

## Legislative Update

Update on Displacement-related Legislation | January 2026



### Adopted Legislation

- **Implementation of the Law on Social Services**



### Other Developments

- **Employment Strategy 2030**
- **Inheritance Registry**

## Adopted Legislation

### Implementation of the Law on Social Services

On 14 January 2026, the Government adopted [Resolution #64](#), which establishes the mechanism for the provision of social services and introduces a structured case management framework. The Resolution is one of the key implementing acts of the [Law on Social Services](#), translating the legislative framework into an operational system for the organisation, coordination, and delivery of services.

#### Governance and Administration

At the central level, the Ministry of Social Policy, Family and Unity (MoSPFU) has the main regulatory role in the social protection system, while the National Social Service (NSS) monitors and provides oversight ensuring adherence with legal frameworks in the social sphere and social services standards.

At the regional level, the responsibility for coordinating and the supervising social services rests with the oblast (and the Kyiv and Sevastopol city) state/military administrations. Their functions include consolidating regional needs, approving regional programmes, ensuring their (co)-financing and implementation, as well as monitoring service quality<sup>1</sup>. They also directly ensure service provision where providers operate under oblast management.

At the local level, competent authorities—specifically local self-government bodies and administrations—manage the social service system through a structured operational cycle. This process begins with assessing hromada-level needs and identifying vulnerable individuals or families, followed by the formal organization of social service provision, including emergency or one-off interventions. During implementation, authorities ensure the delivery of support by coordinating with relevant actors such as healthcare and education institutions, ultimately concluding the cycle with the systematic monitoring of service delivery to maintain quality and compliance with national standards.

These functions are operationalised through the social managers or by other designated officials where no social manager has been appointed. The Resolution also introduces staffing benchmarks for these positions: as a rule, one social manager per up to 10,000 residents in territorial communities, and one per 30,000 residents in Kyiv and Sevastopol, with the possibility of increasing staffing where needs and caseloads so require.

The organization of service provision and case management are administered through the Unified Social Information System, including the Register of Social Service Providers and Recipients and, when technically available, the digital case-management tool.

Social services are provided by social service providers, which may be legal entities or individual entrepreneurs. To deliver services, providers must have the relevant qualifications and be registered with the Register of Social Service Providers and Recipients.

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<sup>1</sup> While social services in Ukraine are primarily delivered at the hromada level in line with the principle of proximity to beneficiaries, oblast authorities play an important complementary role. They shape regional policy and implement social protection through regional programmes, which may involve hromada-level authorities as implementers, while oblast administrations and their social protection departments may also directly implement certain measures. Such measures may include but are not limited to co-financing and capital investments (e.g. for facility refurbishment) or managing some remaining larger specialized institutions (e.g. psychoneurological internats).

### Caseload identification

Identification of individuals/families that may need social services is carried out on the following grounds:

- Personal applications (including from children or their legal guardians), with the hromada authority serving as an entry point, typically through a social manager. Where an application is submitted directly to a social service provider, the provider assists the applicant with submitting it to the hromada authority. Applications may also be submitted through a Centre for Administrative Services (TsNAP), which transmits them to a respective service provider in accordance with the standard procedure. During martial law or a state of emergency, TsNAPs may accept applications irrespective of the registered place of residence.
- Referrals or notifications from third parties or guardianship authorities in the interest of a person without full legal capacity/children.
- Potential service recipient identified through service delivery activities, including outreach or street work, which involve the provision of certain services (as defined by the [Classifier of Social Services](#)) that, by their nature, can be delivered outside the premises of a provider, including at a person's residence or in street settings<sup>2</sup>.
- Information provided by public or private entities identified in the course of their professional activities. The Resolution gives examples including healthcare and educational institutions, child protection services, veteran support specialists, TsNAPs, penitentiary and probation bodies, the Pension Fund, free legal aid providers, civil society and religious organisations, private entrepreneurs, and volunteers.

### Needs assessment and application

Once a potential need is identified, a social manager conducts a primary needs assessment within five working days, including verification of facts, meeting with the person or family, collection and analysis of documentation, and evaluation of social, medical, psychological, and other relevant needs. In complex cases<sup>3</sup> additional specialists may be involved, and a multidisciplinary team may be established. In any case, in-depth or repeated assessments may be conducted where the initial assessment is not sufficient or where circumstances change.

The process concludes with a signing of the Needs Assessment Act by the person concerned, or their legal representative. This Act forms the application for social services and becomes the basis for the decision on whether services will be provided.

For the decision-making, apart from the signed act, the following documents should be provided:

- Identity or legal status documents (passport, residence permit, refugee or complementary protection certificate);
- and documents confirming vulnerability or difficult life circumstances (e.g., low income, disability, health conditions, survivor of violence).

