

PGI & CEA
LESSONS LEARNED REPORT
Lithuanian Red Cross
(27-28 November 2025)



The participants of the Lessons Learned Workshop, Vilnius, Lithuania, 28.11.2025. @LtRC

Content

Contents	2
Glossary of Abbreviations	3
A. Context	3
B. Methodology	4
C. Lessons Learned	4
D. Recommendations	8
E. General Assessment of the Workshop	13
F. Annexes	18
Agenda	18
List of Participants	19
Gallery	20
Flipcharts	20
Presentation	20

Glossary of Abbreviations

CEA	Community Engagement and Accountability
CVA	Cash and Voucher Assistance
DM	Disaster Management
FA	First aid
FP	Focal point
GBV	Gender-based violence
HQ	Headquarter
IFRC	International Federation of Red Cross and Red Crescent Societies
LtRC	Lithuanian Red Cross
LT, ENG, RU	Lithuanian, English, Russian
NS	National Society
PFI	Psychological first aid
PGI	Protection, Gender and Inclusion
PMER	Planning, Monitoring, Evaluation and Reporting
SADDD	Sex, age, disability disaggregated data
SOP	Standard Operating Procedure
LLW	Lessons Learned Workshop

A. Context

Since the onset of the international armed conflict between Ukraine and Russian Federation in February 2022, Lithuania has received over 90,000 people displaced from Ukraine, placing significant pressure on national protection systems and social services¹.

In response to the rapidly evolving humanitarian needs, International Federation of the Red Cross and Red Crescent Societies (IFRC) launched the Emergency Appeal for the Ukraine and impacted countries in which Lithuanian Red Cross (LtRC) played a crucial role. Throughout the operation period (July 2022-December 2025) Lithuanian Red Cross had provided integrated support: registration, emergency relief, psychosocial support (PSS), legal aid, referrals, hotline information, and community events.

Despite these efforts, analysis revealed persistent gaps: language barriers, employment discrimination, housing insecurity, high rates of gender-based violence (GBV), insufficient survivor support, and limited formal mechanisms for engagement and feedback. LtRC has responded with an ambitious program mainstreaming Protection, Gender, and Inclusion (PGI) and Community Engagement & Accountability (CEA), guided by operational strategies and community needs.

The Lessons Learned Workshop, conducted on 27-28.11.2025, aimed to review achievements and challenges, document lessons learned, and jointly identify recommendations for strengthening future programming. It gathered staff from national and branch levels who were involved in PGI and CEA components of the Ukraine operation and broader activities within the Lithuanian context.

¹ [UNHCR Lithuania Operational Update \(1 July – 30 September 2024\) - Lithuania | ReliefWeb](#)

B. Methodology

The overall objective of the workshop was to reflect on the LtRC's progress in mainstreaming PGI and CEA, by reviewing achievements and challenges, mapping lessons learned, and identifying gaps within ongoing programming.

The Lessons Learned Workshop was conducted as a two-day in-person event on 27-28 of November 2025 in Vilnius, Lithuania. It included a combination of plenary discussions, group work, and participatory exercises. The facilitation approach ensured inclusive participation among the LtRC HQ, branches, IFRC Country Cluster Delegation representatives.

The approach applied Bloom's Taxonomy as a learning pathway which helps participants move from recalling experiences to formulating together validated recommendations for future programming (2026–2027) in LtRC.

Bloom's Level	Objective for Participants	Typical Activity	Expected Output
Remember	Recall what LtRC has done in PGI & CEA since 2022.	Reflection, achievements mapping	Shared understanding of progress
Understand	Grasp the importance and impact of PGI & CEA work.	Case stories, group analysis	Lessons learned
Apply	Relate PGI & CEA principles to daily work.	Group exercises	Identified barriers and enablers
Analyze	Examine reasons for success or challenges.	Problem tree, thematic clustering	Categorized insights
Evaluate	Judge what worked and what didn't.	Validation, voting, prioritization	Agreed priorities
Create	Design new actions and recommendations.	Co-creation groups	Validated, actionable recommendations

Bloom's Taxonomy (Revised Cognitive Domain) Table

Bringing together staff from various levels involved in PGI and CEA activities under the Ukraine operation and the wider Lithuanian context, the workshop focused on documenting key insights and collaboratively developing recommendations and priorities for future programming and organizational development.

A core task of the workshop was to translate these reflections into actionable recommendations and concrete next steps for strengthening PGI and CEA across the National Society.

C. Lessons Learned

The lessons learned were developed through group work, with participants divided into five thematic groups to look deeper into coordination, implementation, PMER and integration into programmes from different angles. This approach allowed participants to move beyond general observations and focus on concrete practices, gaps and examples from daily work. Overall, the discussions showed that while many strong systems and practices are already in place, their impact depends on how consistently they are applied, shared and used across branches and programmes.

Coordination between HQ, branches, IFRC and partners was strongest when systems were clear and relationships were built through regular interaction. In-person PGI trainings for branch staff, combined with online sessions for staff and volunteers, helped create a common understanding of safeguarding, complaints handling and roles. Monthly branch meetings and easy access to HQ consultations allowed issues to be discussed early and reduced uncertainty in day-to-day work. Clear volunteer pathways, including recruitment, training and supervision, also supported safer and more consistent delivery. At the same time, there is a need for more practical training based on real branch needs, stronger involvement of branches in programme and tool design, and a defined approach to analysing feedback data. Experience sharing between branches remains uneven, and cooperation with institutions and communities is still often informal rather than planned.

