

**ACT Alliance**

**Emergency response for  
communities affected by Ukraine  
conflict**

**Appeal  
UKR 221**

**actalliance**

SECRETARIAT: 150, route de Ferney, P.O. Box 2100, 1211 Geneva 2, Switzerland  
TEL.: +4122 791 6434 – FAX: +4122 791 6506 – [www.actalliance.org](http://www.actalliance.org)



# Table of contents

## Project Summary Sheet

### BACKGROUND

*Context and needs*  
*Capacity to Respond*

### RESPONSE STRATEGY

*Response Strategy*  
*Impact*  
*Outcomes*  
*Outputs*  
*Exit Strategy*

### PROJECT MANAGEMENT

*Implementation Approach*  
*Implementation Arrangements*  
*Project Consolidated Budget*  
*Project Monitoring, Evaluation, and Learning*  
*Safety and Security Plans*

### PROJECT ACCOUNTABILITY

*Code of Conduct*  
*Safeguarding*  
*Conflict Sensitivity / Do No Harm*  
*Complaint Mechanism and Feedback*  
*Communication and Visibility*

### ANNEXES

Annex 1	Summary Table
Annex 2	Security Risk Assessment

Project Summary Sheet							
Project Title	Emergency response for communities affected by Ukraine conflict						
Project ID	UKR221						
Location							
		AIDRom	CWS	HiA	HEKS	LWF	Chrisitan Aid
	Ukraine			Lviv, Beregovo, Ivano-Frankivsk oblast (Bohorodchany, Verk hovyna, Nadvirna, Kalush), Ternopil, Khmelnytskyi, Rivne, Kharkiv oblast (Pervomaisky, Balakleya, Izium, Zhytomyr, Lozova), Dnipropetrovsk oblast (Nikopol, Ilarionove, Vasylkivka , Synelnykove, Illinka, Tomakivka, Slobozhanske, Dnipro), Kyiv	Main Office: Kyiv Field Offices: Odesa , Kharkiv	Ukraine Czernichiv, Kyiv, Kharkov (possible additional target locations currently being determined)	Ukraine: Odessa, Ternopil, Uzhhorod
	Hungary			Budapest, Miskolc, Sopron, Barabás	Záhony, Lónya, Barabás, Beregsurány,	Hungary	

				Location may change depending on needs	Tiszabecs Budapest		
	Moldova		Focus on Chisinau, Balti and surrounding northern region		Whole Moldova		
	Romania	Bucharest, Iasi and Galati, Romania AIDRom: <b>Bucharest - South Area</b> (Bucharest, Ilfov, Giurgiu, Dambovita, Prahova)  <b>Galati - South-Eastern Area</b> (Galati, Tulcea, Braila, Constanta, Buzau, Vrancea)			Cluj, Maramures, Satu Mare, Bistrita, Suceava, Iasi, Bucuresti	Romania	Cluj

		<b>National level.</b>					
	Poland					Poland -Bytom-Miechowice, Ostrada, Gdansk, Warsaw-Zgierz, Wroclaw, Biesko-Biala and Krakow-At the border with Ukraine Medyka, Zosin and Dorohusk	
	Slovakia					Slovakia	
Project Period	Start Date                      1 March 2022 End Date                         29 February 2024 No. of months                 24						
Requesting Forum	Europe Forum  <input checked="" type="checkbox"/> The ACT Forum officially endorses the submission of this Sub-Appeal (tick box to confirm)  List all organisations' names						
Requesting members	AIDRom Chrisitan Aid (CA) Church World Service (CWS) HEKS/EPER Swiss Church Aid Hungarian Interchurch Aid (HIA) Lutheran World Federation (LWF) ACT Europe Forum						

Contact	<table> <tr> <td>Name</td><td>Dragana Levicanin</td></tr> <tr> <td>Email</td><td><a href="mailto:Dragana.levicanin@actalliance.org">Dragana.levicanin@actalliance.org</a></td></tr> <tr> <td>Other means of contact (whatsapp, Skype ID)</td><td>WA: +381646459905 Skype: dragana.levicanin</td></tr> </table>	Name	Dragana Levicanin	Email	<a href="mailto:Dragana.levicanin@actalliance.org">Dragana.levicanin@actalliance.org</a>	Other means of contact (whatsapp, Skype ID)	WA: +381646459905 Skype: dragana.levicanin
Name	Dragana Levicanin						
Email	<a href="mailto:Dragana.levicanin@actalliance.org">Dragana.levicanin@actalliance.org</a>						
Other means of contact (whatsapp, Skype ID)	WA: +381646459905 Skype: dragana.levicanin						
Local partners	<p><u>Church World Service</u></p> <p>Moldova:</p> <ul style="list-style-type: none"> <li>• Diaconia</li> <li>• Memoria</li> <li>• ORMAX</li> </ul> <p><u>HEKS/EPER</u></p> <p>Hungary:</p> <ul style="list-style-type: none"> <li>• Hungarian Reformed Church Aid (HRCA)</li> <li>• Reformed Church of Transcarpathia</li> </ul> <p>Moldova:</p> <ul style="list-style-type: none"> <li>• CASMED (Center for Social and Medical Assistance at Home) NGO</li> <li>• Pro Cooperare Regionala NGO</li> <li>• Centrul de Drept al Avocatilor (Advocates Law Center)</li> </ul> <p>Romania</p> <ul style="list-style-type: none"> <li>• FONSS (Federation of Nongovernmental Organisations for Social Services)</li> <li>• Diakonia Foundation (cf. Home (diakonia.ro))</li> <li>• Openfields (cf. Home Open Fields foundation)</li> <li>• Institutul Bucovina</li> </ul> <p>Ukraine: direct implementation of HEKS / EPER and co-implementation with local civil society organisations and volunteers</p>						

HIA

Ukraine:

- ADVANCE Transcarpathian Advocacy and Development Center (Zakarpattia Oblast)
- Santis Foundation
- Zlatograd Foundation
- Non-Governmental Organization "LIFE GOES ON"; (Kharkiv Oblast)
- League of Socially Responsible Women (Cherkasy, Poltava Oblasts)
- Non-Governmental Organisation "Social Center "Etalon" (Ivano Frankivsk)
- Faith organizations in Western/Central Ukraine: Roman Catholic Church, Greek Catholic Church, Church of Evangelical Christians (Pentecostals), Gethsemane Evangelical Church, Central Baptist Church, Reformed Church, Armenian Church, Armenian Cathedral, Church of the Ascension of the Lord PCU, Church of the Nativity of the Blessed Virgin of the UGCC, Social Center of the Sisters of the Servants of the Immaculate Virgin Mary "House of Hope" (Ukrainian Greek Catholic Church), "Religious Community of the Seven-Day Adventist Church of Lutsk №1", Salvation Evangelical Baptist Church Lviv, Beregovo, Bucha, Borodianka, Kyiv, Ternopil City Councils, Oblast level authorities in Zakarpattia, Lviv, Kyiv, Ternopil, Chernivtsi, Cherkasy, Ivano-Frankivsk

Hungary:

- Hungarian Lutheran Church, Piarist High School

The Lutheran World Federation (LWF)

LWF directly implements programmes led by their Global Humanitarian Team as well as in collaboration with Member Churches, as follows:

- Ukraine: The German Evangelical Lutheran Church in Ukraine
- Hungary: The Evangelical Lutheran Church in Hungary
- Romania: Evangelical Church of the Augsburg Confession in Romania
- Slovakia: Evangelical Church of the Augsburg Confession in the Slovak Republic
- Poland: Evangelical Church of the Augsburg Confession in Poland

Christian Aid (CA) CA works with a variety of partners across Ukraine, Romania, Moldova, and Hungary

	<p>Ukraine: HIA (Hungarian Interchurch Aid) CA and HIA have worked together on MPCA, C4P and FSGs since the start of the war</p> <ul style="list-style-type: none"> <li>Ukraine: Alliance for Public Health (APH) are a Ukrainian network of +25 civil society organisations across Ukraine</li> <li>Romania, Ukraine: Blythswood are a Romanian faith-based actor who work with a network of faith-based actors in Ukraine (of which Heritage Ukraine, House of Mercy, and Light of Reformation are supported by CA)</li> <li>Romania, Hungary, Moldova, Ukraine: HEKS / EPER (Swiss Church Aid) CA and HEKS have worked together on sclr, cash, and in-kind distributions since the start of the war</li> </ul>	
Thematic Area(s)	<input checked="" type="checkbox"/> Public Health  <input checked="" type="checkbox"/> Cash and Vouchers  <input type="checkbox"/> Preparedness and Prevention  <input checked="" type="checkbox"/> WASH  <input checked="" type="checkbox"/> Livelihood  <input checked="" type="checkbox"/> Education  <input type="checkbox"/> Other: _____	<input checked="" type="checkbox"/> Shelter and household items  <input checked="" type="checkbox"/> Food Security  <input checked="" type="checkbox"/> MHPSS and CBPS  <input checked="" type="checkbox"/> Gender  <input checked="" type="checkbox"/> Engagement with Faith and Religious leaders and institutions  <input checked="" type="checkbox"/> Advocacy



Project Outcome(s)	<div>1. Immediate life-saving, multi-sectoral emergency support provided to people affected by the conflict (refugees and internally displaced)</div> <div>2. Safe access to basic services and supports restored for people affected by conflict</div> <div>3. Resilience of host communities and local organisations strengthened and social cohesion built with IDPs and crisis affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania, and Slovakia</div>
Project Objectives	<div><div><div></div><div>To provide immediate life-saving multi-sectoral emergency support for IDPs and conflict affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania and Slovakia</div></div><div><div></div><div>To enable access to and restoration of basic services for conflict affected people in Ukraine and refugees in Hungary, Moldova, Poland, Romania, and Slovakia</div></div><div><div></div><div>To strengthen the resilience of host communities and build social cohesionwith IDPs and crisis affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania, and Slovakia</div></div></div>
Target Recipients	<div><div>Profile</div><div><div><div><div><div><div></div></div><div>Refugees</div></div><div><div><div></div></div><div>IDPs</div></div><div><div><div></div></div><div>host population</div></div><div><div><div></div></div><div>Returnees</div></div></div></div><div><div><div></div></div><div>Non-displaced affected population</div></div></div></div>
Project Budget (USD)	<div>Total budget: 46,747,481 USD</div> <div>Total income as of 8 August 2023: 25,381,252 USD</div> <div>Balance requested: 21,366,229 USD</div>

## Reporting Schedule

Type of Report	Due date
Situation report	15 April 2022 <i>Monthly</i>
Interim Report (narrative and financial)	1 March 2023
Final narrative and financial report (60 days after the ending date)	30 April 2024
Audit report (90 days after the ending date)	31 May 2024

**Please kindly send your contributions to either of the following ACT bank accounts:**

**US dollar**

Account Number - 240-432629.60A  
IBAN No: CH46 0024 0240 4326 2960A

**Account Name: ACT Alliance**

UBS AG  
8, rue du Rhône  
P.O. Box 2600  
1211 Geneva 4, SWITZERLAND  
Swift address: UBSWCHZH80A

Please note that as part of the revised ACT Humanitarian Mechanism, pledges/contributions are **encouraged** to be made through the consolidated budget of the country forum, and allocations will be made based on agreed criteria of the forum. For any possible earmarking, budget targets per member can be found in the “Summary Table” Annex, and detailed budgets per member are available upon request from the ACT Secretariat. Updates on funding levels are available through this link [00 Appeals reports](#), which provides a monthly update for an overview of existing pledges/contributions and associated earmarking for the appeal.

Please send an email to Humanitarian Team ([humanitarianfinance@actalliance.org](mailto:humanitarianfinance@actalliance.org)) of pledges and contributions, including funds sent directly to the requesting members. Please also inform us of any pledges or contributions if there are any contract agreements and requirements especially from back donors. In line with Grand Bargain commitments to reduce the earmarking of humanitarian funding, if you have an earmarking request in relation to your pledge, a member of the Secretariat’s Humanitarian team will contact you to discuss this request. We thank you in advance for your kind cooperation.

**For further information, please contact:**

**Europe**

ACT Europe Forum, Eija Alajarva, Forum Coordinator ([eija.alajarva@felm.org](mailto:eija.alajarva@felm.org))  
Humanitarian Programme Officer, Dragana Levicanin ([Dragana.Levicanin@actalliance.org](mailto:Dragana.Levicanin@actalliance.org))

All other countries/Forums not supported by ACT Regional Offices/staff can get in touch with the Head of Humanitarian Affairs ([niall.orourke@actalliance.org](mailto:niall.orourke@actalliance.org))

Visit the ACT website: <https://actalliance.org/>

**Niall O’Rourke**

Head of Humanitarian Affairs  
ACT Alliance Secretariat, Geneva

## BACKGROUND

### Context and Needs

The Russian Federation launched a military offensive against Ukraine on 24 February 2022. According to the UNCHR, the total number of refugees from Ukraine recorded globally is **6,331,100 of which 5,967,100 are recorded in Europe**. The total border crossing from Ukraine since the beginning of the war is **23,604,845** while the border crossing to Ukraine is **14,427,070**.

According to the IOM further **5 million** people have been displaced internally within Ukraine. The massive devastation in urban centres, and the destruction of civilian infrastructure, have made life unbearable for Ukrainians. Health services – already massively weakened by the cumulative effects of years of conflict as well as the multiple waves of COVID-19 – have also deteriorated rapidly due to shortages of medical supplies and personnel.

As of 18 June, the Office of the UN High Commissioner for Human Rights (OHCHR) recorded 24,862 civilian casualties in Ukraine, 9,083 killed and 15,779 injured.

While the Ukrainian forces continue to make slow, incremental progress in their counteroffensive, the liberation of territory is progressing at a cautious pace. Missile attacks continued to hit civilian targets across Ukraine, including Odesa, Kramatorsk and Lviv.

Access to emergency medical services, including reproductive health services, has become even more challenging amid insecurity. Local authorities' capacities to provide social protection services are overstretched. Millions of people—including women and small children—have been left without access to safe water or sanitation. Primary services such as banking, social transfers and transport have been impacted, as have basic services, such as health, water, electricity and local administration. With the continuation of the military operation and mounting insecurity, supply chains are being disrupted and farmers are prevented from accessing their fields, harvesting, and marketing current crops, planting new crops, or sustaining livestock production. Economic losses due to the ongoing military offensive may exceed \$1 trillion, while some 53 per cent of employed Ukrainians have lost their jobs since the war began.

The intense military escalation has resulted in mass movement of the civilian population throughout the country and to neighbouring countries. Martial law has been invoked allowing authorities to impose restrictions on movement; male Ukrainians 16 – 80 are prevented from leaving the country leading to women and children to leave Ukraine alone and being now even more susceptible to the risk of gender-based violence, including conflict related sexual violence.

The security situation remains unpredictable across the country due to the risk of active hostilities, and therefore the security and safety of the IDPs and returnees, which is also often compromised by shelling, risk of missile attacks or actual attacks.

Priority needs are the provision of health services, multipurpose cash support, basic food and NFI items, education, WASH, mental health - psychosocial support and referrals to respond to traumas and distress.

The following needs have been identified by requesting members in this appeal:

Target beneficiaries	Needs
IDPs in Ukraine	<ul style="list-style-type: none"> <li>• Emergency basic supply (food, NFI, Wash, Health)</li> <li>• Psychosocial support</li> <li>• Temporary shelter</li> <li>• MPC assistance /grants</li> <li>• Logistic support</li> </ul>

	<ul style="list-style-type: none"> <li>• Community initiative funding (sclr)</li> <li>• MHPSS</li> </ul>
Host communities in Ukraine	<ul style="list-style-type: none"> <li>• Restoration and upscaling facilities, services</li> <li>• Strengthening resilience</li> <li>• Capacity building for local CSOs and FBOs involved in assistance in order to cope with the increasing needs of IDPs</li> <li>• Community initiative funding (sclr)</li> </ul>
Crisis affected communities in Ukraine	<ul style="list-style-type: none"> <li>- Emergency basic supply (food, NFI, Wash, Health)</li> <li>- Emergency restoration of basic services</li> <li>- MPC assistance</li> <li>- Capacity building for local CSOs and FBOs involved in assistance in order to cope with the increasing needs of crisis affected population</li> <li>- Community initiative funding (sclr)</li> <li>- Emergency support in frontline areas</li> <li>- MHPSS</li> </ul>
Refugees outside Ukraine	<ul style="list-style-type: none"> <li>• Emergency basic supply (food, NFI, Wash, Health)</li> <li>• Psychosocial support</li> <li>• Emergency shelter assistance</li> <li>• Education</li> <li>• Cash and voucher assistance/ grants</li> <li>• Integration</li> <li>• Community initiative funding (sclr)</li> <li>•</li> </ul>
Host communities outside Ukraine	<ul style="list-style-type: none"> <li>- Strengthening resilience</li> <li>- Capacity upscaling of service providers, strengthening reception capacities</li> <li>- Community initiative funding (sclr)</li> <li>-</li> </ul>
Children under 16 on the move with mothers in Ukraine	<ul style="list-style-type: none"> <li>• Emergency basic supply (food, NFI, Wash, Health)</li> <li>• Psychosocial support</li> <li>• Emergency shelter assistance</li> </ul>
Children under 16 with mothers outside Ukraine	<ul style="list-style-type: none"> <li>• Emergency basic supply (food, NFI, Wash, Health)</li> <li>• Psychosocial support</li> <li>• Emergency shelter assistance</li> <li>• Family support services</li> <li>• Education</li> </ul>
Unaccompanied children	<ul style="list-style-type: none"> <li>• Emergency basic supply (food, NFI, Wash, Health)</li> <li>• Psychosocial support</li> <li>• Emergency shelter assistance</li> <li>• Specialized child protection services</li> </ul>

Since the beginning of the war, people in Ukraine and Ukrainian refugees have been confronted with a range of stressors: exposure to violence; separation from, or loss of, loved ones; loss of homes and belongings; poor living conditions; lack of access to adequate food and sanitation; physical injuries and illnesses; and a lack of access to life supportive services such as health and social care.

