

**ACT Alliance**

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

**Appeal  
UKR 221**

**actalliance**

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Project Title	Emergency response for communities affected by Ukraine conflict						
Project ID	UKR221						
Location							
		AIDRom	CWS	HiA	HEKS/EPER	LWF	Chrisitan Aid
	Ukraine		Odesa Oblast	Offices: Dnipro, Kyiv, Lviv, Beregovo  Working areas: Entire Ukraine	Main Office: Kyiv Field Offices: Dnipro, Odesa , Kharkiv, Mykolaiv, Sloviansk  Working areas: Western part: Zakarpatska and Chernivtsi Oblasts Eastern and Southern parts: Mykolaiv, Kharkiv, Odesa	Ukraine: Bobrovychalchnya, Kyiv, Kharkiv city and Kharkiv oblast (possible additional target locations currently being determined)	Ukraine: Irpin
	Hungary			Budapest, Miskolc, Sopron, Kaposvár		Hungary	

	Moldova		Whole of Moldova		Whole Moldova		
	Romania	Bucharest <b>National level</b>			Cluj, Maramures, Satu Mare, Bistrita, Suceava, Iasi, Bucuresti	Romania	Cluj
	Poland					Poland: Bytom, Ostroda, Gdansk, Warsaw, Zgierz, Wroclaw, Bielsko-Biala and Krakow. At the border with Ukraine: Medyka, Zosin and Dorohusk.	
	Slovakia					Slovakia	
Project Period	Start Date                      1 March 2022 End Date                        28 February 2025 No. of months                36						
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						

	<p>Hungarian Interchurch Aid (HIA)</p> <p>Lutheran World Federation (LWF)</p> <p>ACT Europe Forum</p>						
Contact	<table border="1"> <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> <p>WA: +381646459905</p> <p>Skype: dragana.levicanin</p> </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)	<p>WA: +381646459905</p> <p>Skype: dragana.levicanin</p>
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Other means of contact (whatsapp, Skype ID)	<p>WA: +381646459905</p> <p>Skype: dragana.levicanin</p>						
Local partners	<p>Christian Aid (CA)</p> <p>CA will work with Blythswood across Ukraine and Romania:</p> <p>Romania, Ukraine: Blythswood are a Romanian faith-based actor who work with a network of faith-based actors in Ukraine (of which Heritage Ukraine, and Light of Reformation are supported by CA). In Romania CA will work directly with Blythswood.</p> <p>Church World Service</p> <p>Moldova:</p> <ul style="list-style-type: none"> <li>• Diaconia</li> <li>• Memoria</li> <li>• ORMAX</li> </ul> <p>Ukraine:</p> <ul style="list-style-type: none"> <li>• Faith, Hope, Love</li> <li>• Culture of Democracy</li> <li>• Positive Women</li> </ul> <p>HEKS/EPER</p> <p>Hungary:</p> <ul style="list-style-type: none"> <li>• Hungarian Reformed Church Aid (HRCA)</li> <li>• Reformed Church of Transcarpathia</li> </ul>						

#### Moldova:

- CASMED (Center for Social and Medical Assistance at Home) NGO
- Pro Cooperare Regionala NGO
- Centrul de Drept al Avocatilor (Advocates Law Center)

#### Romania

- FONSS (Federation of Nongovernmental Organisations for Social Services)
- Diakonia Foundation (cf. Home (diakonia.ro))
- Openfields (cf. Home Open Fields foundation)
- Institutul Bucovina

Ukraine: direct implementation of HEKS / EPER and co-implementation with local civil society organisations and volunteers

#### Hungarian Interchurch Aid

##### Ukraine:

- Strategic local partners: 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). HIA is also working with multiple SCLR and faith organisations at the local level.
- Hungary: Hungarian Lutheran Church, Piarist High School, Dévai Fogadó (Hungarian Evangelical Church)

#### The Lutheran World Federation (LWF)

LWF implements its action programs directly through its two Country teams in Poland and Ukraine, and also via partnerships with two local organizations: Neznamnyi Kharkiv and Spilna Sprava Dlia Liudei. Additionally, collaboration occurs with Member Churches, including:

- 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

Thematic Area(s)	<input checked="" type="checkbox"/> Public Health <input checked="" type="checkbox"/> Shelter and household items <input checked="" type="checkbox"/> Cash and Vouchers <input checked="" type="checkbox"/> Food Security <input type="checkbox"/> Preparedness and Prevention <input checked="" type="checkbox"/> MHPSS and CBPS <input checked="" type="checkbox"/> WASH <input checked="" type="checkbox"/> Gender <input checked="" type="checkbox"/> Livelihood <input checked="" type="checkbox"/> Engagement with Faith and Religious leaders and institutions <input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Advocacy
Project Outcome(s)	<p>1. Immediate lifesaving, multi-sectoral emergency support provided to people affected by the conflict (refugees and internally displaced).</p> <p>2. Safe access to basic services and supports restored for people affected by conflict.</p> <p>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.</p>
Project Objectives	<ul style="list-style-type: none"> <li>To provide immediate lifesaving multisectoral emergency support for IDPs and conflict affected population in Ukraine and refugees in Hungary, Moldova, Poland, Romania and Slovakia.</li> <li>To enable access to and restoration of basic services for conflict affected people in Ukraine and refugees in Hungary, Moldova, Poland, Romania, and Slovakia.</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
Target Recipients	<div> <div>Profile</div> <div> <input checked="" type="checkbox"/> Refugees           <input checked="" type="checkbox"/> IDPs           <input checked="" type="checkbox"/> host population           <input checked="" type="checkbox"/> Returnees           <input checked="" type="checkbox"/> Non-displaced affected population         </div> </div>
Project Budget (USD)	Total budget: 53,829,332 USD Estimated income <sup>1</sup> as of 29 February 2024: 28,216,842 USD <b>Balance requested: 25,612,489 USD</b>

## Reporting Schedule

Type of Report	Due date
Situation report	31 May 2024 <i>quarterly</i>
Interim Report (narrative and financial)	15 April 2024
Final narrative and financial report (60 days after the ending date)	30 April 2025
Audit report (90 days after the ending date)	31 May 2025

<sup>1</sup> Total income will be provided with the Interim report on 15 April 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

#### Overview

February 2024 marks two years since the Russian invasion in Ukraine. Heavy fighting and attacks continue to impact 3.7 million internally displaced people, with 111,500 people residing in collective sites and 6.5 million refugees seeking safety, mostly across Europe<sup>2</sup>.

According to UNHCR Lives on hold survey<sup>3</sup>, while most refugees and IDPs are still planning or hoping to return to Ukraine, uncertainty is observed, as displacement continues. This is explained by the security situation in the areas of return, together with concerns over shelter and livelihood opportunities.

- **Ukraine**

During the last two months of 2023, civilian casualties in Ukraine increased; the first days of January 2024 marked the largest aerial attack reported since February 2022<sup>4</sup>. 40 % of the population inside Ukraine need humanitarian and protection support. An estimated 3.3 million displaced people are in front-line communities, where airstrikes regularly target civilian infrastructure – heightening already acute needs.

According to ECHO<sup>5</sup>, millions of people are deprived of access to basic services, including water, electricity, and heating. War has caused increased protection risks due to “shelling, armed violence, mines, family separation, looting or eviction, and loss of safe housing and shelter”. The situation is aggravated for women, girls<sup>6</sup> and the most vulnerable groups. About 10 million people are at risk of or are living with mental health conditions, including stress, anxiety, depression, and PTSD. Access to education and opportunities for social interaction are limited for children. It was estimated that 40% of children in Ukraine did not go back to school full-time in the current school year and will have to rely on online or hybrid learning due to a lack of bomb shelters in schools and threat of air strikes<sup>7</sup>. Damages to water networks and infrastructure along with regular power cuts and limited possibility for repair efforts have left one million people across Ukraine without adequate access to safe water, hygiene, and waste management, especially affecting households with children and family members over 65, reporting an increased priority for WASH needs<sup>8</sup>. Cash assistance was reported to be the greatest need and preferred modality by IDPs in a WHO study, especially by women, mainly for health-related expenses, food and NFIs<sup>9</sup>.

- **Poland**

According to UNHCR<sup>10</sup>, as of end December 2023, 956,633 individuals from Ukraine were either active temporary protection identification document holders, recognized refugees or asylum-seekers. New arrivals continue on a limited scale, together with pendular movements and some limited returns, indicating a projection of 1.1m refugees in Poland in 2024. 90% of refugees are women, children, and older persons, with 37% being children. 49% of households have at least one member with chronic illness, 42% are single caregivers

<sup>2</sup> UNHCR, Ukraine Flash Update #65, 23/02/2024

<sup>3</sup> [UNHCR, Lives on Hold Report #5, February 2024](#)

<sup>4</sup> [IFRC, Ukraine and Impacted Countries Crisis, Operation Update Report no9, February 2024](#)

<sup>5</sup> [ECHO Factsheet – Ukraine – February 2024](#)

<sup>6</sup> ECHO estimates that at least 2.5 million people, primarily women and girls, require prevention and response services to gender-based violence

<sup>7</sup> Save The Children, Two out of every five children will miss out on fulltime school as second academic year starts during war, August 2023, <https://www.savethechildren.net/news/ukraine-two-out-every-five-children-will-miss-out-fulltime-school-secondacademic-year-starts>

<sup>8</sup> [Care Rapid Gender Analysis: Ukraine 2023](#)

<sup>9</sup> [Health Cluster and WHO, Ukraine: Public Health Situation Analysis \(May 2023\), June 2023](#)

<sup>10</sup> [UNHCR, Ukraine Situation Regional Refugee Response Plan, February 2024](#)

with dependents and 9% of households consist exclusively of older persons. 5 % of household members are identified as people with disabilities.

The recent Multi-Sector Needs Assessment <sup>11</sup> shows that temporary protection has improved the situation for many refugees and allowed them access to jobs and services. Alongside this, a significant number of refugees are facing diminishing resources and heightened vulnerabilities. 82 % of refugee households have unmet needs, with the top three priorities mentioned by them, being employment/livelihoods, healthcare services and accommodation. 61% of households state that they have some form of employment, while 38% can afford fewer goods than at this time a year ago, mainly due to rising costs, reduced income, and unexpected expenses. GBV and child protection issues remain a concern, as is family separation and risk of human trafficking. Low school enrolment (50% of school-aged children attend formal education) and increased protection risks for minors, the most common being increased vulnerability to neglect, psychological violence in the community, sexual violence (for girls) and abuse (for boys), are areas of concern for children.

- **Romania**

As of mid-December 2023,<sup>12</sup> a total of 83,765 refugees from Ukraine were present in the country and granted temporary protection. 60% of the population is female, with children accounting for approximately one-third of the total number. A relatively higher number of male arrivals in the third quarter of 2023 is a trend that may continue into 2024.