Building on this coordination, implementation benefited from strong foundations in safeguarding and inclusion. Mandatory PGI trainings in Lithuanian, English and Russian, systematic collection of sex, age and disability data, and criminal record checks for staff and volunteers supported safer practice. Several activities were well adapted for harder to reach groups, such as combined MHPSS activities for mothers and children, services for seniors, children’s camps, and activities in refugee centres. Clear and confidential feedback and complaints pathways, regular volunteer meetings, and access to psychological support helped protect both people receiving services and those delivering them. However, the use of multiple communication channels led to information overload, and good practices were not always documented or shared. PGI concepts are still seen as complex by some teams, and although feedback is collected, it is not always analysed or used consistently to improve activities.

From a planning, monitoring and reporting perspective, the use of standard templates for data collection, reporting and future planning supported more consistent work across programmes. Regular needs assessments and clear goal setting helped link activities to identified needs, while Salesforce improved data management and follow-up. Feedback was actively collected through anonymous online tools and physical boxes, creating opportunities to listen to communities. Nevertheless, coordination between branches on PMER processes needs to improve, roles and responsibilities should be clearer, and standard procedures are needed to reduce ad hoc solutions and ensure the same approach is applied across locations.

These systems and practices supported stronger integration of PGI and community engagement into programmes. Case management, diverse engagement activities, and multilingual FA, PFA and civil security trainings helped reach different vulnerable groups. Language clubs with multiple levels, including for highly vulnerable groups such as illiterate women, and partnerships focused on people with disabilities were strong examples of inclusive programming. Feedback was used to shape sociocultural integration activities, and some teams benefited from ethnic diversity, such as cultural mentors as they were ethnically diverse. At the same time, safety during one-to-one warm visits remains unresolved, and tensions continue between programme teams and branches around volunteer recruitment, interpretation of programme content, and balancing rules with operational challenges. Differences in capacity between rural and urban branches, fragmented documentation, financial instability and limited use of feedback insights all affect the consistency and sustainability of programme delivery.

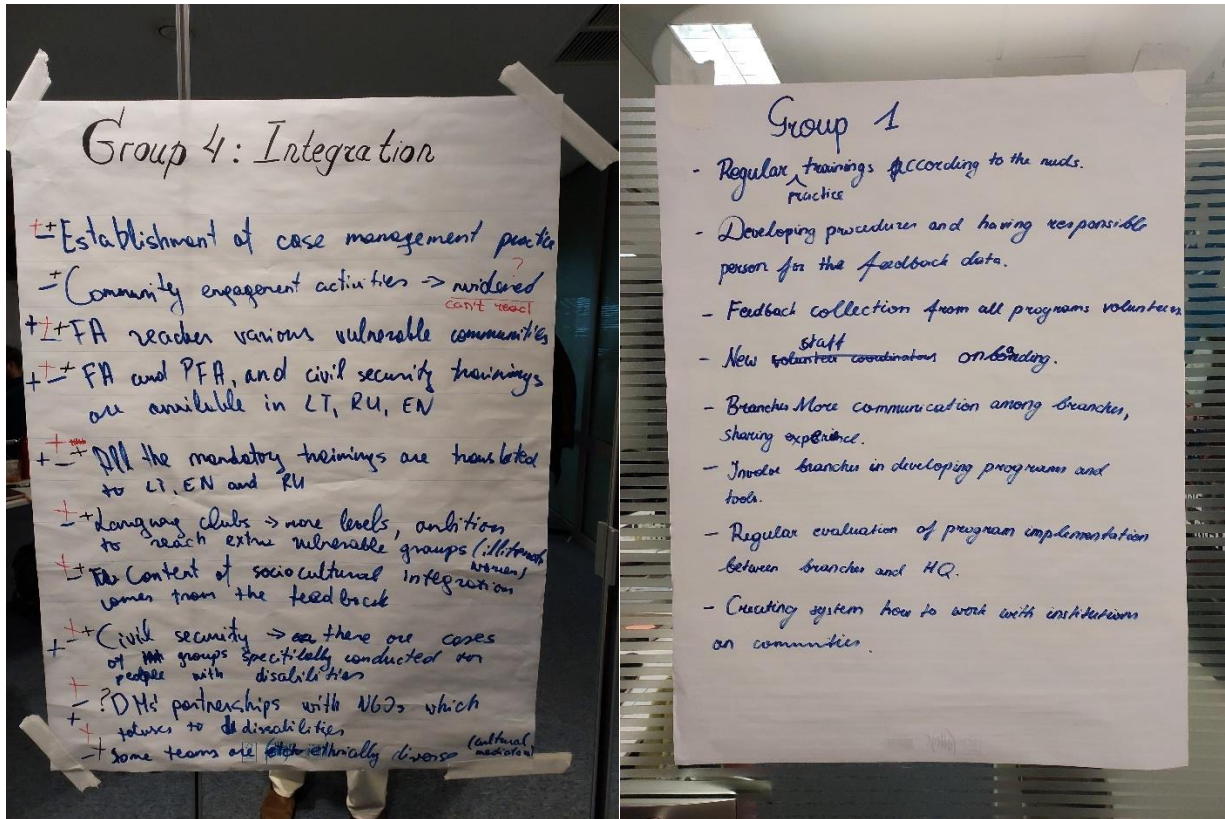
Please see the table below for more details:

Perspective	Worked well	To be improved/ changed
Group 1: Coordination (Branch ↔ HQ)	<ul style="list-style-type: none"> In-person trainings for branch staff conducted by PGI and CEA focal points. Online trainings for all staff and volunteers. 	<ul style="list-style-type: none"> Conduct regular practical trainings based on identified needs.

