

Operational Update

October 2018

Throughout 2018, UNHCR has provided **Individual Protection Assistance (IPA)** as a part of its wider protection response. IPAs are a one-time cash or non-cash assistance provided to vulnerable persons with specific protection needs, which prevent their exposure to further risks and rights violations. *For more information on IPAs, refer to page 8.*

In October, UNHCR's legal partner *The Right to Protection (R2P)* received 268 calls from 244 persons through its **hotline** used as a way for people to voice their complaints and to increase accountability to affected population. The number of calls received doubled as compared to the previous month. 47% of calls were requests for legal aid.

Fostering resilience for displaced and conflict-affected communities has been one of UNHCR's priorities in 2018. **Community support initiatives** help bring communities together, increase awareness of citizens' rights and strengthen Community-Based protection. *For more information regarding CSIs, refer to page 9.*

KEY INDICATORS

16,240

Internally displaced (IDP) and other conflict-affected persons have received legal assistance from UNHCR partners in 2018.

2,638

Internally displaced and other conflict affected persons have been selected to receive cash through the individual protection assistance programme (IPA) in 2018.

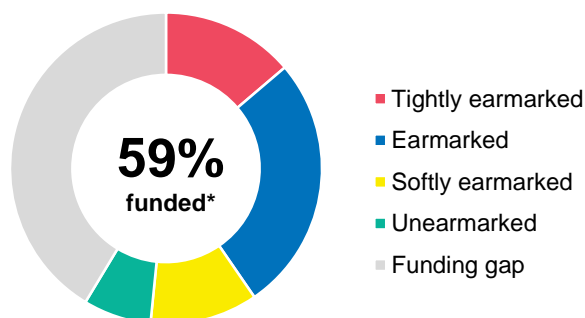
770

Households in eastern Ukraine have benefited from UNHCR shelter assistance in 2018.

FUNDING (AS OF 05 NOVEMBER)

USD 31.1 million

UNHCR's financial requirements 2018



* Including indicative allocation of softly earmarked and unearmarked contributions.

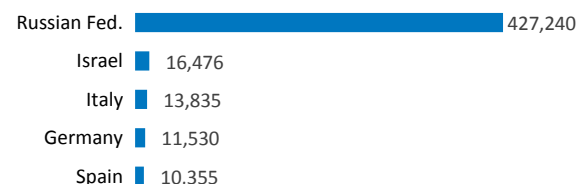


On 12 October, UNHCR met with partners (NRC, R2P, the Tenth of April, NEEKA) and Free Legal Aid Centers (FLAC) representatives from Kyiv and other regional offices. The participants discussed lessons learned from cooperation in 2018 and jointly worked on a plan for capacity building of FLAC and improving legal assistance in 2019. The highlight of the meeting was the signing of a Memorandum of Understanding between UNHCR and the FLAC system. Photo: UNHCR

INTERNALLY DISPLACED PERSONS (IDP)* AND CONFLICT-AFFECTED PERSONS**

1.8 million***

ASYLUM SEEKERS FROM UKRAINE****



* Residing more permanently in government-controlled areas (GCA).
 ** Estimated number of conflict-affected persons living along the line of contact in GCAs and non-government controlled areas (NGCA).
 *** Source: 2018 Humanitarian Response Plan (HRP).
 **** Source (external displacement): Russian Federation (as of December 2016), Israel (as of July 2018): respective government authorities, UNHCR. EU Countries: EUROSTAT (as of October 2018).
 External displacement data refers to the total number of asylum applications by Ukrainians (first time applications) in the top five receiving countries since the beginning of the Ukraine situation in January 2014.

Operational Highlights

In October, the OSCE's Special Monitoring Mission to Ukraine (SMM) recorded around 37,000 ceasefire violations, which represents almost twice as much as compared to the previous month. The SMM also recorded four civilians killed and six injured.

In this context, UNHCR and its partners conducted **636 protection monitoring visits** in seven regions in October. Most of the visits focused on conflict-affected populations of settlements located on the 'Contact Line'. In October, UNHCR's NGO legal partner, R2P, conducted **88 protection monitoring visits** to five entry/exit checkpoints (EECPs), where they surveyed and counselled **2,501 persons crossing the 'Contact Line'**. Fifty five percent of respondents were over the age of 60. This month, UNHCR and R2P finalized an **Online Checkpoint Monitoring Dashboard**, which is also available on the **UNHCR Website**. The Online Dashboard provides an overview of latest trends related to people crossing the 'Contact Line', their profile, and protection concerns.