The temporary protection status ensures that refugees from Ukraine have access to national systems, including education, health, housing, social services, and employment services. However, a modification to the Romanian Government's 50/20 programme, which provided funds for accommodation and food for TP holders, was updated to base such support on meeting inclusion benchmarks<sup>13</sup>.

Refugees continue to face constraints in accessing services and inclusion in Romanian society due to systemic challenges, primarily the lack of information, administrative requirements, and language barriers. According to UNHCR<sup>14</sup>, 33% working-age household members report to be formally employed, however, 70% of refugee households report a decrease in purchasing power in comparison with the first months in Romania. A very high 40 % of interviewed refugees state they need mental health and psychosocial support. While formal school enrolment has risen among school-aged refugee children from Ukraine, only around 40 per cent report being actively in attendance. The potential protection risks facing new arrivals are high and include human trafficking, GBV, separation of children from parents and caregivers, sexual exploitation and abuse, as well as high levels of psychosocial distress associated with conflict. Peaceful coexistence is becoming a challenge, as the initial positive sentiments decline, with 25% of refugee households reporting experience of negative attitudes<sup>15</sup>.

- **Moldova**

According to UNHCR and UNICEF<sup>16</sup>, as of end December 2023 approximately 115,000 refugees from Ukraine remained in the country, accounting for around 4% of the total population. 81% of the population are women and children, 17% are aged 60 or older, 6% are persons with disabilities. Single-headed households make up to 46% of all households, 70% of households are single female-headed. Approximately 15% of refugees are classified as extremely vulnerable due to multiple specific needs within their households.

<sup>11</sup> [Poland - Multi-Sector Needs: Economic Living Conditions, November 2023](#)

<sup>12</sup> [UNHCR, Ukraine Situation Regional Refugee Response Plan, February 2024](#)

<sup>13</sup> These include registration of children in the education system, and actively seeking a job on the labour market through the national employment agency.

<sup>14</sup> [Regional Refugee Response Plan - 2024 Romania](#)

<sup>15</sup> <https://data.unhcr.org/en/documents/download/106795>

<sup>16</sup> [Ukraine Situation - Moldova - Multi-Sector Needs Assessment \(MSNA\) 2024 Factsheet](#)

Moldova has granted access to a wide range of services and rights to refugees from Ukraine, including the right to work, access to education, and emergency and primary healthcare, as well as some level of access to social protection, through a whole-of-society approach. However, UNHCR research <sup>17</sup>indicates that 77% of households employed negative coping strategies, mainly use of savings for daily needs and cutting back on healthcare. Women, especially single mothers, Roma, persons with disabilities, and older refugees are particularly likely to face challenges in accessing the labour market and attaining self-sufficiency. Barriers include discrimination, limited availability of childcare services, language barriers, and low enrolment rates of refugee children in schools (4%). Refugees also face legal barriers preventing them from starting their own businesses. Limited access to healthcare has posed challenges to refugees, while disproportionately affecting older persons and LGBTIQ+ people, as well as refugees with disabilities with medical needs. The situation seems further aggravated in the Transnistrian region.

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 associated supports. UNHCR reports that as many as 115,000 Ukrainian refugees are currently living in Moldova, making Moldova the largest recipient of Ukrainian refugees as a percentage of local population. <sup>18</sup> Refugees not sheltered in RACs are living in rented accommodations (37%), hosted by relatives (23%), or hosted by others (8%)<sup>19</sup>.

According to 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. The desire to return remains high among Ukrainians, with this being the leading reason why households have not applied for temporary protection status in Moldova.

Displacement has resulted in the loss of livelihood for many Ukrainian refugees in Moldova. 53% report being employed or self-employed before leaving Ukraine, while only 17% report being currently employed (including self-employed and remote work)

The top five needs of Ukrainian refugees in Moldova are healthcare services (43%), food assistance (29%), winter clothes (25%), livelihoods and employment (21%), and sanitation and hygiene products (13%).

- **Hungary**

As of December 2023, temporary protection has been granted to 38,000 refugees from Ukraine; in addition, almost 25,800 Ukrainian nationals reside in the country under residence permits for work purposes, issued after February 2022<sup>20</sup>. Most refugees are women and children, with 40% households led by a single adult, one in three households having members with chronic medical conditions, 10% of refugee households including a member with a disability. Vulnerable refugees face increased protection risks, aggravated by financial and housing challenges, the risk of exploitative work conditions and, especially for women and girls, risks of gender-based violence (GBV). The gaps in systematic identification and medical certificate recognition burden access to specialized care, especially for senior refugees and refugees with disabilities.

Temporary protection status in Hungary provides refugees with the right to reside, work, access essential services like housing, healthcare, and education, receive financial assistance, and pursue family reunification. As the refugee situation persists, individual solidarity is in decline, with the services and assistance being dependent on donor funding interest. According to multi-sectoral needs assessments findings 71 % of working age refugees are currently employed, with women having a lower labour force participation. 20% of refugees report a decrease in their ability to afford goods and services, with the average income of refugees remains

<sup>17</sup> [UNHCR, Ukraine Situation Regional Refugee Response Plan, February 2024](#)

<sup>18</sup> [https://repository.impact-initiatives.org/document/reach/d8ab3df4/REACH\\_MDA\\_Factsheet\\_RAC-Monthly\\_Needs-Monitoring\\_2023-12-31-2023-overview\\_EN-1.pdf](https://repository.impact-initiatives.org/document/reach/d8ab3df4/REACH_MDA_Factsheet_RAC-Monthly_Needs-Monitoring_2023-12-31-2023-overview_EN-1.pdf)

<sup>19</sup> [Document - Ukraine Situation - Moldova : Protection Working Group - UNHCR: Protection Brief #2 November 2023](#)

<sup>20</sup> [UNHCR, Ukraine Situation Regional Refugee Response Plan, February 2024](#)

lower than the average income in Hungary. Refugees cite affordable housing as first among the three most reported priority needs, along with health needs. Low enrolment to schools for children is observed due to systemic reasons and reasons related to the refugee situation.

The primary needs in Hungary are accommodation, followed by food, and language support. Language remains a significant barrier, while it is a crucial tool for facilitating socio-economic integration. Hence, support for organisations providing language support programs should be increased. Enhancing access to affordable housing options also remains a priority. According to HIA's experience in the past, humanitarian cash vouchers are extremely popular among refugees, as they allow flexibility for them to buy items based on their current needs. There is also a significant unmet mental health support need among Ukrainian refugees in Hungary, ranging from psychological support for more severe cases to community-based support mechanisms for general support. Access to legal assistance is an ongoing need as well.

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>• Shelter</li> <li>• MPC assistance /grants (FSG)</li> <li>• Logistic support</li> <li>• Community initiative funding (sclr)</li> <li>• MHPSS</li> <li>• Livelihoods</li> </ul>
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 to cope with the increasing needs of IDPs</li> <li>• Community initiative funding (sclr)</li> <li>• Livelihood</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>• Capacity building for local faith communities/churches</li> <li>• Livelihoods support</li> <li>• MHPSS</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.

### ***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), Christian Aid (CA), Church World Service (CWS), Hungarian Inter-church Aid (HIA), Swiss Church Aid (HEKS/EPER), and Lutheran World Federation (LWF). Two of the requesting members (LWF and HEKS/EPER) 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. 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 2022, an assessment of ACT member capacity in the neighbouring countries to Ukraine has also been conducted. This included a Real Time Evaluation in July and August 2022, monitoring

visit to AidRom in Bucharest in May 2023 and monitoring visit to Ukraine and Hungary in January 2024 as well as ongoing remote monitoring.

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.

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 regional crisis with global consequences. Communications Officer is recruited and hosted by the 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 to continue to provide assistance to the the refugee population. There are limited number of organizations specialized in providing assistance to refugees, asylum seekers and migrants. 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. 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 assistance, 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. 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 home and 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 55,000 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.

The AIDRom team is composed of various specialists in the social, legal, psychological and humanitarian assistance fields, over 90% of whom are trained by UNHCR and IOM. AIDRom provides humanitarian assistance to Ukrainian refugees in Romania in close cooperation with central and local authorities, as well as with international and local organisations. The humanitarian assistance provided mainly includes assessment and covering basic needs mainly for vulnerable groups: social and legal assistance and counselling, integration assistance, MPCA, psychological assistance and protection.

AIDRom was the first organization in Romania who organize a national warning conference on the problems and needs of Ukrainian refugees in Romania, bringing together the European Commission, the Romanian Government, the Ukrainian Embassy, UNHCR, IOM, Save the Children, national institutions and national non-governmental organizations. Together with UNHCR, IOM and the Government of Romania, AIDRom has set up a commission to manage the refugee issue - the Ukraine Commission, as well as numerous working groups that are still operational.

AIDRom has created a real humanitarian response network, being a voice, a representative of local organisations in certain areas (e.g. Galati, Braila, Valcea, Bacau, Iasi, Vaslui, Hunedoara, etc). In order to create an optimal response to the basic needs of vulnerable refugees in Romania, AIDRom has created a true network of partnerships with various entities (supermarkets, pharmacies, hospitals, social polyclinics, Social Assistance Directorates, Employment Agencies , Food Bank, Ikea, Kaufland, Carrefour, etc.) Based on these protocols, over 800 vulnerable people receive food and basic products weekly).

In the last 3 months, together with UNHCR and IOM, AIDRom carried out a needs assessment at the national level to identify the basic needs of refugees. Following its realization, we found that the main needs they face are the following: vouchers to cover basic needs, language courses, social and legal counselling, psychosocial support, and the need to protect vulnerable groups, mainly children, people with disabilities and people belonging to a community (Roma) but also regarding GBV, prevention of human trafficking - sexual exploitation and the lover boy method).

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).

#### **Christian Aid:**

For 70+ years Christian Aid has successfully provided support to meet the needs of the most vulnerable and marginalised.<sup>21</sup> As outlined in CAs Standing Together Strategy, the approach centres on unleashing the agency of people, communities and networks to become agents of their own development 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

21 [global-strategy-web.pdf \(christianaid.org.uk\)](https://www.christianaid.org.uk/global-strategy-web.pdf)



sectoral reform through publications including those on Ukraine<sup>22</sup>, Haiti<sup>23</sup>, and the humanitarian sector at large<sup>24</sup>.

The aim of Christian Aid's humanitarian work is to 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:** Christian Aid strengthens capacities of partners according to their needs and prioritises long term relationships allowing small national organisations to grow over time and access additional funding.

**Work with faith leaders:** Christian Aid has 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. CA's inter-agency Ebola report "[Keeping the Faith](#)"<sup>25</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 has 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 rated Christian Aid (alongside ICRC and IRC) as the only 3 out of 31 operational aid organisations signatory to the Grand Bargain as "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 Christian Aid's innovative [survivor-and-community-led response approaches](#), the CAs guide to accelerate the localisation of humanitarian aid.

