

# Operational Update

July 2019

In July, the Trilateral Contact Group in Minsk **recommitted to a ceasefire** in eastern Ukraine that resulted in significant decrease of hostilities along the 'contact line'. UNHCR jointly with partners used this 'window of silence' to reach out to **conflict-affected persons in Opytne and Staromykhailivka for the first time** since the start of the conflict. **See more in page 2.**

UNHCR Ukraine announced call for application for **DAFI Scholarship programme for 2019-2020** academic year for refugees residing in Ukraine. This programme supports **young people from refugee communities** to access higher education in their countries of asylum. **Five refugee** students benefitted from the scholarship in 2018.

Although it is still summer, UNHCR is already preparing for winter. In July, UNHCR accessed **eleven hard to reach locations** in Luhansk oblast where it delivered winterization kits, jackets and construction materials to **2,237 persons with specific needs**, including many elderly individuals, who are now better prepared for winter.

## KEY INDICATORS

**14,673**

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

**596**

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

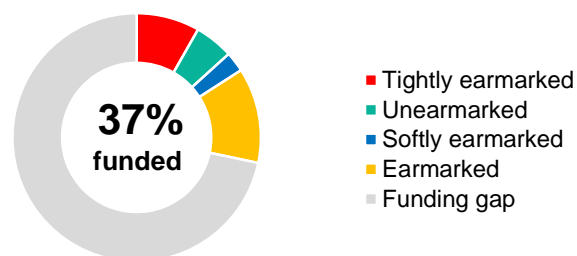
**601**

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

## FUNDING (AS OF 6 AUGUST)

**USD 28.3 million**

UNHCR's financial requirements 2019



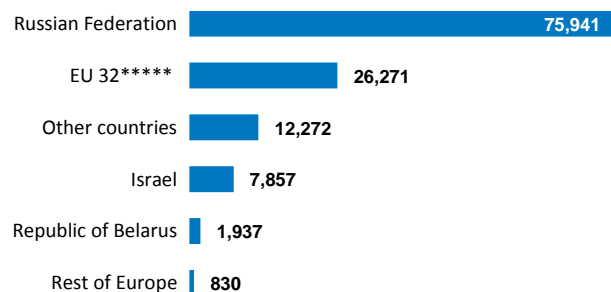
On 20 July, UNHCR with its NGO partner Rokada joined the annual cultural festival Global Village in Kyiv, during which UNHCR facilitated the participation of refugees and raised awareness on forced displacement. UNHCR non-food items and crafts by refugees were displayed. Photo by UNHCR.

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

**1.5 Million**\*\*\*

## REFUGEES AND ASYLUM SEEKERS FROM UKRAINE

**125,108**\*\*\*\*



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

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

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

\*\*\*\*Source: UNHCR PopStats, December 2018

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

## Operational Highlights

The reporting period saw a considerable decrease in ceasefire violations along the 'contact line' in eastern Ukraine as a result of [recommitment to the ceasefire](#) that came into effect on 21 July after the [meeting of the Trilateral Contact Group](#) in Minsk. For July, the Organization for Security and Co-operation in Europe's Special Monitoring Mission (OSCE SMM) recorded approximately 19,700 ceasefire violations, **33% less** compared to the previous month. The recommitment to the ceasefire coincided with the ongoing [disengagement activities in Stanytsia Luhanska](#), where sides to the conflict also agreed to launch simultaneous steps for repair works of Stanytsia Luhanska bridge.

The 'window of silence' enabled UNHCR and its partners - [Proliska](#), [Right to Protection \(R2P\)](#), [Slavic Heart](#), [the Norwegian Refugee Council \(NRC\)](#), [MOST](#) and [the Donbas Development Center \(DDC\)](#) - to reach new villages that had been cut off from humanitarian support along the 'contact line'. Examples include [Opytne](#) and [Staromykhailivka in Donetsk oblast](#). On 22 July, UNHCR's partner Proliska delivered construction materials to 13 conflict affected families of Opytne, who already started repairing their homes. The village, located near Donetsk airport, remained inaccessible for shelter assistance since 2014 due to mines and UXO. *Photo shows residents of Opytne, receiving construction materials provided by the Donetsk Oblast administration. 35 families still reside in a village - one of the most isolated along the 'contact line'. Photo credit: Proliska.*



