

Individual Protection Assistance (IPA) for Recognized Refugees, Asylum Seekers and Stateless Persons (IPA-RAS) in Ukraine

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Introduction and general principles

Problem analysis: Reception conditions in Ukraine are poor as the Government has only a limited number of places in state run temporary accommodation centers (TAC). The current total reception capacity is limited to 320 places, which is insufficient for the asylum-seeking population in the territory. Insufficient funds are allocated to the TACs, particularly to cover hygiene and clothing needs. The Government of Ukraine does not provide material assistance to asylum-seekers and refugees unless they reside in a TAC. Medical care is in theory available free of charge for recognized refugees and persons with complementary protection. In practice, like nationals, refugees have to pay unofficial fees for examinations and medication. Recent medical reforms have negatively impacted asylum-seekers in Ukraine; they are now excluded from free-of-charge urgent medical assistance and they will be charged for any medical services as foreigners. Elderly recognized refugees and beneficiaries of complementary protection are entitled to the state social pension, but it is not enough to cover even basic needs (approx. 35 USD/month). Single women face particular risks, particularly if they seek housing with male members of their communities. Generally, access to primary and secondary education has been comprehensive. All school-aged children attend school. There is no gender gap in education. However, there are still no state catch-up classes for asylum-seeking children who arrive in the middle of the school year. Therefore, schools sometimes enroll children into classes a few levels below their actual age. Meanwhile, some schools came up with the initiative to provide individual language support for these children. Early childhood education is a priority, since it facilitates integration in the schools. However, families face difficulties in enrolling their children in kindergartens due to financial difficulties to cover the fees, lack of residence registration or due to the limited number of slots, a problem that also affects Ukrainian nationals. The Ministry of Education has not established Ukrainian language courses for new arrivals. During focus group discussions and consultation with communities, persons of concern have emphasized the need for intensive language classes as well as for systematic language courses for individuals with different educational backgrounds. Asylum-seekers cannot exercise their right to work due to lack of language and professional skills. The procedure for obtaining temporary work permits is cumbersome, and their validity is only for the duration of their asylum certificate. Recognized refugees face similar problems in entering the labor market, though they do not need to obtain work permits. Access to state services is limited by complicated administrative procedures and legislative gaps, in particular concerning acquisition of tax codes and residency registration. In view of limited state assistance, asylum-seekers and recognized refugees rely mostly on their community networks for support.

In the frame of its work under its statelessness mandate, UNHCR provides assistance to stateless persons and persons at risk of statelessness in order to obtain documentation. Stateless or persons at risk of statelessness usually belong to the most marginalized parts of the society. Among others, ethnic minorities, such as the Roma, are at heightened risk of statelessness because they may face discrimination, lack birth registration or other identity documents, and/or have ties to multiple post-Soviet countries. Other groups of people—such as homeless persons, older persons holding Soviet passports (particularly in rural areas), and persons released from penitentiaries—frequently lack identity documentation and face risks of statelessness. Without identity documents, these persons cannot exercise political, civil, social and economic rights. They are marginalized; they cannot move freely and face risks of administrative fines and detention related to irregular stay in Ukraine.

Some residents of NGCA face challenges in obtaining proper identity and civil status documentation, such as birth certificates. For example, to obtain birth certification for their new-born children, parents must come to GCA and apply for birth certification through a three-step procedure that involves a visit to the civil registration office, an accelerated judicial proceeding and then another visit to the civil registration office to obtain the certificate. The fees and indirect costs associated with

travel, as well as stay in GCA, are burdensome for poor families. In addition, those who got their ID cards lost due to the armed conflict often have difficulties to enter GCA to obtain new documents.

In order to obtain the necessary documentation which will lead to confirmation of nationality, individuals have to go through administrative or court procedures (payment of fines is usually necessary in order to access those procedures), or obtain documents from embassy/consulate which are issued by foreign governments. All those have a costs which usually cannot be borne by the individuals themselves in a vulnerable situation. UNHCR is therefore assisting with these costs for legal assistance.

The primary responsibility to provide for the reception of asylum-seekers and the local integration of recognized refugees remains with the State. Assistance provided through UNHCR according to these SOPs is therefore complementary to the responsibility of the state, and should not be understood as replacing it.

Though Ukraine acceded to the 1954 and 1961 statelessness conventions in 2013, the authorities have not yet adopted legislation to establish a procedure for determining whether an individual is stateless; therefore, stateless persons who remain irregularly on the territory do not benefit from any protection and do not have access to even the most basic rights. UNHCR continues to advocate for the adoption of a statelessness status determination procedure but does not have the capacity to provide stateless persons with any form of assistance.

Undocumented persons with undetermined nationality and or who are at risk of statelessness are currently assisted by UNHCR in order to confirm their citizenship and obtain the necessary civil documentation which will allow them to access rights in Ukraine or in their country of citizenship. This concerns mostly members of the following groups who are at heightened risk of statelessness: members of the Roma minority, homeless persons, older people holding Soviet passports (particularly in rural areas), and persons imprisoned or released without any identity documents who had residence registration in NGCA. As they are undocumented, they currently do not have access to the government free legal aid. UNHCR is also advocating for inclusion of undocumented persons at risk of statelessness among the beneficiaries of the Government free legal aid.

A. Types of assistance

State Assistance

Recognized refugees (RR) and persons granted with a Complementary Protection status (CP) are eligible for different forms of state assistance. Often, the eligibility for certain type of assistance comes with a number of conditions, which are unrealistic for the refugees to fulfill, e.g. present a record of official employment to qualify for unemployment benefits or pension.

