



Bulgarian Red Cross (BRC) volunteers and staff supporting displaced people from Ukraine entering Bulgaria via train in 2023. © BRC

<p><b>Emergency Appeal №:</b> MGR65002 <b>First launched on:</b> 28/02/2022</p>	<p><b>Glide №:</b> OT-2022-000157-UKR</p>								
<p><b>Final report issued on:</b> 31/03/2026</p>	<p><b>Timeframe covered by final report:</b> From 01/09/2022 to 31/12/2025</p>								
<p><b>Number of people targeted:</b> 180,000</p>	<p><b>Number of people reached: 161,000<sup>1</sup></b></p> <table border="1"> <thead> <tr> <th>2022</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td>153,403</td> <td>151,367</td> <td>45,543</td> <td>23,041</td> </tr> </tbody> </table>	2022	2023	2024	2025	153,403	151,367	45,543	23,041
2022	2023	2024	2025						
153,403	151,367	45,543	23,041						
<p><b>Funding requirement:</b></p> <ul style="list-style-type: none"> <li>• <b>IFRC Emergency Appeal:</b> CHF 25,113,774</li> <li>• <b>Federation-wide:</b> CHF 30,305,638</li> </ul>	<p><b>Expenditure:</b></p> <ul style="list-style-type: none"> <li>• <b>IFRC Emergency Appeal:</b> CHF 14,737,616</li> <li>• <b>Federation-wide:</b> CHF 25,472,151</li> </ul>								

\*Details on methodology, data limitations, and how to interpret this report are provided in Annex I.

<sup>1</sup>This number is a rounded estimation based on the unique people supported through each sector for the period of the project.

# A. SITUATION ANALYSIS

## Description of the crisis

The escalation of the international armed conflict between Russia and Ukraine resulted in a widespread displacement of people from Ukraine, with some seeking refuge in Bulgaria. This led to a total 997,344 people displaced from Ukraine entering the territory of Bulgaria during the first year<sup>2</sup>, with an estimated 149,268 displaced individuals registering for temporary protection, and 49,704 remaining in Bulgaria as of 31 December 2022.<sup>3</sup> The regions of Russe, Dobrich, Varna and Burgas were the first branches to be significantly impacted by the sudden and large number of displaced people from Ukraine, which played a direct part in Bulgarian Red Cross (BRC) initiating a national campaign that raised a total of CHF 2 million. Despite the overwhelming support that BRC received through its national campaign, the continued flow of newly arriving people meant that BRC required additional support from the International Federation of Red Cross and Red Crescent Societies (IFRC) Emergency Appeal for Ukraine and Impacted Countries. This additional funding allowed BRC to start its largest ever cash and voucher assistance (CVA) project, with 28,190 people being provided with support to address some the immediate needs linked to the approaching winter season of 2022/2023.

On 1 February 2023, the Council of Ministers extended the temporary protection status (TPS) for displaced people from Ukraine from 1 February 2023 until 4 March 2024, aligning with the European Council's directive and covering all previously registered people. With this ruling in place the context in Bulgaria continued to evolve, with 1,254,470 displaced people from Ukraine entering Bulgaria during the year<sup>4</sup> and an estimated 90,000 people with TPS residing in Bulgaria by July 2024.<sup>5</sup> The shifting priorities of transiting people and those that planned to remain in Bulgaria continued to create operating challenges for BRC. This required the design and development of activities that could respond to the needs of both groups. An additional challenge in Bulgaria was the record high number of asylum applications coming from people entering Bulgaria from its southern border, with 22,518 people applying in 2023.

In 2024, the influx of displaced people from Ukraine into Bulgaria continued, albeit at a slower pace than previous years, with the total number of people reaching a peak of 106,300 by the end of June 2024.<sup>6</sup> While the situation associated with basic needs improved for some displaced people, the continuation of the conflict required BRC to focus on supporting people to adapt and integrate into what was becoming a longer-term living arrangement in Bulgaria. This challenge was addressed through additional investments in Bulgarian language classes, increased support for children's access to schools, strengthened engagement with host communities and mental health and psychosocial support (MHPSS) services.

As of 2025, the situation in Bulgaria remains unresolved, with humanitarian needs varying among the different vulnerable groups. With 73,880 displaced people from Ukraine remaining in Bulgaria (approximately 1.2% of the total population of Bulgaria) as October 2025<sup>7</sup>, which includes an estimated 17,678 newly arrived people being granted TPS in 2025.<sup>8</sup> Recent surveys of this population showed that 42% of households have not considered the need to return to Ukraine since the escalation of the international armed conflict and 29% have only returned to Ukraine once since the start of the conflict.<sup>9</sup> This indicates that there will be a continuing need to provide support to this segment of the population, with a focus being on supporting the integration journey of these families while the international armed conflict between Russia and Ukraine continues.

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<sup>2</sup> AIDA, [Country Report: Bulgaria](#), 31 December 2022

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

<sup>5</sup> UNHCR, [Voices of Refugees in Bulgaria – AGD Participatory Assessment 2024](#), September 2025

<sup>6</sup> UNHCR, [Protection Brief Bulgaria](#), July 2024

<sup>7</sup> IOM, [Annual Regional Report: Mixed Migration Flows to Europe - Displacement Tracking Matrix \(DTM\) January - December 2025](#), February 2026

<sup>8</sup> Ibid.

<sup>9</sup> Regional Refugee Response for the Ukraine Situation, [Bulgaria: Socio Economic Insights Survey](#), July 2024

# Federation-wide Response to Date: Bulgaria



## TOTAL PEOPLE REACHED

<b>153K</b>	<b>151K</b>	<b>45K</b>	<b>23K</b>
2022	2023	2024	2025

## NATIONAL SOCIETY CAPACITY during the response period

<b>1K</b>		<b>2.7K</b>	
People Trained in First Aid		People Trained in MHPSS	
<b>5.8K</b>		<b>28</b>	
Peak Number of Volunteers Mobilised		Branches Responding	

## Disasters and Crises



### BASIC NEEDS ASSISTANCE

<b>153K</b>	<b>151K</b>	<b>17K</b>	<b>2.5K</b>
2022	2023	2024	2025



### CASH AND VOUCHER ASSISTANCE

<b>19K</b>	<b>42K</b>	<b>2.6K</b>	<b>3.8K</b>
2022	2023	2024	2025



- People reached with around:
- CHF 1.3M in 2022
  - CHF 3M in 2023
  - CHF 551K in 2024
  - CHF 599K in 2025

## Health and Wellbeing



### HEALTH AND CARE

<b>6.9K</b>	<b>9.3K</b>	<b>2.1K</b>	<b>1.8K</b>
2022	2023	2024	2025



### MHPSS

<b>14K</b>	<b>19K</b>	<b>22K</b>	<b>16K</b>
2022	2023	2024	2025



### WASH

<b>37K</b>	<b>42K</b>	<b>8.3K</b>	<b>2.5K</b>
2022	2023	2024	2025

## Migration and Displacement



### People Reached with MIGRATION Support



## Values, Power and Inclusion

### PROTECTION, GENDER AND INCLUSION

<b>2.5K</b>	<b>34K</b>	<b>45K</b>	<b>23K</b>
2022	2023	2024	2025

### COMMUNITY ENGAGEMENT AND ACCOUNTABILITY



National Society has established feedback mechanisms

## Summary of response

At the beginning of the escalation of the international armed conflict between Russia and Ukraine in 2022, when displaced people from Ukraine arrived in Bulgaria, the BRC initiated a fundraising campaign to support them. Through this campaign, the BRC raised around BGN 4 million (CHF 2 million) that were used to provide essential humanitarian support such as food and hygiene packages, food packages for children and hot meals. In addition to the support provided to displaced people from Ukraine in the country, the BRC sent out in-kind donations from the public to Ukraine at an estimated value of BGN 1.3 million (CHF 677,000).

In September 2022, the BRC started the activities under the IFRC Emergency Appeal for Ukraine and Impacted Countries. With this support, the BRC has also been able to carry out the following key interventions:

### **Health and Care:**

The BRC developed a “Cash for Health” programme, building on existing systems to provide reimbursements to displaced people from Ukraine for health-related expenses including medicines, health insurance payments, gap payments for hospital visits and ambulance use. Through this targeted cash-based activity, a total of 1,258 people (4,234 grants) have been supported.