<p>↔IFRC↔external partners)</p>	<ul style="list-style-type: none"> • Development of policies and delivery of related trainings for staff on those policies. • A clear system for submitting complaints. • Established feedback collection methods (QR codes, surveys), adapted for different groups • A clear volunteer pathway, including recruitment, interviews, and trainings. • Support and care for staff and volunteers, including supervision. • Clearly defined HQ roles and responsibilities, with clarity on where to seek support. • IFRC support: sharing good practices across the Movement, having a clear focal point. • Monthly branch meetings. • Availability of HQ consultations. 	<ul style="list-style-type: none"> • Develop clear procedures and assign responsible person for feedback data analysis. • Ensure feedback is collected from volunteers across all programmes. • Strengthen onboarding processes for the new staff. • Increase communication and experience-sharing among branches. • Involve branches in the development of programmes and tools. • Establish regular joint evaluations of programmes implementation between branches and HQ. • Create a structured system for collaboration with institutions and communities.
<p>Group 2: Implementation</p>	<ul style="list-style-type: none"> • Systematic SADDD collection. • Mandatory PGI trainings that are easily accessible and available in LT, EN, RU. • (Some) activities adapted for harder-to-reach groups (e.g. MHPSS activities, activities for mothers and children at the same time, seniors, children in camps, residents of refugee centres). • Safeguarding practises in place (e.g. required criminal record checks for staff and volunteers). • Clear feedback and complaints pathways, including confidential submission options. • Monthly volunteer meetings. • Accessible psychological support for staff and volunteers. • Use of inclusive language, supported by a dedicated vocabulary. 	<ul style="list-style-type: none"> • Reduced information overload caused by multiple communication channels • Improve the sharing and documentation of good practices. • Simplify PGI concepts and language to ensure accessibility for people from diverse backgrounds. • Address gaps in consistent and systematic analysis of collected feedback. • Ensure communication channels are equally accessible to all target audience. • Provide access to online trainings for external co-workers (e.g. B2B contractors such as psychologists).
<p>Group 3: PMER</p>	<ul style="list-style-type: none"> • Use of standardized templates for data collection, reports, future planning. • Clear communication channels for coordination and information sharing. 	<ul style="list-style-type: none"> • Improve communication and coordination between branches. • Clarify roles and responsibilities within PMER processes. • Develop Standard Operating Procedures (SOPs), as many situations

	<ul style="list-style-type: none"> • Active collection of feedback through anonymous online reports and physical feedback boxes. • Regular needs assessments. • Clear goal-setting processes. • Good documentation of project activities and use of assessment data to plan future interventions. • Use of <i>Salesforce</i> for data management. 	<p>are currently managed on an ad-hoc basis.</p>
<p>Group 4: Integration into programmes</p>	<ul style="list-style-type: none"> • Establishment of a case management practice. • Diverse community engagement activities. • FA services reach various vulnerable communities. • FA, PFA, and civil security trainings available in LT, RU, and EN. • All mandatory trainings translated into LT, RU, and EN. • Language clubs offering multiple levels, with the ambition to reach highly vulnerable groups (e.g. illiterate women). • Content of sociocultural integration comes from collected feedback. • Civil security trainings conducted/tailored for groups with special needs (for people with disabilities). • DM's partnership with NGOs which focuses on people with disabilities. • Some teams within the LtRC are ethnically diverse (e.g. cultural mediators). 	<ul style="list-style-type: none"> • Ensuring safety during 1-on-1 Warm Visits remains a longstanding and unresolved challenge. • Tensions between Network (branches) and Programme Team regarding: <ul style="list-style-type: none"> → volunteer recruitment, → understanding and interpreting programme content (Programme Team design the activity that is implemented by the network-branches), → following the rules vs. shortcuts when the implementation is challenging). • Difficulties engaging non-Lithuanian speakers as volunteers. • Challenges in ensuring consistent quality across branches delivering the same activities. • Need to systematically share good practices: programme ↔ programme; branch ↔ branch. • Lack of standardization in programme implementation (e.g., need for a unified framework or one-page programme overview instead of dispersed documentation). • Differences in implementation capacity and resources between rural and urban areas.

	<ul style="list-style-type: none"> • Financial instability affecting programme continuity. • Feedback is collected, but there is limited understanding and use of the insights gathered.
--	--



Flipcharts - group work #1 and #2,

D. Recommendations

Based on the analysis of the group work, several priority recommendations emerged to strengthen coordination, implementation, PMER and programme integration in a practical way.