Prior to 21 July, seven civilians were killed and 36 injured, bringing the total number of civilian casualties to 98 since the start of 2019. In total, for the month of July the Shelter Cluster reported **97 civilians' homes were either damaged or destroyed on both sides of the 'contact line'**, representing a 12% decrease, compared to June 2019. *Photo depicts newly damaged residence building in a village Chermalyk. As a result of the shelling on 11 July, injuring one civilian. UNHCR provided emergency shelter kits to six families. Photo credit: Proliska.*

To respond to the newly identified destructions in hard-to-reach areas of Donetsk oblast, UNHCR's partner NGO

[DDC](#) reached five persons in Olenivka and NGO [MOST](#) handed over six water tanks (total capacity of 6,000 litres) to the local community of Kalmiuske town. In Luhansk oblast, UNHCR completed the rehabilitation of seven heavy repairs near Luhansk. From 15 to 18 July, shelter distribution took place in three villages near the 'contact line' in Luhansk Oblast, where previous humanitarian access was challenging, reaching to 18 households. *Photo shows conflict-affected persons receiving shelter materials in Khriashchuvate. Photo credit: UNHCR.*



For the month of July, the State Border Guard Service of Ukraine recorded **1,294 Million crossings across 'the contact line'**, representing a 3% increase over for the same period last year. UNHCR's partner, [the Right to Protection \(R2P\)](#), during its regular monitoring of the five EECPs in eastern Ukraine, reported an alarming increase of people fainting and seeking medical assistance because of the summer heats. In July, this number reached 80 persons per day. During the reporting period **R2P surveyed 2,409 individuals, crossing the 'contact line'**. A positive change observed at Stanytsia Luhanska EECP was the launch of a bus service for older persons and persons with disabilities by the Luhansk Regional Administration. This contributed significantly to a decrease of complaints regarding the walking distance at the EECP (by 43%).



On 24 and 25 July, UNHCR hosted the [visit of the UN Resident Coordinator \(RC\), Ms. Osnat Lubrani](#), to Mariupol during which she met the Mariupol Mayor's Office and State Emergency Services and also learned about UN activities in the area, including three UNHCR projects (Shelter for SGBV survivors, center for elderly and children with disabilities and "Over the wall" mural, painted by Japanese artist Kensuke Miyazaki with support from UNHCR and the Embassy of Japan). For more about RC's visit check her [Twitter status](#). *Photo: UN Resident Coordinator Osnat Lubrani is meeting with school children who took part in the mural painting together with the Japanese artist Kensuke Miyazaki in 2017 in Mariupol. Photo credit: UNHCR.*

## Donor Relations

On 30 July and 1 August 2019, UNHCR facilitated visits to the field of a mission of the **EU's Civil Protection and Humanitarian Aid Operations (ECHO)** to Luhansk GCA. The particular focus of the mission was on the general **protection situation of the Stanytsia Luhanska checkpoint**, villages near the 'contact line' as well as to assess the protection impacts of UNHCR's activities in east Ukraine. With UNHCR, the delegation visited two Peaceful Coexistence Project (PCP). One child-friendly space in Novotoshkivske and a dining room in a school utilized by both displaced and conflict affected children in Zolote. The delegation was also able to meet with a family that received individual protection assistance in cash as well as a family that had been relocated away from the 'contact line' to a safer location. *Photo shows ECHO delegation visiting a PCP in Novotoshkivske. The project provides for a safe space where children of all ages can meet and play. Photo credit: UNHCR.*



## UNHCR Ukraine staff support other emergencies



Since the beginning of 2019, **four Ukrainian UNHCR staff** were deployed to support refugee and displacement emergencies with other UNHCR offices in Peru, Mexico, South Sudan and Venezuela. *Photo shows Lidiya Usoltseva, UNHCR Ukraine Supply Associate, debriefing colleagues in UNHCR Kyiv about her three-month emergency mission in Venezuela, sharing reflections about challenges faced and lessons learned. Photo credit: UNHCR*