Over 72,000 MHPSS services have been provided through the BRC branch network. This has included 46,913 being funded by the EU4Health programme and a further 25,937 through the IFRC Emergency Appeal for Ukraine and Impacted Countries. Activities included face-to-face professional consultations for displaced people from Ukraine, access to child friendly spaces (CFS), art therapy sessions, group therapy, cultural exchange events and a psychosocial support (PSS) helpline (funded by the EU4Health).

### **Shelter, Housing and Settlements:**

2,160 sleeping kits were distributed by BRC in the first four months of the conflict, supporting displaced people from Ukraine.

### **Cash and Voucher Assistance (CVA):**

Through the self-registration application, AccessRC, the BRC provided 58,502 multi-purpose cash (MPC) grants to displaced people from Ukraine. Additionally, 4,999 grants were provided to vulnerable Bulgarians to alleviate tensions within the host community. Sector focused cash assistance was also provided with 4,642 grants delivered to displaced people, supporting health (4,324), protection (344) and education (256).

### **Livelihoods:**

In total 40,381 food parcels (7,305 of 20kg boxes and 32,676 of 10kg boxes) were distributed as part of the IFRC Emergency Appeal for Ukraine and Impacted Countries from 2022 to 2025. In addition to this, over 9,000 daily rations were provided to people on the move and 3,000 baby food supply kits. Furthermore, existing facilities within the Plovdiv branch enabled the operation of a winter soup kitchen, supporting some of the most vulnerable displaced people living in Plovdiv each winter.

### **Protection, Gender and Inclusion (PGI):**

CFSs were managed across all Humanitarian Service Points (HSP). Art therapy classes were provided in selected locations. Specific minimum standards for CFSs were developed by the BRC while the Child Protection Policy has been updated and validated by the National Board. Additionally, the PGI Guideline has been developed and approved by the Director General.

### **Community Engagement and Accountability (CEA):**

Effective feedback mechanisms were established and managed, including a helpline with Ukrainian-speaking operators, social media channels and face-to-face consultations. Staff and volunteers were trained on CEA fundamentals, including responding to feedback. CEA approaches were institutionalized across long-term programmes and operations.

### **Migration and Displacement:**

A total of 15 HSPs were established across Bulgaria, operating in multiple regions along both the migration path and focused on five key regions which supported the largest number of displaced people from Ukraine. All HSPs were supported to ensure a minimum level of understanding on protection, including the use of Restoring Family Links (RFL) tools.

## **A. OPERATIONAL STRATEGY**

### **Background and initial response**

Following the escalation of the international armed conflict between Russia and Ukraine in February 2022, the BRC began providing immediate humanitarian assistance to displaced people from Ukraine, ahead of the launch of the IFRC Emergency Appeal for Ukraine and Impacted Countries. This initial response was funded through a national campaign launched by the BRC on 27 February 2022 and focused on three core areas of support:

- Distribution of food and hygiene packages
- MHPSS, specifically psychological first aid (PFA)
- Information provision and referral to governmental institutions

These early months of operations provided the BRC with direct insight into the most pressing needs of displaced people from Ukraine, which in turn informed the development of activities under the Emergency Appeal.

### **Coordination and partnerships**

The response was implemented in close coordination with regional and national structures of the BRC, as well as regional administrations and local authorities. Representatives of the BRC participated in intergovernmental working groups under the auspices of the Prime Minister. The response was also conducted in active communication and cooperation with the United Nations High Commissioner for Refugees (UNHCR), United Nations Children's Fund (UNICEF) and World Health Organization (WHO) and the Embassy of Ukraine.

Financial assistance from the BRC's national campaign was governed by rules adopted by the Campaign Management Committee and agreed with the Public Council. Funds were directed towards food, medicines, clothing and other urgent humanitarian needs, assessed on an individual basis. Additional expenditure covered bulk purchases of food, hygiene packages and bedding, as well as medical needs.

A national hotline was established at the BRC Contact Centre (0800 11 466) from the outset, staffed by BRC-trained psychologists providing daily consultations and PSS.

In partnership with the UNHCR, UNICEF and WHO offices in Bulgaria, the BRC's Refugee and Migrant Service supported the implementation of additional activities, including UNICEF Blue Dot operations, cash assistance, provision of medicines and specialised equipment, Bulgarian language courses, information sessions and access to labour market guidance.

The BRC also dispatched 15 trucks carrying 225 tonnes of humanitarian aid to Ukraine, in coordination with the Ukrainian Red Cross Society (URCS) and the IFRC. Items included clothing, blankets, sleeping sets, shoes, food, medicines, consumables, generators and hygiene materials.

### **Needs assessments**

The BRC conducted its first needs assessment in February 2023, gathering 3,100 responses from displaced people from Ukraine across Bulgaria. The survey confirmed the primary areas of intervention as humanitarian support, MHPSS and health and informed the BRC's decision to focus its programming on food and hygiene package distribution, cash and voucher assistance, community-based MHPSS activities, first aid courses and the launch of the Cash for Health Programme in April 2023.

In August 2023, the UNHCR conducted a multi-sectoral needs assessment across 1,054 households of displaced people from Ukraine, identifying healthcare, food and accommodation as the priority needs. While the Government of Bulgaria introduced an accommodation support programme in collaboration with hotels across Bulgaria, the BRC did not provide accommodation support through the Emergency Appeal until the introduction of the Cash for Protection activity in 2024. A further BRC assessment in October 2023, focused specifically on mental health, identified significant levels of distress and anxiety among displaced people from Ukraine and were living in Bulgaria.

A final needs assessment conducted between November 2024 and January 2025 gathered 2,603 responses. While results indicated a positive improvement in overall mental health, ongoing healthcare needs remained significant. This finding reinforced the continued importance of the Cash for Health Programme, which became one of the longest-running activities under the Emergency Appeal.

### **Evolution of the response**


In the initial phase following February 2022, as reflected in the UNHCR needs assessment, many displaced people from Ukraine anticipated staying in Bulgaria for no more than six months. As the humanitarian situation continued, however, people began seeking more durable solutions, including employment, longer-term accommodation and school enrolment for children.

The BRC's response evolved accordingly. During this period, the BRC trained and hired staff from within the community of displaced people from Ukraine, particularly for MHPSS activities, which became increasingly community based. HSPs served not only as locations for distributing assistance but also as community gathering spaces where people could exchange information and maintain social connections.

By 2024 and 2025, the focus of the Emergency Appeal had shifted away from direct humanitarian assistance towards integration and inclusion activities, while MHPSS programming was maintained. Activities in this phase included language classes, translation services, community events and PGI programming.

## B. DETAILED OPERATIONAL REPORT

### HEALTH AND CARE, INCLUDING MHPSS AND WASH

	<b>HEALTH AND CARE (INCLUDING MHPSS)</b>	<b>Overall Target:</b> 35,000			
		<b>Overall Services Provided:</b> 96,976			
Objective	<i>Communities in crisis-affected areas and displaced people in vulnerable situations are provided with high-quality health and care services, including MHPSS.</i>				
<b>Health and Care</b>					
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached with primary health services and/or referral to public health institutions <sup>10</sup>	6,992	9,315	2,149	1,880
	# of people trained in first aid	-	570	51	409
Achievements	<p><b>Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries</b></p> <p><b>First aid training and capacity building</b></p> <p>A total of <b>1,030 people</b> were trained in first aid by BRC between 2023 and 2025, reflecting a sustained effort to strengthen both community preparedness and National Society capacity. Some illustrative activities contributing to these results are outlined below.</p> <p>As part of activities implemented with the support of the French Red Cross, BRC provided first aid training to 488 displaced people from Ukraine, contributing to early integration efforts by equipping participants with practical skills and increasing their confidence in responding to emergencies.</p> <p>In parallel, BRC strengthened its institutional capacity to deliver first aid training through the procurement of 28 first aid mannequin “Family Kits”, distributed across all 28 regional branches and the delivery of refresher first aid training to 133 staff and volunteers.</p> <p>In 2025, BRC implemented a second capacity-building initiative focused on enhancing training infrastructure and emergency response readiness. This included the procurement of seven Automated External Defibrillator (AED) units and eight AED training units, installed in branches located in areas hosting high numbers of displaced people from Ukraine.</p> <p>These investments enabled regional branches to deliver 25 first aid and basic life support (BLS) trainings, reaching 409 participants, including 217 displaced people from Ukraine and 192 members from the host community.</p>				

<sup>10</sup> Yearly figures reflect displaced people from Ukraine and affected host communities supported by BRC across all funding sources. A total of 1,258 unique individuals were reached specifically through funding from the IFRC Emergency Appeal for Ukraine and Impacted Countries.