At coordination level, it is recommended to introduce annual, standardized feedback collection from branches combined with regular programme evaluations led by the Programmes Team, supported by Disaster Management, to ensure branch voices are heard and learning is used. This should be complemented by regular thematic meetings and quarterly branch to branch meetings to improve cooperation, share practices and reduce silos. Establishing a common referral system for community use, included in onboarding and regularly updated, would help ensure consistent access to services across branches. In parallel, a unified system for feedback analysis across the National Society is needed so that data already collected is analysed consistently and informs decision-making throughout 2026.

To improve implementation, internal communication should be simplified by consolidating information into a clearer and more accessible system, reducing reliance on multiple channels that currently cause information overload. Knowledge and practice sharing should be strengthened through shared platforms, informal exchange spaces and team building activities, informed by a needs assessment with branches and a review of

existing formats. This would help build trust, improve collaboration and reduce overreliance on email as the main communication tool.

From a PMER perspective, it is recommended to clearly integrate CEA and PGI elements into all programmes and to improve explanation of why disaggregated data is collected and how it is used, so that staff and volunteers better understand its value. Standardizing feedback analysis processes across the National Society is essential to ensure feedback is not only collected but also used for learning and programme improvement. Communication around major organizational changes should be strengthened through clearer and more regular internal updates, supported by systematic input from all departments.

For integration into programmes, urgent action is needed to address safety during one-to-one Warm Visits. This includes conducting a risk assessment and developing and implementing a clear plan to address identified safety gaps, led by the Warm Visits Programme with support from PGI. To improve consistency and quality, a standardized programme portfolio should be developed, with one-page overviews for each programme covering activities, indicators and feedback mechanisms, followed by documenting all programmes using this format. Mapping existing good practices on feedback collection and analysis will help avoid duplication and build on what already works. Creating regular spaces for exchange between branches and programmes will further support alignment and consistent quality across the organization.

Finally, accountability and inclusion should be strengthened by ensuring the Integrity Line is consistently communicated during activities, all new trainings, policies and documents are translated into English and Russian as a standard practice, and a whistleblower policy is introduced to support safe reporting, transparency and trust across the National Society.

In addition to new actions, there are important practices already in use that should be systematically disseminated across the entire organisation. Safeguarding tools currently applied in selected programmes should be expanded and standardized across all departments and branches to ensure the same level of protection everywhere. The Integrity Line should be clearly communicated and accessible to all staff, volunteers and programme participants, with a structured dissemination plan that tailors messages for staff and volunteers, programme teams and branches. Supervision, which already exists in some areas, should be strengthened and better promoted by clearly explaining its purpose and value, adapting it to the needs of different groups, and collecting feedback on participation to improve access and relevance. Sharing anonymized examples of positive experiences with supervision would help normalize its use. In parallel, Frequently Asked Questions documents should be developed and regularly updated by each programme and department to address common questions, with all FAQs available in Lithuanian, English and Russian to support clarity, consistency and accessibility across the organisation.

The proposed recommendations focus on strengthening existing systems while addressing gaps that limit consistency and quality. Clearer coordination, simpler communication, stronger PMER practices and safer, more standardized programme delivery will help turn policies and tools into daily practice. By improving shared learning and the use of feedback, the National Society can strengthen trust with communities and ensure more inclusive, accountable and consistent services across all branches.

Coordination							
Recommendation	Reasoning	PGI/General	Responsible role(s)	Supporting roles	Department/program strategy	Timeframe	Priority
Annual feedback collection from branches and programme evaluations	A feedback mechanism exists but needs standardization. It helps	General	Head of Programmes	Disaster Management Department	Network and Programmes	First draft) by May 2026	Medium

conducted by the Programmes Team	address common issues, ensures broad involvement, supports ownership, and strengthens evaluation of ongoing activities.						
Regular thematic meetings	Strengthens cooperation by allowing branches to express their needs and share new practices/initiatives.	General	Head of Network (collects branch needs; facilitates exchange of practices).	DM, PGI focal point; depends on branch needs	Network	Until Sep 2026	Medium
Quarterly meetings between branches	Encourages teamwork, promotes experience sharing, and improves coordination.	General	Head of Network	branches	Network	Starting: February 2026	Medium
Common referral system for community use, included in onboarding and regularly updated	Ensures consistent dissemination and access to referral pathways across branches.	General	Branches, Head of Network	Programs	Programmes	By November 2026	Medium
Unified feedback analysis across LtRC	Some data is collected but not consistently analysed; no unified system or interpretation of results.	CEA	IM (system creation); Programmes (analysis and conclusions); Branches (implementation)	Program	HQ Strategy	Throughout 2026	High
Implementation							
Recommendation	Reasoning	PGI/General	Responsible role(s)	Supporting roles	Department/program strategy	Timeframe	Priority
Improve internal communication through a clearer information flow and consolidation into a single channel (e.g., using the volunteer communication	Current communication is overwhelming, with multiple channels causing information overload and confusion. A unified system would make	PGI/General	HQ	Departments	HQ	2026/27	Medium

