



Hungarian Red Cross (HRC) volunteer Kateryna plays Legos with children at a HRC shelter in Szeged, Hungary. Kateryna had to flee Ukraine herself and now lives with her mother and daughter in Szeged. Photo: HRC

OPERATIONS UPDATE #7

UKRAINE AND IMPACTED COUNTRIES CRISIS

Emergency appeal No: [MGR65002](#)

Revised Emergency Appeal launched: 10/05/2023

Revised Operational Strategy published: 20/06/2023

Operation timeframe: 46 months
(28/02/2022 - 31/12/2025)

Funding requirements (CHF):

CHF 800 million through the IFRC Emergency Appeal
CHF 2.7 billion Federation-wide

Glide No: [OT-2022-000157-UKR](#)

Number of people being assisted: 22.65 million

In Ukraine: 17 million

Impacted countries: 5.65 million

Timeframe covered by this update:

From 01/03/2023 to 31/05/2023

DREF amount initially allocated:

CHF 1 million

Date: 04/07/2023

To date, this Emergency Appeal, which seeks CHF 800 million, is 58% cent funded, and a significant funding gap of a CHF 333,3 million remains. To continue supporting National Societies around the world to play their key role in supporting people impacted by the crisis, the IFRC calls for partners to renew their commitment to accompanying the IFRC Network in its response by further contributing to the IFRC Appeal.



Credit: Nora Peter/IFRC

Afomina Halyna from Kyiv is the trainer of a junior handball team – her girls have been champions of Ukraine several times.

When the armed conflict between Russia and Ukraine escalated, an organization named 'For Sport' invited the whole team to come to Presov, Slovakia, offering them accommodation and support. Halyna and a dozen of her players crossed the border together.

„Their parents trust me as I'm their trainer, I've been training some of them for 7-8 years,” Halyna explains. „A few mothers are also here, but most parents cannot come because they are looking after the grandparents, the house, the animals, or have a job to do.”

Lots of clubs from Slovakia, France, Italy and Germany offered to host them, but they chose Slovakia because it's close to the border and it's easier for the girls to go home occasionally.

„We are happy to have chosen Slovakia because people here help us a lot – for example, we get warm meals every day from the Red Cross.”

„Our state of mind is better when we train, when we have tournaments and championships. It's difficult for the girls psychologically, they worry for their parents at home. When they have a goal, they give their best and work hard to reach it. I hope it will also help them in the future,” Halyna says.

A. SITUATION ANALYSIS

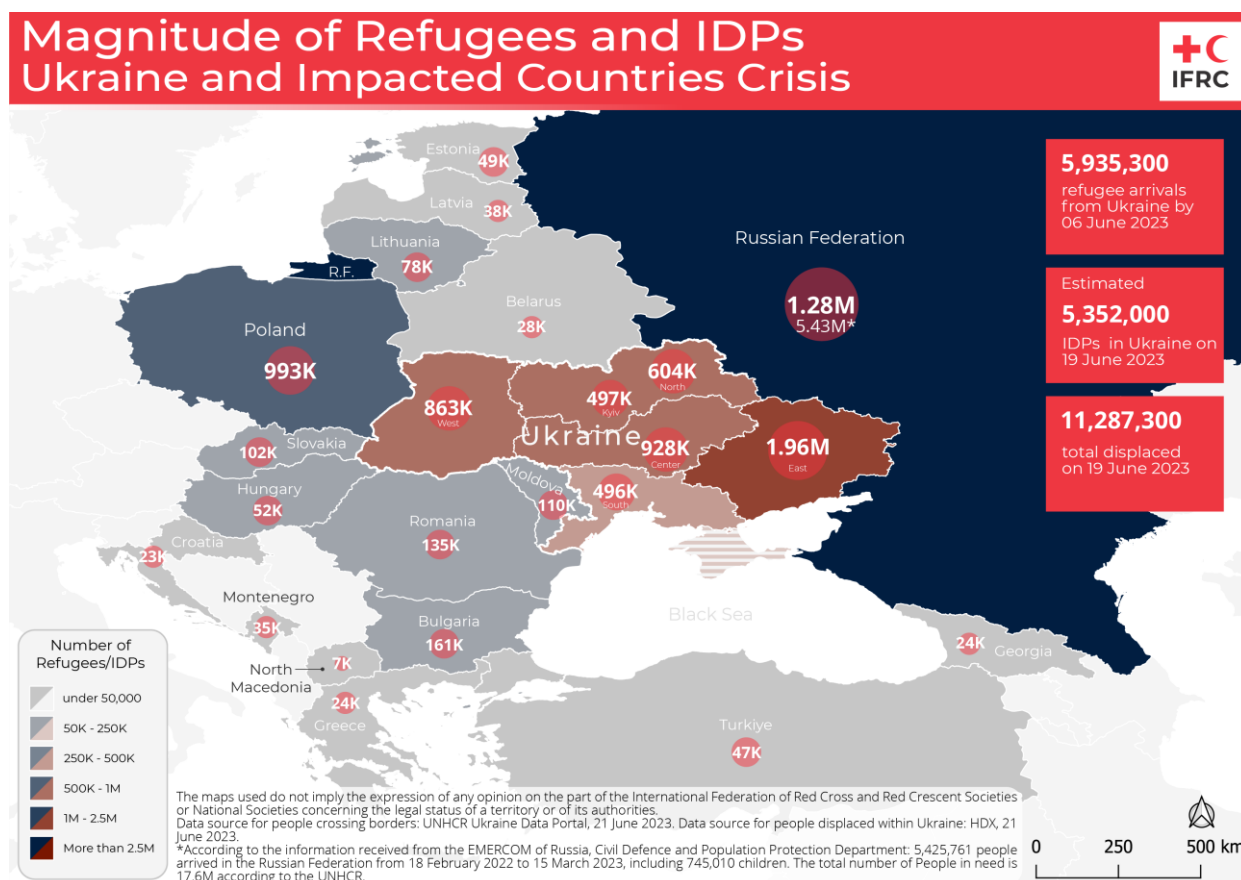
Description of the crisis

As the armed conflict continues, the humanitarian needs are spreading far beyond Ukraine itself to many countries across Europe and around the world. The number of people affected by the ongoing crisis is estimated to be around 27 million in and outside of Ukraine.¹

People affected by the ongoing conflict in Ukraine are living in damaged buildings that do not offer protection from harsh weather conditions. Communities are without power, running water, and heating in parts of the country, with many struggling to access drinking water and food. Displacement, severed familial connections, witnessing atrocities, and other life-threatening events have immense and often long-lasting negative consequences on people's mental health.

In addition to the immediate suffering caused by the conflict, there are broader dimensions to its impact. This includes damage to civilian infrastructure in Ukraine, such as hospitals and schools, disruption to food production and exports, mass displacement within the region, and increased risks of conflict-related sexual violence, trafficking for exploitation, abuse of people in vulnerable situations, and violence related to displacement.

The impacts of the ongoing hostilities are not limited to those directly affected by the conflict: communities worldwide, in particular host communities, experience difficulties due to protracted displacement and economic crisis that have exacerbated pre-existing vulnerabilities. Already under immense pressure from the COVID-19 pandemic and global economic downturn, public health and social security systems in host communities have been further stressed by the international armed conflict between the Russian Federation and Ukraine. Within this environment of overlapping crises, the humanitarian implications grow, generating protracted and diversified needs within health, migration, shelter, and livelihoods – all of which demand a comprehensive response.

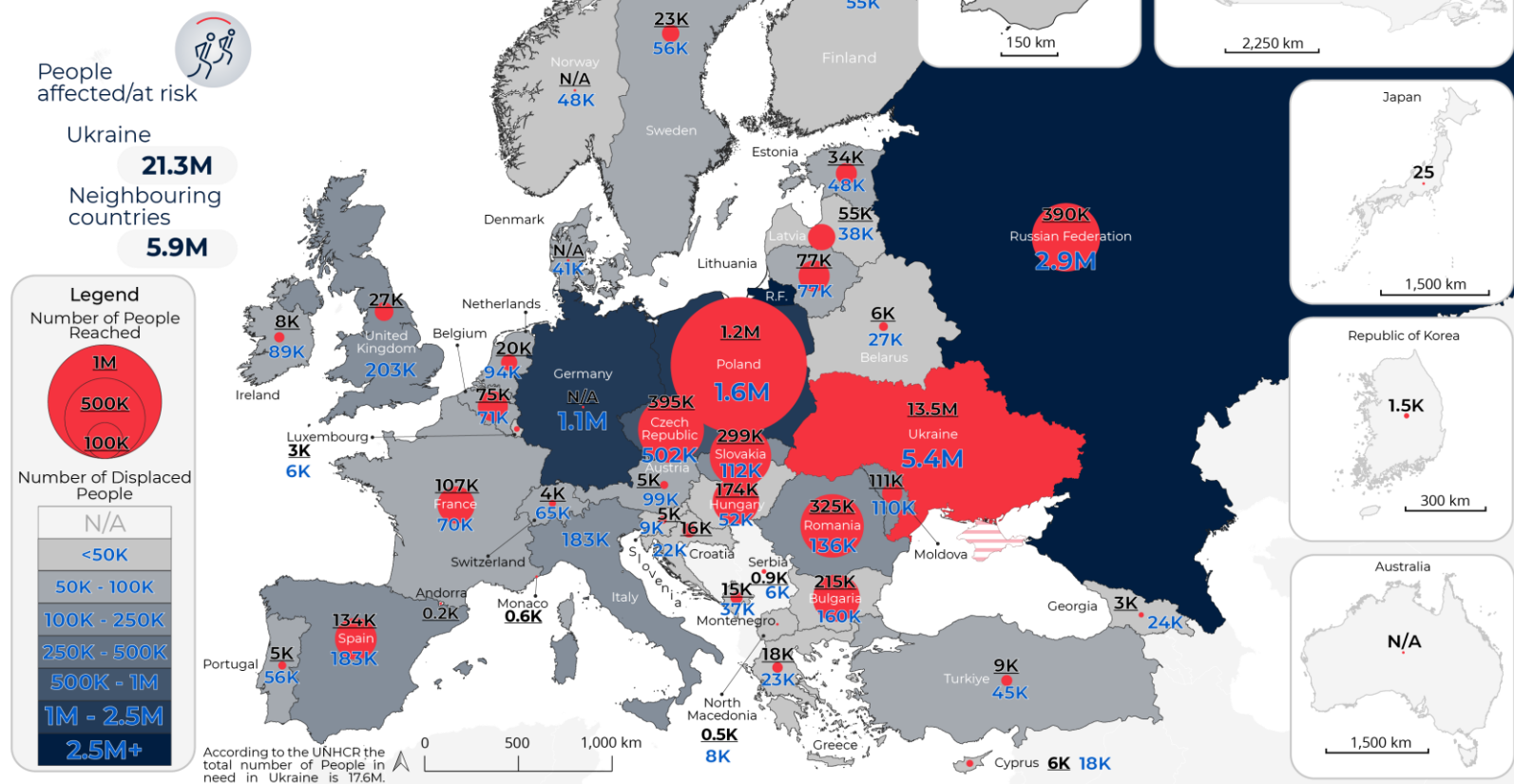


¹ A total of 5.9 M refugees were recorded across 17 impacted countries ([UNHCR Ukraine Situation Data Portal](#)) and 21.3 M people affected in Ukraine ([Humanitarian Response Plan Ukraine 2023](#), OCHA).

Federation-wide Overview Ukraine and impacted countries



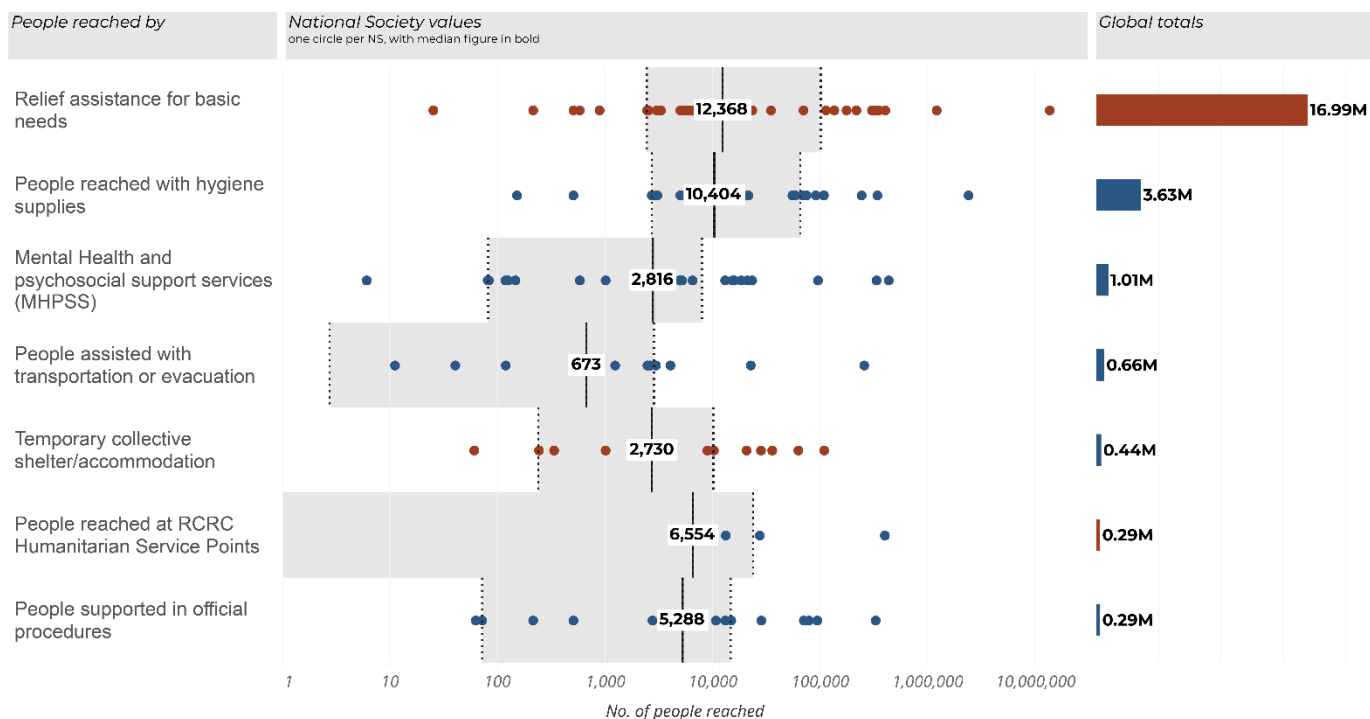
Data Source: UNHCR, IOM, FDRS;
Date Produced: 20/06/2023;
Disclaimer: The maps used do not imply the expression of any opinion on part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.



Response

A total of 45 National Societies have reported their domestic or international activities, 41 of these are National Societies that are part of the IFRC Europe region. In June 2023, 75% of these National Societies updated their data.

PEOPLE REACHED BY INDICATOR



1.1M people received multipurpose cash
CHF **105M** has been distributed



Volunteers involved in the operation
128,000



Tons of goods distributed by National Societies
73,221 domestically, **900,000** internationally



Humanitarian Service Points/ distribution points
596



131,793* people trained in First Aid



Branches responding
6,650 domestically, **46** internationally



376,500 people accommodated by host families

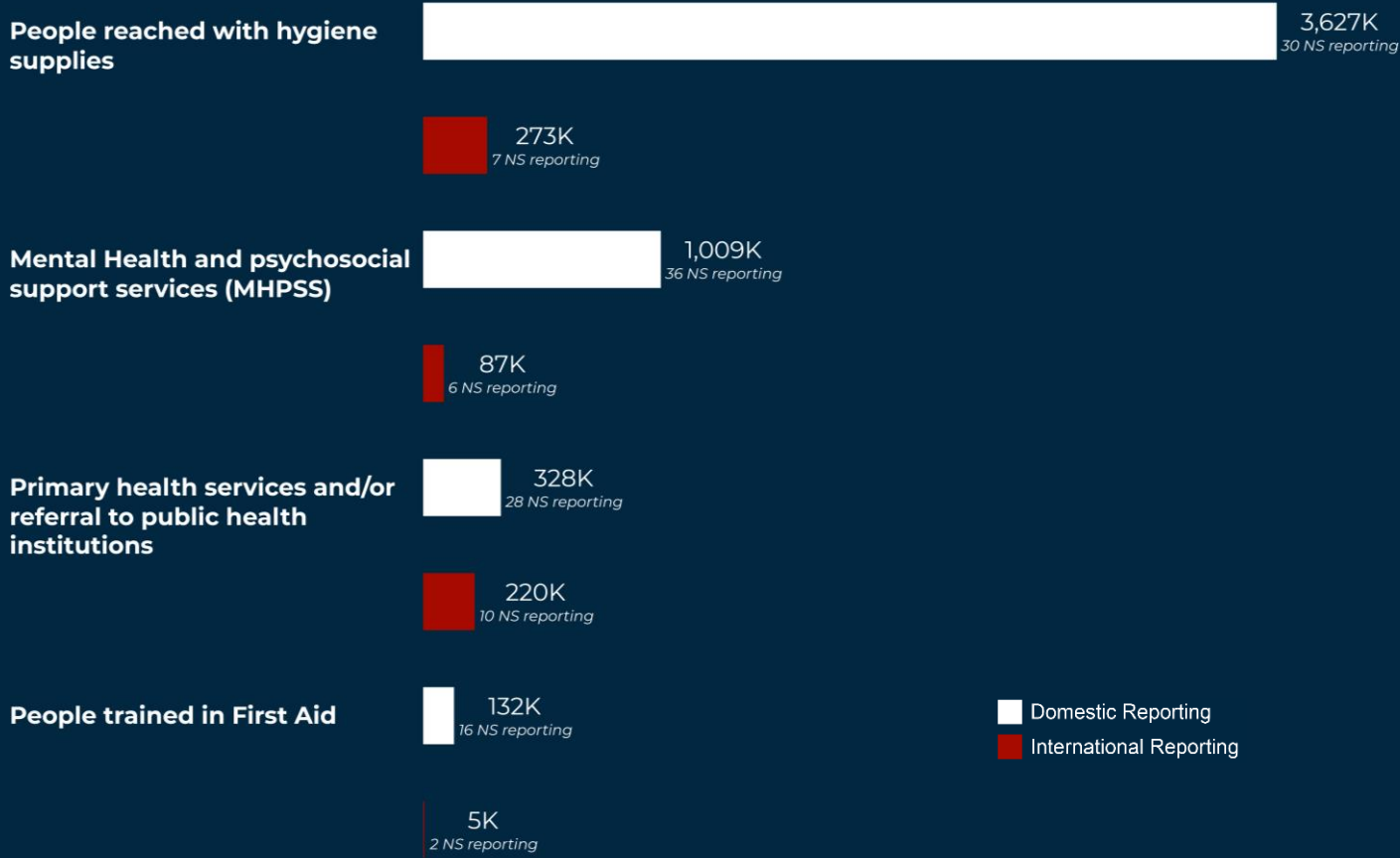
*Significant variation is noted from the March 2023 Federation-wide Overview, with a major correction from 474,000 to 131,793 due to a data correction from National Society 2022 reporting

ALL ACTIVITIES BY OPERATIONAL PRIORITY

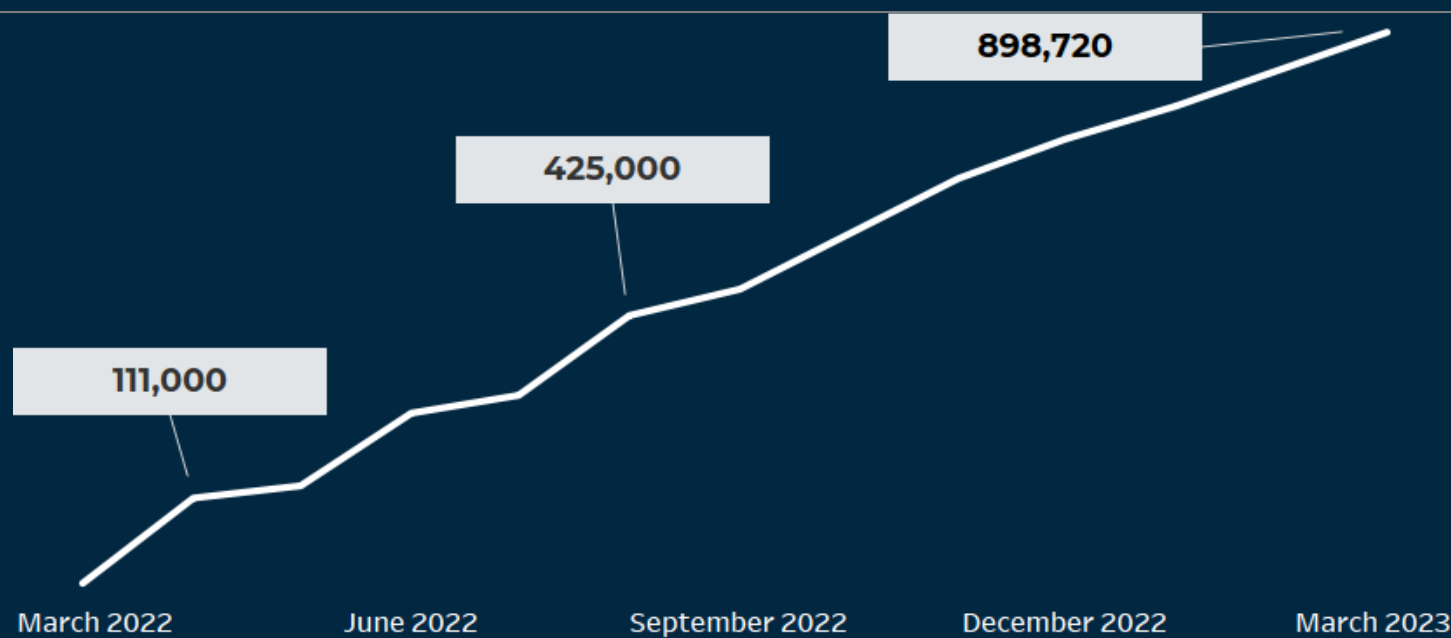
I: HEALTH and CARE

Health and care, including Water, Sanitation, and Hygiene

People reached by



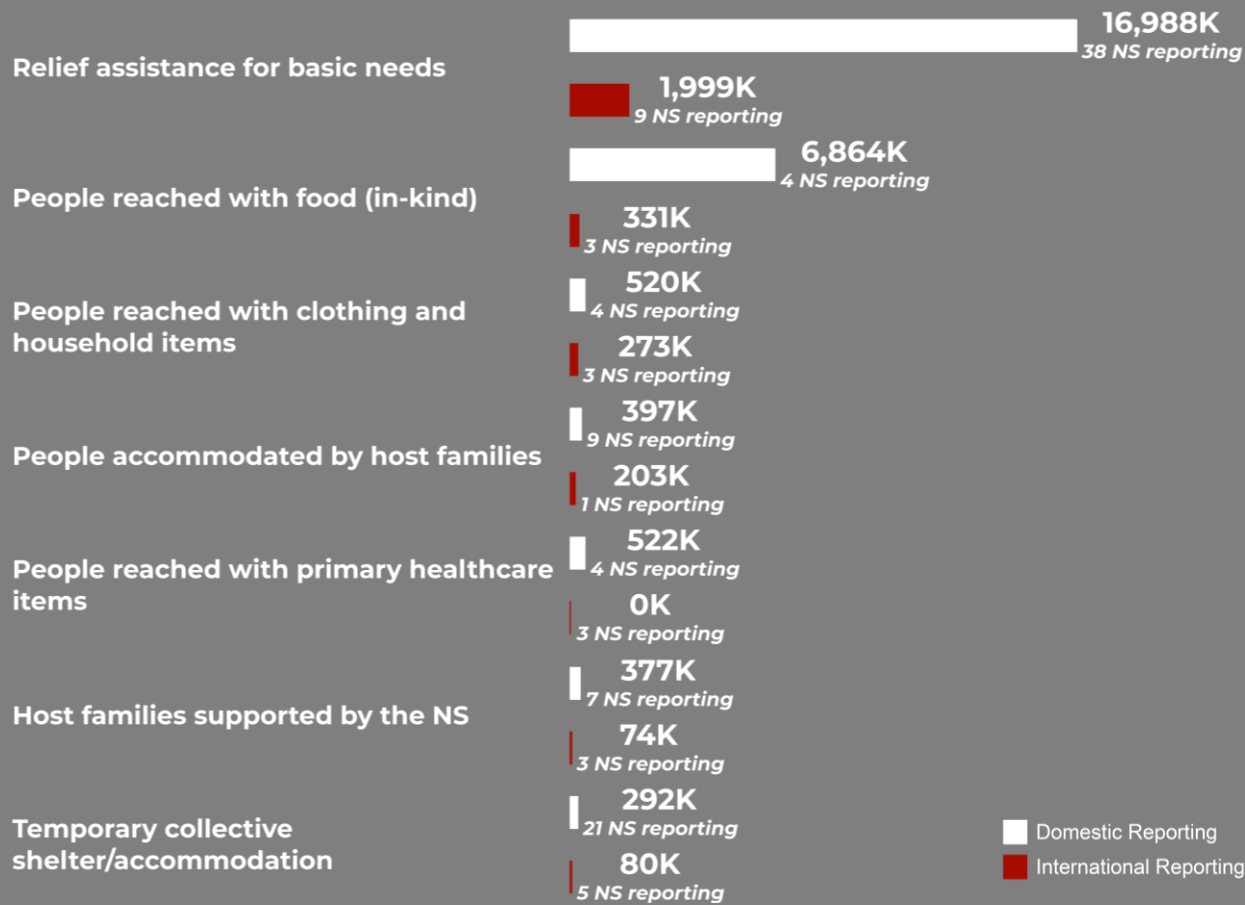
Evolution of people reached with Mental Health and Psychosocial support services since the beginning of the response (Domestic Reporting by Month)



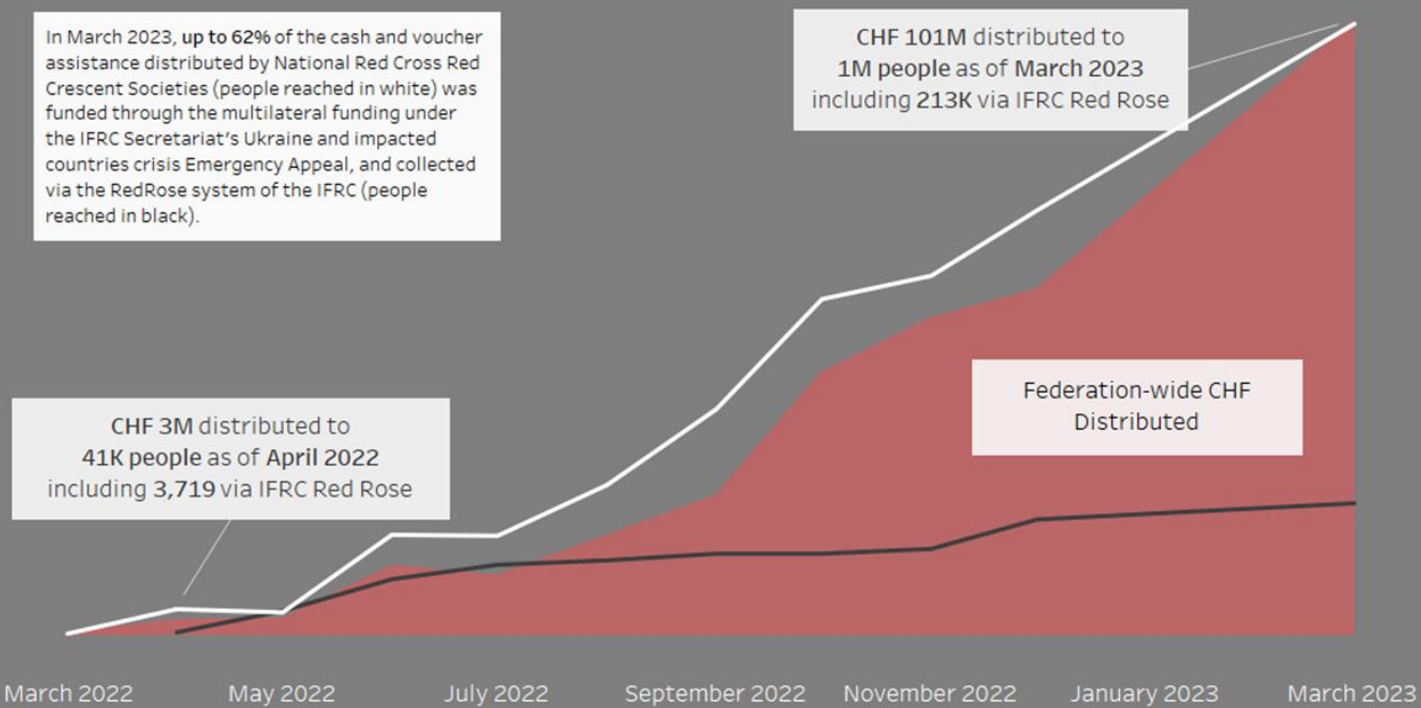
ALL ACTIVITIES BY OPERATIONAL PRIORITY

II: Integrated Assistance

Shelter, Multi-Purpose Cash, and Livelihoods



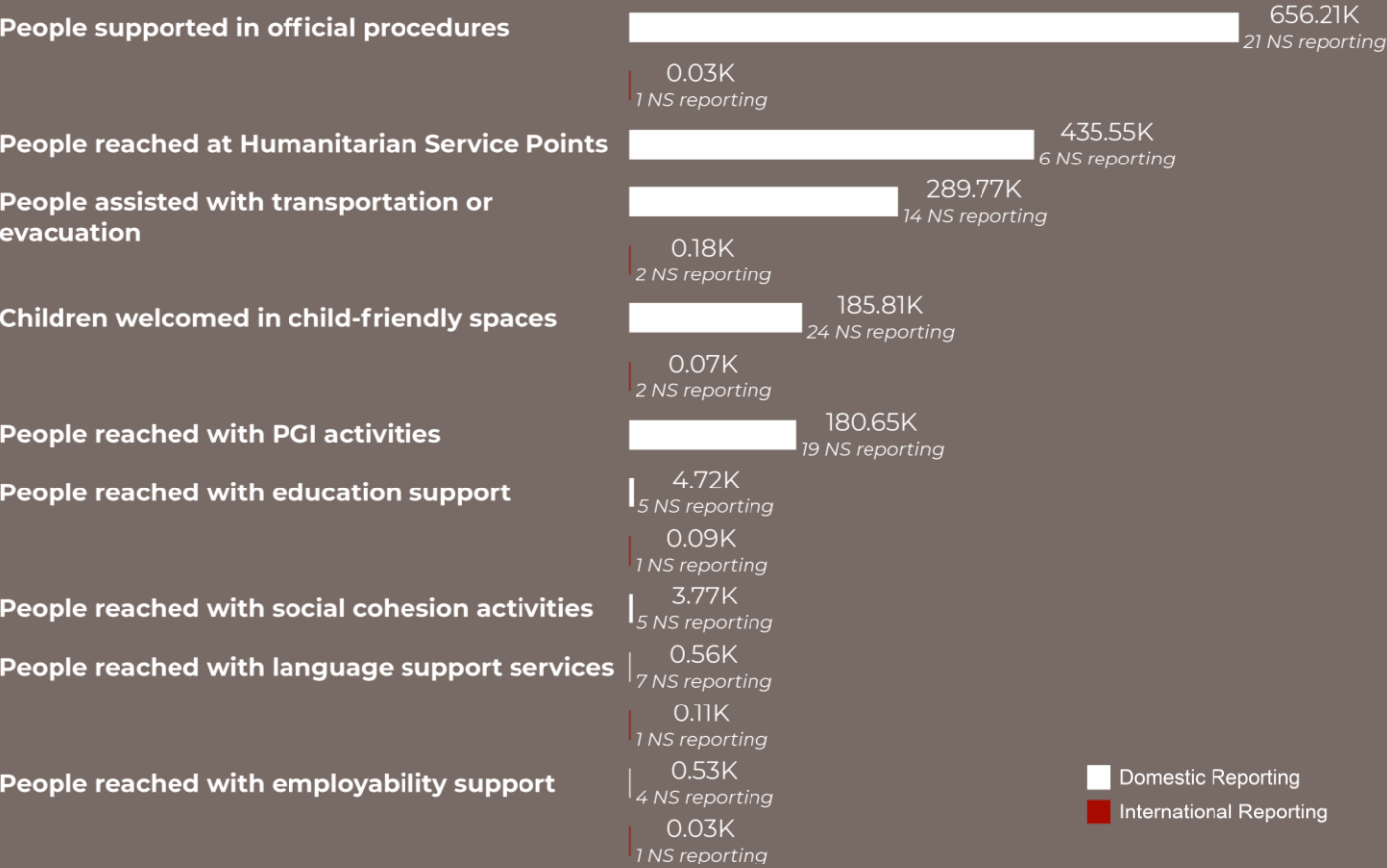
Conditional and/or unconditional cash and voucher assistance



ALL ACTIVITIES BY OPERATIONAL PRIORITY

III: Protection and Prevention

People reached by



Migration



596 Humanitarian Service Points/
distribution points domestically



376,500 people
accommodated by host
families

Community Engagement and Accountability



23 NS established **Feedback Mechanism** where affected people can
provide comments, complaints, or questions



10,411 **individual community feedback** comments have been collected
as reported by National Societies. **17 reports** have been produced from
the feedback collected, leading to **9 key operational decisions** based on
community feedback.

