Three months since the war started, attacks on civilian populated areas and civilian infrastructure continue in eastern and southern parts of Ukraine, endangering people’s lives and access to basic services. Since 24 February 2022, 7.1 million people have been internally displaced (IDPs) inside Ukraine while an estimated 15.7 million people are in urgent need of humanitarian assistance and protection. At the same time, people affected, including those displaced, are starting to seek medium to longer-term solutions to their precarious situations.

UNHCR has quickly scaled up its presence and operation as part of the inter-agency emergency response and complements the Government-led response with protection services, shelter assistance, cash assistance and distributions of essential items. The priority is to reach the most vulnerable where humanitarian access is possible, while also laying the groundwork for sustainable and durable solutions, working closely in coordination with state and local authorities, community-based actors and partners.

**HIGHLIGHTS**

- **1.3 million** People reached in total with UNHCR’s assistance to date.
- **502,386** People received essential items, clothes, shelter materials and food assistance.
- **263,150** People received targeted protection assistance and information at border points, transit and reception centres and through hotlines.
- **516,251** Individuals enrolled to receive cash assistance and 166,630 individuals received their first payments.
- **63,688** Sleeping places created or improved in a total of 182 reception and collective centres.
- **68** Humanitarian convoys, both UNHCR and inter-agency with assistance in hard-hit areas.

**STORIES**

Lyudmyla and her granddaughters Sasha and Lera found shelter in the reception centre in Uzhhorod, western Ukraine.

“We were very grateful to be given accommodation and hot meals at the reception centre.”

Lyudmyla and her family also received support through UNHCR’s cash assistance programme.

“It helped us to buy medicines, food supplements for children and other necessary things, as we have fled Kharkiv with only a few belongings.”

READE LYUDMYLA’s STORY [here](#)
Operational Context

- The displacement situation remains very fluid. People continue fleeing the areas under intensified military offensive at the same time as some IDPs and refugees are returning to their homes in liberated areas.

- Airstrikes continue across Ukraine, while intense shelling and hostilities escalated in eastern Ukraine, particularly in Luhanska and Donestka oblasts, limiting humanitarian access in those areas where needs are highest, especially for immediate lifesaving assistance. Airstrikes continue to hit civilian infrastructure, deepening humanitarian needs. Delivering assistance across frontlines to areas under Russian control remained extremely challenging.

- In May, the security situation in Kyiv region as well as Chernihiv and Sumy remained relatively stable leading to increased returns to the region, primarily of internally displaced but also limited numbers from abroad. While it is difficult to characterize any returns as sustainable, as the security situation remains highly unpredictable, the returned population is in acute need of humanitarian assistance, particularly shelter repairs.

Response

- UNHCR has continued to expand the scale and reach of programmes, with the aim of delivering assistance and services as close as possible to the place where people are sheltering or have been displaced. UNHCR’s response has now reached more than 1.3 million people with protection services, assistance through cash or essential items, and shelter support to repair or protect damaged homes from the elements.

- UNHCR increased its footprint to currently 222 staff in eight locations with maintained presence in the non-Government controlled areas (NGCs) of Donetsk and Luhansk oblasts. UNHCR also continues expanding partnerships with local NGOs to enlarge capacity and geographical coverage, including in central and eastern Ukraine, and to support authorities registering IDPs to identify individuals with specific needs.

- The longer the war continues, the medium to longer-term needs that war-affected people, and IDPs and returnees will have to rebuild their lives in a sustainable manner will similarly rise and require sustained support from the humanitarian and broader international community. While focusing on immediate emergency relief, UNHCR is also laying the groundwork for early recovery processes. Housing solutions will be a key element in promoting durable solutions for IDPs and returnees and UNHCR will prioritize advocacy and partnerships from early in the response.
UNHCR with NGO partners is providing integrated protection advice and services to support and complement local social services, targeting IDPs with specific needs, including women at risk of gender-based violence (GBV) and trafficking, older persons, unaccompanied and separated children, and persons with disabilities.