tool for staff as well).	communication more accessible and manageable.						
Increase knowledge and practice sharing between branches and between branches and departments; reduce reliance on email by creating shared platforms/spaces; introduce informal spaces or team-building activities to strengthen trust; conduct a needs assessment with branches; review already existing formats.	Strengthening communication, trust, and cross-branch collaboration requires more structured and informal opportunities for sharing. Current communication practices limit exchange of experiences and learning.	General	Heads of branches/ departments. Depends on the need assessment	Head of Network, HR, Volunteers Manager	Programmes and Network	2026/27	Medium
PMER							
Recommendation	Reasoning	PGI/General	Responsible roles	Supporting roles	Department/program strategy	Timeframe	Priority
Ensure that CEA and PGI are clearly integrated into all programmes	There is a need for explicit identification of CEA and PGI components in all projects. This supports consistent cross-cutting application, strengthens organizational understanding, and enriches the National Society's curriculum.	PGI	Heads of all branch/departments	PGI focal point	Programmes	2026	Medium
Improve explanation of the need and importance of collecting disaggregated data (SADDD)	Better understanding of the purpose and impact of disaggregated data will increase consistent and correct data collection.	PGI	Heads of branches/departments; Salesforce Manager	PGI focal point	Programmes and Network	2026	Medium
Strengthen communication regarding major organizational changes (e.g., through	Staff need timely and clear communication about	General	Comms and HR	Heads of departments	HQ	2026	Medium

newsletters or internal updates)	major changes; Comms can share information but require systematic input from other teams first.						
Standardize feedback analysis processes across the NS	Ensures that feedback is not only collected but also systematically analysed and used for decision-making.	PGI	IM	Departments	HQ Strategy	2026	High
Integration into Programmes							
Recommendation	Reasoning	PGI/General	Responsible role(s)	Supporting roles	Department/program strategy	Timeframe	Priority
Conduct a risk assessment for 1-on-1 Warm Visits (volunteers and beneficiaries)	Identifies safety gaps and ensures protection of both volunteers and beneficiaries.	PGI/CEA	Head of Warm Visits Programme	PGI focal point;	Warm visits programme	Q1 2026	High
Develop and implement a plan to address safety gaps in 1-on-1 Warm Visits	Develop and implement a plan to address safety gaps in 1-on-1 Warm Visits	PGI	Head of Warm Visits Programme	Branches implementing the programme	Warm Visits - planning (HQ); Branches - implementation	Q1 2026	High
Create a standardized programme portfolio (one-pager per programme including activities, KPIs, feedback mechanisms, etc.)	Provides clarity, standardization, and consistency across all programmes.	General	Programmes and networks, DM	Programmes Team, Network Department, Disaster Management	HQ	2026	High
Develop a portfolio for each programme using the standardized template	Ensures all programmes are documented in a unified, accessible format.	General	Heads of Programmes	Programmes and Network Teams	HQ	2026	High
Map existing best practices on feedback collection and analysis	Prevents duplication of effort and builds on what already works.	CEA	Head of Network	Heads of regions, programmes	Network	Q1 2026	Low

Ensure dissemination of Integrity Line in during activities	Supports safer, more accountable programming and strengthens trust.	PGI	Committee of ethics	Branches (responsible for dissemination in all activities)	Network	Q1 2026	High
Ensure that all new trainings, policies, and documents etc are translated into ENG and RU	Promotes inclusion and accessibility for staff, volunteers, and communities.	PGI	Academy	Programmes, DM, branches	HQ	Constant task	High
Whistleblower policy	Strengthens integrity, accountability, and safe reporting mechanisms within the NS.	General	Committee of Ethics	Employment Council	HQ	Q2	High