Needs analysis



Damage to over infrastructure including health facilities, has resulted in **limited or no access to life-saving medicines and healthcare** for communities in conflict-affected areas and internally displaced persons (IDPs). Those living with disabilities or chronic conditions experience increased health risks as the ongoing conflict interrupts their continuity of care and treatment. IDPs in collective sites are **exposed to communicable diseases**, while children and youth face the **risk of preventable diseases** due to the **lack of access to vaccines**.² Women and girls forced to leave their homes have **limited access to sexual and reproductive health (SRH) services**, including specialised medication and treatment such as hormone replacement therapy.



Experiencing displacement affecting over 5 million³ people, family separation, witnessing atrocities and other life-threatening events have immense and often **long-lasting negative consequences** for people's mental health. Approximately 22% of the population impacted by the conflict experience some form of mental health condition that may **range from mild depression or anxiety to psychosis**.⁴



Estimates suggest that approximately **17.6 million people** in conflict-affected areas, comprising 36% internally displaced persons (IDPs), 39% non-displaced individuals (host population), and 25% returnees, have **restricted access to drinking water and water for domestic use**. Groups in vulnerable situations, including older people and people with disabilities, as well as those living in collective sites often **face physical barriers in accessing basic water, sanitation, and hygiene (WASH)** services, thereby increasing the risk of diseases due to unhygienic conditions.⁵



The **damage to civilian property** and infrastructure is among the **drivers of displacement** in Ukraine. As the capacities of host communities receiving displaced people from Ukraine are declining, those affected may have to look for alternative housing. For many displaced people, however, **moving into longer-term accommodations remains a challenge** due to the **lack of financial resources**.⁶ Those who decide to stay in conflict-affected areas, may live in an **environment without access to essential infrastructure, such as heating, electricity and water**.



72% of IDPs **rely on government-provided social support or cash assistance** from various NGOs.⁷ Damage to agriculture and production losses have put enormous pressure on the rural population: **over half of rural households** within Ukraine reported a **decrease in income**.⁸ Older people, families living with disabilities or chronic diseases as well as single parents, have the **highest inadequate food consumption levels** in the country.⁹ Moreover, people with disabilities face the risk of unemployment in turn, affecting their overall income and subsequently their access to secure housing.¹⁰

² [Ukraine Humanitarian Needs Overview 2023](#), OCHA.

³ [Ukraine International Displacement Report, round 12](#)

⁴ Ibid.

⁵ [Ukraine: WASH Needs Assessment - An examination of needs relating to water, sanitation, and hygiene in rural and urban Ukraine](#), REACH.

⁶ [Ukraine Humanitarian Needs Overview 2023](#), OCHA.

⁷ [Ukraine Internal Displacement Report, General Population Survey](#), Round 12, IOM.

⁸ [Ukraine: Response Programme, January – December 2023](#), FAO.

⁹ [Ukraine: Post-Distribution Monitoring \(PDM\) – Multi-Purpose Cash Assistance](#), WFP.

¹⁰ [Acute needs of older Ukrainian refugees and those with disabilities must not be overlooked](#), UNHCR.



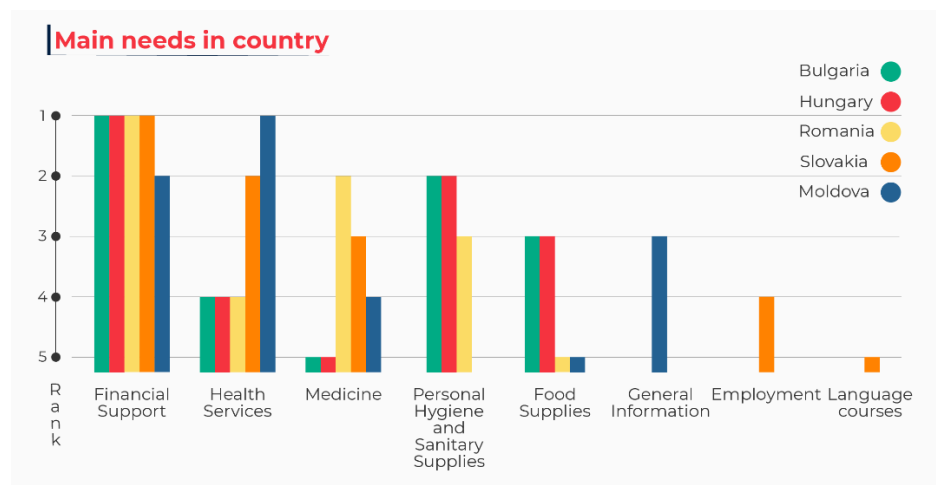
Of **6.3 million displaced people** in need of humanitarian assistance, **women and children** constitute the majority, and face significantly increased **safety and protection risks** including **gender-based violence (GBV)** and **conflict-related sexual violence (CRSV)**, **family separation, and exploitation**. Additionally, women and children are at risk of sex trafficking, illicit adoption, and an upsurge in gender-based violence, including domestic violence. Older people and people living with disabilities need specialised assistance that is often unavailable. Roma communities, LGBTQ, and people with disabilities and chronic conditions are also vulnerable to various forms of GBV. People in vulnerable situations in close proximity to active hostilities are at high risk of CRSV, trafficking, domestic and other forms of violence.¹¹



More than 3,000 education facilities¹² across Ukraine have been damaged or destroyed, resulting in the disruption of education for more than five million children during the first year of the conflict. Those who were able to opt for online education are further **challenged by power cuts and loss of internet connectivity**. For some **children**, especially those who are **living in collective sites** or whose families' **livelihoods have been completely destroyed**, online education is **not easily accessible** as there is a **lack of space, equipment, and internet**.¹³ The situation outside of Ukraine is also of great concern, with an estimated two out of three displaced children not currently enrolled in the host country's education system.¹⁴

As the region continues to be challenged by several population movement situations as well as evolving changes in migration policy and legal frameworks, displaced people from Ukraine still face difficulties in accessing essential services. **Language barriers and the lack of information and documentation** lead to **increased protection risks, and restricted or no access to social assistance, housing and employment** in their destination countries.¹⁵

Immediate needs of refugees in the Ukraine neighbouring countries include **financial support, health, and medicine** as the most immediate urgent needs. Furthermore, areas in which information is mostly needed to get more assistance on are: financial support, health services, medicine, and personal hygiene.¹⁶



¹¹ [Ukraine Humanitarian Needs Overview 2023](#), OCHA.

¹² [Save schools in UA](#), accessed 19 May 2023.

¹³ [Ukraine: Education Sector Assessment in Conflict-Affected Areas](#), REACH, UNHCR.

¹⁴ [11 months of war in Ukraine have disrupted education for more than five million children](#), UNICEF.

¹⁵ [Displacement Patterns, Protection Risks and Needs of Refugees from Ukraine - Regional Protection Analysis #2](#), UNHCR.

¹⁶ [Poland, Hungary, Slovakia, Moldova, Romania, Bulgaria](#) – Surveys with Refugees from Ukraine: Needs, Intentions, and Integration Challenges, IOM

Operational risk assessment

Ongoing fighting and hostilities inside Ukraine continue to drive the need for basic support including hygiene, food and healthcare services, mental health and psychosocial support, protection, as well as temporary housing. Simultaneously, reconstruction and recovery efforts inside Ukraine are a significant opportunity to rebuild the economy and livelihoods of affected people. A coordinated approach among all actors including the Red Cross Red Crescent Movement, United Nations agencies, non-governmental organizations (NGOs), national authorities, and an active participation of affected communities is required in order to overcome challenges of lack of transparency, ineffective coordination and potential duplication of efforts.

The risk of further displacement remains, particularly in the context of newly escalated hostilities. New arrivals could pose additional demand on existing support services. Additionally, pendular movements of affected population to and from Ukraine and across third countries pose a challenge to effective operational planning. Continuous monitoring of the situation on the ground and investment in community engagement activities enable our operations to remain agile and adaptable.

In response to evolving needs of displaced population outside of Ukraine, our operations in impacted countries are shifting towards support for medium to longer-term needs to support displaced people in overcoming challenges in accessing housing, education and quality healthcare, particularly those with chronic health conditions and disabilities. Risks of sexual and gender-based violence pertains, with additional challenges for minorities and LGBTQ+ who may face stigma and discrimination when accessing necessary protection services. We are addressing the risks through Protection from Sexual Exploitation and Abuse (PSEA) and Protection, Gender and Inclusion (PGI) capacity building of National Society (NS) staff and volunteers and targeted cash for protection interventions.

The knock-off effects of the conflict have adversely affected economies and livelihoods in all impacted countries. To address the risk of tensions between host communities and displaced populations and strengthen social cohesion, we are delivering targeted interventions that support the agency and enhance the self-sufficiency of displaced people from Ukraine as well as support the host communities in vulnerable situations.

B. OPERATIONAL STRATEGY

Update on the strategy

The [revised Emergency Appeal](#), published on 10 May 2023, extended the **timeframe of the operation until 31 December 2025**, with a transition to Unified Country Planning covering all operations of National Societies afterwards. It presents a substantial **increase in people targeted, in the funding ask as well as in geographical coverage**, to support National Societies in assisting people in Ukraine and other impacted countries affected by the crisis.

Support from the IFRC Secretariat will focus on the following **18 National Societies**: The Ukrainian Red Cross, Belarus Red Cross, Bulgarian Red Cross, Croatian Red Cross, Estonian Red Cross, Georgia Red Cross, Hellenic Red Cross, Hungarian Red Cross, Latvian Red Cross, Lithuanian Red Cross, Red Cross Society of the Republic of Moldova, Red Cross of Montenegro, Red Cross of the Republic of North Macedonia, Polish Red Cross, Romanian Red Cross, Russian Red Cross, Slovak Red Cross, and Turkish Red Crescent Society, while coordinating with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC). A further 16 National Societies are conducting domestic activities as part of multilateral thematic programmes funded by the European Commission, channelled through the Emergency Appeal.

The [revised regional Operational Strategy](#), published on 20 June 2023, informs how IFRC is shifting its response from an emergency phase during 2022 to a protracted crisis scenario from 2023 onwards while recognising the need to remain agile and proactive in what continues to be a highly dynamic environment, to be able to quickly adapt its response to the changing needs.

A harmonised National Society Response Plan revision was completed to support the formulation of the regional Operational Strategy and revised Emergency Appeal. The [URCS One Plan for 2023-2025](#), and seventeen [Revised National Society Response Plans](#) are available. [IFRC-level operational strategies](#) have been developed for the following sectors and enablers: Health and Care; Mental Health and Psychosocial Support (MHPSS); Shelter, Housing and Settlements; Cash and Voucher Assistance (CVA); Protection, Gender and Inclusion (PGI); Migration and Displacement; Community Engagement and Accountability (CEA); National Society Development (NSD); and Information Management. The purpose of these strategies is to guide sectoral planning at regional, sub-regional and country levels, and to help us communicate our sectoral approaches as part of this response to our partners and peers.

A scenario planning exercise facilitated by the IFRC's Regional Office for Europe and Central Asia, through a series of online and in-person workshops in March and April 2023, and with participation of all National Societies in the Emergency Appeal, has further informed the design of the country response plans and of this Revised Emergency Appeal. Due to the dynamic and protracted nature of the armed conflict and the ongoing displacement of people from Ukraine, it is expected that additional National Societies will request support from the IFRC during the timeframe of the implementation.

C. DETAILED OPERATIONAL REPORT

1. Ukrainian Red Cross Society response overview

Ukrainian Red Cross Society June 2023 Federation-wide Country overview

Total income: **CHF 302,656,788**

Total expenditure: **CHF 301,656,787**

National Societies reach

People reached

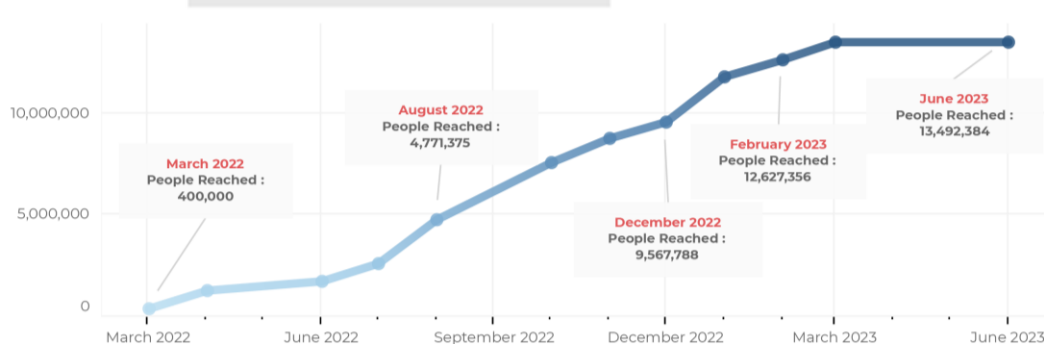
13,492,384

Volunteers involved

7,305

Branches responding

200



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
462,715	429,407	254,009	117,065	13,492,384	371,264	2,371,483

Response capacity

Oblast	People Reached
Cherkasy	39,155
Chernihiv	61,440
Chernivtsi	95,634
Dnipropetrovsk	1,529,892
Donetsk	182,658
Ivano-Frankivsk	195,030
Kharkiv	1,267,464
Kherson	51,579
Khmel'nitskaya	443,014
Kiev	46,080
Kirovohrad	510,336
Kyiv City	327,708
Lugansk	1,461
Lviv	382,656
Nikolaevskaya	4,929,607
Odesa	446,550
Poltava	138,490
Rivne	1,138,704
Sumy	519,486
Ternopil	1,208,760
Transcarpathian	606,900
Vinnitsia	123,520
Volyn	407,694
Zaporizhzhia	68,454
Zhytomyr	55,308

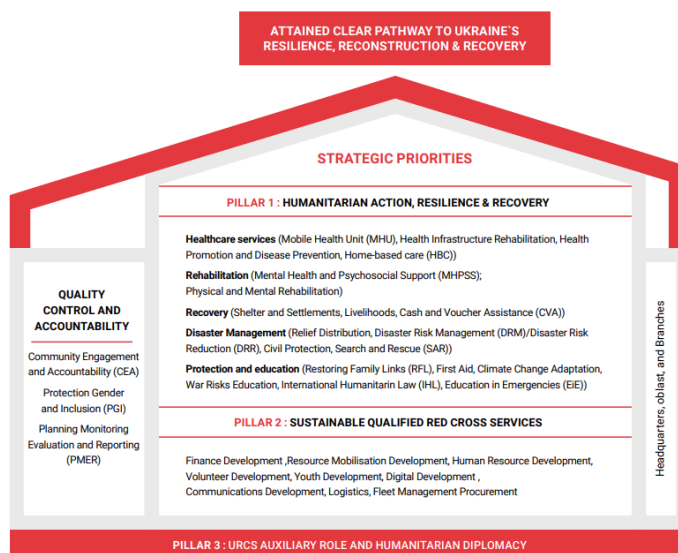
*As reported to the Federation-wide Data System up until March 31, 2023 & URCS Branches Data Collection up until April 30, 2023.



Ukrainian Red Cross Society volunteers distributed bedding sets to residents of Velyka Dymierka in Kyiv Oblast in a local dormitory, which became the accommodation centre for residents of the community whose homes were destroyed. Photo: URCS, May 2023.

Detailed progress by sector: Ukrainian Red Cross Society

Following the immediate response to the needs generated by the conflict and the subsequent mass displacement, the Ukrainian Red Cross Society (URCS) operations continue to scale up while adapting to the changing context and new scenarios, such as continued energy crisis, inflation, civilian casualties and damage to residential areas, a new influx of displaced people from Ukraine, as well as gearing up for sustained, targeted and impactful long-term activities both inside and outside of Ukraine. The Ukraine Red Cross Society (URCS), developed and shared in May 2023 with the support of its Partner National Societies (PNSs), the IFRC Secretariat, and the International Committee of the Red Cross (ICRC) the URCS One Plan (OP), reflecting its priorities for 2023-2025.





Health & Care

URCS's operational/programmatic focus for Health Care in the coming three years has been decided on four areas:

- Healthcare Services (Mobile Health Unit - MHU)

IFRC continues supporting URCS with the delivery of healthcare services via three URCS Health Service Centres and 11 mobile health units (MHUs) in the Zakarpattia region, 4 MHUs in the Lviv region and 3 MHUs in the Chernivtsi region. IFRC is supporting URCS in procuring medicines and consumables that are envisaged for running MHUs and fixed clinics. From March to May 2023, the URCS provided services to 17,454 patients in the Zakarpattia region. In Lviv, 2,652 patients were provided healthcare services by the IFRC-funded MHUs, while 1,967 people were reached in Chernivtsi.



URCS social assistants help lonely older adults in the Ternopil region. There are pensioners in the region who can only go out for groceries, cook dinner, clean their homes or carry out basic hygiene procedures with assistance due to their health condition. Social assistants of the Ukrainian Red Cross help these people daily, providing holistic care. Photo: URCS

Seven Movement partners (IFRC, ICRC, Austrian Red Cross, Canadian Red Cross Society, Norwegian Red Cross, German RC, and Italian RC) are supporting the running of MHUs, funding for activities, and technical support. As of the end of May 2023, URCS, with the support of partners, URCS has launched 98 MHUs in 22 regions across Ukraine.

- Health Infrastructure Rehabilitation

IFRC has supported URCS in organising and holding the International Rehabilitation Forum in Lviv on 11-13 April. The Forum aimed to bring together the local authorities and the specialists from Ukraine and all over the world – doctors, experts, representatives of international institutions, foundations, and European countries, as well as representatives of the Red Cross and Red Crescent Societies to discuss, analyse and develop ways of providing quality rehabilitation of people affected by hostilities in Ukraine. Movement partners endorsed the Lviv Rehabilitation Call for Action, committed to responding to Ukraine's emergent and longer-term rehabilitation needs.

IFRC, Swiss Red Cross, and Luxembourg Red Cross are supporting with in-kind donations of equipment and generators, funding for activities, technical support, and expertise.

- Health Promotion and Disease Prevention

IFRC facilitated a URCS Health and Support Planning workshop between 24-25 May 2023 in Kyiv for 50 participants. The workshop was organised to support the planning of the URCS strategic development roadmap in healthcare, psychosocial support, rehabilitation and first aid to transition from emergency programming to longer-term support services; change the way of thinking from project implementation to an overall health and social support service provision in an auxiliary role; increase intersectoral collaboration between units and departments with URCS.

- Home-based Care (HBC)

Based on the feedback from the URCS branches, delivering home-based care (HBC) services to the communities is challenging, mainly due to the increased number of IDPs of older populations. That has accelerated the request for

the URCS HBC service from the people and community leaders in the context of the limited capacity of social protection services in remote rural areas of Western Ukraine. For this reason, URCS is providing HBC services to older adults and people with limited mobility with the involvement of social helpers.

Eight Movement Partners (IFRC, ICRC, Austrian Red Cross, British Red Cross, Danish Red Cross, German Red Cross, Norwegian Red Cross, and Swiss Red Cross) are currently supporting URCS with funding for activities, technical support, and expertise on HBC.



Mental Health and Psychosocial Support

Communities are experiencing increased psychological distress, particularly anxiety, panic, grief, symptoms of depression, aggression and irritability, nightmares, acute stress, and in some cases of post-traumatic stress disorder (PTSD).

The EU4Health programme is supporting the URCS in rolling out two major programmatic areas:

- Caring for Staff and volunteers – including developing a system throughout the URCS which creates a peer support system for all Staff and volunteers. Supervision training ensures Staff and volunteers receive adequate support in their work.
- Training of Health Care Providers in Psychological First Aid – focusing on the MHU and HBC staff and including additional components on self-care and psychoeducation on specific mental health conditions.

Partners are supporting the URCS in developing and rolling out three major programmatic areas:

- Community Based Psychosocial Support – including creating functioning PSS Centres in communities all over Ukraine; providing essential PSS services, including child-friendly spaces, recreational activities, social events and family activities, awareness raising sessions for adults through the financing of activities and when needed, technical support in expanding existing and developing new activities.
- Development of focused psychosocial support – including the development of a counselling training package which will be rolled out for PSS staff and volunteers as well as HBC staff and volunteers. This will include training and materials and strengthen the system of working on different levels.
- Integration of MHPSS into other sectors. Including the support in developing a system to ensure the safe provision of psychological support within health (including supervision and training as a mandatory do no harm requirement) and with Emergency Response Teams (ERTs) – providing psychological support services to ERT staff and volunteers and providing a trauma-informed care package to ERT staff and volunteers, enabling them to integrate PSS into their response.

Movement partners (IFRC, ICRC, Danish Red Cross, Norwegian Red Cross, and Swiss Red Cross) are contributing, with Danish Red Cross leading the support provided to URCS in MHPSS. IFRC is supporting the development of cooperation with the World Health Organization (WHO) Health Cluster about the Red Cross Movement to support MHPSS to Ukrainians in Europe. As of May 2023, 429,407 people have received MHPSS support from URCS in different regions of Ukraine.



Water, Sanitation and Hygiene

URCS has provided hygiene kits to over 2.3 million people and supported people with access to drinking water in areas heavily impacted by the conflict. URCS, with the support of Red Cross Movement partners, conducted a WASH assessment in collective shelters, and based on the results, continues to provide the required items to satisfy the basic needs of the people staying there. Also, URCS provides assistance – drinking water supply – to affected people in the areas where the water supply was heavily damaged. URCS continues to provide hygiene services in four hygiene centres for IDPs in Kamianets-Podilskyi (Khmelnyskyi region) and has established new centres in Poltava and Chernihiv regions, where people/mostly IDPs, can wash their clothes.



Shelter, Housing and Settlements

In Ukraine, the URCS' Shelter Strategic development exercise that started in February 2023 defines a broad range of Humanitarian Shelter assistance options primarily focused on emergency response, winterization and mid to long-term evolving needs for shelter and settlements assistance, including access to basic household items, under its URCS One Plan. The Plan aims to respond to the needs of the displaced, non-displaced and returnees. Such interventions include household items, winter distribution for families and collective centres; host family support; light and medium house repairs; collective centres refurbishment/heating/utility bills payment/rehabilitation/winterization; community infrastructure (e.g. educational facilities); community (town) heating equipment; prefabricated housing; full housing reconstruction. URCS' Host Family Support programme (Prykhystok) in Ukraine, implemented together with the Ministry of Reintegration of the Temporarily Occupied Territories of Ukraine (MINRE), is one of the most significant shelter programmes in the country, encouraging the housing of IDPs in private homes monthly and reaches out to approximately 100,000 host families currently hosting about 270,000 IDPs.

IFRC continues to provide URCS with technical and coordination support in its Shelter and Winterization Plan, including resource mobilization and co-chairing weekly Shelter Working Group (WG) meetings with URCS and partners. IFRC continues representing URCS and RCRC Movement in Shelter Cluster Coordination meetings. In April 2023, IFRC supported URCS in conducting PDM for the cash-for-shelter assistance implemented jointly with the Ministry of Reintegration of Temporarily Occupied Territories (MINRE). Also, four focus group discussions (FGDs) were conducted in Vinnytsia with the IDPs hosted under the programme, with another round conducted in Uzhhorod in May (see more details in the Multi-purpose Cash section below).

Post-Distribution Monitoring (PDM) for Stove distribution, initially planned in April 2023, was delayed due to gaps in HR and is planned to be conducted in June 2023. Following the previous operational update, the Emergency Appeal has supported URCS with the delivery of additional 19,800 sleeping kits.



Livelihoods



URCS volunteers provide shelter with household appliances to the shelter for internally displaced persons located in the village of Velyki Luchky, Mukachevo district, to provide assistance and improve the living conditions of people who have been forced to leave their homes and have taken refuge in a compact settlement, making them more comfortable. Photo: URCS

The URCS livelihoods (LLH) programme supports the most vulnerable to recover and protect their (basic) productive assets in coordination with other programmes of the URCS. The LLH assistance will be integrated with Shelter, MHPSS and NSD programmes promoting micro-businesses creation and vocational training. Particularly, priorities for the LLH assistance in the coming years will be to re-establish the livelihoods through strengthening entrepreneurship and professional skills, support micro-businesses and start-ups and improve access to information on employment and social benefits as well as enhancing the URCS' staff and volunteers' capacity and skills to develop and deliver livelihoods services. In addition, URCS will support vulnerable rural households of

small farmers, also including rural micro businesses that want to restart (or need support to continue) their activity and that are considered essential to guarantee the access of the rural population to products and services to cover their basic needs or as a sales and income generation channel of the agricultural products generated by rural households.

Spanish Red Cross is providing Livelihoods technical expertise and visits to the branches, and IFRC is providing financial support for the establishment of five URCS Activation Points in Cherkasy, Kirovohrad, Lviv, Ternopil and Vinnytsia aimed at helping jobseekers in vulnerable situations to find, keep, and reorientate their professional career or create their own job. They will connect local employers with individuals and provide case management tailored for each individual's needs. It is planned that in July 2023, a dedicated operator for Livelihoods at the URCS Information Centre will provide information on existing projects and resources promoting access to employment and entrepreneurship. Livelihood information focal points are also foreseen to be hired at each Activation Point.

Collaboration with potential stakeholders is being explored. The Ministry of Veterans Affairs has requested URCS to provide vocational training and labour guidance to veterans with disabilities at the new Veterans Development Centers to be opened in Dnipro, Lviv, Mykolaiv and Vinnitsya. The UNBROKEN National Rehabilitation Center has expressed interest in exploring the potential support from the URCS for the socioeconomic reintegration of civilians with disabilities. Meetings with the State Employment Center and the District Employment Center in Cherkasy were held in February-March 2023 to avoid duplication and find synergies. URCS signed an agreement with IOM to implement a six-month project to provide rural households of small farmers with in-kind and cash support to maintain their subsistence agriculture in eight oblasts. The first distributions will start in July 2023. In addition, coordination with neighbouring National Societies, such as Polish Red Cross, currently helping displaced people

from Ukraine with their socioeconomic integration in the local labour market, is favoured to offer integrated and coordinated response programmes in the region.

The project aims to allow those who wish to return to Ukraine to access Livelihoods support programs on both sides of the border and, on the other side, to exchange information on the skills needed in Ukraine for recovery to ensure integrated planning of rapid skills training, so that they can be trained and re-skilled while displaced and broaden their opportunities for occupations that are in demand in the current Ukrainian labour market.



Multi-purpose Cash

Cash and Voucher Assistance (CVA) is a central response modality and has been used since May 2022. URCS, the IFRC, and several other significant actors (e.g., ICRC, World Food Programme - WFP, International Organization for Migration - IOM, United Nations High Commissioner for Refugees - UNHCR) are working closely with various Government Ministries. Since 2023, the Ukrainian Red Cross Society (URCS) has been the co-chair of the Inter-Agency Standing Committee (IASC) Cash Working Group (CWG), together with the UN Office for the Coordination of Humanitarian Affairs (OCHA) and IOM.

In Ukraine, the IFRC works directly with the Ministries to support URCS' auxiliary role to the government and the national-level response. These include the current agreements being implemented with 1) the Ministry of Communities and Territories Development to assist hosts that provide residential accommodation for IDPs (for covering utility costs) and 2) the Ministry of Veterans Affairs to assist war-wounded veterans with disabilities.

Ministry of Communities, Territories, and Infrastructure Development (MCTID) cash assistance to people hosting IDPs for free in their residential premises to cover additional utility costs.

This project was launched by the URCS in April 2022 with the Ministry of Communities, Territories, and Infrastructure Development (MCTID) to support them with funding cash transfers for families/individuals hosting IDPs for UAH 450 (~CHF 12) per month for each IDP hosted to cover their utility cost. IFRC contributes to this project under the URCS/RCRC Shelter Strategy (April-September 2022) and Winterization Plan (October 2022 - March 2023). On 6 September 2022, the parties to the agreement with MCTID amended the agreement to increase the amount of cash transfer from UAH 450 to 900 (~CHF 24) for the hosting months starting from 1 October as part of winterization response to cover utility costs due to increased heating bills in the winter period. IFRC supported URCS in working closely with Red Rose and the MCTID to integrate the systems and share the data for both hosts and IDPs through the single Ministry Registry. As of May 2023, CHF 19.5 million has been distributed and about 110,000 hosts received cash assistance within this programme. The approval process to amend the current Project Funding Agreement for MCTID Host Programme to be able to transfer an **additional CHF 10 million** to URCS to cover additional months was initiated.

In April 2023, IFRC supported URCS with conducting post-distribution monitoring (PDM) among the hosts of IDPs (via phone calls and online surveys) and four focus group discussions with IDPs, the indirect recipients of the programme, in Vinnytsia region in both urban and rural locations. The results of the PDM were finalized in May 2023, and a workshop to discuss the results of the PDM was scheduled for early June 2023. The second round of Focus Group Discussion activity with IDP indirect people reached the host programme was conducted in May 2023 in Zakarpattia Oblast (Uzhhorod Urban and Velyky Bychky) and had a total of 27 (11 male and 16 female) participants. Information sheets and referral lists were disseminated to the participants to complement the FGD activity programme.

The Cabinet of Ministers of Ukraine has amended the procedure for reimbursement of expenses for temporary accommodation of internally displaced persons within the Prykhystok (Shelter) project in May 2023. the Ministry of Reintegration of the Temporarily Occupied Territories is responsible for the Prykhystok project from 1 June 2023, URCS and IFRC are already coordinating with the Ministry for the coordination of activities.

Multi-purpose cash assistance for veterans with disabilities, under the MoU with the Ministry of Veterans Affairs (MoVA).

Within the scope of the MoVA project, 25,000 veterans living with disabilities category I and II will be supported with cash assistance to help meet their basic needs. It is planned to distribute UAH 4,000 UAH for four months, totalling UAH 16,000 per person. As of May 2023, the programme has distributed CHF 5.5 million and 23,891 veterans have been reached.



Protection, Gender and Inclusion

IFRC is supporting partners throughout the Movement to mainstream and institutionalize Protection, Gender, Inclusion and Safeguarding throughout the response. IFRC chairs the Advisory Group for PGI and Safeguarding, composed of Partner National Societies, to ensure a coordinated response and support to URCS. PNS colleagues, in collaboration with URCS, recently undertook a PGI organizational assessment which identified key areas requiring a more holistic approach to the integration of PGI, plans are currently being elaborated to address these key areas as well as the recruitment of PGI local staff.



Community Engagement and Accountability

IFRC is supporting URCS in chairing bi-weekly CEA Technical Working Group meetings (on behalf of URCS). Key topics discussed included the support to URCS in providing more granulated insights to the community feedback, follow-up on the key actions to address the feedback or support members' activities, with the stress on closing the loop with communities and optimization of the URCS Standard Operating Procedures (SOPs) for handling insensitive and sensitive complaints, including a survey among recipients at distribution centres in the Zakarpattia region and the feedback received through the QR-code satisfaction survey regarding the relief kits distributed across Ukraine. IFRC further coordinated the integration of CEA into the URCS MHUs and provided the results of the satisfaction surveys conducted by Canadian Red Cross in December 2022 and January 2023 for the MHUs' services. Results showed that MHUs mainly reached older people and people living in rural/remote areas and that several needs existed outside the MHUs' scope. IFRC, in collaboration with the URCS Zakarpattia Branch CEA Manager, will support the roll-out of FGDs among the people assisted by MHUs in the Zakarpattia region to access more feedback from remote communities, identify gaps as well as explore confidential and safe feedback channels that could be used for different feedback mechanisms at the branch level.