UNHCR’s protection partners provided protection information and legal advice to persons evacuated from Mariupol currently accommodated in reception centres in Zaporizhzhia oblast. Further, UNHCR partner Rokada provided psychosocial support to more than 60 people evacuated from the Azovstal Steel Plant, currently accommodated in Ivano-Frankivsk oblast.

On 14 May, the Ministry of Social Policy (MoSP) approved the joint proposal of IOM, UNHCR and its partner Charity Foundation Stabilization Support Services (CF SSS) to provide support to IDP registration. The partners will work with the Ministry of Reintegration of the Temporary Occupied Territories, MoSP, and the Ministry for Digital Transformation to introduce new IDP registration tools at the local level, with a particular focus on data protection.

UNHCR is working to increase its programming for LGBTIQ+ persons in Ukraine, including through partnerships with LGBTIQ+ organizations. As part of efforts to raise the protection concerns of LGBTIQ+ persons in Ukraine and to mark the International Day against Homophobia, Transphobia, and Biphobia (IDAHOTB, May 17th), the Protection Cluster led by UNHCR jointly with the International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA) prepared an “Advocacy Note on Protection of LGBTIQ+ people in the Context of the Response in Ukraine.” The Note constitutes an awareness raising effort to protect LGBTIQ+ persons of concern from GBV and other forms of violence, and includes recommendations to ensure an inclusive programming.

UNHCR continues to enhance GBV mainstreaming in programmes in the eastern, central and western regions of Ukraine. Current efforts involve the provision of services to persons at risk of GBV and GBV survivors, such as psychosocial support, social accompaniment, referrals, dignity kits, cash assistance and legal aid. Ongoing work has also taken place to ensure that reception centres hosting displaced people mainstream GBV prevention and risk mitigation, including gender-segregated hygiene facilities. To enhance access to life-saving information, UNHCR worked as an active member of the GBV Sub-Cluster and its Outreach Working Group.
on developing and distributing key messages in Ukrainian and English on GBV prevention and response. In addition, in collaboration with the Inter-Agency PSEA Task Force, UNHCR is also translating the IASC PSEA Training Package to Ukrainian.

- Coordination is ongoing with the State Border Guard Service to discuss cases of persons attempting to cross the border due but who face particular risks due to documentation and other issues. UNHCR continues to deploy teams along the border with EU countries and Moldova, to identify and support people at risk and ensure that they can cross the border in conditions of safety and dignity.

- UNHCR and partners are working to identify and support refugees and asylum-seekers who remain in Ukraine, in coordination with the State Migration Service, and have assisted 870 individuals with services such as psychosocial support and legal assistance to date. At the end of May, according to the State Migration Service, their 12 regional refugee departments, including in Kyiv, resumed most of their services (apart from accepting new refugee applications). However, in practice, their service capacity depends on the changing security considerations due to ongoing hostilities. UNHCR partners have been providing legal counselling to asylum-seekers regarding extension of their documents and consideration of their asylum applications. UNHCR and partners continue receiving reports from persons granted protection in Ukraine who left Ukraine after 24 February to EU countries, concerning their willingness to return if security situation stabilizes.

- UNHCR has been advocating for all stateless persons, persons with undetermined nationality and persons at risk of statelessness, including Roma, to have equal access to protection and assistance.

**SHELTER AND NFIS**

- UNHCR continues to make all efforts, in coordination with OCHA and other UN Agencies, to deliver assistance to the hardest-hit areas through humanitarian convoys. So far, UNHCR has contributed to 68 convoys, including 5 inter-agency convoys, reaching 84,550 people in hard-hit areas such as Chernihivska, Donetska, Dnipropetrovska, Kharkivska, Sumska and Zaporizka oblasts.
UNHCR is distributing emergency shelter kits (ESKs) to people with damaged homes in areas in the north, northeast, east and south of Ukraine that have been most impacted by heavy fighting. The kits include items such as tarpaulin, battens and nails so that people living in damaged homes can carry out provisional repairs and protect themselves from the elements. In addition, UNHCR continues distributing NFI s (blankets, mattresses, winter clothes, hygiene kits, and other items that are not currently available) and food to IDPs, conflict-affected people and to vulnerable families hosting IDPs, reaching 502,386 people with assistance to date.