State assistance types	Asylum-seeker	Refugee Certificate	Complementary Protection Certificate
Access to health care			
Free of charge (the same as for citizens of Ukraine)	-	+	+
Emergency medical assistance - free of charge	-	+	+
Access to employment			
Without permit and free of charge	-	+	+
With permit and free of charge	+	-	-
Assistance with employment / unemployment benefits	-	+	+
Access to education			
Kindergarten (fees required, same as for citizens of Ukraine)	+	+	+
Primary and secondary education - free of charge	+	+	+
Tertiary education - same as for citizens of Ukraine	-	+	+
Tertiary education (as for foreigners, significantly more expensive than for the citizens)	+	-	-
Access to housing			
Accommodation in TAC	+	+	+
Accommodation in state-run shelters for children	+	+	+
Access to social benefits			
Kits for newborns	+	+	+
Assistance for newborn children	-	+	+
Retirement pension (subject to official employment records in Ukraine)	-	+	+
Pension for disabled	-	+	+
Pension for elderly who do not have proven official work record in Ukraine (under 50 USD per month)	-	+	+
Assistance to persons with low income (requires records of official employment)	-	+	+
Assistance for homeless persons (requires previous residence registration records)	-	+	+
Single parent assistance	-	+	+
Large families assistance	-	+	+

The placement in the Temporary Accommodation Centers (TAC) is only one type of government assistance which is specific to asylum-seekers. They are located in Odesa, Mukachevo, Perechyn and Yahotyn. Even if it is not specific to asylum-seekers and refugees, a similar type of assistance is

available in Ukraine for unaccompanied or separated children (UNSCs), the placement in state-run shelters for children.

Accommodation in one of the centers is the preferred option as the state does not provide any other support for accommodation. All persons of concern to UNHCR (PoCs) admitted into governmental asylum procedures and documented with an asylum seeker certificate (“dovidka”) who are in need of accommodation should be first informed about the possibility to be accommodated in the TACs in Odesa, Mukachevo, Perechyn or Yahotyn or state-run shelters for children. All the referrals to the TACs are managed through the State Migration Service of Ukraine (SMS) and respective Regional Migration Services (RMS).

Persons of concern in need of accommodation in the TAC or state-run shelters for children will be assisted with TAC application procedure and advised to approach the Regional Migration Service (RMS) office where his/her asylum claim was filed. Asylum seekers should be referred to the TAC or state-run shelters for children by the respective migration service office; they should not approach the TAC or shelter directly. Should the asylum seeker be denied access to TAC or shelter and informs about it UNHCR partners, UNHCR partner or UNHCR (Community-based Protection Associate) may facilitate the asylum seeker’s request for accommodation by liaising with the SMS.

UNHCR Assistance

As indicated above, the primary responsibility to provide for the reception of asylum-seekers and the local integration of recognized refugees remains with the State. Given the State’s inadequate reception conditions, UNHCR is therefore filling protection gaps to meet specific needs, with a focus on the most vulnerable. The assistance provided through UNHCR is complementary to the responsibility of the state, and should not be understood as replacing it.

As a matter of principle, asylum-seekers and refugees are therefore expected to apply for the available state support first and only when such support cannot be provided, UNHCR will complement. Asylum-seekers and refugees will receive counseling and information on the available state support. They will also be accompanied when necessary, to the state bodies to receive all possible types of state assistance. During the counseling sessions, asylum-seekers and refugees are also encouraged and expected to make every reasonable effort to become self-reliant. Support for asylum seekers is directed toward facilitating their self-reliance and support for recognized refugees is directed toward facilitating their local integration.

UNHCR provides different forms of individual protection assistance, which correspond to five objectives or areas: assistance to persons with specific needs, health, education, self-reliance and documentation. As an exception, UNHCR may provide on ad-hoc basis other types of assistance, e.g. transportation costs reimbursement, transit costs for meals en route, different types of incentive grants, etc. The modality of implementation for other types of assistance provided on exceptional grounds is not envisaged by these SOPs and is decided by UNHCR on case by case basis. UNHCR does not support costs of activities or needs not directly related to protection, such as expenses for social, family or religious events (funeral/burial, wedding, christening/circumcision etc.).

Mainstreaming of Gender Dimensions in UNHCR Assistance

UNHCR and its Partners adhere to the following recommendations to mainstream the gender dimension, following UNHCR age, gender and diversity approach:

- i) Ensure that both women and men are consulted on who they prefer to be a recipient of assistance (including cash). The counselling record in proGres should reflect the outcomes of this consultation.
- ii) ii) Ensure that both spouses receive the consultation, ensure that women retain access to information and minimizes full control of the husband over received assistance.

Partners should ensure that both the female and male family members are included in any relevant training and information sessions including household budgeting sessions. Partners should conduct financial literacy training/extensive counselling for women. When appropriate, the partners will provide clarifications and recommendations on the intended use of cash provided to both adults (for example, baby wipes, diapers, contraception etc.).

Protection types of assistance specific for women are designed and implemented in a sensitive manner (assistance with menstrual pads, assistance for lactating mothers, childbirth medical counseling and access etc.) to ensure they include for women's specific needs and recognize the full spectrum of needs.

B. Target group

UNHCR provides individual protection assistance only in those geographic regions covered by Partners with UNHCR Project Partnership Agreements (PPA). Currently, this includes the following regions: Kyiv, Odesa, Zakarpattya and Kharkiv regions. To receive the medical assistance in other regions, PoCs are directed to the nearest located Partner. Assistance in other regions should only be granted in exceptional cases upon UNHCR approval (level of Assistant Durable Solutions Officer).

Assistance with documentation to persons under UNHCR statelessness mandate is currently provided in the following regions (partner coverage): Kyiv, Odesa, Zakarpattya, Kharkiv, Donetsk and Luhansk regions. Assistance in other regions should only be granted in exceptional cases upon UNHCR approval (level of Associate Legal Officer/STA).

Due to scarce resources for the provision of individual protection assistance, UNHCR targets the most vulnerable persons of concern, with a particular focus on women at risk, unaccompanied and separated children, persons with disabilities, elderly people living alone and persons with specific protection needs (including LGBTI persons), using a cash-based intervention where possible. Assistance directed towards facilitating integration, such as language courses, should however be available for as many PoCs as possible.

C. Eligibility

Legal assessment

In order to benefit from UNHCR individual protection assistance, any individual must be registered with UNHCR in its database (proGres) and recognized as eligible for legal assistance by UNHCR (for details please see Legal Assistance SOPs). Eligibility for legal assistance is recorded in proGres. However, in order not to undermine the Government decisions, eligibility assessment for legal assistance will not be conducted for persons who have been recognized by the Government of Ukraine (granted either with a refugee status – RR – or with a complementary protection status – CP).

Persons being assisted with documentation by UNHCR under its statelessness mandate must be registered with UNHCR in its database (proGres).

Legal status

- Asylum-seeker documented with Government certificate
- Asylum-seeker documented with UNHCR Protection Letter
- Recognized refugees and complementary protection status holders with documents issued by the Government
- UNHCR mandate refugee (recognized by UNHCR and documented as such by UNHCR)

Assistance to persons of concern with a different legal status (e.g. temporary residence permit) should be approved by UNHCR on a case by case basis.