Priority Levels



Lessons Learned Workshop; source: LtRC

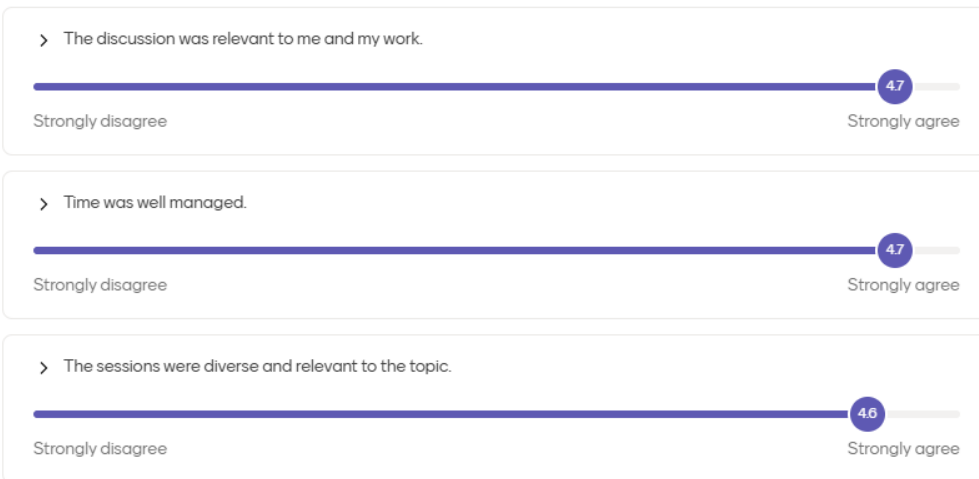
E. General Assessment of the LLW

Mentimeter – day 1



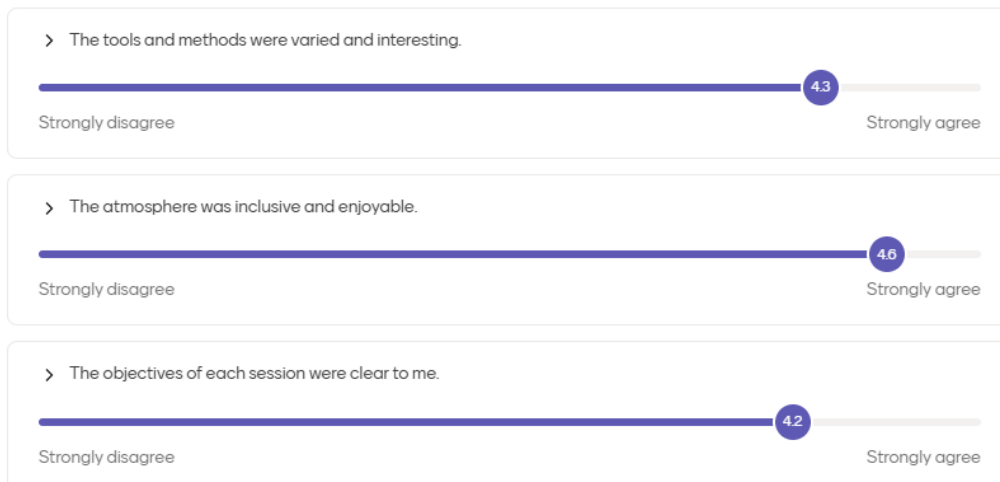
Rating of Day 1

12 / 14



Rating of Day 1

12 / 14



What is one reflection/ insight that you are taking with you from Day 1?

11 / 14 17

Most popular

communication 5

Also prominent

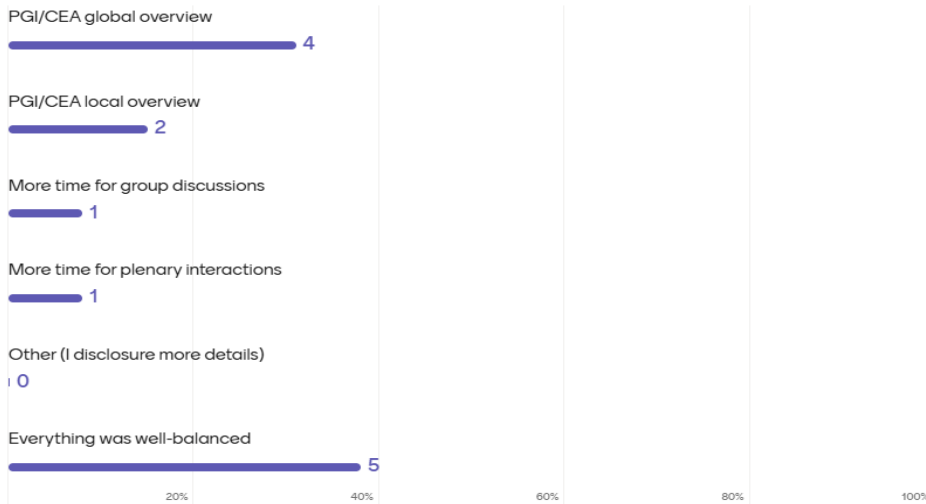
feedback 2

Other responses

- areas which can be improv 1
- challenges 1
- cominication 1
- comunication 1
- im will have lots of work 1
- pgi is everywhere 1
- standarization 1
- system 1
- teamwork 1
- tired 1

Is there anything you wished we talked more about today?

13 / 14



Any advice or feedback for tomorrow? Feel free to share your thoughts!

10 / 14 11

- more teamwork
- groups with different people
- For everyone to be more active. THIS is the time to communicate!
- deep communication
- More interaction games
- Icebreakers
- more groupwork
- More explanation on group discussions, what exactly you want to hear from us
- More input from branches and their feedback, better time planning, long discussions not always work.
- More practical tips
- Would like to end with concrete solution

Mentimeter – day 2

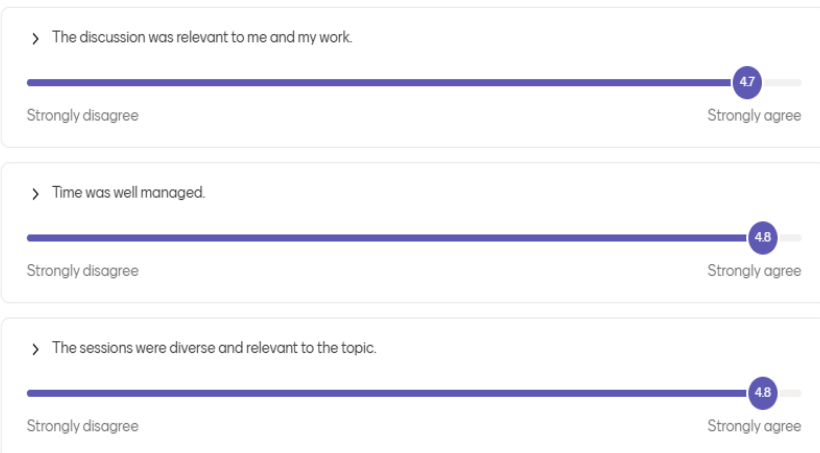
Which famous piece of art are you today?