#### Church World Service

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 has staff

<sup>22</sup> [Letting go of control: Empowering locally led action in Ukraine - Christian Aid](#)

<sup>23</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](#)

<sup>25</sup> [Keeping the Faith: The Role of Faith Leaders in the Ebola Response - Sierra Leone | ReliefWeb](#)

fluent in Romanian, Ukrainian, Russian, and English, and works in close partnership with national NGO partners across the country to support refugees and Moldovan host communities. This support includes needs and vulnerability assessments, establishment of refugee assistance centers, food/cash/NFI assistance, protection services and legal aid, social cohesion, and livelihoods programming. CWS has protection specialists to ensure protection is mainstreamed throughout the response.

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, Moldovan host families, and other vulnerable Moldovan families.
- Provision of vouchers, firewood, and NFIs to offset heating costs and equip families for winter.
- Establishment and operation of a safe space for children to access education online and for children, youth, and women to receive psychosocial support.
- Development and implementation of a multi-services hub in Balti which provides food assistance and NFIs to Ukrainian refugees and vulnerable Moldovans, and connects them to medical, MHPSS, and livelihoods support.
- Coordination of humanitarian assistance, psychological support, and legal counselling for Roma refugees by Roma-led organizations.
- Provision of trauma-related psychological and medical care to survivors of state and gender-based violence (GBV). This organization also provides vouchers and multipurpose cash (MPCA) in specific cases.

CWS' Ukraine Humanitarian Response will continue the approach working alongside host communities and local organizations to provide food, NFI, medical, MHPSS, and protection and legal assistance. It will extend its response to include IDPs, returnees, and other affected Ukrainians residing in the Odesa Oblast in Ukraine. Planned activities include:

- Provision of vouchers for vulnerable women (IDPs, women living with HIV, LGBTQ+, sex workers, GBV survivors).
- Provision of emergency housing with wraparound services (MHPSS, vocational training).

Provision of in-kind humanitarian aid, as well as medical and psychological support to older persons living in rural areas with limited access to 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 NFI 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> </ul>
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	<ul style="list-style-type: none"> <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

#### Ukraine

HIA is one of the largest faith-based 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. It has four offices in Ukraine (Dnipro, Kyiv, Lviv and Beregovo) and is officially authorized to employ the necessary logistic capacity to transport humanitarian assistance into Ukraine. Since the beginning of the full-scale invasion, HIA has assisted more than 513 400 people.

HIA's strong capacity regarding the current crisis is also based on its extensive network of faith-based and secular partners that have contributed substantially to the successful implementation of its projects. HIA's key 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".

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). Also, professional needs assessment surveys are conducted regularly during project planning and implementation.

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

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. 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.

### Hungary

The escalation of the conflict has forced millions of people to flee Ukraine and seek refuge in neighboring countries. In Hungary, HIA assists them directly and through its local partners with in-kind support, temporary accommodation, humanitarian vouchers, psychosocial and legal assistance.

HIA established a support centre for Ukrainian refugees in Budapest to provide all kinds of information, organize various community events and courses as well as to distribute in-kind donations. The Centre aims to cover all issues refugees can face while staying in Hungary. The institution employs social workers, psychologists and aid workers to provide refugees with mental support, legal counsel, accommodation, access to the labour market, healthcare and education a helping hand. Closely attached to the Centre is a community space where Ukrainian-speaking mental health professionals help children aged 1 to 6 to cope with their underlying traumas by providing various kinds of therapies (art, music) while their parents are off to work. HIA's institutions in other Hungarian cities, coupled with the cooperation with an extensive network of groups, congregations and organizations doing humanitarian work in Hungary enables HIA to support refugees country-wide.

### **LWF**

The Lutheran World Federation (LWF) is a global community of 148 churches in the Lutheran tradition, headquartered in Geneva, Switzerland. They represent over 77 million Christians across 99 countries. The World Service (WS) is their internationally recognized humanitarian and development arm, which provides services in 28 countries worldwide.

The Ukraine emergency response is led by LWF World Service in close collaboration with the Department for Theology, Mission, and Justice (DTMJ), the Office of the General Secretary, and the Department for Planning and Coordination. The LWF HQ Geneva Office has also supported the response through its sectoral expertise in WASH, Livelihood, Safeguarding, Gender, Protection, and Psychosocial Support. The LWF support office in Prague has also contributed by providing technical support through robust PMERL, digital data management, safeguarding, and other programmatic as well as administrative support.

LWF has an established presence in Poland and Ukraine and has been coordinating with member churches in Poland, Slovakia, Hungary, Romania, and Ukraine, supporting member church initiatives in neighboring countries.

**LWF World Service in Poland (LWF Poland)** operates as the "Fundacja LWF W Polsce," with its headquarters in Warsaw and operating through six community centers in Ostroda, Gdansk, Zgierz, Wroclaw, Bytom, and Bielsko-Biala in collaboration with local parishes. The Ostroda center is now being closed.

The inception phase of the refugee response was led by the LWF Global Humanitarian Team, who, with their experience working in refugee contexts and emergency assessment in different continents, laid the groundwork for the initial phase of the program in Poland.

LWF now has a well-rounded team with diverse technical skills and expertise composed of senior managers with decades of experience in humanitarian work, including expertise in procurement and finance; a protection specialist, a Project Monitoring, Evaluation, Reporting, and Learning (PMERL) specialist, communication staff, as well as a team of Psychologists and Social Workers/Counselors located in each community center. It is also worth noting that over 80% of staff comprises refugees who have accompanied thousands of compatriots with empathy and commitment on the path to a better life and integration in Poland.

Through the Act appeal, LWF has been able to support 80,776 beneficiaries by providing essential relief services to refugees. This included the distribution of emergency relief items, implementation of multipurpose cash assistance (MPCA), provision of mental health and psychosocial support, access to education, and referrals for trauma and stress-related services. LWF is committed to continuing its operations at the existing five community centers in collaboration with the Evangelical Church of the Augsburg Confession and its five affiliated parishes (Cieszyn Diocese, Bytom-Miechowice Parish, Gdańsk-Gdynia-Sopot Parish, Zgierz Parish, and the Martin Luther Foundation's Evangelical Center of Diakonia and Education).

**LWF World Service in Ukraine (LWF Ukraine)** has been actively targeting the affected Ukrainian population remaining in the country since the onset of the war with the implementation of cross-border emergency food and non-food item assistance from Poland. After this first phase of remote support, LWF finalized its formal registration process in September 2022 and became fully operational in-country with staffed offices in Kyiv and Kharkiv.

To date, LWF Ukraine projects have included emergency shelter repair in Bobrovytsya municipality, school renovation and provision of emergency generators for water supply in Ichnya municipality, food and non-food item distribution, assistance during the winter with the provision of household appliances, clothes, and solid fuel, the establishment of heating points, provision of emergency humanitarian aid through rapid response teams, and repairs of war-damaged apartments ensuring a dignified reinstallation of families in Kharkiv. A total of 12,302 individuals have been reached through the support of the Act appeal.

LWF Ukraine holds a close relationship with its member church, the German Evangelical Lutheran Church of Ukraine (GELCU). The bishop is an active advocate for respecting and applying humanitarian principles and has been supporting LWF in liaising with local government and the community.

LWF Ukraine collaborates and implements part of its action through the expertise and passion of two local partners, Spilna Sprava Dlia Liudey and Neznamnyi Kharkiv, with which it has established a strong relationship and trust, and that will receive further on-job capacity building and support to continue the partnership. These collaborations involve the vulnerability and legal screening of beneficiaries, distribution of materials for house rehabilitation, and of humanitarian assistance, food and non-food items (NFI), both within and outside collective centers. LWF Ukraine works also through community mobilizers who, thanks to their intimate knowledge of the local context, including cultural norms and social dynamics, can greatly inform the project's design and implementation.

LWF Ukraine has established a strong relationship with local authorities, including the office of the Mayor of Kharkiv City, the City Council, and the Office of Reform. LWF has also signed formal Memorandums of Understanding (MoUs) with the City of Kharkiv and the Municipalities of Pervomaiskyi and Blyzniuky.

LWF in Poland and Ukraine has received support from related agencies through various secondments. These specialists assigned to carry out specific tasks over several weeks or months have been valuable sources of learning and capacity strengthening. Corus International provided specialists for Protection and Multi-Purpose

Cash Assistance, Act CoS supported several assignments of psychosocial specialists, and FELM supported capacity-building initiatives on disability and inclusion. The visits of several related organizations and constructive feedback have also contributed to improvements in the program.

## RESPONSE STRATEGY

### AIDRom

Starting with January 2024, with the intensification of the bombings in the SOUTH of Ukraine in the Odesa area, we are registering a considerable increase in the number of entries (approximately 10,000 entries/month), over 95% of them having a temporary protection permit obtained in a state of the European Union. Unfortunately, more than 90% of the projects intended for the humanitarian assistance of Ukrainian refugees in Romania stopped at the end of December 2023. The Government Program for ensuring basic material conditions for refugees (in the amount of approximately 500 EUR/month/family) proved to be a real failure, the refugees have not received help from the Romanian state since June 2023.

The Romanian government has issued an emergency ordinance that will stop all financial aid to the Ukrainians from the beginning of April 2024. At the same time, any form of aid granted by local authorities (mayors, social assistance directorates) will also cease, as they will no longer receive funds. As of April 1st 2024, the biggest humanitarian HUB in Romania - Romexpo Centre - will cease to function, which will lead to a major crisis in Romania.

Unfortunately, the international community and online organisations in Romania no longer consider the crisis of Ukrainian refugees in Romania a priority, with local funds registering a decrease of approximately 85%.

Over 75% of the permanent Ukrainian refugees in Romania come from occupied or destroyed areas, with no long-term prospects of return. Over 80% of them are women with at least 1 or 2 children, and approximately 21,000 women (single mothers with children) are not integrated into the labor market in Romania, since the social protection system does not allow the acceptance of children under 3 years old in nurseries (due to the lack of places). The activities carried out by AIDRom take place all over Romania, mainly where there are not enough resources or organizations to provide humanitarian assistance. AIDRom collaborates with churches, local authorities and refugee centers to provide assistance where it is needed. AIDRom implements complex activities for refugees and in the cities that register high numbers of refugees (Bucharest, Iasi, Galati, Timisoara) both in directly as well as through partners.

AIDRom's intervention in Romania focuses mainly on the provision of humanitarian material assistance in order to cover the basic needs of refugees: MPCA- consists of vouchers for food, medicine and hygiene products, non-food products, educational services, mental health and psychological support social, social and legal counseling services, integration assistance services and health and community engagement.