Assistance timeframe

Recognized refugees and CP beneficiaries are eligible for UNHCR assistance during 3 years following the date of status receipt. Exceptions are for the assistance with naturalization, language learning, access to rights they are entitled to, assistance with access to state benefits and employment, livelihoods grants, community-support initiatives, DAFI scholarship.

Asylum-seekers in Ukraine are eligible for UNHCR assistance during the first 10 years in the country. It is expected, that after 10 years the long stayers will achieve certain level of integration and self-reliance as well establish some support networks. Exceptions are for the assistance with livelihoods grants, access to employment, state benefits and community-support initiatives.

Mandate refugees in Ukraine are eligible for UNHCR assistance without time limits, suppose they meet the vulnerability and conditionality criteria attributed to a specific type of assistance.

For persons assisted by UNHCR under its statelessness mandate, the assistance will stop once documents confirming (confirmation or acquisition of) citizenship have been obtained. For details, please see below the specific chapter on assistance with Documentation for Stateless persons.

Vulnerability and conditionality

For some forms of assistance vulnerability criteria are applied (e.g. number of vulnerability points for MSA), conditionality (e.g. attendance of 75% of language classes to qualify for travel reimbursement) or combination of both vulnerability and conditionality. Where applicable, precisions are given separately for each type of assistance.

Concerning persons assisted by UNHCR under its statelessness mandate, there is a presumption of vulnerability and there is no specific vulnerability criteria which would condition the provision of assistance. Still, partners are reminded to encourage persons of concern to cover minimum costs, as a way to sensitize them to the importance of documentation.

D. Exclusion criteria

1. Individuals who are not persons of concern to UNHCR will be excluded from UNHCR assistance. This concerns the following:
 - Spouses who are Ukrainian nationals and Ukrainian children are not eligible for individual protection assistance. This also concerns spouses and children who benefit from same level of access to social rights as Ukrainian nationals (i.e. person with permanent residence permit). Children from mixed marriages with one Ukrainian parent will receive assistance only if the Ukrainian parent is absent (death, separation).
2. Persons of concern for whom UNHCR considers that there are objective reasons to believe that they do not need UNHCR support anymore. This concerns the following:

- Persons eligible for any form of state assistance (including settlement in TAC) and who have not applied for it;
 - Persons eligible to apply for Ukrainian citizenship and who have not applied for it;
 - Persons who have benefited from a UNHCR self-reliance grant¹ are not eligible to apply for any type of cash assistance, apart from medical.
3. Persons of concern who have clearly demonstrated that have no intention to locally integrate or become self-reliant will also be excluded from UNHCR assistance. This concerns the following:
- Asylum seekers or recognized refugees who left the TAC on their own volition and without objective (protection/medical) reason will not be considered eligible for UNHCR financial assistance;
 - Asylum-seekers and refugees parents who, in spite of UNHCR counseling, refused to enroll their school-age children in state school. Kindergarten and school enrolment and attendance for children from five to 17 years old is mandatory in Ukraine. Social partners are monitoring the situation, and documents confirming school/kindergarten enrolment are included into the IC case.

E. Glossary

A/S	Asylum-seeker
CP	Refugee with complementary protection status granted by the Ukraine government
LA	Legal Assessment
MCC	Migrant Custody Center
MR	Mandate refugee recognized by UNHCR and issued with/by UNHCR Mandate Refugee Certificate
PL	Protection Letter issued by UNHCR for PoCs under its mandate
PoC	Person of Concern to UNHCR
RR	Recognized Refugee (government asylum procedure)
SAF	Social Assessment Form
SN	Special needs
STA	Stateless persons, or person at risk of statelessness
TAC	Temporary Accommodation Center
UASC	Unaccompanied and Separated Children

Objective: 1. Special needs

1.1 Recurring

1.1.1 Monthly Subsistence Allowance

Monthly subsistence allowance (MSA) is a multi-purpose cash grant provided to vulnerable refugees and asylum-seekers to cover partially their basic needs, i.e. shelter, food, clothing, etc. The MSA

¹ This would normally not include vulnerable families/individuals who benefit from assistance in the form of Monthly Subsistence Allowance (MSA). However, MSA beneficiaries who are viable enough could also be supported by UNHCR with self-reliance grants. In the case and as per recommendation of the Technical and Strategic Review Mission on Livelihoods and Economic Inclusion (June 2018), in order to have enough time to build their livelihoods, the MSA assistance will not be cut upon reception of the full amount of the self-reliance grant but only 6 months after the reception of the grant (disclaimer must be signed).

Committee that takes decisions on MSA allocation per household taking into account vulnerabilities and conditionality (if applicable).

a. Eligibility/Conditionality

Vulnerability: threshold of minimum 10 points (according to the Vulnerability Table, Annex 1).

Conditionality: MSA Committee may attach certain conditions, as appropriate, to the provision of MSA, e.g. language courses attendance, vocational training etc. Decision on discontinuation of further MSA can be taken at the next MSA committee meeting and reflected in the minutes of the committee meeting, if the conditions have not been followed by PoC without objective reasons.

b. Frequency/Time Limit/Review Schedule

MSA is not limited by specific timeframes, apart from the general time limitations for UNHCR assistance, specified at the beginning of the SOPs. MSA pay cycle is every four months. The Committee reviews MSA applications every four months.

MSA Committee reviews cases according to the following schedule:

2nd half of January – decisions are taken for February-May;

2nd half of May – decisions are taken for June-September;

2nd half of September – decisions are taken for October-January, next year.

c. Amount

The MSA amount is grounded on the living survival level foreseen in the national legislation and UNHCR Office reviews it on bi-yearly basis. The amount of the assistance provided is based on the family composition (number of family members) with a maximum of up to three children taken into account for the calculation or seven persons per household in case of elderly living in the family.

For detailed entitlements, please refer to the current valid amounts as noted in Annex 2.

d. Processing

Identification/Application

The applicant must place his request in writing during the counselling with Social Counsellor, offered by a UNHCR Partner. The application is kept in the PoC paper file, along with other relevant supporting documents (e.g. copy of the document, medical certificates, school certificates, psychologist inputs etc.). Social Counsellor informs the Applicant about eligibility criteria and the month of the next Committee meeting.