First aid trainings in Varna and Kyrdjali, respectively. **Source:** BRC

### Cash for Health Programme

Following a comprehensive needs assessment that highlighted healthcare as one of the most pressing concerns among displaced people from Ukraine, the BRC, with the support of the IFRC, launched the Cash for Health Programme, which ran from 2023 to 2025.

The Cash for Health Programme was designed to provide support to displaced people from Ukraine through the reimbursement of medical expenses that fall within one of the following four categories:

1. Payment of health insurance premiums to uninsured people.
2. Payment for medical and dental services and medical transport not paid by or not fully paid by the National Health Insurance Fund (NHIF) and the Ministry of Health of the Republic of Bulgaria.
3. Reimbursement for medicines, medical devices, individual medical equipment and supplies.
4. Provision of information and guidance to help individuals navigate the health care system.

People could access this support by completing the BRC medical reimbursement request form and submitting it either online or in person at one of the five designated branch locations, together with the required supporting documentation.

#### Cash for Health Programme in Numbers

Since the beginning of the Cash for Health Programme, the BRC has reimbursed a total BGN 758,410 (CHF 362,439) for medical related expenses, with 1,258 unique individuals reached and supported on 4,234 occasions. This support has been provided through the provision of reimbursement grants, health insurance payments and support to access health services through the existing health care system.

Out of the 1,258 individuals supported, 67.1% were women and 32.9% were men, with the majority of the support being provided to individuals aged 65 and above, followed by those in the 6-17 and 40-49 age groups. Further information related medical conditions supported, number of grants distributed each month, and the location of people accessing this support is available via the dedicated Cash for Health Programme [dashboard](#).

### Cash for Health Evaluation

An [evaluation report](#) of the Cash for Health Programme was published in October 2025, highlighting the following key positive findings:

- The Programme has proven to be highly relevant and responsive to the urgent healthcare needs of displaced people, particularly those with chronic health conditions.
- The Programme’s coverage has been comprehensive, with five strategically selected branches (Plovdiv, Dobrich, Veliko Tarnovo, Stara Zagora and Ruse) and the ability to access the service via online application process.
- The implementation of a digital system within the Cash for Health Programme has significantly enhanced its efficiency and responsiveness.

### **Mental Health and Psychosocial Support**

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached by National Society mental health and psychosocial support services	14,744	19,652	22,453	16,001
	# of people trained in MHPSS (including psychological first aid and other MHPSS related trainings)	-	1,098	203	1,459

### **Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries**

#### **Needs assessment**

Between November 2024 and January 2025, the BRC conducted a mental health needs assessment survey to better understand the challenges faced by displaced populations. A total of 2,603 people participated in the survey, with women representing 79.56 per cent of respondents. Findings revealed a high prevalence of untreated chronic illnesses and other health concerns, underscoring the urgent need for accessible and affordable healthcare services. The report also emphasized the importance of addressing both financial and informational barriers to improve healthcare access for affected communities.

#### **MHPSS activities**

### **Achievements**

Through the Emergency Appeal, including the EU4Health programme for providing MHPSS to displaced people from Ukraine, the BRC achieved the following:

- Provision of consultations and support by professional psychologists to displaced people from Ukraine through national helpline, face-to-face individual and group sessions by both professional psychologists and trained volunteers, including group activities for children in BRC’s local branches as well as HSPs: 46,913
- MHPSS activities through the Emergency Appeal: 25,937

Throughout the operation, BRC invested efforts in training of its 2,760 staff and volunteers on MHPSS provision and ensured PSS to first responders, specifically, BRC:

- Trained staff and volunteers in PFA (including “Caring for staff and volunteers”): 1,711 (including 126 people displaced from Ukraine who volunteer with BRC)
- Trained Ukrainian-speakers in PFA: 271

- Trained health workers on PFA for children: 222
- Trained staff and volunteers on “Caring for staff and volunteers” and who received support during individual and group supervision sessions: 556

One of the key areas of focus for BRC through the operation has been to support people displaced from Ukraine through its MHPSS programming. This programme has been designed to support newly arrived people and families as well as to continue working with longer term displaced people, helping them better manage the stress associated with adapting and integrating into their new living conditions and environment.

The following key activities have been implemented by the MHPSS team:

- Healthy Way of Life sessions organized to support the health and wellbeing of displaced people from Ukraine over the age of 65 with chronic illness. The sessions were conducted by different medical professionals.
- Art-based activities conducted for children in CFSs and adults, facilitated by psychologists and volunteers trained in PFA and PSS. Through a structured and flexible programme tailored to their needs, these activities helped them build resilience and foster a sense of belonging and hope for the future.
- Support groups for children and adults, focused on stress relief, were facilitated by psychologists and volunteers trained in PFA and PSS.

### **MHPSS events**

As part BRCs advocacy of mental health needs in Bulgaria, the BRC hosted a MHPSS roundtable event in 2023, with key partners and stakeholders from the government and non-governmental organisation (NGO) sector being invited to a one-day event in Varna.

This was followed up in 2025 with an international conference on “Mental Health in the Context of Crisis and Vulnerability,” supported by the European Commission and the IFRC. The conference was attended by government officials, representatives from the IFRC, different National Societies, as well as from the State Agency for Refugees, Association of Psychologists in Bulgaria, the UNICEF, the WHO, the International Organization for Migration (IOM) and the UNHCR.



*MHPSS roundtable event held in Varna, May 2023. Source: BRC*



*MHPSS international conference held in Sofia, April 2025. Source: BRC*



## WATER, SANITATION, AND HYGIENE (WASH)

**Overall Target:** 50,000

**Overall Services Provided:** 90,536

### Objective

*Comprehensive WASH support is provided to people in vulnerable situations, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.*

### Key Indicators

Indicator	Reach			
	2022	2023	2024	2025
# of people reached with hygiene supplies	37,474	42,178	8,315	2,569

### Achievements

#### Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries

##### Support to people on the move

The BRC was able to meet the initial water, sanitation and hygiene (WASH) needs associated with displaced people from Ukraine entering Bulgaria in the months following the beginning of the conflict. With supplies being donated and distributed through the BRC branch network and then being purchased with funds raised through the national campaign. With support from the IFRC Emergency Appeal, the BRC was able to continue this support which included the provision and distribution of **15,000 individual hygiene kits** and **5,000 baby food and hygiene kits**. These items were designed for and primarily provided to displaced people from Ukraine who were on the move and distributed at key locations such as the Russe border crossing and at arrival points in Dobrich and Varna.

##### Support to displaced families

As part of the support for displaced families from Ukraine, the BRC distributed **16,540 family kits** that were primarily provided to families living in government funded accommodation facilities. These kits were provided throughout 2023 and formed part of a larger package, including shaving kits, sanitary pads, food parcels and cash grants for selected households that included people with a disability.

##### Newly arrived displaced people (2025)



With support from the Government of Japan, 2,569 displaced people from Ukraine (1,000 households) who arrived in Bulgaria after 1 January 2025 received one family hygiene kit (in addition to the other services provided).

##### Family hygiene kit items

Item	Unit of measurement	Quantity
washing powder	1kg	4
soap, body soap	125gr	12
toothpaste, tube	100ml	2
toothbrush "medium hardness"	1 pack	5
shampoo	250ml	2
razor, disposable	1 pack	5
hygienic pads	2 packs of 10 pieces	20
toilet paper roll	8 rolls	8
towel medium (assorted colours)	3 pieces	3

towel large (assorted colours)	2 pieces	2
liquid soap	100 - 250ml	1

## INTEGRATED ASSISTANCE

	<h3>SHELTER, HOUSING, AND SETTLEMENTS</h3>	<b>Overall Target: 5,000</b>			
<b>Objective</b>	<i>Communities in crisis-affected areas and displaced people restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</i>				
<b>Achievements</b>	<p><b>Temporary collective and other shelter solutions</b></p> <p>Based on coordination meetings with the Government of Bulgaria refugee taskforce, the Government of Bulgaria took lead in funding and providing accommodation for displaced people from Ukraine in hotels, state and municipal facilities and other lodging options. The humanitarian accommodation scheme compensated lodging facilities at 15 BGN (CHF 7)/day/person and has been extended and continues to provide some targeted assistance in 2026.</p> <p>In 2025, with funding from the IOM, the BRC begun providing rental assistance support for newly arrived people. This has been designed to mitigate issues associated with the reduced capacity and eventual closure of the government humanitarian accommodation scheme that has been running since 2022.</p>				
	<h3>LIVELIHOODS</h3>	<b>Overall Target: 30,000</b>			
<b>Objective</b>	<i>Communities in affected areas and displaced people receive basic needs assistance to support immediate livelihoods security and recover their way of life and income through sustainable livelihoods programmes that promote socioeconomic integration and economic stability.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
	# of people reached with relief assistance for basic needs (food, clothing, hygiene, medicines, and other essential items)	<b>2022</b> 153,403	<b>2023</b> 151,367	<b>2024</b> 17,793	<b>2025</b> 2,569
<b>Achievements</b>	<p><b>Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries</b></p> <p><b>Relief assistance</b></p> <p>The BRC used its prepositioned emergency stock in 2022. This stock was later replenished with support from the American Red Cross and the IFRC, resulting in a total of 5,300 sleeping kits being procured and delivered to the BRC.</p>				