Family separation led to the breakdown of traditional community protection structures, roles within families are changing with many women having to assume the role of head of household and primary bread winner.

The lack of livelihoods coupled with the lack of resources forces affected populations to unsafe coping mechanisms such as alcohol abuse and violence.

Mental health is one of the key issues for people who are fleeing from the war there is an urgent need to provide essential protection services and psychosocial support as well opportunities for integration and income opportunities

Moldova is one of the poorest nations in Europe. Among European countries receiving Ukrainian refugees, only Moldova is not a member of the European Union, so does not receive those benefits. The people of Moldova have shown extraordinary generosity and compassion in welcoming Ukrainian refugees. Only about 4% of displaced Ukrainians in Moldova are living in official Refugee Accommodation Centers (RAC).<sup>[1]</sup> Refugees not sheltered in refugee accommodation centers (RACs) are living in hotels, apartments, churches, and with host families. It is estimated that about 25% of Ukrainian refugees in Moldova are hosted by Moldovan families in their homes.

According to a CWS, Ukrainians who have remained in Moldova have generally stayed because they want to be close to Ukraine to make return easier, have pre-existing connections to Moldova, or do not have the financial means to travel onwards. Many adults have returned to Ukraine to work, leaving behind a refugee population that consists primarily of children and single caregivers, mostly women, and elderly men. Three-quarters of refugee families (75%) intend to return to Ukraine if the conflict ends, 15% will return if a ceasefire agreement is signed, and 8% will return when livelihood conditions improve.<sup>[2]</sup> The intention to return to Ukraine in the near term is highest among refugees living in RACs.

Displacement has resulted in the loss of a livelihood for many Ukrainian refugees in Moldova. Most heads of households report not working while in Moldova (71%), reflecting a 59% increase in unemployment from the period before the war.<sup>[3]</sup> Three quarters of families (76%) report using savings to pay for their household needs in the previous 30 days.<sup>[4]</sup> Other negative coping strategies employed by refugee families in Moldova include reducing household health and education expenditures, including withdrawing children from school.<sup>[5]</sup>

The top five needs of Ukrainian refugees in Moldova are cash (71%), food assistance (66%), healthcare (43%), shelter (43%) and employment (14%). Half of families with elderly members see healthcare as an urgent need, whereas only 38% of families with children identify healthcare as an urgent need.<sup>[6]</sup> Less than half of all refugee families (45%) reported being aware of the existence of psychosocial services in the area, with awareness higher for families living in RACs (62%) as compared to families living outside RACs (43%).<sup>[7]</sup>

By June 6, Ukrainians continued to leave Romania, reaching a number of 85,295, according to the UN Refugee Agency graph. After that, an increase followed, and at the beginning of July, there were approximately 96,500 Ukrainians in the country. Ukrainians still benefit from the new governmental program, where they receive 750 lei/month for a single person and 2,000 lei/month for a family, as well as an amount to cover food expenses of 600 lei/month for each person. The program will change at the end of August, with only those who are employed and have children enrolled in some form of education continuing to be helped.

<sup>1</sup> Retrieved from [Situation Ukraine Refugee Situation \(unhcr.org\)](https://data.unhcr.org/en/documents/download/93865)

<sup>1</sup> Retrieved from [Situation Ukraine Refugee Situation \(unhcr.org\)](https://data.unhcr.org/en/documents/download/93865)

<sup>1</sup> Retrieved from <https://data.unhcr.org/en/documents/download/93865>

<sup>1</sup> MSNA Moldova Key Preliminary Findings, REACH and UNICEF, June 2022

<sup>1</sup> MSNA Moldova Key Preliminary Findings, REACH and UNICEF, June 2022

<sup>1</sup> MSNA Moldova Key Preliminary Findings, REACH and UNICEF, June 2022

<sup>1</sup> MSNA Moldova Key Preliminary Findings, REACH and UNICEF, June 2022

### **Capacity to respond**

The **ACT Europe Forum** is the requesting forum for this regional appeal which includes six members implementing programmes inside Ukraine and the refugee-receiving countries: Ecumenical Association of Churches in Romania (AIDRom), Church World Service (CWS), Hungarian Inter-church Aid (HIA), Swiss Church Aid (HEKS/EPER), Lutheran World Federation (LWF), and Christian Aid (CA). Two of the requesting members (LWF and HEKS) are also members of CHS Alliance. All requesting members have experience of managing humanitarian programmes in line with CHS commitments in the countries of implementation. Christian Aid has CHS certification and is moving into their 3<sup>rd</sup> recertification cycle.

This is a complex appeal but also an opportunity for ACT Alliance members to come together and provide a timely, high-quality response at scale. In order to do this, it is important to ensure that there is sufficient capacity for coordination and follow-up of what is a multi-country, multi-requesting member appeal.

Given the scale and complexity of the response it is crucial that a coordinated planning, monitoring and reporting system is established from the outset to help ensure the delivery of high-quality humanitarian programmes to professional PMER standards. Coordination, planning and monitoring of the project management of each implementing member will be overseen by the ACT Europe Forum in close collaboration with the secretariat.

The ACT Europe Forum, and the Requesting Members have assessed the needs of refugees and IDPs. Since the appeal was launched in March, an assessment of ACT member capacity in the neighbouring countries to Ukraine has also been conducted. This included a Real Time Evaluation in July – August 2022 and monitoring visit to AidRom in Bucharest .

During the first week of setting up the response, the ACT Europe Forum, through the then forum convenor (NCA), supported the forum's Humanitarian Officer by seconding a Humanitarian Coordinator. To ensure adequate coordination and follow up of this multi-country appeal, the ACT Europe Forum set up a coordination structure to support the Requesting Members in scaling up the response rapidly and significantly, and to provide timely information to Funding Members. The Ukraine Appeal Task Group, chaired by the ACT Head of humanitarian Affairs, consists of requesting Members, the Forum Humanitarian Officer/Appeal Lead and the Forum Coordinator. In the first phase of the appeal, this Task Group has met on a weekly basis.

Based on discussions within the Appeal Task Group and recommendations from ACT colleagues, the Europe Forum has agreed to include two additional positions to strengthen key aspects of the appeal, these posts are as follows: PMER Officer and Communications Officer. Communications needs relating to the response are great – all stakeholders, including Funding Members, urgently need information about the ongoing humanitarian response. Building on existing collaboration with the ACT secretariat, the Appeal Communications Officer provides additional support in this historic regional crisis with global consequences. Communications Officer is recruited and hosted by current Europe Forum convener Diakonie ECCB, Czech Republic.

PMER Officer is recruited and based in Athens, Greece. ACT Secretariat recruited Finance Officer to support implementation of UKR221 appeal.

All ACT members have a legal and moral responsibility in terms of Duty of Care for their staff as they carry out their work. This means taking all measures that could be reasonably expected to keep staff safe, healthy, and supported. Each requesting member is therefore responsible for ensuring Duty of Care to staff and volunteers. This should be done in accordance with ACT alliance Safety & Security Guidelines, which can be accessed through this link: <https://www.act-security.org/resources-p184.aspx>

## Requesting Member Capacity

### AIDRom

Romanian civil society mobilized extremely quickly and promptly in managing this crisis, but both the civilian population and the organizations involved require funding in order to continue to provide assistance to the refugee population. There are limited number of organizations specialized in providing assistance to refugees, asylum seekers and migrants. AIDRom is the only organization in Romania that provides a complex system of social assistance to asylum seekers in the country. Since 2012, AIDRom is a partner of UNHCR Romania, the International Organization for Migration and the General Inspectorate for Immigration, participating in the management and crisis of Syrian, Iraqi, Afghan refugees from 2013-2017 and 2021.

AIDRom has assisted more than 20,000 refugees since 2012. We provide help to all the asylum seekers, refugees and third country nationals in Romania, with teams in 7 different cities and more than 60 staff members providing: material help, legal and social counselling, Romanian language support, and integration support through cultural activities etc.

AIDRom has experience in implementing projects financed from European funds, in the field of migration, prevention of human trafficking, information and counseling on the labor market. We have experience in the north, northeast and east of Romania, where we implement projects in the field of migration, information provision, counseling and providing material and medical assistance. Aidrom was the first organization in Romania to create inter-institutional cooperation between state institutions and non-governmental organizations in order to facilitate the integration of refugees in Romania.

AidRom's assistance system covers the essential areas of the individual's life: social and legal counseling and information, support in accessing rights, support in accessing a home and a job, support in accessing the national education system, cultural and recreational activities, as well as covering other needs depending on the specifics of each case (example: enrollment of patients with disabilities or chronic illnesses in national health programs, support for obtaining social housing, etc.) To manage the Ukrainian refugee crisis, AIDRom is providing material assistance, counseling, information, legal and social assistance, emergency assistance, accommodation and transportation.

Since the beginning of the conflict, AIDRom has assisted more than 45,000 refugees, offering them emergency assistance at the border, in the accommodation centers for refugees. The assistance offered consists of: emergency packages, food packages, packages with hygiene products, medicines, medical consultations, social vouchers, counseling and social and legal assistance, psychological assistance, cultural activities, cultural accommodation activities, Romanian language courses.

AIDRom has identified accommodation facilities together with other institutional partners for approximately 15,000 refugees in Bucharest and another 5,000 refugees in Ilfov County (around Bucharest).

AIDRom made numerous partnership agreements with various entities from Romania (Authorities, public institutions, local actors, NGOs, the Food Bank, supermarkets, food producers) in order to be able to expand and diversify the humanitarian response, in order to cover the basic needs of the refugees. Agreements that will continue and that will contribute to ensuring an optimal response in order to cover the basic needs of the refugees.

### Church World Service

Church World Service (CWS) is a faith-based humanitarian organization transforming communities around the globe through just and sustainable responses to hunger, poverty, displacement, and disaster. CWS works with



local partners and implements activities directly, serving people of all faiths and traditions in the areas of social and economic development, emergency response, assistance to refugees, and education and advocacy in Asia, Africa, Latin America and the Caribbean, Europe, Middle East and the U.S.

Since the invasion of Ukraine began, CWS has scaled up its team in Moldova to implement and support medium to long-term humanitarian assistance, recovery, and resilience programming. CWS' country team comprises of programmatic and operational functions with specialized protection and humanitarian response specialists fluent in Romanian, Russian and English, and works in close partnership with eight national NGO partners across the country to directly support refugees and Moldovan host communities. This support includes needs and vulnerability assessments, establishing a refugee assistance and family friendly centers, food/cash/NFI assistance, protection services and legal aid, host community integration and livelihoods programming. CWS has specialists in refugee protection to enhance capacity of project staff to ensure that needed standards in humanitarian response are met and maintained.

Together with its local partners, CWS has assessed the situation in Moldova and the humanitarian needs of Ukrainian refugees and used this information to inform its ongoing activities in Moldova, which have included:

- Support to refugee accommodation centers with renewable and energy efficient technologies, kitchen equipment and NFI.
- Cash and voucher assistance and supplies for Ukrainian refugee families, and Moldovan hosting families., and other vulnerable Moldovan families.
- Working with a local partner to establish and operate a multi-purpose refugee hub in Balti providing a safe space for children to access education online and for children, youth, and women to receive psychosocial support. Education participants are also fed during the program day.
- Working with three local NGOs to provide food assistance and NFIs to ~ 250 refugee families per day in Balti along with medical, MHPSS, and livelihoods support.
- Working with two Roma-led organizations to support Roma refugees with humanitarian assistance and legal counsel.
- Working with a local partner to provide trauma-related psychological and medical care. This organization also provides vouchers and MPCA in specific cases.

CWS' Ukraine Humanitarian Response will continue the approach working alongside host communities and local organizations to provide food, hygiene and school supplies, protection assistance and mental health services.

#### **HEKS / EPER Swiss Church Aid**

In over 30 countries on four continents, Swiss Church Aid HEKS/EPER supports development cooperation projects to combat poverty and injustice, and advocates for a life in dignity for all people. HEKS/EPER provides humanitarian assistance around the world for victims of natural disasters and armed conflicts and supports the diaconal work of churches in Eastern Europe and the Middle East. Through its programmes in Switzerland, HEKS/EPER champions the rights and concerns of both people who are fleeing, and the socially underprivileged. In its projects around the world and in its work of raising awareness around development and social policy topics in Switzerland, HEKS/EPER places the emphasis on the four priorities of climate justice, the right to land and food, flight and migration, and integration.

HEKS/EPER responds to humanitarian crises caused by the war in Ukraine and its neighbouring countries, through its long - term existing offices in **Romania** and **Moldova**; its long-standing church cooperation partners in Ukraine, **Hungary** and **Czech Republic** as well as through its opened offices in Kiev, **Ukraine**.

#### **Regional Coordination Office**

To respond to this crisis taking advantage of its long-term presence in the region, HEKS/EPER decided to roll out an important humanitarian aid operation to respond to the needs of the IDPs in Ukraine and the refugees

in Romania, Moldova, Hungary and Czech Republic. Due to the complex and big scale of the response, a Regional Coordination Office has been set up to act as the support office for all the regional operations (technical thematic, fundraising, knowledge sharing) and to facilitate the coordination and communication among the HEKS / EPER Country Offices, HQ and donor organisations. Given the complexity of the response it was crucial that a coordinated planning and reporting system was established from the outset to help ensure the delivery of high-quality humanitarian projects with Whole of Ukraine region.

### **Ukraine**

HEKS / EPER launched its operations in Ukraine shortly after the Russian invasion and since the early days, has established itself as a first-hand emergency responder providing critical life-saving assistance in frontline areas. By connecting with key local actors (community representatives, local civil society organisations, local authorities), volunteer groups and citizen initiatives, HEKS/EPER Ukraine has quickly grown in size and has built a team with local knowledge, assisted by a pool of international technical experts with years of experience, as well as a network of volunteers and national partners, operating along the conflict line across six different oblasts with multi-sectoral interventions assisting tens of thousands of people.

### **Romania**

Starting from 1st of March 2022, HEKS/EPER Romania developed a humanitarian response to the Ukrainian war crisis. Implementing the program through three different partners, the organization managed to help over 160,000 refugees in North-Western and North-Eastern Romania and internally displaced people (IDPs) in Transcarpathia during 2022. These people received one or more of the following forms of aid: multipurpose unconditional cash support, non-food/ WASH items, food, shelter, medical support, transport, counselling, and information. Special attention is also given to enhancing the integration of Ukrainian refugees into the local labour market through language competences, job mediation and access to governmental services.

### **Hungary**

In Hungary HEKS / EPER works through its long term cooperation partner, the Hungarian Reformed Church Aid (HRCA) which concentrates its efforts on the major border crossing points along the Ukrainian- Hungarian border as well as in Budapest. In addition, a multi-purpose group cash approach – “microgrants that empower the community to find responses appropriate to their underserved needs” - supports local first responders to continue their support to refugees in Budapest as well as IDPs in Transcarpathian Ukraine. The amount can be anywhere around 5'000 euros and sufficient to ensure an impact of the intervention. They are usually unrestricted in nature, meaning that groups or small local NGO's can apply in response to a call for proposal and suggest a micro-project relevant to their context and undefined in advance by the awarding organisation. The multisectoral emergency assistance also aimed to provide cash and to satisfy basic shelter and non-food-items needs.

### **Moldova**

HEKS/EPER Moldova re-launched its activities in August 2022 with the focus on humanitarian aid after having a development and cooperation presence of fourteen years in Moldova between 2005 – 2019. The support was done in collaboration with its long standing partners from Moldova and together managed to assist more than 1500 Ukrainian refugees in the North part of Moldova offering vouchers for food and non-food items as well as distributing wood briquettes to Moldovan families hosting Ukrainians.

### **Implementation modalities**

While in Ukraine HEKS / EPER is more a direct implementer of the projects, in the neighbouring countries it relies strongly on collaboration with local partner organisations:

<b>Romania</b>	<ul style="list-style-type: none"> <li>• FONSS, federation of social NGOs and a lead organisation of the Social Platform of Romania, a coalition of social federation representing more than 250 social NGOs present in 14 counties of Romania and providing more than 120 social and medico-social services.</li> <li>• Bucovina Institute, an experienced organisation in the domain of service delivery.</li> <li>• Diakonia Foundation manages several branches offering social and medical home care services, volunteer programmes, programmes for children and adults with disabilities.</li> <li>• Openfields Foundation focuses on need-based development initiatives, focusing also on social integration of extreme hardship cases amongst vulnerable people (including Roma) into the labour market</li> </ul>
<b>Hungary</b>	<ul style="list-style-type: none"> <li>• Hungarian Reformed Church Aid (HRCA) is an aid organization with a Protestant background that is engaged in relief and development-related activities. HRCA is actively involved in the emergency response related to the war in Ukraine.</li> <li>• Kalunba Charity (hereinafter Kalunba), the implementing partner - formerly of the Diaconal Office of RCH since 2017 in the field of integration, inclusion and empowerment of persons granted international protection status (refugee status, subsidiary protection status, persons authorized to stay)</li> </ul>
<b>Moldova</b>	<ul style="list-style-type: none"> <li>• CASMED NGO: The Public Association CASMED is a non-governmental, independent, non-profit organization, which aims to support the elderly and other disadvantaged people by developing and implementing social, educational, and health projects.</li> <li>• CDA is an active partner of several governmental institutions in Moldova, providing a sustainable and durable influence in the country. They are involved in more extensive advocacy and training in human rights and specifically refugees' rights. Moreso, the presented project also aims at strengthening local NGO capacities in working in humanitarian assistance settings and provide support to the incoming refugees from Ukraine.</li> <li>• Pro Cooperare Regionala NGO is a non-governmental organisation which aims to support social and economic development of rural areas from Moldova. ProCoRe is actively involved in the humanitarian aid for Ukrainians in Moldova.</li> </ul>

### Hungarian Interchurch Aid

HiA is one of the largest charitable organizations in Hungary and operates 50 social and protection institutions in 24 municipalities. HiA has had a permanent presence in Ukraine for more than 20 years with a nationwide network of local partners. It is officially registered in Kyiv and operates as a Ukraine-wide organisation. HiA's activities now span over 1220 regions of the country stretching from the extreme west to the vicinity of the battlegrounds of Eastern Ukraine. HiA now has three field offices in Ukraine (Kyiv, Lviv and Berehovo) and is officially authorised to employ the necessary logistic capacity to transport humanitarian assistance into Ukraine. HiA's strong capacity regarding the current crisis is based on the following:

- HiA's decades-long presence in Ukraine and its three permanent offices in Ukraine (Lviv, Kyiv, Berehovo)
- Its extensive network of partners that have contributed substantially to the successful implementation of its projects. HiA's local humanitarian partners are:

Civil society organization "League of business and professional women" (currently in Poltava/Cherkasy);  
Charitable Foundation "Santis";  
Non-governmental organization "social center "Etalon";  
Non-Governmental Organization "LIFE GOES ON";  
Charity Foundation "Zlatograd".