The project's activities are mainly addressed to vulnerable people at risk of social exclusion and who require specialized assistance at least in the medium term. The activities take place both within the refugee centers, at the headquarters of the AIDRom Centers, at partners and where there are requests. AIDRom ensures that all the targeted population has equal access to the services offered in accordance with international humanitarian standards.

The response strategy in 2024 focuses on the people with the most severe humanitarian needs

- **The urgent needs** identified to date include strengthening and supporting access to mental health and psychosocial support; provision of basic and domestic items including food, unrestricted cash assistance, and core relief items; and WASH, education and health services, including sexual and reproductive health services.



- **Protection interventions** include identifying the most vulnerable refugees, in particular survivors of violence, unaccompanied and separated children, older persons, single women and female-headed households. Women and girls in displacement situations may be at higher risk of gender-based violence and sexual exploitation and abuse or intimate partner violence. Protection from sexual exploitation and abuse (PSEA) will be prioritized, advocated for better access to social assistance programmes  
Adolescent girls and boys in Romania continue to report issues such as bullying and harassment at school, thus awareness-raising campaigns on GBV targeted at young people remains a key priority
- **Emerging priorities at country level:**
  - specialized social and legal counseling services
  - facilitating access to specialized medical services
  - facilitating access to education for refugee children
  - facilitating the integration process: accessing the labor market, recognition of diplomas and qualifications, vocational and integration courses
  - Romanian language courses
  - cultural and recreational activities
  - activities and workshops for young people - in order to overcome anxiety, depression, trauma and improve participatory activity in society

#### ACTIVITIES:

- distribution of vouchers for food and non-food items
- legal and social assistance activities
- capacity building activities for local authorities on refugee rights and obligations
- delivery of Romanian language classes
- organizing cultural and recreational activities, workshops and vocational courses
- organizing consultations with local and general authorities and with local and national organizations
- the organization of information campaigns both at the national and local level regarding the issue of the refugee situation
- advocacy campaigns
- strengthening partnership networks
- organization of conferences and working groups
- the involvement of community leaders and refugees in the life of the community and in the decisions made

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.

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.

#### **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>26</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 deliver in-kind, cash, and solidarity support on the front line of the war. This includes marginalized group led networks as marginalized groups leading their own response means those same groups of people are more likely to be reached with adequate, timely, and appropriate support<sup>27</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>28</sup>.

Although Christian Aid did not have a pre-existing presence in the region, they responded initially with two Act Sisters (HIA & HEKS/EPER) 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.

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>29</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

<sup>26</sup> [Introducing our Global Strategy - Christian Aid](#)

<sup>27</sup> [WDDALFTS QuickGuide Web.pdf \(edgeeffect.org\)](#)

<sup>28</sup> [Ukraine — Ground Truth Solutions](#)

<sup>29</sup> [The informal volunteer groups leading Ukraine’s aid effort | Ukraine | The Guardian](#)

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

Community initiatives (funded through micro-grants) in the last year in Ukraine included: water tower reconstruction, 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 External Evaluation found that the sclr approach has been a best practice for supporting and strengthening people and communities affected by the Ukraine war.

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

Christian Aid absorbed and programmed £10million GBP in the first 6 months of the war. 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 sclr<sup>30</sup>,

### **Church World Service**

#### **Moldova**

The prolonged uncertainty of the conflict in Ukraine positions the Republic of Moldova as a crucial refuge for Ukrainians unable to return home or travel to a third destination. As of January 2024, UNHCR reports that 116,160 Ukrainian nationals remain in the country; representing the highest number seen nearly two years into the invasion.<sup>31</sup> Of the Ukrainian nationals in Moldova, 18% are older persons and 49% are minors, which means that Moldova has the highest proportion of older persons of any receiving country and one of the highest proportions of children. Neither of these two populations can participate in the workforce, increasing their level of vulnerability and need. At the same time, 37% of Ukrainian nationals are women and 21% are girls, indicating protection risks during displacement and service provision, and a need for programming to address and mitigate gender-based violence. Ukrainians do not generally have access to the Moldovan social safety net. They are, however, eligible for UN cash assistance equivalent to about 100 euros per month per family member. To date, that assistance has been available to nearly all displaced Ukrainians. Starting 1 March 2024, it will only be available to Ukrainians who have obtained Temporary Protective Status (TPS) or otherwise regularized their status. In the next six months, UNHCR will also be implementing vulnerability criteria. Besides the cash assistance, Ukrainians who have obtained TPS have access to some medical services.

Due to the growing uncertainty and need, the international response in Moldova is shifting from only focusing on short-term, emergency programming to also including mid- and longer-term programming for ongoing support. In line with this response, CWS will continue to work in collaboration with established local partners, ORMAX, Diaconia, and Memoria. CWS and partners will build on the work they have done together in response

<sup>30</sup> [Letting go of control: Empowering locally led action in Ukraine - Christian Aid](#)

<sup>31</sup> [Republic of Moldova: Daily Population Trends \(unhcr.org\)](#)

to this humanitarian crisis by supporting refugees and vulnerable Moldovans most at risk for protection concerns, and who may encounter greater barriers to accessing humanitarian assistance and services.

CWS is prioritizing multi-sectoral emergency support to refugees and vulnerable Moldovans through the provision of MPCA, NFIs, medical assistance, and mental health and psychosocial support. These priorities align with findings from UNHCR's Protection Monitoring Assessment conducted between September and November 2023, in which most respondents (89%) highlighted urgent needs, with material assistance (81%), healthcare (60%), and food (57%) being the most critical<sup>32</sup>. For children whose access to education has been interrupted, CWS will provide support for Ukrainian children to continue their education in accordance with family preferences, either through online learning or integration into local schools. CWS will also support the well-being and conditions of Ukrainians residing in RACs through the installation of environmentally friendly photovoltaic systems (PV systems) and heat pumps. Providing long term structural improvements and using renewable energy technology for community buildings that were repurposed as RACs after the invasion 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.

Ultimately, CWS's response in Moldova will include working alongside partners to:

- Provide material assistance and vouchers for food and hygiene items to satisfy basic needs and in a manner that mitigates risks of GBV (Diaconia & Memoria)
- Provide MPCA, firewood, medicine, and winter clothing and footwear to offset heightened heating costs during the winter months (Diaconia)
- Support children's educational and psychosocial development through the operation of an online learning center (Diaconia)
- Foster psychosocial wellbeing among mothers through the organization of regular group sessions (Diaconia)
- Provide access to quality healthcare through medical consultations, referrals, medications, and medical supplies for Ukrainian refugees and survivors of GBV and/or state-sanctioned violence (Memoria)
- Provide survivor-centered and trauma informed psychological and psychosocial support to Ukrainian refugees and survivors of GBV and/or state sanctioned violence (Memoria)
- Strengthen living conditions, community resilience, and social cohesion through the installation of renewable energy technologies in RACs (Ormax)

## Ukraine

In 2024, CWS will extend its response to support IDPs, returnees, and vulnerable Ukrainians residing in the Odesa Oblast (region) through new partnerships with established national organizations, including Faith, Hope, Love; Culture of Democracy; and Positive Women. The Odesa Oblast, which neighbors Moldova, faces significant challenges, with a population of 2.3 million and an IDP population of 240,000. This puts Odesa behind only the capital and two other oblasts on the line of contact (out of 24 total) in terms of both total IDPs and IDPs in proportion to population. Nationwide, 65% of Ukrainian households have faced income reductions and nearly 44% cannot meet basic needs<sup>33</sup>. Shortages in affordable housing, living-wage jobs, and government services as well as disruptions in healthcare, childcare, and education have created unique protection risks for Ukrainians across gender, age, and diversity. For example, women face increased risks for gender-based violence and individuals living with HIV/AIDS encounter significant barriers to treatment. In a region with the

<sup>32</sup> [Document - Ukraine Situation - Moldova : Protection Working Group - UNHCR: Protection Brief #2 November 2023](#)

<sup>33</sup> [Ukraine Humanitarian Needs and Response Plan 2024](#)

third highest prevalence of HIV/AIDS<sup>34</sup>. To date, UNOCHA estimates that there are 1.1 million people in need in the Odesa oblast.

Like CWS' response in Moldova, CWS will work with partners in Odesa to provide multi-sectoral emergency support. CWS is emphasizing partnering with protection-focused organizations who have experience providing comprehensive services to vulnerable and at-risk populations including women and children, older persons, survivors of GBV, LGBTQ, and individuals living with HIV/AIDS. This support will encompass the provision of food and NFIs, medical support, legal assistance, and psychological and psychosocial support in both the city of Odesa and rural villages with less access to assistance. Second, CWS will provide support to IDPs, returnees, and other vulnerable Ukrainians in need of safe and affordable housing.

CWS' response in Ukraine will include working alongside partners to:

- Provide vouchers and material assistance in the form of food and NFIs, including deliveries to Ukrainians who are older persons, living with a disability or chronic illness, and residing in rural villages
- Deploy a mobile unit to provide medical, psychosocial and legal assistance to vulnerable Ukrainians living in rural villages
- Organize mental health and psychosocial support activities for women living with or at risk for HIV/AIDs and their children
- Collaborate with the local government and open a hub for temporary housing, case management, and comprehensive service provision for Ukrainians who are survivors of, or who are at high risk for, GBV

CWS' response in Moldova and Ukraine is developed with and informed by our invaluable partnerships with national organizations. These organizations employ local staff with in-depth experience providing medical, legal, psychological, and psychosocial services to vulnerable and marginalized populations. Their reputations as long-standing civil society organizations and relationships with the communities they serve means they are well equipped to assess and respond to needs. Through partnerships with established national organizations who also engage Ukrainian refugees and IDPs 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 CWS to develop a response 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](#)). With protection and accountability to affected person at the forefront, CWS and partners work in tandem to identify gaps and strengthen organizational and technical capacity to respond effectively in an ever-changing context.

CWS will coordinate its response in Moldova and Ukraine with other ACT members, including HEKS/EPER 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. CWS is also regularly participating in meetings of the Moldova Refugee Coordination Forum, led by UNHCR and the Government of Moldova, has participated in OCHA meetings in Ukraine, and will continue to engage in working groups to better coordinate the CWS response and improve the targeting of activities.

#### **Hungarian Interchurch Aid**

Ukrainian civil society was quick to organise itself after the outbreak of war, doing tremendous and essential work – but as the war dragged on, their financial means to continue doing their part became increasingly limited. Believing in the power of community, HIA introduced two modalities for these organisations who are

<sup>34</sup> [Global AIDS Monitoring 2019: Ukraine Summary](#)

involved in the humanitarian work in Ukraine: Flexible Small Grants (FSGs) and Survivor and Community-led Response (SCLR) grants. HIA intends to carry on with these activities and is also planning to continue with voucher and cash assistance as well as psychosocial support, to cover the most urgent needs of the war affected communities in Ukraine as well as in Hungary.

