge and contributed to the skill development for **15 community leaders** from Odesa, Kherson, Kirovohrad and Mykolaiv regions. Trainings on *Strategic planning for NGOs* and *Accounting for non-profit organizations* contributed to strengthening the core functional competencies of NGOs and to building their self-sustainability. The mayor of the city also participated thus contributing to stronger links between NGOs run by IDPs and local authorities.
- **Protection Counselling:** During the reporting period, Proliska provided protection counselling to 1,210 persons residing mainly in settlements located area near the 'contact line' (80%). The most sought after topics included access to humanitarian aid (55%) and freedom of movement (24%). Considering the coming second round of elections, 24 people also benefited from counselling related to their right to participate in public affairs, including the temporary change of voting place for IDPs.



Legal Assistance and Protection Counselling

1,608

Internally displaced and other conflict-affected persons (71% female, 39% male) received legal assistance from UNHCR and its partners in April

4,148

Persons benefited from individual protection counselling in April

56

Group consultations on protection-related issues were provided to 762 persons (68% female, 32% male) in areas along the 'contact line' in April

Social Accompaniment

In the month of April, UNHCR partners provided social accompaniment to **445 individuals** who needed support in obtaining personal documentation, accessing state services, or receiving authorization to cross check points, among other things. In some cases, individuals were supported with transportation to access public buildings and register for social services. During the reporting period, the UNHCR NGO partner Proliska reported a 218% increase in social accompaniments to cross the 'contact line'. This is because of the discontinuation of services provided by other NGOs.



Oleksandr, an internally displaced person who is currently living in Kherson, came to Marinka for re-registration of an IDP certificate. However, he did not receive any news for two months and was unsure on how to proceed. Thanks to UNHCR partner, R2P, the IDP was provided with legal assistance in getting his IDP certificate in less than a day.*



Psychosocial assistance

234

79% Female | 21% Male
Persons received consultations in April

During the reporting period, UNHCR partners provided **234 vulnerable persons with psychological consultations** to help conflict-affected people deal with symptoms of psychological trauma, domestic violence, grief, depression, anxiety, and psychological tension.

Sexual and Gender-Based Violence (SGBV)

- **Mobile Brigades Capacity Building:** On 10 April, UNHCR reinforced its Prevention of Sexual Abuse and Exploitation (PSEA) by training nine staff of UNHCR partner, Slavic Heart, and its three mobile brigades on PSEA.
- **Mobile Brigades Coordination:** On 10 April, UNHCR met with the national coordinator of mobile brigades of the NGO Ukrainian Foundation for Public Health (UFPH). It was decided that Slavic Heart and UFPH will reinforce their cooperation and cross referral. Specifically, UFPH will refer SGBV cases to Slavic Heart identified near the

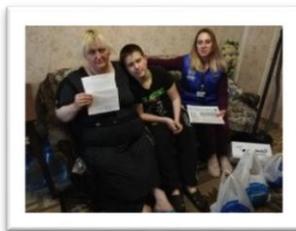
'contact line' (- 20km) where this UNHCR partner operates (this excludes Mariupol city and its vicinity and only for GCA). On its side, Slavic Heart will refer to UFPH cases identified further away from the 'contact line'.

- **Mobile Brigades Mission:** During the reporting period, the mobile brigades of Slavic Heart conducted 18 protection monitoring missions to settlements near the 'contact line'. In total, seven new SGBV cases were identified and 22 were followed up.
- In April, **152 persons** benefited from **twelve awareness raising sessions** on SGBV prevention.

\$ Individual Protection Assistance (IPA) cash

89
 IPA cash
 beneficiaries
 selected
 in April

UNHCR continues identifying and providing vulnerable conflict-affected individuals in eastern Ukraine with **cash for protection**. In 2019, UNHCR plans to distribute cash for protection to **2,500 vulnerable persons** living near the 'contact line'.



Mariia is a single mother of a 12-year-old son who lives in the conflict-affected villages of Toretsk. The child's father is unable to help them because of a disability. To complicate matters more, Mariia's son suffers from post-traumatic stress disorder as a result of the conflict. Because of his PTSD, her son is unable to concentrate and can only attend school twice a week with Mariia, who also works in the local market. Thanks to a cash for protection assistance, Mariia has been able to facilitate quality healthcare to her son and visit a doctor in a larger town.*

🔨 Peaceful Coexistence Projects (PCPs)

26
 Projects
 approved
 in April

UNHCR supports small to medium-scale infrastructure repairs proposed by communities or local authorities in eastern Ukraine. PCPs primarily support the creation of an atmosphere of peaceful co-existence between the displaced population and host communities and contribute to the prevention of tension between displaced people and the host population. Since the beginning of 2019, UNHCR has initiated the implementation of 31 **Peaceful Coexistence Projects (PCPs)** in eastern Ukraine.



In cooperation with the local NGO Center for Social and Cultural Development "GREEN MORE" and UNHCR as well as the City Council of Stanytsya Luhanska, this children's playground was established in order to provide conflict affected communities with a place where children can play and forget their past traumas. Another local NGO, "Big Family", who has already cooperated with UNHCR in the past, will provide the activities in Stanitsya Luhanska with sports activities.

🌀 Community Support Initiatives (CSIs)

10
 Initiatives
 approved
 in April

UNHCR in Ukraine empowers communities of internally displaced and other conflict-affected persons throughout the territory. CSIs include a range of activities designed to mobilize and empower communities. They build on their education, skills, and capacities in order to strengthen their ability to organize emergency responses and self-advocate with local and national authorities as well as find durable solutions for their own protection.



This CSI supported by Proliska and UNHCR, was the provision sewing equipment for the Shakhtar Culture Center located in Zolotoe. Thanks to the equipment, the educational center "Magic Tangle" is currently providing embroidery, knitting and weaving lessons to around 120 children between the ages of 10 and 14. The courses will also target families in order to provide them with additional income-generating activities. The courses will include both IDPs and host communities.



SHELTER/NON-FOOD ITEMS

Shelter and NFI Achievements, Impact, and Identified Needs

- In April, UNHCR completed repairs to **43 homes** of vulnerable families in eastern Ukraine.
- In April, UNHCR partners distributed **NFIs and bed linen** sets among **551** beneficiaries in Donetsk Oblast.
- In April, **2 NFI kits** were distributed in Luhansk Oblast.
- In April, UNHCR partners distributed **216 jerry cans** in Donetsk Oblast.

Working in Partnership

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

Financial Information

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

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

UNEARMARKED CONTRIBUTIONS | USD

Special thanks to the Major donors of unearmarked contributions.

Sweden 90.4 million | **Norway** 44.5 million | **Netherlands** 37.5 million | **United Kingdom** 31.7 million | **Germany** 26.7 million | **Private donors Spain** 26.3 million | **Denmark** 24.4 million | **Switzerland** 15.1 million | **Private donors Republic of Korea** 13.8 million

SOFTLY EARMARKED CONTRIBUTIONS | USD

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

United States of America 4.8 million | **Private donors Australia** 2.5 million

EARMARKED CONTRIBUTIONS TO UKRAINE | USD

CERF 0.93 million | **Japan** 0.84 million | **Canada** 0.57 million | **Sweden** 0.55 million | **Russian Federation** 0.25 million | **Estonia** 0.23 million | **Lithuania** 0.03 million | **Private donors** 0.03 million

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

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