UNHCR's **protection monitoring visits** prioritizes settlements near the 'Contact Line', which have either limited or no access to humanitarian support. During the reporting period, the village of Khutir Vilnyi of Zolote-4 saw regular fighting and displacement. UNHCR supported **eight displaced families** with non-food-item (NFI) kits and individual protection assistance (IPA) in the form of cash. Despite continued presence of armed personnel, shelling, power outages, restricted food supply and medical service, around **67 persons, mainly elderly**, remain in Khutir Vilnyi because of lack of other options. Some residents have requested local authorities for relocation.

Between 15 and 23 October, a 900-meter water pipeline remained damaged due to shelling in the village of Chyhari, cutting the water supply to over **70,000** people living near Toretsk and nearby settlements. As a response, UNHCR's NGO partner Proliska distributed more than **two tons** of water to **200 vulnerable persons**. UNHCR supplied **500 jerrycans** to Proliska field hubs to ensure an adequate humanitarian response in case of future emergencies.



Local protection meeting (LPM) in Luhansk GCA: Since January 2017, UNHCR has been organizing local protection meetings (LPM) in all three districts of Luhansk on the Government-controlled side (GCA). LPMs in Luhansk are organized once every two months to address locally-specific protection concerns. Local authorities and local NGOs are regularly participating and discussing local protection issues affecting the civilian population. During the month of October, UNHCR spearheaded two LPMs, in Popasna and in Trokhizbenka. LPMs have been important for advocating changes in local legislation and referring individual cases for assistance and services across agencies.

IDP Forum: On 30 October 2018, UNHCR's NGO partner UIHR (Ukrainian Institute for Human Rights) organized a forum on IDPs and conflict-affected persons entitled "*Together to the Results*" for 150 participants. Members of Ukrainian Parliament, representatives of international organizations and NGOs, including UNHCR's partner NRC, and IDPs discussed common approaches to solving challenges faced by conflict-affected populations. Topics included IDPs' voting rights, advocacy and communication on the community level, IDPs' pensions and social payments and IDPs' rights protection in national courts. A theme emphasized was IDPs' voting rights because of the approaching presidential and parliamentary elections in 2019. The Forum's main recommendation was to create a special platform for all stakeholders working in the field of protection and durable solutions for IDP to facilitate exchange of ideas and synergies of initiatives.



Visit of the U.S. Ambassador to eastern Ukraine



On 22 October, the U.S. Ambassador to Ukraine, H.E. Marie Yovanovitch, visited eastern Ukraine. UNHCR organized meetings with IDPs in Slavic Heart as well as coordinated partners for the Ambassador's visit of the Stanytsia Luhanska entry-exit checkpoint (EECP). With UNHCR's coordination, the U.S. Ambassador monitored the renovated and newly-installed facilities of the EECP during which she was briefed by UNHCR, the NGO R2P, as well as by IOM, ICRC and the OSCE SMM.



She also talked to people crossing the 'Contact Line' to learn about their challenges while crossing the 'contact line'. During her visit, the U.S. Ambassador also visited a community center near the EECP, which had been renovated thanks to a UNHCR quick impact project.

UNHCR is grateful to the people and Government of the United States of America for their generous financial contribution to UNHCR's operations in Ukraine in 2018.



MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

Protection of Refugees and Asylum Seekers

- On 3 October, UNHCR and the NGO *the Right to Protection* (R2P) trained **20 judges on refugee status determination appeals**. The judges who participated are from the Kyiv and Lviv's Appeal Courts and those who are enrolled at the National School of Judges' post-graduation courses.
- On 25 and 26 September, UNHCR facilitated the participation of **two State Migration Services (SMS) staff** and judges of the Lviv Appeal Court in the Regional Round Table on the topic of "Addressing National Security Concerns without Undermining Refugee Protection" in Tbilisi, Georgia. The training was jointly organised by UNHCR's Regional Protection Support Unit and the Council of Europe.
- UNHCR and the Kyiv Regional office of the State Migration Service (KRMS) resolved the long queues of asylum-seekers waiting to register at the KRMS. It has been decided that vulnerable cases would be prioritized, that the SMS would allocate more staff for case management and there would be an increase in the number of reception days for asylum interviews.
- In October, Caritas Ukraine launched a business management training for **30 refugees and asylum seekers** in Kharkiv and Odesa to support them in starting their own businesses.
- On 22 October, UNHCR launched Ukrainian language courses for refugees and asylum seekers in Kharkiv facilitated by the Karazin Kharkiv National University. Some **15 persons** registered for the course, which is scheduled to take place twice a week until the end of May.
- From 24 to 25 October, UNHCR and its partner NGO *The Right to Protection (R2P)* organized a training for **29 FLAC lawyers and attorneys** from different regions of Ukraine on the legal protection of refugees and stateless persons, as well as, sessions on mediation techniques and coping with stress.
- During October, UNHCR approved **83 cash allowance for extremely vulnerable asylum seekers and refugees** for the period of October 2018 to January 2019.

552

asylum seekers received assistance from UNHCR and its partners in October (of these, 59 persons also received psychological counselling)

1,236

legal consultations were provided to refugees and asylum seekers in Kyiv, Odesa and Zakarpattya regions in October

759

social consultations were provided to refugees and asylum seekers in Kyiv, Odesa and Zakarpattya regions in October

34

refugees and asylum seekers were assisted with employment in October

5

refugees found employment with support from UNHCR in October

Livelihood interventions for Refugees and Asylum Seekers

62

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

8

self-reliance grants were approved by Caritas Ukraine (UNHCR partner) in October

37

self-reliance grants have been approved by UNHCR and Caritas Ukraine this year

24

refugees have started their own businesses with UNHCR self-reliance grants this year



Meet Joel, one of the 24 refugees who has received a self-reliance grant to start his own business in 2018. Joel fled the Republic of Cameroon and applied for asylum in Ukraine where he now feels very much at home. The self-reliance grant Joel received from UNHCR allowed him to start his own timber workshop in Kyiv. Joel has since been producing furniture and interior decoration items from wood. Thanks to his business, Joel can more easily integrate. He is also grateful to be able to contribute back to Ukrainian society that so warmly welcomed him when he fled his country.

Assistance to Stateless Persons and Persons at Risk of Statelessness

39

stateless persons (or at risk of) were identified and provided with legal aid in Kyiv, Odesa and Zakarpattya regions in October

18

persons received passports in October thanks to UNHCR and partner's support

11

persons received duplicates of birth certificates in October thanks to UNHCR and partner's support

9

persons obtained their birth certificates for the first time in October thanks to UNHCR and partner's support



Meet Michael who moved from Georgia to Ukraine when he was under 18 years of age. Since then, Michael has been trying to apply for Ukrainian citizenship, with little success. Finally, with the legal assistance provided by UNHCR's NGO partner "The Tenth of April", Michael managed to receive a Ukrainian passport. Michael considers the lack of knowledge about legal procedures as one of the main reason for the lack of documentation of some persons and groups, like the Roma, in Ukraine. The lack of civil documentation can place one at risk of statelessness.



PROTECTION TO INTERNALLY DISPLACED AND OTHER CONFLICT AFFECTED PERSONS

Protection Cluster

- The Protection Cluster finalized its contribution to the Humanitarian Needs Overview (HNO) and undertook the review of projects submitted for the HRP by protection partners. In all, 33 projects of 28 organizations were accepted. The funding requirement is for 47.6 million dollars, with 3.1 million people in need, out of whom 1.3 million are targeted by the HRP.
- The Protection Cluster has finalized data collection regarding implementation for the third quarter. Out of the 1.3 million people targeted, 0.9 million were reached through protection activities with 67% of them being female. The [Protection Cluster Dashboard](#), which maps protection cluster activities at village level, was updated to allow for better coordination of protection activities.
- The Protection Cluster updated its [MRE Dashboard](#) and presented it to national authorities. In 2019, the national prioritization plan for mine action includes mine risk education activities, and the dashboard will assist by mapping mine risk education activities at the village and town level, thus assisting authorities with coordination.