IFRC CEA team and the URCS Feedback Manager also participated at the Ground Truth Solutions (GTS) Workshop in Kyiv, attended by representatives from national and international humanitarian organizations, civil society, and government-led social protection programmes and donors to present, discuss and validate findings from the GTS quantitative and qualitative research carried out in Ukraine between September 2022 and March 2023. URCS Head of Community Based Health (CBH) with IFRC support and identified needed support and points of collaboration with CEA. As a result, IFRC will support them in CEA at the Training for Volunteers involved in eCBHFA Project "Improve Health in Your Community".

Also, IFRC continued providing URCS and PNS with coaching sessions: the URCS Feedback Manager was supported in developing Feedback Reports on complaints, the CEA Manager for Zakarpattia Regional Branch was supported in coordination with the Branch and Volunteer Development (BraVo) project and development of the CEA session. In April, IFRC supported the URCS Information Centre to improve the Community Feedback Reports on feedback analysis based on the integrated Coding Framework. The new reports provide more insightful analysis, including sensitive and insensitive complaints managed by the URCS Feedback Manager. Also, IFRC supported URCS by

conducting feedback surveys (PDMs, FGDs) as part of the cash assistance programme implementation (see more details in the Multi-Purpose Cash section).



Migration

Since the escalation of the conflict, the URCS has provided evacuation services to civilians in the areas affected by the conflict, including support for evacuations from the areas heavily affected by the conflict. Around 308,338 people, including those with limited mobility, have been assisted with evacuation and transportation. As an immediate response to the crisis, the URCS supports people on the move (IDPs and those willing to go abroad) with hot food and beverages through the Humanitarian Service Points established at the railway stations and close to the borders. Also, as part of the response, URCS is delivering assistance from the branches or locations that the URCS established to assist people in need, like Health Service Centres in the Zakarpattia region.



National Society Strengthening

Since the start of the response, IFRC has followed an integrated approach to enhance URCS' capacities and program delivery at the national and regional levels, supporting the long-term strengthening of URCS capacities. With that purpose, during this period, IFRC is supporting URCS and partners in developing a localisation roadmap that outlines crucial strategic elements of localisation, the current baseline, goals, time frame, and their relation to current operations and recovery phases.

Eleven Movement partners (IFRC, ICRC, British Red Cross, Danish Red Cross, German Red Cross, Canadian Red Cross, Italian Red Cross, Luxembourg Red Cross, Spanish Red Cross, Swedish Red Cross, and Swiss Red Cross) are supporting the URCS in strengthening its capacities in Emergency Response Teams, Finance Development, Branch and Volunteer Development BraVo, Safer Access Framework, vehicles and equipment, funding for activities, staffing, and technical support.

From March 2023, IFRC has supported URCS in chairing bi-weekly Movement PMER Working Group meetings with the participation of Canadian RC, Danish RC, German RC, Luxembourg RC, and ICRC for the development of the template for the Sectorial (implementation) Plans under the URCS One Plan for 2023-2025 and standardisation of reporting templates for the URCS One Plan for 2023-2025. Furthermore, the PMER capacity-building plan for the next year has been developed and agreed upon with the URCS management.

On 13-17 March 2023, IFRC supported URCS during the field visits to four Regional Branches under the URCS Interregional Office in Vinnytsia, Khmelnytskyi, Ternopil and Rivne. The assessment aimed to collect information on human resources (HR) processes, assess the regional branches' essential functions, needs and challenges, and develop a structure for the Interregional Office. The final report was shared with the URCS Deputy Secretary General for Organizational Development for the next steps. The list of functions needed at the regional branch and interregional level will be proposed for the URCS leadership, IFRC will support job description templates, and a performance management process will be developed for regional branches based on the outcomes of the field visit.

On 17 March 2023, the URCS Steering Committee held a meeting chaired by the Secretary General of URCS, with the Vice Chair being the USG (in charge of Organizational Development) and the Secretary being the National Society Development (NSD) & Membership Coordinator of IFRC. The committee approved the URCS Steering Committee Role & Mandate. IFRC drafted a direction paper to facilitate a membership-wide approach that IFRC will coordinate. URCS will prepare an NSD Informational Digest (presumably monthly basis) with the support of the IFRC NSD team and will be shared within the Movement in Ukraine between NSD Steering Committee Meetings. The next Steering Committee meeting is scheduled to be held in September 2023.

IFRC supported the URCS during March 2023, with the monitoring visit on branch and volunteer (BraVo) development to Rivne region (one regional branch; 7 local branches) to assess the branch and volunteer development (BraVo) project challenges and recommendations. IFRC has participated in a monthly Technical Coordination Working Group meeting dedicated to sharing stories, lessons learned and experience exchange between branches. To ensure sustainability, IFRC has delivered three idea sessions on the mini grants for 21 branches (in Rivne, Lviv and Volyn regions) under the BraVo project.

As part of the Humanitarian Diplomacy capacity building, IFRC supported URCS with drafting the Lviv Call to Action – a final document reflecting the outcomes and further actions following the International Rehabilitation Forum in Lviv in April 2023.

In May 2023, IFRC Ukraine's Communications Department successfully conducted an information campaign to support the discussion and adoption of the Ukrainian Red Cross Society's (URCS) Unified Plan 2023-2025 and the Revised Emergency Appeal for Ukraine. The campaign included various communication activities and publications. In addition, the IFRC in Ukraine launched an information campaign to raise awareness of the IFRC's activities globally and in Ukraine. The campaign focused on distinguishing between the mandates of the IFRC, the International Committee of the Red Cross (ICRC) and the URCS.

IFRC delivered to URCS warehouses in Kyiv, Lviv, Chernivtsi, Tchop, Krovpynsiky and Vinnytsia: 19,800 sleeping kits and supported the procurement of water purification units, 70,000 food parcels, 140,000 hygiene kits, 120,000 small food parcels in May 2023. Protective equipment items are ongoing through international procurement while adult diapers, field kitchens and field stretcher carriers are being purchased locally. The IFRC continues to provide financial support to cover the rent and handling services for Lviv and Tchop warehouses and the monthly rent for the warehouses in Vinnytsia. Considering the volatile situation in the country, the War & Political Risks insurance has been extended to cover the cargo IFRC is delivering to the 6 URCS warehouse hubs. The Fleet Development project is in the second phase. The Fleet specialist is in the country working on two business plans for URCS. Some common results from the assessment would be utilized for the warehouse development project.

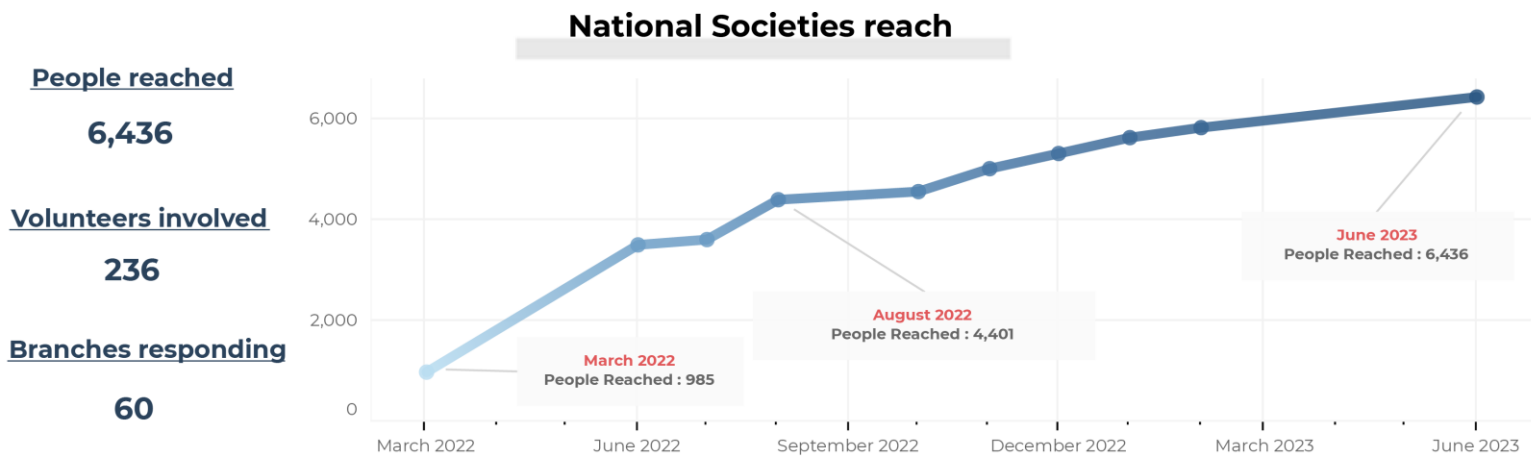
From March to May 2023, IFRC supported URCS by conducting training on Security for the URCS staff and volunteers in Rivne, Ternopil, Lutsk, and Khelminsky branches. Since June 2022, the IFRC Security team has trained 303 URCS staff and volunteers.

2. Response overview in impacted countries

Belarus Red Cross
June 2023 Federation-wide Country overview

Total income: CHF 4,409,895

Total expenditure: CHF 2,915,817



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
4,038	6,436	6,436	6,436	6,436	6,436	6,436

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Belarus Red Cross



Health & Care

During a three-month period, the Belarus Red Cross (BRC) delivered 87 consultations to displaced people from Ukraine, addressing matters related to payment for medical services. In an effort to alleviate their financial burden, the National Society has disbursed a total of BYN 10,983.86 (approx. CHF 3,890) to provide reimbursement for incurred medical expenses.



Water, Sanitation and Hygiene

The BRC distributed water and hygiene kits to the affected population. In total, the National Society distributed hygiene kits to 1,017 people, along with disinfectants and water, amounting to a total weight of more than 1,295.1 kg. Additionally, the National Society collaborated with external partners (UNHCR and UNICEF) to deliver kits to displaced people from Ukraine.



Shelter, Housing and Settlements

For displaced people from Ukraine, the BRC organised accommodation in hostels, crisis centres, and crisis rooms run by the National Society. The BRC provided counselling on accommodation and referrals to social welfare centres for further assistance. Additionally, the National Society delivered a total of 260 sets of bed linen, 166 pieces of kitchenware, and 5,285 clothing items (over 1,113 kg) to people staying in the centres.

The Brest branch of the BRC actively engaged in fundraising activities to support the costs of accommodation and meals provided to displaced people from Ukraine in the Brest region. The National Society successfully raised a total of BYN 10,800.60 (approx. CHF 3,830) for this cause.



Livelihoods

The BRC provides assistance in employment for displaced people from Ukraine by organising training sessions on regular or self-employment (for example, trainings held in the Grodno region; 32 displaced people from Ukraine reached) and holding meetings with potential employers.

For this purpose, the National Society has established links with various organisations to explore potential employment opportunities for those affected by the ongoing international armed conflict in Ukraine. During the reporting period, 19 people have received support in finding employment.

Displaced people who reach out to regional units of the BRC receive support in the form of food or financial assistance for food. Throughout the reporting period, the National Society has distributed over 925 food packages and baby food, amounting to a total of more than 741.9 kg.

In collaboration with the United Nations Development Programme (UNDP), the BRC provided support to 22 displaced individuals from Ukraine in meeting their educational requirements. Additionally, 16 families received cash grants to establish their own businesses. Additionally, in the Brest region, three business initiatives have been approved for financial support.



Multi-purpose Cash

In March 2023, the BRC, with the support of IFRC, ICRC and UNICEF, launched financial support programme for displaced people from Ukraine who are living with disabilities, as well as families with children. Payments in this programme are made via postal transfers. To facilitate the dissemination of information, the National Society has distributed 2,722 leaflets and booklets that provide guidance on the process of applying for cash assistance.

Since the start of the response, the IFRC, in collaboration with the ICRC, has provided financial support to the BRC's financial program. The IFRC contributed BYN 375,653.58 (approx. CHF 133,382), while the ICRC provided BYN 297,912.30 (approx. CHF 105,779). Through this support, the BRC has been able to assist 785 households. Additionally, UNICEF has provided financial assistance of BYN 333,390.66 (approx. CHF 118,376), enabling the BRC to assist an additional 461 households. These collective efforts have been instrumental in providing crucial aid and support to those affected by the crisis.



Protection, Gender and Inclusion

The BRC offers counselling services for women, including sessions on violence prevention, within the designated "orange room" at the Zheleznodorozhnaya regional organization of the Gomel branch. Over the course of three months, 160 women have received counselling through this initiative.

The National Society has established and equipped children's rooms in several locations, including Kalinkovichi, Mozyr, and Novobelizky regional organisations of the Gomel branch. The BRC has also delivered toys to 155 children and organised 75 different classes for 211 children.

The BRC helpline "201" received 1,389 calls from displaced people from Ukraine. The majority of the inquiries were related to available humanitarian assistance available and accommodation options.



Community Engagement and Accountability

The BRC maintains its commitment to incorporate Community Engagement and Accountability (CEA) component into its activities. To ensure effectiveness, the National Society consistently organises meetings with volunteers to address existing challenges and identify pressing needs. During the reporting period, the BRC held meetings with volunteers and displaced people from Ukraine to foster community engagement in decision making.



Migration

In collaboration with UNICEF, volunteers from the BRC Brest branch are providing humanitarian assistance, psychosocial support and Restoring Family Links (RFL) services at the local bus station and the border along the Warsaw highway. During the reporting period, a total of 46 phone calls and 145 device charging services were provided.

In these locations, the BRC organizes playtime for children, provides people on the move with hygiene kits, counselling and safe referrals services (106 provided until now) as well as information provision.



National Society Strengthening

During the three-month period, the BRC dedicated its efforts to fundraising activities. In Vitebsk region, the fundraising campaign "Marathon of Good Deeds" has been ongoing to raise funds specifically for the repair of the Crisis Centre operated by the BRC Vitebsk branch.

The National Society has developed two action plans with the goal of enhancing the organisational capacity of the BRC Berestovitskaya and Lida regional organisations. These action plans were formulated following the completion of the Branch Organizational Capacity Assessment exercise in February and March 2023.



*Provision of psychosocial support during trainings organised at the Emergency Response School by the Belarus Red Cross.
Photo: Catherine Sharshunova/ BRC*

Bulgarian Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 7,587,100**

Total expenditure: **CHF 5,412,984**

National Societies reach

People reached

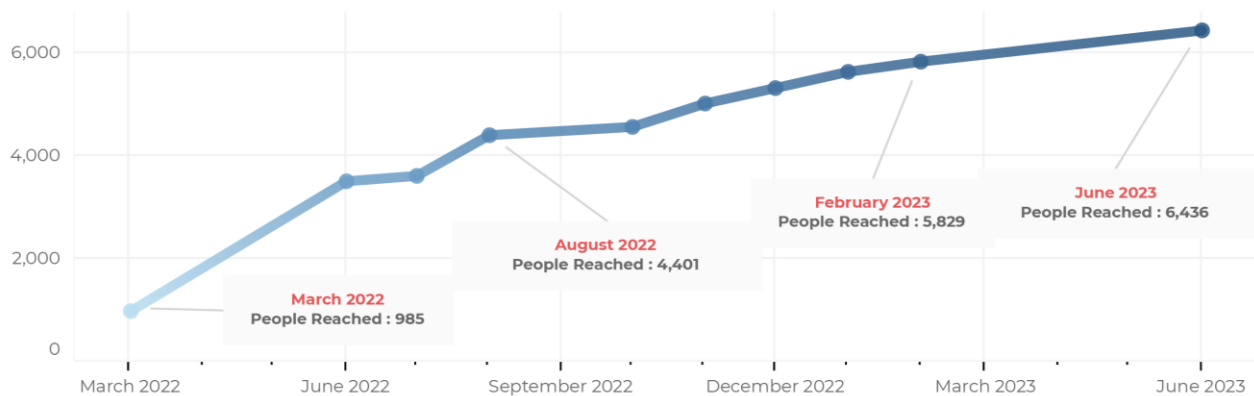
214,915

Volunteers involved

5,475

Branches responding

28



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
52,644	23,063	69,719	14,985	214,915	0	57,969

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Bulgarian Red Cross



Health & Care

One of the most significant achievements of the Bulgarian Red Cross (BRC) in the health sector during the reporting period has been the successful implementation of the programme for reimbursing the costs of medicines and medical equipment. The National Society initiated pilot activities for the programme in its branches located in *Plovdiv* and *Dobrich*. In May, the BRC evaluated the ongoing activities and based on the successful results, made the decision to expand the programme to include its branches in *Russe*, *Stara Zagora*, and *Veliko Tarnovo*. Up until now, a total of 95 displaced people from Ukraine have had their medical expenses reimbursed, with a total value of BGN 7,795.92 (approx. CHF 3,892).

The main challenge associated with this programme is the limited accessibility to general practitioners (GPs), which acts as a bottleneck for displaced people from Ukraine to receive support through the medical reimbursement programme. In response, each branch responsible for managing activities in their respective regions is actively investigating additional support mechanisms to address and mitigate this issue.



Mental Health and Psychosocial Support

The National Society was actively preparing for a roundtable activity on MHPSS as part of the [International Festival of Red Cross and Health Films](#).

The helpline operating in Plovdiv is providing PSS to displaced people from Ukraine, and so far, it has assisted 73 individuals with 135 counseling services. The National Society has also provided 114 in-person psychological consultations. Overall, since the beginning of the response, the BRC has supported 23,063 people with MHPSS. 892 people have received trainings in PFA, including 34 Ukrainian speakers.

Finally, the National Society is a participant of the MHPSS technical working group, together with representatives from WHO, NCPHA, UNICEF, IOM, FAR, AKNO.



Water, Sanitation and Hygiene

The BRC is currently conducting procurement for 6,000 hygiene kits for families. The total number of people reached with WASH supplies since the beginning of the response is 84,959.



Shelter, Housing and Settlements

The BRC faces a challenge in developing long-term shelter programming due to the changes in the country's internal politics. As government support and coordination are crucial components of activities like shelter programming in Bulgaria, the National Society is currently navigating the difficulties of operating in a transitional period.



Livelihoods

The BRC, in collaboration with the Regional Logistics Unit (RLU), has initiated the procurement of 6,000 small family food parcels that are designed to support a family of three individuals for one month. Additionally, 3,000 large family food parcels have been delivered to the BRC branches for distribution in June.



Multi-purpose Cash

Since the beginning of the operation, 52,664 people have received cash grants from the BRC.

One of the challenges that National Society faces is that selected beneficiaries have limited access to smartphones for self-registration. As a result, the BRC is required to personally visit each of the selected individuals who are being supported under this program.



Protection, Gender and Inclusion

The recent activities of the BRC have focused on organising language classes, cultural events, and sports activities for children. The National Society is implementing CFS, with recently one established in the Plovdiv branch of the BRC. The BRC has also organised art therapy training sessions for 12 psychologists who work with displaced people from Ukraine, including children.

The BRC, with the support of the UN funded Blue Dot centres, is supporting individuals under 18 with financial assistance, educational material, Bulgarian language classes, health assistance, referrals and MHPSS. Until now, 4,113 individuals under 18 have been reached with this support.



Community Engagement and Accountability

Throughout the reporting period, the BRC took the following steps in preparation for launching satisfaction with the BRC services among displaced people from Ukraine survey:

- Translating the questionnaire into Bulgarian, Ukrainian, and Russian.
- Printing out leaflets with QR codes to access the survey.

With the support of the IFRC, the BRC has also been engaged in preparing materials and training helpline operators on how to use EspoCRM. The Case management system menu and coding framework has been translated into the Russian language to enhance user experience and facilitate easier utilisation by the operators.

Finally, the BRC visited five HSPs in order to collect information about the CEA activities and services offered. By conducting these visits, the BRC aims to ensure that the HSPs are able to provide the necessary assistance and support to the affected populations while addressing any potential issues or gaps in their services.



Migration

The BRC HSPs in Bulgaria have been operational since December 2022, with 14 locations open and 13 currently operational. A total of 27,123 displaced people from Ukraine have received support at HSPs. 28 branches of the BRC continue providing their support to the affected population.

The National Society conducted a comprehensive assessment of the HSPs during the month of May, gathering important information from several locations across Bulgaria. As a result, due to the decreased number of arrivals from Ukraine in Yambol, the HSP in that location will be closed at the end of June. The HSPs in Blagoevgrad, Burgas, Russe, Stara Zagora, Veliko Tarnovo, and Varna will continue to operate with minor changes.

Currently, there are multiple approaches to providing support for displaced people from Ukraine and migrants and refugees from other countries. In order to prevent potential conflicts and confusion among people seeking support, as well as among organisations that are providing assistance. The BRC recognises the need and is working towards establishing a standardised and unified approach in providing their services to people on the move.

The allocation of funding specifically designated for displaced people from Ukraine is posing programme design challenges for BRC teams responsible for implementing projects that support Bulgarians in vulnerable situations or migrants from other countries.



National Society Strengthening

To reduce some of its operational costs, the BRC has planned to install a solar panel system with a capacity of 115 kWh and a battery bank backup at the training centre facilities in Lorzen. During the reporting period, the National Society has been working on the design and approval phase of this project and is preparing to initiate the procurement process in the near future.

With the support of the IFRC, the BRC is actively working on enhancing its logistics, warehouse, and fleet capacities. The BRC has initiated procurement procedures for forklifts, electric stackers, pallet jacks, a cargo lift, a van, and two additional vehicles.

Croatian Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 2,050,224**

Total expenditure: **CHF 1,964,527**

National Societies reach

People reached

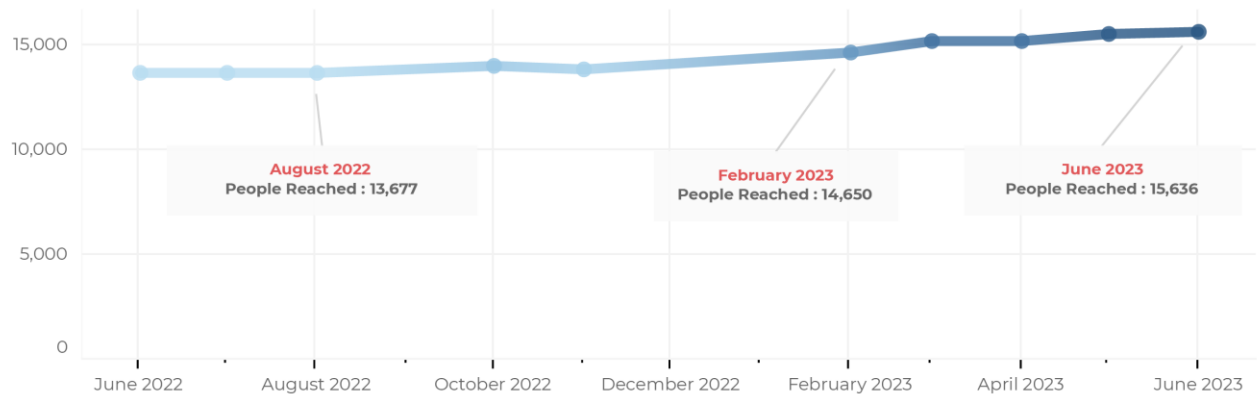
15,636

Volunteers involved

700

Branches responding

103



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
0	4,877	0	0	15,636	2,856	15,636

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Croatian Red Cross



Mental Health and Psychosocial Support

The Croatian Red Cross (CRC) is one of 25 other European National Societies working together with the IFRC under a large thematic programme called "MHPSS for displaced people coming from Ukraine," which is funded by the European Commission's DG SANTE. The start date for CRC activities is set for July 2023. The project objectives include providing MHPSS to displaced people from Ukraine and building the capacity of CRC staff and volunteers in MHPSS, with a particular focus on supporting staff and volunteers who are responding to the crisis.

The CRC has been providing PFA at all current locations through individual and group discussions, as well as workshops. Mobile teams from the CRC also visit individuals staying in private accommodations upon invitation. In line with information provision, support in education access, and social services, 47 CRC branches offer PSS-related services.



Shelter, Housing and Settlements

The CRC Response Plan initially involved procuring prepaid cash cards (valued at CHF 275 each) for the purchase of essential household items such as kitchen utensils, linen. This support was intended for 4,570 families residing in private accommodations registered by the CRC. It was also planned to assist an additional 1,330 families in a later stage of project implementation, depending on funding availability.

In the revised CRC Response Plan this activity is replaced with the winterisation plan for the second half of 2023: CVA multipurpose cash assistance with focus on clothing and heating for families with three or more children, students, pregnant women, older people, or people living with disabilities.

Using domestic funds in Croatia, the CRC and its branches have provided essential goods and household items valued at HRK 1,473,000.00 (CHF 196,400.00) and over 3,000 clothing items valued at HRK 208,000.00 (CHF 27,740.00) to 1,980 displaced families who have fled the conflict in Ukraine.



Livelihoods

During the reporting period, the National Society branch in Split organised Croatian language courses for displaced people from Ukraine. A total of 40 people successfully completed the courses and were awarded certificates for their achievement in completing level A1 and A2 Croatian language proficiency.

Following the revision of the budget and CRC Response Plan, the procurement of prepaid cash cards for school purposes has been postponed until late 2023, depending on the availability of additional funds. The initial plan involved distributing prepaid cards valued at CHF 125 each to approximately 2,000 children enrolled in Croatian schools and kindergartens.



Community Engagement and Accountability

The CRC CEA office was established on 1 April 2023 and has undergone necessary onboarding procedures, including a learning mission to the Hungarian Red Cross and the IFRC Regional Office.

Estonian Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 5,816,285**

Total expenditure: **CHF 4,478,101**

National Societies reach

People reached

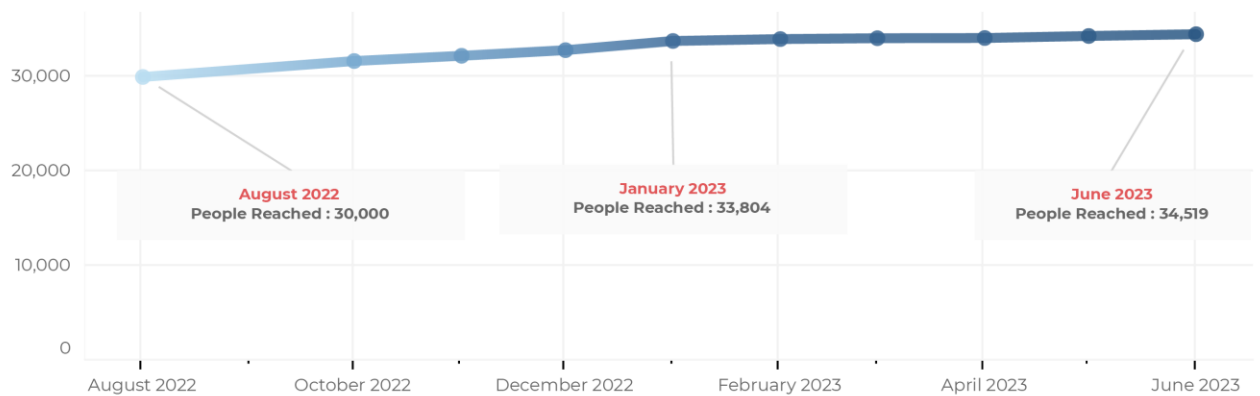
34,519

Volunteers involved

775

Branches responding

15



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
0	4,946	0	996	34,519	0	3,000

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Estonian Red Cross



Health & Care

During the reporting period, the Estonian Red Cross (ERC) successfully recruited a First Aid trainer and made all the necessary preparations to commence the first aid training sessions. Collaborating with the Social Insurance Board, the First Aid trainer developed a comprehensive training plan specifically tailored for displaced people from Ukraine. The objective of the plan is to facilitate the provision of First Aid training across various regions with the assistance of branch coordinators. So far, the training sessions have received positive feedback from the community, especially schools.

Over a three-month period, 472 people attended ERC First Aid trainings. In May, the National Society organised First Aid training courses for volunteers from various local NGOs, Police and Border Guard volunteers, as well as displaced people from Ukraine.



Estonian Red Cross has sent 14 truckloads of relief items to Ukraine. This is the largest humanitarian donation collected in the history of Estonia. Photo: ERC



Mental Health and Psychosocial Support

With the support of IFRC Emergency Appeal funding, the Estonian Red Cross has developed two PSS training modules: a three-hour basic module and a three-day (32-hour) module. The development of these modules was based on existing knowledge and training experience of the IFRC PS Centre and was tailored to the specific context of the Ukraine response. The aim is to establish voluntary MHPSS assistance for people affected by the international armed conflict in Ukraine. 53 people have already completed the three-day trainings.



Water, Sanitation and Hygiene

The procurement and distribution activities of hygiene kits through the Humanitarian Service Points are currently suspended. This is because the National Society is conducting an ongoing needs assessment to determine the most suitable form of assistance for the displaced people from Ukraine.



Multi-purpose Cash

During the reporting period, the ERC was actively involved in preparing for the launch of the CVA programme in Estonia. The National Society achieved several milestones, including successfully signing the contract with the voucher provider, initiating volunteer recruitment for the programme, conducting CVA trainings, establishing a hotline, and preparing informational leaflets. Currently, the National Society is awaiting final approvals from relevant stakeholders to proceed with the program.

The ongoing CVA trainings for ERC volunteers and staff are creating additional opportunities for future CVA interventions in Estonia.



Community Engagement and Accountability

With the support of additional funding sources, the local branches of the ERC have successfully established a system to collect feedback from displaced people from Ukraine and address their needs. This system includes direct consultations with the people affected by the international armed conflict, either in person at HSPs or through phone communication. The ERC also provides information and facilitates referrals to other service providers as necessary.

The local branches of the ERC demonstrate strong collaboration with local municipalities, the Estonian Social Insurance Board, and other relevant government institutions. This collaborative effort ensures a coordinated approach in delivering assistance and support to displaced people from Ukraine.



Migration

ERC has 15 HSPs set up at local branches. Displaced people from Ukraine can receive humanitarian aid, PSS, FA, RFL, information and other support as well as share their feedback about the ERC services. From March to May 2023, 425 displaced people from Ukraine received assistance at HSPs.

The National Society is actively engaged in organising activities for children, including both those who have arrived from Ukraine and their classmates from Estonia. In collaboration with its partners, the ERC has successfully arranged seven camps, spanning from three to five days each, and has seen the active participation of 172 children. As the next step, the National Society plans to organise summer camps in collaboration with its partner, KoosOn MTÜ.



National Society Strengthening

The ERC is actively engaged in the recruitment, training, and management of volunteers to strengthen its capacity in supporting people affected by the armed conflict in Ukraine.

In addition to the IFRC funding, the ERC has also received support from other funding sources, which has facilitated the participation of ERC volunteers in diverse training programs. These trainings encompassed essential subjects such as intercultural communication, international humanitarian law, and the fundamental principles that guide their work.

Georgia Red Cross Society

June 2023 Federation-wide Country overview

Total income: **CHF 1,469,380**

Total expenditure: **CHF 1,433,952**

National Societies reach

People reached

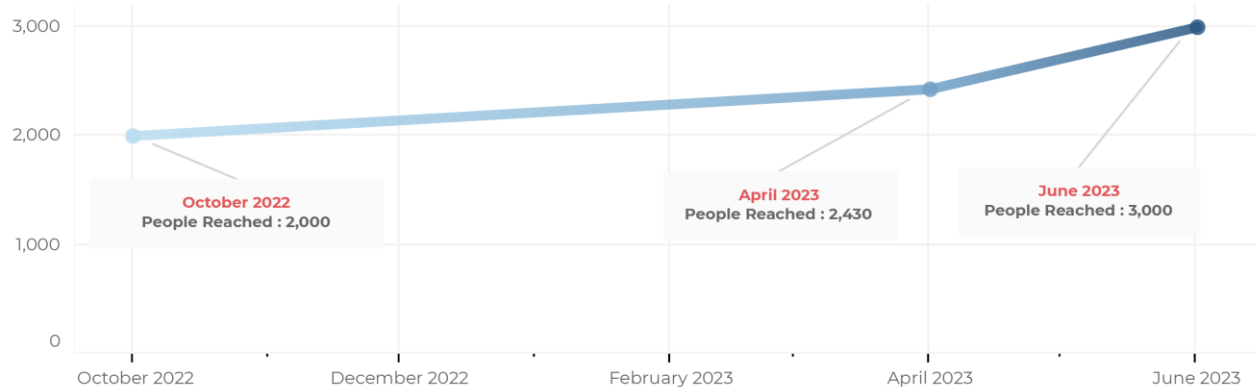
3,000

Volunteers involved

210

Branches responding

3



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
0	3,000	0	395	2,430	0	0

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Georgia Red Cross Society



Health & Care

To address the lack of access to systematised healthcare services among displaced adults and children from Ukraine, GRCS is working on designing a basic health insurance model specifically tailored to meet the needs of displaced individuals from Ukraine. The GRCS has already conducted a thorough review of the insurance market and has established the cost and minimum configuration for the basic health insurance. The annual cost for this package is CHF 26 per person, and both the cost and configuration are aligned with the universal health insurance package provided by the Georgian authorities to the citizens of Georgia.