At the beginning of the IFRC Emergency Appeal, the BRC distributed 2,160 sleeping kits (comprising of pillows, linen, blankets and mattresses) to displaced people from Ukraine entering Bulgaria. After the collapse of the Nova Kakhovka Dam in June 2023, a further 120 sleeping kits were distributed to displaced people from Ukraine that were directly impacted by this event, taking the total number of distributed sleeping kits to 2,280, with the remaining undistributed sleeping kits forming part of BRC emergency preparedness stock.

### Individual food parcels

As part of the initial emergency response, the BRC purchased **7,000 individual food parcels** that were distributed to displaced people from Ukraine on the move. The majority of these food parcels have been distributed at border crossings in Russe and at key arrival hubs located in Dobrich, Varna and Burgas. These food parcels were part of a full kit that included individual hygiene supplies, a small rack sack to carry items and baby kits with food and hygiene supplies were also available if required.

Distribution point	2022	2023	2024	2025
Sofia and neighbouring regions	0	1,020	0	0
North-Central	0	880	0	0
South-Central	0	1,330	0	0
North-East	0	1,560	0	0
South-East	0	2,210	0	0

### Family food parcels (20kg)<sup>11</sup>

An initial purchase of **6,000 large family food parcels** (20 kg each) was facilitated by the IFRC Regional Logistic Unit with funding provided through the IFRC Emergency Appeal. These parcels were delivered to Bulgaria in March 2023, with BRC coordinating the transport and distribution logistics, ensuring the timely delivery of all parcels to its network of 15 HSPs and participating regional branches within the same month.

The following table details the number of 20kg food parcels which have been distributed through the BRC network of regional branches and HSPs.

Distribution point	2022	2023	2024	2025
Sofia and neighbouring regions	0	1,150	0	0
North-central	0	150	0	0
South-central	0	1,100	0	0
North-East	0	1,500	0	0
South-East	0	2,100	0	0

### Family food parcels (10kg)<sup>12</sup>

A further **40,676 food parcels** were distributed to displaced households from Ukraine between 2023 and 2024, with the size of the parcel being reduced from 20kg to 10kg. This reduction in size was based on feedback from community members, provided via the Greenline helpline, and information from staff and volunteers involved in distribution of the initial food parcels, all of whom stated that the 20kg boxes were difficult for people to move and transport from the HSPs locations.

### Support to newly arrived people from Ukraine (2025)

A final food distribution program was funded by the Government of Japan supplementary

<sup>11</sup> 20kg food parcel provides 5 people with approx. 2,000 calories/day for 1 week (estimated calories in each parcel = 73,000)

<sup>12</sup> 10kg food parcel provides 3 people with approx. 2,000 calories/day for 1 week (estimated calories in each parcel = 40,000)

budget programme, with **3,000 food parcels** being distributed to 1,000 displaced households from Ukraine (2,569 people) who arrived in Bulgaria after 1 January 2025. These food parcels were part of the programme that provided three food parcels to each family, along with one family hygiene kit, access to PSS services and Bulgarian language classes. Additionally, as part of this specific programme, the BRC piloted the use of AccessRC application, supporting the testing of this new digital tool, which has been expanded from its initial use in CVA programmes.

The following table details the number of 10kg food parcels which were distributed through the BRC network of regional branches and HSPs.

Distribution point	2022	2023	2024	2025
Sofia and neighbouring regions	0	3,604	9,176	1,146
North-central	0	1,744	0	972
South-central	0	8,824	864	405
North-East	0	6,432	0	390
South-East	0	9,072	960	87

### Winter clothing

In total, 300 unisex winter clothing sets were purchased for use in detention centres and will be distributed according to needs and any increase in the number of people entering these facilities. The BRC protection team will monitor this process and provide regular updates on the number of clothes distributed to people after each visit.

### Winter soup kitchen in Plovdiv

With the support of the Hong Kong branch of the Red Cross Society of China through the IFRC Emergency Appeal, the BRC was able to invest in the upgrade of equipment and supplies for the winter soup kitchen located within the Plovdiv Red Cross branch. With this support the Plovdiv regional branch was able to operate the winter soup kitchen over the winter season 2023/2024 and 2024/2025. Some of the key outputs from this activity including:

- 24,400 meal portions being provided.
- 18 BRC's volunteers were involved in the project.
- 94% of recipients rated the service as 'very useful,' reflecting a high level of satisfaction.
- 45 project's recipients were consulted and referred to health and social services.



Winter soup kitchen in Plovdiv.

Source: BRC



## CASH AND VOUCHER ASSISTANCE

Overall Target: 40,000

Overall Services Provided: 68,842

Objective

*Displaced people in vulnerable situations have their needs addressed through the use of cash.*

Key Indicators

Indicator

Reach

2022

2023

2024

2025

# of people reached with conditional

19,511

42,892

2,619

3,820

and/or unconditional cash and voucher assistance				
Amount of cash distributed, CHF	CHF 1,257,008	CHF 2,965,823	CHF 550,779	CHF 599,131

**Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries**

**Winter support programmes (2022 – 2025)**

One of the main areas focus during related to the response in support of displaced people from Ukraine, has been to mitigate the issues and challenges faced by people during each winter season. With the main mechanism of support being provided through MPC grant payments directly to beneficiaries. These winter grants were designed each year in coordination with the CVA working group and aligned with corresponding cash-based initiatives with relevant government support actions that were being provided to vulnerable members of households within the local population. With support from the Emergency Appeal, the BRC was able to provide winter related cash support to 33,116 people, distributing a total of CHF 4,306,660 in cash grants between November 2022 and March 2025.

	2022/2023	2023/2024	2024/2025
Number of grants	54,774 <sup>13</sup>	1,203	1,511
Number of people reached	28,190	2,406	2,520
Number of households	13,000	1,203	1,511
Amount of cash distributed, CHF	3,560,310	330,825	415,525

**Achievements**

**Vulnerable host community members**

As part of BRC's efforts to mitigate the rising perception amongst the general population that displaced people from Ukraine were receiving excessive support from humanitarian organizations during 2023, the BRC developed a programme that specifically targeted support to highly vulnerable Bulgarians. Through this programme, the BRC worked with the Department of Social Welfare to identify 5,000 people that had been identified as highly vulnerable and need of additional support. With support from the Red Cross regional branches, a total of 4,999 highly vulnerable Bulgarians were provided with a one-off grant payments valued at CHF 130 (CHF 649,870).

**Pilot testing of Financial Service Providers (FSP) in Bulgaria**

During the CVA Standard Operating Procedure (SOP) stress test, conducted by the BRC, 69 vulnerable households (215 people) were identified and were distributed a grant payment of CHF 275 (CHF 18,975 in total) in order to test the signed agreement with the FSP in real conditions.

**Sectoral CVA**


Health

A total of 4,324 reimbursements for health-related services were provided to 1,258 unique displaced people from Ukraine between April 2023 and December 2025. With a total of BGN 758,410 (CHF 362,439) has been reimbursed for health-related expenses.

<sup>13</sup> Each person was eligible for 2 x CHF 65 grant payments over the winter season 2022/2023.