- HIA's local embeddedness is further strengthened by the fact that HIA works with a predominantly local staff with a minimal expatriate presence, who are able to place each step of the implementation in the local context. Their knowledge of local rules, customs, language and culture are irreplaceable in the current Ukraine Response.
- In its Refugee Support and Integration Center (UMTK) in Budapest, HIA is able to coordinate its national humanitarian response more effectively and efficiently, in a centralized way. Gaining good reputation among refugees during the first days of the UA response in border areas, refugees are turning up in big numbers in the Center asking for in-kind support and various services. The Center provides counselling services to refugees and information on health, social and child protection benefits, employment, education and housing opportunities. It also provides them with administrative assistance, since finding nurseries, kindergartens and schools for refugee children is a huge challenge for them. There is a growing demand for language courses and training opportunities, as well;
- From sports programmes, art- and animal therapy for displaced children to reparation works on shelters and private homes in Ukraine, Hungarian Interchurch Aid have worked with more than 80 FSG partners within the framework of its localization efforts;
- HIA is working together with a number of donor organizations inside and outside the Appeal;
- HIA is also working together in close partnership with the Hungarian Ministry of Foreign Affairs and Trade, implementing many humanitarian and reconstruction projects in Ukraine.
- In the targeted areas, HIA engaged with relevant ministries, local authorities and community leaders to ensure smooth collaboration and identify the most vulnerable households, including through gender and protection considerations (e.g., female-headed household and persons with disabilities).
- Regular needs assessment surveys are conducted during project planning and implementation.
- Members and partners take deliberate measures to ensure participation of women from diverse communities in assessing the needs and the quality of the response and in adapting the interventions based upon identified needs. Members are particularly sensitive to the needs of vulnerable groups, including the elderly, disabled or members of traditionally marginalized communities.
- HIA supports local stakeholders' capacities and has very strong and well-established links to targeted communities. Furthermore, HIA has close ties with local civil society networks such as CBOs, private citizen groups, and faith-based groups. This allows a very broad coverage of humanitarian response and local knowledge.

HIA attends regularly UN coordination and cluster meetings, TWiGs to avoid duplications and better response to the actual needs of individuals.

## LWF

LWF has established its presence in Poland and Ukraine and supports member churches initiatives in neighbouring countries. LWF has been providing (among which assistive devices), multipurpose cash assistance, mental health and psychosocial support, and protection. The emergency response is led by LWF World Service in close collaboration with the Department for Theology Mission and Justice, the Office of the General Secretary, and the Department for Planning and Coordination. LWF HQ Geneva Office also has sectoral expertise in WASH, Livelihood, Safeguarding, Gender, Protection and Psychosocial Support areas, who are directly supporting the response.

From the onset of the crisis, LWF has been coordinating with member churches in Poland, Slovakia, Hungary, Romania and Ukraine to ensure safe and dignified arrival of Ukrainian refugees. LWF is registered in Poland as Fundacja LWF and has set up an office in Warsaw and six centres to provide protection and cash assistance in collaboration with the LWF member church in Poland (ECACP) and local organizations and this has translated in a quick scale up of the response.

In the inception phase of the response LWF has mobilized Global Humanitarian Team emergency professionals in Warsaw, Poland who have experience working in refugee contexts in emergency assessment, coordination

and response in different continents. In Ukraine LWF is registered as a branch of an international NGO, has established an office in Kyiv and in Kharkiv.

The capacity of LWF's support office in Prague has been strengthened with additional staff and training to be able to provide regional coordination and technical support to the LWF response, including partner organizations and member churches, such as robust PMERL, digital data management, safeguarding and other programmatic, as well as administrative support to ensure effective assistance to those in need. LWF has been mobilizing technical human resources to engage as needed, including staff for the inter-agency needs assessment and the coordination of the response.

LWF engages in human rights advocacy through human rights education and awareness, empowerment, and capacity enhancement. Member churches, country programs, and rights holders are enabled to engage constructively in advocacy, using the local to global to local approach. The LWF is a key member of the ecumenical movement, an active local, national, and global faith-based actor, and a part of wider civil society. The humanitarian, development, and advocacy work of the LWF contributes to the joint efforts of other ecumenical, faith-based, and civil society actors. For this reason, LWF advocacy will continue to build on existing relationships with other world Christian communions, global and regional councils of churches, interfaith collaboration, and civil society development and humanitarian networks. The LWF plays an important role in wider civil society by providing faith-sensitive approaches to advocacy.

LWF and other ACT Members also bring technical expertise in programmatic areas, such as social cohesion, protection, livelihoods, advocacy, providing cash assistance and basic needs which are crucial for the integrated response. LWF has been providing capacity building support to its member churches, including faith-based organizations, to enhance the integration of international standards and implementation in programming.

#### **Christian Aid:**

Christian Aid for the past 70 years has successfully provided support to meet the needs of the most vulnerable and marginalised.<sup>1</sup> As outlined in CAs Standing Together Strategy, the approach to making a difference is core to our identity and centres on unleashing the agency of people, communities and networks to become agents of their own development. Christian Aid aims globally to help affected people become the central agents in their own change by connecting them into wider movements for collective action to amplify voices and achieve more impact from shared efforts. Christian Aid responds to humanitarian needs of people of all faiths and none.

Christian Aid has extensive experience in delivering community led humanitarian response in conflict and non-conflict settings globally and sharing their experience with this across the sector to drive community driven sectoral reform through publications including those on Ukraine<sup>2</sup>, Haiti<sup>3</sup>, and the humanitarian sector at large<sup>4</sup>.

<sup>1</sup> [global-strategy-web.pdf \(christianaid.org.uk\)](https://www.christianaid.org.uk/global-strategy-web.pdf)

<sup>2</sup> [Letting go of control: Empowering locally led action in Ukraine - Christian Aid](#)

<sup>3</sup> [Survivor Community-Led Response \(SCLR\) Learning Analysis - Haiti: A review of the survivor and community led response approach - Haiti | ReliefWeb](#)

[Ripping off the Band Aid: Putting people at the centre of the humanitarian system - Kenya | ReliefWeb](#)

The aim of Christian Aid humanitarian work is to listen and respond to the communities we serve when in crisis. Christian Aid's long-standing work on accountability, inclusion, localisation, resilience and survivor-and-community-led response (sclr) has allowed the development of practical approaches that put people at the centre of decision-making and enable a smooth transition from relief to resilience. Key aspects of this unique approach developed include the following:

**Empowering Partnerships:** Christian Aid's partnerships emphasise and promote respectful equal relationships - rather than a top-down transactional (sub-contracting) approach. Christian Aid aims for long-term multi-year commitments. It shares donor indirect costs equally with partners, underpinning and signalling its commitment to local agency. Christian Aid pays particular attention to ensuring that partner security risk management considerations are properly funded and considered.

**Building capacity:** We strengthen capacities of partners according to their needs and prioritises the long term relationships allow small national organisations to grow over time and access additional funding.

**Work with faith leaders:** Christian Aid

We have access to a wide network of faith actors who have a key role in supporting crisis affected populations as well as advocacy at local and global level. Our inter-agency Ebola report ["Keeping the Faith"](#)<sup>5</sup> demonstrated the critical role faith leaders had in enabling necessary behaviour change.

**Accountability and community engagement**

**CHS:** Christian Aid was one of the first agencies to be CHS-certified and have sustained certification since that time— an objective external validation of our commitment to programme quality and to people-centred approaches.

**COMPASS:** Christian Aid have developed and rolled out a leading-edge digitalised complaints, feedback and case management system (COMPASS) which enables systematic gathering and analysis of and action upon community feedback. The ODI Annual Report on the Grand Bargain 2019 identified Christian Aid (alongside ICRC and IRC) as one of only 3 of the 31 operational aid organisations signatory to the Grand Bargain who ODI rated "excellent" at systemic links between feedback and corrective action to adjust programming.

**Linking Preparedness, Response and Resilience**

Christian Aid humanitarian programmes are framed to empower crisis affected communities to play a lead role in their own response and recovery; strengthen community resilience; and promote effective [transition between relief and development](#). This includes our innovative [survivor-and-community-led response approaches](#) where we are implementing with ACT Alliance sister agencies new ways of putting crisis-affected communities in the driving seat.

[Charter for Change commitments](#) guide CAs internal process for change aimed at the localisation of humanitarian aid.

## RESPONSE STRATEGY

### AIDRom

Given the development of the situation in Ukraine, where entire cities have been destroyed, it is expected that a large part of displaced people will no longer be able to return, being forced to integrate in Romania. Given the previous experience in managing other migration crises, Aidrom aims to create and assist Ukrainian refugees, designed to facilitate the process of their integration into Romanian society.

<sup>5</sup> [Keeping the Faith: The Role of Faith Leaders in the Ebola Response - Sierra Leone | ReliefWeb](#)

In addition to legal and social counseling, which have proven to be among the most urgent and requested needs, AIDRom aims to create both emergency packages and to cover the needs of refugees, tailored to the level of needs identified at the target group level. The specific target group consists of Ukrainian refugee families, with a focus on vulnerable people: single-parent (primarily mother-headed) families, people with disabilities, the elderly, people with medical and mental illnesses, unaccompanied minors, persons belonging to minorities, pregnant women, etc.

Through this project, AIDRom aims to engage local and central public institutions and authorities with responsibilities in the field: Ministry of Internal Affairs, National Agency against Trafficking in Human Beings, Ministry of Labor, Child Protection Directorates, Ministry of National Education and other relevant institutions. It is intended to engage them in the implementation of the response precisely in order to respond efficiently and promptly to the needs of refugees, thus avoiding their social marginalization and encouraging the integration process. The general objective of the project is to support the socio-economic, legal and cultural integration of Ukrainian refugees in Romanian society both in the medium and long term, through an integrated and complex approach-by providing the information and specialized services and respectively strengthening the collaboration and active involvement of local authorities and communities in supporting integration. AIDRom has mixed teams on the ground, both in the border points and in the accommodation spaces, which actively participates in the management of the situation, in the provision of specific assistance and in the identification of the needs of refugees, to respond promptly to their requests and needs.

Within the project, AIDRom will have teams of specialists in the field, identifying in real time the needs and problems of Ukrainian refugees, responding in a timely manner to the needs. The project **will focus on identifying needs promptly**, focusing on facilitating integration and minimizing the risk of social exclusion.

Most refugees come from the Republic of Moldova, the Czech Republic, Germany and Hungary. If at the beginning of the conflict, the Romanian society mobilized in an exemplary way to help the refugees, at this moment, we consider that we are facing a real crisis in terms of the services received by the refugees.

Most refugees depend to the greatest extent on donations or aid received from NGOs or different entities, but, unfortunately, they have suffered an exponential decrease. Due to the lack of food and hygiene products, mainly, according to the statistics provided by the authorities, there is an increase in delinquency and illnesses.

It should be noted that it is extremely important that the situation of refugees accommodated by private individuals should be closely monitored in order to prevent human trafficking or sexual exploitation.

Considering that at the time of writing the AIDRom response to the Ukrainian humanitarian crisis project, we did not expect that this conflict would last so long and that we would face massive flows of refugees (currently increasing), the project was planned for 1 year (period May 2022-April 2023).

According to the official statistics provided by the UNHCR but also by the European Asylum Agency and the General Inspectorate of Immigration, the situation in Romania is as follows:

- In Romania there are officially registered **137000 Ukrainian refugees with temporary protection**.
- In the databases of the General Inspectorate for Immigration and the General Directorate of Social Assistance a number of **35.000 Ukrainian refugees with temporary protection obtained in other EU member states are registered** (Bulgaria, Hungary, Austria, Germany).
- **7800 Ukrainian refugees are registered in the Republic of Moldova - with a certificate of registration from the UNHCR.**
- In Romania there are **7258 refugees and asylum seekers - with refugee status obtained in Ukraine and recognized in Romania**. Asylum seekers and refugees from Ukraine who benefited from the recognition of their status in Romania come from countries such as Syria, Iraq, Afghanistan, Somalia .
- According to the General Inspectorate for Immigration, there are approximately **4400 asylum seekers and refugees of Ukrainian nationality**.
- If at the beginning of the refugee crisis and at the beginning of the project, the provided assistance is mainly focused on providing emergency assistance; at this moment, it is also necessary to



implement the assistance in order to integrate the refugees into the Romanian society. For this purpose, AIDRom proposes to grant the following assistance scheme:

- counseling and assistance for integration - courses and information sessions on cultural accommodation
- Romanian language learning courses
- counseling and assistance in order to obtain or regain Romanian citizenship

Approximately 70% of the refugees in Romania (temporary protection holders) come from conflict zones and completely destroyed cities - not having a perspective to return to Ukraine in the near future.

On April 30, 2023, the **Government of Romania stopped the aid granted to Ukrainian refugees in Romania, thus stopping the "50/20 Program"**, through which refugees received approximately 10 Eur/day/person to pay the rent and approximately 4Eur/day/person for the procurement of food products.

However, the worrisome situation is represented by the fact that the Romanian state has not reimbursed these expenses since January 2023, the Ukrainian refugees remaining without financial means in order to procure food products, but also being evicted from the rented houses, because the owners did not receive the sums necessary to rent the houses. From May 1, 2023, **the approximately 170,000 Ukrainian refugees in Romania**, in order to benefit from state support (approximately 600 Eur/family - for rent, food and bills) must to be enrolled in an integration program, to be enrolled in the national education system and to participate in integration courses and to participate in Romanian language courses.

In order to ensure the optimal humanitarian response, **Aidrom proposes a pilot response mechanism at the level of Romania**, according to the response plan adopted by UNHCR( RRP) and the Government of Romania centered on two response directions: the Protection Mechanism and the Emergency Mechanism

#### **The Protection Mechanism**

**Protection mechanism for children and youth:** creating a safe space where children and young people can feel safe and where they can participate in various psycho-social activities: cultural, recreational activities, cultural accommodation courses, extracurricular activities, psychosocial activities, support groups, art therapy, communication with their peers and offering social and legal services adapted to the identified needs and problems

**Protection mechanism for the elderly:** socialization activities, cultural and recreational activities, psychosocial services, support groups, creation of a mutual support network.

**Protection mechanism for people with specific needs:** providing specialized services to people with specific needs (people with disabilities, people with chronic conditions...) If at the beginning of the conflict people with specific needs had access to all the services offered, at the moment they are at risk of social exclusion, due to the fact that the Integrated Centers were closed.

**Protection against human trafficking and gender-based violence:** the risk of abuse against women and young women (more than 80% of the refugees in Romania are women) is extremely high, due to the fact that the authorities fail to inform the victims or the people at risk and they fail to identify all the victims, not having an early identification mechanism. AIDRom will organize working groups, workshops, support groups, information campaigns together with the Romanian authorities. We will organize thematic meetings, community meetings for women, and within these meetings, women will be able to share their experiences, practices and help each other.

**This mechanism will be functional and applicable** through the implementation of the following activities:

Access to information:

Social Cohesion- creation of Community Centres



Advocacy campaigns

Granting of social vouchers in order to purchase food, hygiene products and medicines.

Support in accessing the medical system in Romania.

Psychological support and psychotherapy for affected people, adults and

Support in accessing educational services: and Romanian language courses

Support to access the national education system

Livelihood and social inclusion:

### **The Emergency Mechanism**

Through the component of the emergency mechanism, we aim to provide humanitarian assistance to people newly arrived in Romania, the main goal being to save human lives and alleviate human suffering.

We will offer support in accessing a home in the emergency system, food products, water, hygiene items, accessing medical assistance.

We will also provide social and legal counselling, psychological support, we will support in order to obtain temporary protection or in order to obtain a form of protection or access to the national social system: access to social programs, access to national social protection systems (especially for people with special needs, disabled people, unaccompanied minors, people with disabilities or people with chronic medical conditions, pregnant women).

We will grant material assistance in the form of social vouchers to people who lack material means of subsistence and who do not participate in the new assistance program implemented by the Romanian Government.

The purpose of this project is to provide complex assistance for minimum 11000 Ukrainian refugees, the actions being aimed at:

Providing immediate life-saving emergency support with food, non-food and medicines vouchers and direct food assistance – up to 10000 Refugees

Providing specialized consultations and investigations – up to 100 refugees

Counselling, information and legal assistance – up to 2000 Refugees

Counselling, information and social counselling – up to 11000 refugees

Support in accessing the rights – up to 2000 refugees

Support for integration into the labor market-up to 1000 refugees

Support in finding accommodation for up to 150 refugees

Romanian language courses for at least 200 refugees

Cultural integration courses - for at least 500 refugees

Psychosocial support - for a minimum of 600 refugees

Cultural activities for minimum 900 Refugees

### Church World Service

The international response in Moldova is shifting from a focus on short-term, emergency programming to also include mid- and longer-term programming for ongoing support. CWS's response will be in collaboration with established local partners, including Zdorovi Gorod ("Healthy City"), Speranta Terrei ("Hope of the Earth"), Uniunea de Sanatate si Echitate ("Union of Health and Equity"), Diaconia, ORMAX, Roma National Center, ROMNI, and Memoria. The partners' on-the-ground presence and relationships with local communities have informed the CWS response strategy.