Based on these findings, the GRCS is planning to provide support to displaced people from Ukraine who do not have the Georgian Identification Number and thus, are excluded from the state-covered health insurance policy. To facilitate this assistance, the GRCS is in the process of finalising an internal regulation with the technical support of IFRC.

GRCS has recently completed an analysis of the available free healthcare services for displaced individuals from Ukraine. The findings indicate that individuals in vulnerable situations among the displaced population lack access to essential prevention and treatment services, including Tuberculosis and AIDS/HIV prevention and management. These services are provided free of charge to the citizens of Georgia. To address this challenge, GRCS is actively working on establishing a cash for health modality. This initiative aims to enable approximately 450 vulnerable displaced individuals from Ukraine to access necessary prevention and care services.

Finally, the GRCS health and care team has drafted internal normative documentation to establish an interagency thematic working group on Health and Care for people affected by the international armed conflict in Ukraine.



Mental Health and Psychosocial Support

30 GRCS staff and volunteers underwent training in providing MHPSS services to children affected by the international armed conflict. The training covered the fundamentals of approaching children in distress, as well as tools for ensuring an inclusive and non-discriminatory environment, providing PFA, PSS, dealing with stress and coping, and managing disruptive behaviour while working with children.

The trained teams are utilising their knowledge and skills as part of their regular interactions with children in CFSS and other protection activities for children.

The GRCS led inter-agency MHPSS Coordination Platform with the aim of discussing and coordinating the response to shared challenges faced by organizations providing MHPSS support to displaced individuals from Ukraine. These challenges include a lack of requests for MHPSS services, stigma surrounding mental health issues, difficulties in reaching displaced school children and students who are engaged in the Ukrainian educational system remotely, and a shortage of Ukrainian-speaking professionals.

The GRCS hotline provides remote PFA to the affected population and operates as a needs-based referral service, connecting people to the different departments within the GRCS as well as external organisations.

To enhance its hotline capacities, the GRCS revised the hotline protocols and scripts for operators, providing clear definitions of the scope of the GRCS's current and future services, as well as referral information. During the operation timeframe, a total of 147 calls were registered on the hotline.

Lastly, the GRCS has updated, printed, and distributed 2,000 copies of the MHPSS service promotional leaflet. This leaflet includes a comprehensive list of available MHPSS services that are accessible to displaced people from

Ukraine. The distribution of the leaflets was carried out through the GRCS network as well as the networks of other organisations working with displaced people from Ukraine.



Livelihoods

Following the distribution of food and hygiene parcels to 500 displaced families from Ukraine in Georgia in late 2022, the GRCS conducted a survey as part of a post-distribution monitoring exercise to assess the relevance and quality of the support. A total of 109 people were surveyed. The results revealed that an overwhelming majority (98%) of the respondents expressed a genuine need for the support they received. Out of those surveyed, 68% reported that the support helped fulfill their basic needs, while 32% stated that it had no significant impact. Regarding the overall distribution preferences for cash and in-kind assistance, 51% of the respondents indicated a preference for in-kind assistance, while 47% favored cash. These findings highlight the necessity for further review of the GRCS support modalities in order to develop more responsive approaches that cater to specific needs.



Multi-purpose Cash

The IFRC CVA team organised an introductory session for the GRCS leadership and management to familiarise them with the implementation of CVA activities using the [AccessRC](#) application. AccessRC is an all-in-one cash application used for the self-registration model. Following this session, the GRCS made a decision to integrate this modality into its operations. The CVA technical working group then worked on revising and approving the CVA Plan of Action, with a focus on prioritising activities.

To support the implementation, the National Society recruited and onboarded a CVA focal point. Additionally, two representatives from the Georgia Red Cross participated in a three-day CVA workshop at the Regional Office for Europe. The workshop aimed to enhance their knowledge about CVA, provide an opportunity to share their experiences in Georgia, and learn from the experiences of other National Societies.



Protection, Gender and Inclusion

The GRCS and IFRC have reached an agreement on developing internal policies concerning Child Safeguarding and Prevention of Sexual Exploitation and Abuse (PSEA). To drive the introduction and implementation of these policies, a PGI task force has been established.

In further support of this initiative, three staff members from the GRCS have successfully completed training on PGI in Budapest, Hungary. During the training, participants from the GRCS worked together to develop a plan of action for implementing PGI activities in Georgia. This plan outlines the steps and strategies to be taken in order to effectively carry out PGI initiatives in the country.

The first CFS established by the GRCS is operating regularly on a bi-weekly basis at School N220. So far, 30 children have participated in the sessions, benefiting from the activities and support provided.

As part of their efforts, the GRCS engaged 120 children in entertainment activities and games specifically designed for them. These activities included a first aid master class conducted during the celebration of a [World Red Cross and Red Crescent Day celebration](#).

To celebrate World Children's Day, the GRCS [GRCS distributed gifts to 275 children](#) (148 male and 127 female) from Ukraine. This distribution took place at Public School #41 in Tbilisi, Georgia.



GRCS volunteers and staff celebrating World Children's Day by distributing gifts to displaced children from Ukraine. Photo: GRCS



Community Engagement and Accountability

One of the primary activities of the GRCS involves actively engaging and communicating with communities affected by the ongoing international armed conflict in Ukraine. The National Society organises regular meetings at GRCS branches in Batumi and Kutaisi specifically for displaced families from Ukraine.

These meetings serve multiple purposes. Firstly, they provide a platform to share important information about ongoing operations. Secondly, they allow for the collection and documentation of feedback from displaced people from Ukraine. Lastly, they serve to verify the findings of the ongoing needs assessment. During the period under review, two meetings were held, with a total attendance of 90 individuals.

The GRCS continues to communicate with displaced people from Ukraine about the services available to them through their hotline.

As part of the World RCRC Day celebration, the GRCS showcased its response to the ongoing crisis and presented the services it offers to displaced people from Ukraine to key stakeholders. This presentation aimed to raise awareness among stakeholders about the GRCS's efforts in providing assistance and support to those affected by the international armed conflict in Ukraine.

The GRCS maintains an ongoing process of collecting feedback from the affected communities. This is achieved through two main methods: regular feedback collection at the conclusion of each session held in operational CFS and conducting needs assessments in target schools in Kutaisi and Batumi. In addition, the GRCS has planned an

additional mini needs assessment to determine the specific needs of children and parents during the summer break.



National Society Strengthening

As part of staff capacity strengthening, four GRCS staff members underwent CVA, PGI, and CEA trainings in their respective areas of operation.

The GRCS actively worked to expand its resource mobilisation capacity and coverage of operations in Ukraine. The National Society has achieved the following:

- Secured spaces in public or private venues to conduct World Red Cross Red Crescent Day celebration in Capital, hosted by the Headquarters and in 31 branches, raising GEL 8,764 (approx. CHF 3,005) in a single day.
- Reached a preliminary agreement with the hospitality retailer Adjara Group to establish a partnership aimed at raising funds for summer camps for displaced children from Ukraine.
- Successfully concluded an agreement with the clothing chain LC Waikiki to donate clothing items to people in vulnerable situations, IDPs, and displaced people from Ukraine in five regions of Georgia: Adjara A/R, Imereti, Samtskhe-Javakheti, and Gori Municipality. This partnership resulted in the allocation of goods worth GEL 1,224,687 (approx. CHF 419,893).

Hellenic Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 842,932**

Total expenditure: **CHF 446,258**

National Societies reach

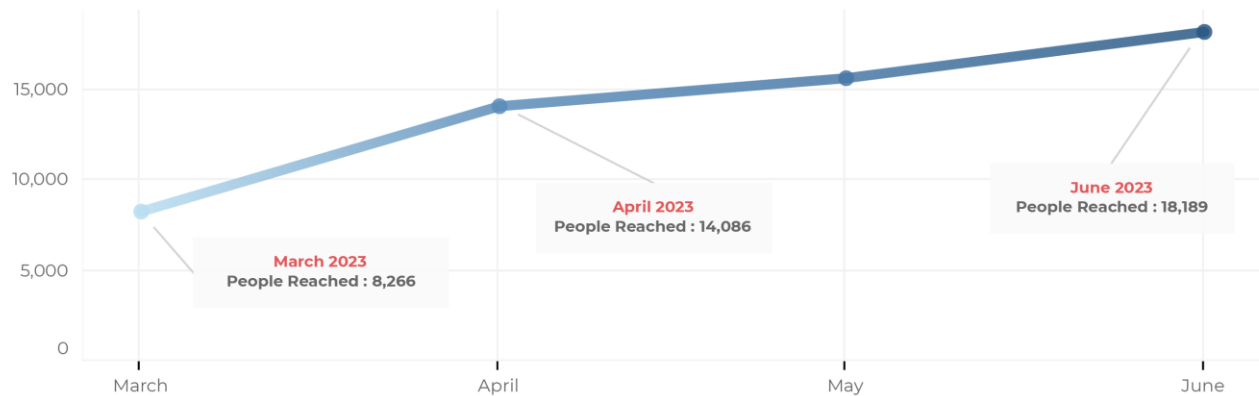
People reached

18,189

Volunteers involved

Branches responding

6



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
0	18,189	10,611	618	879	0	150

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Hellenic Red Cross



Health & Care

In March, the Mobile Health Team (MHT) of Hellenic Red Cross (HRC) in the northern part of the country successfully recruited a Pediatrician and an Assistant Nurse and completed their staff training. In May, the MHT celebrated International Mother's Day at the Serres migrant site by:

- Offering PSS services.
- Distributing hygiene items to women.
- Assessing vaccination needs of children aged 7 to 16.
- Initiating vaccinations with plans for further implementation after 15 June 2023.
- Providing medical assistance to displaced people from Ukraine in Thessaloniki.

Meanwhile, the MHT in Athens organized an educational session on "Healthy Nutrition" for unaccompanied children from Ukraine. The National Society also conducted health and hygiene promotion sessions, including immunisation, for single mothers under 18 living in a migrant shelter. The HRC hosted a basic FA training session for 15 unaccompanied children residing in a shelter. As part of HRC's outreach activities, two Community Awareness Campaigns were organised on the topic of diabetes.

Since the beginning of the operation, the HRC Accompaniment Referral (ACCREF) program has received nearly 300 requests for accompanying individuals to their health appointments and providing Ukrainian language translation services.

The HRC Educational Health Stations (EHS) in Athens and Kallithea, along with the MHTs in Athens and the northern part of the country, continue to offer support for primary healthcare, reaching a total of 5,670 people. Furthermore, hygiene and health promotion activities have reached 4,005 people since the beginning of the response.

During the reporting period, the National Society has faced several challenges, including:

- Pending recruitments for the EHSs and the MHTs in Athens.
- Delays in data collection and the establishment of individual health files due to the pending delivery of IT equipment.
- Shortage of specific medicines necessary for the effective operation of the MHT in the northern part of the country, primarily caused by lengthy procurement processes for vaccines and medical consumables.



Mental Health and Psychosocial Support

The HRC is one of 25 other European National Societies working together with the IFRC under a large thematic programme called "MHPSS for displaced people coming from Ukraine," which is funded by the European Commission's DG SANTE. In April, the National Society held a kick-off meeting for this project. HRC initiated a series of psychoeducational activities in Thessaloniki that focused on developing social skills and boosting self-confidence to help displaced children and teenagers from Ukraine better cope with daily challenges.

In May, the HRC, with the support of Multifunctional Centre (MFC) volunteers organised art therapy activities for women and children at Serres migrant site.

The MHT in Thessaloniki continued to offer mental health counseling services to displaced people from Ukraine. Positive advancements in psychiatric support were observed among a significant number of individuals undergoing treatment. HRC interpreters who accompanied individuals to psychiatric sessions reported that this experience helped them challenge their preconceived notions and stereotypes concerning mental health. Additionally, the National Society has been actively involved in preparing an MHPSS needs assessment plan specifically targeting individuals affected by the ongoing international armed conflict in Ukraine. As part of this effort, questionnaire

templates provided by the IFRC PS Centre, which are designed to assess the mental health and psychosocial support needs as well as the well-being of staff and volunteers, have been translated into Greek.

The HRC also conducted door-to-door visits at the Serres migrant site to raise awareness among displaced people from Ukraine about the presence of the HRC and its medical and PSS services.

The HRC encountered several challenges during their operation, including:

- Difficulties in PSS services due to the presence of COVID-19 cases in the Serres migrant site that may have hindered the ability to conduct in-person sessions or group activities.
- Challenges in the progress of psychiatric treatment when individuals come to their appointments with their own interpreter. This may result in communication barriers and potential misunderstandings that could impact the effectiveness of the treatment.
- Some displaced individuals displaying fear and refusal to receive medication, causing delays in their treatment. Overcoming these barriers and addressing their concerns is crucial for ensuring timely and appropriate care.



Protection, Gender and Inclusion

The HRC volunteers and staff participated in training sessions focused on protection issues that helped enhance their knowledge and skills in this area. In addition to training, the National Society conducted supervisory protection meetings with the staff to ensure ongoing support and guidance. Furthermore, a network of focal points for protection issues was established in the Unaccompanied Minors Centres (UMC) in Greece. The primary goal of this

network is to strengthen the support and response provided to unaccompanied children who are in need of protection.

The Special Secretariat for the Protection of Unaccompanied Children played a supportive role in the development of a guide that provides directions and instructions for emergency interventions of a psychosocial nature. This guide is specifically designed to address various issues including aggressive behavior, substance abuse, suicide, and panic among unaccompanied children.

The HRC actively participated in various events, meetings, and working groups alongside other agencies that are dedicated to addressing protection issues. This collaborative engagement contributed to collective efforts in safeguarding individuals and promoting the well-being of people in vulnerable situations. By actively participating in these initiatives, the HRC demonstrates its commitment to working together with other organisations to ensure the protection and welfare of those in need.



Community Engagement and Accountability

In March, HRC began an initiative of installing suggestion boxes as an additional tool for community feedback in all HPSs. In April, the National Society introduced feedback mechanisms within the Health Sector to improve communication and engagement with the communities. These mechanisms were specifically designed for outreach health campaigns, CEA trainings, and health promotion sessions.

In May, the National Society prioritised capacity building activities within their organisation. 19 volunteers from the HRC Social Welfare Department received training on basic CEA principles at the local branch in Ioannina.

Furthermore, the HRC CEA coordinator and the CEA Health Sector focal point participated in a seven-day "Europe CEA Surge Training" held in Georgia.



Migration

In April, MFC Thessaloniki organised a weekly tandem group for displaced women from Ukraine. The primary objective of this initiative was to enhance their social skills through the practice of the Greek language, familiarise them with the Greek context, and explore their individual abilities. By participating in the tandem group, the women had the opportunity to improve their language skills while also gaining a better understanding of their new environment. In May, MFC Athens Social Service successfully registered 14 children for public education programmes, ensuring their access to education. The MFC Athens psychologist conducted remote sessions with children residing at the shelter in Kalavryta, providing necessary support and counselling.

The Social Service of MFC Thessaloniki has provided extensive support to several displaced individuals and families from Ukraine. They have assisted a family with a child living with disabilities, ensuring that the family receives prioritised medical treatment. MFC Thessaloniki Social Service has also provided support to a single mother, assisting her with medical and ophthalmological needs and an extended necessary support and care to a 60-year-old woman who has been diagnosed with breast cancer. Additionally, the teams have ensured that a woman living with disabilities at a migrant site has access to appropriate resources and services.

The network of HRC local branches provides support to displaced people from Ukraine, but the branches are also facing challenges due to varying capacities. The arrivals from Ukraine require ongoing material, financial, and housing support. Furthermore, there have been cases where individuals who participated in language courses and activities at MFC Athens have chosen to return to Ukraine.

Continuous requests for financial and essential household items support persist. Individuals with rejected asylum status lack suitable accommodation options, and finding housing for conjugal families is challenging. Cash assistance is limited to specific asylum seeker sites. Outdated office equipment disrupts daily operations at the MFCs.

Hungarian Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 8,540,000***

Total expenditure: **CHF 5,093,783***

National Societies reach



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
9,618	20,885	4,006	0	174,097	0	67,679

* As reported to the Federation-wide Data System, data covering up until May 31, 2023.

In light of the National Society Federation-wide Financial report's unavailability, we present the Secretariat's allocation and expenditure as a representative of the Federation-wide income and expenditure.

Detailed progress by sector: Hungarian Red Cross



Health & Care

Health and Care activity provision to people affected by the Ukraine and impacted countries crisis have been **one of the major interventions** of the Hungarian Red Cross (HRC) during the reporting period. **3,172 people** were reached since the beginning of the operation with primary health services.

Help Points along the Ukrainian border are operated in cooperation with the local Municipality. In **Zahony**, HRC health and care teams are offering basic healthcare and psychosocial support (PSS) daily from 7 am to 12 pm – in line with the last train arriving at Zahony at 11 pm daily. 87 people were given basic healthcare in Zahony. Provision of first aid and other trauma support was also conducted alongside emergency PSS. Health and care services were also provided in the **accommodation centres** managed by HRC. Other services in the centres include health screening, blood donations, first aid trainings, PSS, support linked to COVID-19, vaccination of children, and referral pathways for healthcare specialties, for example linked to maternity, HIV, TB and others. First aid and health promotion activities were integrated in all operational sites.



Mental Health and Psychosocial Support

A trip was organized by the HRC Borsod-Abaúj-Zemplén county branch to Budapest Zoo for children, mothers and grandmothers living in the Miskolc permanent shelter for more than a year.

Under the **EU4Health project**, a 2-day MHPSS workshop was organized for staff and volunteers of HRC Győr-Moson-Sopron County branch. After the 2-day workshop for HRC Győr-Moson-Sopron County branch, additional group supervision and individual supervision were provided to 11 participants to address tensions.

HRC's health team reached 117 people at Záhony Health Point with provision of first aid and other trauma support, basic health care, and provision of emergency psychosocial support.



Water, Sanitation and Hygiene

Activities related to hygiene promotion have been incorporated into health promotion including COVID-19 messaging.

All county branches continue distributing **hygiene items** for displaced people (in shelters, HRC regional offices, at Donation/Help points or delivered to their homes).



Shelter, Housing and Settlements

HRC is increasingly involved in supporting families who have applied for the Temporary Protection Directive and intend to stay in Hungary. At the time of reporting HRC managed **11 shelters** hosting 5-130 people each. These centers are operated fully by HRC, and the HRC teams provide services such as food and non-food items, health services, PSS, referral support, education activities, and activities related to social inclusion.

The locations are the following:

HRC Branch / County	Location	Fully managed Accommodation name	Total nr. of people supported (as of 30 April)	
Borsod-Abaúj-Zemplén	Miskolc	Károly Hotel	74	<i>operated by HRC</i>
Csongrád-Csanád	Szeged	Aranylabda guesthouse	39	<i>HRC-only</i>
Csongrád-Csanád	Szentes		17	<i>HRC-only</i>
Csongrád-Csanád	Hódmezővásárhely		25	<i>HRC-only</i>
Fejér	Dunaújváros	Hild József Kollégium (youth hostel)	51	<i>HRC-only</i>
Győr-Moson-Sopron	Győr	Flat	3	
Győr-Moson-Sopron	Győrszentiván	House	5	
Győr-Moson-Sopron	Pannonhalma	House	8	
Győr-Moson-Sopron	Győrszemere	House	10	
Komárom-Esztergom	Oroszlány	Worker's hostel	68	<i>HRC only</i>
Nógrád	Salgótarján	Medves Hotel	45	<i>operated by HRC</i>



Livelihoods

HRC staff provides support for displaced people living in and around shelters to improve their livelihoods possibilities. A life skills board game was organized for displaced people living in the Budapest Shelter, followed by a discussion and counselling session led by the head of the Budapest Temporary Home for Families. The board game helps people redesign their lives.



Multi-purpose Cash

As of 30 May 2023, 9,618 people were reached with a total of CHF 1,727,066 disbursed since the beginning of the cash programme in Hungary. In total, 9,889 people were approved for cash distribution.

On 18 April 2023, the IFRC together with the HRC decided to launch a new registration on the Access RC application to allow the people who are in need to apply for MPCA. As of 30 May 2023, 8,000 people applied to the platform where 3,300 people were approved and people will continue to collect their cash assistance until the end of June. People received money amounting to EUR 224 as one-off cash transfer for each individual covering their basic needs.

The Helpdesk and the Hungarian RC staff in both headquarter and branches are all assisting people with various questions and needs including making sure that people can access the Red Cross platform and help them to collect the payments.

- Payment messages were developed and now available in Hungarian, Ukrainian and English, in line with the standard and approved templates.
- There have also been efforts to enhance inclusion by sending payment messages via email, SMS and push notifications. This is an important step to ensuring access to information for people assisted.
- HRC Helpdesk continued collecting cash-related feedback. 172 calls were received through the Helpdesk and 99% of the issues were resolved, thanks to HRC and IFRC teams.
- The Helpdesk continues to assist people who are unable to access or collect their money. For example, some people were sent reminder messages to encourage cash pick-up



Csongrad, HRC staff and volunteers providing services at shelters managed by Hungarian Red Cross. Photo: HRC

- including those on digital pick-up options. Others were provided with payment codes due to difficulties of technical nature. Guidance is also provided to those willing to transfer to their own bank accounts.
- In May only, the HRC Case Reviewers and the Case Manager team reviewed about 2,800 cases, each case was dealt with manually by verifying the supporting documents provided. The Case manager supervises and supports two Case Reviewers by ensuring that final decision to reject or approve people based on the documents is provided. The HRC Ukrainian staff role was crucial to the success of this review process and a main pillar to deliver cash to the people.
- In July 2023, a new project will be launched for CVA implementation in Hungary with a specific focus on Protection outcomes. The IFRC Hungary operations team is working closely with the Hungarian Red Cross, in close consultation and technical guidance from IFRC regional PGI and CVA teams to design a “Cash for Protection” project. This project is planned to be built on learnings and evidence from the ongoing Multi-purpose Cash Assistance programme in Hungary. The goal is to reduce or mitigate the protection risks for specific groups living in Hungary and impacted by the crisis.



Protection, Gender and Inclusion

Several locations provide **regular activities for children**, such as singing contests, drawing, lego sessions and other individual and group games. In the fully managed centres, HRC creates safe spaces for children, that serves also for the adults (mainly mothers) to interact with each other.

In Hódmezővásárhely, HRC visited the local Children's Day event in May with the children of Ukrainian families living in the shelter. Children from Szentés shelter visited the Ladybug Entertainment and Development Centre on Children's Day. In April, similar activities have taken place on the occasion of the Easter holidays, such as Easter egg hunts for children.

HRC is launching a Safe Jobs programme funded by the Australian Red Cross, as part of the overarching goal for recovery and social integration. The Nógrád County Branch director is working to finalize the identification of the location and the people to be reached. Further work to be done after the assessments to finalize the targeting criteria.

The initial process will also ensure permissions are granted for the establishment of a food factory and the recruitment of specific number of people according to the national law for labor. It is planned to start the renovation works in the building located in Salgótarján is the center of Nógrád County. The overall aim of the project will be to provide job opportunity for people in vulnerable situations. This will allow them to have an income and gain specific skills to sustain themselves in a safe environment making sure that protection measures are followed and adapted. In addition, it is also planned to reach 1,600 people with cash for protection outcomes, as mentioned within the MPCA. It is planned to mainstream the protection within the HRC CVA activities and to reduce the protection risks for groups in vulnerable situations, including the Roma community.



Children's Day at Hódmezővásárhely. Photo: HRC



Community Engagement and Accountability

Community Engagement and accountability activities include feedback mechanisms, information dissemination to the community about the ongoing programme details, and analysis to build stronger connection between HRC and the community, to understand the community better and to be accountable to the people we serve.

1. Community feedback has been collected through the HRC Helpdesk, NS official social media accounts and face to face at collective shelters. The main channel was the Helpdesk similarly to previous months. 962 issues were received during these 3 months through the Helpdesk, and 50 feedbacks through social media. The issues were diverse, related to the financial assistance programme cycle; the payment processes, payment method change requests and learning their statuses about approval or rejection, as well as challenges about the registration app. Through social media accounts, how to receive aid from HRC, and how to apply for financial assistance were the common questions.

2. Information about programmes:

- A scam website falsely claiming to be affiliated with Red Cross and collecting personal information of people was identified. The IFRC and HRC shared information and raised awareness on the Red Cross Financial Assistance webpage, community social media groups and Helpdesk.
- Leaflets were prepared in three languages (Hungarian, Ukrainian and English) for affected people to be informed and guided on how to access the programme, and what are the programme details. The Red Cross financial assistance webpage was updated, and Hungarian language option was added for the Hungarian speaking affected people. These information materials were shared internally with HRC branches and externally with other stakeholders, community Facebook/ Telegram groups which were created by affected people themselves.
- Face to face sensitization sessions were held with HRC staff including Helpdesk agents and team leaders and HRC HQ department heads to inform them about the new programme.

3. CEA regional workshop was joined by Hungary operations CEA delegate. During workshop, Hungarian Red Cross activities, CEA related implementations were presented to other CEA delegates and sector representatives as a way to exchange learning between different contexts.

4. Within the scope of peer-to-peer learning and coaching, Croatian Red Cross (CRC) CEA officer visited Hungarian Red Cross Helpdesk team leader and HQ communication team to learn about the ongoing CEA activities that have been implemented in Hungary. Experiences and lessons learned were shared and the CRC officer went back to the NS with more confidence and motivation to mainstream CEA within the planned CVA activities in country.

5. There was an analysis to understand the profile and needs of the Roma Community affected by the crisis living in Hungary, and presented during the weekly Feedback Meeting for the operation. The meeting consisted of Operation Managers and delegates from different sectors. It is planned to share this analysis and finding with other sister National Societies.



Migration

The Hungarian RC has recently appointed a head of Migration within the NS to lead on the various aspects of the refugee response and integration efforts. This action will be followed with the identification of Migration focal points in the field. The synergies between Migration and other relevant thematic sectors such as CEA, CVA, PGI and Shelter is being improved to ensure a wholistic approach to the response provided to the refugees living in Hungary.

The Hungarian RC has also submitted a proposal to a pool of funding provided by the government (AMIF/MMIA) in order to meet the needs of the refugee population who are living in Temporary shelter and transitioning to longer-term solutions.



National Society Strengthening

The National Society Development (NSD) dashboard and infographics were developed and shared with partners. NS development streams, achievements, challenges, and gaps are identified in the document. The document will be used to feed into the One NSD plan and forms the basis for the joint planning as well. Dates for the joint planning are going to be confirmed after the summer holiday period.

HRC continued to develop its healthcare capacities with an aim to meet IFRC Basic Health ERU/WHO EMT Type 1 standards. IFRC is supporting the ongoing work of the HRC setting up multifunctional Health Service Points for the provision of health and care services, health promotion activities and screenings. Information dissemination on these services continues to be a priority.

Logistics capacities of HRC were strengthened through funding provided by IFRC for vehicle procurement and rental of additional vehicles as well as through renting of warehouses. IFRC logistics team is supporting HRC to improve their logistics and warehouse management systems.

Counties/ Branches continue to receive CVA and CEA thematic capacity development to support accountability standards and management of delivery tools. The HRC CVA coordinator, the helpdesk lead and operators continue to be trained in CVA IM such as the use of RedRose and Twilio systems.

HRC county Branches continue to receive PSEA and PGI briefings through in-person and online meetings. In line with the Country plan, and to be compliant with donor requirements, Hungarian RC has started working on the roll out of its PSEA, PGI and child safeguarding activities, which include trainings for staff and volunteers, so that there is at least one staff trained at each branch. IFRC is heavily involved in this process and provides tailor-made support, including translation of documents and adaptation of training materials. An anonymous email address is also going to be created, as part of complaint mechanisms in addition to the call centers.

To support financial sustainability efforts of the NS, a fundraising market study is being negotiated and kick off meeting was organized, ToR and timeline of the project phases, methodology of the research were shared and agreed. The project, including preparation of a funding strategy is ready to start.

BOCA is also being planned and discussed. 2 staff of the Hungarian RC is going to participate at the BOCA Training of Trainers (ToT), together with IFRC NSD Officer to be able to roll out the process and make all the necessary preparations.

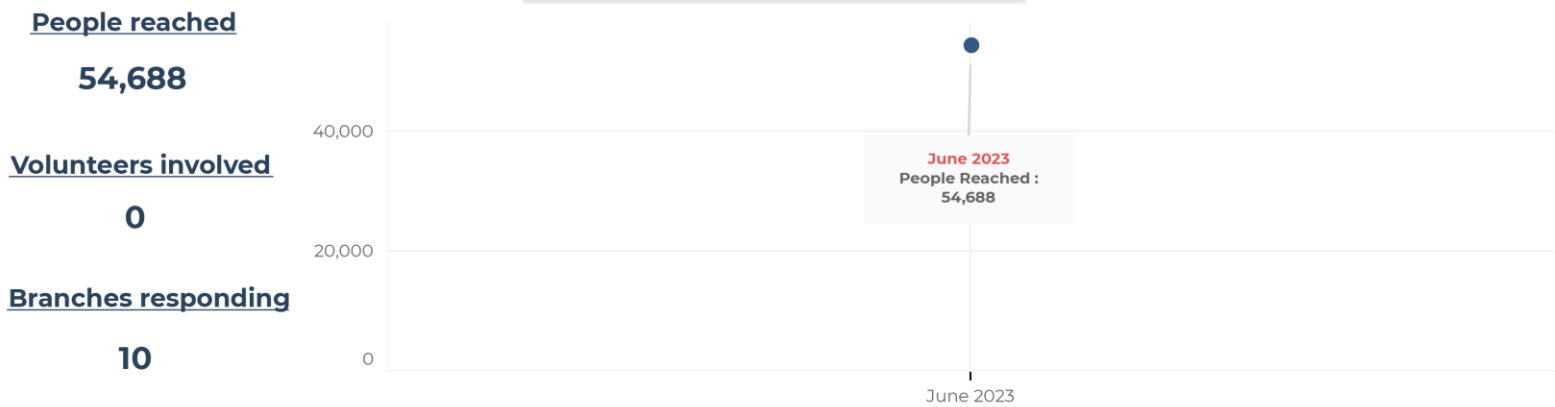
Latvian Red Cross

June 2023 Federation-wide Country overview

Total income: CHF 450,729

Total expenditure: CHF 307,203

National Societies reach



People reached by sector

						
CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
	6,951	235	0	0	240	54,688

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Latvian Red Cross



Health & Care

During the reporting period, the Latvian Red Cross (LatRC) focused on health promotion including MHPSS activities in Riga. In April, LatRC Daugavpils branch launched a public health awareness campaign for children and youth in Daugavpils, titled “A Healthy Spirit in a Healthy Body”.



Shelter, Housing and Settlements

With the support of the IFRC, LatRC provides a comprehensive range of support and mentoring services to displaced individuals from Ukraine during their stay in LatRC-managed accommodation facilities. These facilities cater to an average of 160-180 people daily. Additionally, LatRC continues to provide and distribute household items through Humanitarian Service Points.

Between February and June 2023, LatRC has been providing Latvian language courses (A1 level, 120 hours) for 105 displaced people from Ukraine in five regions: Tukums, Limbazi, Cesis, Daugavpils, and Rezekne.



Multi-purpose Cash

LatRC is currently in the process of preparing specifications and procurement documents for vouchers. Simultaneously, they are actively engaging in consultations with local municipalities, LatRC regional branches, and other stakeholders to ensure effective programme implementation.



Migration

With the support of the IFRC, LatRC is offering safe services at HSPs across 10 branches. These HSPs ensure the provision of essential services in a secure environment.