Legal Assistance and Protection Counselling

- On 6 October, UNHCR together with its NGO partner "Crimea SOS" organized an event called "Ideas for Society" for [32 IDP communities](#) in Kyiv. In total, 107 conflict-affected persons from 12 regions of central and western Ukraine participated to strategically discuss their needs for 2019 and how to overcome challenges.
- In October, UNHCR supported the NGO "Modern Future" who launched a series of writing trainings in Lviv region for young people, prioritizing persons with disabilities to increase their chances of employment. The "Modern Future" team consists of six IDPs, two of whom are persons with disabilities. In 2017, UNHCR provided laptops and office equipment to this NGO, which have been used for empowering and training people with disabilities.
- In October, UNHCR NGO partner Proliska provided support to [155 conflict-affected persons](#) in eastern Ukraine in obtaining personal documentation (passports, birth certificates, tax codes, etc.)



1,950

internally displaced and other conflict-affected persons received legal assistance from UNHCR and its partners in October*

53%

of legal assistance beneficiaries are older people, as a result of a growing demand of support on pensions issues

4,832

persons benefited from individual protection counselling in October

88

Group consultations on protection-related issues were provided to people along the 'Contact line' in October

*Social benefits/pensions, Housing, Land, and Property, and Personal documentation remain the main protection issues for which people request legal assistance.

- In October, UNHCR partners supported four survivors of **domestic violence**. The survivors received informational support as well as legal and psychosocial counselling.
- On 16 October, a UNHCR NGO partner organised an SGBV awareness session for **25 elderly women** residing in a conflict-affected district of Donetsk.
- On 19 October, UNHCR partner the *Tenth of April* organized a forum titled "Prevention of Gender-Based Violence" in cooperation with La Strada, Peace Corps and Odesa Centre of Social Services. **30 refugee community leaders**, were trained on identifying and responding to SGBV, as well as developed a plan of preventive activities for 2019.



Meet Lidia, 70, who lives alone in the town of Novgorodske. Lidia lost her bank card, identification code and passport, and therefore was unable to receive her pension for several months. Because she lives alone, her pensions are extremely important for her to purchase items of basic necessity. Lidia received the support of Proliska, UNHCR's NGO partner, who has been assisting her to restore those documents so that she could access her pensions. In October, Lidia was finally able to receive her temporary ID card, a copy of her identification number and access her social payments.

Individual Protection Assistance (IPA)

\$ 1,022
 IPA cash
 beneficiaries
 selected in
 October

UNHCR continues identifying and providing vulnerable conflict affected individuals with IPA in the form of cash in eastern Ukraine. Since the start of the programme in June 2018, **1,307 vulnerable individuals** have received cash transfers. During the month of October, UNHCR transferred IPA in the form of cash to **1,022 beneficiaries** thanks to a partnership with UkrPoshta.

770 conflict-affected persons residing in NGCA have been selected for IPA-in-kind assistance from UNHCR in 2018. By the end of the reporting period, **540 beneficiaries** have received their assistance. This mainly includes special equipment for people with disabilities.



Meet Valentyna, 68, and her grand-daughter Angelina. They were forced to flee from their hometown across the contact line because of regular shelling and moved into a house further away from the conflict that was also partially damaged by shelling. Since they fled, the family has been living off gardening and selling vegetables. Therefore, the family could not afford to buy winter clothes for Valentyna's grand-daughter. With the approaching winter, the grand-daughter needed warm clothes to be able to travel to school. Thanks to UNHCR IPA cash assistance, Valentyna's grand-daughter was able to purchase both new winter clothes and stationary for her to use at school

Peaceful Coexistence Projects (PCPs)

 **58**
 Projects
 in 2018

Since the beginning of the year, 58 PCPs have been approved for implementation in eastern Ukraine. The majority of these projects are currently in progress in Luhansk and Donetsk region, on both sides of the 'Contact Line.' In October, **two** PCPs were completed.