	<p><u>Protection</u></p> <p>A total of 354 people received 88 cash grants, supported through the BRC “Cash for Protection” activity. Through this activity, the BRC has provided a total BGN 72,947 (CHF 35,000) with funds being used to support people to leave unsafe living arrangements, people with severe disabilities, gender-based violence (GBV) survivors, families with refugee status with more than five children and people facing imminent homelessness.</p> <p><u>Education</u></p> <p>With support from the IFRC Emergency Appeal, the BRC Refugee and Migration Unit provided a total of 180 education vouchers, valued at BGN 200/voucher (CHF 95) between 2023 and 2025. These vouchers were provided to children of displaced families from Ukraine living in Bulgaria, providing them with conditional cash assistance to purchase school supplies.</p>
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**PROTECTION AND PREVENTION**

	<p><b>PROTECTION, GENDER, AND INCLUSION</b></p>	<p><b>Overall Target: 3,500</b></p>			
		<p><b>Overall Services Provided: 116,208</b></p>			
Objective	<p><i>Communities in crisis-affected areas and displaced people in vulnerable situations are safe from harm including violence, discrimination, and exclusion, and their needs and rights are met.</i></p>				
Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of children welcomed in child-friendly spaces	-	-	-	10,346
	# of people reached with PGI activities <sup>14</sup>	2,563	34,715	45,543	23,041
Achievements	<p><b>Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries</b></p> <p><b>PGI trainings and awareness raising</b></p> <p>As part of the initial capacity building component of PGI in the BRC, the PGI and Youth PGI focal points were both selected and completed a Training of Trainers (ToT) course in Lithuania, organized by the IFRC in April 2024.</p> <p>Throughout 2024 and 2025, the PGI focal points supported three separate ToT sessions with a total of 124 people representing various youth departments from the regions of Bulgaria being trained. The trained facilitators who now represent 25 out of the 28 BRC's regional branches have been deployed to carry out dissemination sessions focused on improving people's PGI knowledge and practices. Since June 2024, 1,789 people have attended these PGI awareness sessions, with the majority of these being carried as a component of training modules provided for other sectors.</p>				

<sup>14</sup> This number includes awareness raising sessions, Cash for Protection, Bulgarian language classes and translation services mostly funded through UNICEF and UNHCR programmes.

Lastly, as part of PGI dissemination efforts, the BRC has adapted an online Introductory PGI course, hosted on the BRC learning platform. This introductory course now forms part of the induction process for all staff and volunteers, with a total of 259 people completing this course since its inception in 2024.

### **Emergency support fund – “Cash for Protection”**

During the initial phase of this programme, the BRC developed SOP in order to support the “Cash for Protection” activity. This SOP formalised an existing process used by the BRC to provide small cash payments to people who presented their immediate needs to social workers and other staff at regional branches and the national Headquarters (HQ).

With the new SOP in place and with support from the Canadian Red Cross Society, a total of 88 families (354 people) have been supported through the BRC “Cash for Protection” activity. This support mechanism has provided a total BGN 72,947 (CHF 35,000) in direct funds being used to help people to leave unsafe living arrangements, support those with severe disabilities, GBV survivors, refugee families with more than five children and displaced families facing imminent homelessness. The grants provided to date have covered costs such as payments for emergency accommodation, travel costs, medical equipment, legal fees.

### **“Sesame Street” pilot project**

The BRC Regional Youth Department piloted a [new PGI-related tool](#), developed by the Sesame Street Foundation and involved working with 50 children and 10 caregivers. The data has been collated and shared with the Sesame Street Foundation and is supporting the further development of the tool that aims to work with children from different backgrounds and socio-



*Sesame street pilot activity. Source: BRC*

economic conditions to overcome personal challenges. The piloting built on existing capacities and experience working with young children from within the BRC. As such, the piloting was more easily built into existing areas of work.

### **Child friendly activities and spaces**

Through the Emergency Appeal operation and EU4Health funding, the BRC MHPSS Coordinator and Regional Youth Department have been able to provide MHPSS support to 10,346 children. This has included access to art therapy and group support sessions as well as activities such as cultural visits, arts, cinema child friendly first aid training and summer break programmes (swimming lessons, football and tennis). Through these activities, the MHPSS team has been able support children to overcome issues related to trauma and high stress, paving the way for their social adaption and to the local school experience.

The BRC has also allocated the Emergency Appeal funds to support the improvement of existing CFS and the establishment of new ones at the Community Centre in Sofia as well as in Burgas and Plovdiv branches.

### **Accessibility grants**

The “Accessibility Grants Concept” was launched in February 2025, with all 28 BRC’s regional branches being invited to develop and submit project proposal that would improve accessibility of locations and services for people in vulnerable situations. After evaluating all the proposals, the BRC commission approved funding for the following four regional branches.



*Children involved in art therapy sessions in Plovdiv. Source: BRC*

Stara Zagora (project cost CHF 3,139): The accessibility grant allowed the branch to purchase one retractable ramp and one device for assisting people in wheelchairs to traverse the stairs at the entrance of the building.

Dobrich (project cost CHF 7,081): Dobrich regional branch, through the accessibility project, bought a retractable ramp to use for the steps at the entrance of the building, installed an electric ramp for people with reduced mobility, installed aluminium ramps adapted for all wheelchairs and purchased an electric wheelchair to assist people with reduced mobility.

Russe (project cost CHF 6,931): Through the accessibility project, the branch installed an overpass facilitating access to the garden behind the building, replaced the main entrance door of the building for easier access for people in wheelchairs and installed an electric ramp on the stairs in front of the building entrance.


Kardjali (project cost CHF 7,117): This accessibility project allowed the regional branch to replace their entrance door, allowing for wheelchairs to pass through. They also installed a concrete ramp to facilitate access to the building.



*Stara Zagora with both the retractable ramp for use at the branch office, and mobile ramp device to support wheelchair access in remote locations away from the office. Source: BRC*

### **Improvement of policies and guidelines**

Through workshops that have involved staff and volunteers from both HQ and regional branches, the existing Child Protection Policy has been approved by the National Youth Council and the BRC National Board in December 2025. The PGI focal points have also developed a set of PGI guidelines which have been approved by the Director General for use within BRC. In addition to this, an accompanying “step by step” document that has been designed to support staff and volunteers to better understand how to use and implement the guidelines.

	<b>MIGRATION</b>	<b>Overall Target: 180,000</b>			
		<b>Overall Services Provided: 194,134</b>			
<b>Objective</b>	<i>People on the move, regardless of their background or status, have access to the lifesaving assistance and protection they need.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of HSPs that provided services to refugees/displaced people	7	15	7	-
	# of people reached at RCRC HSPs	-	67,233	19,204	-
	# of people supported in official procedures	756	92,236	9,654	270
	# of people reached with education support (including childcare and summer camps)	-	-	56	124
	# of people reached with language support services (language courses and classes)	-	811	1,762	2,028
<b>Achievements</b>	<p><b>Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries</b></p> <p><b>HSP</b></p> <p>At its peak of operation, the BRC had 15 HSPs in operation throughout Bulgaria. These HSPs were recognized by the displaced community as essential locations not only for receiving support (e.g. humanitarian support, MHPSS) but also served as reliable points to receive information and places to socialize with other people from the community. Throughout 2023 and 2024, the BRC staff and volunteers provided 105,641 services to displaced people from Ukraine (ranging from providing a hot beverage to answering questions and providing support through various activities). This even led to some regional branches keeping the name “HSP” for their regional HQ, even after the HSPs officially closing, in order to keep them recognizable for newcomers displaced people from Ukraine.</p> <p><b>Bulgarian language classes</b></p> <p>Throughout 2024 and 2025, the BRC has been able to provide language classes in multiple regions of Bulgaria (Sofia, Plovdiv, Stara Zagora, Burgas, Varna and Dobrich). With support from these regional branches, a total of 1,541 people have been enrolled in 67 separate language courses of various levels.</p> <p>These courses built upon the existing experience and expertise of the BRC Refugee and Migration Unit, which had successfully provided 2,983 people with language classes between 2022 and 2025 with support from external partners.</p> <p><b>English language classes</b></p> <p>Due to requests through both the Greenline helpline and via direct requests at the community centre in Sofia, the BRC piloted an English language programme for displaced people with</p>				

support from the Government of Japan. With a total of 77 people being involved in this first iteration of English language classes in Bulgaria.



*Bulgarian language class at the local branch in Plovdiv. Source: BRC*



*Community based PSS activities at the HSP in Plovdiv. Source: BRC*

### **Translation services**

In 2025, a new PGI initiative was launched to provide certified translation of documents for refugee people in vulnerable situations. This service has been able to facilitate peoples access to social assistance programmes, healthcare, employment opportunities and education. Assistance was delivered in accordance with SOP which defined the eligibility and vulnerability criteria that must be met to qualify for support. Between January and October 2025, a total of 270 people have received assistance through this programme.