## Key Advocacy Messages for July

- UNHCR welcomes that the Government of Ukraine passed a long-awaited **order on crossing the 'contact line'** in eastern Ukraine, which is expected to facilitate the transfer of goods by civilians across the 'contact line'. The order envisages that the Ministry of Temporarily Occupied Territory (MinTOT) is due to **change the list of goods allowed for transfer to the list of goods prohibited to transfer**. UNHCR will continue its advocacy aimed at lifting of the requirement to apply for electronic permits to cross the 'contact line'.
- Another positive development in July concerns crossing of the administrative border with Crimea. UNHCR welcomes amendments to the procedure that simplified crossing for children under 16 years of age who apply for an ID card for the first time. Now the State Migration Service would issue and the State Border Guard Service accept for crossing a certificate, confirming application for an ID card. Since timeframe for issuance of ID cards reaches up to two months, this development would simplify travel to and from Crimea in the course of the procedure.



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

## Protection of Refugees and Asylum Seekers

- In July, a family of asylum-seekers in Ukraine managed to find a durable solution after being reunited with a family member in Austria.
- On 3 July, UNHCR Ukraine held a **Private Sector Employment and Entrepreneurship Forum in Kyiv**, bringing on board the Confederation of Danish Industry, the Federation of Employers of Ukraine, representatives of socially responsible big businesses, UN Agencies (ILO and IOM), local NGO partners and refugee community representatives (see photo to the right). The meeting resulted in **development of advocacy action plan aimed to facilitate abolishment of work permits for asylum-seekers in Ukraine**.
- Joint advocacy by UNHCR's NGO partner, the **Tenth of April** and the Odesa Regional Migration Service resulted in the signing of an order by the Odesa Regional Healthcare Department that **for the first time officially bind state authorities to conduct a medical check-up of asylum-seekers**, entering asylum procedure in Odesa.
- In July, with the assistance of UNHCR partner the **Tenth of April**, a recognized refugee family received an official status as a "large family" for the first time in Odesa region. This status will facilitate access to certain state benefits.

# 1,480

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

# 967

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

# 53

Refugees and asylum seekers received psychosocial assistance in July

# 59

Home visits undertaken to unaccompanied minors in July

## Livelihood Interventions for Refugees and Asylum-Seekers



On 20 and 21 July, two refugee artisans participated in Kyiv Kurazh Bazar fair. A major hand-made products fair in Kyiv. Both refugees are former grantees of UNHCR livelihoods program. The refugees initiated small businesses in coffee production and carpentering and had the opportunity of selling their products and network to expand their market. *Photo shows Farid\* from Ethiopia and Andre\* from Cameroon selling their products at. Photo credit: UNHCR.*

# 25

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

# 73

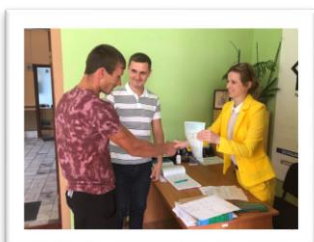
refugees have started their own businesses with UNHCR self-reliance grants since launch of the program in 2018



*Back home in Afghanistan, Hamid\* used to have his own small business, providing car repairing services for more than 25 years. However, his life was turned upside down when he was forced to flee the war in his country. After fleeing his home and moving to Ukraine, he started a new life in Odesa and continued to do small repairs, mostly for the Afghan community. Thanks to a self-reliance grant from UNHCR, Hamid\* was able to open a car repair workroom once again, attracting regular clients. Now his business is growing, as does his confidence in a brighter future. Photo credit: UNHCR.*

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

- On 25 and 26 July, UNHCR piloted a first capacity building workshop for the State Migration Service in eastern Ukraine in Donetsk oblast. The event focused on developing knowledge around identification of persons at risk of statelessness to 25 heads of local offices of SMS, UNHCR, representatives of NGO partners *Right to Protection* and *Proliska*. The next such event is planned for November 2019 and will be dedicated to marking the UNHCR global *iBelong* campaign to end statelessness.