In addition, LatRC is actively engaged in advocacy efforts and provides information on the rights of migrants in detention. This is achieved by participating in weekly online meetings with relevant stakeholders and local NGOs. Through these meetings, LatRC contributes to raising awareness and advocating for the rights and well-being of migrants in detention.



National Society Strengthening

The IFRC provided support for the recruitment of several key positions within LatRC. This includes a part-time operation manager, an accountant, and three regional coordinators. Their roles are essential for the effective functioning of LatRC operations.

With support of other funding sources, LatRC started psychological support groups (45 participants) for displaced people from Ukraine in three regions and professional group supervisions (24 participants) for staff and volunteers working with displaced people.

Lithuanian Red Cross Society

June 2023 Federation-wide Country overview

Total income: **CHF 9,887,741**

Total expenditure: **CHF 5,758,893**

National Societies reach

People reached

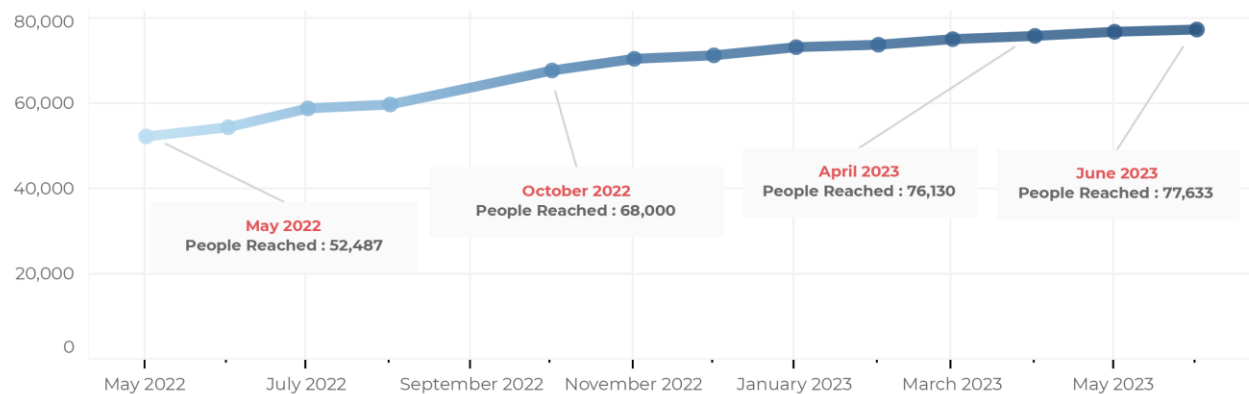
77,633

Volunteers involved

10,000

Branches responding

15



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
30,227	4,641	77,633	25,983	0	0	73,819

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Lithuanian Red Cross



Health & Care

The Lithuanian Red Cross (LRC), from the beginning of the response until the end of May 2023, trained 4,641 people in first aid from Federation-wide funding sources, and 1,137 people with support of the IFRC Emergency Appeal funding.



Mental Health and Psychosocial Support

LRC has employed MPHSS staff and started preparing a mental health programme. From March to May 2023, 320 people were trained in MHPSS and 80 people were reached with MHPSS services.



Water, Sanitation and Hygiene

Since March 2022, LRC reached 73,819 people with hygiene supplies, and distributed 24,537 hygiene vouchers to displaced people from Ukraine.



Shelter, Housing and Settlements

From March to May 2023, the Lithuanian Red Cross has distributed 1,007 packages of essential items and 501 packages of food. LRC has also sent a large amount of non-perishable food and vital supplies to Ukraine. These include hygiene products for adults and children, clothes, COVID-19 rapid tests, craft materials for children, sleeping bags and electricity generators.

In May 2023, LRC provided educational materials for children of different school ages, which were handed over to representatives of the non-governmental organization "Poruch" operating in Ukraine. The items were provided by the Lithuanian Red Cross for the children at the Lutsk city school "Škola miru".

Shelter items were also delivered to LRC warehouse.



Livelihoods

With support of other funding sources, approximately 571 people received individual consultations on employment programme in Lithuania. With the support of LRC staff, 72 individuals who arrived in Lithuania from Belarus are now employed.



Multi-purpose Cash

With support of IFRC, the Lithuanian Red Cross has launched a cash assistance programme for displaced people from Ukraine on 13 March 2023. Each eligible household will receive EUR 130 per month for three months. This helps the older and disabled displaced people to cover their basic daily needs. The criteria for the cash support programme are:

- People over 65 years old
- People with disability (Level 1 - 0-35% capacity; Level 2 - 36-55% capacity)

EUR 300,000 will be distributed to the most vulnerable people.

As of reporting period, 750 households have been reached with first and second payments of EUR 130 each.



Protection, Gender and Inclusion

The National Society has included the age and disability disaggregated data in the needs assessment data collection and analysis in the CVA project. 4,547 people were reached since the beginning of the operation with PGI activities.



Community Engagement and Accountability

With support of IFRC Emergency Appeal funding, the Lithuanian Red Cross established a call centre for displaced people from Ukraine run by LRC staff and volunteers. From March to May 2023, the call centre attended 814 calls. Furthermore, a complaints mechanism was established for the CVA project.

LRC started a new project called LRC Academy, taking place in three different cities. The academy lecturers consist of 13 external experts from different fields, as well as from NGOs and corporate organisations. The LRC Academy Manager was recruited.



Migration

With support of IFRC Emergency Appeal funding, LRC provides services at Humanitarian Service Points across 15 branches and is supporting displaced people in official procedures (migration, temporary protection, asylum).

Active advocacy is conducted for displaced people's rights by participating in weekly bilateral or multilateral meetings with the relevant stakeholders.



National Society Strengthening

In addition to the LRC Academy Manager, a Volunteer Training Officer was recruited to further enhance the National Society response, with support of the IFRC Emergency Appeal funding.

Red Cross Society of the Republic of Moldova

June 2023 Federation-wide Country overview

Total income: **CHF 908,570**

Total expenditure: **CHF 768,767**

National Societies reach

People reached

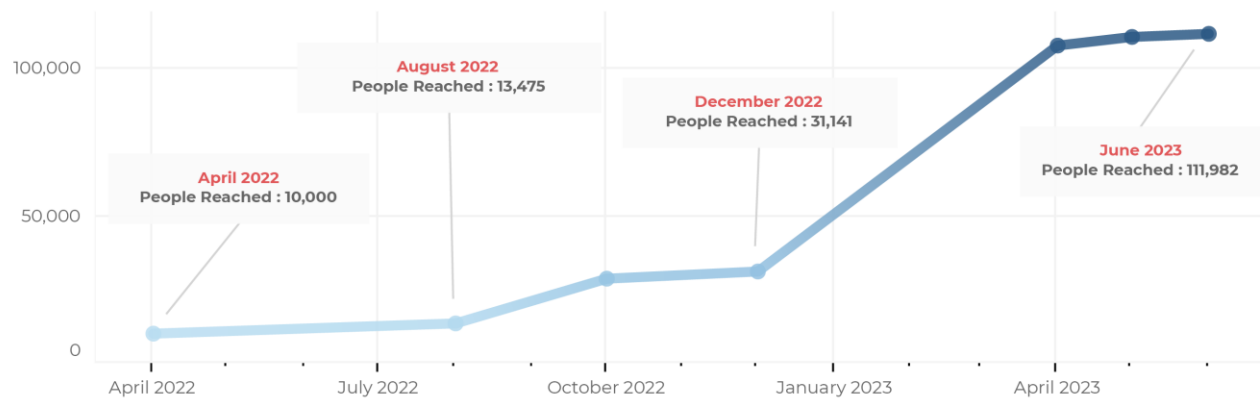
111,982

Volunteers involved

1,170

Branches responding

16



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
28,627	15,180	0	2,926	111,982	4,887	21,290

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Red Cross Society of the Republic of Moldova



Health & Care

The Red Cross Society of the Republic of Moldova (MRCS), in partnership with the Norwegian Red Cross, continued to implement activities to promote healthy lifestyle among youth. In the reporting period, events were held to celebrate World Health Day and World Week of Immunization.

On 11 April, the volunteers of Chişinău branch trained children of the Children's Resource and Help Centre on how to provide first aid in case of acute conditions such as heart attack, allergic reactions, poisoning, sunstroke, and dehydration.

In May, the Chişinău branch has conducted several First Aid (FA) trainings. On 13 May, a basic FA training was held for 30 high school students and another FA training was held by volunteers at the Energy Fest in Stăuceni district.



Mental Health and Psychosocial Support

MRCS volunteers and branch directors attended a training on "Providing psychosocial support" and "The importance of mental health for youth and children" under the Twinning Partnership project. 26 participants were present at the training, out of them nine MRCS branch directors from Drochia, Basarabeasca, Ungheni, Bender, Briceni, Balti, Calarasi, Edinet, Comrat, Anenii Noi, Chisinau, Criuleni, Orhei and 14 volunteers.

Between 31 March - 2 April 2023, the ICRC trained MRCS Balti branch volunteers on "Psychosocial support for vulnerable people". The volunteers learned about MHPSS basics, psychological distress myths and facts, and coping mechanisms and protective factors.

On 29 April 2023, the first edition of the First Aid competition took place under the slogan "Today's students - tomorrow's rescuers". Seven high schools of the Chisinau municipality participated in the competition with teams of 5 rescuers each.



Water, Sanitation and Hygiene

MRCS branches continued to distribute hygiene kits and water filters to displaced people from Ukraine, as well as vulnerable people from Moldova, with donation support received from the Portuguese Red Cross, Turkish Red Crescent, and IFRC. In total, MRCS has reached 21,290 people with hygiene supplies.

With the support of the joint programme of the Swiss Red Cross and Luxembourg Red Cross, volunteers from Chişinău and Comrat branches held hygiene promotion sessions among students in schools.



Shelter, Housing and Settlements

On 31 March, with the support of the IFRC, a training was held for the National Society on Humanitarian Service Points and Relief Distributions as an induction section to other trainings, which will support branch directors and volunteer learnings and capacities to better establish HSPs.

Between March – May 2023, MRCS distributed 5,866 food parcels, 5,866 blankets, and 1,200 towels to host families for displaced people from Ukraine, as well as 1,840 food parcels, 1,840 blankets, and 1,461 towels for people in vulnerable situations from Moldova. The relief were distributed in 14 rayons (Calarasi, Ungheni, Basarbeasca, Criuleni, Anenii-Noi, Briseni, Edinet, Balti, Orhei, Telenesti, Falesti, Comrat, Rezina, Dorchia).

IFRC and MRCS received request from the Ministry of Labor and Social Protection to support utility costs of 60 refugee accommodation centers around Moldova. During the next months, modality of support will be discussed with relevant partners.



Multi-purpose Cash

MRCS and the Swiss Red Cross finalized the voucher programme for food items for people in vulnerable situations from Moldova via MRCS local branches. By the end of March 2023, all vouchers have been distributed: 1,600 food vouchers in Chisinau and 600 food vouchers in Ungheni in the value MDL 500. The list of recipients was obtained from the social department (government) at rayon level. A Post-Distribution Monitoring was conducted via phone calls, interviewing 240 people assisted with vouchers.

With the support of the Norwegian Red Cross Vestfold Branch, a total of 67 food vouchers have been distributed in the 4 twinning MRCS branches in Anenii Noi (17 vouchers), Balti (17 vouchers), Ungheni (16 vouchers), and Edinet (17 vouchers).

The IFRC and MRCS are planning to implement a summer cash programme to support displaced and host communities in Moldova affected by the crisis. The programme aims to enable them to meet their additional needs during the summer season. The cash assistance is unrestricted and unconditional, allowing people supported by the programme to prioritize their own needs. This is especially important for those who lack adequate shelter or resources to cope with extreme temperatures. The programme also fosters social cohesion by assisting both communities and targeting the most vulnerable families. The target is to reach 13,820 households (approx. 41,460 individuals) from April to July with cash assistance.



Protection, Gender and Inclusion

On 9 March 2023, the volunteers of the Bălți branch had an informative visit to a temporary placement centre for children at risk "Drumul spre casă". Children were informed about the Red Cross Movement, volunteerism, healthy lifestyle and how to prevent harm.

MRCS Chisinau branch volunteers visited the minors at Goian No. 10 with ICRC support. They conducted information sessions on human rights and IHL at the juvenile prisons. On 17 April, another visit was made by the Chişinău branch volunteers at Goian Prison No. 10. They discussed the theme of "Violence begets Violence", made posters on the topic, and played an educational and engaging group game at the end.

With the support of the Vestfold Red Cross (Norway), in March 2023, MRCS procured sport suits for minors in the Penitentiary institutions from Goian penitentiary which were distributed in May.

On 3 April, an informative visit was held in the Regional Centre in Balti, with the aim of promoting a healthy lifestyle with the theme of “Life with a hope”. The participants learned about the Red Cross Movement, volunteerism, healthy lifestyle and harm prevention.

Basarabeasca and Comrat branches organized activities of social integration and psychosocial support for displaced people from Ukraine.



Community Engagement and Accountability

The IFRC Country Office in Moldova, supported by the IFRC Country Cluster CEA Delegate and the PMER team, carried out a participatory and qualitative Needs Assessment to understand the main humanitarian challenges faced by displaced people to inform programming, the National Society Response Plan revision process, as well as fundraising for MRCS and IFRC activities. The assessment covered January - April 2023 and surveyed 773 respondents (mostly people from Ukraine) on their household size, composition, sex and age distribution, and accommodation type. The assessment identified needs related to health services, language and information access, and socio-economic issues. For instance, most respondents depended on humanitarian assistance (75%); medication cost was a primary concern for 46% of respondents, followed by food needs (43%). The assessment also revealed obstacles to access medical treatment, and household healthcare expenditure of the respondents, with 71.9 per cent of them requiring medical consultation or intervention for physical or mental conditions since leaving Ukraine.



Migration

MRCS, jointly with IFRC, met with the representatives of Swedish Red Cross and presented the situation in the country, and services provided by MRCS to displaced people from Ukraine and people in vulnerable situations in Moldova. There was an opportunity to look at further cooperation perspectives.

On 31 March 2023, IFRC, in collaboration with MRCS, held a training about the Humanitarian Service Points (HSP) and Relief Distributions, with the participation of Chisinău, Briceni, Bălți, Anenii Noi, Orhei, Ungheni, Comrat, Basarabeasca, Călărași, Criuleni, Drochia and Edineț branches. The aim of the training was to familiarize with the context of HSPs as part of the response and contingency approach, to jointly review the current response, conducted aid allocation process, learn lessons, and familiarize with standard procedures.

The MRCS, IFRC, and other Movement partners are in close contact and coordination with each other and external partners, including the national authorities of Moldova, UN agencies (Refugee Coordination Forum), INGOs, and NGOs towards planning for movement contingency, seasonal adaptation projects for next year and further operational response.



National Society Strengthening

IFRC continues to play a significant role in expanding partnership opportunities and support to attract donor organizations within and outside of the Red Cross Movement (continued relations with Canadian Red Cross, and newly established with Swedish Red Cross). An opportunity to attend a meeting with the Norwegian Red Cross allowed for discussions on how to jointly merge plans and coordinate activities.

ICRC and IFRC supported MRCS with the development of job descriptions for First Aid Officer and Programme Coordinator positions. The new FA Coordinator was selected after the interviews with the MRCS, IFRC and ICRC, and was employed by the MRCS from 1 March.

The IFRC presented BOCA to the MRCS leadership for the National Society to explore and decide whether it is feasible to organize BOCA in the upcoming three-month period.

The IFRC Country Office in Moldova supported MRCS staff and volunteers to enhance their knowledge and skills by facilitating their participation in trainings and meetings, where they could share and learn from others' experiences. In addition, several trainings are planned under the NSD component and within different programme streams, such as Health and CVA and are expected to be conducted in the coming months.

Red Cross of Montenegro

June 2023 Federation-wide Country overview

Total income: **CHF 1,703,381**

Total expenditure: **CHF 1,429,796**

National Societies reach

People reached

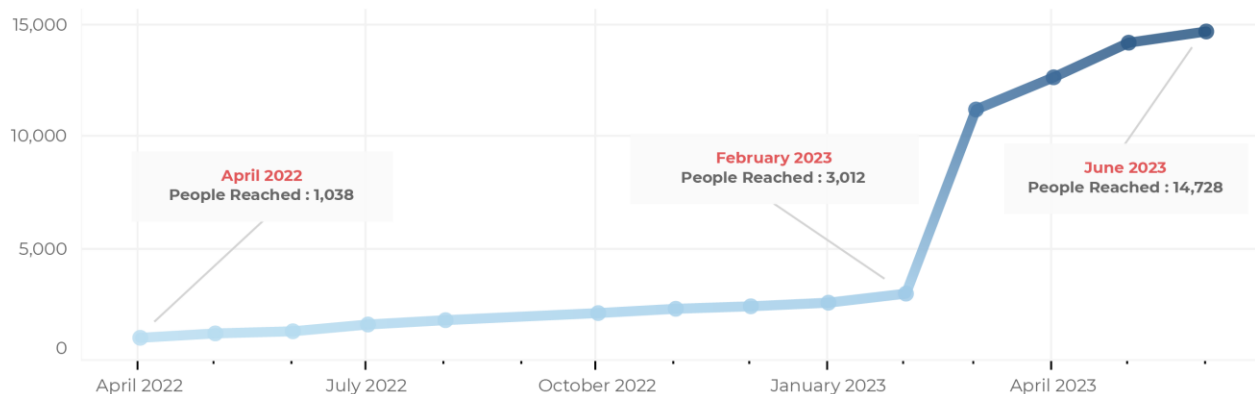
14,728

Volunteers involved

60

Branches responding

11



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
670	3,440	14,728	1,021	3,271	0	3,027

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Red Cross of Montenegro



Health & Care

According to the latest needs assessment conducted in Montenegro in December 2022, 22.7% of displaced people from Ukraine have reported having chronic or long-term physical or mental health problems. Approximately 18% reported living with disabilities, and 7.1% were pregnant or breastfeeding women.

To address the high prevalence of chronic diseases such as high blood pressure, diabetes, and heart problems among displaced people from Ukraine, Red Cross of Montenegro (RCM) branches identified the need to provide people with opportunities for basic health checks. At RCM HSPs (Humanitarian Service Points), displaced people from Ukraine can check their blood pressure and blood sugar levels. In total, 1,003 people were reached with this activity from the beginning of the project until the end of May.

The RCM branch in Bar organized an event for children from Ukraine on first aid, as well as public awareness campaigns on first aid. These activities proved to be highly engaging and interesting not only for children and their parents but also for all other community members. Additionally, RCM branches organized workshops on the basics of first aid, targeting displaced people from Ukraine.



Mental Health and Psychosocial Support

RCM PSS activities are participatory and based on the current needs and feedback from displaced people from Ukraine. The activities encompass a combination of psychoeducation, group support, culture, and social integration. Topics covered include stress and coping mechanisms, emotion regulation, communication skills, conflict management, understanding sociocultural and inter-generational differences.

To enhance the mental and physical well-being of displaced people from Ukraine who are currently residing in Montenegro, RCM local branches organised corrective gymnastics workshops and training sessions. Normally, the RCM carries out these activities as part of healthy aging projects. However, recognising the interest and needs of this particular target group, the RCM decided to extend the same opportunity to those affected by the international armed conflict in Ukraine.

50 group and individual workshops for MH/PSS/PFA for adults and children were conducted with the support of the IFRC during the reporting period (30 workshops in April and 20 in May). 264 workshops were conducted from the beginning of the operation until the end of May. Workshops for adults and children were organized in 3 RCM branches (down from 6 branches) from March and onward, as well as individual support where needed.



Shelter, Housing and Settlements

The RCM plays a crucial role in receiving and accommodating evacuated citizens, refugees, and internally displaced people. With support of the IFRC, the RCM has successfully completed procurement procedures for emergency shelter items. These items include containers, beds, blankets, bed sheets, sets of clothes, heaters, and water heaters. The acquisition of these emergency items aims to strengthen the shelter preparedness of the National Society and enhance its capacity to provide adequate responses not only to the current crisis but also to future emergencies.

To address the potential challenges of harsh weather conditions the RCM distributed 1,730 sets of clothes during the winter to displaced people from Ukraine. In total, 2,206 people had been reached with this assistance at the end of May.



Multi-purpose Cash

The RCM implemented a pilot cash intervention to test the CVA approach within Montenegro. The pilot project was conducted in three districts, utilizing the district branches of the RCM. A total of 281 families, consisting of 670 individuals, received a one-time multipurpose cash assistance through the national post office.

In the current reporting period, the RCM conducted [PDM of the cash assistance programme](#). The purpose of the PDM was to gather information on areas that require improvement and to assess the satisfaction of the recipients.



Protection, Gender and Inclusion

The RCM has organized workshops focused on the prevention of discrimination in schools across the municipalities of Herceg Novi, Tivat, Budva, and Bar. Since the beginning of the operation, these workshops have reached 732 children and adults, aiming to promote awareness and understanding of discrimination issues. The RCM has provided school materials to 570 children, ensuring they have the necessary resources for their education.

In March, the National Society conducted a PGI survey to evaluate the initial knowledge level of the staff involved in the operation. The survey aimed to gather information that would guide future activities and initiatives of the RCM. According to the survey results, it was found that 70% of the respondents already had a high level of knowledge regarding the PGI. However, to further enhance the knowledge and engagement of RCM staff and volunteers in PGI activities, the RCM plans to develop and adapt new materials to ensure that staff and participants have access to up-to-date and relevant information.



Community Engagement and Accountability

With the support of the IFRC, the RCM has successfully established the first free call centre for displaced people from Ukraine in Montenegro. The call centre offers a wide range of information, including details on the rights guaranteed under temporary protection, guidance on the application process for temporary protection, access to the education and health systems, as well as information about the activities and services offered by the RCM. Additionally, the call centre provides specific information for potential victims of trafficking, ensuring their safety and well-being.

Highly trained operators are available to address more detailed inquiries, offer assistance, and handle any complaints that may arise. To ensure accessibility and cater to the diverse needs of displaced individuals, the information is provided in three languages: Ukrainian, English, and Montenegrin.

To promote the services offered by the RCM and increase awareness within both displaced people from Ukraine and the wider community, the National Society and its local branches have been actively sharing various content through multiple channels. These include social media platforms, television, radio, electronic media, and more.

The RCM has been receiving complaints from displaced people from Ukraine regarding the temporary protection system, particularly in relation to health services and education. It is important to note that these complaints are not directed at the RCM itself, but rather at the response of the Government and the identified gaps in the system.

As a response, the RCM has been actively advocating for solutions to address these issues by engaging with relevant institutions. The aim is to improve Montenegro's response to the ongoing crisis and ensure better support for those affected by the international armed conflict in Ukraine.

Additionally, the National Society is facing immense pressure due to the increasing number of requests for support from local marginalised people who feel neglected in comparison to displaced people from Ukraine. The

challenging economic situation in the country, coupled with the constant rise in prices, has exacerbated the needs of the local population.



Migration

With the support of IFRC Emergency Appeal funding, RCM has been providing support to people fleeing Ukraine since the beginning of the crisis. This support includes counselling, providing information about legal procedures, and many other services. Through the hiring of interpreters and strengthening human capacities, the response in this area has been significantly improved. Now, more people can receive support in the translation of legal documents, school documents, medical reports, and referrals.

RCM organises Montenegrin language classes for both children and adults. The National Society has organised a total of 327 language classes since the beginning of the operation. In April and May, RCM organized field visits for displaced people from Ukraine to the national cultural centre in Cetinje. The purpose of these visits was to familiarize displaced people with Montenegrin culture and nature and to support their social integration. Similar activities included visits to the History and Art Museum, as well as other notable sights in the country.

RCM is facing challenges associated with the ongoing migration crisis, as thousands of individuals fleeing hardship in the Middle East and Africa still require humanitarian assistance. This situation further underscores the significant existing humanitarian needs in the country, emphasising the substantial resources that will be necessary in the upcoming months and years.



National Society Strengthening

To ensure that there are enough human resources to effectively carry out its humanitarian work in line with its role and mandate, RCM has expanded its team by hiring additional professionals to support volunteers and staff in this operation. As of April 2023, RCM has appointed a dedicated and full-time PGI staff, as well as a CVA focal point. Furthermore, the National has recruited extra personnel in finance and at the branch level to ensure the presence of adequate capacities and the implementation of activities according to the Red Cross and Red Crescent Movement standards. These staff members received necessary onboarding and training opportunities organized by the IFRC Country Cluster and Regional offices.

During the reporting period, the RCM has completed procurement procedures for necessary equipment, vehicles, and other response infrastructure as planned within the budget. These efforts aim to enhance preparedness and strengthen the capacities of the National Society, enabling timely implementation of the current response and future crises.

Red Cross of the Republic of North Macedonia

June 2023 Federation-wide Country overview

Total income: CHF 550,641

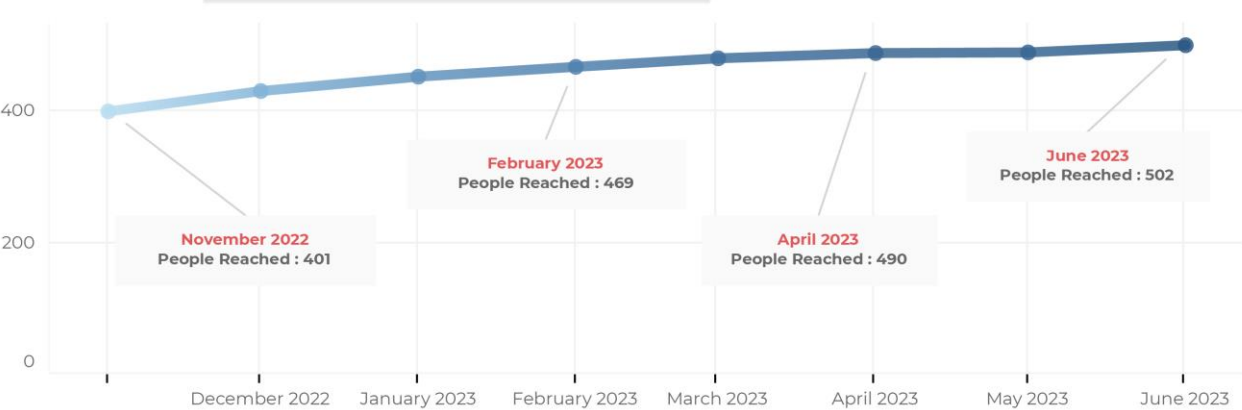
Total expenditure: CHF 202,000

National Societies reach

People reached
502

Volunteers involved
30

Branches responding
15



People reached by sector

						
CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
378	145	62	80	502	53	502

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Red Cross of the Republic of North Macedonia



Health & Care

The Red Cross of the Republic of North Macedonia (RCNM) has been providing assistance to displaced peoples from Ukraine in North Macedonia by covering the cost of health insurance that includes primary, secondary, and tertiary medical services. In addition, the RCNM also provides medications for older people and individuals living with chronic diseases, ensuring that their healthcare needs are met.

During the period from March to May, RCNM extended its support to 15 individuals who were among the most marginalised and in urgent need of medical care. They received assistance with the necessary medications for the treatment of chronic diseases.

From April onwards, the RCNM started providing health insurance coverage for the 18 people in vulnerable situations.



Mental Health and Psychosocial Support

In May, the RCNM conducted training for 25 volunteers and staff on MHPSS. The aim was to enhance their capacity to provide timely and adequate PFA and PSS to people affected by the ongoing international armed conflict in Ukraine. The training also aimed to increase the overall MHPSS capacity of the National Society through personal development. The trainings utilised various innovative training tools and techniques, including discussions, group work, and experiential learning activities.

Starting in April, the RCNM has been providing support to individuals in need of assistance through PSS in the form of both group sessions and individual sessions.



Multi-purpose Cash

In April and May, the RCNM conducted preparations for the procurement and distribution of CVA to displaced people from Ukraine. This involved making arrangements for the purchase of 120 vouchers. These cards were intended to benefit 100 families who were temporarily staying in the Republic of North Macedonia for humanitarian reasons, 20 socially marginalised families who were citizens of the Republic of North Macedonia, and 35 host families.



Migration

In March, using funds raised domestically by the RCNM, the National Society organised 36 Macedonian language classes for 40 displaced people from Ukraine. In April and May 2023, the RCNM conducted 26 additional Macedonian language classes for a total of 45 people.

Throughout the reporting period, the RCNM organised a variety of activities for children, with a focus on diversity, culture, and tradition, as outlined in its monthly program for child and youth-friendly spaces. These activities included sports events such as bowling and skating, visits to the zoo, and other entertaining events.

In March, the RCNM also organised a session with 20 participants to share culture and traditions in celebration of the Easter holiday, involving both Ukrainian and North Macedonian cultures.

Polish Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 48,700,000***

Total expenditure: **CHF 36,719,206***

National Societies reach

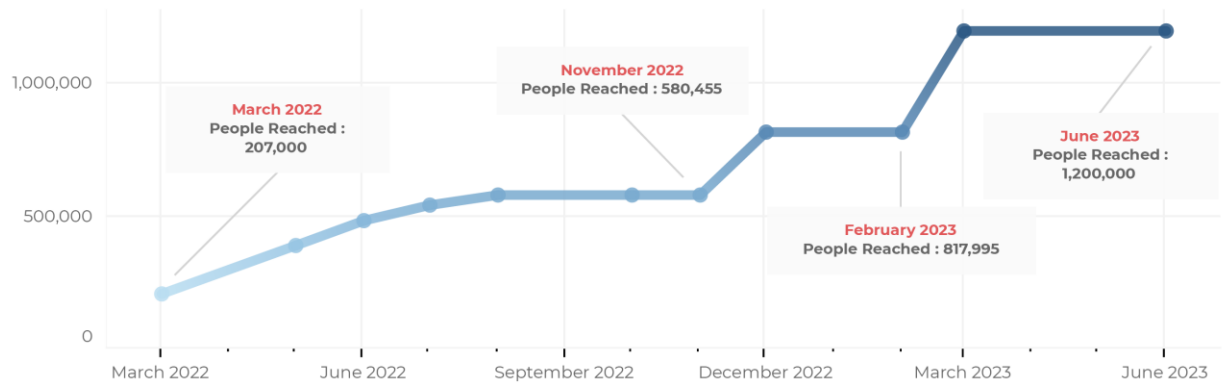
People reached

1,200,000

Volunteers involved

8,200

Branches responding



People reached by sector

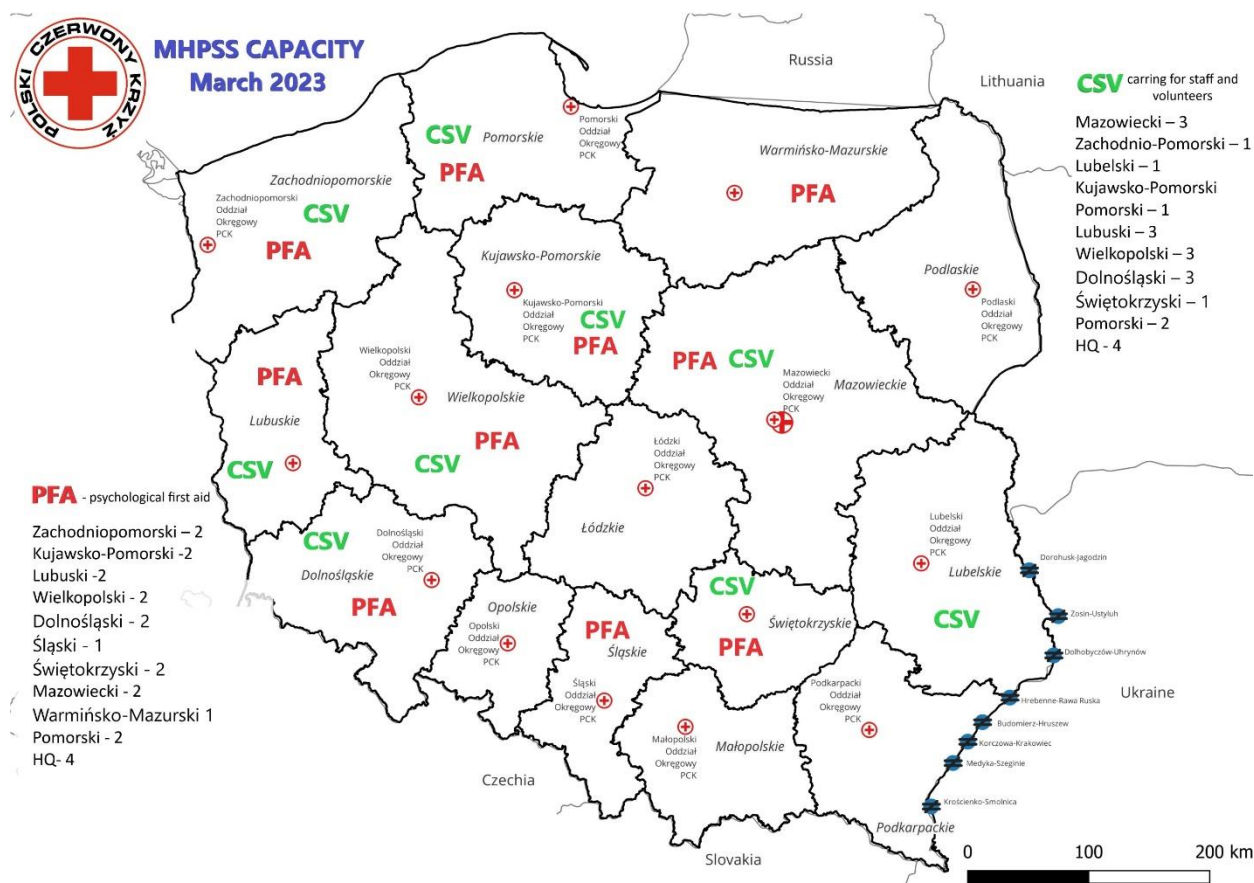
CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
94,885	12,925	0	2,132	1,200,000	72	106,189

* As reported to the Federation-wide Data System, data covering up until May 31, 2023.