10 / 12



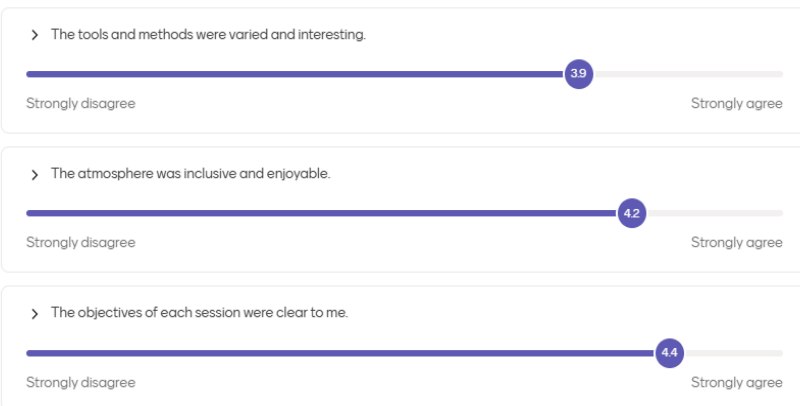
Rating of Day 2

10 / 12



Rating of Day 2

10 / 12



What is one reflection/ insight that you are taking with you from the Day 2?

9 / 12 10

Most popular

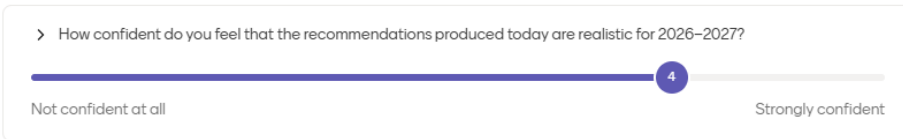
teamwork 2

Also prominent

commitment 1 dont forget the feedback 1 feedback 1
feedback 1 hero 1 okay lets go 1 ruta is cool 1
team spirit 1

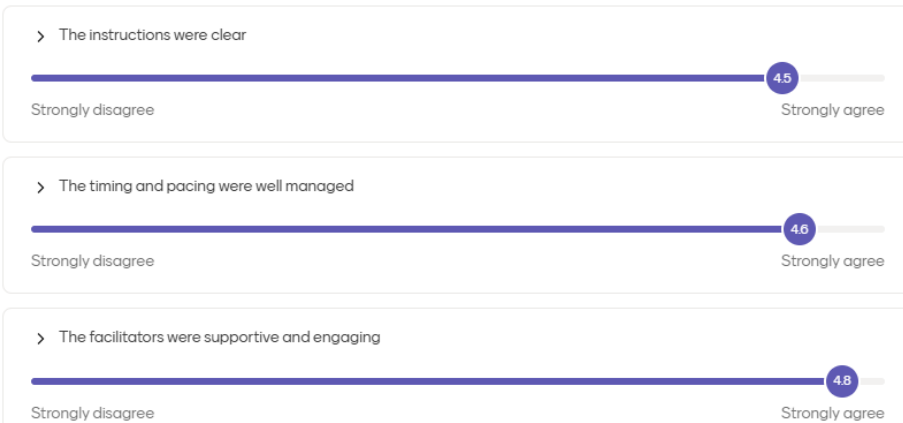
How confident do you feel that the recommendations produced today are realistic for 2026-2027?

11 / 12



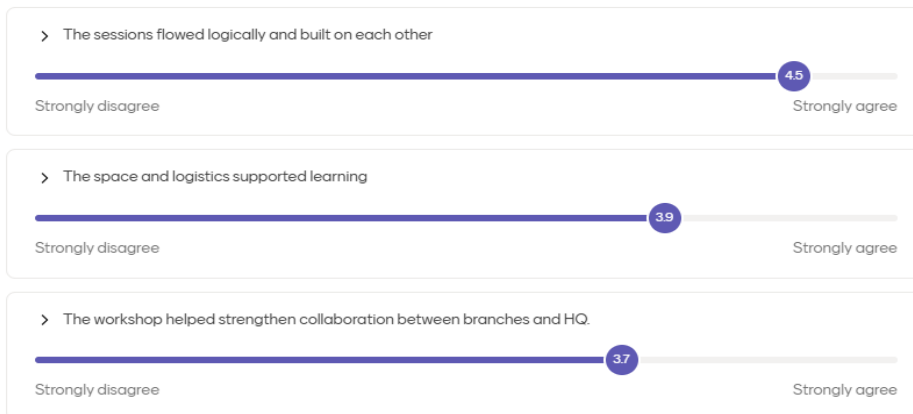
How would you rate the overall organisation of the workshop?

11 / 12



How would you rate the overall organisation of the workshop?

11 / 12



Is there any topic you would like to deep-dive in the future? Feel free to share your suggestions! 4 / 12 5

-	no
More DM and PGI connections	More interactive games
how to communicate in LRK	