### **Faith-based partners**

As a faith-based organisation itself, HIA places emphasis on working with other religious partners in its response in Ukraine as well as in Hungary. Several religious organizations among our supported local partners have already received FSGs and SCLR grants and currently we are actively looking for new local partners and planning to continue collaboration with current ones.

### **FSG**

Since the escalation of the conflict, HIA has assisted thousands of people by providing FSGs to local organizations. Donors of the program have been DCA, CA, and Act Alliance. Last year, the program supported more than 75,000 people with the help of around 100 CSOs in almost all oblasts of Ukraine. FSG partners' monitoring showcased heartfelt gratitude for the support. Beneficiaries laud the impact on facilities, education, psychological relief, and supplies, fostering positivity and a desire for sustained collaboration. HIA intends to continue with the provision of grants also in the extended period of the appeal.

### **SCLR**

SCLR is about supporting and encouraging communities to take leadership and ownership. To date HIA has implemented 34 SCLR projects in Lvivska and Ivano-Frankivska oblasts (inside and outside the Act appeal) assisting more than 7000 beneficiaries. The programmes have covered different types of groups (IDPs, national minorities, religious communities, war victims, disabled people, addicted people, homeless etc.) by improving conditions in shelters and residential centers, creating spaces for religious and cultural meetings, providing psychosocial support through training sessions, art therapies and other activities.

### **Capacity building for local partners**

Also, as part of its localization efforts, HIA is planning to continue providing multisectoral emergency support through its 5 major local partner organizations in Ukraine: "League of business and professional women", "Santis", "social center "Etalon", "LIFE GOES ON" and "Zlatograd".

### **Protection / MHPSS**

As the war drags on, challenges with regard to mental health of individuals, groups and communities will also continue to rise. Therefore, HIA intends to continue with its protection activities, especially the provision of psychosocial support directly all over Ukraine and in Hungary. With the support of ACT Appeal grants, HIA's Beregovo field office and HQ in Hungary organized summer camps for IDP children that included psycho-, art- & musical therapies. Also, HIA's field office in Lviv has provided 32 equal-sized grants to professional NGOs who are selected by a standardized mechanism. In Hungary, HIA's refugee centers employ psychologists to assist traumatized people. Furthermore, HIA is running a special community space in Budapest for Ukrainian children (3-6 years old) with caregivers so their parents can work.

### **Livelihood assistance**

In the extended appeal, HIA is also planning to integrate livelihood as a new sector to enhance resilience and self-reliance of affected communities. Depending on the extent of incoming money in the future, HIA will try to assist as many IDPs as possible build useful skills, and contribute to local economy, while reducing pressure on humanitarian assistance programs.

### **MPCA**

HIA is planning to continue support IDPs and affected communities through MPCA in Ukraine. Multi-purpose cash assistance is primarily meant to cover food, shelter (small repairs of damaged property), WASH, basic needs and Non-Food Items (including winterization items, if needed). Already in the second year of the appeal,

an increasing proportion of humanitarian assistance was given in cash and voucher assistance. To date, HIA has reached almost 35000 people affected by the war in Ukraine with cash assistance.

### **Humanitarian cards and vouchers**

In Hungary, HIA has distributed humanitarian cards and vouchers to Ukrainian refugees. Like cash assistance, voucher assistance allows recipients flexibility in deciding how to meet their own needs within a predetermined range of goods or services. They could be used to purchase food, medicine, technological products, household equipment, sports items, clothing, school equipment, payment of utility fees, phone bills, internet and other fees. HIA is planning to continue to assist refugees with cards and vouchers also in the extended period of the appeal.

### **HEKS / EPER**

To date, HEKS/EPER has field teams with direct implementation in Odesa, Kharkiv and Kyiv oblasts. HEKS/EPER 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.

### **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, SCLR
<b>Regions</b>	Western part of Ukraine: Zakarpatska and Chernistsy (SCLR approach)  Eastern and Southern Ukraine: WASH and Shelter
<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). 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).

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, <b>Survivor Community Led Approach (SCLR)</b> - group cash grants to communities</p> <p>Regions: Budapest and regions bordering with Ukraine</p>

**LWF**

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 LWF 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.

**LWF Ukraine** intends to continue its support to vulnerable groups, including displaced people, returnees and war affected individuals with severe humanitarian needs providing them with principled and timely



humanitarian assistance, food and non-food items, winterization and emergency shelter support, ensuring their safety and dignity and with attention to specific needs dictated by their age, gender and specific disabilities. This, while speeding up the reopening of business and agricultural activities through capital and trainings. LWF Ukraine will also focus on education with the rehabilitation of a former nuclear bomb-shelter which has been identified by the Kharkiv municipal authorities to be utilized as emergency school allowing children to go back to school with LWF providing psychosocial support to teachers and students. LWFWW will enhance its mental health and psychosocial support activities by focussing on the rehabilitation of a ward of the Kharkiv Regional Psychiatric Hospital that would dramatically increase the capacity of the hospital to provide essential psychiatric in-patient and out-patient care. Essential will be continuing the partnership with local partners whose capacity will be enhanced through on-job training and institutional support.

#### **Provision of emergency shelter, food, NFI and winterization assistance**

Through the project revision and extension LWF Ukraine will reach a total of 360 most vulnerable households with house repairs to allow people for a dignified return to their homes of origin. The repair work will be assessed by a team of LWF engineers and conducted by pre-selected contractors. LWF local partners and community mobilizers will also support the beneficiaries with the bureaucracy of retrieving ownership documents needed to start the process of repair and will accompany families in the rehabilitation process through visits and assessing the needs for household NFI. LWF and its partners will also provide based on an established vulnerability criteria targeted reinstallation support that provides as required basic household furnishings, kitchen equipment and aids for people with disabilities.

A total of 7,300 beneficiaries will be supported in Kharkiv city and the worst effected districts of Kharkiv Oblast with NFI and winterization appliances to meet their immediate basic needs. These items include household winterization essentials such as mattresses, sleeping bags, high thermal blankets, thermos flasks, portable stoves, and quilts, as well as winter clothing like hats, scarves, jackets, boots, and thermal underwear. Additionally, home heating appliances, both electric and solid fuel, including stoves and heating devices as electric heaters and power-banks. LWF will provide food kits to targeted population, LWF previously provided food commodities through a network of municipal kitchens that provided 35,000 meals a day to the most vulnerable populations through ad hoc assistance reaching a total of 8,000 beneficiaries.

#### **Emergency livelihoods assistance**

This project will support households with two livelihood options that improve their income and restore their resilience. A total of 50 households will benefit from vocational training sessions, facilitated by skilled professionals, who share their expertise and knowledge with participants, guiding them through every step of the process from business planning to management. Start-up capital will also be provided to establish and run a business of their own choice. The total of 125, households will be supported with agricultural input either for small-scale food production or animal husbandry. Implementation of these activities will be coordinated with relevant actors and local authorities.

#### **MHPSS**

Capacity building training of LWF community mobilizers, psychosocial counselling services and provision of appropriate protection services will be continued through the secondment of a psychosocial advisor from Church of Sweden.

A special focus will be given to woman-headed veteran families. These women, who have endured the hardships of conflict and the pain of bereavement, stand as pillars of strength for their families, bearing the weight of loss while striving to rebuild their lives.

The approach intends to be holistic, addressing not only the emotional wounds of bereavement but also the practical challenges of everyday life. Psychosocial support sessions will be organized, providing a safe space for women to express their feelings, share their experiences, and seek comfort from one another. Through



collective action and mutual support, woman-headed veteran families find strength in unity, overcoming isolation and reclaiming their place in society.

Facilitated by LWF's partners trained counselors and mental health professionals, these sessions will offer coping strategies, resilience-building techniques, and avenues for healing. But the support does not end there. Understanding the interconnected nature of social, economic, and emotional well-being, the NGO extends its assistance beyond therapy sessions. Practical initiatives are implemented to alleviate the burdens faced by woman-headed veteran families, including access to financial aid, and empowerment programs designed to enhance the skills and capacities of these resilient women.

To improve the quality of the care and support provided to patients at the Kharkiv Regional Psychiatric Hospital not operational due to a lack of financial resources in the Ministry of Health (MOH) to maintain services as a direct result of the war. LWF, in coordination with the engineers and the management of the hospital, intends to assess the extent of the work to be undertaken to determine the scope of rehabilitation required. Drawing upon LWF's experience in infrastructure development in Kharkiv, LWF will develop a comprehensive plan for the ward's restoration and expand the overall outpatient psychiatric services to meet the urgent needs of the general population. The action will encompass a range of activities, including structural repairs, electrical and plumbing upgrades, and the installation of essential amenities to ensure the comfort and safety of patients and staff. It is envisaged that LWF and its partner will continue to support and encourage the provision of expanded psychiatric care.

### **Education**

Recognizing the urgent need for children to reclaim a sense of normalcy and continuity in their lives, LWF endeavors to create a safe and welcoming environment where they can physically attend classes and reconnect with their peers through the rehabilitation of a former nuclear air-raid shelter to serve as a temporary school. After the construction work to convert the space from shelter to classrooms is finalized, the school rooms will be equipped with desks, chairs, and essential learning materials, ensuring that children have access to the resources they need to continue their studies. The Ministry of Education will pay the salaries to the teachers at the LWF temporary school, with the municipality providing school meals and student transport.

LWF will additionally organize Summer Education Schools – inclusive spaces where children can come together to learn, play, and socialize through a variety of fun and enriching activities setting aside the worry and fear of the war.

### **Enhancement of local capacity**

In addition to addressing the humanitarian and protection needs of the affected population, the project intends to continue building the capacity of its local partners providing training sessions and workshops on topics such as project management, fundraising, proposal writing, and monitoring and evaluation. Technical support and guidance in areas such as financial management, administration, and human resource management will be also provided directly by WS Ukraine staff together with institutional support.

**In Poland**, during the extension period and in response to addressing the needs of vulnerable refugees and host individuals, LWF will maintain its operations in the previously established five community centers located in Gdansk, Bytom, Zgierz, Belesko Biala, and Wroclaw. These centers serve as safe public spaces where individuals of all ages and backgrounds can come together for social and recreational activities. Additionally, they provide integrated protection services encompassing mental health and psychosocial support, legal aid, education, capacity-building training, referrals, language lessons, sport and music activities, recreational activities, child protection interventions, as well as in-kind assistance to address the specific needs of vulnerable persons.

These initiatives will be carried out in collaboration with churches, NGOs, local governments, and private sectors. By working together with various stakeholders, LWF aims to ensure comprehensive support and assistance to refugees and host communities, promoting social cohesion, integration and resilience.

**Access to education and livelihood support:** The project aims to organizing workshops tailored to enhance leadership skills and assist with career planning, specifically targeting women and adolescents, benefitting a total of 150 individuals. A vital aspect of these workshops includes providing Polish and English language courses for 180 individuals. This bilingual training not only facilitates refugees' smooth integration into the Polish job market but also promotes community cohesion.