In line with the Government’s strategy, UNHCR is working in coordination with the local authorities to increase accommodation places for IDPs in central and western Ukraine and improve the quality of existing reception and collective centres. To date, 63,688 sleeping places have been created or improved in a total of 182 reception & collective centres hosting IDPs.

UNHCR also identifies buildings for refurbishment that already host displaced people or which could be repurposed to be used as collective centres. They are medium to long-term shelter solution for those who cannot return home but do not have the means to secure private accommodation. The refurbishments include renovation of facilities as well as adapting spaces for older persons and persons with disabilities, improving WASH conditions and the heating and insulation systems. More than 90 assessments have been conducted with local authorities and 9 buildings are already under initial stages for refurbishment and support.

UNHCR will carry out light and medium repairs of homes in areas where the security situation has stabilized, namely in the north and northeast of Ukraine in Kyiv, Chernihiv and Sumy oblasts. The scaling up of shelter repair activities is a critical piece of UNHCR’s winterization strategy to minimize the exposure of persons living in damaged housing to freezing winter temperatures. UNHCR is conducting shelter assessments to identify needs in more affected areas in central and eastern regions with local authorities such as Borodyanka and Makaryv. On 19 May, UNHCR delivered emergency shelter kits, including wood and tarpaulin to help people with basic home repairs, to over 1,000 families in Hostomel.

UNHCR will also carry out site management of collective centres, to ensure that inclusive, community-based protection approaches are applied and access is facilitated to protection services among populations in sites.

CASH ASSISTANCE

516,251 individuals enrolled to receive cash assistance.
166,630 individuals received their first payments.
78% of the IDPs enrolled are women and children.
24.8 million USD disbursed so far to assist IDPs.
500 numerators recruited and trained.

KEY FIGURES
In coordination with the Government and Ministry of Social Policy (MoSP), as well as humanitarian cash actors, UNHCR is implementing a multi-purpose cash assistance programme that aims to reach a total of 1.08 million IDPs by the end of the year with 2,220 Hryvnia (around $75) per person per month for a duration of three months. UNHCR has the capacity to further scale the cash assistance programme to reach IDPs in dire need of assistance if additional funding is received.

Enrolment is currently taking place in more than 70 enrolment sites in the 12 oblasts: Lvivska, Vinnytska, Zakarpatska, Khmelnytska, Dnipropetrovska, Ternopil'ska, Chernivetska, Ivano-Frankivska, Poltavska, Kirovohrad'ska, Zaporiz'ka, and Cherkaska. Since the launch of the programme at the beginning of March, UNHCR has increased the focus of its cash assistance programme to the eastern and central oblasts of Ukraine with higher numbers of IDPs and new arrivals.

In alignment with the MoSP’s social protection programming, UNHCR received the first list of approximately 85,000 beneficiaries with specific vulnerabilities to be enrolled in UNHCR’s cash programme. UNHCR has simultaneously strengthened the application of vulnerability targeting criteria to support the most vulnerable IDPs in need. In light of this, protection pre-screening has been introduced in all enrolment centres. To received cash assistance an individual must be an IDP in addition to meeting one or more of the following criteria: a) single-headed households with at least two minor children or family members above the age of 60, b) older persons (over 60 years of age) heading households, c) households with one or more persons with specific needs and/or d) foster families caring for unaccompanied and separated children.

UNHCR actively participates in the Cash Working Group (CWG) and is leading the CWG Task Team on De-duplication and Registration.

In key discussions, UNHCR is emphasizing the importance of early recovery approaches. In the Humanitarian Country Team (HCT), Inter-cluster Coordination Group (ICCG) and in discussions with line ministries and partners, UNHCR is promoting that the emergency response is focused...
on solutions as broadly as possible. Starting with investments in certain activities and locations, UNHCR will be able to increase solutions-oriented actions as conditions allow.