The CWS response in Moldova will be on refugees who are not residing in official shelters, those staying with Moldovan families or in private, rented accommodations. This group faces elevated risk for protection concerns, including gender-based violence and trafficking, and may encounter greater barriers to accessing humanitarian assistance and services. Refugees in RACs will benefit from improved center preparedness for winter months with improvements to energy and heating systems. CWS will prioritize providing immediate lifesaving, multi-sectoral emergency support to refugees in Moldova through the provision of food, winterization support, clothing, non-food items, including hygiene supplies. Support will also focus on building social cohesion, supporting the host community, and strengthening local structures.

CWS will also respond to the needs of refugee children whose education has been interrupted. Only 16% of Ukrainian children in Moldova are registered to attend kindergarten or school. Many families (61%), whose children are not enrolled in Moldovan schools cite the desire to use online learning opportunities as the primary reason for non-enrollment. CWS will provide support for refugee children to continue their education in accordance with family preferences, either through online learning or integration into local schools. Caregivers will also attend vocational training through scholarships, while daycare will support female heads-of-household (FHH) in accessing needed services. Psychosocial support and counselling will be available for refugee women and mothers, who are struggling to cope with displacement.

Through its range of services, the project integrates mental health and psychosocial support through programming that meets the layered supports outlined in the Inter-Agency Standing Committee Mental Health and Psychosocial Support Intervention Pyramid – namely, supporting psychosocial wellbeing through basic services and security (such as through food and NFI assistance), providing community and family supports (such as livelihoods, child care, sports and cultural activities), as well as ensuring access to both non-specialised psychosocial support and specialized psychological services when needed. CWS will also install environmentally friendly photovoltaic systems (PV systems) and heating pumps at refugee centers, kindergartens, and local health centers, to prepare these structures for the winter months. Providing long term structural improvements, using renewable energy technology, to community buildings is an important part of CWS's commitment to the humanitarian-development nexus: addressing the needs of crisis affected people while strengthening the resilience of host communities in a manner that fosters social cohesion.

Through partnership with established local organizations, who also engage Ukrainian refugees in project implementation, CWS has a greater understanding of the context, of the protection risks, and of protection consequences to interventions and approaches. This has enabled a project design that mainstreams protection throughout the project, by prioritizing safety and dignity of those accessing needed support and avoiding further harm, by ensuring meaningful access to assistance, by being accountable to the refugee population through feedback, complaints and response mechanisms, and by taking an approach that encourages empowerment and participation of the affected population (for more information see the Global Protection Cluster's Protection Mainstreaming Toolkit).

CWS will coordinate its response in Moldova and to the Ukrainian refugee response more broadly with other ACT members, including HEKS, which is also requesting support for activities in Moldova as part of this appeal. CWS collaborates with UN agencies, relevant government authorities and other INGOs and NNGOs on its response in Moldova. CWS is also regularly participating in meetings of the Moldova Refugee Coordination Forum, led by UNHCR and the Government of Moldova, and other working groups to better coordinate the CWS response and improve the targeting of activities.

HIA

In the second half of the ACT Appeal, the focus of HIA's response will be on localization and protection, while also continuing with other activities included in the revised ACT Appeal.

Localisation

As local NGOs and communities increasingly lack financial resources, the localization of the international humanitarian response in Ukraine is becoming more and more important. In the second year of the ACT Appeal, HIA is planning to increase its community engagement efforts including the distribution of flexible small grants (FSG) as well as the implementation of survivor- and community-led response (SCLR) programs to support the self-organization of Ukrainian civil society and local communities.

Regarding FSGs, HIA has already begun distributing grants up to 10 000 USD to local NGOs that meet miscellaneous needs depending on organization – ranging from reparation works to protection activities. The duration of each project is 2-3 months, after which the grant is evaluated and then renewed or discontinued. Outside the ACT Appeal, more than 80 organizations have already been supported by HIA through FSGs, reaching almost 100 000 people altogether.

SCLR will be a new activity alongside FSG support within the revised ACT Appeal. The overall aim is to strengthen the autonomous action of local people and transfer power and ownership to local citizens and informal groups to enable multiple, holistic initiatives.

HIA is implementing a pilot SCLR project in Ukraine, funded by Christian Aid. HIA's Lviv staff has prepared all necessary documents, SOPs that are necessary to carry out the programme. Most applicants are grassroots NGOs and local community groups who can apply for up to 3 000 USD grants.

After finishing the pilot project in Lvivska Oblast by the end of June 2023, HIA is planning to continue SCLR activities in more oblasts that will also be financed from the ACT budget.

Capacity building for local partners (including direct assistance)

Also, as part of its localization efforts, HIA continues to provide multisectoral emergency support through 5 major local partner organizations in Ukraine.

HIA's local humanitarian partners are:

1. Civil society organization "League of business and professional women" (currently in Poltava/Cherkasy);
2. Charitable Foundation "Santis";
3. Non-governmental organization "social center "Etalon";
4. Non-Governmental Organization "LIFE GOES ON";
5. Charity Foundation "Zlatograd".

Protection

As the war drags on, challenges with regard to mental health and the wellbeing of individuals, groups and communities in the affected regions are also on the rise. Therefore, HIA intends to continue with its protection activities, including the provision of psychosocial support all over Ukraine. With the support of ACT Appeal grants, HIA's Beregovo field office and HQ in Hungary have already started organizing summer camps for IDP children that will include psycho-, art- & musical therapies. Also, HIA's field office in Lviv started giving equal-sized grants to professional NGOs who are selected by a highly transparent, standardized mechanism. In Hungary, HIA's refugee centers employ psychologists to help as many traumatized people as possible. HIA is

running a special community space in Budapest for Ukrainian children (3-6 years old) with caregivers so their parents can work.

#### Public Health

Medical assistance is an activity that is still much needed all over Ukraine. With the support of ACT appeal grants, HIA is planning to purchase and provide medical equipment to the regional hospital in Dolina, Ivano-Frankivsk. Moreover, the restoration works of the former Vynohradiv dormitory are due to finish in June 2023. The new protection facility will be able to host dozens of IDP families currently living in the surrounding areas under terrible circumstances.

#### WASH

With the support of ACT Appeal funds, HIA has already distributed 20 781 WASH kits to IDPs all over Ukraine. This year, HIA will continue to provide emergency WASH support as well as hygiene kits for babies especially to refugees in Hungary through its support centres in the country.

#### Shelter and Household items

As Russian forces began attacking critical infrastructure, people and institutions were left without access to heating and electricity. HIA purchased and distributed generators and firewood for affected families and institutions, such as schools and hospitals. In the second half of the Appeal, HIA intends to distribute non-food items especially among Ukrainian refugees in Hungary. HIA is also planning to provide temporary accommodation to IDP families in Ukraine and refugees in Hungary.

#### HEKS / EPER

To date, HEKS/EPER has field teams with direct implementation in Odesa, Kharkiv and Kyiv oblasts. HEKS provides assistance in food security, shelter, WASH and multi-purpose cash through a number of modalities: kit distribution, cash grants, minor rehabilitations, collective centres' support, or hygiene awareness.

The effectiveness of these existing activities is greatly increased through our close cooperation with the relevant government bodies – i.e., our cooperation with Ukraine's existing Social Services enables us to identify the most vulnerable individuals for our service provision quickly and reliably.

HEKS provides need-based assistance to conflict- and displacement-affected Ukrainians both in Ukraine and neighbouring countries; Romania, Hungary and Moldova. A number of local partners provide this assistance in Romania, Hungary and Moldova, and Ukraine. Whilst FONSS (Federation of Nongovernmental Organisations for Social Services), Diakonia Foundation (cf. [Home \(diakonia.ro\)](http://Home(diakonia.ro))) and Openfields <https://openfields.ro/> implements the aid action in Romania with a particular focus on North Eastern and Eastern regions of Romania, Halmeu, Sighet, Maramures, Satu Mare and Cluj counties, Bucovina Institute envisions direct assistance to IDP's in Transcarpathia region of Ukraine. On the other hand, the Hungarian Reformed Church Aid (HRCA) concentrates its efforts on the major border crossing points along the Ukrainian-Hungarian border including Záhony, Lónya, Barabás, Beregsurány, Tiszabecs as well as in Budapest. In addition, a multi-purpose group cash approach supports local first responders to continue their support to refugees in Budapest as well as IDPs in Transcarpathian Ukraine. The proposed multisectoral emergency assistance aims to provide cash and to satisfy basic shelter and NFI needs. Moreover, HEKS/EPER goal is to provide Ukrainian refugees and IDP's in Ukraine with need-based MHPSS and psychosocial support and as appropriate to enhance their integration into neighbouring countries through professional social service support, case management and counselling. Special attention is given to enhancing the integration of Ukrainian refugees into the local labour market by improved their language competences and access to governmental services.

**Response strategy for Ukraine**

- Ensure consolidated emergency response: cover the basic needs of the most vulnerable conflict affected people, on the hard-to reach-areas (where there is a lack of humanitarian assistance)
- Prepare for immediate assistance in case of massive displacement.
- Expand cash assistance for IDPs.
- Support for the returnees: follow up closely the return of Ukrainians and assistance with house rehabilitation and development of income generating activities.

<b>Sectors of intervention</b>	MPCA, Food security, WASH, Shelter, MHPSS
<b>Regions</b>	South (Odesa, Mykolaev)  South East (Kharkiv)  Zakarpatska (Uzhorod, Berehove)  Chernivtsy
<b>Partners</b>	Co-implementing with local partners for better access to affected communities,  Local authorities on oblast, town and village levels

HEKS/EPER has been coordinating with the local authorities, particularly the Regional Administration, the City Mayors, the local Vodakanals and Civil Society Organizations (CSOs). Memorandum Of Understanding (MoUs) have been signed to ensure transparency in HEKS/EPER's programming. To avoid duplication of services, the team will continue to work in dialogue with UN, INGO, NGO and CSO partners and actively participates in UN coordination Clusters (SNFI Working Group, WaSH Cluster, GBV Sub-Cluster, Protection Cluster) and has contributed to the Inter-Agency Regional Refugee Response Plan (RRP).

The recipients of the shelter kits, food and MPCA are selected and prioritized based on vulnerability criteria as proximity to the frontline, elderlies, people with disabilities etc. In most of the cases we concentrate to distribute to individuals which do not receive from other organization and the support offered is not duplicated. However, some of the recipients of the NHIs may coincide with the ones from MPCA. It is also to mention that working in the front-line area and as we only target hard-to-reach areas and frontline areas, there is no selection, all the population is considered eligible to assistance. In this regard, we coordinate closely with local authorities to help us identifying the most vulnerable people. For MPCA, we go through deduplication process for MPCA (to make sure they don't receive cash twice over the same period) and we target as much as possible different areas for MPCA and ink-kind, in order to avoid overlapping. We usually do one-off distributions, which means that each beneficiary is a unique beneficiary, because we cover different locations

**Response strategy for neighbouring countries: Moldova, Romania, and Hungary**

- Transitioning the response towards social integration of Ukrainians and the host communities while maintaining the focus on emergency response in case of increasing inflow of the refugees (cash, food, etc)
- Developing interventions based on Triple Nexus (development – humanitarian – peace)

- Close coordination and synergising with local NGOs, INGOs, Government, and relevant state institutions

<b>Moldova</b>	<p>Sectors: MPCA, MHPSS, legal advice, education, winterisation</p> <p>Activities: Distribution of vouchers for food and non-food items, distribution of non-food items for winter: firewood and dignity kits, legal assistance activities to reach refugees in host communities, capacity building activities for local authorities on refugee rights and obligations, national asylum procedures, and the integration of refugees into the host community , monitoring of refugee rights, information provision and counselling on access to the territory and asylum procedures</p> <p>Legal counselling and individual case management based on identified protection needs, capacity building for child protection authorities on refugee children rights, asylum and identification of vulnerabilities</p> <p>MHPSS, Survivor Community Led Approach (SCLR) - group cash grants to communities</p> <p>Regions: nation wide</p>
<b>Romania</b>	<p>Sectors: MPCA, education, job mediation and integration</p> <p>Activities: Provision of multi-purpose cash assistance, MHPSS, medical support (medical consultations), delivery of Romanian language classes, distribution of food and non-food items, refugee resettlement: supporting refugee resettlement activities including educational support, counseling, and job acquisition assistance, Survivor Community Led Approach (SCLR) - group cash grants to communities</p> <p>Regions: North, North-East and Central parts of the country</p>
<b>Hungary</b>	<p>Sectors: complex integration assistance, MPCA</p> <p>Activities: Provision of multi-purpose cash assistance, information assistance, advice and counselling, in the refugee centers, complex integration support, Survivor Community Led Approach (SCLR) - group cash grants to communities</p> <p>Regions: Budapest and regions bordering with Ukraine</p>

## LWF

LWF and its member churches will coordinate with other ACT partners and the Inter-Agency Coordination Group in each country of operations to ensure complementarity of the activities and to avoid duplications. LWF will attend regular sector/cluster coordination meetings and organize and update the progresses from the field with various local and international actors.

While LWF's overall response includes support to the member churches in Ukraine, Poland, Hungary, Slovakia and Romania, the work under this ACT Appeal focuses on LWF's intervention through World Service in Poland and Ukraine as well as LWF's advocacy work at local, national and global levels in collaboration with member churches, ecumenical and civil society partners. The focus of the World Service intervention in Poland and Ukraine is on multipurpose cash (MPCA), shelter, non-food items, food, education, mental health and psychosocial support, WASH, health and community engagement which were identified as priority areas for intervention. The combined resources and geographic reach of LWF, its Member Churches and other ACT

members in Poland, Hungary, Slovakia, Romania and Ukraine, demonstrate the capacity to reach displaced and non-displaced affected people in need through different sectorial approaches. The program of LWF's Ukraine response that is not included in this ACT Appeal is described in a separate project proposal (Protection & Emergency Assistance through LWF and its member Churches in Eastern Europe – PEACE).

LWF ensures that all targeted populations have access to the necessary assistance and services as well as apply do no harm and a gender sensitive approach to address risks on the most vulnerable. Community structures will be enhanced to enable LWF, member churches, local authorities, and NGOs to better respond to the needs of vulnerable populations affected by the crisis. The program has positioned refugees, particularly women, youth and people with a disability, as the main actors in their own protection interventions with tailored program support enabling refugees to take up leadership and meaningfully participate in the program planning and implementation. The LWF and member churches proposed response complements other ACT member's and other NGOs sectoral expertise and geographic coverage ensuring that the targeted affected population's needs are covered.

Given the important role and presence of LWF member churches in Ukraine and in the neighboring countries, LWF's advocacy response will connect the member church engagement with international advocacy efforts. LWF is an active member of international fora dealing with a range of humanitarian policy and practice questions, including protection, human rights, international humanitarian law and others. Advocacy and policy engagements in these fora will ensure that the needs and rights of refugees from Ukraine are addressed and that their voices are heard. These includes engagement with the Global Protection Cluster, Office of the High Commissioner on Human Rights, the UNHCR and relevant inter-agency coordination mechanisms.

Through its local to global approach, LWF will work with local partners in building the capacity and skills of local civil society partners and member churches in issues relating to human rights and advocacy. LWF will also ensure that communities targeted by its response can be empowered to understand and defend their rights. At national level, LWF will support and strengthen civil society actors working for the protection of human rights of all refugees, ensuring that the narrative and norms towards refugees in these countries can shift positively, for Ukrainian refugees as well as refugees from other nationalities. At the international level, LWF will provide access and facilitate participation of local actors – including church representatives - in international platforms, ensuring the voice of refugees is heard in global decision-making debates.

#### ACT Europe Forum

The ACT Europe Forum Ukraine Appeal Staff, facilitated by the appeal lead, coordinates with ACT's Requesting Members in each country of operations to facilitate the flow of information and to increase the complementarity of activities and avoid duplications. The ACT Europe Forum Coordination Structure jointly with the ACT Secretariat will update progress from the field for various local and international actors, especially ACT Funding Members.

The ACT Europe Forum Ukraine Appeal Staff and Funding Members also bring technical expertise in programmatic areas, such as social cohesion, protection, livelihoods, WASH, psycho-social support, advocacy, cash assistance, and basic needs that may be shared with Requesting Members for the integrated response. ACT Europe Forum in coordination with the Secretariat will provide capacity-building support to Requesting Members to enhance the integration of international standards and implementation in programming.

#### Christian Aid:

Christian Aid was founded in 1945 by British and Irish churches to help refugees after the Second World War. CA supported, equipped, and enabled partner churches in mainland Europe to provide what people needed.



70 years later, they are doing the same in response to the Ukraine crisis. Standing Together<sup>6</sup> the Christian aid strategy, commits CA to “respond to the urgent and immediate humanitarian needs of communities affected by disasters, conflict, and violence”

CAs approach to humanitarian work is characterized by strengthening local structures through supporting Ukrainian grassroots organizations and networks to put communities at the center of their own response and recovery. This includes working with local faith and non-faith actors recognizing the unique bond of trust they hold with communities which enables them to deliver services in hard-to-reach areas in Ukraine. The local faith actors are deeply embedded in their communities and delivery in-kind, cash, and solidarity support on the front line of the war. This includes marginalized groups led networks as networks of marginalized groups leading their own response ensures that those marginalized groups are more likely to be reached with adequate, timely, and appropriate support<sup>7</sup>.

Christian Aid’s signature in Ukraine is cash first, including micro grants through the survivor and community led response (sclr) and cash for protection (C4P) with the goal to link response, preparedness, and recovery. The community perceptions study carried out by Ground Truth Solutions continues to evidence that affected people’s primary need is cash, and yet the aid most received is Food in kind<sup>8</sup>.

Although Christian Aid did not have a pre-existing presence in the region, they responded initially with two Act Sisters (HIA & HEKS) and CAs humanitarian teams surge support. CA then began to partner with local actors in Ukraine including faith based (Blythswood), and non-faith-based networks (Alliance for Public Health) and collaborated with ACT sisters to establish shared office and resources in Ukraine.