*Pavlo\* from Zakarpatska oblast lived without any ID documents all his life, until turning 26. With coordinated legal support of UNHCR and its partner NEEKA he has just received his birth certificate that initially represents the first official document he has ever had. In a month Pavlo expects to get his national passport issued that will enable him to start a new life – find a legal job, get married with his fiancée, and receive medical care. Photo: credit UNHCR.*

**1,048**

Stateless persons (or at risk of) were identified and provided with legal aid in Kyiv, Odesa and Zakarpattia regions in 2019

**96**

Persons received passports in 2019  
thanks to UNHCR and partners' support

**127**

Persons received duplicates of birth certificates in 2019  
thanks to UNHCR and partners' support

**26**

Persons obtained their birth certificates for the first time in 2019  
thanks to UNHCR and partners' support

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

- The Protection and Health Clusters carried out a joint mission to Donetsk NGCA, where a coordination meeting was held on 11 July. The mission discussed how to strengthen joint advocacy efforts as access to health care remains a key protection concern, given the large number of older people and people with disabilities who make up the conflict-affected population in east Ukraine.
- Between 22 and 24 July, the Protection and Shelter/NFI Cluster Coordinators participated in the ICCG field mission to isolated settlements in GCA Luhansk oblast. Participants visited Zolote checkpoint, as well as Zolote 4, Katerynivka and Krymske villages, and met with members of local communities. The priority needs, identified by persons living near the 'contact line', included access to primary legal assistance to foster access to social benefits and services, access to medical services and ambulances, as well as coal and firewood for heating in winter. Although Zolote is not operational as an entry/exit checkpoint (EECP) between GCA and NGCA, it is used as an internal checkpoint to control the movement of people to and from Zolote 4 and Katerynivka. The EECP requires installation of bomb shelters for civilians, installation of benches, sheds, specific arrangements for persons with disabilities and improvement of sanitary facilities.

**UNHCR Protection Activities**

- On 12 July, UNHCR's NGO partner *the Right to Protection* (R2P) presented an analysis of existing [court practice on compensation for damaged/destroyed property](#) in course of the armed conflict in eastern Ukraine. The study illustrates the development of the legal position of Ukrainian courts and is used by judges and practicing lawyers on the legal position of the Ukrainian courts on this matter, as well as to advise to potential plaintiffs on their relevant lawsuits. Judges, attorneys and lawyers from Free Legal Aid Centers, ombudsman representatives, NGOs, UNHCR, legal professors and other legal professionals participated in the event.
- On 15 July, UNHCR jointly with *Radnyky* Programme conducted a roundtable on finding practical steps to implement durable solutions in housing issues for conflict affected populations. Held in Ternopil, the event brought together representatives of IDP organizations from eight regions of Ukraine, as well as state and local authorities, providing a stage to discuss various approaches to finding housing solutions for displaced persons.
- On 18 July, UNHCR participated in a round table called "Each Voice Has Influence", organized by the NGO *Group of Influence*. The roundtable focused on obstacles for exercising IDPs electoral rights.

**Legal Assistance and Protection Counselling****2,288**

Internally displaced and other conflict-affected persons (70% female, 30% male) received legal assistance from UNHCR and partners in July

**4,290**

Persons benefited from individual protection counselling in July

**75**

Group consultations on protection-related issues were provided to 946 persons (67% female, 33% male) in areas along the 'contact line' in July

## Social Accompaniment

In the month of July, UNHCR partners provided social accompaniment to **351 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.



*Petro\*, 70, who previously appeared in the Operational Update for the month of February, has finally reinstated his citizenship rights after receiving a new passport with the support of UNHCR and its partner Proliska. It took more than 5 months to have his documents reissued. Petro lost everything – home, car, savings and documents - during the shelling that levelled to the ground his house in Novoluhanske near the 'contact line'. The blast wave pushed Petro into unused fireplace that protected him. After surviving the shelling Petro received an emergency response assistance, as well as psychological help, and was further supported in applying for the state subsidies and pension benefits. Photo credit: Proliska.*



## Psychosocial assistance

# 167

Persons (81% female, 19% male) benefited from individual PSS consultations in July

During the reporting period, UNHCR partners Proliska and Most provided 167 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)

On 12 July, UNHCR Sievierodonetsk held a coordination meeting with the participation of its partner Slavic Heart and the representatives of the Department of social protection. During this meeting, participants agreed on the working modality regarding coordination actions on provision of assistance to victims of violence in Luhansk region.