One word for the future of PGI & CEA in LRC 7 / 12 7

Most popular

bright	1	feedback	1	hard one	1	ifrc	1
positive	1	possible	1	ruta	1		

F. Annexes

Agenda

Time	Day 1 - Thursday, 27 November 2025	Lead
9.0 - 10.00	<ul style="list-style-type: none"> Welcoming and introductions Icebreaker quiz Workshop objectives & Agenda 	Rūta Pučaitė, Lithuanian Red Cross
10:00 - 11.00	<ul style="list-style-type: none"> IFRC CEA and PGI frameworks Overview of CEA and PGI activities of Lithuanian RC 	Rūta Pučaitė, Lithuanian Red Cross Marcin Macenowicz, IFRC
11:00 - 11:20	Coffee Break	
11:20 - 13.00	<ul style="list-style-type: none"> <i>Group work 1: Achievements and Progress</i> Presentation of groups Debrief 	Gulzira Kamytzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
13:00 - 14:00	Lunch	
14:00 - 15:30	<ul style="list-style-type: none"> <i>Group Work 2: Challenges and Gaps</i> Presentation of groups (<i>Group Work 2</i>) Debrief 	Gulzira Kamytzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
15.30 - 16.00	<ul style="list-style-type: none"> Recap of Day 1 & QA Evaluation of Day 1 	Gulzira Kamytzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
Time	Day 2 - Friday, 28 November 2025	Lead
9:00 - 9:30	<ul style="list-style-type: none"> Recap of Day 1 and Energizer Agenda for Day 2 	Natalia Andruszko, IFRC, Warsaw CCD
9:30 - 11:00	<ul style="list-style-type: none"> Case Studies Presentation 	Lithuanian National Society Gulzira Kamytzhanova, IFRC RoE

	<ul style="list-style-type: none"> • <i>Group Work #3</i> & Presentation of the Groups • Debrief 	Natalia Andruszko, IFRC, arsaw CCD
11:00 – 11.20	Coffee Break	
11:20 – 12:00	<ul style="list-style-type: none"> • <i>Group work #4 part 1:</i> Recommendations 	Gulzira Kamyztzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
12:00 – 13:00	Lunch	
13:00 – 15.00	<ul style="list-style-type: none"> • <i>Group work #4 part 2:</i> Integration into Plans Matrix • Presentation of groups • Debrief 	Gulzira Kamyztzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
15.00 - 15.20	Coffee break	
15:20 - 15.50	<ul style="list-style-type: none"> • Validation and Prioritization of recommendations voting • Wrapping up the recommendations 	Gulzira Kamyztzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD
15:50 - 16.30	<ul style="list-style-type: none"> • Next steps • LLW wrap up & Q/A • Evaluation of Day 2 • Closing from SG 	Gulzira Kamyztzhanova, IFRC RoE Natalia Andruszko, IFRC, Warsaw CCD

List of Participants

Name	Position
National Society	
Skaistė Čiurlytė Danilevičienė	Head of Kaunas regional branch
Gabriele Vaitulionytė	Kaunas branch
Silvestras Pinskij	Siauliai branch
Valda Piščikienė	Siauliai branch
Goda Vyšniauskaitė	Klaipeda branch
Robertas Vasilevskis	Klaipeda branch
Mišel Zaslavskaitė	Vilnius branch
Urtė Vaškevičienė	Vilnius branch
Gabrielė Vipartė	International relations coordinator
Justina Karaliutė	Monitor, internal investigator
Martynas Bražėnas	Head of Logistics, PMER from 1 st January 2026
Jurgita Jagminaitė	Head of Integration Department
Olga Belukhina	Integration Department
Rūta Marcinkevičė	Volunteering process coordinator, internal investigator
Soffia Hadzetska	Psychosocial Services Project Coordinator
Elvinas Staškus	Disaster Management team
Rūta Pučaitė	Head of Academy, PGI Focal point

Ingrida Damulienė	SG
Eglė Samuchovaitė	Head of Programmes
IFRC	
Gulzira Kamytzhanova	Senior Officer, Planning, Monitoring, Evaluation, and Reporting (PMER), IFRC Regional Office for Europe
Natalia Andruszko	Officer, Planning, Monitoring, Evaluation and Reporting Planning and Monitoring (PMER), IFRC Warsaw Country Cluster Delegation, Poland
Marcin Macenowicz	Senior Officer, Protection, Gender, Inclusion and Community Engagement and Accountability (PGI and CEA), IFRC Warsaw Country Cluster Delegation, Poland
Gabija Balzarevičiūtė	Programme Manager - Lithuania, Estonia, Latvia

Facilitators:

The Lessons Learned Workshop was jointly organized and facilitated by the following team:

- **Gulzira Kamytzhanova**, Senior Officer, Planning, Monitoring, Evaluation and Reporting (PMER), IFRC Regional Office for Europe
Served as the technical lead for the workshop, with overall responsibility for the methodology, content and learning process.
- **Natalia Andruszko**, Officer, Planning, Monitoring, Evaluation and Reporting, IFRC Warsaw Country Cluster Delegation, Poland
Co-led the technical design and facilitation of the workshop, supporting planning, monitoring and learning components.
- **Rūta Pučaitė**, Head of Lithuanian Red Cross Academy, Lithuanian Red Cross
Led the administrative organization of the workshop and supported moderation throughout the sessions.
- **Marcin Macenowicz**, Senior Officer, Protection, Gender and Inclusion and Community Engagement and Accountability, IFRC Warsaw Country Cluster Delegation, Poland
Provided technical input and guidance on PGI and CEA, addressing contextual and thematic questions during the workshop.
- **Gabija Balzarevičiūtė**, Programme Manager for Lithuania, Estonia and Latvia
Supported facilitation with a focus on time management and agenda flow.

Gallery

- ✓ [Gallery](#)

Flipcharts

- ✓ [Flipcharts](#)

Presentation

- ✓ [Presentation](#)