### **Programme Footprint and Reach**

Christian Aid are focusing some 75% of their current response inside Ukraine's borders. To the extent that security considerations allow, and in consultation with local partners, CAs goal is to support work where significant unmet need is greatest, both in terms of geography and population groups. This will include targeting displaced persons, particularly marginalized groups, and front-line areas. Survivor and community led response (sclr) has been a primary focus of CAs approach and learning to date with Christian Aid funding and supporting a Ukrainian speaking local organization led sclr community of practice.

Emergency responses globally are characterized by groups of volunteers responding to the immediate needs of their communities, which has also been the case in Ukraine<sup>9</sup>. The survivor and community-led response (sclr) approach encourages and empowers crisis-affected communities to identify and implement initiatives in ways that improve their immediate well-being, addresses root causes to the crisis, strengthen longer-term resilience, and accelerate social cohesion by focusing on the natural creativity and capacities of the affected communities. These communities fund initiatives using community micro-grants. The micro-grants will strengthen the scope, scale, and impact of autonomous collective self-help groups among crisis-affected

---

<sup>6</sup> [Introducing our Global Strategy - Christian Aid](#)

<sup>7</sup> [WDDALFTS QuickGuide Web.pdf \(edgeeffect.org\)](#)

<sup>8</sup> [Ukraine — Ground Truth Solutions](#)

<sup>9</sup> [The informal volunteer groups leading Ukraine’s aid effort | Ukraine | The Guardian](#)



people to complement otherwise externally led humanitarian response. Instead of imposing an outside intervention.

Community initiatives (community micro-grants) that were funded by community selection committees in the last year in Ukraine included: water tower re-construction, construction of communal bomb shelters, evacuation-car repairs, repair of older people's homes fixing windows and roofs before winter, installation of wood fired stoves in older people's homes and schools, a children's playground was built on the outskirts of Odessa, child safe spaces were set up, investment in greenhouses to grow food, a space and equipment for IDPs to do laundry, speech therapy, art therapy, kitchen supplies for an IDP shelter where residents could not cook their own food. The recent Real Time Evaluation by the ACT Alliance found that the sclr approach has been a best practice for supporting and strengthening people and communities affected by the Ukraine war.

The international Blythswood Care network was formed nearly 50 years ago and supports humanitarian, disaster relief and social care projects in Europe, Africa, and Asia. Blythswood Romania was one of the first organisations to provide humanitarian aid in Romania and have been responding to priority needs in Ukraine since 2014. Blythswood Care work closely with a number of local Ukrainian NGOs, including Heritage Ukraine, Light of Reformation, and House of Mercy.

Christian Aid absorbed and programmed £10million GBP in the first 6 months of the war and have continued to grow the team, and the partnership portfolio since that time. The learning generated from Christian Aid is used to adapt the programme and advocate for more community led reform in the humanitarian sector including with publications and sectoral level discussions on letting go of power through sclr10,

Christian Aid's Ukraine response team has grown significantly and the ability to programme with it. The priority remains on being community led, partner led, and accountable to people and communities affected by crisis. Christian Aid share an office space in Kyiv with HIA and are pursuing registration.

---

10 [Letting go of control: Empowering locally led action in Ukraine - Christian Aid](#)

**Appeal Goal**

The overall goal is to save lives, alleviate suffering and provide for the basic needs of those affected by the crisis in Ukraine

**Appeal Objectives**

- To provide immediate life-saving multi-sectoral emergency support for IDPs and conflict affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania and Slovakia
- To enable access to and restoration of basic services for conflict affected people in Ukraine and refugees in Hungary, Moldova, Poland, Romania and Slovakia
- To strengthen the resilience of host communities and build social cohesion with IDPs and crisis affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania and Slovakia

**Outcomes**

1. Immediate life-saving, multi-sectoral emergency support provided to people affected by the conflict (refugees and internally displaced)
2. Safe access to basic services and supports restored for people affected by conflict
3. Resilience of host communities and local organisations strengthened and social cohesion built with IDPs and crisis affected population in Ukraine and refugees in Hungary, Poland, Romania, and Slovakia

**Outputs**

Please, see the supporting document **Results Framework for full breakdown of objectives and outputs.**

**Exit strategy**

One of the focus areas of this Appeal is on building the resilience of displaced communities and investing in strengthening Member Churches' capacities, thus increasing the likelihood of a sustainable recovery. Through close coordination and collaboration with local authorities, faith actors and community organizations, experiences gained during the implementation of the appeal, jointly developed methods and good practices will be used in further activities to strengthen the resilience of local communities. Requesting members commit to this strategy and to provide guidance to Member Churches and partners through technical, financial and administrative support. By working alongside and building the capacity of local authorities, Church partners and local communities, requesting members ensure greater sustainability. Once the projects end (and as international funding decreases), these locally rooted organizations are well positioned to continue supporting the displaced people. Throughout the Appeal, ACT members in coordination with UN/inter-agencies will continue to identify ways to ensure program sustainability. The transition of specific project activities will be carried out gradually as Member Churches and local capacities are strengthened. Moreover, coordination with local municipalities, line ministries, primary health centers and other local stakeholders is undertaken throughout the project, helping to clarify responsibilities and develop an agreed common exit strategy.

**PROJECT MANAGEMENT****Implementation Approach**

The approach for implementing the proposed intervention is a coordinated appeal among five requesting members with operations and member-churches inside Ukraine as well as in the neighboring countries to which refugees are continuing to flee. Each of the requesting members will be responsible for implementing their respective proposed activities. The overall coordination of the appeal will be undertaken by the Appeal Lead, (Europe Forum Humanitarian Programme Officer), working closely with Appeal leads in each requesting

member and with the ACT secretariat. The primary mode of implementation will be through local members, partners and member churches.

The ACT Europe Forum and the Secretariat have established an Appeal Task Group as its main coordination structure. The Europe Forum Humanitarian Programme Officer (based in Serbia) is acting as Appeal Project Manager. Finance Officer and Communications Officer are recruited and for the rest of the project team recruitment is still ongoing.

#### **PMER**

ACT Alliance and its members adhere to strict monitoring and evaluation (M&E) methods. We are committed to ensure that all activities are implemented on time according to plan and that project participants receive quality assistance in a dignified and respectful manner.

ACT Secretariat recruited the Appeal PMER Officer.

#### Real-time Evaluation

The evaluation was conducted in July 2022. Findings and recommendations are presented to the requesting members, Total ACT response group and Ukraine forum.

At community level, the appeal implementation will be centered on participatory approaches (using the CHS commitments) identifying local needs and priorities and ensuring local ownership in the intervention. In the targeted areas, members will engage with relevant ministries, local authorities and community leaders to ensure smooth collaboration and identify the most vulnerable households, including through gender and protection considerations (e.g., female-headed household and persons with disabilities). Members and partners will take deliberate measures to ensure participation of women from diverse communities in assessing the needs and the quality of the response and in adapting the interventions based upon identified needs. Members will be particularly sensitive to the needs of vulnerable groups, including the elderly, disabled or members of traditionally marginalized communities.

In line with coordination guidance and sectoral prioritisation, members will use multipurpose cash grants and vouchers wherever feasible and appropriate. Members and partners will decide the modality of CVA based on the context in the specific target location. Robust processes will be put in place to avoid duplication and ensure compliance with anti-fraud policies.

#### **AIDRom**

The project aims to provide a complex system of assistance, which will contribute to the social integration of Ukrainian refugees in Romanian society, as well as contribute to the prevention of their marginalization or social exclusion. The services provided and the modalities of provision are considered appropriate, as they are based on the needs identified at the target group level and based on these identified needs, the services provided are prompt and result-oriented - namely, the medium-term integration of Ukrainian refugees into Romania.

Within this project, local support networks will be created with the main actors that contribute to the integration of the target group: county employment agencies, county school inspectorates, local authorities, prefecture, civil society, public authorities and institutions.

At this moment, there is no such project in Romania, intended to facilitate the integration of Ukrainian refugees in Romania, this project is the first.

The partners, institutions and authorities in Romania, the volunteers and the beneficiaries of the project, will be informed about the existence of the project and about the assistance provided by the project frequently, at each counseling meeting, every time they will receive the assistance. Visibility of the project will be ensured by the visibility materials that will be created: banners, leaflets, flyers, personalized work tools.

The project is among the first initiatives at national level in Romania, which aims at the integration of Ukrainian refugees in the medium term. Given the experience of previous years, in which we applied similar models to the integration of Syrian, Iraqi, Afghan, Yazidi refugees, this model proved to be extremely effective, being taken over to some extent by other state institutions.

Activities implemented by **CWS** and its partners in Moldova will target the most vulnerable refugees, including women, caregivers, and children. Persons with specific needs, such as people with disabilities and the elderly are also prioritized. Activities will be tailored to their needs and adjusted based on feedback received. Clothing and non-food items will be gender appropriate and meet the specific hygiene and NFI needs of vulnerable groups. Activities at safe spaces will be structured to give women and mothers psychosocial support in a confidential and culturally appropriate way. All activities are designed in collaboration with the refugee community to respond to their most immediate needs. Training and personal development opportunities for children and adults respond to identified skill gaps. CWS staff based in Moldova will support partners throughout implementation, helping them to trouble shoot as needed and supporting them in their relationships with UN agencies, INGOs and government agencies. CWS will also help partners advocate for their work and the rights and needs of program beneficiaries. CWS HQ-based staff will travel to Moldova periodically to provide additional support and backstopping in program design, implementation, monitoring and evaluation, and donor compliance.

Local partners of **HEKS/EPER** will ensure the inclusion of Ukrainian citizens in project design through working groups at the local level to improve service delivery. Special focus will be given to mothers and teenagers. All partners will coordinate with other actors, (I)NGOs, and the authorities in the regions of intervention. Volunteers of the partner organizations will be posted at the borders and in identified cities in Romania and Hungary who will provide information to people fleeing. In Hungary, HRCA will design and implement the project with strong linkages to faith actors in the country.

Regarding cash assistance in Hungary, unconditional and unrestricted cash will be distributed to conflict affected persons. A robust process will be put in place in order to avoid duplication (personal ID of adults will be checked). For children, the mother's name mentioned on the IDs will be checked. Contracts with the beneficiaries mentioning the amount followed by a signed receipt and a tracking system will ensure the compliance to standards.

**HIA** has an effective management structure in place, which has developed rapidly and dynamically during the first year of the conflict. Even before the outbreak of the war, the organization had been present in Ukraine for decades, which enabled a fast expansion in terms of field offices and personnel during the response.

HIA now also has a separate Ukraine Team within the International Development and Humanitarian Department at its headquarters working closely together with dedicated members of Finance and Communication Departments. Regular online meetings are held among HQ and field office management to ensure clear line of communication.

HIA is responsible for project management, coordination, monitoring and reporting of its project activities. The implementation is carried out with overall project management by HIA HQ, facilitated by HIA field offices and partner NGOs in Ukraine, having well established infrastructure and long term operational experience in similar actions. Both HIA HQ and its local partner NGOs are well-trained and experienced and HIA involves them in the program in their full capacity along all stages of program implementation.

- Overall programme coordination and implementation: HIA offices in Beregovo, KYIV and Lviv and HIA HQ in Budapest;

- Local partners involved in the implementation: NGOs, local authorities, faith organizations, local communities

<https://www.deltek.com/en-gb/products/project-erp/maconomy>

**LWF's** work under this ACT Appeal focuses on LWF World Service operations in Poland and Ukraine as well as its advocacy work. LWF has first set up an office in Warsaw and later on in Kyiv and Kharkiv to enable its implementing presence and capacity to monitor the activities of the response. LWF aims to enable a significant scaling up of operations. This includes working through local organizations and strengthening the capacity of LWF's office in Prague in order to set up regional coordination capacity, to provide robust financial management, strong gender and age responsive PMERL, digital data management, and other technical support to ensure effective assistance to those most in need, without discrimination. The office in Prague equally provides capacity building and support to LWF member churches in Ukraine and neighboring countries that engage in the Ukraine response at local level. LWF has mobilized technical human resources to engage as needed, including staff for the inter-agency needs assessment, and a coordinated response.

#### **Christian Aid:**

Christian Aid works with local partners in Ukraine, Romania, Moldova, and Hungary and work closely with Act Alliance sisters HIA and HEKS. The core of Christian Aid's implementation strategy is devolved decision making to communities and people affected by crisis, capacity building on sclr, accountability, safeguarding, and cash for protection, and mental health supports for partner staff.

The CA programme is headed by the Country Response Director and managed by the Ukraine Response Programme Manager. The response team provides technical capacity from the SG and Acc adviser, the community led response coordinator, and the CA HQ Cash adviser who work with partners through an accompaniment model to ensure equitable partnership and collaborative exchange of ideas.

Christian Aid coordinates at national, sub-national, and global level to ensure that all learning generated across the response informs our work. CA use an adaptative management approach whereby flexible funding allows for course correction based on community feedback, partner feedback, and wider learning.

## **Implementation Arrangements**

### **AIDRom**

Partnership agreements will be created with public institutions and authorities and with partner organizations. Aidrom has a network of partnerships with public institutions and authorities at national level. Aidrom actively cooperates with the Ministry of Administration and Interior, the Ministry of Labor and Social Solidarity, the Ministry of National Education, the General Inspectorate for Immigration, the National Agency against Trafficking in Persons, UNHCR Romania, International Organization for Migration, Institutions of the Prefect, Mayors, Directorates of Social Assistance and Child Protection.

AIDRom is also an active member of the Coalition for the Rights of Migrants and Refugees - a coalition of 23 member organizations, nationwide, aimed at integrating refugees and migrants from Romania and implicitly coordinating integration activities.

Information materials will be periodically sent to institutional partners and partner organizations about the services provided by the project, statements about operational data in the field, as well as other relevant information identified during implementation.

Aidrom will also work with HEKS to implement the activities, in order to avoid duplication of assistance and to provide assistance to as many Ukrainian refugees as possible.

### **CWS**

CWS and its partners will work closely with community and faith leaders, civil society, local and national governments, ACT Alliance members, UN working groups and lead agencies, as well as other national and international organizations implementing activities in the same locations to promote coordination and avoid the overlap of activities. In Balti, Diaconia works closely in coordination with the local diocese, which hosts the family-friendly center where Diaconia activities are implemented. As described above, CWS will coordinate activities with HEKS in Moldova.

CWS signs sub-award agreements with its national partners, which outline project deliverables and commitments, reporting and compliance requirements. Local partners may, in turn, sign MoUs with other entities, such as the diocese, refugee accommodation centers, or government departments, where collaboration will be regular and substantial. CWS meets with all partners (sub-awardees) at least once a month to review implementation progress, challenges encountered, and support required. CWS will chair quarterly coordination meetings with all partners to encourage collaboration and the exchange of information and lessons learned. CWS will share the findings of any assessments, which CWS or its partners conduct, more broadly to disseminate information on gaps in services and refugee needs.

### **HEKS**

HEKS is responsible for project management, coordination, monitoring and reporting of its planned project activities. The implementation will be carried out with overall project management by HEKS HQ

In Romania FONSS :

- Coordinate and implement the evaluation of local needs, the acquisition, storage, transportation and distribution of supplies, the delivery of basic services, the monitoring of activities and results.
- Make the acquisition of vouchers for Ukrainian citizens (food and non-food)
- Be in charge with the relationship and communication with authorities and mass media,
- Be in charge of the training of staff members and volunteers,
- Coordinate and facilitate/support the translation services and select/train the interpreters,
- Create a monitoring database and will keep a consolidated track of all goods and services that are collected and distributed.

Bucovina Institute :

- Contribute to the evaluation of local needs, to the acquisition, transportation and distribution of supplies, the delivery of basic services,
- Oversee the organisation of humanitarian aid in Ukraine,
- Implement training sessions for professionals and volunteers.

Diakonia Foundation :

- Provide crisis- and displacement-affected populations with need-based emergency accommodation services,
- Provide hot meals and transportation services,
- Conduct need-based NFI and Food distributions,
- Provide counselling and translation services.

Openfields :

- Provide crisis- and displacement-affected populations with need-based emergency accommodation services,
- Provide transportation services,
- Conduct need-based NFI and Food distributions

And counselling and translation services are going to be provided.

Moldova:

CASMED/ProCore:

- Coordinate and implement the evaluation of local needs
- Counselling/ provision of information/ referral to the corresponding organization/ authority
- Provide psychosocial service
- Be in charge with the relationship and communication with authorities and mass media
- Be in charge of the training of staff members and volunteers
- Provide mental wellbeing and first aid courses to refugees
- Provide educational and legal support services to refugees and hosting families

Hungary:

The Hungarian Reformed Church Aid (HRCA) will:

- Coordinate and implement the evaluation of local needs
- Counselling/ provision of information/ referral to the corresponding organization/ authority
- Provide psychosocial service
- Organise the cash modalities and distribution
- Be in charge with the relationship and communication with authorities and mass media
- Be in charge of the training of staff members and volunteers
- Coordinate and facilitate/support the translation services and select/train the interpreters,
- Create a monitoring database and will keep a consolidated track of cash distributed
- Coordinate with other actors

## HIA

HIA is responsible for project management, coordination, monitoring and reporting of its project activities. The implementation is carried out with overall project management by HIA HQ, facilitated by HIA field offices and partner NGOs in Ukraine, having well established infrastructure and long term operational experience in similar actions. Both HIA HQ and its local partner NGOs are well-trained and experienced and HIA involves them in the program in their full capacity along all stages of program implementation.

- Overall programme coordination and implementation: HIA offices in Beregovo and Lviv and HIA HQ in Budapest;
- Local partners involved in the implementation: NGOs, local authorities, faith organizations

HIA has signed Memorandums of Understanding with several local government authorities across Ukraine and has good coordination and collaboration history with the relevant government agencies. HIA also has strong linkages within the local communities, as well as with the other humanitarian actors, it can also be based on if access allows.

HIA participates in relevant international coordination clusters meetings conducted by the UN and other organizations both on-line and off-line in order to avoid duplications and to fill in the existing gaps. HIA is coordinating its efforts on regional and local levels with NGOs, INGOs and any ACT Alliance member(s) working in the same operational areas, and other donors in the region (embassies, UNOCHA, etc.).