Not later than three days before the MSA Committee meeting takes place, applicants for MSA are required to provide the following documents to the designated Social Counsellors:

- ✓ valid identification document (asylum/refugee/CP certificate or UNHCR Protection Letter);
- ✓ their current residential address and contact phone number;
- ✓ updated medical documents (if relevant).

The absence of one of those documents defers the case to the next Committee meeting.

If the application is rejected, the applicant can re-apply for financial assistance only after eight months, unless in cases of serious deterioration of his/her social situation (e.g. health condition).

Assessment by the Partner

Partner Social Counsellor reviews the case and considers vulnerability according to the Vulnerability Table (Annex 1). As the outcome, the Partner fills in relevant section of the MSA Committee Decision Form (Annex 3) assigning vulnerability score to the case. The MSA Committee should not review applications that received less than 7 points. However, the Committee can request to see the case for the spot check.

As a result of assessment, the Partner prepares the individual case file which contains the following documents:

Mandatory:

- ✓ PoC's application (written request for MSA);
- ✓ valid identification document;
- ✓ MSA Committee Decision Form (Annex 3);
- ✓ home visit form (home visit assessment is valid for 6 months).

If applicable:

- ✓ Social Assessment Form (SAF) (Annex 4);
- ✓ medical documents;
- ✓ any other documents related to case (including e-mails);
- ✓ academic results for students and reference for students²;
- ✓ confirmation for grant holders / disclaimer (Annex 11).

Committee review

The MSA Committee reviews the cases presented for its indorsement, provides the oversight of the process and serves as a platform for case management.

The MSA Committee consists of:

	Chairperson:	UNHCR Community-based Protection Associate
	Alternate Chairperson:	UNHCR Assistant Durable Solutions Officer
	Alternate Chairperson:	UNHCR Assistant Programme Officer
1	Member:	UNHCR Protection Associate/Assistant
2		UNHCR Programme Associate/Assistant
3		Partner Project Manager
4		Partner Social Counsellor
5		State Migration Service staff member

Should the Committee require an input from other UNHCR staff member or Partner personnel, the Chairperson may requested them to join the meeting as an observers.

Decision by the Committee

Decision can only be taken when there is quorum, requiring the presence of the Chairperson (or alternate) and two members. The MSA Committee meetings can take place in-person, by telephone or electronic means, provided that the rules and confidentiality are maintained.

The decisions of the MSA Committee are taken as a result of a consensus reached among the members of the Committee. If consensus is not reached, a vote may be adopted with the Chairperson deciding in case of a tie.

The Committee may take the following decisions:

- to grant MSA assistance for 4 months;
- to defer the case to the meeting of the next Commission (which usually implies additional actions by UNHCR partner or UNHCR in a form of collection of additional information or clarification of information or due to non-compliance by the PoC with the basic requirements for application);
- to grant MSA assistance for 2 months with further exclusion;

² For aged-out UNAMs enrolled into evening school or vocational training school, every 6 months, the grades book and reference from study advisors are to be submitted to the designated social councilors, specifying the attendance and academic achievements.

- to grant MSA assistance for 4 month with further exclusion;
- to reject the application;
- to close the case (e.g. left the country or in case of the death of the applicant).

When considering an individual case, the MSA Committee assesses PoC's self-reliance/integration potential and provides durable solutions recommendations to explore during individual consultation. The designated Social Counsellor will discuss the recommendation with individual and prepare self-reliance action plan with the POC him/herself. The individual self-reliance plan will include information about what steps each individual in the family should take in order to help the family to become self-reliant and facilitate integration. The individual self-reliance plan will also include timelines for each step of preparation for self-reliance. Designated Social Counsellor will closely monitor PoC's progress on the activities determined by the plan and will provide an update to the MSA Committee if the case is presented next time.

1.2.2 New arrivals assistance

As state assistance, even if available, is not provided immediately upon arrival, UNHCR is providing assistance to asylum-seekers who arrived recently to Ukraine (or were released from detention or childcare facilities) in order to ensure that the basic needs are met until they can benefit from state assistance.

a. Eligibility

All persons of concern who arrived (not submitted the application for asylum) to Ukraine in the last 12 months are considered as newcomers and are eligible for this type of assistance. In cases of asylum-seekers released from detention or childcare facilities, the date of release is counted as arrival date as yearlong stay in Migrant Custody Centre does not envisage any integration opportunities. This applies to PoCs who have been detained in MCC during their first 12 months in the country while being newcomers.

b. Frequency/Time Limit/Review Schedule

One time assistance.

c. Amount/Quantity

The amount of the assistance provided is based on the family composition (number of family members). The established Newcomer Assistance is outlined in Annex 2.

Objective: 2. Health

2.1 Recurring

2.1.1 Medical assistance/Reimbursements of medical expenses

Medical care is in theory available free of charge for recognized refugees and persons with complementary protection. In practice, like nationals, refugees have to pay unofficial fees for examinations and medication. Until the start of the recent reforms of the country's healthcare system, asylum-seekers enjoyed this access. In the process of the reform, asylum-seekers were excluded from the list of groups that have access to free urgent medical care, as well as to free medical examinations. At present, asylum-seekers must pay for these services at the same rate as other foreigners who are temporarily in Ukraine, which they cannot afford.

Therefore, UNHCR through its partners provides medical assistance to the asylum seekers, refugees and beneficiaries of the complementary protection in several ways: referral to the contacted medical

institutions, medical laboratory or pharmacy; non-cash direct payments to the non-contracted medical institutions; reimbursements in cash of the POCs' medical expenses.

Specific emphasis are made on support to women and girls of reproductive age. Women are counselled on family planning and personal hygiene as well as supported with contraceptives once requested.