### **Integration activities with host communities**

From February to August 2025, a total of 19 community engagement events were organised, involving more than 366 displaced people and members of the host community. The events included activities such:

- Group meetings aimed at identifying potential work opportunities for people within the group
- Children’s theatre performances
- Caring for your appearance and building confidence and social acceptance
- Art therapy sessions which included bringing together people from Syria, Ukraine and Bulgaria
- Disaster preparedness and health awareness sessions
- Cinema events for displaced people from Ukraine with the host community

These activities have been primarily held out of the Community Centre in Sofia and have been used to help promote social cohesion and mutual understanding between different groups and host community members.



Social event at BRC's Community Centre and art class supported by BRC. **Source:** BRC

The following table outlines all community outreach provided by BRC through the Community Centre in Sofia:

Puppet-theatre performance 'Miracles of Yarn'	<a href="https://www.facebook.com/share/p/1A6oNzNoeK/?mibextid=wwXlfr">https://www.facebook.com/share/p/1A6oNzNoeK/?mibextid=wwXlfr</a>
Art workshop on creating martenitsi - Bulgarian amulet for health, luck, prosperity and prosperity	<a href="https://www.facebook.com/share/p/1JYZ8fQw7U/?mibextid=wwXlfr">https://www.facebook.com/share/p/1JYZ8fQw7U/?mibextid=wwXlfr</a>
Creating cards and souvenirs on the occasion of International Women's Day - March 8	<a href="https://www.facebook.com/share/p/19PjVe1wDF/?mibextid=wwXlfr">https://www.facebook.com/share/p/19PjVe1wDF/?mibextid=wwXlfr</a>
Cultural and entertainment event 'Easter Adventure'	<a href="https://www.facebook.com/share/p/1AkA6W5JXM/?mibextid=wwXlfr">https://www.facebook.com/share/p/1AkA6W5JXM/?mibextid=wwXlfr</a>
Educational meeting 'How Easter is celebrated around the world?'	<a href="https://www.facebook.com/share/p/1AgBRpjepW/?mibextid=wwXlfr">https://www.facebook.com/share/p/1AgBRpjepW/?mibextid=wwXlfr</a>
Creative cooking workshop for designing and decorating biscuit souvenirs on the occasion of the International Children's Day - June 1	<a href="https://www.facebook.com/share/p/19QtF3Mqkd/?mibextid=wwXlfr">https://www.facebook.com/share/p/19QtF3Mqkd/?mibextid=wwXlfr</a>
Cheerful celebration under the motto 'Let's welcome the summer together!'	<a href="https://www.facebook.com/share/p/1DhRLyyBCf/?mibextid=wwXlfr">https://www.facebook.com/share/p/1DhRLyyBCf/?mibextid=wwXlfr</a>
An international picnic with the theme 'Tastes of Homeland' was organized on the occasion of World Refugee Day, which is celebrated in different countries on 20 June.	<a href="https://www.facebook.com/share/p/1CP6UfaHkc/?mibextid=wwXlfr">https://www.facebook.com/share/p/1CP6UfaHkc/?mibextid=wwXlfr</a>
Organized visit of refugee children and their parents to a screening of the famous computer animation "Lilo & Stitch" at Cinema City Bulgaria. The event was held under the motto "Come to the cinema, bring a Bulgarian friend."	<a href="https://www.facebook.com/share/p/1BapoCGy9o/?mibextid=wwXlfr">https://www.facebook.com/share/p/1BapoCGy9o/?mibextid=wwXlfr</a>
Personal development training for refugee women	<a href="https://www.facebook.com/share/p/1B5RTjEkkn/?mibextid=wwXlfr">https://www.facebook.com/share/p/1B5RTjEkkn/?mibextid=wwXlfr</a>
Art activity with a lesson on painting still life with flowers, held for refugee women	<a href="https://www.facebook.com/share/p/1BZvQZuP4H/?mibextid=wwXlfr">https://www.facebook.com/share/p/1BZvQZuP4H/?mibextid=wwXlfr</a>
Refugees participate in the national competition for older people on disaster preparedness, first aid, and water safety. During the eighth edition of the event, people with temporary and international protection warmly welcomed participants at a special rest stop, which stood out as a popular place for inspiration and communication with peers from different countries. The teams had the opportunity to try some traditional Ukrainian delicacies.	<a href="https://www.facebook.com/share/p/1BXAFcQTUm/?mibextid=wwXlfr">https://www.facebook.com/share/p/1BXAFcQTUm/?mibextid=wwXlfr</a>

Women from Afghanistan and Syria took part in an inspiring meeting organized by the Refugee and Migrant Service team of the BRC. The Women's Club meeting was held under the motto "Healthy and hygienic facial skin care – a prerequisite for well-being."	<a href="https://www.facebook.com/share/p/1KZEEAgp5S/?mibextid=wwXlfr">https://www.facebook.com/share/p/1KZEEAgp5S/?mibextid=wwXlfr</a>
Meeting of the Women's Club for Refugees on the topic "Caring for your appearance and building confidence and social acceptance." Attendees not only received advice on personal hygiene and health as the basis for good self-esteem but also had the opportunity to put into practice guidelines for skin care and choosing appropriate clothing. Such meetings have a positive impact on women's self-esteem and encourage a positive perception by those around them.	<a href="https://www.facebook.com/share/p/14Mda9799sf/?mibextid=wwXlfr">https://www.facebook.com/share/p/14Mda9799sf/?mibextid=wwXlfr</a>
Art therapy session for members of the Women's Refugee Club. Enthusiasts from Syria and Ukraine were introduced to an innovative and interesting method - tactile-sensory work with the Tak-Sen kit, which includes exploring, sharing, and interacting with clay.	<a href="https://www.facebook.com/share/p/1FFg9FgGcd/?mibextid=wwXlfr">https://www.facebook.com/share/p/1FFg9FgGcd/?mibextid=wwXlfr</a>
Attending a children's theatre performance, "The Blagunites - Friends Forever"	<a href="https://www.facebook.com/share/p/1BStuLxmaT/?mibextid=wwXlfr">https://www.facebook.com/share/p/1BStuLxmaT/?mibextid=wwXlfr</a>
With an emphasis on inner strength and adaptation to changes in the outside world, the traditional gathering of the Women's Club for Refugees took place.	<a href="https://www.facebook.com/share/p/1Bi33VG7Jv/?mibextid=wwXlfr">https://www.facebook.com/share/p/1Bi33VG7Jv/?mibextid=wwXlfr</a>
Meeting of the Women's Club for Refugees on the topic "Aesthetic appearance - a prerequisite for social adaptation"	<a href="https://www.facebook.com/share/p/1Fbyl4Y6BE/?mibextid=wwXlfr">https://www.facebook.com/share/p/1Fbyl4Y6BE/?mibextid=wwXlfr</a>
Meeting of the Women's Club for Refugees on the topic of beauty as a source of strength and motivation for confident steps towards a new life.	<a href="https://www.facebook.com/share/p/1AzNqZPdlm/?mibextid=wwXlfr">https://www.facebook.com/share/p/1AzNqZPdlm/?mibextid=wwXlfr</a>
Art meeting within the Women's Club for Refugees with the aim of creating their own unique work, while encouraging social connection and mutual support.	<a href="https://www.facebook.com/share/p/1JtbmG7sZV/?mibextid=wwXlfr">https://www.facebook.com/share/p/1JtbmG7sZV/?mibextid=wwXlfr</a>

## Education

The BRC Refugee and Migration Unit provided a total of 180 education vouchers, each valued at BGN 200 (CHF 85). These vouchers were provided to children of displaced families from Ukraine, providing them with conditional vouchers to support the purchase of school supplies for the new school year.

## Community centre renovation

The Government of Bulgaria made an agreement with the BRC, lending them an unused embassy building to use. Under the management of the Refugee and Migrant service, the building was first partly renovated and remodelled as a community centre in the first half of 2025. This space is now used to welcome migrant people and providing them with services such as livelihoods, legal support, group information sessions and also serves as an information providing point for BRC's activities and programmes. The centre can be easily accessed with public transportation and is situated in a district where a lot of people displaced from Ukraine now live, which allows the BRC to reach even more people for support. In the second half of 2025, the BRC decided to repurpose the still unused second floor of the building and turn it into a centre for MHPSS

activities. After additional renovation, this second floor now hosts two psychologists, providing individual MHPSS sessions and art-therapy group sessions for children.