HIA HQ has an established human resources development department with required human resources tools. Preference is given to the local human resources (local HIA staff and staff of local NGOs). Staff related to implementing the program is based in the project sites while support is also provided from HIA headquarters in Hungary. HIA's accounts comply with national laws. Regulations, accountability and transparency are observed in all transactions and reporting.

Procurement of aid items are done according to HIA's procurement guidelines in force (especially parts that are describing the procurement in emergencies). During the procurement process preference is given to Ukrainian local companies. In case there are no interruptions in banking services the value of aid material are

transferred from HIA directly to the vendors. Audit report will be prepared after 90 days of completion. Beside procurement of aid items HIA concludes contracts with specific service providers in order to restore services. The project supports life-saving and risk mitigation assistance to beneficiaries. All interventions are implemented within appropriate social distancing and do-no harm practices, in accordance with a set of protocols.

### **LWF**

LWF and the member churches work closely with community and faith leaders, civil society, local and national governments, ACT Alliance members, ecumenical partners, inter-agency cluster groups, ICRC, National Red Cross and UN agencies such as UNHCR, UNICEF and WFP. As active members on global networks including SCHR, IASC, and CHS Alliance, LWF engages in relevant forums to ensure a quality, accountable and coordinated approach.

LWF has signed MoUs with the local organizations, member churches and local authorities that LWF has established its collaboration with. Monthly coordination meetings are planned with all ACT requesting members to discuss progresses and challenges in the implementation. LWF attends sectors/clusters coordination meetings organized by the inter-agency, relevant government authorities, other humanitarian actors in all targeted areas to actively contribute in the meetings.

LWF shares outcomes of periodic assessments of displaced people needs, best practices, sharing of tools and resources, common pool of expertise, evaluations and workshops to enable quality programming with other requesting members and the secretariat. Participation of community, faith leaders and relevant stakeholders is key to the LWF programs. LWF strongly believes that beneficiaries are not objects of charity but, in fact, are rights holders and this is reflected in the participatory and rights-based approach in programming. For the selection of staff and volunteers for the program, LWF has selected qualified and skilled persons and aims at keeping a balance between women and men both at the national office, as well as at the field level.

### **Christian Aid:**

Christian Aid has signed a multi-year agreement with Blythswood and supports both Blythswood and their local network of faith-based actors through an accompaniment model. Christian Aid add value through ongoing accompaniment on outcome harvesting, sclr, feedback and complaints tracking, learning and adapting based on feedback received, adaptive project management, and localisation.

CA coordinates across global, national, and sub-national clusters and working groups to advocate for, and bring about systemic change to people and communities affected by crisis and their experience with the assistance they receive.



## Project Consolidated Budget

actalliance		Appeal Total	Lutheran World Federation (LWF)	Hungarian Interchurch Aid	Church World Service	Asociatia Ecumenica a Bisericii din Romania	HEKS/EPER	ACT Europe Forum	Christian Aid
			Poland, Ukraine	Ukraine, Hungary	Moldova	Romania	Ukraine, Moldova, Hungary		
<b>Direct Costs</b>		<b>40,904,190</b>	<b>11,781,660</b>	<b>12,930,232</b>	<b>1,594,054</b>	<b>1,516,440</b>	<b>12,352,072</b>	<b>377,800</b>	<b>351,932</b>
1	Project Staff	6,100,026	2,345,784	1,457,472	413,004	554,440	1,021,879	240,000	67,447
1.1	Appeal Lead	-	-	-	-	-	-	-	-
1.2	International Staff	2,430,510	1,193,540	345,024	107,115	-	503,883	240,000	40,948
1.3	National Staff	3,669,516	1,152,244	1,112,448	305,889	554,440	517,996	-	26,499
2	Project Activities	30,360,732	8,706,702	9,077,000	1,114,200	901,048	10,286,240	-	275,542
2.1	Public Health	1,167,468	-	924,000	133,200	-	100,000	-	-
2.2	Community Engagement	3,062,304	47,168	2,872,000	122,600	20,537	-	-	-
2.3	Preparedness and Prevention	8,215	-	-	-	8,215	-	-	-
2.4	WASH	2,154,712	216,693	911,000	2,375	24,644	1,000,000	-	-
2.5	Livelihood	862,008	535,997	-	-	-	326,011	-	-
2.6	Education	1,158,506	503,841	120,000	2,850	45,181	486,634	-	-
2.7	Shelter and Household Items	9,506,740	1,132,026	2,540,000	750,000	84,714	5,000,000	-	-
2.8	Food Security	1,318,705	146,863	630,000	30,925	36,966	473,951	-	-
2.9	IMHPSS and Community Psycho-social	3,200,299	1,903,861	1,080,000	9,250	7,188	200,000	-	-
2.10	Gender	13,936	13,936	-	-	-	-	-	-
2.11	Engagement with Faith Leaders	84,688	84,688	-	-	-	-	-	-
2.12	Advocacy	128,512	35,912	-	-	6,161	78,992	-	7,447
2.13	Multipurpose cash assistance	7,694,640	4,085,718	-	63,000	657,174	2,620,653	-	268,095
2.14		-	-	-	-	-	-	-	-
3	Project Implementation	1,974,325	328,030	1,366,000	8,000	11,295	221,000	40,000	-
3.1	Forum Coordination	393,971	88,976	48,000	4,700	11,295	201,000	40,000	-
3.2	Capacity Development	1,580,355	239,055	1,318,000	3,300	-	20,000	-	-
4	Quality and Accountability	714,215	245,156	167,810	24,600	24,644	165,798	80,000	6,206
5	Logistics	1,396,421	114,708	744,900	28,250	8,215	497,612	-	2,737
6	Assets and Equipment	358,471	41,279	117,050	6,000	16,799	159,543	17,800	-
<b>Indirect Costs</b>		<b>3,537,699</b>	<b>784,721</b>	<b>1,308,240</b>	<b>101,101</b>	<b>95,044</b>	<b>1,228,982</b>	<b>-</b>	<b>19,611</b>
Staff Salaries		1,913,079	385,356	797,040	15,111	6,777	708,795	-	-
Office Operations		1,624,620	399,365	511,200	85,990	88,267	520,187	-	19,611
<b>Total Budget</b>		<b>44,441,889</b>	<b>12,566,381</b>	<b>14,238,472</b>	<b>1,695,155</b>	<b>1,611,484</b>	<b>13,581,054</b>	<b>377,800</b>	<b>371,543</b>
ACT Secretariat monitoring cost SMC		1,620,326	594,425	669,167	-	52,245	275,803	28,686	-
ACT Secretariat management and coordination cost SMC		685,266	139,222	159,488	50,855	27,446	297,110	(0)	11,146
<b>Total Budget + SMC</b>		<b>46,747,481</b>	<b>13,300,027</b>	<b>15,067,126</b>	<b>1,746,010</b>	<b>1,691,176</b>	<b>14,153,968</b>	<b>406,486</b>	<b>382,689</b>
<b>Income Received</b>		<b>25,381,252</b>	<b>9,060,712</b>	<b>10,289,355</b>	<b>638,035</b>	<b>887,935</b>	<b>4,122,731</b>	<b>382,483</b>	<b>-</b>
<b>If revision of budget - Balance requested (minus income received)</b>		<b>21,366,229</b>	<b>4,239,315</b>	<b>4,777,771</b>	<b>1,107,975</b>	<b>803,240</b>	<b>10,031,236</b>	<b>24,002</b>	<b>382,689</b>

## Project Monitoring, Evaluation and Learning

This response is designed to have monitoring systems in place in which all components are specific, measurable, achievable, realistic and time-bound, including the development and use of appropriate tools for data collection and classification, disaggregated by gender, nationality and age group.

In AIDRom monitoring coordination and monitoring of the project will be performed by the project coordinator. For the real-time monitoring of the implementation of the project activities, a monitoring plan of the activities and of the schedule for providing personalized assistance will be made.

At the beginning of the project (in the first month) a plan of activities will be drawn up, planned and scheduled on Monday, in order to control and verify in time the stage of implementation of project activities.

Satisfaction questionnaires will be periodically applied to the beneficiaries assisted within the project, in order to evaluate the degree of satisfaction and responsibility for their needs.

The results obtained within the project will be disseminated regularly in the form of a progress report, to the ACT Alliance members, as well as through the interim and final reports.

For these types of activities, we see the necessity to create a position for a PMER officer that ensures both the visibility of the project and the development of advocacy activities at the level of the main institutions in Romania. The PMER officer will ensure and facilitate the collaboration with the public institutions from Romania, will make information materials addressed to the authorities and will maintain the connection with them at operational level.

Also, the PMER officer will perform the following activities with the financier:

- Improving program monitoring and reporting tools in line with donor requirements.
- Coordinates all aspects of program monitoring and reporting, ensuring that data is of high quality and produced on time.
- Collects monthly qualitative and quantitative data from project team members and in the database, respectively monthly and quarterly reporting.
- Collect articles, case studies, best practices in evidence collection and formatting projects so that they are suitable for the external public.
- Assistance in capacity development and coordination in baseline development, assessments and training.
- Provide technical assistance for monitoring and data collection to project staff.
- Share good news and case studies in coordination with the Media department through internal and external social media platforms. It ensures that the field activities and events of the program meet the minimum standards in their delivery and planning.
- Support for documenting and disseminating program information to placement communities and local stakeholders within appropriate minimum quality standards.
- Work closely with project team members to update the performance dashboard on a monthly basis.
- Support in identifying and addressing challenges in program performance to ensure that annual objectives and results are met in accordance with available resources.
- Making information materials, newsletters and analysis reports to ACT Alliance, on the situation of refugees in Romania, on the response of the authorities, identified problems, but also updated statistical data in real time on the situation / number of refugees in Romania.
- Risk monitoring

**CWS** partners are experienced national NGOs with monitoring systems in place, and these will be complemented and supported by CWS staff at the national and global level. CWS' Program officer in Moldova, with technical support from CWS PM&E Director in Nairobi, will ensure that the proposed project is implemented on time and in accordance with CWS and ACT Alliance guidelines by:

- Hosting a project launch meeting with national partners during which the project duration, start and end dates, budget, and activities are reviewed. CWS will also review reporting (narrative and financial) templates and deadlines with its national partners as well as any additional guidance to ensure compliance with all donor requirements
- Working with national partners on tracking spending against detailed sub-award budgets for each partner, which align with the overall project budget and approved partner budget envelopes
- Working with national partners to develop a detailed implementation plan (DIP) to guide the implementation of project activities. CWS will use partner DIPs to ensure that project implementation is on time and support troubleshooting when challenges are encountered
- Tracking standard output indicators to ensure that project targets are achieved, counted accurately, and can easily be consolidated with data from other CWS partners.
- Ongoing monitoring and support by CWS staff with partners to identify problems early, make appropriate changes, and share learnings with other partners in Moldova.

CWS will work with its national partners to monitor the quality of project activities by:

- Regularly visiting project sites.
- Reporting monthly on project updates, outcomes, and protection risks and responses.
- Agreeing and reporting on indicators of program quality for each type of activity and supporting the national partners to monitor these indicators using simple data collection tools.
- Holding regular project progress meetings with national partners to discuss and document achievements, lessons learned to date, and challenges encountered during implementation.

- Holding a project close-out meeting with CWS national partners to review and document achievements, challenges encountered during implementations, lessons learned and recommendations for future programming.

HEKS will ensure that each partner perform project's supervisions and management of implemented activities. This clearly includes the monitoring activities of the project in order to ensure the proper implementation and achievement of results. Each individual partner will ensure that staff members are dedicated to monitor the activities of implementing partners. This includes specialized personnel in the several sectors of the project, as well as staff members familiar with the individual M&E plans, such as liaison officers or partnership officers. The M&E plans will follow the logic of the logical framework of the project. Thus, for the measurement of indicators, HEKS will train and provide technical guidance to local implementing partners on data collection and data analysis. This will be supported by periodic visits of senior team members of HEKS/EPER to the implementing sites, thereby facilitating the analysis of challenges and ensuring proper communication with the local implementing partners to overcome barriers, challenges and apply corrections in case these are deemed as necessary. In some instances, and when required, permanent presence of staff members in implementing sites will be applied. HEKS/EPER will receive both financial and programmatic reports from the local implementing partners on a monthly basis, which will feed into the consolidation of reports of this appeal.

With an M&E plan in place, LWF will monitor project performance, identify results and lessons associated with projects, and address any delays in a timely manner. The M&E plan will be linked to specially designed dashboards to ensure transparency and easy coordination among partners. During coordinated monitoring sessions, project staff will identify incremental and cumulative project outcomes, discuss current issues, adjust the project implementation schedule or activities as needed, and identify effective strategies for achieving project goals.

HIA uses a solid and well-structured M&E system with very clear indicators, outputs that captures emergency activities as well as a standard internal monitoring system including both professional and financial aspects. Data against the key indicators for this project is collected by field staff and reported based on the reporting guidelines and timeframe to the M&E officer. HIA strongly believes that effective monitoring, evaluation, is an integral part of project implementation and critically important to achieve intended results and ensure quality and transparency throughout project cycle management. In general, HIA; 1) Prioritizes Do No Harm approach ensuring not to put program participants, staff and partners at increased risk; 2) considers options for remote monitoring; and 3) works with key stakeholders to share information where possible to avoid duplication.

Type of monitoring:

Internal Monitoring (performed by HIA)

Frequency:

- Continuous monitoring by supervisor staff and expatriate staff
- Post distribution monitoring
- Regular service/restoration monitoring activities
- Regular monitoring
- Financial monitoring: reporting to ACT Alliance, financial reports are subject of regular and annual audit; specific audit report of the Appeal.

Financial monitoring: HIA has Maconomy ERP system in place; HIA will prepare financial reports to ACT Alliance, according to the Appeal schedule and rules.

Hungarian and Ukrainian financial rules are followed, all financial documents and statements have been introduced into HIA bookkeeping system according to the Hungarian regulations and will be part of annual audit of HIA. Complete original documentation of the project is kept at HIA HQ in Budapest and handled according to HIA internal rules and policies.

LWF enhanced its PMERL and Digital Data Management teams based in Prague which will contribute to building the capacity of implementing partners through training, while ensuring the quality of projects from the outset. A significant portion of these team members are based in the Czech Republic, making it possible to share their knowledge and expertise, and develop the capacities of the partners in data management within the region both online and in person. LWF has experience with remote data collection and management systems which will allow to scale up quickly.

In order to assess the quality of project activities and ensure the involvement of target groups, feedback from project participants are obtained through beneficiary satisfaction surveys, post-distribution/activity monitoring and focus group discussions.

LWF PMER Adviser ensures that data and experiences are used for learning sessions to be organized amongst the relevant stakeholders – within the relevant countries, but also at the regional level so that good practices can easily be shared and included where relevant.

Each requesting member will prepare Interim and final financial and narrative report, as well as audit report based on the guidelines set by ACT Alliance and those will be in conformity with ACT policies. The project will be financially audited by an independent auditing company. Monitoring missions will be made to crosscheck the distributions. In order to grow as an Alliance in major emergency settings and improve our approaches and delivery of assistance, information challenges and lessons learnt will be shared among the requesting members and partner organisations. Thus, all requesting members commit to sharing these inputs with each other during ACT forum or bilateral meetings. All achievements, challenges and lessons learnt (including from the RTE) will be shared through ACT coordination forums.

#### Christian Aid:

A core component of sclr is Participatory Action and Learning in Crisis (PALC). By ensuring that community members are involved at every stage of implementation there are continual opportunities for learning not just by implementing institutions, but on a community and individual level as well this is a key objective of this MEAL approach. In order to document progress and learning at all levels, sclr utilizes multiple methods of outcome harvesting throughout the project cycle. Outcomes are harvested by the funding association, the locally based NGO or CBOs, and the community facilitators. Outcomes harvested are mainly qualitative to ensure that the experiences and learning of all involved can be documented equally and complements the more two-dimensional picture painted by traditional quantitative data. By continually documenting learning throughout sclr using PALC as the key MEAL component, NGOs can make quick adjustments and improvements to plans and activities, eliminating many negative impacts before they might happen. This gives communities and NGOs a better chance to not just meet targets, but to exceed them. As community members are the decision makers and key implementers throughout the process, they also build capacity and learn in real time through the actions they take. Learning is also central to community resilience building, as previous experiences can be viewed in a more positive light and used in future to overcome similar challenges. Christian Aid and partners speak to a “safe to fail and learn” rather than a “fail safe” model of community led action.

This model of outcome harvesting also encourages a focus on capacities, as opposed to gaps or needs in a community. By focussing on the positive increases in the capacity of a community, and very tangible qualitative outcomes of sclr grants and networking, NGOs and funding associations can draw learning from one group’s experience and apply it across multiple other organizations and approaches. It generates a distinct type of data that enables organizations to monitor and evaluate initiatives in real time, while simultaneously adapting approaches as well as longer term strategy at both a community and organisational level. Due to the number of different community groups involved, it can also provide a more in-depth evaluation of the approach, by providing data diverse contexts within a short timeframe.

## Safety and Security plans

The most significant threats in this response involve the likelihood of a deteriorating security situation and extension of the armed conflict to the target areas, which could place staff members and volunteers at risk and prevent access to targeted areas. Increased conflict also threatens a significant influx in IDP and refugee flows which could overwhelm ACT members capacity to respond. Supply chains can be disrupted preventing access to relief items. Covid-19 infection spread and related restrictions can also hamper movement and put staff, volunteers and beneficiaries at risk. Tensions within communities may also threaten present a security risk as well as the possibility for violence or threats against humanitarian workers. Delays in member funding commitments may result in delayed implementation.