PoC who might be in need of psychological/psychiatric counselling may be referred for such a consultation by UNHCR staff, UNHCR legal or social partner to the psychologists based with UNHCR Partner and/or the psychiatrist working with the UNHCR Partner. In case of Zakarpattya and Kharkiv, these services will be covered through medical reimbursements. According to the outcome of the consultation, the PoC will be provided with required assistance including hospitalization in specialized medical institution. The consultation with the psychologist and/or the psychiatrist will be documented in writing and filed in PoC's social (and when necessary legal) file.

a. Eligibility/Conditionality

All PoCs eligible for UNHCR assistance.

b. Exclusion

Specific interventions will be excluded, as specified below:

- UNHCR does not pay for dental treatment (except for cases when the condition severely affect the overall health of the PoC), experimental and non-evidence based treatment, organ transplant, infertility treatment, cosmetic treatment/surgery, elective procedures or other medical costly services that are not life-saving, or high cost treatment when a less costly alternative treatment is equally effective and available;
- UNHCR does not cover treatment in private medical clinics, unless it is not available in the state hospital/laboratory, or the private clinic proves to be less expensive than the same type of treatment in the state hospital, or the PoC is not accepted to state hospital because of his/her ID document or lack of document. The justification should be reflected in the medical advisor's/counselor note.

c. Frequency/Time Limit/Review Schedule

Medical assistance is provided by UNHCR and its Partners in cash and in-kind throughout the year within the limit of the annual value established per household. The reimbursements of medical expenses endured by PoCs are processed on a monthly bases.

d. Amount/Quantity

Limit per household

The amount of the medical assistance provided is based on the family composition (number of family members) with a maximum of five persons taken into account for the calculation. The amounts (including maximum amount) is outlined in Annex 2.

PoCs are informed that in principle UNHCR Kyiv is not in a position to assist in medical treatments or surgeries exceeding the annual amount of medical assistance established per household. The PoC in need of such assistance are to be reviewed on a case by case basis by UNHCR directly.

Limit per transaction

UNHCR covers glasses as per doctors' prescription in the established amount outlined in Annex 2 (frame plus the costs of lenses and service fee/s).

UNHCR will not reimburse medical requests with the cumulative value below 200 UAH.

e. Processing of in-kind medical expenses

Referrals to service providers

RR and CP holders should be referred to state medical institutions and assisted with signing the declaration with General Practitioner to enjoy the free of charge medical services they are eligible for. Assistance with medication is available provided RR and CP holders signed the declaration with General Practitioner and medical services were not available for them free of charge.

The Partner contracts medical service providers (policlinics, maternity wards, pharmacies, medical labs, etc.) as per UNHCR procurement rules and regulations. The responsible Social Counsellor issues referrals for these types of medical services/goods to PoCs in need of medical assistance. If the doctor prescribes further medical examinations, interventions and/or treatment, which can be received in the contracted medical institutions, the payments are done directly by the Partner to the institution.

Medical equipment

When specific equipment or medical gear is prescribed by the doctor and recommended by the Partner Medical Advisor, and the PoCs cannot purchase it themselves to further receive reimbursement, UNHCR provides in-kind assistance directly or through the Partner. In the case when the purchase is done by the Partner, no UNHCR authorization is required if the cost of the equipment is within the annual limit of medical assistance for the household.

Medical treatment exceeding annual limit per household

In order to review the possibility to provide assistance exceeding annual limit per household, the following information by the Partner is required:

- ✓ SAF
- ✓ medical recommendation / opinion of the medical advisor of the Partner,
- ✓ information on what is the expected outcome of the treatment,
- ✓ information if the treatment / operation is life-saving,
- ✓ period of the treatment,
- ✓ information whether the treatment is one-time or should be carried out multiple times,
- ✓ extract from medical history of the PoC,
- ✓ estimated costs of the treatment or surgery.

The decision on assistance with medical treatment exceeding the annual amount of medical assistance established per household is taken by UNHCR taking into account the following aspects:

- ✓ absence of treatment leads to limited POCs physical ability to work
- ✓ absence of treatment leads to POCs' disability and dependence on external care
- ✓ absence of treatment leads to deterioration of the general health condition leading to loss of self-care ability
- ✓ absence of treatment leads to deterioration of other health functions causing additional expenses for medicines/treatment
- ✓ absence of treatment leads to death
- ✓ legal status
- ✓ possibility of free of charge treatment
- ✓ availability of family/community support
- ✓ financial vulnerability of the applicant
- ✓ feasibility of the treatment plan; sustainability of the treatment
- ✓ prognosis
- ✓ estimated costs.

Priority will be given to life-saving treatments, where the prognosis is good, and the treatment plan is sustainable. Decisions will be taken by UNHCR within the available budget.

2.1.2. Supplementary assistance to meet specific needs

Certain categories of PoCs require assistance with hygienic items or supplementary foods to meet their specific needs, as per doctor prescription and/or the assessment of the Partner Medical Adviser. This assistance targets PoC diagnosed with TB or other serious medical condition, persons with special dietary needs, lactating mothers, etc.

a. Eligibility

All PoCs with specific doctor's prescription as per Target groups below.

b. Target group/Frequency/Time Limit/Amount/Quantity

Target groups	Amount ³ (UAH)	Frequency	Time Limit
TB patients/ recovering TB patients	1,200	Monthly	N/A
Diabetes	1,000	Monthly	N/A
People with serious medical condition requiring supplementary food	Adults: 1,000 Child: 500	Monthly	N/A
Persons with special dietary needs	Adults: 1,000 Child: 500 (up to 3 children)	Monthly	Up to 1 year (in total)
Lactating women	1,000	Monthly	Up to 1 year
Mothers with babies up to 1 year old, who have been prescribed supplementary feeding by the doctor	1,200	Monthly	Up to 1 year

c. Processing

Identification/Application

In order to apply for supplementary assistance, POCs should approach their Social Counsellor and present medical documents confirming the eligibility for supplementary assistance. PoCs can also be referred for the relevant assistance by other Partners or UNHCR.

Assessment and decision by the Partner

Medical condition or dietary needs requiring supplementary food and/or hygiene should be confirmed by doctor's prescription and verified by the Partner Medical Advisor. Doctor's prescription for supplementary food or hygiene are considered valid within six-month period and should be reviewed if needed. The recommendation by the Partner Medical Advisor should specify the reason for the assistance, duration and review schedule, if relevant. The Medical Advisor should use the list of medical condition requiring supplementary food (Annex 8) as a guidance tool.

Based on the recommendation of the Partner Medical Advisor, the Social Counsellor makes a decision on the disbursement of the assistance and fills in the Assistance Form (Annex 9), marking the type of

³ Indicative amount. The actual amount is indicated in Annex 2 which is revised on yearly basis.

assistance granted, amount/quantity, frequency, duration of the assistance and review schedule, if relevant.