According to UNHCR reports children have emphasized their primary needs as improved access to Polish language classes, increased opportunities for extracurricular activities—especially in sports—and more leisure time. Conversely, caregivers have highlighted the urgent necessity for their children to have access to extracurricular activities as a means of allowing them heal from traumatic stress and allow integration. The project incorporates activities that not only provide extracurricular activities for children and youth but are also an important element in building social support and well-being. The project aims to provide Polish and English language classes for children and youth, as well as music and sports activities.

On the other hand, caregivers have emphasized the critical importance of also having access to Polish language lessons, as it enables them to access social services and job opportunities in the market. The project will encompass a wide array of educational activities, specifically designed to meet the distinctive needs of refugees in Poland. These initiatives are critical in continually strengthening the capabilities of the beneficiaries, spanning from reskilling to mitigating potential challenges associated with adapting to their new environment. By offering a comprehensive support system, the project aims to empower refugees, providing them with the tools to navigate and thrive within Polish society effectively.

**Access to timely and appropriate protection services, including MHPSS support** – During the extension period the project will capitalize on the insights gained during the two-year duration, . These initiatives aims to enhance access to professional psychological, psychosocial, and social support for 1600 refugee and host individuals, encompassing women, men, and teenagers. This comprehensive initiative will be rolled out across five LWF Community Centers, each of which will be furnished with Women Safe Spaces. Additionally, within these centers, LWF will facilitate childcare facilities under the Children Safe Spaces (CSS) program, accommodating 500 children in 2024. This setup enables mothers to actively participate in both professional and social activities with peace of mind.

Moreover, these centers will organize a diverse range of workshops and activities specifically designed to address the requirements of children, youth, and adults, placing special emphasis on enhancing the capacities of the identified target groups. These endeavours are geared towards nurturing a nurturing atmosphere wherein refugees have the opportunity to avail themselves of essential services, obtain crucial support, and participate in meaningful activities that contribute to their holistic well-being and growth.

Ensuring access to professional psychological and psychosocial assistance is essential for safeguarding the mental well-being of refugees. LWF Community Centers serve as vital pillars in assisting refugees with their adjustment processes and cultivating the skills necessary for equitable engagement in the labour market, educational institutions, and workplaces.

Additionally, the project extends support to vulnerable populations by enabling their access to medical services (benefiting 200 individuals) through partnerships with government health sectors, conducted via medical campaigns or informative lectures.

**Support to people living with Disability:** Embracing a disability-inclusive strategy, the project aims to procure specialized assistive devices for individuals with disabilities, benefitting 140 people. This effort is intended to facilitate their meaningful participation within their communities. To further support this approach, employees at the centers received training on disability inclusion, with the support from FELM and Abilis foundation. Moreover, LWF community centers are designed to create an inclusive environment for people with diverse abilities.

The key objective of the project is to identify and address the barriers encountered by refugees with disabilities. This includes providing support from social workers and offering psychological assistance. The project is committed to an inclusive approach and will continue collaborating with experienced partners such as FELM, Avalon, Patchwork and government institutions to enhance our activities in this regard.

Additionally, the project incorporates measures to assist project staff in efficiently executing activities and enhancing their well-being. These initiatives are aimed at ensuring the success and sustainability of the project, with a primary focus on prioritizing the welfare of those responsible for its implementation.

### **Empowering Local Partners.**

In addition to addressing the immediate humanitarian and protection needs of the affected population, the project aims to further enhance the capacities, resources, and skills of local partners, including local parishes, NGOs, and CBOs involved in the refugee operation. This will be achieved through including them in joint training, technical assistance, resources, and ongoing support tailored to their specific needs.

LWF will collaborate closely with these partners on various aspects such as leadership training, program planning and implementation, networking, and advocacy. The objective is to empower them to effectively realise their missions, serve the target populations, and address community needs more efficiently.

By bolstering the capacity of local NGOs and partners, the aim is to enable them to achieve greater self-sufficiency, sustainability, and improve integration of the refugees into the polish society. This approach aligns with the localization agenda advocated by LWF, emphasizing a "Local-Global-Local" approach that prioritizes local empowerment and engagement in humanitarian response and development efforts.

### **Advocacy**

LWF engages in advocacy through strengthening of human rights components in local response projects in Ukraine and countries in the region. In addition, the LWF will support interfaith dialogues for peace and organize regular online meetings with representatives of member churches in and around Ukraine. Given LWF's reach and partnerships with ecumenical, interfaith and NGO partners, the organization will participate in a range of civil society advocacy initiatives at the regional level. At the global level, the LWF will engage in political discourses related to the Ukraine crisis mainly within the human rights community in Geneva and at the UN Headquarters in New York. The LWF will further link churches and country programs to human rights mechanisms, including the UN Universal Periodic Review (UPR), treaty bodies and special procedures. Through advocacy initiatives LWF 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.

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.

### **ACT Europe Forum**

The coordination group of the ACT Europe Regional Forum, forum's Humanitarian Officer (Appeal lead) and additional staff (PMER, finance, communication) coordinate the implementation of the appeal to avoid duplication and gaps, but also to increase the complementarity of the work in cooperation with ACT staff. They will facilitate learning and flow of information among requesting and funding members and ACT staff in

the Task force meetings and separate occasions, which are organised after evaluations and monitoring journeys. Additionally, the ACT Europe Regional Forum organises Ukraine specific sessions in the Forum's annual meetings in 2023 and 2024. Based on the needs, there will be separate meetings organised by the ACT Europe Regional and Ukraine forums among their member organisations to enhance learning and information sharing. The ACT Europe Regional Forum and Ukraine Forum provide capacity building support to Requesting members to strengthen international humanitarian standards in programming.

**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 lifesaving multisectoral 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 lifesaving, multisectoral 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 lead. Communications Officer and PMER Officer are recruited. ACT Secretariat has hired Finance Officer to support the appeal.

#### Real-time Evaluation monitoring visits and external evaluation

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

Monitoring visits in Romania, Ukraine and Hungary documented the high levels of satisfaction among aid beneficiaries, the effectiveness of multi-sectoral response, the suitability of SCLR for advancing effectiveness, localisation and community participation aspects, and the need for increased efforts in accountability and standardization of monitoring systems. The recent External Evaluation praised the Appeal members achievements in coherence, impact and sustainability, while acknowledges need for improvement in assessment, monitoring and learning mechanisms, gender/age/disability mainstreaming into the programming cycle and accountability, especially in terms of community engagement and disseminations. At the same time, the external evaluator underlined the need to intensify activities in CVA, psychosocial support, food and hygiene, while recommends a stronger referral process and solid partnerships concerning access of affected people to health services, and the development of a more comprehensive approach in livelihoods and employment services, especially for women and mothers.

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**

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.

The partners, institutions and authorities in Romania, the volunteers and the beneficiaries of the project, will be informed about 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 and Ukraine continue to focus on the most vulnerable refugees and IDPs, in accordance with interagency- and government-defined vulnerability criteria. This will include women, caregivers, children, and LGBTQ individuals as well as persons with specific needs, such as those with disabilities or chronic illnesses and older persons. Activities will be tailored to their needs and adjusted based on feedback received. Clothing and NFIs will be distributed according to the unique needs of women, men, girls, and boys; and meet the specific hygiene and NFI needs of other vulnerable groups. Activities at shelters and safe spaces will be structured to provide affected persons with medical and psychosocial support in a confidential, client-centered, and culturally appropriate way. All activities are designed in collaboration with the respective refugee, host, and IDP communities to respond to their most immediate needs. Psychosocial and personal development opportunities will be designed to respond to identified skills gaps for both children and adults. CWS staff based in Moldova and the United States will support partners throughout implementation, helping them to develop capacity in protection, monitoring and evaluation, and program design; and supporting them in their coordination with UN agencies, INGOs and government agencies. CWS will also help partners advocate for their work and the rights and needs of program participants. 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.

#### **Christian Aid:**

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 mental health supports for partner staff.

The CA programme is managed by the Ukraine Programme Manager. The response team provides technical capacity from the survivor and 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. Coordination with partners is overseen by Senior Programme Officer and the Program Officer. Christian Aid coordinates at national, sub-national, and global level to ensure that all learning generated across the response informs its work. CA uses an adaptative management approach whereby flexible funding allows for course correction based on community feedback, partner feedback, and wider learning.

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 since the escalation of the conflict. Even before the full-scale invasion, the organization had been present in Ukraine for decades, which enabled a fast expansion in terms of field offices (Dnipro, Kyiv, Lviv, Beregovo) and personnel during the response.

In Hungary, social workers and other dedicated professionals work at HIA's Support Centre for Ukrainian Refugees in Budapest as well as HIA's institutions in other major Hungarian cities (Sopron, Miskolc, Kaposvár). At its headquarters, HIA has a separate Ukraine Team within the International Development and Humanitarian Department working closely together with dedicated members of Finance and Communications 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. HIA involves them in the program in their full capacity along all stages of program implementation.

**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 to respond to the influx of refugees in Poland and later on, as soon as the process of registration in Ukraine was finalized in Kyiv and Kharkiv. The Warsaw office serves as the main hub for the operation from where to monitor the activities conducted in the community centres. In Ukraine the main office in Kyiv serves for coordination with other actors at state level and oversees and support the program now focussed in Kharkiv oblast. LWF office in Prague is set up to increase the regional coordination capacity, to provide robust financial management, strong gender and age responsive PMERL, digital data management and PMERL support. The office in Prague provides also 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.

LWF Poland holds the expertise and contributions of the Evangelical Church of the Augsburg Confession, associated parishes, NGOs, and CBO in high regard. The organization values their support as it continues its operations at the five community centers, aimed at providing assistance to both refugees and members of the host community. Building upon the coordination frameworks established during the past two years of response. LWF will enhance its efforts to coordinate with these entities, leveraging their geographical coverage and service provision capabilities to reach the most vulnerable target groups of these communities. This collaborative structure and approach are crucial for effectively implementing program interventions and serve as foundational blocks for developing an exit strategy.

To augment these partnerships, LWF Poland will try to secure funds for selected NGOs, refugee-led foundations, and parishes such as Avalon, Patchwork, Egala, Nomada, Fundacja RC, Razem BB, Fundacja Feminoteka, and specific parishes. These funds will empower them to carry out specific projects with their own personnel. Additionally, LWF will deliver technical training on MHPSS (Mental Health and Psychosocial Support), data management, as well as safeguarding and accountability measures. Moreover, in areas such as Bytom, Bielsko-Biala, and Zgierz, LWF centers are strategically located within church premises, thereby improving accessibility, and fostering community integration.

In Ukraine LWF join forces with two local organizations Spilna Sprava Dlia Ludley and Neznamnyi Kharkiv, which thanks to their knowledge of the local context are key to able to assure assistance rapidly and to the most vulnerable.