*BRC's Community Centre before renovation. Source: BRC*



*BRC's Community Centre after renovation. Source: BRC*



*Child playground in front of the BRC's Community Centre. Source: BRC*



## COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

### Objective

*The diverse needs, priorities and preferences of the affected communities guide the response through a people-centred approach and meaningful community participation.*

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of National Societies with established feedback mechanisms	Yes	Yes	Yes	Yes
	# of community feedback comments collected	0	860	860	620
	# of community feedback reports produced	0	4	2	-
	# of operational decisions or changes made based on community feedback	0	1	1	1
	# of staff, volunteers, and leadership trained on community engagement and accountability	-	23	0	10

### Achievements

#### **Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries**

##### **Greenline helpline**

The BRC regional branch in Plovdiv provided information in Ukrainian and Russian on access to medical and health services, registration for CVA programmes and other services offered by the BRC through a dedicated phone line. Between 2023 and 2025, a total of 22,161 incoming and outgoing calls were handled. This service was further strengthened through the active involvement and training of people displaced from Ukraine, who supported the BRC as volunteers and in professional roles, providing information via the hotline to newly arrived displaced people. Around 10% of the calls were related to feedback, of which 2,340 were registered as feedback comments.

During the first half of 2024, the BRC piloted the use of AccessRC to register people seeking support for basic needs, such as food parcels and hygiene kits and to improve communication with them through the same application. This system has been adopted across all CVA activities and continues to be assessed as a potential tool for broader beneficiary registration and communication purposes.

##### **Case studies**

In the second half of 2025, the BRC conducted two case studies on activities which had important CEA components. The first activity is the [Cash for Health Programme](#), allowing people to receive reimbursements for medicines, medical equipment and services. As the programme proved effective in meeting a key need for displaced people from Ukraine, the BRC decided to further strengthen the programme and focus on collecting and sharing personal stories from those supported. The second case study focused on the BRC's primary feedback mechanism, [the Greenline](#), which is a free helpline available to anyone in Bulgaria. It provides

information about BRC services and programmes and connects callers with trained psychologists who offer PFA.

### Market survey and perception study

With the support of the American Red Cross through the Emergency Appeal, the BRC completed a market study and a public perception survey that is being used to support the development of an updated communication and resource mobilization strategy.

## ENABLING APPROACHES

	<h3>NATIONAL SOCIETY STRENGTHENING</h3>				
<b>Objective</b>	<i>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well-defined and recognised.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of volunteers involved in the operation	4,744	5,816	133	33
	# of branches responding	28	28	28	7
	# of branches which started branch development as part of the current response activities (including soft and infrastructure investments)	-	5	2	5
	# of Movement partners (Federation-wide) that support the development of National Societies (support bilaterally or through the IFRC)	-	0	5	2
	National Society has in place capacities to conduct an Emergency Needs Assessment	-	Yes	Yes	Yes
	National Society is part of their national government's disaster response mechanism	-	Yes	Yes	Yes
<b>Achievements</b>	<p><b>Activities implemented under the IFRC Emergency Appeal for Ukraine and Impacted Countries</b></p> <p><b>Preparedness for Effective Response (PER)</b></p> <p>PER self-assessment workshop was carried out with the BRC and branch core staff members, with a validated plan of action prepared addressing issues and gaps identified.</p> <p><b>Emergency needs assessment</b> training was provided for 30 staff and volunteers from the 28 regions of Bulgaria.</p>				

The **national radio network** has been digitalised to ensure communication capacity between the four regional warehouses, main warehouse and the national HQ in the event of an emergency that disrupts normal communication lines. In addition to this, two existing vehicles used by the National Disaster Response team have been fitted with radio receivers.

The BRC's **Emergency Operation Centre** has been created in the national HQ, which includes both the information technology (IT) infrastructure and an information management (IM) system to support the flow of information between branches, warehouses and the National Operation Council in the event of an emergency.

A total of 236 staff and volunteers were present for the **two annual simulation exercises in disaster management**, that were financed by the Emergency Appeal.

### **Volunteer management development**

Winter uniforms were purchased and distributed to 431 staff and volunteers, enhancing the BRC's ability to provide effective support during the winter of 2023/2024.

### **Youth engagement**

- Number of BRC's youth volunteers trained in regional academies and trainings: 212
- Number of recruitment events held across country: 164
- Number of new volunteers recruited: 677

### **Logistic development support**

Cargo lift for the main warehouse has been replaced to support for efficient and effective use of the existing warehouse space through the Emergency Appeal.

One Krafta cargo van, two VW transporters and three Dacia Dusters have all been donated to the BRC after being used to support the implementation of the Emergency Appeal between 2022 and 2025.

A detailed report on all vehicles currently owned and managed by the BRC was completed, detailing associated yearly costs, current condition of vehicle and potential plan to improve the management and overall efficiency of the fleet through disposal and upgrading.

Three forklifts were purchased and donated for use in the central and regional warehouses.

### **Resource mobilization**

To reduce operational costs and enhance sustainability, the BRC installed a solar panel system with a capacity of 115 kWh and a battery bank backup at its national training centre in Lozen. Savings achieved since September 2025 have surpassed CHF 7,500, with anticipated CHF15,000+/year in savings to be achieved.

### **Communication development support**

A three-day communication training event for all 28 regional branches was completed in June 2024. Focus of the training was on storytelling and the use of social media.

Communication equipment to improve photos and interviews with the use of mobile devices was provided to all 28 regional branches.

Perception survey and market study focusing on BRC and its place in the community was completed in 2024 with support from the American Red Cross.

## Digital transformation

An evaluation of the BRC's existing internal digital systems was carried out by an external consultant in 2024. This document is guiding BRCs leadership as they develop a longer-term strategy to support the further digitalization of the BRC.

## Cash preparedness activities

As part of the initial response, the BRC identified a CVA focal point in December 2022 to ensure leadership on all CVA related activities completed with funding from the Emergency Appeal. With support from the CVA focal point and the IFRC CVA preparedness delegate, the BRC organised and completed a CVA self-assessment workshop in October 2023. As part of the workshop, a detailed workplan was developed and approved by leadership. This workplan included validation by BRC leadership of the vision statement, which focuses on **the BRC becoming a CVA-ready National Society, with the aim of delivering more than 25% of its humanitarian assistance through CVA modalities by 2028.**

A three-day workshop focused on developing **CVA SOPs** for the BRC was carried out in April 2024, with the SOPs being "**stress tested**" as part of the **pilot cash program implemented by BRC in October 2025.** These SOPs have subsequently been revised, updated and validated for use by the National Society.

The BRC has mapped the main FSPs within Bulgaria, which included meetings and questionnaires with multiple banking institutions, small cash transfer providers and companies that specialise in multisector voucher distributions. A **report detailing outlining the main FSP's working in Bulgaria**, their estimated costs of services, and the actual services available and been prepared and shared with the Cash Working Group.

In August 2025, the **BRC signed a supplementary agreement** with IFRC in order to access the services of **Red Rose** and provide CVA support in Bulgaria.

The BRC provided a CVA training to introduce **18 staff to CVA programming** which focused on topics such as evaluation and feasibility of CVA, response analysis (including transfer value calculations), CEA with CVA, assessing FSPs and work plan development.

As part of capacity building within the Disaster Management Unit, two staff members attended **CVA Practical Cash in Emergencies Training (PECT)**, one in 2023 and one in 2025.

The **CVA Core Skills 7-module**, 27-hour self-paced eLearning course has been translated into Bulgarian and will be available on the **IFRC Learning platform in 2026.**

## Trainings

To strengthen the capacity and knowledge of BRC's staff, the IFRC Emergency Appeal financed a series of trainings on various topics between 2023 and 2025. A total of 31 trainings were conducted, including:

- 17 first aid trainings across the regions
- Seven PFA and PSS trainings for staff and volunteers, including one national MHPSS in Crises training
- Four PGI trainings
- One training on communication and storytelling
- One IM training
- One national disaster management training
- One AccessRC and digital registration process

In addition, the project supported international trainings, enabling 14 BRC staff members to participate in international training courses on CVA, disaster response, information management, communication, logistics and PFA.