- Engagement with development actors is underway, including discussions with the World Bank on how they are planning assessment processes and how UNHCR activities like intention surveys and a damage database can align with planning on recovery so that UNHCR data informs inclusive recovery planning.

Working with Partners

**Protection Cluster**

- The Protection Cluster (PC) led by UNHCR and consisting of 61 partners continues scaling up response to the rapidly changing and complex context in the country and have reached a total of 607,000 persons with protection services and assistance. At the outset of the emergency, the PC launched the improved protection monitoring tool which identifies key protection risks and urgent needs of the affected population to support an evidence-based response. The PC 5W Dashboard is a useful tool displaying protection partners’ presence as well as their main achievements. Further, the cluster has developed a set of Key Messages for communication with IDPs and conflict-affected people on key protection issues. Apart from functioning at the National Coordination Office in Lviv, the PC has decentralized in Sub-National Protection Clusters in Lviv, Uzhhorod, Vinnytsia and Dnipro. The PC has also partnered with the local NGO Right to Protection who became a co-coordinator for the national cluster and has established a Temporary Task Force on Human Trafficking to enhance trafficking prevention and response mechanisms. In May, the Task Force has issued a Statement on the Human Trafficking Response in Ukraine.

**Shelter and NFIs Cluster**

- The Shelter Cluster (SC) led by UNHCR and consisting of 45 partners is providing emergency shelter support and distribution of NFIs and is scaling up every week. A key priority of the shelter cluster in May and June is to lead the development of a coordinated winterization strategy which will outline the types of support that the humanitarian actors will seek to provide to families to help them stay warm during the upcoming winter.

- As an immediate response, the SC partners focus on the distribution of NFI kits to collective centres and to individual households as well as shelter kits to areas directly affected by the military offensive. As of 25 May, 389,680 people have received shelter and NFI support from the SC partners since 25 February. As IDPs stay for longer in central and eastern oblasts, the SC is working with local officials to focus on providing more sustainable and durable solutions that will focus on long-term needs. Given the scope and scale of destruction of many urban areas, extensive reconstruction and repairs will be needed in the medium and long term. Seven technical working groups (TWIGs) have been created which will focus on light and medium repairs approach, rental support, revision of the NFIs kits, coordination of refurbishment works in buildings used as collective centers, damage assessments, winterization and HLP. As of 27th of May Shelter Cluster activated two sub-national coordination hubs. Ten active partners in Vinnytsia and four active partners in Dnipro have been present in the first meetings.

**CCCM Cluster**

- The CCCM Cluster, led by UNHCR and consisting of nine partners, is working with partners to ensure a coordinated multi-sectoral response for the protection of IDPs residing in communal settings, improving their quality of life and dignity during displacement, while advocating for durable solutions. With the support of partners, the Cluster has mapped 1,424 sites across the country since the start of the war to establish regular
monitoring at the site level. The Cluster has compiled international multi-sectoral standards in collective sites which have been adapted to the Ukrainian context and will be shared with relevant authorities involved in communal accommodation. The CCCM cluster is actively engaged with protection and education clusters to support local authorities and IDPs at risk of eviction from the education facilities as the start of the school year approaches. The cluster is actively engaged in the TWG on Collective Centres to ensure necessary technical support is provided.

Since the emergency, UNHCR has expanded partnerships to enlarge coverage and capacity and now works with 12 NGO partners inside Ukraine.

Financial Information

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

Given the immense needs and the expanded scale and scope of the humanitarian response, UNHCR is urgently seeking $536.8 million to deliver assistance inside Ukraine in the revised Supplementary Appeal. (Excludes funding requirements for UNHCR’s asylum and statelessness programmes.)

CONTACTS

Meghan Froehner, External Relations, UNHCR Ukraine
froehner@unhcr.org

INFORMATION

For more information, please visit:

UNHCR’s Ukraine Situation page
Operational Data Portal
UNHCR Ukraine Page – Twitter – Facebook