Documents can be submitted in hard copy or in electronic form, and information available in state digital registers does not need to be resubmitted.

### Social Service Types

All social services are to be provided according to the state standards approved by the MoSPFU. Where standards are not yet adopted, services are delivered in accordance with the relevant service specification under the Law on Social Services.

A separate, simplified track applies to crisis or emergency social services in situations posing a threat to life or health. The Resolution specifically includes counselling, crisis hotlines, or temporary shelter within this category. In such cases, the decision on provision must be taken without delay, within one day of the referral or notification, and services may be granted even if the person does not yet have the full set of supporting documents. Once the immediate response ends, any further support that is needed continues under the regular case-management procedure.

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<sup>2</sup> These may include counselling, social prevention, emergency (crisis) interventions (such as first psychological aid and assistance in accessing primary legal aid), and provision of in-kind assistance, as well as informational or educational activities.

<sup>3</sup> The complex cases are defined through the MoSP methodology.

### Decision on Service Provision

Within five working days after signing the Needs Assessment Act, the competent local authority or the social manager where they have decision-making powers, must take one of the following decisions: to grant social services, to refuse them, to request mandatory social services in cases envisaged by law, or to refer the case to the competent oblast authority where the relevant services are provided under regional management<sup>4</sup>. The decision process varies depending on the social service. For services managed at regional level, a social manager sends the notification within one working day after the application is signed, and the oblast authority decides on the case within five working days. One-off services<sup>5</sup> may be provided without a formal decision.

The decision includes:

- Needs Assessment results,
- required social services and a recommended service provider,
- source and conditions of financing (fully budget-funded, co-financing, or payment by the recipient/third party – depends on the person's income),
- need for a multidisciplinary team or further in-depth assessment,
- notification to the oblast authority, where applicable.

The adopted decision must be issued or sent to the person, their legal representative, or the guardianship authority representative within three working days

### Organisation of Service Provision and an Individual Plan

Within one day of the decision, the service provider assigns a specialist responsible for coordinating and overseeing implementation of the case plan. As a rule, within five working days from the decision and in consultation with the recipient and relevant specialists the social service provider develops an individual plan. Where an in-depth assessment is required, the plan is prepared within five working days after that assessment is completed.

The plan includes:

- Short- and long-term goals,
- recipient's own objectives,
- tasks and measures to be implemented;
- required resources,
- timelines, periodic review meetings,
- and criteria for evaluating results.

Where one provider delivers several social services to the same person, all services are incorporated into a single plan, with separate sections for each service.

The individual plan considers recipients' financial situations, place of residence, physical and mental conditions, practical skills for independent living, employment situation, and other factors affecting the recipient's ability to overcome difficulties.

The individual plan is signed by the recipient or their legal representative, and the social specialist. The plan forms part of the public contract and signing it constitutes consent to follow its provisions. Failure to comply may lead to termination of services, but only after written notice and the expiry of the applicable notice period.

Implementation of the plan is subject to ongoing monitoring. A repeat needs assessment is conducted no later than three months after service provision begins, and again no later than ten working days before the plan expires. The plan itself must be reviewed and updated at least once every three months, or earlier where measures prove ineffective. Local authorities and service providers monitor implementation to evaluate outcomes and recommend improvements.

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<sup>4</sup> Type of service varies from oblast to oblast and usually includes those that are needed to very little number at Hromada level, but accumulated amount of those in need of service is measurable at the oblast (regional) level. Psychoneurological internats/institutions may serve as examples.

<sup>5</sup> Social services may be provided on a temporary or permanent basis, as crisis interventions, or as one-off measures, depending on the type of service and the individual case (*Classifier of Social Services*). One-off services typically include counselling, information provision, emergency (crisis) intervention (such as first psychological assistance), representation of interests, and assistance in accessing primary legal aid, among others.

### Termination of Social Services

Service provision may end naturally when the recipient has achieved the goals outlined in their individual plan or when a repeated assessment determines that services are no longer needed. Services may also be terminated in cases where the recipient fails to meet obligations under the plan or in the event of the recipient's death.

The Resolution repeals certain bylaws and amends a list of existing resolutions, promoting consistency and ensuring all regulations align with the recently adopted law.

## Other Developments

### Employment Strategy 2030

On 7 January 2026, the Government adopted [Regulation #92-p](#), launching the Employment Strategy applicable until 2030 and its 2026–2028 Operational Plan. This framework aims to stabilise the labour market, including support to all individuals, with a specific focus on vulnerable populations such as veterans, seniors, and persons with disabilities. The Strategy establishes the integration of IDPs and returnees as one of its foundational principles.

### Inheritance Registry

On 21 January 2026, [Resolution #52](#) introduced a modernised digital procedure for the state registration of wills, inheritance contracts, and related data within the Inheritance Register, a newly introduced unified state electronic system.

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