As part of its PCP programme, UNHCR is currently constructing a Multifunctional Community Center in the city of Bakhmut. Situated in the most remote district of the city, where there are neither hospitals nor administrative centres, the Community Centre will serve approximately 15,000 persons, both IDPs and local population. Medical assistance and administrative services will be provided there, bringing some relief to the most vulnerable, including many pensioners. As other Community Centers created by UNHCR, it will also host different clubs organized by the UNHCR partners.

Community Support Initiatives (CSIs)

In 2018, UNHCR has been focusing on empowering communities of refugees and internally displaced and other conflict affected persons in east Ukraine. CSIs includes a range of activities designed to mobilize and empower communities, building on the education, skills, and capacities of affected populations in order to strengthen their abilities to organize emergency response, protect themselves and identify solutions. In 2018, UNHCR **implemented 53 CSIs for both refugee and internally displaced communities**. In October, UNHCR and NGO partners organized **21 CSI initiatives** for different groups of persons of concern. Examples include:

- Training Afghan women on communication and conflict resolution.
- Training on fundraising for 20 representatives of refugee, IDP and host communities.
- Recreational and psychosocial support for children residing along the 'Contact Line'.
- Support and mobilization of community groups assisting children with serious medical conditions.



UNHCR and partner NGO Proliska created a cultural hub in the village of Maiorsk for the projection of film and documentary screenings for persons of all ages. Today, the hub is used mostly by elderly women who do not have leisure activities for their age group. The elderly in Maiorsk also frequently hear shellings at night, thus increasing stress. With a population of 350, almost 75 per cent are elderly people who reside in Maiorsk. In October, the reported period, the movie screening for 40 persons was organized in Zhovkva with a total population of 117 people



SHELTER/NON-FOOD ITEMS AND HOUSING

Shelter and NFI Achievements, Impact, and Identified Needs

- During the month of October, UNHCR completed repairs of **120 houses** of vulnerable families in eastern Ukraine.
- On 29 October, UNHCR organized a **second webinar** on affordable housing solutions with IDP communities located in different regions of Ukraine. These webinars with communities are designed to support communities in finding affordable housing on their own. They provide the basics of housing legislation and programmes as well as give practical guidance on advocating with local authorities on how to obtain funding for housing and including IDPs into potential housing policies.



Meet Evdokia, 92, and a survivor of a Concentration Camp during WWII. In a night of 2015, Evdokia relieved her war traumas from her childhood when her house in Luhanske was completely destroyed by shelling. The family was lucky to have survived as they were hiding in the only corner of the building that the shells could not destroy. Evdokia believes they were guarded by an angel. UNHCR has reconstructed her house and the family is going to move back home by the end of 2018.

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](#). UNHCR works together with [15 NGO partners](#). UNHCR leads the Protection Cluster and Shelter/Non-food Items (NFI), Cluster, the latter being co-chaired together with [People in Need](#). UNHCR also leads the logistics working group that is mainly responsible for humanitarian convoys to eastern Ukraine.

Financial Information

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

The indicative level of funding for the operation is **US\$ 18 million**. This figure is based on contribution earmarked to Ukraine, the indicative allocation of flexible funds, and adjustments.

EARMARKED CONTRIBUTIONS TO UKRAINE | USD

United States of America 5.9million | European Union 2.1 million | Sweden 1.3 million | CERF 0.8 million | Japan 0.7 million | Canada 0.6 million | Russian Federation 0.2 million | Estonia 0.2 million | Private donors

BROADLY EARMARKED CONTRIBUTIONS | USD

Major donors of broadly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation, or to the region or sub-region.

United States of America 55 million | Private donors Australia 9.7 million | Private donors Republic of Korea 2 million

UNEARMARKED CONTRIBUTIONS | USD

Major donors of unearmarked contributions.

Sweden 98.2 million | Private donors Spain 58.7 million | United Kingdom 45.3 million | Norway 42.5 million | Netherlands 39.1 million | Private donors Republic of Korea 28.5 million | Japan 26.5 million | Denmark 25.5 million | Private donors Japan 16.1 million | Switzerland 15.8 million | Private donors Italy 15.1 million | France 14 million | Germany 13.7 million | Private donors Sweden 12.2 million | Italy 11.2 million

CONTACTS

E-mail: ukrkom@unhcr.org, Tel: +38 044 288-9710

LINKS

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