## **Implementation Arrangements**

### **AIDRom**

AIDrom will work closely with refugee communities, community leaders, local and central authorities, partner organisations, ACT Alliance members, UNHCR, IOM to ensure an effective response and avoid overlapping of assistance.

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/EPER to implement the activities, in order to avoid duplication of assistance and to provide assistance to as many Ukrainian refugees as possible.

#### **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 adds 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.

#### **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/EPER in Moldova and relevant ACT members in Ukraine.

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) regularly to review implementation progress, challenges encountered, and support required.

#### **HEKS/EPER**

HEKS/EPER 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/EPER 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-based 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 chairs the ACT Ukraine forum where networking and coordination among partners are fostered. LWF attends sectors/clusters coordination meetings organized by the inter-agency, relevant government authorities, other humanitarian actors in all targeted areas to actively contribute to the meetings.

LWF shares outcomes of periodic assessments of displaced people and **returnees** 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.

## Project Consolidated Budget

actalliance	Appeal Total	Lutheran World Federation (LWF)	Hungarian Interchurch Aid	Church World Service	Asociatia Eumenica a Bisericilor din Romania	HEKS/EPER	ACT Europe Forum	Christian Aid
		Poland, Ukraine	Ukraine, Hungary	Moldova and Ukraine	Romania	Ukraine, Moldova, Hungary, Romania		
<b>Direct Costs</b>	<b>46,863,466</b>	<b>14,562,259</b>	<b>13,426,304</b>	<b>2,721,296</b>	<b>1,521,574</b>	<b>13,906,278</b>	<b>364,800</b>	<b>360,955</b>
1 Project Staff	9,435,478	3,609,357	1,970,208	1,017,789	554,440	2,007,320	228,800	47,564
1.1 Appeal Lead	29,400	-	-	-	-	-	29,400	-
1.2 International Staff	4,174,605	2,111,049	481,536	274,704	-	1,076,824	199,400	31,091
1.3 National Staff	5,231,472	1,498,308	1,488,672	743,085	554,440	930,496	-	16,473
2 Project Activities	32,071,925	9,802,801	8,765,296	1,615,000	901,048	10,681,199	-	306,581
2.1 Public Health	1,427,888	-	1,043,000	274,620	10,268	100,000	-	-
2.2 Community Engagement	3,504,558	63,125	3,317,796	103,100	20,537	-	-	-
2.3 Preparedness and Prevention	8,215	-	-	-	8,215	-	-	-
2.4 WASH	1,991,388	350,139	607,000	9,605	24,644	1,000,000	-	-
2.5 Livelihood	1,025,865	369,854	300,000	30,000	-	326,011	-	-
2.6 Education	1,239,404	661,140	40,000	6,450	45,181	486,634	-	-
2.7 Shelter and Household Items	9,701,267	1,924,553	1,727,500	964,500	84,714	5,000,000	-	-
2.8 Food Security	1,318,671	233,750	470,000	104,005	36,966	473,951	-	-
2.9 MH/PS and Community Psycho-social	4,560,321	3,045,983	1,260,000	47,150	7,188	200,000	-	-
2.10 Gender	-	-	-	-	-	-	-	-
2.11 Engagement with Faith Leaders	9,943	9,943	-	-	-	-	-	-
2.12 Advocacy	163,578	74,075	-	4,350	6,161	78,992	-	-
2.13 Multipurpose cash assistance	7,120,827	3,070,240	-	71,220	657,174	3,015,612	-	306,581
2.14	-	-	-	-	-	-	-	-
3 Project Implementation	2,569,205	405,510	1,780,100	11,300	11,295	321,000	40,000	-
3.1 Forum Coordination	502,598	114,703	27,600	8,000	11,295	301,000	40,000	-
3.2 Capacity Development	2,066,606	290,806	1,752,500	3,300	-	20,000	-	-
4 Quality and Accountability	1,015,659	526,872	191,100	17,400	29,778	165,798	80,000	4,710
5 Logistics	1,380,209	153,570	591,100	53,807	8,215	571,417	-	2,100
6 Assets and Equipment	390,992	64,150	128,500	6,000	16,799	159,543	16,000	-
<b>Indirect Costs</b>	<b>4,381,268</b>	<b>1,216,596</b>	<b>1,378,800</b>	<b>138,732</b>	<b>95,044</b>	<b>1,531,982</b>	<b>-</b>	<b>20,113</b>
Staff Salaries	2,414,347	454,797	1,058,400	-	6,777	884,295	-	10,078
Office Operations	1,966,920	761,799	320,400	138,732	88,267	647,687	-	10,035
<b>Total Budget</b>	<b>51,244,734</b>	<b>15,778,855</b>	<b>14,805,104</b>	<b>2,860,028</b>	<b>1,616,618</b>	<b>15,438,260</b>	<b>364,800</b>	<b>381,069</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	964,272	315,264	176,486	85,801	27,600	352,826	(390)	6,684
<b>Total Budget + SMC</b>	<b>53,829,332</b>	<b>16,688,544</b>	<b>15,650,757</b>	<b>2,945,828</b>	<b>1,696,464</b>	<b>16,066,890</b>	<b>393,096</b>	<b>387,753</b>
<b>Estimated Income</b>	<b>28,216,842</b>	<b>9,496,872</b>	<b>10,823,046</b>	<b>993,733</b>	<b>1,070,166</b>	<b>5,227,729</b>	<b>382,483</b>	<b>222,812</b>
<b>If revision of budget - Balance requested (minus income received)</b>	<b>25,612,489</b>	<b>7,191,671</b>	<b>4,827,711</b>	<b>1,952,096</b>	<b>626,298</b>	<b>10,839,161</b>	<b>10,612</b>	<b>164,941</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, vulnerability and age group.

**AIDRom**

At the project level, there is an M&E plan, a SoP and the necessary tools for monitoring the activities.

All members of the project team are trained regarding possible changes, updates or specific requests. AIDRom carefully monitors the performance of the project, the results, but also the identification of the lessons learned associated with the project. In order to achieve the objectives of the project, we organize weekly coordination and monitoring meetings, during which we plan the necessary activities and actions, but also discuss the problems encountered. We also hold monthly coordination meetings with the leaders of the communities of foreigners to assess needs.

In AIDRom coordination and monitoring of the project are performed by the project coordinator and PMER Officer. 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

#### **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.

- **CWS** partners are experienced national NGOs with monitoring systems in place, and these will be complemented and supported by CWS staff. CWS' Senior M&E Officer and M&E Officer in Moldova, will ensure that the proposed project is implemented on time and in accordance with CWS and ACT Alliance guidelines by:
  - Hosting project launch meetings with new national partners or project check-ins with continuing national partners during which the project duration, start and end dates, budget, and activities are reviewed. CWS will also customize and review reporting 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.
  - Tracking standard output indicators to ensure that project targets are achieved, counted accurately, and can easily be consolidated with data from other CWS partners and ACT reporting.
  - Monitoring and supporting partners with identifying problems early, making appropriate changes, and shared learnings with other partners in Moldova and Ukraine.
- CWS will work with its national partners to monitor the quality of project activities by:
  - Regularly conducting monitoring site visits.
  - Reporting on project updates, outcomes, and protection risks and responses.
  - Collaboratively identifying 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 project close-out meetings with CWS national partners to review and document achievements, challenges encountered during implementations, lessons learned, and recommendations for future programming.

HEKS/EPER 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/EPER 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), external monitoring (performed by professional independent company)

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 contributes 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. The migration to ActivityInfo platform will allow seamless collection and management of data improving the quality and efficiency of reporting

In order to assess the quality of project activities and ensure the involvement of target groups, feedback from project participants 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 various project activities. 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.

### ***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 their Security Officers. 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.

#### **Christian Aid:**

Christian Aid staff are based globally and travel regularly to the region. 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 staff who travel to Ukraine are offered access to a session with a trauma counselling service CA subscribes to. All travel must be balanced by rest and recuperation, and time back in their homebase 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.

**CWS** implements organizational policies in Moldova and Ukraine related to security risk management. These policies include procedures related to achieving program outcomes, and safety and security of personnel and program participants. Contingency plans and security field protocols are developed based on identified risks. CWS has a Security Manual, a document that sets forth the fundamental aspects of the policy, standards, procedures that comprise the safety and security risk management strategy. CWS implements an acceptance strategy as a risk management approach to reduce threats to our staff and organization by reducing the motivation of others to harm us.

**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 a global security officer as well as local security officers in Ukraine. Local staff and employees traveling to the country have to adopt HIA's security strategy in place since January 2024. HIA also 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. 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** 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. LWF has dedicated country level Security Focal Points in Ukraine, who is particularly responsible for providing safety and security training to LWF field-based staff, 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.

## 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 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

#### **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 reiterated 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.

**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. CWS provides training on ethics and professional conduct as part of regular staff capacity and onboarding activities. CWS' Accountability to Affected Populations (AAP) Guidance reflects this commitment and outlines CWS practices and procedures to improve the quality and quantity of participant feedback within CWS program activities. Additionally, all partners are required to sign the CWS Principles of Conduct if they do not have an equivalent policy in place. The CWS Principles of Conduct apply to all partner staff and volunteers. It outlines conduct expectations and reporting requirements related to issues including sexual exploitation and abuse, sexual harassment, child safeguarding, fraud and corruption, and unethical business practices. The CWS Protection Program Manager regularly checks that new project staff and volunteers have signed the Principles of Conduct, that partners attend an informational session annually, and that components of the CWS Principles of Conduct are integrated into regular trainings on PSEA, GBV, and complaint and feedback mechanisms.

**HEKS/EPER** 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/EPER 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.

#### **Hungarian Interchurch Aid:**

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 has 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 are required to perform their work based on the above policies. They are required to sign HIA's Code of Conduct and are aware of the provisions of ACT's Code of Conduct. 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. The Code of Conduct has been translated in both Polish and Ukrainian, 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 – now 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.

### ***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. ACT members 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** has and applies policies regarding the protection of employees and beneficiaries against any harm, or touching that would affect their health, security and integrity. AIDRom has a Code of Conduct, a Disciplinary Code, PSEA, Policies for the Safeguarding of Children and Vulnerable Persons. The staff is permanently trained and participates in periodic training organized by the UN in particular. At AIDRom level there is a focal point for both PSEA and Safeguarding.

Aidrom recognises 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.

**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 whom 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.

**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. CWS' Code of Conduct and Child Safeguarding policies were used to develop the CWS Principles of Conduct for partner staff and volunteers, which has been translated into Romanian and Russian for endorsement and use by partners. Implementation at the country level has been rolled out with our partners. Together the team identifies training needs for staff and volunteers in partner organizations who are providing direct assistance. As part of CWS' 2024 Protection Workplan, the team will provide trainings in PSEA and child safeguarding. CWS has a PSEA and Quality and Accountability focal point person who will ensure that a sound and streamlined complaint and feedback mechanism is in place, ensuring adherence with CWS' PSEA policies and overall implementation of the quality and accountability mechanism.