ACT members will closely monitor the safety and security of staff and targeted population through inter-agency and related government authorities, and with the support of the Appeal Security Officer. The Appeal Security officer (this position will be hosted by HIA in Lviv) will serve as a focal point for ACT members who need to be in regular coordination and communication with other members, UHOCCHA, NGO Forums and with relevant local authorities in the country to ensure regular updated safety and security information. Project planning and implementation will take into consideration the safety of beneficiaries, particularly ensuring that activities do not exacerbate tensions among the refugees, IDPs and non-displaced people. Given the profile of the refugee flow from Ukraine, ACT member staff will be particularly sensitive to the various safety and security risks facing women, boys and girls, the elderly and members of traditionally marginalized communities. This will be done while increasing the protection measures taken by the Members and Member Churches to ensure safety of beneficiaries and Duty of Care to staff and volunteers. Members will follow the respective governments' requirements and WHO recommendations for COVID-19 related safety measures.

**CWS** implements organizational policies in Moldova related to security risk management including a Security Plan, Moldova contingency plan document, threat assessment document. These policies include procedures related to achieving program outcomes, safety and security of personnel and program participants, IT, compliance and legal. CWS conducts risk assessments regularly and mitigation plans are updated regularly. Contingency plans and security field protocols are developed based on identified risks. CWS has a Safety Security Manual, a document that sets forth the fundamental aspects of the policy, standards, procedures that comprise the safety and security risk management strategy. There is mandatory pre-departure security briefing and mandatory security training for staff. All CWS staff complete security awareness training, the United Nations Department of Safety and Security (UNDSS), and BESAFE Training. CWS implements an acceptance strategy as a risk management strategy based on reducing threats to our staff and organization by reducing the motivation of others to harm us. If CWS is viewed positively by Moldovans and refugees, it will generate goodwill towards CWS staff and allow them to work safely.

**HEKS/EPER** partner organisations will implement security plans and security SOP's for their activities in the respective countries. These documents will be shared internally with local partners in order to have a common approach, when possible. This also includes the need of effective and efficient coordination among partners, which is of utmost importance

**HIA** has hibernation, relocation and evacuation plans in place as well as thorough movement, communication and medical SOPs. All staff are briefed on the procedures and know key steps. HIA maintains regular contact with INSO for up-to-date security information and advice and has Security Advisors on the ground. Utilising Satellite-based tracking system and Redundancy in communication means (Mobile & Sat) phones. HIA monitors regional security affairs and maintains contact with INSO to provide up to date advice. HIA monitor the situation and cease activities if there is an adverse effect to any project beneficiaries. HIA Drivers are trained in defensive driving techniques and follow HIA driving regulations. Monitoring updates on access and other security issues through INSO and OCHA Hum Cluster. Liaison through clusters if any complications arise.

**LWF** staff and volunteers based in the field are trained on safety and security through face to face and virtual meetings by LWF Security Advisors. LWF has dedicated staff members such a Security Advisors based in Geneva and will have a country level Security Focal Points in Ukraine, who is particularly responsible for providing safety and security training to LWF field-based staff, I partner organizations and member churches



staff. While closely monitoring the situation on the ground and coordinating with other humanitarian actors, communication with staff in all project locations is carried out regularly, and security information is shared with staff accordingly. LWF has safety and security related policies in place which staff have been oriented to on regular basis. These include, LWF Guidelines on Civil Military Coordination in Humanitarian Action, LWF Safe Travel Handbook, Digital Hygiene Checklist and Operation Level Security Plan for the purpose.

Christian Aid:

Christian Aid staff are based globally and travel regularly to the region, at the moment Christian Aid are pursuing registration and until that time cannot hire permanent staff in country. All CA staff who travel must have completed a 4-day hostile environment awareness training (HEAT), and that training must be up to date. CA staff must complete a pre-trip security briefing with the CA security adviser, and coms arrangements, and logistics are supported by the same.

All CA staff are required to follow procedure and must be in air raid shelters whenever there is an air raid alert in their region. CAs office in Kyiv that is shared with HIA has an air raid shelter and back-up generators. : All staff who travel to Ukraine are offered access to a session with a trauma counselling service CA subscribes to, and this is strongly advised if they are involved in a serious incident. All travel must be balanced by rest and recuperation, and time back in their homebase (London or remote-working) to ensure staff physical and mental welfare.

CA's Ukraine team has a safety and security risk management plan and have a set of processes, policies, and procedures in place to support against, mitigate against, and manage all safety and security risks.

## PROJECT ACCOUNTABILITY

*Does the proposed response honour ACT's commitment to safeguarding including PSEA? All staff and volunteers of requesting members, particularly those involved with the response, will be required to sign the requesting members' Code of Conduct. If you don't have one, members can use [ACT's Code of Conduct](#).*

☒ Yes

☐ No

*As ACT Alliance secretariat is CHS certified, ACT appeals will be implemented with adherence to CHS commitments.*

### Code of Conduct

ACT members are committed to guard against the abuse of power by those responsible for protection and assistance to vulnerable communities. Especially in humanitarian crises, the situation of affected populations presents a particular ethical responsibility and duty of care on the part of ACT members and other humanitarian actors. Therefore, ACT members have a responsibility to ensure that all staff and volunteers are aware of the Code of Conduct, sign it, and understand what it means in concrete behavioural terms. ACT members also ensure that there are proper mechanisms in place to prevent and respond to sexual exploitation and abuse. ACT member staff, volunteers, and associates are expected to sign and adhere to the ACT Code of Conduct. During orientation, staff and volunteers receive the ACT Code of Conduct in local languages to review and sign, ensuring that all understand the code's contents and are aware of related expectations. In case any incident occurs, a complaint and response mechanism is in place to address beneficiary feedback, including addressing violations of the ACT Code of Conduct. Disciplinary measures are in place to address a staff member or volunteer who violates the Code of Conduct. ACT members will continue to ensure that the principles of the Code of Conduct are incorporated into the planning and implementation of activities under the Appeal. Moreover, the ACT Code of Conduct will be communicated to the beneficiaries, and they will be made aware of the complaint mechanisms available for their use. Proper complaints and handling mechanisms will be put in place at the community level.

All AIDRom staff and have signed the Internal Regulations and the AIDRom Code of Conduct.

The staff involved in the project will carry out and implement the activities in compliance with the following guarantees:

- Respect and promote fundamental human rights, without discrimination and will act with integrity. They will respect the national and international legislation.

- They will comply with the provisions of the ACT Alliance Code of Conduct and will honorably represent the values of the alliance.

- The project manager will actively contribute to the observance of the Code of Conduct and to the assurance of a positive work climate. In case of a breach of the rules of conduct, the project manager will immediately discuss with the person concerned and will draw up a report in this regard and will identify solutions where the situation requires it.

In case of repeated violation of the rules of conduct, the project manager will apply the sanctions imposed by the national legislation in force.

The rules of conduct will be presented to the beneficiaries of the project during the legal and social counseling sessions and will be acknowledged by their signature

As a global humanitarian organization, CWS seeks to ensure that it is accountable to all those who participate in and benefit from its program activities. All CWS staff must adhere to the ACT Alliance and CWS Code of Conduct, which includes the Prevention of Sexual Exploitation and Abuse (IASC 2019 Compliant). CWS provides training on ethics and professional conduct as part of regular staff capacity and onboarding activities. CWS' Accountability to Affected Populations (AAP) reflects this commitment and outlines CWS practices and procedures to improve the quality and quantity of participant feedback within CWS program activities.

The management of HEKS has a responsibility to ensure that all staff are aware of Code of Conduct, that they understand what it means in concrete behavioural terms and how it applies to the programme context. Dissemination of Code of Conduct is supported by ACT guidance and policy documents, namely, the ACT Alliance Guidelines for the Prevention of Sexual Exploitation and Abuse, ACT Child Safeguarding Policy and Policy Guidance Document and the ACT Alliance Guidelines for Complaints Handling and Investigations. The Code of Conduct applies to all the work performed by HEKS and defines required behaviour of staff. Thus, staff members of all requesting partners either have or will receive training on ACT's Code of Conduct and read, sign and comply with the Code. The partners will receive training on the Code of Conduct as well as humanitarian principles at the beginning of the project.

HIA is a signatory to the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief and as a member of ACT Alliance, HIA also adheres to ACT Alliance's Code of Conduct Policy for the prevention of misconduct, including corruption, fraud, exploitation and abuse, including sexual; and to ensure child safeguarding, ACT Alliance Guidelines for the Prevention of Sexual Exploitation and Abuse, ACT Child Safeguarding Policy and Policy Guidance Document and the ACT Alliance Guidelines for Complaints Handling and Investigations. HIA also elaborated its own Code of Conduct which lays down the basics of ethical behaviour to be followed by humanitarian and social workers when working with aid beneficiaries in Hungary or abroad. HIA have different policies in place that regulate the fraud mitigation measures such as Anti-Fraud and Corruption Policy, Procurement Policy, Code of Conduct, Complaints Regulations, Organizational and Operational Code, Staff Regulations for HIA and Beneficiary Privacy Policy, PSEA Policy, Procurement Policy, Board of Directors Policy, Accounting Policies and Procedures Manual. (Not an exhaustive list of all policies). All policies are followed with possible restriction effects from the laws and regulations of the new government. Staff and volunteers in any case are required to perform their work based on the above policies. They all signed HIA's Code of Conduct and are aware of the provisions of ACT's Code of Conduct. In all situations, senior staff members who have been with HIA for a long time, are part of the team to show exemplary behaviour on proper conduct, personal commitments, and approach. Supervision by senior HIA colleagues and line management, along with collecting direct inputs from target group members, ensures not only the avoidance

of unwanted events but points out needs for capacity development for staff as well. In case of any violations, thorough investigation is taking place to identify misbehaviours. Main features of CoC and other guidelines will be communicated to affected communities for their higher protection and information on the Complaint / Feedback mechanism will be shared. In case of an unwanted event occurs, responsible personnel will follow the described strategies in above named policies.

LWF follows its standard procedures when recruiting an on-boarding new staff: signing the CoC in English or other appropriate local languages, giving induction sessions, having mandatory online courses that staff must take during the first month of employment and using different e-learning modules already available – to be translated in the different languages. Where member churches are involved in the work under this ACT Appeal, LWF will enhance their capacities, as well as those of their diaconal structures, and ensure alignment with the ACT Alliance CoC as minimum standard. Induction package should be similar so that all staff members, volunteers, and visitors are aware of expected behaviour and consequences in case of serious misconduct. LWF establishes adapted reporting and feedback mechanisms in all operations so that affected population as well as staff can easily report violations of CoC. LWF is committed to address all complaints in a timely manner and investigate serious misconduct, particularly fraud, corruption and all types of sexual exploitation and abuse. LWF is member of the SCHR (Standing Committee for Humanitarian Response) MDC /Misconduct Disclosure Scheme and will apply it also for its intervention here to minimize the risk that perpetrators will be rehired.

#### Christian Aid:

All Christian Aid representatives are required to sign the Christian Aid Code of Conduct and complete an online training module every year. For staff this forms part of the terms and conditions of employment and for volunteers and suppliers' part of the agreements we sign with them. In addition, discussions around adherence to the code of conduct and safeguarding policy are included in regular performance management conversations and expected behaviors of staff are again re-iterated in regular safeguarding training. Christian Aid ensures all partner organizations have their own code of conduct in place which is quality checked to ensure it is in line with sector standards. If a partner does not have a code of conduct, or it is found to need strengthening, Christian Aid will support the partner through accompaniment to achieve this. It is required that the code of conduct is available in a language that staff and representatives can understand, and a simplified version in local languages is available to share with the people and communities we work with.

## Safeguarding

All implementing members of the ACT Alliance, believe that all forms of violence, abuse and exploitation are an affront to everyone's dignity as human beings. We believe that all people have a right to be always safe, and that all people have equal rights to protection from all forms of abuse, neglect, and exploitation, regardless of their gender, nationality, age, religious or political beliefs, family background, economic status, legal status, ability, physical or mental health or criminal background, and that any form of abuse or exploitation is unacceptable. All staff members, partners and stakeholders are expected to adhere to all policies and guidelines adopted by implementing members.

Staff recruitment: all measures should be taken to screen the individual's suitability to work in the humanitarian sector, the purpose of this is to ensure that staff members are properly vetted for any abuse offenses committed. This may include gaining additional personal references. Working with children, women or any vulnerable groups require additional background and extended reference checks.

Aidrom recognizes and respects the rights of children, adults and vulnerable people to protection, regardless of sex, race, culture, disability, or any other personal characteristics.

Aidrom aims and continues to create and maintain an environment that promotes fundamental values and human rights and prevents abuse and exploitation of all people. Aidrom encourages all staff, volunteers and



collaborators to uphold the dignity of all people they come in contact with, making sure that their personal and professional conduct is at the highest standard at all times.

It is also envisaged that AIDRom staff serve with integrity and promote the right relationships while assuming responsibilities.

**CWS** seeks to ensure that it is accountable to all those who participate in and benefit from its program activities. CWS' Accountability to Affected Populations (AAP) Guidance reflects this commitment and outlines CWS practices and procedures to improve the quality and quantity of beneficiary feedback within CWS program activities. CWS' Code of Conduct includes PSEA policies and practices which are IASC 2019 compliant. A modified version of CWS' Code of Conduct and Child Safeguarding policies have been translated into Romanian and Russian for endorsement and use by partners. Their implementation at the country level has been rolled out with our partners. CWS has engaged specialists in refugee protection to enhance capacity and ensure that program policies, approaches, and tools are in line with best practices in protection and humanitarian programming. Together the team identifies training needs for staff and volunteers in partner organizations providing direct assistance and will provide training packages in PSEA and child safeguarding, GBV and trafficking-identification and response, psychological first aid, and protection mainstreaming. CWS has a PSEA and Quality and Accountability focal point person who will ensure that a sound complaints handling mechanism is in place, ensuring of the Core Humanitarian Standards, adherence with CWS' PSEA policies and overall implementation of the quality and accountability mechanism. Project participants will give feedback in case of problems or grievances.

HEKS/EPER: ACT's Code of Conduct and protection protocols will be shared with the partner organizations and used during the implementation of the project. Furthermore, the project counts with complaint mechanisms for the beneficiary population in order to receive information and ensure proper safeguarding of the beneficiaries, particularly children throughout the implementation of the project. Children will also have access to the complaints system.

HIA: Training is carried out for all staff and each staff member, having completed the training, signs HIA's Code of Conduct. Staff members are obliged to report on all concerns related to abuse, fraud or other forms of misconduct. Staff members shall report any case to their immediate superior within 24 hours of the incident being observed or reported, or as soon as possible after that. HIA's management shall take any disciplinary measures necessary against staff according to HIA's Code of Conduct.

In case safeguarding incident is suspected, immediate investigation on the activity shall be started with special attention to avoid any further harm being potentially done and to protect the vulnerable in the situation.

#### **HIA protection activity:**

Governments guarantee the basic human rights and physical security of their citizens. But when people become refugees this safety net disappears. Refugees fleeing war or persecution can be very vulnerable. They have little or no protection from their own state and if other countries do not let them in or protect them, they may be condemned to an intolerable situation where their basic rights, security, and even their lives are in danger.

Hungary was one of the first countries to receive an influx of Ukrainian refugees. Since the beginning of the full-scale hostilities in Ukraine, Hungary has helped, hosted, and let through its territory hundreds of thousands of Ukrainian refugees. Collection and help points have been established by authorities to provide assistance to those arriving in Hungary and inform them on measures to apply for asylum and temporary protection. Shelters and reception centres have been launched across parts of the country where refugees arriving from Ukraine are referred to short-term accommodation in government-run facilities or with volunteer networks. Humanitarian actors and public authorities present at border crossing points and urban areas are closely coordinating to provide assistance and services.

Due to the active humanitarian response in Hungary, Ukrainian refugees have been provided with basic protection in terms of food, hygiene, safety, clothing, and shelter, having their dignity maintained. All the protection activities have been provided impartially. Equal rights, chances, and opportunities are ensured on all levels of aid provision. Protection of refugees is also expressed in the opportunity for families and couples to stay together and not be separated. Unaccompanied minors have been provided with legal assistance and have been put into the Hungarian social care system. The refugees are free to move within Hungary and EU countries and are free to choose the country of refuge. Also, they are free to go back to Ukraine and come back to Hungary again if necessary. Free legal assistance and advocacy are also provided (e.g. legal advice, assistance in the preparation of legal documents, etc), with the help of an interpreter or with a professional who speaks their native tongue.

Accommodation is being provided by civil society, businesses, religious facilities, and the government.

Due to the policies instilled, all refugees are entitled to financial support, job placement, and free transportation services. Refugee children are granted the right to education at kindergartens and schools. Child-friendly spaces are run at places with a high concentration of refugees (welcome centers, airports, etc).

HIA has been actively providing various kinds of protection to Ukrainian refugees from the onset of the crisis. From running refugee support points on both parts of the borders (Astei and Barabas) to the provision of accommodation in the capital and the countryside, setting up its own Integration center in Budapest, provision of psychosocial and legal assistance through its local implementing partners, and coordination of humanitarian response at Budapest sports arena, HIA has proved to be one of the key actors in the field of refugee protection system in Hungary during the Ukrainian crisis. At the refugee support points, HIA offers free transportation, information services, and in-kind support for those who are crossing the border. Child-Friendly Spaces at the Budapest Airport, Hungary, and Beregovo, Ukraine are providing a hub for displaced families to access information and basic goods as needed. Taking a lead in coordinating the Hungarian Charitable Council's response at the BOK sports arena (Budapest) along with the five major Hungarian humanitarian organizations (Catholic Caritas, the Hungarian Maltese Charity, the Baptist and Reformed Charities, and the Hungarian Red Cross) HIA is responsible for caring for refugees and ensuring a safe environment with humanitarian aid, transportation, and information services.

In cooperation with the Piarist High School, HIA gives an opportunity to refugee children to continue their studies in Hungary. Working with the Lutheran Church on the provision of microgrants to community shelters, HIA gives a helping hand to these shelters in various ways to strengthen their protection capacity in Hungary. Through the grants, HIA supports accommodation, catering, transportation of refugees, kindergarten education of Roma children, catering and accommodation of African students fleeing Kharkiv, restoration capacity of the shelters.