Objective: 3. Education

3.1 Recurring

3.1.1 Kindergarten fee

UNHCR covers kindergarten fees for children attending state kindergarten to facilitate their local integration and to prepare for schools enrollment. This type of assistance does not cover unofficial fees or voluntary donations collected by the kindergarten, affiliated charitable foundation, or parent's council. The costs of medical examination or vaccination required for children to attend state kindergarten should be covered by UNHCR medical assistance (see section 2.1.1. Medical assistance/reimbursements).

a. Eligibility/Conditionality

Children who are enrolled into kindergarten and whose families are not benefitting from MSA. Conditionality: attendance of the state kindergarten.

b. Frequency/Time Limit/Review Schedule

The assistance is provided on a monthly basis or as per kindergarten payment cycle.

c. Amount/Quantity

The specific amount of the assistance may vary depending on the costs of state kindergarten care at the specific region/city, and attendance records.⁴ The invoice issued by the state kindergarten covers the number of days the child actually attended the kindergarten.

d. Processing

Identification/Application

The Partner provides counseling on the importance of enrolment in kindergarten for integration of children and explains in detail the procedure of enrollment. In order to benefit from the assistance POCs need to submit to the Partner the certificate on enrolment of their child/ren to kindergarten, fill in the request form (Annex 9) and provide valid identification document.

3.1.3. Subsistence and supplies for university students (DAFI)

The Albert Einstein German Academic Refugee Initiative, known as DAFI, offers higher education scholarships to refugees so that they can attend university in the countries where they have sought asylum.

a. Eligibility/Conditionality

The recipient undergoes a competitive selection process and has to be awarded DAFI scholarship.

b. Frequency/Time Limit/Review Schedule

The allowance is paid 3 times per year i.e. per 2 semesters (1st semester is 4 months and 2nd semester is 6 months) and during 2 months of summer holidays. The payment schedule is the following:

- August – allowance for the semester September-December
- January – allowance for the semester January-June

⁴ As per current state of legislation, a bigger amount is requested from persons without residence registration. This bigger amount should not be covered by UNHCR. On the contrary, assistance will be provided to ensure residence registration first and then the normal kindergarten fee will be covered.

- June – allowance for July and August.

c. Amount/Quantity

Entitlements under DAFI scholarship include allowance for study materials e.g. books costs associated with the studies; and a subsistence allowance towards the cost of food, accommodation, local transportation, and all other personal expenses. Small cash grant to cover language classes or specialized classes can be covered within DAFI scholarship subject to budget availability and prior approval by HQ. The amount vary yearly depending on HQ-approved budget.

d. Processing

Identification/Application

Subject to funds confirmation, UNHCR announces the call for applications and selection process in August. DAFI selection procedure is regulated by the *Dafi Policy and Guidelines*.⁵ Potential applicants for DAFI scholarship are identified and counselled by Partners.

Committee review

The DAFI Committee reviews the cases presented for its indorsement, provides the oversight of the process and serves as a platform for case management. The Head of the Office establishes a multi-functional DAFI Committee and appoints its Chairperson, Secretary, members and alternates applying the principles of UNHCR Age, Gender and Diversity Mainstreaming approach. The procedure is governed by DAFI guidelines.

Decision by the Committee

The DAFI Committee takes the decision on the application taking into consideration academic distinctions, language skills, previous experience (volunteer, work etc.), personal interest in programme of study, and career plans. The decision is recorded in writing in the Minutes of the Committee.

3.1.4. Support for students who are aged-out UASC

UNHCR provides additional support to asylum-seeking and refugee children/youth who have been assisted by UNHCR as unaccompanied or separated children. When they reach 18, UNHCR can continue to assist them if enrolled in evening schools and/or professional or vocational training (“ПТУ”, training centers) officially accredited with the Ministry of Education. The support will consist of a Monthly Subsistence Allowance for the duration of their studies.

Selection of the evening school depends on the place of residence of the POC and/or availability of the external degree program in those cases when POCs need it. Selection of the training center depends on the selected specialty by the POC and availability of places for admission.

Every 6 months, the grades book and reference from study advisors are to be submitted to the designated social councilors, specifying the attendance and academic achievements. As part of case management process, the Partner reviews the grades and attendance rates and takes measures if required by situation.

a. Eligibility

Aged-out UASCs earlier registered with the Partners and who are enrolled in government accredited evening school or training center.

⁵ DAFI Policy and Guidelines: <https://www.unhcr.org/568bc43a6.html>

b. Frequency/Time Limit/Review Schedule

The assistance is calculated on a monthly basis for the duration of the studies/course and is paid together with MSA payment. Evening school assistance can be covered for the duration of 4 years, which is needed to obtain full secondary education. If the successful evening school completion is followed by college⁶ enrollment, the support can be extended for the duration of college studies.

3.1.5. Support for school uniform and supplies

In order to ensure equal access to primary and secondary education, UNHCR provides support to asylum-seeking and refugee children of school age and attending school.

a. Eligibility/Conditionality

Conditionality: attendance of the state school.

b. Frequency/Time Limit/Review Schedule

Assistance is provided yearly in August/ early September.

Objective 4. Self-Reliance and integration

4.1 Recurring (integration facilitation)

4.1.1 Language classes

In the absence of language courses organized at the state level, UNHCR is covering courses of Ukrainian language through its Partners for asylum-seekers and refugees in two different formats, depending on the level of knowledge, at beginner level and intensive level. Enrolment details may vary in different locations.

i. Beginner

In order to encourage wide participation of asylum-seekers and refugees in the UNHCR Ukrainian language courses at the beginner's level, transportation costs are being covered for those who regularly attend.

In order to support peaceful coexistence within communities, up to 30% of placements in the beginners courses can be allocated to non-PoCs (e.g. community members with different legal status). However, these students are not eligible for travel costs reimbursement.

a. Eligibility/Conditionality/Exclusion

Only the PoCs attending 75% of classes per month are eligible for transportation allowance.

PoCs enrolled into the intensive language courses at B2 level are not eligible to transportation allowance.

b. Frequency/Time Limit/Review Schedule

The transportation allowance is provided to the PoCs attending courses for the first time up to B1 level of studies (inclusive). If the PoCs wishes to repeat the course, they are allowed to enroll subject to availability of slots but they are not entitled to the transportation allowance.

The transportation allowance is provided every month and is based on the attendance report submitted by the partner.