On 30 - 31 July, as a response to request from the IDP community in in Ivano-Frankivsk and Ternopil, UNHCR conducted two information sessions for 40 participants representing internally displaced women, women from local community, staff from local departments responsible for GBV and domestic violence response, as well as representatives from POLINA. The sessions provided participants with knowledge about human rights, gender, types of sexual and gender-based violence, domestic violence, the recent changes in the regulations and the main approaches with provision of assistance to survivals of SGBV or domestic violence. Participation of the members of local mobile team in the session led to the establishment of a referral mechanism and built trust and cooperation with the IDP community.



## Individual Protection Assistance (IPA)

# 100

IPA cash beneficiaries selected in July

UNHCR continues identifying and providing IDPs and vulnerable conflict-affected individuals in eastern Ukraine with **cash for protection**. In July 2019, the number of beneficiaries, selected for IPA cash programme was 100 persons.



## Peaceful Coexistence Projects (PCPs)

# 59

Projects approved in 2019

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 populations 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 **59 Peaceful Coexistence Projects (PCPs)** in eastern Ukraine, 10 out of which have been approved in July.

With the support of UNHCR and NGO partner Proliska, this gym in a specialized school of Toretsk, a small miners' town in Donetsk oblast, was rehabilitated and provided with new sports equipment to improve access to sports activities, such as acrobatics and dancing, for IDP and local children and youth. Photo credit: Proliska



## Community Support Initiatives (CSIs)

# 63

Initiatives  
approved  
in 2019

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, 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.

One of the CSI, UNHCR supported in July, was a toy-crafting workshop for volunteers in Shchastia. During the event participants from the charity HelpAge Ukraine learned how create toys to further use these skills during regular toy-therapy sessions for local children and youth. Each volunteer had an opportunity to test a new sewing machine and received his hand-made toy as a gift. Photo credit: Proliska.



## SHELTER / NON-FOOD ITEMS

During the reporting period, 58 households were approved for receiving repairs in villages of Verkhnotoretske, Novobakhmutivka, Zelenopillia and Luhanske. As initiated by UNHCR, the partner will provide support with supplies, materials and arrangement of construction works for the lonely elderly persons. Additionally, 42 beneficiary households were identified and verified as a target for UNHCR shelter assistance in hard to reach areas of Donetsk.

For the past four years Zinayida\*, 88, has been living in a house with leaking roof and damaged windows. That's a result of the shelling in 2015, when two projectiles landed in a woman's yard. Olenivka, where Zinayida lives alone, is located in hard-to-reach area of Donetsk oblast in close vicinities of EECP. There is no one to look after elderly woman after her daughter died two years ago. Zinayida was referred to UNHCR Donetsk office and later selected as beneficiary for shelter repair programme. Photo credit: UNHCR.



### Shelter/NFI Cluster

- In July, the Shelter/NFI Cluster finalized the [Winterization Guidelines 2019-2020](#). Due to the high number of families unable to prepare adequately for the winter season, coupled with decreasing attention of donors, this document proposes modalities of assistance and recommends shelter agencies to apply scoring system for prioritizing beneficiaries based on vulnerability criteria.

## 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** 9.8 million | **Private donors Australia** 8.1 million

### EARMARKED CONTRIBUTIONS TO UKRAINE | USD

**United States of America** 2.8 million | **European Union** 1.4 million | **CERF** 0.93 million | **Japan** 0.84 million | **Canada** 0.57 million | **Sweden** 0.55 million | **Norway** 0.34 million | **Russian Federation** 0.25 million | **Estonia** 0.23 million | **Lithuania** 0.03 million | **Private donors** 0.03 million

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## Links

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

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

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