In light of the National Society Federation-wide Financial report's unavailability, we present the Secretariat's allocation and expenditure as a representative of the Federation-wide income and expenditure.

In total, up to May 2023, 301 Polish Red Cross (*Polski Czerwony Krzyż* – PRC) staff, volunteers, and other first-line responders have been trained in Psychological First Aid (PFA) and 12,925 people requested various types of support from the Infoline, including information on existing support at PRC, direct support from Mental Health & Psychosocial Support (MHPSS), as well as referrals.

In March, a PFA Training of Trainers (ToT) was held in Warsaw and 22 PFA coaches from 10 regions of Poland were trained. Furthermore, in March, a ToT on Caring for Staff and Volunteers (CfSV) was held for participants from 10 regions of Poland. These allow to expand the potential and activities of PFA throughout the country.



A field mission was conducted in Wrocław from 22 to 26 May to conduct an MHPSS assessment and to onboard the new MHPSS officer. Furthermore, a Focus Group Discussion (FGD), Key Informant Interviews (KII), two PFA trainings

(in Polish and Ukrainian), and a CfSV training were also conducted. MHPSS has been integrated into the Shelter and CVA programmes and PFA training was provided to registration groups in both sectors.

Challenges:

PRC is facing challenges in reaching displaced people from Ukraine through its MHPSS communication campaign on Facebook, as the preferred communication channels of the target audience are Telegram and Viber. To ensure that the target audience is reached through this channel, PRC is seeking ways to scale up its MHPSS campaign. Furthermore, the lack of human resources to support procurement is also challenging the response activities in MHPSS.



Shelter, Housing and Settlements

PRC is implementing a financial support programme, which allows displaced people currently staying at the Humanitarian Aid Centre in Nadarzyn/PTAK to rent an apartment. Over 150 families, including Roma families, will be provided with assistance. The purpose of the supported rental period is to buy the target household time and “breathing space” to become self-sustaining. The amount of support is defined by the family size and the corresponding size of the housing unit (1/2/3+ bedroom units). Conditional cash assistance is provided for six months and delivered in six transfers on a monthly basis to each eligible family. By the end of May 2023, in the framework of the programme, 212 households have completed registration and 128 households found apartments. In addition, a local NGO has registered five Roma families so far.

In March 2023, the Shelter Pilot Programme was successfully launched in Łódź for 30 families with the PLN 552,000 as a total value of allocated funds. In April 2023, it was decided that an additional 50 households are to be added for the rental assistance programme in Łódź, making the overall target of the programme 80 households.

Challenges:

- Lack of human resources to support Shelter-related activities.
- Timely availability of rental properties in Warsaw and Łódź.
- Reaching limited number of families due to short funding deadlines.
- Difficulties faced by the Roma community, which results in the slow progress of registrations as well as securing suitable accommodation.
- Targeting only pre-selected collective shelters in coordination with the government is limiting to reach more vulnerable families residing in hostels and shared accommodations.



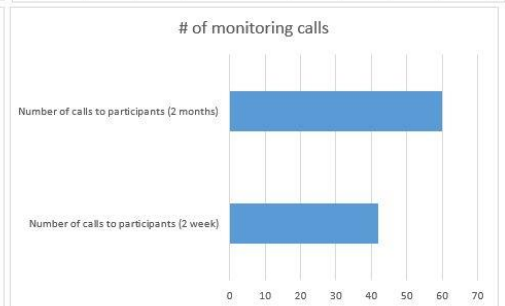
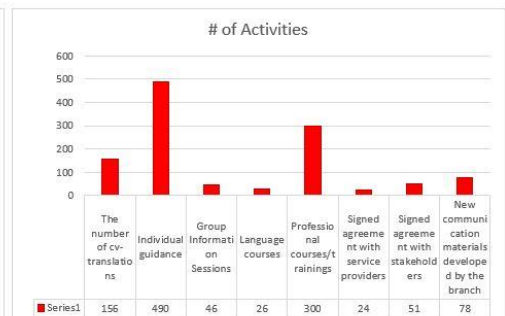
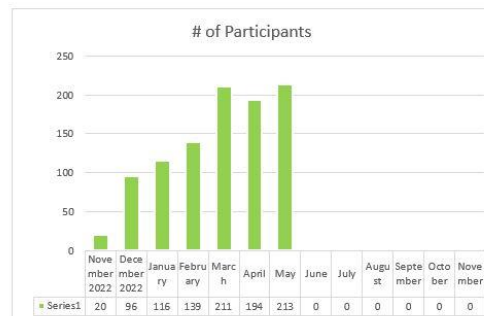
Livelihoods

Livelihoods Employability Programmes:

Through the continued support of the Spanish Red Cross to strengthen the capacity of PRC to develop and implement its Livelihoods Employability Programmes,¹⁷ until May 2023, a total of **989 people has been assisted in the four branches** (Łódź, Warsaw, Krakow, and Gdańsk) where it is being implemented. Since the start of the project, a total of **4.45%** of the total number of participants (44 participants) have found employment or self-employment.

¹⁷ The programme was launched on 1 November 2023 with the aim to improve access of displaced people from Ukraine to the labour market in Poland.

Reporting points	TOTAL
Number of new participants this month	213
Number of total participants of the local project	989
The number of cv-translations	156
Individual guidance	490
Group Information Sessions	46
Language courses	26
Professional courses/trainings	300
Signed agreement with service providers	24
Signed agreement with stakeholders	51
New communication materials developed by the branch	78
Number of calls to participants (2 week)	42
Number of calls to participants (2 months)	60
Number of People who has started a self employment	8
Number of People who has found a paid job	36
Total job insertions	44
Engaged as a volunteer in the employment project	11



Overall highlights in March – May 2023:

- Branches follow-up visits: weekly online and at least bi-monthly in-person visits are conducted to monitor reporting, finances, and resolve queries.
- In April, the second meeting of the whole team was held in Gdańsk. The meeting was held in-person, for two days. The next meeting of the whole team will be held in Łódź at the end of June.
- Telegram accounts have been approved at branch level (including using similar names). New accounts facilitate community communication and information dissemination.
- Kobo survey developed with the support of IFRC CCD Poland PMER for follow-up calls (two-week and two-month versions) and launched.
- Branches conducted a FGD on “Barriers to Return” in April and May 2023 in the four branches.

Main highlights during the reporting period (March – May 2023) at branch level:

- **Łódź:** regular meetings with job agencies and schools for adults were held (five meetings with Job Agencies and one meeting with school for adults); Polish language courses were organized and conducted (in general, and some specifically for accountants); warehouse management course is under preparation; translation documents for people to validate documents; Conducted presentation of the project to the stakeholders (Representatives of the City Council, State Job Agency, NGOs, displaced people from Ukraine, and other foreigners);
- **Warsaw:** meetings with job agencies and schools for adults were held; Polish language courses were held; driving courses started with all materials translated to Ukrainian; three new vocational trainings in accounting, makeup, and hairdressing have been signed; Preparation for IT courses (Microsoft Word, Excel, PowerPoint) which will be organized in June and July 2023; Next Courses: three new groups of the Polish Language (26 certificates of the basic and intermediate level), first aid, hairdressing. Planning new channels of dissemination to increase the number of people.
- **Krakow:** a second Polish language course has started in March with 21 participants; organized and conducted training for a new course Beauty: Brow & Eyelash Stylish (10 people), Completed one accounting course (11 people) and English language course (6 people)
- **Gdańsk:** an arrangement with a translator has been carried out; ongoing psychosocial support for participants; second general meeting of livelihoods conducted in Gdańsk branch from 3 – 4 April.

Branch	People targeted	People reached
Gdańsk	490	264
Łódź	210	221
Krakow	408	275
Warsaw	414	229
Total	1,522	989
		64.98%

Challenges:

- Conduct follow-ups on a regular basis according to the established two-week and two-month procedure.
- Review of the budget for the third quarter of the year with necessary modifications.
- Develop a dissemination plan to reach out to the most vulnerable populations.
- Ensure that activities organised for World Refugee Day as well as project activities gain visibility and attract the target audience.



Multi-purpose Cash

From the beginning of the operation until the end of May 2023, the PRC Cash & Voucher Assistance (CVA) programme has reached 94,885 individuals with more than CHF 27.73 million disbursed (between one to four instalments). 19,119 households received the full package of their instalments under the operation in Warsaw, Lodz, Bydgoszcz, and Kielce.

PRC has launched the multi-purpose cash assistance in its Poznan branch on 17 May and re-opened the programme in its Bydgoszcz branch on 22 May. The branch continues to be supported by IFRC and the PRC CVA teams in the MPC programme. A training for the branch enumerators was also conducted. Currently, three volunteers from Ukraine are trained to manage the service point in the branch.

31 May was the final registration day for both programmes. 2,937 households (5,852 individuals) applied for the programmes in Poznan and Bydgoszcz.

The Poland CVA team and PRC HQ staff (in total, 16 people) attended an orientation on the self-registration app 2.0. The PRC Infoline team (a total of 7 people) was also trained on the use of the new application.

Challenges:

Since multi-purpose cash (MPC) in Poland aims to assist only households (HH) physically located in Poland, the main challenge was to verify their locations. To ensure that this criterion is met, HHs had to confirm their geo-location before receiving any payment. With the introduction of the new mobile self-registration app, which automatically registers the geolocation of the households, it will be easier to mitigate this issue.

Since the registrations in Poznan and Bydgoszcz were conducted via the new self-registration app AccessRC, technical challenges were encountered by both people assisted by the programme, as well as staff.

- 1) People assisted experienced difficulties with the required liveness check of the selfie stage while self-registering.
- 2) Staff experienced technical issues with the new document verification system.

The issues were mitigated by the outsourced developers' team.

Due to the low number of applications in Poznan, PRC decided to open in a new branch to increase the number of people supported by the MPC programme. Accordingly, Bydgoszcz was selected based on the positive experience during the winterization programme and the branch's capacity to immediately start the registration process.



Protection, Gender and Inclusion

Until the end of May 2023, 141 PRC staff members and volunteers (110 women, 31 men) participated in Protection, Gender, and Inclusion (PGI) trainings, covering PGI definitions, Code of Conduct, reporting mechanism, referral pathways, and Protection from Sexual Exploitation and Abuse (PSEA).

A joint cross-sector proposal was developed between CEA, MHPSS, CVA, Shelter, PGI, and Operations to address identified gaps in the contact centre to establish an expanded contact centre team, including new helpline operators, a contact centre coordinator, and a more appropriate space to accommodate the growing team. This will ensure the capacity to respond to feedback, including sensitive complaints from the community.

Polish Red Cross safeguarding self-assessment was completed. Coordination with the Office of Internal Audit and Investigation (OIAI) around support to the Polish Red Cross to establish a safeguarding system is ongoing, which includes securing one-year funding to trial an Integrity Line.

The Child Safeguarding Policy, the PSEA Policy, and the Code of Conduct have been adapted by the Governing Board and are expected to come into force in July 2023.

Challenges:

Due to the volatile conflict context, the challenges are constantly changing. The operation is facing a lack of Sex, Age, and Disability Disaggregated (SADD) information in the response which creates gaps for qualitative and quantitative PGI and Safeguarding analysis and response.

In addition, in the reporting period, one of the challenges faced by the NS was to provide Child-Friendly Spaces (CFS) activities as a complementary activity to Livelihoods activities in the branches. To mitigate this challenge, branches were contacted to see whether they are interested in implementing such activities.



Community Engagement and Accountability

From March to May 2023, the PRC Infoline responded to 4,945 calls and 44 chatbot messages. On average, the Infoline receives 71 to 97 calls every week. 89 per cent of the inquiries have been to the cash programme followed by requests for information about external support and services and sharing feedback. The top three locations where the community contacted are:

- Świętokrzyskie (24.6%)
- Wielkopolskie (21.5%)
- Mazowieckie (15.1%).

PRC Infoline referrals Q&A and referral pathways are regularly updated, both for general referrals (e.g., legal) and for safe referrals (e.g., in articulation with PGI and MHPSS).

The Netherlands Red Cross continues to provide support to PRC in monitoring social media and preparing Social Media Monitoring Updates.

Challenges:

While the Poland operation has been experiencing a gap in CEA capacities, with the recruitment of an IFRC CCD PGI-CEA Delegate support will be provided to the PRC in coordinating its Infoline and streamlining CEA components across existing sectors for the operation. The onboarding of the delegate is expected for June 2023.



National Society Strengthening

Payroll software and HR information management system are now in place. PRC HR Department, with support from HR Coordinator in the IFRC CCD is working on new staff regulations.

Result of the resource mobilization market study were presented to Movement partners in the country and to the Governing Board of the National Society. A detailed workplan, based on the findings and recommendations needs to be developed. Investment scenarios for the next three years are also developed as part of this study.

The Resource Mobilization Department of the NS is looking for the best solution for the CRM platform that will suit the needs of PRC. “Business-to-business” and “business-to-customers” solutions are found and will be deployed in the coming months.

Challenges:

While there are multiple NSD activities planned and agreed by the PRC, the main challenge is on prioritizing NSD activities, while acknowledging limited workforce capacity of the NS to implement the activities.

Volunteer Management with the support of the Spanish Red Cross

- Instructions to create the profile of new volunteers in the database was created in Polish, shared with volunteer managers and checked together at a general meeting which took place on 31 March. Dissemination for proper use during the month of April 2023.
- Following the testing phase of Intranet, a volunteer management database, which provides access to the essential documents at any time. Certificates of hours completed, and certificates of courses completed are included on the Intranet platform.
- Updated all requirements of the contracted external company regarding data protection and database use. All documentation has been reviewed and the critical points indicated by the company have been modified.
- Work continues on monitoring and follow-up of volunteering with identical procedures in all 16 voivodships.
- Volunteer managers have until 31 August to provide access to the PRC database to all volunteers currently active in the Polish Red Cross.
- Branches and SIM groups had revived the regulations of the Mini-grant programme for social groups of youth instructors of Polish Red cross “Together in Action – Poland and Ukraine”. The deadline was 31 May.
- Bi-weekly meetings with the company that manages CIVI to ensure that all changes and improvements are aligned with the needs of the Polish Red Cross.
- Friday general meetings continue to be held every two weeks with the responsible for the management of volunteering in order to work and learn about the problems and manage the doubts that arise with the new procedures implemented.

Challenges:

- Ensuring that volunteers are insured for 2024.
- Volunteers have the same rights of access to the Intranet platform location-independent, which means that it must be ensured that the database is implemented in all the branches.
- Identity cards for volunteers and members to be approved for members on board.
- Include the dissemination of how to volunteer on the website and have procedures to include it as a main topic on social media.



Young people from Ukraine are preparing for Easter by making Ukrainian-style flower wreaths at the Lubartów branch of the Polish Red Cross. Photo: Nora Peter/IFRC

Romanian Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 20,682,189**

Total expenditure: **CHF 16,352,814**

National Societies reach

People reached

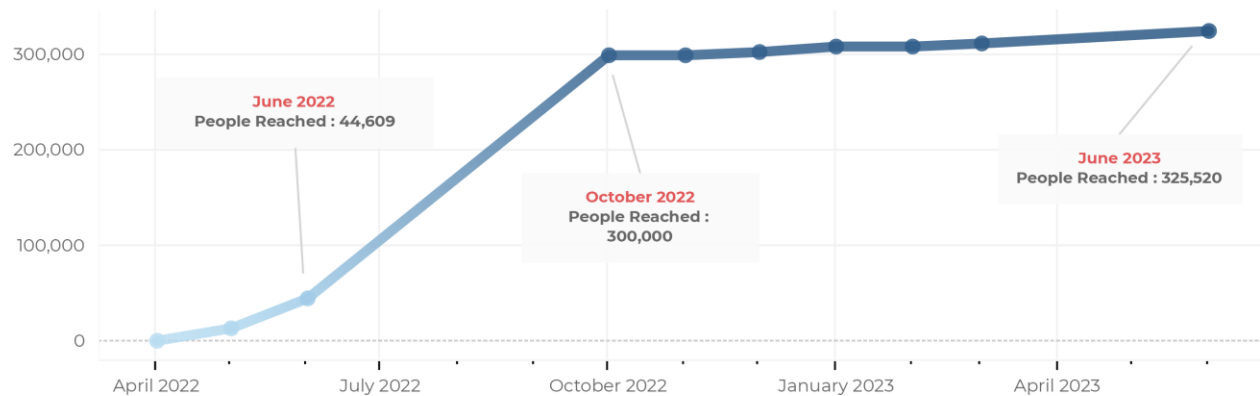
325,520

Volunteers involved

7,056

Branches responding

47



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
76,156	5,887	13,108	882	325,520	0	240,390

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Romanian Red Cross



Health & Care

758 people, out of which 221 were children, benefited from primary health services through the Health Centre in Bucharest and in the health caravan.



Mental Health and Psychosocial Support

51 RoRC staff and volunteers were trained in PFA, and 29 people received PFA through the Medical Centre in Bucharest.



Multi-purpose Cash

Following the end of the Romanian government's accommodation support programme for people displaced from Ukraine, the 50/20 programme, on 1 May, a new multipurpose cash programme was launched targeting 15,000 people with a one-time payment of EUR 115 per person. The new MPC programme aims to support the emergency Shelter needs of people impacted by the end of the 50/20 programme.



Migration

13,108 people were assisted through the two main Humanitarian Service Points (called Humanity Concept Stores by the Romanian Red Cross) in Bucharest and Constanta.

The Russian Red Cross Society

June 2023 Federation-wide Country overview

Total income: **CHF 18,883,778**

Total expenditure: **CHF 12,737,282**

National Societies reach

People reached

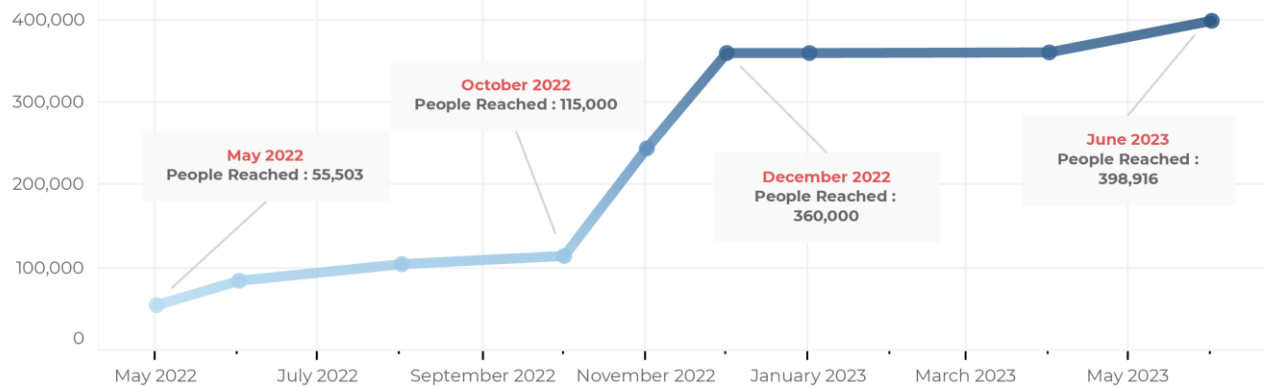
398,916

Volunteers involved

20,000

Branches responding

187



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
232,298	94,399	0	0	398,916	62,000	90,000

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Russian Red Cross



Health & Care

Health and social support

In March, the Russian Red Cross conducted a needs assessment of displaced people in 17 regions of Russia. Upon the processing of the survey data, it was concluded that most of the health services are covered by the state. Therefore, health-wise, the primary need of the displaced people consists in counselling services on how to process documents that will allow them to have free access to health services provided by the state.

First aid training

5,274 people were trained in first aid from the beginning of the project.



Mental Health and Psychosocial Support

Psychosocial support

In 2022, psychosocial support was provided to 54,143 displaced people from Ukraine.

During the five months of 2023, the following types of psychosocial support were provided to displaced people:

1. 13,255 people received psychosocial support in the Regional Branches of the Russian Red Cross.
2. 16,734 consultations in the field of psychosocial support by phone.
3. 2,905 group psychological consultations and the number of participants in group meetings is 10,267 people.

In total, 94,399 people received MHPSS since the beginning of the response.



Water, Sanitation and Hygiene

Since the response started, more than 90,000 people received hygiene kits.



Livelihoods

In March 2023, the Russian Red Cross conducted a survey on professional needs of displaced people. A total of 1,122 questionnaires were processed, and the results revealed that:

- More than 2/3 of those surveyed are not currently working (923 persons).
- Only 294 people consider the Russian Red Cross as a source of education.
- The jobs on demand are: a hairdresser, a web-designer, a kindergarten tutor, and a driver.
- The main reason to change jobs is to increase income and improve the quality of life.
- People expressed interest to be trained as Social Worker, Nursing Assistant, Babysitter and Caregiver.
- Only 311 of the respondents have higher education, 435 have graduated from college (primary vocational education (PVE) or secondary vocational education (SVE)) and 289 have basic and general secondary education. Only half of the respondents (525 persons) have relevant diplomas.

Based on the results of monitoring in March 2023 on the professional needs of displaced people, the organization of a system of vocational courses continues. At the moment, a search is underway for partners who would be ready to act as sponsors of professional courses for displaced people within the framework of the project.



Multi-purpose Cash

With the support of the Emergency Appeal funding:

1. Since the beginning of the crisis, 14,418 families received cash assistance of RUB 112,120,000 in total.

With the support of other donors:

Since the beginning of the crisis, in collaboration with the ICRC, 14,675 families received cash assistance in the amount of RUB 209,685,000.

As part of the project, 4,000 clothing vouchers were purchased at the expense of the IFRC. Some of the vouchers have already been delivered to the regions (2,000 vouchers have arrived in the Krasnodar region).



Migration

The last three months were marked by IFRC & RRC collaboration on elaborating criteria for providing assistance to people under a new initiative. An SOP was developed to cover the categories of people who can be assisted, as well as the criteria for such an assistance.

The following categories of people are eligible for support:

- people in need of rehabilitation services (people with disabilities and caregiver, people who have long-term physical and mental impairments),
- people with serious medical condition requiring urgent medical assistance,
- people who need to get to their relatives from one Russian region to another,
- people in need of support with translation of documents or covering any legal fees when it comes to legalization in Russia,
- people with other needs based on social vulnerabilities.

Support services include:

- medical care (examinations, treatment),
- lifesaving medical transportation,
- medical equipment,
- medical supplies,
- technical means of rehabilitation (e.g., walking sticks, crutches etc.),
- medicines,
- tickets,
- payment of utility costs,
- Short term rental assistance for up to 3 months to help with the transition to a longer-term solution,
- school supplies for kids from kindergarten to secondary and high school ages (e.g., books and stationery),
- household items (e.g., iron, laundry supplies and machine, etc.)

In May, RRC received 7 requests for assistance from displaced people from Ukraine, and fully processed the three cases submitted for consideration in April (e.g., buying lenses for a child, assistance in transporting a disabled child, and buying a walker for an older person).

Russian Red Cross opened a mobile humanitarian service point in Belgorod to meet the needs of the displaced people. The following work was carried out as part of the activities of the RRC mobile point in Belgorod:

- Payments for more than 1,577 people on cash assistance have been processed.

- 1,841 people received humanitarian aid.
- 1,892 people received assistance of a different nature (consultations on various issues: drawing up a pension, receiving a lump sum payment from the state, calling a taxi, finding a route to other cities, connecting mobile communications and setting up a phone, buying tickets, using banking applications, recharging phones, etc.)
- The RRC provided tracing and family links support for 391 people, of these, 19 families were reunited through the search line.
- Psychosocial support was provided for 350 people.

100 SIM cards were issued for the displaced people.



National Society Strengthening

The efforts to boost National Society capacities, as well as to proceed with the activities in line with strategic long-term priorities of the Russian Red Cross are ongoing:

- Procurement of office equipment (60 laptops, 19 monoblocs, 79 office software, 79 operating systems, 2 Wi-Fi access points) for RUB 6,401,810.78 and 8 cars (RUB 21,900,000).
- In May, office equipment was delivered to 27 regional offices (Krasnodar region, Republic of Tatarstan, Volgograd region, Nizhny Novgorod region, St. Petersburg, Stavropol region, Tambov region, Oryol region, Bryansk region, Tver region, Lipetsk region, Khabarovsk region, Perm region, Republic of Bashkortostan, Ivanovo region, Novgorod region, Primorsky region, Ryazan region, Moscow region, Vologda region, Yaroslavl region, Vladimir region, Kaluga region, Kursk region, Tula region, Penza region).
- In May, 8 vehicles were delivered to the Central Office for the Regional Branches of the Russian Red Cross (Stavropol region, Tambov region, Oryol region, St. Petersburg, Krasnodar region, Republic of Tatarstan, Tver region, Khabarovsk region).
- Also, printers and telephones in the amount of RUB 2,290,313 were sent to 28 regional branches of the Russian Red Cross.
- Development of the RRC Strategy is ongoing.
- A BOCA workshop took place in the St. Petersburg Regional Branch of the Russian Red Cross, where for two days the leadership, staff and volunteers of the branch examined their own work on 34 indicators, analyzed the model of the branch's activities and determined organizational development priorities. The result was the Branch development plan for the 3rd quarter of 2023. In May, the second workshop took place in the Voronezh Regional Branch.

Slovak Red Cross

June 2023 Federation-wide Country overview

Total income: **CHF 4,342,212**

Total expenditure: **CHF 1,972,662**

National Societies reach

People reached

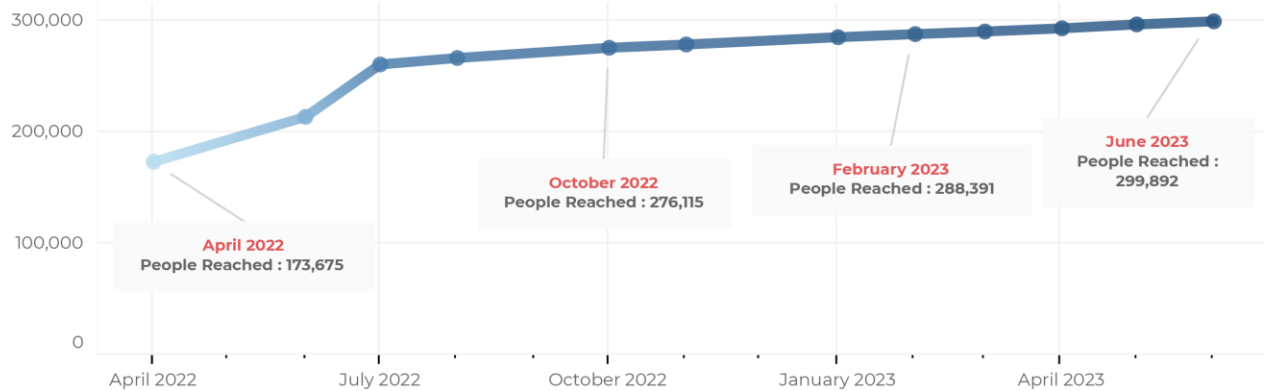
299,892

Volunteers involved

3,199

Branches responding

258



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
11,369	28,938	28,098	2,636	299,892	3,706	0

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Slovak Red Cross



Health & Care

IFRC and Slovak Red Cross conducted a health survey in May among 552 displaced people from Ukraine. The rationale of the survey was to build an evidence base upon which a response plan can be built, including cash for health activities. The survey findings provide key information on health issues and barriers to accessing healthcare in households of people who fled the conflict in Ukraine.

Among the respondents that noted they have chronic conditions, hypertension and other cardiovascular diseases are most common. Out of this group, 85% are currently under medication. The main barriers to access health care services are language barriers (30%), lack of health care providers (14%), long waiting times (13%), lack of resources (9%), lack of information (4%), geographic location (2%), difficulty in finding transportation (2%), access challenges due to disability (2%), and other reasons (27%).

Even though most respondents in the survey were found to be experiencing challenges mainly related to access to healthcare in the management of chronic conditions, we need to concentrate our efforts towards universal health coverage, beyond emergency healthcare. There are major gaps currently to support people and families living with chronic diseases and who are not able to access healthcare due to barriers such as language and lack of resources. To address this gap, IFRC and Slovak Red Cross are preparing a Cash for Health intervention to support people with specific non-communicable diseases through 3 months assistance. This program will start while the Ministry of Health (MOH) is still deciding to cover full health insurance for adults under Temporary Protection.

Slovak Red Cross branches and Humanitarian Service Points also continue to support displaced people and Slovak people with regular community-based health services, including transportation for people with disabilities, loaning of health equipment and health prevention days to increase awareness.

As per the available statistics, during the month of April and May, 193 people were reached with primary healthcare services or referred to health services by Red Cross teams. During the same period, 1,560 people were reached with first aid training services.



Mental Health and Psychosocial Support

As part of the EU4Health project, a Psychological First Aid (PFA) & Caring for Staff and Volunteers (CFSV) training was held in March 2023 in one of the branches, facilitated by staff and volunteers who were previously trained by the psychosocial centre (PS) Centre. Participants for this training were Branch Directors from 15 branches of the Slovak Red Cross. The trainers used this opportunity to orient the participants on PFA, highlight the importance of having all staff, volunteers and other frontline responders trained in PFA and bring their attention to staff and volunteer care. The IFRC MHPSS delegate provided technical support throughout the training. The next steps include running a PFA and Caring for staff and volunteers Training of Trainers in Bratislava, to ensure that the Slovak Red Cross has a core team of trainers who can cascade the PFA approach to all SRC branches. This has been planned for June 2023.

The EU4Health PFA project continues to be a key priority for the Slovak Red Cross. The focus in April was on strengthening the National Society's capacity in procurement, to be well positioned to handle the large number of PFA cascade trainings scheduled for June.

In the last week of April, a project induction and monitoring and evaluation training was hosted by the PS Centre and the IFRC Regional Office in Budapest. The MHPSS and PMER Delegate from IFRC Slovakia attended the meeting while the SRC was represented by the MHPSS Coordinator and a core PFA trainer. This induction meeting was

important to understand key programming factors, supervision modalities as well as assessment steps. The delegation from Slovakia also worked on the log frame for the country program and will finalise this in the coming two weeks.

Next steps include attending a Caring for Staff and Volunteers training in Budapest, that will focus on key operational aspects under objective 2 of the project. Factored into the next phase are ToT trainings for PFA and Caring for Staff and Volunteers, currently scheduled for June. The MHPSS Delegate for Slovakia will continue to provide key technical support to guide the NS in reaching key targets as well as providing timely PFA support.

Slovak Red Cross opened 3 Community Centres with a Danish Red Cross contribution, in Prievidza, Humenne and Banska Bystrica. More Community Centres will be opened in June 2023, since three additional SRC branches have expressed interest in offering community based MHPSS activities.

Trainings on community based MHPSS were held in these branches further building the skills and capacities of staff and volunteers to support persons from Ukraine maintain and build their psychosocial wellbeing. The trainings highlight the importance of understanding the principles that follow child friendly spaces, coping with stress, dealing with loss and grief, whilst also highlighting the role that MHPSS plays in crisis events. An example of the SRC branches is Prievidza which already has dedicated staff for the community-based activities and has purchased most of the equipment needed for the project. The branch has shown the significance of integrating displaced Ukrainians in community activities through involving at least 8 people from Ukraine in the training and running of the community centre activities. The MHPSS Delegate and SRC MHPSS Coordinator will make support visits in the various branches where trainings have taken place and conduct further trainings in Psychological First Aid and MHPSS activities for children.

During the month of April and May, 223 people were reached with mental health and psychosocial support services.



Shelter, Housing and Settlements

Slovak Red Cross has transitioned from emergency shelter to mid and longer-term shelter support by implementing a housing and accommodation programme. The IFRC shelter programme in Slovakia aims to provide midterm housing and accommodation assistance to people displaced from Ukraine in 5 Humanitarian Service Points (HSPs) in the five branches, Banska Bistrica, Kosice, Nitra/Toplecny, Poprad, and Zilina. The housing and accommodation programme in Slovakia gained momentum during the month of February; registration and enrolment increased compared to the previous months. By end of May 2023, 664 households were registered for hosting or rental support, in various branches through Humanitarian Service points and received at least one month rent including one-off payments for purchasing housing items. To promote and sustain the hosting support and cohabitation, the hosting situation is continuously monitored, and issues are addressed. It was observed that host families report to Red Cross an increase in energy consumption due to the hosted families. The Red Cross conducted awareness-raising activities to conserve energy and reduce energy bills. Flyers were developed to sensitize the displaced people on the use of energy as well as hosting families were given information to adopt techniques to reduce heat loss during winter. During the formulation of the tripartite agreement, displaced families were given an orientation on adopting water/energy-efficient behavior.

To promote self-sufficiency among the displaced people to continue the rental support after the end of this programme the Branches which are involved in the shelter support also run integration activities through language training and other activities. To increase the registration and enrolment process, the housing and accommodation program, its components, and eligibility criteria have been widely disseminated using various channels and mediums in Ukrainian, Slovak, and Russian languages.

To promote social cohesion between the displaced and host communities, the housing and accommodation programme also aims to support up to 20% of the Slovak population. The consultations have been done with Slovak Red Cross and it is agreed to provide partial rental contributions to the most vulnerable Slovak families.

An online platform (EspoCRM) has been established to register, enroll, and distribute financial transactions. This platform offers a wide range of functionalities; from eligibility determination to allocating the number of rooms

depending on the family size. Protection monitoring including monitoring of the housing adequacy standards is another key component of the programme. Before signing agreements with the landlord and hosting family it is ensured that accommodation meets the adequacy standards. HSP staff inspect the property and only approves if it meets the standards. Regular calls are conducted with displaced families, hosting families, and landlords and if there is a need for the visit to observe the situation, HSP staff visits the property and meets with both parties.

Humanitarian actors, including Slovak Red Cross, continue advocating for the extension of the accommodation allowances from the Government. The allowance was first extended until 31 May 2023, and the Ministry of Interior recently announced another extension until the end of the year. Timely communication on this topic from the Government is critical because the lack of clarity among displaced people from Ukraine and hosting families leads to additional stress and in some cases even threats of eviction.



Livelihoods

- During the period under review, 112 participants completed Slovak language courses. This is an important milestone as they are now better prepared to enter the Slovak labour market. Eight branches are currently offering beginners courses (A1 level) and 4 branches also offer language courses at intermediate level (B1).
- The budget and implementation guidelines are ready to scale up other employability activities at branches, including supporting the recognition/certification of documents and obtaining trade authorization.
- With the support of the British Red Cross, an international consultant has been identified to conduct a labour market assessment in Slovakia. The assessment results will guide the operation on which employment sectors to focus on.



Multi-purpose Cash

Since May 2022, Slovak Red Cross has provided emergency cash assistance to 11,369 individuals who had to flee Ukraine due to the conflict. In total, more than CHF 2.4 million has been disbursed directly to families with specific vulnerabilities, including a cash for education grant and a winterization grant in late 2022. The IFRC-supported multi-purpose cash programme came to an end on 31 January 2023, with the fifth monthly round of payments sent to all households. The programme was fully handed over to the Ministry of Labour, Social Affairs and Family, which is providing material needs allowance to all people with Temporary Protection status without employment.

After closure of the multi-purpose cash programme in January 2023, the CVA teams from Slovak Red Cross and IFRC have focused on the grocery voucher programme, the design of the Cash for Health intervention and the cash for shelter program.



Protection, Gender and Inclusion

The IFRC and the Slovak Red Cross continue to participate in external coordination mechanisms, such as the Protection and Inclusion Working Group and the PSEA Task Force, co-chaired by UNHCR and the Slovak government.

The Prevention of Sexual Exploitation and Abuse (PSEA) taskforce in Slovakia, of which the Slovak Red Cross is an active member, issued interagency Standard Operating Procedures to define the measures to be taken in case of actual, suspected or alleged sexual exploitation and abuse committed by aid workers. These SOPs standardize inter-agency referrals between participating organizations, thereby ensuring that no complaint or allegation is lost or mismanaged, and that all victims can receive appropriate services. All participating organizations agree to receive and handle complaints in the spirit of cooperation, with respect for confidentiality.



Community Engagement and Accountability

Each month community feedback is gathered and responded to, consisting of both people from Ukraine and the host Slovak population. Four main channels are used to gather feedback—these are helplines, Humanitarian service point (HSP) visits, HSP satisfaction surveys and social media monitoring (SMM) scrapes of 4 Telegram channels. The collected feedback data was analyzed and shared with the program team regularly.

Slovak Red Cross branches continue to engage face-to-face with displaced people from Ukraine who approach their staff and volunteers at the local level. They provide relevant information, referrals, transportation voucher for food and non-food items and psychological first aid, as required. The Slovak Red Cross website and social media channels are regularly updated to provide accurate and timely information about all available services, also in Ukrainian and English. Slovak Red Cross and IFRC are monitoring social media channels used by displaced people from Ukraine, with support from Netherlands Red Cross.

During the period under review, six Telegram accounts with 25,597 active users were reviewed. Three main topics that were being discussed in the groups include questions on: 1) Shelter- How the housing program works, if the program will be extended, where people can find accommodation, and people intending to offer accommodation were asking how they could do this. 2) Transport and movement- How to move in or out of the country, what documents are needed to cross the border and how much it costs 3) Good and services- Where can one repair/rent/buy washing machine/ laptop/used equipment?, Where they can find services (manicure, hairdresser) and where can one do recreational activities such as tours, visit a museum, play football matches, etc).

Consistently during the reporting period, more than 50% of the calls received through the helplines were on shelter and accommodation related questions. Similarly, more than 60% of the people who visited the HSPs sought shelter or accommodation assistance. They sought to know what sort of information on shelter and accommodation was available and how registrations are done. Adjustments to the project are informed by the community feedback received.



Migration

The NS is planning on long-term sustainability of the 12 Humanitarian Service Points that are currently still operating across Slovakia, including strategic discussions on whether it is possible to turn some of them into Community or Integration Centers offering a different set of longer-term services. Slovak Red Cross also intends to include more services in integration and employability.

The NS is designing a training agenda related to migration, including legal statuses, health risks, and how to deal with different types of migration.



National Society Strengthening

The EU4Health PFA project continues to be a key priority for the Slovak Red Cross. The focus in April was on strengthening the National Societies capacity in procurement processes, to be well positioned to handle the large number of PFA cascade trainings scheduled for June. Slovak Red Cross also proceeds with working on its other NSD priorities, focusing on volunteering management, communications development and fundraising development. Dedicated staff members have now been hired at the NS headquarters for these three priority areas.

IFRC has commissioned a market study by CIVITTA that will help Slovak Red Cross in developing its fundraising strategy for institutional grants, private donations, corporate partnerships and other fundraising opportunities.

Turkish Red Crescent Society

June 2023 Federation-wide Country overview

Total income: **CHF 3,317,910**

Total expenditure: **CHF 2,225,885**

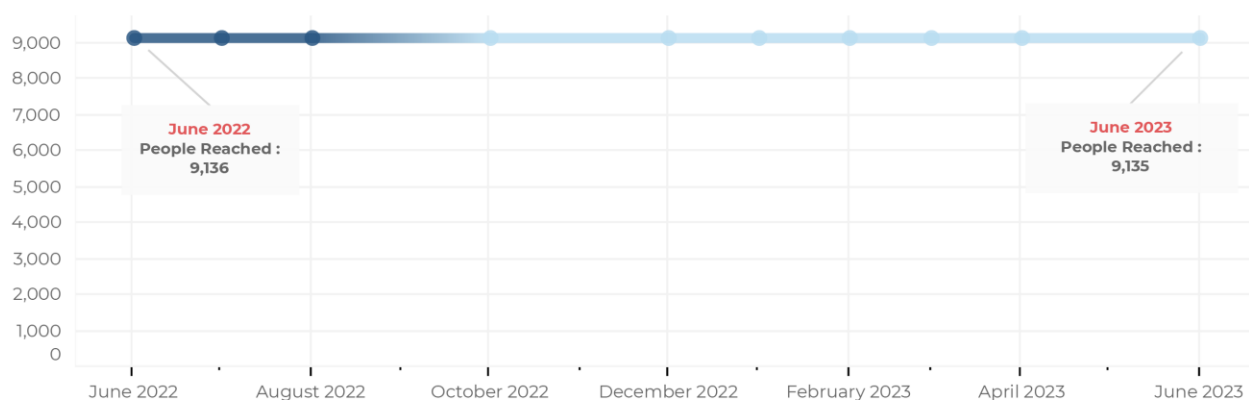
National Societies reach

People reached

9,135

Volunteers involved

Branches responding



People reached by sector

CVA	Health & Care	Migration	PGI	Relief	Shelter	WASH
2,505	576	552	2,538	9,135	0	0

*As reported to the Federation-wide Data System, data covering up until May 31, 2023.

Detailed progress by sector: Turkish Red Crescent



Mental Health and Psychosocial Support

During the period under review, rapid psychosocial support (PSS) needs assessment surveys were conducted with 96 people in Ankara, Antalya and Elazığ. The surveys aim to assess stress factors, psychosocial support needs, the level of acknowledgement related to support networks and coping mechanisms. A detailed report on the findings is going to be prepared after reaching the overall target of 150 people.



Shelter, Housing and Settlements

Shelter support for 761 people (unaccompanied children and caregivers) is provided through American Red Cross (AmCross) funding. During the reporting period, contracts were drawn with two hotels in Antalya for the period of April-December 2023 to support the shelter needs of unaccompanied/separated children and their guardians/care givers displaced from Ukraine. Within this scope, meetings were held with the hotel managers and the representatives of the Ministry of Family and Social Services (MoFSS) to observe the conditions in the hotels and assess the situation. In line with the additional needs, IFRC and TRC teams are working with the hotels to ensure the necessary improvements related to hygiene conditions, whereas MoFSS teams are working towards improving the nutritious quality of the meals and include snacks in children's diet. While these activities continue, MoFSS staff received a training from TRCS which has a PSEA component. Preparations are currently underway to deliver the same training to the hotel staff.



Multi-purpose Cash

Monthly cash assistance for the people living in Elazığ temporary accommodation centre continued without any disruption. Monthly disaggregated information related to payments is as follows:

- March 2023: 2,493 individuals (807 households) were supported in the amount of TRY 1,022,280 (including regular payments of TRY 747,900 and the winterization top-up of TRY 274,380);
- April 2023: 2,468 individuals (811 households) were supported in the amount of TRY 1,016,140 (including regular payments of TRY 740,400 and the winterization top-up of TRY 275,740);
- May 2023: 2,421 individuals (801 households) were supported in the amount of TRY 726,300,00.

Since the cash component of the project will not continue from July 2023 onwards due to the lack of funding under the Emergency Appeal to cover the activities set forth in the Türkiye Response Plan, including the cash component, a revision of the plan and budget is underway, utilising savings from the November 2022 – June 2023 budget, to ensure the continuation of the support and avoid an abrupt halt to it while resource mobilisation options are explored. The recipients in the camp solely depend on cash support, therefore it is important to mobilise resources or work out an exit strategy at least.



Protection, Gender and Inclusion

PGL activities conducted during the reporting period included:

- single session activities on PSS, children's rights, peer relations, child protection, prevention from sexual abuse and exploitation, hygiene, environment, and disaster preparedness, reaching more than 1,500 children;
- structured PSS program, which is organized in two different sets for three different age groups of 6-9, 10-13 and 14-17, reaching 733 children;
- a 5-session social cohesion program, which aims to encourage empathy, circuit support, tolerance and acceptance as well as acknowledgment in social support sources, reaching 81 children;
- sociocultural program which consists of recreational and skill-based leisure activities, reaching 136 children.

The mobile child-friendly space was relocated and installed in Beldibi, Antalya so that the displaced, unaccompanied children from Ukraine accommodated in the two nearby hotels could access the space conveniently. Furthermore, age-appropriate education kits were distributed to 552 children residing in these hotels in order to alleviate the material cost for educational needs, encourage academic motivation and participative skills of the children.

As carefully adopted RFL services play an essential role while rebuilding bridges between members of families and groups, an informative meeting on the purpose, methods and practices of RFL services took place in Elaziğ TAC with the participation of 252 camp residents. Three RFL cases were also accepted and assessed following the meeting.

SNF cases continued to be identified and supported after appropriate assessment. Cases supported during the reporting period included hotel accommodation support; rent support; medical treatment support including medication and referral to hospitals; educational expenses and clothing of children; referral to language trainings organized by Public Education Centre; and information provision for access to social assistance services. TRC teams handled each case with a holistic approach to empower families socially and economically and increase their social resilience. As more than a year has passed since the escalation of the conflict, it has been observed that the affected population is increasingly interested in SNF mainly due to the decrease in their savings and lack of donations.



Community Engagement and Accountability

Cooperation with the Ukrainian associations through the signing of protocols and the provision of in-kind assistance within the scope of capacity building is ongoing. TRC teams attended the Easter event in Ankara to get together with people displaced from Ukraine. Brochures describing the project activities were distributed during the event.

Regional response and support

Health & Care including Water, Sanitation and Hygiene (WASH)



Health & Care

Achievements:

- Health Manager and Emergency Health Coordinator attended the International Rehabilitation Conference hosted by URCS in Lviv, Ukraine. The conference highlighted the long-term needs for rehabilitation activities and provided a platform to liaise with partners in this field.
 - The team supported the development of Slovak Red Cross' cash for health programme targeting people with Temporary Protection status with non-communicable diseases and increased medical expenses. A staff on loan from Norwegian RC was selected to support ROE and Slovak RC in rolling out the cash for health programme.
 - Consultation meeting took place with Moldova operations management to discuss possibilities and opportunities of cash for health programming.
 - Technical support was provided to Romania delegation for recruitment of Community Health delegate to support the planned health programme targeting Ukrainian refugees in the country and building Romanian Red Cross volunteer base in community-based activities.
 - Technical support was provided to Ukraine delegation and URCS on the Kakhovka dam emergency to identify emerging health needs and response options.
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Mental Health and Psychosocial Support (MHPSS)

Achievements:

- 90 MHPSS colleagues from more than 25 National Societies participated in two webinars to facilitate peer support between MHPSS focal points in the region and to provide a basic introduction to the different approaches and structures of MHPSS for those new to the Movement and/or sector.
- More than 50 representatives of National Societies as well as representatives of ICRC, UNICEF, IOM, UNHCR and other organizations joined the online event on RCRC community based MHPSS. 76 people viewed the recording of the panel discussion. The virtual panel discussion was organized by the ROE as part of the European Public Health Week (EUPHW) in May to raise awareness about public health and promote cooperation between the public health community in Europe.
- Technical support was provided to Russian Red Cross and Georgia Red Cross in the form of consultations, revision of documents and during field visits. The main issues are related to the launch of community based MHPSS for children, necessary trainings, and quality assurance of the activities.



Water, Sanitation and Hygiene

- Achievements:
- Technical support was provided for Kakhovka dam emergency. WASH coordinator was deployed to support URCS with assessment of situation and developing response options and strategy.

Integrated Assistance



Shelter, Housing and Settlements

- Achievements:
- A new regional Shelter and Settlements coordinator took up the position in early March, providing additional technical support and guidance to National Societies in updating their response plans and implementing their identified shelter related activities, with a large focus on rental assistance and host family support activities. This has included review of programme evaluations conducted in Poland and Ukraine, and input into potential improvements in the next phase of each.
 - A Safe Homes Programme Manager also started their role during the reporting period, providing guidance and direction to the National Societies engaged in the Safe Homes Programme, supported by a larger team including the Regional Shelter and Settlements Coordinator and other focal points from Migration, CEA, PGI, IM and PMER. The Safe Homes programme is focused on learning from the provision of host family support to people displaced from Ukraine in the surrounding countries, with an aim to establish a replicable, efficient, and dignified model of host family support that can be implemented in future emergencies. An overview of the activities and progress can be found at the following programme [dashboard](#).
 - The first regional Safe Homes Programme face to face workshop was delivered in Budapest from 16 – 17 May, involving 9 of the participating National Societies, both inside and outside of the Emergency Appeal. This workshop allowed for open sharing and learning between the National Societies and identified a number of key areas for ongoing support and follow up, including: identifying clear and sustainable exit strategies, establishing robust host family matching systems, identifying and addressing protection concerns and mitigating risk of tensions between displaced people and host communities.
- Challenges:
- Ongoing changes to country level/ national support programmes, changing country level contexts (e.g rental market fluctuations) along with changing community sentiment are all contributing to challenges around ensuring that people maintain consistent access to safe and dignified shelter and settlement options (e.g. host family support or rental assistance).



Cash and Voucher Assistance

Achievements:

- Between 4 April 2022 and 31 May 2023, the CVA programme funded by multilateral support provided by the IFRC Secretariat, has provided financial assistance to 242,559 individuals who fled Ukraine, with a total of CHF 70.99 million in cash assistance. From Federation-wide funding sources, more than CHF 105 million was distributed to more than 1 million people.
- The Red Cross Call Centres and Service Points have supported thousands of households in registering for cash assistance and Post Distribution Monitoring (PDM) surveys have shown that most households have had a positive experience with the self-registration system.
- PDM surveys collected 10,205 responses from 7 countries and showed 91% of recipients are satisfied with the programme. Most of the people collected their money via MoneyGram and a very small percentage faced issues collecting their payments. A big portion of the payments went into food and housing costs as primary expenses for the households. 96% of the recipients were also satisfied with the amount of information shared to them before receiving cash assistance. Messaging apps such as Viber were the preferred channel to receive information. More information on the PDM results can now be viewed on [IFRC GO](#).
- The cash programme, through the use of AccessRC, was launched in Romania which reached about 27,600 individuals in applications (14,781 applications) in 7 days of opening. This came with careful preparation in the country by setting up their website as per CEA guidelines, training on the self-registration model, as well as orientation for staff and call centre and case review training for NS staff. Apart from Romania's successful launch, Hungary also surpassed their target with 7,991 individuals in applications.
- AccessRC, the all-in-one cash application used for the self-registration model, is now available in 41 languages, reaching more people and giving more access to those who need assistance. With the ongoing UX redesign, the app will be more user friendly and will address wider issues as raised during focus group discussions and surveys. Apart from these, a Global Sentiment Survey was pushed and received approximately 16,000 responses by end of May. Though data analysis is still in progress, the findings will greatly help in improving the programme and the app in the future. With the growing number of application users, a process design for automation on RedRose was started, training the team on payment review as an interim step before automation. At the end of May, the app had 43,618 accounts containing 94,087 individuals in 60 countries. The team concluded an external UX review of AccessRC and have commenced a redesign to improve the onboarding and overall user experience.
- The Regional CVA team also supported Slovakia shelter program, Moldova and Bulgaria for their host community programs with their technical requests through EspoCRM, as well as pushing payments for Lithuania and Hungary. Post Distribution Monitoring was also planned for the Lithuania CVA program. Data sharing, deduplications, monitoring and data analysis are also ongoing for the countries. There are also ongoing discussions with other countries to about their programs like Montenegro, Macedonia, Croatia and cash for health in Georgia.
- In the last week of May, a CVA Workshop was held in Budapest. Over 60 participants represented 32 National Societies from Europe, Central Asia and Americas, and IFRC from the Secretariat, Europe and MENA region too. The workshop highlighted the use and

application of the AccessRC, as well as other functions such as CVA IM, Finance, CEA, Logistics. Different National Societies also presented their CVA programs and how they carried out CVA preparedness in their countries, which gave wider perspective to the participants. Another highlight of the workshop was the establishment of the community of practice among the participants, which can improve and develop further collaboration among the regional team and the National Societies.

Protection and Prevention



Protection, Gender and Inclusion

Achievements:

- During this period, major achievements were made in terms of institutionalizing Protection, Gender and Inclusion throughout the National Societies in the operation. The second PGI Introductory training was held in Budapest on 12, 13 and 14 April, this is part of the PGI Capacity Building Plan established to support the 18 NS involved in the response. 24 individuals from 10 NS (Belarus, Croatia, Estonia, Georgia, Hungary, Lithuania, Montenegro, North Macedonia, Romania, Turkey) as well as IFRC staff attended the training. A full Movement approach was taken, and facilitation was undertaken by the IFRC, Swedish RC, Australian RC and British RC. The three day training focused on: Strengthen the technical capacity of the National Societies, specifically in regard to PGI Integration into programming in other technical sectors; Provide a sound understanding of the IFRC Protection, Gender and Inclusion Minimum Standards in Emergencies, and to be able to apply them in mainstreaming PGI in operations within the technical sector of participants and creating a PGI focal point network within the operation impacted countries for the purpose of sharing information, best practices, lessons learned and peer-to-peer support on a sustainable basis. Following this training, a PGI Network was created along with a Terms of Reference. The first virtual network meeting will take place in June 2023. Lithuanian RC, with the support of the IFRC, will host the Training of Trainers for this PGI Network in September 2023.
- Technical support: training for call center operators in Lithuania and Estonia. Revision of SOPs and inclusion of PSEA language and PGI lens in key documents throughout the operation. PGI Delegate participated in PER Orientation as well as the development of a PGI Action Plan with Lithuanian RC. Preparations for a Training of PGI Focal Points in Warsaw, Poland with Polish RC planned for June 2023. PGI briefings provided to new staff as well as ongoing translation of PGI documents into key languages.
- To ensure continued learning and in a type of mentorship scheme, the PGI Focal Point from Polish RC visited Budapest for one week to work closely with the ROE PGI team. During her visit preparations were done for the Warsaw PGI Focal Point training, review of PGI budget and plans, as well as visits to Social Enterprises run by the Hungarian Red Cross to demonstrate what PGI can look like in programming for potential collaboration and inspiration. This exchange was well received by both the PGI team in ROE and the Polish RC PGI Focal Point.

Challenges:

- Challenges continue in terms of the collection and analysis of sex, age, and disability disaggregated data sector wide. Without this data it is often difficult to provide a PGI analysis or assessment. Some NS in the operation have expressed interest in collecting

this data via a PGI assessment of their NS, conversations are underway of where a PGI assessment can be best placed in terms of timing and roles and responsibilities.

- Many NS are keen to begin PGI specific activities, but lack a PGI Focal Point or have a PGI Focal Point who is performing multiple roles. This was partially solved by the PGI Introduction Training held in Budapest in April, but ongoing training and support of these PGI focal points needs to continue as well as further advocacy for the importance of PGI and having a dedicated PGI focal point.

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Community Engagement and Accountability

Achievements: During this period at the regional level, we concentrated our activities on providing support to different sectors:

- Migration: Support to the workshop for the definition of the medium- and long-term roadmap. Two sessions were prepared, the first one dedicated to showcase some of the data collected through the different feedback mechanisms, and the other one focused on good practices to ensure the meaningful participation of migrants, refugees and host communities.
- MHPSS: The MHPSS team was supported with a CEA session in the framework of the EU4Health Technical induction M&E training workshop.
- Safe Homes programme: A sensitization session was facilitated for the National Society teams working under this project. In addition, the outline for the case studies to be presented as part of the project was developed. The idea is to ensure that these cases are constructed in a participatory manner and that the views of the communities are captured through these documents.

Additionally, we facilitated a workshop for the Bulgarian Red Cross, and we prepared a sub-regional workshop with the Cluster in Sarajevo to be held in June 2023.

From the CEA -CVA perspective:

- The <https://ukrainefinancialassistance.ifrc.org/> website has undergone an update to reflect the new AccessRC app, including new instructions for registering and a redesigned FAQ section. This update was initially applied to Hungary's webpage, coinciding with the launch of the new cash programme. Similar updates are applied to other country pages as they initiate new programmes.
- A CVA preparation training was conducted in Estonia on 20-21 April for the supermarket voucher distribution. A CEA in CVA session was provided alongside IM, PGI and CVA sessions to the volunteers, staff, and branch coordinators from different regions in Estonia.
- A session on CEA in CVA and good practices for the Ukraine response was done at the CVA Workshop which took place in Budapest on 29-31 May with the participation of 50 people from different NS and PNS.
- Findings from the FGDs In Romania was presented along with the PDM dashboard at the Monthly Regional Feedback meeting.

Challenges:

- We continue to work on the standardization of the Coding Framework, however not all National Societies have sufficient resources to implement it in their feedback mechanisms.

- The need for analysis of both primary and secondary data and feedback, as well as the requirements for technical support in CEA increased and more resources are required.



Migration

Achievements:

- Due to the evolving needs of displaced people, country response plans are shifting towards medium-long term programming focused on integration activities. The ROE Migration and Displacement Team in Budapest has been coordinating with sectors to start working on the Integration Framework.
- In March, a workshop was held in Budapest with 23 National Societies to develop this new framework work and approach for the future. The workshop also aimed to enhance collaboration and provide support for the crisis operation in Ukraine and impacted countries. Main conclusions of the discussion:
 - There is a lot of integration experience within the Red Cross Red Crescent Movement in Europe but limited strategic directions and guidance.
 - Our current structures need to be adapted to the need of transitioning to integration (exit strategy, livelihoods capacity, sustainable funding, policy).
 - Our principled humanitarian approach is at risk with internal and external double standard.
 - National Societies should play a role in supporting integration and find their added value; however, we cannot engage in every part of the integration journey.
 - We must ensure a people-centered approach and evidence-based programming.
 - Integration happens at the local level; we need to invest in humanitarian diplomacy and partnerships.
- New funding opportunities are being explored through the AMIF and the Swiss Government - State Secretariat for Migration (SEM) call for proposal, which both focus on integrating migrants, refugees, and asylum seekers in host communities.
- Engagement and participation have been ensured in the Platform for European Red Cross Cooperation on Refugees, Asylum-seekers and Migrants (PERCO) meetings, including around discussions on Ukraine and impacted countries crisis response and challenges, vulnerabilities, and the upcoming Movement Strategy on Migration.
- The IFRC Migration and Displacement strategy for the Emergency Appeal aims to ensure timely assistance and protection, strengthen National Society capacity and influence policy through strategic advocacy:
 - Humanitarian Service Points (HSPs) are established by NS as key tools to respond to the needs of displaced people, tools and guidelines were provided to support the set up and operation of HSPs.
 - The team started developing a regional migration training curriculum, as well as a "Migration and Displacement exchange visit" methodology to be used by National Societies.

- An analysis of Temporary Protection implementation informative session, including analysis of gaps, was held for IFRC sectorial and country teams.
- IFRC Migration team has established regular coordination with the IFRC Humanitarian Diplomacy teams, the RCEU Office and ICRC Brussels to identify issues around implementing the EU Temporary Protection Directive and specific areas to engage in collective humanitarian diplomacy efforts with EU stakeholders, as well as ways to better support the needs of information and Humanitarian Diplomacy in NS and Country Delegation/Country Cluster Delegation.
- Efforts were made to raise awareness and provide guidance on the Migration and Displacement approach to IFRC country teams, National Societies, and other stakeholders.
- Coordination was established with IFRC Humanitarian Diplomacy teams and other relevant actors to engage in collective humanitarian diplomacy efforts and better support information needs

Challenges:

- Challenges persist in tracking displacement flows, ensuring a medium long-term strategy, and coordinating joint effort. The complexity of displacement flows and the pendular nature of border crossings make it difficult to track exact numbers. Visibility and attention for other population movement situations and the host community also need improvement. The lack of a timely approach to long term support and the risk of siloed initiatives remains challenging.

Enabling approaches



National Society Strengthening

Achievements:

- The IFRC NSD Operational Strategy for Ukraine and impacted countries crisis was finalized and [published](#).
- Movement Induction Course was jointly conducted by the IFRC & ICRC in Budapest in May 2023, which was attended by senior leaders from the NS from Europe & Central Asia.
- NSD Onboarding module for the Europe region, consisting of eight sessions was piloted in March 2023.



Coordination and Partnerships

Achievements:

- A Regional Membership Coordinator took up the position in early March 2023, and supports National Societies with specific enquiries, meetings, and operational engagement.

- 75 participants from 39 National Societies, and representatives of ICRC and IFRC came together in Budapest on 19 – 21 April for the **Partnership Meeting**. One of these days was devoted to the response in Ukraine. The meeting identified actions to address the challenges and opportunities for the coming two years. Participants also recommitted to localization and to restrengthening trust and partnership.

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Humanitarian Diplomacy

Achievements:

- On 12-13 April, the Lviv City Administration and URCS – with support from IFRC – co-hosted the International Rehabilitation Forum in Lviv, convening representatives from the Ukrainian Government, national and international humanitarian organizations, rehabilitation experts and components of the Red Cross and Red Crescent Movement. The Forum provided an opportunity for URCS and Movement partners to share their expertise and examples of best practice in rehabilitation services, including in social reintegration for those affected by natural disasters and other emergencies. For the Movement it culminated in the “Lviv Call to Action for Rehabilitation”, committing Movement partners to expertise sharing, funding for rehabilitation, and innovation. It was also part of a continuum of URCS efforts to strengthen its auxiliary role, in this case in health, in Ukraine.
- Other key engagement opportunities during the reporting period included: URCS participation in high-level panels and side-line discussions at the European Humanitarian Forum in Brussels, advocating for principled humanitarian action and the strengthening of local actors (20-21 March); URCS and Swedish Red Cross at the Stockholm Forum on Peace and Development (15-17 May).
- Diplomatic outreach: joint diplomatic briefings in Kyiv (2 March) and Romania (22 March), as well as ongoing bilateral discussions with different state authorities. In addition, the publication of a survey of National Society views on the implementation of the EU Temporary Protection Directive (TPD) across Europe and critical recommendations to the EU and its members states to ensure that the needs and rights of displaced people are met under this mechanism (March).
- Internal coordination to strengthen our decision making and our collective influencing approach: Movement advocacy working group workshop in Ukraine to continue to advance URCS’s HD ambitions (May); Partnership Meeting in Budapest (April); strategic foresights capacity-building workshop with National Societies in Budapest to help integrate “futures thinking” into planning, monitoring and evaluation (March).

Challenges:

As a Movement, we continue to face complex and critical issues that require ongoing consultation with our members and partners, in accordance with our institutional guiding frameworks. Our ability to protect and assist affected populations in accordance with our mandates, including under International Humanitarian Law, depends on strict adherence to the principles of humanity, impartiality, neutrality and independence, but these continue to be challenged.