⁶ Level 1 and 2 of post-school education as per accreditation of the Ministry of Education of Ukraine.

c. Amount/Quantity

The calculations are based on the prices for local public transport used by POCs to get to and from the location where courses are conducted. Transportation allowance is outlined in Annex 2.

Assessment and decision by UNHCR

At the end of each month, the Partners submit attendance records to UNHCR Community Based Protection Associate. The Community Based Protection Associate prepares allowance distribution list for the POCs attending 75% of classes.

4.2 One-time

4.2.1 Diploma nostrification

In order to ensure better access to studies or the labor market, UNHCR will support asylum-seekers and refugees with nostrification of their diploma obtained in school, universities or vocational training in their country of origin. Thus, UNHCR provides assistance with translation and nostrification of the relevant documents.

a. Eligibility/Conditionality

PoC who need their diploma recognized to continue their studies or for employment.

a. Frequency/Time Limit/Review Schedule

One time assistance.

b. Amount/Quantity

The specific amount of the assistance may vary depending on the type of nostrification, number of pages for translation and language.

b. Processing

Identification/application

As part of case management, the Partner obtains all the education information of the PoC, including on the availability of the educational documents. The Partner informs POCs about a possibility to have the documents recognized by Ukraine for educational or/and employment purposes. If the recognition of documents is relevant for further education, employment and integration of the PoC, the Partner initiates the process of nostrification.

Assessment by the Partner

The Partner will verify POCs commitment to proceed with one of these options before submitting nostrification authorization request to Community-based Protection Associate.

The Partner submits to UNHCR the request for nostrification assistance containing the following:

- ✓ copy of original diploma;
- ✓ copy of the PoC document, valid at the time of the application;
- ✓ invoice (original);
- ✓ information on the purpose of nostrification.

Decision by UNHCR

UNHCR considers the requests and informs the partner about the decision. In case it is negative, provides the reasons for rejection.

4.2.2 Self-reliance grants

Self-reliance grant is a one-time assistance that can be provided to the persons of concern to UNHCR who are eligible for such assistance on the basis of the criteria hereby established with a focus on sustainability. Self-reliance grants are part of the country Livelihoods Strategy 2017-2019.

The self-reliance grants aim at covering the following needs:

- ✓ Direct assistance to small and medium scale business activities performed by one or more applicants, aimed to start up or develop a profitable business according to market analysis;
- ✓ Agricultural activities start-ups, giving preference to persons residing in rural areas with previous experience in this field;
- ✓ Vocational skills and/or re-qualification training for purpose of further employment in state or private institutions in order to facilitate the access to a profession in demand on the labor market for a period of up to 12 months.

For those PoCs whose legal status enables them to open a business in Ukraine, they should make every effort to ensure that their business is properly registered, including the receipt of tax code and the opening of a bank account. Partners will provide their support in case of need within their case management work.

a. Eligibility/Conditionality/Exclusion

All PoCs eligible for UNHCR assistance. However, provision of the self-reliance grant is conditional to signing by the applicant of the self-reliance grant Commitment Letter (ANNEX 11) that has to be submitted to UNHCR before the payment of the grant.

Family members living together as one household cannot apply for separate self-reliance grants.

UNHCR does not support grant applications for resale business as actual expenditures cannot be verified and it may lead to a misuse of funds.

UNHCR does not cover:

- items or services for re-sale business
- rent/lease of real estate and movable assets;
- human resources (salaries, wages to would-be or current employees);
- means of transport, incl. trailers, mobile sale points.

b. Frequency/Time Limit/Review Schedule

One time assistance. Application deadlines, processing times and interviews are announced at the beginning of each year by UNHCR. Implementation timeline is reflected in the Annex 12.

c. Amount/Quantity

The amount of the self-reliance grant will be approved by the Self-reliance Grants Selection Committee on a case by case basis. It is calculated in UAH at the UN exchange rate at the moment of the Self-reliance Grants Selection Committee.

The grant can be used within the approved amount and for the scope and items stated in the Application. Subject to the Committee endorsement, additional assistance can be provided in the amount not exceeding 10% of the initially approved amount in case well-grounded justification is provided by grants recipient. For the vocational training grants support, in cases the training entails

20 hours or more of the classroom studies per week, the Committee might decide that PoC should receive monthly allowance in the amount equivalent to MSA allowance for a single person.

d. Processing

Identification/application for business grants and agricultural activities

Potential beneficiaries submit their Initial Application for business grant (Annex 13) with all the relevant supporting documents to UNHCR. UNHCR and/or its Partners will provide counselling to the applicant/s on documents to present in each case, which may vary depending on the grant type. The application can be submitted in any language convenient for the Applicant.

The proposal/application should contain the following:

- ✓ Information on the purpose of project, on how the provision of the grant will promote self-reliance and economic independence of the applicant. Focus should be made on sustainability of the project, and the commitment and investment from the side of the applicant.
- ✓ In order to build the capacity of the applicant/s to carry out business activities, a training component can be added if needed.
- ✓ Available documents necessary for legal functioning of a business such as contracts, business registration, bills, lease agreement, special permissions, licenses and authorizations from local and national authorities etc. are to be provided.
- ✓ In cases of joint business proposals an agreement between all the parties is to be signed and attached to the application as well.

Identification/application for vocational training

For the vocational training grant, PoC should approach the respective UNHCR Partners staff where s/he can receive counselling on vocational/re-qualification trainings. The Partner assists the interested PoC in identifying a training opportunity for them, ensuring that the skills which would be acquired as a result of the training are in demand on the market and have high chances leading to further employment/self-employment. Partner assists the PoCs in filling in the application for vocational training and submits them to UNHCR on the ongoing basis.

When requested by UNHCR, the Partner fills in Personal Profile Form with bibliographic data on the applicant (Annex 14), Socio-Economic Assessment of the family (Annex 15) and a Psychological Aptitude Assessment (Annex 16) in order for UNHCR to be aware of the background and social situation of the applicants.

Assessment of the case

Candidates will be shortlisted based on the following criteria:

- ✓ eligibility;
- ✓ demand for the proposed business type at the market to ensure successful project implementation;
- ✓ feasibility, sustainability, coherence of business idea;
- ✓ overall integration prospects of the PoC;
- ✓ share of PoC's own resources to be invested in the project.