War, destruction, and atrocities have severe psychosocial consequences. The emotional wounds may be less visible than the destruction of homes, but it often takes far longer to recover from emotional impact than to overcome material losses. HIA provides legal and psychosocial assistance in Cherkasy, Poltava, and Ivano-Frankivsk oblasts through its strategic partners to support the affected population to cope better with a difficult situation and alleviate their suffering.

LWF has a dedicated Security Advisors based in Geneva who is particularly responsible for providing safety and security training to LWF field-based staff and Member Churches staff. While closely monitoring the situation on the ground and coordinating with other humanitarian actors, communication with staff in all project locations is carried out regularly, and security information is shared with staff accordingly. Given the profile of the refugee flow from the Ukraine, LWF approach is particularly sensitive to the various safety and security risks facing women, boys and girls, the elderly and members of traditionally marginalized communities. This is done through increasing the protection measures taken by the LWF and Member Churches to ensure safety of beneficiaries and Duty of Care to staff and volunteers.

LWF Safeguarding/PSEA Officer trains member churches staff and volunteers on Safeguarding (PSEAH & Child Safeguarding), Gender Justice principles with particular emphasis on prevention and response to Sexual and Gender Based Violence (SGBV), Core Humanitarian Standards (CHS), Sphere standards to ensure quality and accountability of the intervention. All staff will be requested to sign and abide to LWF Code of Conduct.

LWF follows the respective governments' requirements and LWF Security and Health Protocols when it comes to the COVID-19 related security as well as recommendations by WHO to ensure safety of the staff. Furthermore, LWF has safety and security related policies in place which have been oriented to the staff on regular basis. These include, LWF Guidelines on Civil Military Coordination in Humanitarian Action, LWF Safe Travel Handbook, Digital Hygiene Checklist and Operation Level Security Plan for the purpose.

#### Christian Aid:

Christian Aid has a safeguarding policy, which is reviewed and updated annually and the principles in the policy are drawn from key international and regional sources, including International Standards for Keeping Children Safe, the UN Convention on the Rights of a Child, IASC Minimum Operating Standards for PSEA and the Core Humanitarian Standard on Quality and Accountability. Christian aid is committed to safeguarding the people and communities with who we work, staff, volunteers, and all those connected with our activities ensuring they have equal right to protection from harm. We believe safeguarding is everyone's responsibility and as such all CA staff and representatives must be aware of their responsibilities to prevent harm, exploitation and abuse and report any suspected or actual incidents. We require our partners to share our commitment to safeguarding and we support them to do so. Staff are required to complete a mandatory e-learning once a year, and in addition this is supported by face to face and online interactive session which go into greater detail on safe programming.

We take all concerns seriously and respond appropriately to all concerns that are reported to us. We put the wishes and the needs of the survivor/victim at the heart of our response. We recognise that the confidentiality of all those involved, in particular the survivor/victim is paramount, and information related to any concern is only shared on a need-to-know basis. We are committed to providing safe and confidential support to survivors and to holding perpetrators of abuse to account. Breaches of the organisational Safeguarding policy constitute gross misconduct and are grounds for disciplinary measures up to and including dismissal.

### ***Conflict sensitivity / do no harm***

ACT Alliance programming is underpinned by the 'Do No Harm' principle and gender and conflict sensitivity. This project will integrate 'Do No Harm (DNH) Approach' at all stages of project implementation, monitoring, and reporting. Partners' needs assessments include a gender analysis. Gender equality will be integrated such that: men, women, girls', and boys' benefit from (and are not disadvantaged by) the assistance. At the inception of the project, orientation to the project staff will be conducted on the local dynamics, power structures and gender relations. The project's impact on the communities will be accurately assessed to make sure it strengthens local capacities for peace and reduce the divisions and sources of tensions that can lead to destructive conflict. ACT members will ensure that the assistance does not create harm to the safety, dignity and integrity of the women, men, girls, and boys receiving it, and is provided in ways that respect their rights and does not reinforce oppressive gender stereotypes. Partners' complaints feedback mechanism and ongoing participatory monitoring will allow for community participation and input into members' programmes. All partners of the project are familiar with the "Do No Harm" approach and apply its mechanisms in their interventions.

### ***Complaints mechanism and feedback***

ACT members follow ACT policies to ensure appropriateness, relevance, effectiveness, and efficiency of actions and the relevant CHS commitments in relation to participation, information sharing and feedback/complaints.

The programs use the Participatory Community engagement approach in identifying local needs and priorities and ensuring ownership of the intervention. Local communities reached directly and through local civil society actors, local partners and local leadership/authorities in the target area are active participants throughout project implementation approach from the initial design to the follow-up, handover, and post-intervention monitoring. Information on Feedback/complaint mechanisms will be displayed in physical along with digital formats and channels will be established to gather feedback on the effect of the interventions and complaints of any types (articulation of needs; request for help; verbalizing complaints and suggestions for improvements). To serve Accountability and Learning purposes, all M&E tools shall offer opportunities for beneficiaries to verbalize complaints or provide direct feedback, such as assessments, questionnaires, surveys and focus group discussions and key informant interviews prior the implementation; operating phone lines and email boxes for receiving feedback throughout the implementation; and upon finalization of the implementation: follow-up monitoring calls and post-intervention data collection/PDM measures.

AIDRom provides the mechanism for complaints, suggestions and feedback by e-mail, letter, telephone or in person.

At the AIDRom headquarters there is also a complaints form, where the beneficiaries or any person can provide both sensitive and non-sensitive feedback.

A project / register of suggestions, complaints, feedback for beneficiaries or any interested person will also be created within the project. According to the national legislation in force, in case of a complaint, the project manager will respond to the petitioner within a maximum of 30 days during which time it will make all the necessary investigations and order measures.

CWS encourages open engagements of dialogue through a feedback/complaints model that allows the organization to validate, act upon, and provide feedback to all parties involved. This is described in CWS' AAP (Accountability to Affected Populations) framework approach, which outlines practices and procedures to improve the quality and quantity of participant feedback that informs programming throughout CWS in Moldova. The CWS AAP Framework reflects relevant institutional commitments, including codes of conduct established by the ACT Alliance and other coalitions of which CWS is a member, and the five commitment areas established by the Inter-Agency Standing Committee (IASC) Taskforce on AAP. CWS pursues accountability to affected populations in five areas outlined in the AAP framework. The UN interagency complaint and response mechanism is promoted and included within CWS's CRM to provide program participants a variety of ways to lodge concerns and ensure accountability.

HEKS/EPER has established FCRM (Feedback, complaints and response mechanism) to provide access to beneficiaries for raising concerns and submitting comments: KOBO form, feedback boxes and dedicated email. The FCRM tools used ensure that the needs of vulnerable populations are met. Various additional methods, including short satisfaction surveys during on-the-spot monitoring and post-distribution monitoring are also used by the MEAL team to allow such feedback and complaint management.

LWF ensures that beneficiaries will be informed on existing reporting channels and consulted about more adapted reporting mechanism. Awareness raising sessions on beneficiaries rights and staff behaviour will be in-built in all programmatic work.

LWF ensures that investigative capacities will be enhanced through training of Complaints Response Focal points. A pool of national CRM focal persons will be trained on how to manage complaints and feedbacks received by beneficiaries and the staff. LWF can build on current experience and will reach out to other ACT members to create synergies and use their expertise. LWF is however scaling up its capacities to build appropriate systems and increase the investigative capacities.

Christian Aid:

Christian Aid projects should be safe, dignified, accountable and inclusive for people and communities, including all development, advocacy, and humanitarian projects. Christian Aid's Community Based Approach

to Accountability is built on the 4 pillars: 1) Information sharing: We share information about the work we do in languages, formats and media that are easily understood, respectful and culturally appropriate for different members of the community – especially vulnerable and marginalised groups. 2) Feedback and complaints: We provide access to safe and functioning complaints, feedback response mechanisms (CFRMs). 3) Learning and adapting based on feedback received: We use community feedback to inform and improve our work 4) Community participation: We carry out programming that focuses on active, meaningful and inclusive community engagement. We aim to carry out community accountability assessments in all our projects which involves focus group discussions with communities to talk about two way channels to share information, give feedback and complaints, and discuss expected behaviours of staff and channels communities would trust to give sensitive complaints. Based on this, channels are set up, feedback and complaints are tracked, responded to and the programme and CFRM is adapted and improved based on this community feedback. All projects have at least one channel which is suitable for hearing and responding appropriately to sensitive concerns around safeguarding.

### ***Communication and visibility***

Communication plays an essential part in raising the profile of the response nationally and internationally, helping raise funds, raise the voice of the people we serve, and strengthen the services we can provide for them. Communication is also an expression of the deep commitment we share to serve people in need, with a baseline in the members' core values of strengthening the dignity of affected communities and raising their voices so that their stories can be heard.

Communication and visibility activities of the project targets the affected communities as well as general public in targeted countries, national, regional and local government and authorities, civil society actors and UN organizations, and the donor members of the ACT Alliance.

ACT Alliance C&V guidelines will be followed, and the visibility of the Alliance will be ensured. C&V plan for the project will be created in a way that is supporting all the activities throughout the implementation. In order to support this work, an appeal communications officer will be recruited as part of the ACT Europe Forum's project team.

The implementation of HIA's activities is constantly supported by the Communication Department at HIA's HQ with staff members responsible for communication activities. Multiple products are developed, the C&V materials include leaflets, info sheets, booklets, press conferences, media appearances, interviews, posts and news on social media, as well as headers, documentation, signboards, templates, banners, rollups etc. Activities are presented by local and national Ukrainian/Hungarian media. C&V team works closely with MEAL team to enhance transparency and communicate accurate information internally, to donor bodies and partners and to larger public.

Communication of the response will be coordinated through a staff member at the LWF Communion Office in Geneva, together with local liaison/communication officers as well as freelancers providing specific support.

Through the course of the response each of the relevant locations will be visited to ensure consistent documentation — through photos, video, and writing — and share human interest and impact stories. This will secure consistent quality material for partners and donors. Specific focus for this material will include diakonia/humanitarian, advocacy, pastoral care/prayer, capacity building.

Communication of the response will cover:

- External communication: raising visibility and showing the direct impact of the response on people's lives
- Stakeholder relations: sharing material with funding partners as well as documenting the impact of our work, also to be shared with LWF member churches for use in their local contexts

- Media relations: ensuring quality material and relevant contact persons are available consistently to media who may want to report on the churches' response
- Internal communication: ensuring all who are a part of the operation are fully informed and able to support
- Support fundraising: helping to better serve communities in need
- Appropriate branding of ACT Alliance will be used throughout the response by LWF.
- Finally, the LWF will submit periodic narrative and financial reports as agreed with partners.

AIDRom aims to ensure the communication and visibility of the project to the highest standards.

In addition to the fact that work tools and visibility materials specific to the project will be created, with the identification data of the financing partners, they will issue / transmit periodically to the finance partner visibility materials (pictures, communiqués, etc.).

For a relevant communication strategy and approach, the project will benefit from a 4h/day Communication officer position, who will oversee the entire operation related to the visibility and awareness of project activities and financing partners involved with ACT Alliance.

It is also considered the creation of a page on social networks with the project and project identification data, data about financing partners, but also other information of interest.

Information will also be posted on the official page of AIDRom regarding the existence of the project, as well as about the activities carried out, the assistance provided, precisely to ensure the high degree of visibility.

## Annexes

### Annex 1 – Summary Table

	AIDRom	Hungarian Interchurch Aid (HiA)	Lutheran World Federation (LWF)	Christian Aid
Start Date	1 May 2022	1 March 2022	1 March 2022	1 <sup>st</sup> August 2023
End Date	29 february 2024	29 February 2024	29 February 2024	29 February 2024
Project Period (in	24 months	24 months	24 months	7 months
Response Location s	<p><b>Romania:</b> Bucharest, Iasi and Galati, Constanta, Giurgiu, Brasov, Dambovită</p> <p>AIDRom: <b>Bucharest - South Area</b> (Bucharest, Ilfov, Giurgiu, Dambovită, Prahova)</p> <p><b>Galati -South-Eastern Area</b> (Galati, Tulcea, Braila, Constanta, Buzau, Vrancea)</p> <p><b>National level.</b></p>	<p><b>Ukraine:</b> Lviv, Beregovo, Ivano-Frankivsk oblast (Bohorodchany, Verkhovyna, Nadvirna, Kalush), Ternopil, Khmelnytskyi, Rivne, Kharkiv oblast (Pervomaisky, Balakleya, Izium, Zhytomyr, Lozova), Dnipropetrovsk oblast (Nikopol, Ilarionove, Vasylkivka, Synelnykove, Illinka, Tomakivka, Slobozhanske, Dnipro), Kyiv and others, depending on access</p> <p><b>Hungary:</b> Budapest, Miskolc, Sopron, Barabas (Locations in Hungary may change according to need)</p>	<p>Ukraine, Poland-( Bytom-Miechowice, Ostrada, Gdansk, Warsaw-Zgierz, Wroclaw, Biesko-Biala and Krakow)-At the border with Ukraine (Medyka, Zosin and Dorohusk). For advocacy work also: Hungary, Romania, Slovakia</p>	<p>Ukraine: Odessa, Uzghorod, Ternopil</p> <p>Romania: Cluj</p>

Targeted Recipients (per sector)	<ul style="list-style-type: none"> <li>Food assistance: 10000</li> <li>Hygiene: 4500</li> <li>Public Health: 3100</li> <li>Education: 350</li> <li>Shelter: 300</li> <li>Livelihood (counselling, case management, access to the labour market): 11000</li> <li>Community engagement (Cultural activities): 900</li> <li>Romanian classes 200</li> </ul> <b>Total: 31,350 people</b>	<ul style="list-style-type: none"> <li>Public Health: 9,700 people</li> <li>WASH*: 56,500 people</li> <li>MPCA: 10,000 people</li> <li>Shelter/NFI: 28,250 people</li> <li>Food security*: 35,000 people</li> <li>MHPSS: 3,000 people</li> </ul> <b>Total: 107,450 people*</b> *35.000 people receiving food and hygiene support together.	<ul style="list-style-type: none"> <li>Shelter/NFIs: 6,600 people</li> <li>Food: 8,700 people</li> <li>Education: 1,396 people</li> <li>Psychosocial Support: 20,485 people</li> <li>Community Engagement: 185 people</li> <li>WASH: 9,050 people</li> <li>MPCA: 2,500 HH</li> <li>Gender: 200 people</li> <li>Engagement with faith leaders: 160 people</li> <li>Advocacy: 500 people</li> </ul> <b>Total: 185,400 people</b>	MPCA: 28,800 people
Requested budget (USD)	Total Budget: US\$ 1,691,176 Total Income: US\$ 887,935 <b>Balance requested: US\$ 803,240</b>	Total Budget: US\$ 15,067,126 Total Income: US\$ 10,289,355 <b>Balance requested: US\$ 4,777,771</b>	Total Budget: US\$ 13,300,027 Total Income: US\$ 9,060,712 <b>Balance requested: US\$ 4,239,315</b>	Total Budget: US \$382,689 Total Income: US \$0 <b>Balance requested: US \$382,689</b>



	Swiss Church Aid (HEKS/EPER)	Church World Service (CWS)
Start Date	1 March 2022	1 November 2022
End Date	29 February 2024	29 February 2024
Project Period (in months)	24 months	16 months
Response Locations	<b>Romania</b> , North-East region incl. Suceava, Botosani, Piatra Neamt, Vaslui, Galati, Halmeu, Sighet, Counties of Maramures, Satu Mare and Cluj and Bucharest <b>Ukraine</b> , - Odessa, Mykolaev <b>Hungary</b> , major border crossing points along the Ukrainian-Hungarian border including Záhony, Lónya, Barabás, Beregsurány, Tiszabecs as well as in Budapest	Moldova: Focus on Chisinau, the city of Balti and the surrounding northern region
Targeted Recipients (per sector)	<ul style="list-style-type: none"> <li>Multi-purpose cash: 1 110 people</li> <li>Shelter/NFI: 21 442 people</li> <li>WASH: 2 655 people</li> </ul> Livelihood: 1 530 people <b>Total: 26 737 people</b> (Number of beneficiaries for the food distributions and medicine in Ukraine are unknown yet)	NFIs: 2,500 people MPCA: 420 people Multi-purpose vouchers: 400 people MHPSS: 100 people Health: 2,250 people Protection: 100 people Shelter: 15,500 people <b>Total: 17,850 people (unique count)</b>
Requested budget (USD)	Total Budget: US\$ 14,153,968 Total Income: US\$ 4,122,731 <b>Balance requested: US\$ 10,031,236</b>	Total Budget: US\$ 1,746,010 Total Income: US\$ 638,035 <b>Balance requested: US\$ 1,107,975</b>

## Annex 2 – Security Risk Assessment

### Principal Threats:

Threat 1: Deterioration of overall security and changing political situation, surge in military operations and increasing criminal incidents, like robberies, kidnapping, theft and targeted killings. Increase in cross-border criminal activities.

Threat 2: Extension of the armed conflict to western Ukraine and/or at very close distance from the international borders.

Threat 3: Community internal conflict leads to security risk particularly for and/or amongst extremely vulnerable groups.

Threat 4: Mobility restrictions linked to both security and the persistence of COVID-19 pandemic and subsequent lockdowns.

Threat 5: Violence/ threats against humanitarian personnel/ assets/ facilities.

Threat 6: Severe stress on supply chain for basic food and non-food items.

Threat 7: The number of Ukrainian refugees in neighbouring countries rapidly increases and overwhelms the ACT Members' response capacity.

Threat 8: Delays in the commitment of donor partners funding to the project may hinder implementation.

<i>Impact</i> <i>Probability</i>	Negligible	Minor	Moderate	Severe	Critical
<b>Very likely</b>	Low	Medium	High	Very high Threat 1	Very high Threat 2
<b>Likely</b>	Low	Medium	High Threat 3	High Threat 6 Threat 7	Very high
<b>Moderately likely</b>	Very low	Low	Medium Threat 4 Threat 8	High	High
<b>Unlikely</b>	Very low	Low	Low Threat 5	Medium	Medium
<b>Very unlikely</b>	Very low	Very low	Very low	Low	Low