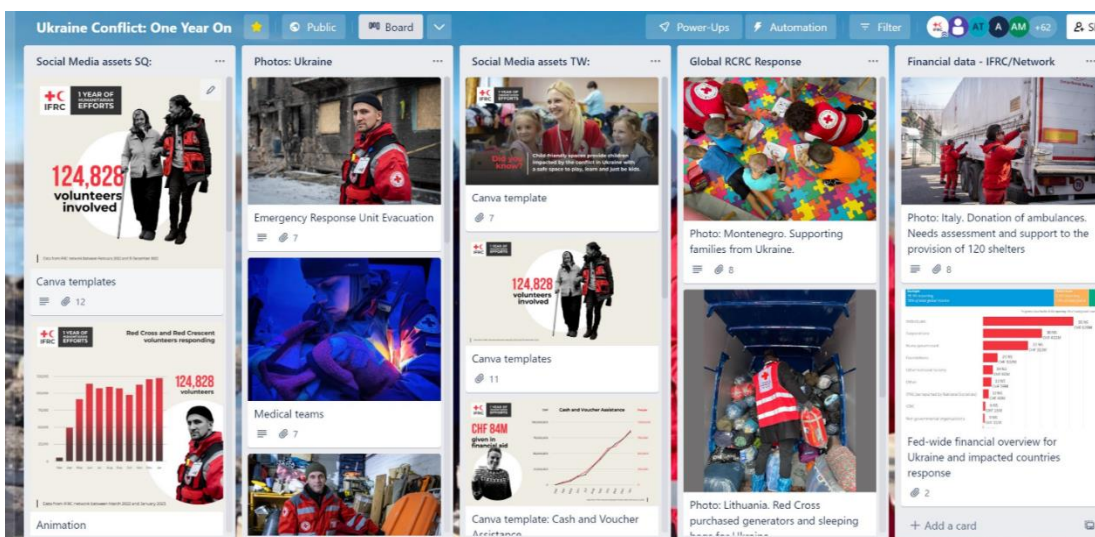
This highlights the importance of our engagement with all states, reminding them of their obligation to facilitate the work of the Movement and respect the National Society’s full adherence to the Fundamental Principles and statutory responsibilities.



Communications

Achievements:

- **A partnership with Meta and Tiktok** has helped the IFRC network amplify critical messages to share information about and to affected populations (both host communities and people who have fled Ukraine).
- **Positioning IFRC and impacted National Societies as key and trusted partners in the response through the one-year mark since the escalation of the conflict.** The communication plan was developed together with National Societies. A total of 30 National Societies engaged through the one-year public activation in several local languages including English, French, German, Spanish, Ukrainian, among others. There were more than 400 media and social media hits, 50.3 K impressions alone in one week as well as a [twitter thread](#) seen over 16,000 times. [Fresh content](#) has been produced and shared, coordinated between several National Society missions and a partnership with the European Press Agency.



[Link to assets can be found here](#)

[A summary of comms report found here](#)

- **Showcasing the strength of the Movement in coming together to support those in need through Movement-wide data in this [Movement Overview](#)** aimed primarily towards donors, partners and stakeholders. It is available in [English](#), [French](#) and [Spanish](#).
- **IFRC is supporting a coordinated communication capacity plan** for several countries under the emergency appeal, identifying opportunities for cross sharing and learning.

Challenges:

- Communication language guidelines are currently being updated to help support Movement approaches to how we communicate about the international armed conflict. However, the topic is sensitive in the public space and requires ongoing dialogue as ICRC and IFRC together with National Societies.

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Logistics

Achievements:

- 19,800 pcs (30 truckloads) of Sleeping Kits supplied to Ukraine in only 33 days (from the approved LR reception to the completion of deliveries).
- New firm requests from the Ukraine and impacted countries crisis operations have been received for various relief items, including winterization. Completion of deliveries are expected to be between Q3 and Q4.
- Development of a supply planning tool. This tool is shared with the operation managers for their reference and easier planning.

Challenges:

- The transportation of 4 vehicles and spare parts to Russia. Due to UN sanctions, there is no clear guidance on the customs declaration making this file high risk level and long process. The MedLog services in Geneva were stopped since the focal point resigned, this impacted the services to the country delegation requesting technical advice and approvals due to the delay in response. Exceptional approvals were obtained from the Logistics director for operations to be able to move forward with the files.
 - Volvo free of charge to operations transport support may come to its end in coming months due to no confirmed future funding from Volvo side.
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Human Resources

Achievements:

- The recruitment and HR planning for the Ukraine and impacted countries operations has evolved from having a full surge team that left at the first stage of response to complete hiring of longer-term positions on national and international contracts with a staff strength of over 200+ staff currently supporting the operations.
- Some of the countries mentioned above do not have status agreements and the HR department with close collaboration with Senior Consulting Advisor have managed to receive support from the ministries of foreign affairs to attain work visas for the international employees as the status agreements are being discussed.
- The HR department formulated organograms, HR structures, SOPs and working modalities for newly formulated offices.
- The HR Department has managed to create a workable solution to hire national staff through sub-contracting service providers as this is not a possibility without a status agreement.
- HR department has provided capacity building and support to the NS HR teams working in close collaboration with them and providing guidance and support on HR related matters. They are working on improvement of their HR structures and developing the required HR tools (HR policies, payroll systems, Code of Conduct etc.)
- In Ukraine, support to URCS was provided and a dedicated HR focal point, Human Resources Delegate - National Society Development was hired.
- The CD/CCDs have focused on coaching and capacity building of the employees ensuring that they attend various trainings and pass on the skills to the National Society. There is currently ongoing team and individual coaching for departments.

- The HR team in Ukraine has been offering corporate HR services to 10 partner National Societies under integration agreement.
- The HR department is focusing on staff welfare and working conditions as the initial inception was uncertain, providing guidance and advise and consulting to ensure that employees' needs are met. Staff wellbeing and mental health support is provided to all the staff. Staff are encouraged to work from home, take flexible hours or telecommuting.
- National staff regulations, salary scale, recruitment SOPs, accident and insurance coverage, military exemption for all the male national staff, winterization allowance and cost of living allowance has been implemented for national staff in Ukraine.
- There is focus on continuous improvement through workforce analysis and planning, merging and restructuring positions to attain highest efficiency with the resources available. Phase I of the workforce plan has been approved and implemented focusing on the rightsizing of the operations.

Challenges:

- There has been burnout experienced by most of the employees since we were not able to hire national staff thus all the duties and responsibilities fell under individual profiles.
- The lack of status agreement in some countries have caused hindrances in most standard HR practices. (We cannot have full autonomy of national staff since they are sub-contracted, settlement and movement were an issue due to visa issues experienced mostly at beginning.)
- The challenges that come with formation of new offices with the environment being ever shifting and in transitions being made to fit with the context.
- The challenge is that the workforce now almost fully international staff deployments thus there is lack of nationalization and localization in some delegations.
- Visa and immigration related matters were also a such as securing a Schengen visa could be lengthy and impacted on late arrivals to duty station.
- The current conflict has a huge effect on the labour market which also resulted in challenges for the recruitment.



Information Management

Achievements:

- The IM team provided support to the Scenario Building process by conducting online sessions with country clusters and National Societies, thereby facilitating the development of comprehensive scenarios. This support culminated in a validation workshop that brought together crisis Operations Managers and Managers/Technical Coordinators. During the workshop, the team presented the expanded draft scenarios and collected crucial final feedback. Afterwards, the team compiled all the information gathered from the workshop into a comprehensive document. This document was then delivered to operational leadership and the PMER team, serving as a basis for writing the expanded scenarios, drawing upon the compiled information.
- The regional IM training finalized in May 2023, after 6 months of training and development programme. The training was hosted online, including live sessions and self-pace training material, focusing on strengthening data collection and visualization skills with Kobo Toolbox and Microsoft Power Bi. Training hosted 35 participants from National Societies and IFRC delegations.

Challenges:

- Rectifying and upholding prior products from former, especially Surge, personnel pose a daunting challenge. Incomplete documentation and outdated source code require

extensive analysis and reverse-engineering, demanding significant time and resources. Prioritizing documentation and knowledge sharing during personnel transitions can mitigate these difficulties, enabling smoother operations.

- Inadequate planning by certain units requesting IM support leads to constant modifications in final deliverables, hindering project progress and creating inefficiencies. Addressing this challenge requires promoting proactive planning, clear guidelines, and encouraging collaboration between units and IM teams to minimize the need for continuous modifications. The high volume of last-minute requests labeled as urgent from other units disrupts the regular workflow and presents a challenge for the IM teams. These sudden and time-sensitive demands can strain resources and lead to increased pressure on the team to deliver within limited timeframes. Finding ways to manage and prioritize these last-minute requests while maintaining the integrity of ongoing projects and commitments is crucial. Implementing effective communication channels and setting clear expectations regarding turnaround times and priorities can help mitigate the disruptive impact of these urgent requests.

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Planning, Monitoring, Evaluation and Reporting

Achievements:

- During the reporting period, the PMER team supported National Societies and IFRC country teams to prepare and publish 17 National Society Response Plans covering the entire period of the operation. The Revised Emergency Appeal as well as a Revised Operational Strategy have been published, accompanied by multiple regional and country-level strategic planning and capacity building workshops.

The Federation-wide Planning, Monitoring and Reporting (PMR) framework of the operation has been revised to ensure efficacy and efficiency in the extended Emergency Appeal timeframe, moving away from emergency PMR tools, processes and products, towards a more sustainable, long-term setup, ensuring accountability and transparency.

- The Ukraine and impacted countries crisis operation has also cultivated substantial learnings which apply both, within the operation itself, as well as cutting across foundational components of the Federation's areas of work with stronger donor support, new political challenges, and complex operating environments. The IFRC is undertaking a comprehensive Learning Strategy that will operate cyclically until closure of the operation, with the aim of leveraging these learnings to help IFRC better engage in shifting humanitarian landscapes, as the Movement faces more compounding, multi-layered challenges. The six phases of the strategy focus on: linking findings to existing channels of learning, implementation, and operational change within the Federation making space to think through chronic and consistent issues, and finding solutions to some of the more foundational issues we face as a federation.

Challenges:

- The main challenge of the operation remains the growing number of narrative reporting requirements towards donors. During February, March and April 2023, the PMER team prepared and submitted 17 regional reports that included 67 individual country reports. The PMER team is working together with National Societies to advocate for harmonized approaches to monitoring and data collection, common accountability frameworks, and more visibility of public products such as Operations Updates to replace duplicate information requests. There are significant efforts ongoing to reduce the number of new pledge reports signed into agreements, to reduce the burden on National Societies.

D. FUNDING

Ukraine and impacted countries crisis Operations Update
Federation-wide Overview | 20 June 2023

Income

TOTAL INCOME

CHF 1,866M

This represents the total income of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.*

Report	IFRC & NS Reports: Total Income	CHF 2,422M
Network transfers	IFRC Report: Received from National Societies	CHF 327M
	IFRC Report: Total amount spent to support other National Societies	CHF 74M
	NS Report: Total amount spent to support other National Societies	CHF 155M
Total Income	Total Income, excluding network transfers	CHF 1,866M
Expected income	Additional expected income: total soft pledges	CHF 2,104M

*Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + IFRC Secretariat received income from National Societies (as per IFRC Financial Report)

INCOME SOURCE BREAKDOWN - NATIONAL SOCIETIES



*In green: Asia Pacific, 6 NS reporting, 4% of total global income



Expenditure

TOTAL EXPENDITURE

CHF 1,133M

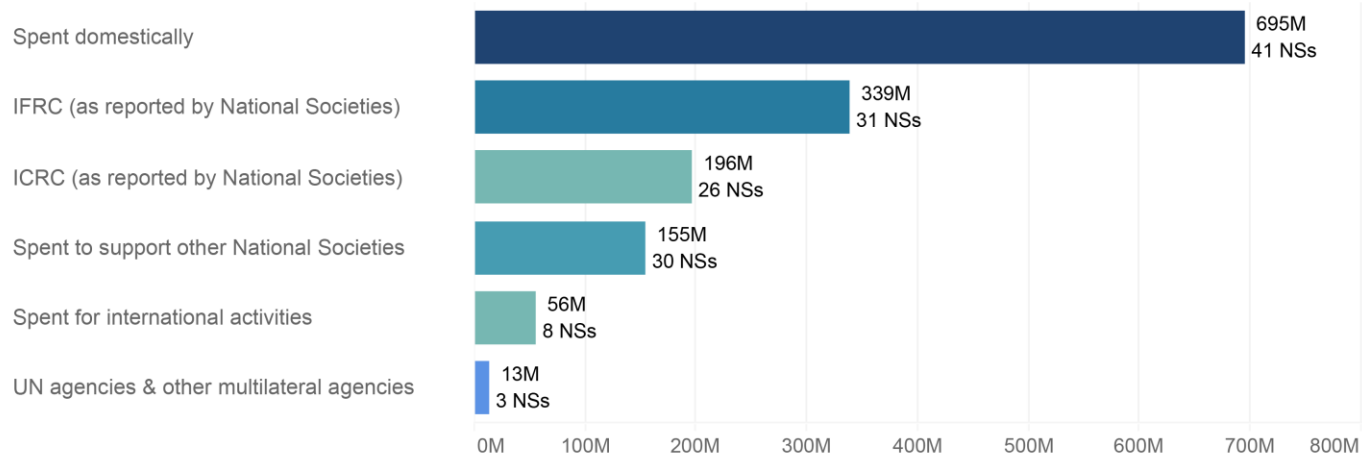
This represents the total expenditure of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.*

Report	IFRC & NS Reports: Total Expenditure	CHF 1,701M
Network transfers	IFRC Report: Total amount spent to support other National Societies	CHF 74M
	NS Report: Total amount spent to support other National Societies	CHF 155M
	NS Report: Allocated to IFRC	CHF 339M
Total Expenditure	Total expenditure, excluding network transfers	CHF 1,133M

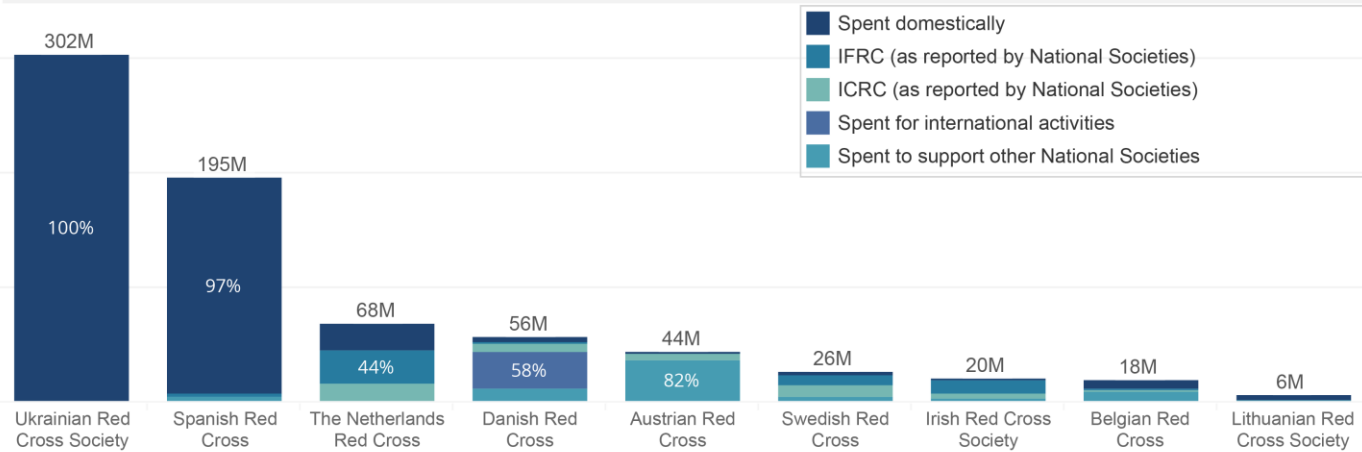
*Network transfers are calculated as follows:
IFRC Secretariat and National Societies allocated funds to support other National Societies + National Societies allocated funds to IFRC (as reported by National Societies)

TOTAL EXPENDITURE AND SPENDING BREAKDOWN - NATIONAL SOCIETIES

Many National Societies have highlighted that reports are based on estimations and allocations may not only reflect **expenses to date** but also include **pledges** that can change over time.
National Societies can report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.

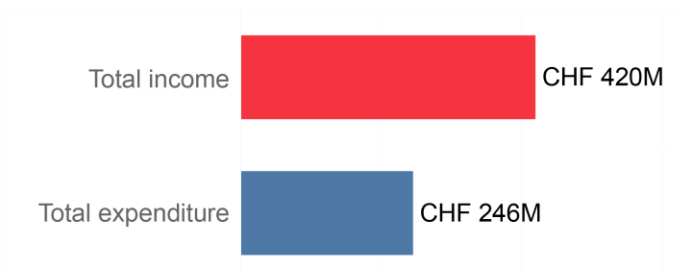


SPENDING BY NATIONAL SOCIETIES as per public reports

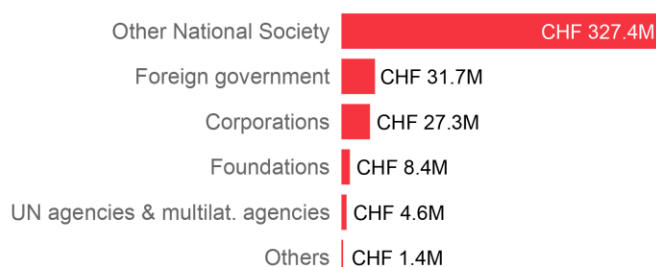


IFRC Secretariat

INCOME AND EXPENDITURE OVERVIEW



INCOME SOURCE BREAKDOWN



EXPENDITURE BREAKDOWN

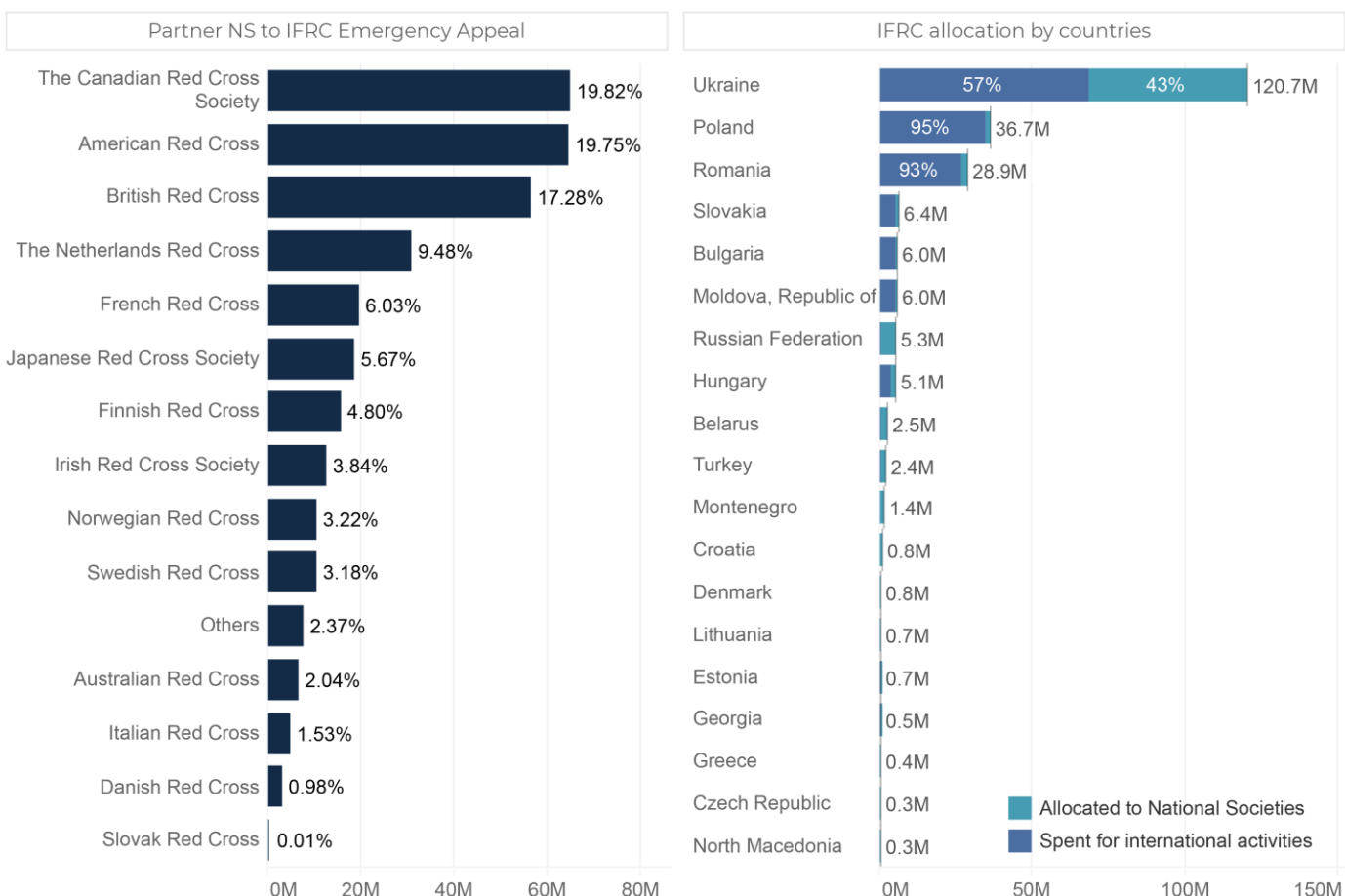


The international activities of the IFRC Secretariat include programmatic activities such as CVA or International Procurement of goods. The operation costs include support services from clusters and the Europe regional office, including human resources expenses. IFRC support in-country expenses, such as delegate costs, are included within the international activities expenses.

IFRC DONOR RESPONSE BREAKDOWN

The work of the IFRC is made possible in large part by the contributions of National Societies and their respective governments. The below graphs show the allocations from top 13 Partner National Societies to IFRC Emergency Appeal and IFRC expenditure breakdown by impacted countries.

Visit <http://www.ifrc.org/docs/appeals/Active/MGR65002.pdf> to access the complete list of partner National Societies.



Data Source: Operation Strategy Standard Report & KPI Budget Implementation and OBs, as of 31/05/2023 (bilateral contributions to the Emergency Appeal excluded from total income)

Contact information

For further information, specifically related to this operation please contact:

At the IFRC:

- Regional Office for Europe, Head of Disaster, Climate and Crisis Prevention Response and Recovery: **Andreas von Weissenberg**, andreas.weissenberg@ifrc.org
- Regional Operations Manager, Ukraine and impacted countries: **Lorenzo Violante**, lorenzo.violante@ifrc.org
- Head of Country Cluster Delegation for Ukraine, Moldova, Poland, Lithuania, Estonia, and Latvia: **Stephane Michaud**, stephane.michaud@ifrc.org
- Head of Central and South-Eastern Europe Country Cluster Delegation: **Maria Kristensen**, maria.kristensen@ifrc.org
- Head of Country Cluster Delegation for Russia and Belarus: **John Entwistle**, john.entwistle@ifrc.org
- Head of South Caucasus Country Cluster Delegation: **Davron Mukhamadiev**, davron.mukhamadiev@ifrc.org
- Head of Moldova Country Office: **Azamat Baialinov**, azamat.baialinov@ifrc.org
- Head of Romania Country Office: **Emilie Goller**, emilie.goller@ifrc.org
- Head of Türkiye Country Delegation: **Ruben Cano**, ruben.cano@ifrc.org
- Head of Greece Country Delegation: **Jessie Thomson**, jessie.thomson@ifrc.org
- Geneva, Senior Officer Operations Coordination: **Antoine Belair**, antoine.belair@ifrc.org

For IFRC Resource Mobilisation and Pledges support:

- **Regional Office for Europe, Head of Partnerships and Resource Development:** Andrej Naricyn, andrej.naricyn@ifrc.org

For In-Kind donations and Mobilisation table support:

- **Humanitarian Services and Supply Chain Management:** Stefano Biagiotti, stefano.biagiotti@ifrc.org

Reference documents



[Click here](#) for previous Appeals and updates

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/2-2023/5	Operation	MGR65002
Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 19 Jun 2023

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

I. Emergency Appeal Funding Requirements

Total Funding Requirements	800,000,000
Donor Response* as per 19 Jun 2023	453,297,503
Appeal Coverage	56.66%

II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	150,000,000	70,906,327	46,415,958	24,490,369
PO02 - Livelihoods	10,000,000	1,510,865	1,145,620	365,245
PO03 - Multi-purpose Cash	245,000,000	96,977,325	117,513,814	-20,536,490
PO04 - Health	45,000,000	45,387,493	19,263,322	26,124,172
PO05 - Water, Sanitation & Hygiene	30,000,000	1,440,064	2,290,355	-850,290
PO06 - Protection, Gender and Inclusion	16,600,000	3,003,089	1,567,594	1,435,496
PO07 - Education	1,000,000	90,359	6	90,352
PO08 - Migration	8,800,000	39,576,945	15,052,929	24,524,016
PO09 - Risk Reduction, Climate Adaptation and Recovery	2,000,000	13,207,350	2,392,269	10,815,082
PO10 - Community Engagement and Accountability	5,000,000	1,463,713	764,647	699,065
PO11 - Environmental Sustainability	1,000,000	17	17	0
Planned Operations Total	514,400,000	273,563,546	206,406,531	67,157,016
EA01 - Coordination and Partnerships	2,950,000	11,562,856	8,011,965	3,550,891
EA02 - Secretariat Services	17,350,000	38,758,108	14,411,035	24,347,073
EA03 - National Society Strengthening	15,300,000	40,024,198	17,258,978	22,765,220
Enabling Approaches Total	35,600,000	90,345,163	39,681,978	50,663,184
Grand Total	550,000,000	363,908,709	246,088,509	117,820,200

III. Operating Movement & Closing Balance per 2023/05

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	419,958,899
Expenditure	-246,088,509
Closing Balance	173,870,390
Deferred Income	31,954,326
Funds Available	205,824,716

IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	Outstanding :	0
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Operational Strategy

INTERIM FINANCIAL REPORT

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MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

V. Contributions by Donor and Other Income

Opening Balance						0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Albanian Red Cross	20,000				20,000	
Altera Infrastructure	13,750				13,750	
Amadeus IT Group	1,520				1,520	
American Red Cross	64,445,786		231,772		64,677,558	
Ameriprise Financial	95,117				95,117	
Analog Devices Foundation	35,285				35,285	
Arcadis NV	204,460				204,460	
Argentine Red Cross	665				665	
Assurant Inc	759				759	
Astra Zeneca	8,867				8,867	
Australian Red Cross	5,272,550		15,743		5,288,293	
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294	
Austria - Private Donors	52				52	
Barry Callebaut AG	30,000				30,000	
Belgian Red Cross (Francophone)	1,112,640				1,112,640	
Bio Rad	1,725				1,725	
Bloomberg	46,000				46,000	
Boler Company	95,137				95,137	
British Red Cross	30,373,901		197,459		30,571,360	
British Red Cross (from British Government*)	25,995,593				25,995,593	
Bulgarian Red Cross	10,000				10,000	
Business for Ukraine Group	24,640				24,640	
California Community Foundation	24,251				24,251	
Camlog Biotechnologies GMBH	10,000				10,000	
Charities Aid Foundation	209				209	
Charities Aid Foundation (from Analog Devices Founda	90,442				90,442	
Charities Aid Foundation (from Cisco*)	496				496	
Charities Aid Foundation (from Dow Chemical Compar	144,686				144,686	
Charities Aid Foundation (from Meta*)	139,200				139,200	
Charities Aid Foundation (from Schwab Charitable Glo	936				936	
Charities Aid Foundation (from Vanguard*)	22,803				22,803	
Chilean Red Cross	21,164				21,164	
China - Private Donors	250				250	
Choice Hotels Licencing B.V.	2,760				2,760	
Circle K	967,807				967,807	
CNH Industrial International SA	355,269				355,269	
Coca-Cola	98,682				98,682	
Coca-Cola Europacific Partners	208,936				208,936	
Coca Cola Foundation	931,980		7,600		939,580	
Coca-Cola (from Coca Cola Foundation*)	1,075				1,075	
Coyotte Logistics	4,660				4,660	
Croatian Red Cross	10,313				10,313	
Crypto.com	868,683				868,683	
CVC Philanthropy Ltd	254,689				254,689	
Cytel Inc	14,100				14,100	
Czapek & Cie SA	20,000				20,000	
Danish Red Cross	2,915,201		286,607		3,201,809	
Danone	670,504				670,504	
Denmark - Private Donors	101				101	
Diageo plc	1,016,170				1,016,170	

Operational Strategy

INTERIM FINANCIAL REPORT

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Prepared on 19 Jun 2023

All figures are in Swiss Francs (CHF)

MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Dia Sorin	26,461				26,461	
Don Quixote ASBL	50,842				50,842	
Electrolux Food Foundation	60,152				60,152	
Ericsson	402,847				402,847	
EU-DG SANTE	3,232,004				3,232,004	24,692,534
EU-Directorate General for Migration and Home Affairs	1,168,721				1,168,721	4,186,374
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Investment Bank Institute	700,679				700,679	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
FIA Foundation	511,711				511,711	
Fidelity	89,091				89,091	
Finnish Red Cross	15,458,620		267,891		15,726,511	
FlexCar	2,925				2,925	
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	4,513,059				4,513,059	
French Red Cross	19,743,505				19,743,505	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Hong Kong Red Cross, Branch of the Red Cross Socie	495,083				495,083	
Icelandic Red Cross	94,350		73,213		167,563	
Icelandic Red Cross (from Icelandic Government*)	160,650				160,650	
IFRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
Intercontinental Hotels Groups(IHG)	236,200				236,200	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	1,023,408				1,023,408	
Irish Red Cross Society	12,569,228				12,569,228	
Italian Government	2,044,948				2,044,948	
Italian Government Bilateral Emergency Fund	488,511				488,511	
Italian Red Cross	951,855				951,855	
Italian Red Cross (from Coca-Cola*)	4,045,100				4,045,100	
Japanese Government	7,530,975				7,530,975	159,107
Japanese Red Cross Society	18,557,919				18,557,919	
Johnson & Johnson foundation	4,699,560				4,699,560	
Kimberly-Clark Corporation	54,301				54,301	
Knockward Ltd	10,038				10,038	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Lesaffre & Cie	19,389				19,389	
Liechtenstein Red Cross	400,000				400,000	
Lincoln Electric Co	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Lithuania Government	98,918				98,918	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	
Malaysian Government	56,057				56,057	
Mondelez International Foundation	698,369				698,369	
Mongolia Government	48,422				48,422	

Operational Strategy

INTERIM FINANCIAL REPORT

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MGR65002 - Ukraine and impacted countries crisis

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Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
MS Amlin Insurance SE	48,278				48,278	
Nestle	1,306,714				1,306,714	
Netherlands - Private Donors	50				50	
New Zealand Red Cross	1,244,800				1,244,800	
Nissan Europe	534,519				534,519	
Norstat AS	65,972				65,972	
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
On Line donations	368,280				368,280	
Other	0		287		287	
Paraguayan Red Cross	38,088				38,088	
Procter & Gamble	1,356,691				1,356,691	
Red Cross of Monaco	349,509				349,509	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Russia - Private Donors	140				140	
Salesforce	474				474	
Siemens Gamesa Renewable Energy	506,297				506,297	
Singapore Red Cross Society	816,524				816,524	
Slovak Red Cross			42,053		42,053	
Slovenian Red Cross	318,334				318,334	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross			13,239		13,239	
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Government	6,287,331				6,287,331	
Swedish Red Cross	10,305,019		122,892		10,427,911	
Swiss Government	4,000,000				4,000,000	
Swiss Red Cross	3,721,354		8,919		3,730,274	
Switzerland - Private Donors	200				200	
Synopsys Inc	205				205	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	260,040				260,040	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Alcon Foundation, Inc.	46,317				46,317	
The Canadian Red Cross Society	59,265,087		85,087		59,350,174	
The Canadian Red Cross Society (from Canadian Gov	5,523,493		10,395		5,533,888	
The Muslim World League	908,497				908,497	
The Netherlands Red Cross	14,088,085				14,088,085	
The Netherlands Red Cross (from Netherlands Govern	16,650,120				16,650,120	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Red Cross of Serbia	37,000				37,000	
The Red Cross Society of Bosnia and Herzegovina	50,000				50,000	
The Republic of Korea National Red Cross	700,000				700,000	
TMF Group BV	93,896				93,896	
Turkish Red Crescent Society			53,200		53,200	
Uber Technologies Inc.	247,248				247,248	
UNDP - United Nations Development Programme (fron	93,190				93,190	

Operational Strategy

INTERIM FINANCIAL REPORT

Selected Parameters			
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Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 19 Jun 2023

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MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
United States Government - PRM	6,167,510				6,167,510	2,916,310
United States - Private Donors	115,134				115,134	
Volvo	26,381				26,381	
Total Contributions and Other Income	399,432,025	0	1,416,358	0	400,848,383	31,954,326
Total Income and Deferred Income					400,848,383	31,954,326