Initial screening of the applications at UNHCR office will be performed according to the scoring as per Shortlist Evaluation table (Annex 17), the applications with the top scores will be shortlisted for interviews. The passing score is established by MTF based on the summary analysis of the submitted applications.

Each shortlisted candidate will be interviewed by UNHCR and advised on improving and finalizing the Application for business grant (Annex 13) and Installment Payment Plan (Annex 18). Interviews with

the shortlisted candidates should be conducted within 2 months after the shortlisted candidates are notified. Due to the seasonal nature of the business, applications for agricultural activities will be screened and reviewed at the Committee as a matter of priority.

UNHCR will revert with a final decision regarding the grant within 2 months after the deadline for shortlisted candidates to submit upgraded applications for the second round of consideration. Applicants whose applications have not been shortlisted will be notified within 2 months after the deadline for application submission. They will be referred to UNHCR Partner for consultations on vocational/requalification trainings or employment.

Committee review

The Head of the Office establishes a multi-functional Self-reliance Grants Selection Committee and appoints its Chairperson, Secretary, members and alternates applying the principles of UNHCR Age, Gender and Diversity Mainstreaming approach. The Committee will be responsible for taking a decision on the grant applications submitted for its review.

Decision by the Committee

During the Committee meeting, UNHCR Livelihoods Grants Assistant and/or UNHCR Partners present the applications and make recommendation on approving/deferring/rejecting the case. The decisions are taken by the consensus reached among the members of the Committee. Decisions can only be taken when there is quorum, requiring the presence of the Chairperson (or alternate) and two-third of the members (or alternates). The Chairperson of the Self-reliance Grants Selection Committee has a right to make final decision when consensus is not reached.

The Self-reliance Grants Selection Committee will assess grant applications based on the following criteria: the applicant's eligibility for this type of assistance, financial and social sustainability of the proposed solution, correspondence of the proposal to the market analysis and alignment with the UNHCR Livelihoods Strategy, applicant's integration prospects.

The Committee takes on decision on the amount of the grant, any additional conditionality relevant for the case and agrees on the implementation modality (i.e. cash or in-kind). While the cash is a preferred implementation modality, in-kind delivering of self-reliance grants remains as an option in cases of high risks associated with cash payments for a specific case. In order to mitigate potential risks of mismanagement of the cash, Instalment Payment Plan (Annex 19) and risk assessment should be presented for the review of the Committee. Approved Instalment Payment Plan outlining the steps of grant cash payment should be signed by the Applicant.

Documentation

The decisions as well as recommendations on cases reviewed during the Committee will be recorded in writing in the Minutes of the Committee and further shared with all the Committee members. Applicants reviewed at the Committee will be notified in writing about the decision by UNHCR directly or through the UNHCR Partners regarding the applications for vocational training support. The Applicant should also receive a copy of the signed Instalment Payment Plan.

e. Pay mode/disbursement

The pay mode for self-reliance grants is specified in Country-level SOPs for UNHCR cash-based interventions through direct implementation.

Depending on the type of the Grant, the recipient has to provide all documents required for its implementation within one month after signing of the Self-reliance Grants Commitment Letter (Annex

11). If documents are not provided during this period without a valid reason and notification to UNHCR, the Grant will be suspended.

The grant cash is disbursed in instalments following the approved Instalment Payment Plan. The first instalment is payed only upon signature of the Self-reliance Grants Commitment Letter by the grant recipient. Disbursement of consecutive instalment is done based on the recommendation of the Livelihoods Grants Assistant grounded on the evidences provided by grant recipient that funds have been used in compliance with the Instalment Payment Plan. The results of instalment can be evaluated as achieved and grant can be recommended for further implementation, if beneficiary uses not less than 90% of instalment amount.

The recipient of the grant is obliged to provide the following evidence of using the cash in compliance with the Instalment Payment Plan:

- receipts/check and/or proof of purchase containing contact details of the seller in case official receipt/check is not available⁷ (in case livestock, goods are purchased in the local community members);
- purchase or rent agreements;
- photo/video materials etc.

UNHCR and/or UNHCR partners will conduct monitoring visit once the Applicant submits the evidence of the purchase. Monitoring report on the final instalment should be finalized within two months upon the payment.

In case of in-kind grant modality, when a grant recipient has received all the items as per the approved application e.g. equipment was bought, trainings/courses were paid, UNHCR considers grant payment as completed, and grant recipient is not entitled to receive a difference, if any, from the grant amount approved, signing a Confirmation of Receipt (Annex 19).

f. Monitoring and reporting requirements

The Grant recipients are required to report regularly and upon UNHCR Livelihoods Grants Assistant and/or UNHCR Partner monitoring requests. Before receiving the Grants, the Grant recipient together with Livelihoods Grants Assistant (for business grants recipients) and/or respective UNHCR Partner staff (for vocational grants recipients) has to fill the Baseline data using the Livelihoods monitoring tool in order to evaluate the Self-reliance Grants program efficiency.

UNHCR Livelihoods Grants Assistant (for business grants recipients) and/or UNHCR Partners (for vocational grants recipients) will contact grant recipients at least once per month for the purpose of grant monitoring in order to assess the level of business activity (in medium and small scale business and livelihoods activities) or academic/attendance record (in case of vocational training). Moreover, UNHCR Livelihoods Grants Assistant and/or UNHCR Partners will conduct monitoring visits to the grant site at least once during six months and report on developments and achievements in grant implementation. Ownership rights on provided in-kind assistance will be fully transferred to grant recipient after monitoring and evaluation of project as successful, not earlier than six months since a grant implementation starts.

Grant mismanagement⁸ identified during the monitoring visits should be reported in writing and shared with UNHCR. If any mismanagement of the provided assistance occurs, the Committee will

⁷ UNHCR and/or its Partner may be present during the purchases where official receipt/check might not be available (e.g. livestock, second-hand farming machinery, second-hand equipment).

⁸ Grant implementation has not started within six months after provision of the grant without a valid reason of delay and notification to UNHCR.

assess the case. If mismanagement of the assistance is confirmed, the Committee can claim back the items provided under the Grant and decide to deprive the Grant recipient of other types of UNHCR assistance. In such cases, UNHCR will provide a notification letter to the Grant recipient informing him/her on the Committee's decision. The deliberate mismanagement of cash disbursements or in-kind assistance will result in her/him becoming not eligible for any other type of individual protection assistance from UNHCR and its Partners.