**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:** Hungarian Interchurch Aid is committed to providing a safe and trustworthy environment for all those who come into contact with our work. There is zero tolerance for all forms of abuse, assault, exploitation, harassment, bullying, mistreatment (together referred to as "abuse") within the organization.

HIA also has a Safeguarding Policy in place. A breach of the Policy constitutes a material breach of a fundamental obligation arising from the employment relationship with respect to HIA's employees and in any case will lead to the application of a legal sanction under employment law.

A breach of the Policy may in itself be grounds for the immediate termination of any cooperative or contractual relationship between HIA and the person who has breached the Policy. Everyone is entitled to protection, without discrimination on the basis of religion, gender, race, disability, sexual orientation or any other ground. As the prevention of child abuse and the protection of children's rights is a high priority within the organization, child abuse prevention is covered by a specific policy, HIA's Child Safeguarding Policy and as part of it the Child Protection Code of Conduct. Our aim is to prevent those we come into contact with in the course of our work from suffering any type of harm. This includes any harm or damage caused by the conduct of our employees and any type of harm or damage that may result from the design and delivery of our programs and services.

We believe that the protection of human rights is a shared responsibility, and therefore all staff and representatives of HIA must be aware of their own responsibility to prevent abuse and report any observed or suspected abuse. We also require our partners to conduct their activities in the spirit of the Policy and we provide support in this where necessary.

**LWF** 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.

### ***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.

#### **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.

#### **CWS works diligently to ensure:**

1. Program participants understand and have access to effective feedback and complaint channels
2. The mechanism for reporting and responding to complaints and feedback is streamlined across CWS, partners, and UNHCR/OCHA
3. Programming is informed and improved according to program participants' feedback

To support these goals, CWS implemented the CWS Principles of Conduct which outlines feedback and complaint channels for partner staff and volunteers. These channels include contacting a supervisor and/or CWS Humanitarian Team Leader, submitting an email to CWS' Compliance Office, submitting an anonymous



report in the person's respective language via [www.lighthouse-services.com/cwsglobal](http://www.lighthouse-services.com/cwsglobal), and submitting an email directly to UNHCR.

All partners are provided updated posters and flyers in Romanian, Russian, and Ukrainian with UNHCR and CWS' options for reporting complaints or providing feedback. CWS confirms that this information is visible in locations of service provision during site monitoring visits. Partner staff are also asked about any challenges, complaints, concerns, or negative feedback they have received during visits and in reports. CWS program staff support partner organizations with adapting their complaint and feedback mechanism to be inclusive and accessible through challenging cultural narratives around negative feedback and providing training and technical assistance. CWS also keeps a Complaint and Feedback Response Registry to log any breaches of conduct or complaints that are brought directly to the attention of country staff by program participants or partner organizations. These concerns are logged, followed up, and responded to by protection staff; and include a section for how this feedback or complaint has informed processes or programming. Together, these efforts highlight CWS's commitment to implementing a safe, accountable, and inclusive complaint and feedback mechanism across partners and programs.

**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 beneficiary's rights and staff behaviour are in-built in all programmatic work.

LWF is dedicated to strengthening its accountability responsibilities, which have been developed over the past two years, through ongoing training for Complaints Response Focal Points. This training covers areas such as PSEA, Safeguarding, CRM, and investigation skills. This initiative involves the training of a group of national CRM focal persons on Social behavioural change, effectively managing complaints and feedback received from both beneficiaries and staff members. Drawing on existing experience, LWF aims to collaborate with other ACT members to create synergies and leverage their expertise. Moreover, LWF will scale-up its capacities to establish appropriate systems and bolster investigative capabilities. This strategic approach ensures a comprehensive response to complaints and feedback, facilitating continuous improvement and accountability to the affected population.

#### **Hungarian Interchurch Aid:**

HIA has a robust complaint resolution mechanism. All community stakeholders, including community members that are not directly involved in the project have access to different channels to give feedback and make complaints including in-person, telephone hotline, or email. Furthermore, HIA signs cooperation agreements with its local partners to ensure full compliance with donor agency regulations and requirements. Project directors monitor the activities of the partners both with regard to work performance and ethical conduct. The partner's staff can also report their complaints either to their immediate contact at HIA (project manager) or to the project directors by email or in person.

There is a HIA Help/CRM desk, phone/email operational in Lviv, Ukraine. HIA ensures that it promotes a culture of mutual accountability across the organization in which complaint resolution is taken seriously. The complaints reported through phone call, Viber messaging, and e-mail are handled by the call center team and managed by the MEAL staff in Ukraine. Complaints boxes are placed visibly around project sites to allow beneficiaries to submit complaints in writing to HIA staff.

In Hungary, complaints and feedbacks regarding the services of HIA can be sent to a dedicated email address. The authorized recipients are the leader of the Ukrainian refugee support center and the leader of the domestic asylum group.

All complaints and feedbacks are given a registration number and are stored in a dedicated separate system. In case of a negative feedback, an investigation is carried out by the Social Department and the International Development and Humanitarian Department. Eventually, the complainant is informed about the result. The description of the complaints mechanism as well as the contact details are posted in HIA's distribution centers and on HIA's website.

### ***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 is recruited as part of the ACT Europe Forum's project team.

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

**HIA's** activities are supported by the Communication Department at HIA's HQ and a local communication officer in Ukraine. In accordance with ACT Alliance's C&V guidelines materials are created, including leaflets, info sheets, booklets, as well as headers, documentation, signboards, templates, banners, rollups etc. The communications team is also in charge of organizing and conducting press conferences, media appearances, interviews, posts and news on social media. Activities are presented in local and national Ukrainian/Hungarian media. The team works closely together with the MEAL team to enhance transparency and communicate accurate information internally as well as to donors, partners and to the larger public.

HIA has a website dedicated to the war in Ukraine, where key data and related articles can be found in Ukrainian, English and Hungarian languages: <https://ukraine.hia.hu/>

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. Images and video related to the program will be posted regularly through the LWF webpage, the LWF Flickr account, and the Facebook pages of the different community centres in Poland.

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.

## 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 August 2023
End Date	28 February 2025	28 February 2025	28 February 2025	28 February 2025
Project Period (in	22 months	36 months	36 months	19 months
Response Location s	<b>Romania: Bucharest - South Area</b> (Bucharest, Ilfov, Giurgiu, Dambovită, Prahova) <b>National level.</b>	<b>Ukraine:</b> Lviv, Zakarpattia, 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, Odessa and others, depending on access <b>Hungary:</b> Budapest, Miskolc, Sopron, Kaposvár	Ukraine: Kharkiv oblast, Bobrovyčja, Ichnia Poland: (Bytom, Ostroda, Gdansk, Warsaw, Zgierz, Wrocław, Bielsko-Biala and Krakow). At the border with Ukraine: (Medyka, Zosin and Dorohusk). For advocacy work also: Hungary, Romania, Slovakia and possibly other countries which intend to join the advocacy activities.	Ukraine: Irpin Romania: Cluj

Targeted Recipients (per sector)	<ul style="list-style-type: none"> <li>Food assistance: 12000</li> <li>Hygiene: 50000</li> <li>Public Health: 5000</li> <li>Education: 400</li> <li>Shelter: 300</li> <li>Livelihood (counselling, case management, access to the labour market): 16000</li> <li>Community engagement (Cultural activities): 15000</li> <li>Romanian classes 200</li> </ul> <b>Total: 31,350 people</b>	<ul style="list-style-type: none"> <li>Public Health: 1,000 people</li> <li>WASH*: 25,500 people</li> <li>MPCA: 6,500 people</li> <li>Shelter/NFI: 22,875 people</li> <li>Food security*: 68,750 people</li> <li>MHPSS: 25,000 people</li> <li>Livelihood: 375 people</li> <li></li> </ul> <b>Total: 1138,075 people*</b> *36.000 people receiving food and hygiene support together.	<ul style="list-style-type: none"> <li>Shelter/NFIs: 11,596 people</li> <li>Food: 15,886 people</li> <li>Education: 3,592 people</li> <li></li> <li>MHPSS and Community Psycho-social 60,060WASH: 45,516 people</li> <li>MPCA: 9,968 HH</li> <li>Engagement with faith leaders: 3,274 people</li> <li>Advocacy: 13,390 people</li> </ul> <b>Total: 164,430 people</b>	<ul style="list-style-type: none"> <li>SCLR: 1200 people</li> </ul>
Requested budget (USD)	Total Budget: US\$ 1,696,464 Estimated Income: US\$ 1,070,166 <b>Balance requested: US\$ 626,298</b>	Total Budget: US\$ 15,650,757 Estimated Income: US\$ 10,823,046 <b>Balance requested: US\$ 4,827,711</b>	Total Budget: US\$ 16,688,544 Estimated Income: US\$ 9,496,872 <b>Balance requested: US\$ 7,191,671</b>	Total Budget: US\$ 387,753 Total Income: US\$ 222,812 <b>Balance requested: US \$ 164,941</b>

	Swiss Church Aid (HEKS/EPER)	Church World Service (CWS)
Start Date	1 March 2022	1 November 2022
End Date	28 February 2025	28 February 2025
Project Period (in months)	36 months	28 months
Response Locations	<b>Romania</b> , North-East region inc. Suceava, Botosani, Piatra Neamt, Vaslui, Galati, Halmeu, Sighet, Counties of Maramures, Satu Mare and Cluj and Bucharest <b>Ukraine</b> , - Odessa, Mykolaev, Kharkiv, Dnipro, Zakarpatska, Chernovtsy <b>Hungary</b> , Záhony, Lónya, Barabás, Beregsurány, Tiszabecs as well as in Budapest Moldova: whole country	Moldova: Whole of Moldova Ukraine: Odesa city and oblast (region)
Targeted Recipients (per sector)	<ul style="list-style-type: none"> <li>Multi-purpose cash: 25000people</li> <li>Shelter/NFI: 50000 people</li> <li>WASH: 20000 people</li> <li>Livelihood: 2530 people</li> </ul> <b>Total: 58 080 people</b>	NFIs: 6000 people MPCA: 420 people Multi-purpose vouchers: 5,950 people MHPSS: 4,545 people Health: 6,950 people Protection: 910 people Shelter: 20,700 people <b>Total: 28,490 people (unique count)</b>
Requested budget (USD)	Total Budget: US\$ 16,066,890 Estimated Income: US\$ 5,227,729 <b>Balance requested: US\$ 10,839,161</b>	Total Budget: US\$ 2,945,828 Estimated Income: US\$ 993,733 <b>Balance requested: US\$ 1,952,096</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