## COORDINATION AND PARTNERSHIPS

### Objective

*Technical and operational complementarity is enhanced through cooperation among the IFRC Membership and with the ICRC.*

### Key Indicators

Indicator	Reach			
	2022	2023	2024	2025
Movement coordination meetings are organized, and updates are provided to the Movement partners	-	No	No	No
# of external Stakeholders and Clusters coordination meetings organized	-	199	12	0

### Achievements

**Increased collaboration and coordination with the IFRC**

The BRC increased its collaboration with the IFRC and International Committee of the Red Cross (ICRC) HQ in Geneva on issues related to the Movement's global policies, providing expert input on topics concerning the structure and implementation of the IFRC's strategy, including participation in high-level working groups. This included active engagement in the Global Route-Based Migration Programme (GRBMP), which the BRC joined in 2023, as well as contributions to the development of a Global Integration Framework to support refugees arriving in the country.

**Strengthened partnerships with other National Societies**

In March 2024, the BRC hosted the "Homing Pigeon Simulation Exercise" with partner National Societies from the Neighbours Help First (NHF) Network. The exercise aimed to train coordination in response to multiple disasters in the region, including an opportunity to train on the use of the X-STOCK platform. The BRC has continued to strengthen its collaboration with Turkish Red Crescent, exploring a potential partnership for Turkish Red Crescent to supply and store prepositioned stock in the BRC's main warehouse. This stock is intended for use across the Balkan region in the event of a disaster or crisis. Additionally, the BRC has partnered with the Canadian Red Cross Society through a bilateral agreement to support the development of Mobile Health Units in the country.

**Strengthened partnerships and coordination with external stakeholders**

A Movement Coordination Agreement (MCA) between BRC, IFRC and ICRC was signed in April 2025 to strengthen coordination and enhance the collective humanitarian response in Bulgaria. The agreement establishes a framework for aligning efforts and resources to ensure that assistance is delivered at scale, in a coherent, complementary and timely manner. It further aims to maximise the overall humanitarian impact for people in need while reinforcing the central role of BRC and ensuring sustained support to its operations.



## IFRC SECRETARIAT SERVICES

### Objective

*The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.*

### Achievements

The operation in Bulgaria was supported by the IFRC Regional Office for Europe (ROE) in Budapest, the IFRC Country Cluster Delegation for Central and South-Eastern Europe (CCD CSEE) in Sarajevo, as well as two IFRC staff members based in Sofia, Bulgaria, through comprehensive technical assistance across key functional areas, including IM, planning, monitoring, evaluation and reporting (PMER), logistics, finance and other sector-specific areas as required. This support contributed to strengthening the capacity of the BRC, particularly through the adoption of standardized approaches and technologies related to data management, CVA solutions and other operational areas.

## C. FINANCIAL REPORT

The interim Final Financial Report is attached below to this narrative report. The financial report is published on an interim basis given that, as of 31 December 2025, final reconciliations of the projects remained pending. The finalized report will be made available in 2026. Any remaining balance will be transferred to the funding pool of the Revised Emergency Appeal for Ukraine and Impacted Countries, in support of the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict. Further details on the interpretation of financial data and reporting scope are provided in Annex I.

### Expenditure by Thematic Area

<b>Planned Operations / Enabling Approaches</b>	<b>Expenditure</b>
PO01 - Shelter and Basic Household Items	993,813
PO02 - Livelihoods	914,353
PO03 - Multi-purpose Cash	5,402,034
PO04 - Health	2,074,136
PO05 - Water, Sanitation & Hygiene	113,951
PO06 - Protection, Gender and Inclusion	344,924
PO07 - Education	2,529
PO08 - Migration	1,568,249
PO09 - Risk Reduction, Climate Adaptation and Recovery	623,184
PO10 - Community Engagement and Accountability	137,000
PO11 - Environmental Sustainability	84
<b>Planned Operations Total</b>	<b>12,174,257</b>
EA01 - Coordination and Partnerships	133,731
EA02 - Secretariat Services	918,409
EA03 - National Society Strengthening	1,511,220
<b>Enabling Approaches Total</b>	<b>2,563,359</b>
<b>Grand Total</b>	<b>14,737,616</b>

## Contact information

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

### In the Bulgarian Red Cross

- **Director General**; Krasimir Gigov, [k.gigov@redcross.bg](mailto:k.gigov@redcross.bg)
- **Operational Coordination**: Jassen Slivenski, [j.slivenski@redcross.bg](mailto:j.slivenski@redcross.bg)

### In the IFRC

- **Regional Office of Europe**: Ruben Cano, Regional Operations Manager, [ruben.cano@ifrc.org](mailto:ruben.cano@ifrc.org)
- **IFRC Country Cluster Support Team**: James Bellamy, Operations Manager, [james.bellamy@ifrc.org](mailto:james.bellamy@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **Regional Head, Engagement and Partnerships**: Andrej Naricyn, [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)
- **Coordinator, Resource Mobilisation in Emergencies**: TNasha La Roche, [tnasha.laroche@ifrc.org](mailto:tnasha.laroche@ifrc.org)

### For In-Kind donations and Mobilization table support:

- **Manager, Global Operational Procurement and Regional Supply Chain**: Indra Eckstein, [indra.eckstein@ifrc.org](mailto:indra.eckstein@ifrc.org)

### Reference documents

↘ Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)
- [Note on methodology in calculating people reached and federation-wide response to date overview](#)

## 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.

## ANNEX I. NOTE ON READING THIS REPORT

The structure of final country reports of the IFRC Emergency Appeal for Ukraine and Impacted Countries is organised around the sectors and enabling approaches outlined by the Emergency Appeal. The narrative presents a cumulative account of the response efforts carried out by National Societies within the timeframe of their respective Response Plans, unless stated otherwise.

All data is self-reported and, where necessary, validated and triangulated with previous reports or publicly available information. Detailed National Society Response Plans and individual results can be accessed on [IFRC GO](#). Please note that, in some cases, data may be incomplete, or estimates may be used where gaps exist, following a conservative and transparent methodology. Additionally, due to variations in National Societies' activities and data systems, some reported figures may represent services delivered rather than unique individuals reached, which may result in a degree of double counting.

At the country level, operations were aligned with National Society Response Plans developed at the launch of the Emergency Appeal. These plans were based on available data, needs assessments, risk analyses and planning assumptions at the time, with aspirational funding requirements reflecting projected needs. As the context evolved, including changes in needs, population movement dynamics and funding levels, National Societies adapted their responses accordingly. While remaining aligned with the overall strategic intent, adjustments were made to ensure that available resources were directed to maximise relevance, efficiency and impact.

It should also be noted that while the narrative reflects the achievements of National Societies across the IFRC Network using Federation-wide resources, the accompanying financial report presents income and expenditure related exclusively to the IFRC Emergency Appeal.

Data presented throughout the report follows different aggregation methodologies depending on the section. Under the Federation-wide Response to Date Overview, people reached figures are presented by year to enhance transparency and minimise double counting. In contrast, the National Society Capacity section combines cumulative and peak indicators, where training figures represent cumulative totals, while volunteer and branch figures reflect the highest levels reported during the response period. Branch figures may reflect a mix of "branches" and "local units" according to the IFRC definitions, which may affect comparability across countries. Additionally, sector tables present both indicator-level data from the Ukraine and Impacted Countries Indicator Tracking Tool (ITT) and a total number of services provided (displayed at the top of each table), calculated by summing yearly reach values across all indicators within each sector. This differs from the methodology used in the Federation-wide overview and the people reached figures highlighted on the cover page, which aim to reflect unique individuals reached where possible. Values reported as "0" in sector tables may indicate either that no people were reached or that the number could not be accurately inferred or estimated.

As the escalation of the international armed conflict between the Russian Federation and Ukraine entered its fourth year, the IFRC revised [the Emergency Appeal for Ukraine and Impacted Countries](#) to reflect the continued scale of humanitarian needs and the evolving nature of the response. The operation has been extended to 31 December 2027, maintaining the IFRC Secretariat funding ask at CHF 800 million and increasing the Federation-wide requirement to CHF 3.1 billion. The IFRC revised Emergency Appeal retains a more focused geographic scope, covering Ukraine, the Republic of Moldova and the Russian Federation, while other countries transition to [IFRC Network Country Plans 2026-2028](#). This ensures continuity of support through longer-term programming, while maintaining flexibility to adapt to future developments.

For most countries whose operations under the IFRC Emergency Appeal concluded on 31 December 2025, remaining balance was transferred to the funding pool of the revised Emergency Appeal for Ukraine and Impacted Countries to support the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict.