



Ukraine Emergency Response Strategy

EUROPE, MIDDLE EAST AND CENTRAL ASIA (EMECA) REGION



Cover: Ukrainian refugees in a shelter in Poland.

Photo courtesy of Philipp Spalek/Caritas Germany

5 million

UKRAINIANS HAVE FLED THE COUNTRY
AND AT LEAST 7 MILLION ARE
INTERNALLY DISPLACED WITHIN UKRAINE

CONTEXT

CRS AND PARTNER RESPONSE



Since the Russian invasion of Ukraine began on February 24, nearly 5 million Ukrainians have fled the country and at least 7 million are internally displaced within Ukraine.¹ This is the largest population movement in Europe since World War II.

Poland has received the greatest number of refugees from Ukraine, with 2.7 million as of April 13, followed by Romania (0.7 million), Hungary and Moldova (0.4 million each) and Slovakia (0.3 million), with many of these continuing on to countries as far away as Croatia and Montenegro, Turkey and Georgia.² Bulgaria is also hosting about 120,000 refugees, most of whom are likely to stay.

1. UNHCR Operational Data Portal Data. April 13, 2022. Ukraine Refugee Situation.

Reliefweb. April 5, 2022. Ukraine Emergency Situation Report #6.

2. Rough estimates of refugees in each country. Most reported data is for entries of refugees from Ukraine into each country, with exits seldom reliably tracked, especially within the Schengen Area.

Since men between 18 and 60 years of age are not allowed to leave Ukraine, the overwhelming majority of the refugees are women and children.

Many refugees have moved on from neighboring countries to destinations throughout Europe, and they are beginning to settle where they are. Most are being hosted by local communities or family members, while others are renting accommodation. The number of people in collective centers is relatively low, but they are likely to be the most vulnerable, lacking the connections or means to find alternatives. There is an outpouring of spontaneous generosity and in-kind assistance across Ukraine and Europe, while government and U.N. assistance takes longer to mobilize. As the conflict enters its eighth week, the hosting capacity of local communities may become strained and refugees' own resources are being exhausted, while emergency conditions are starting to put a burden on hosts and refugees alike.

CRS RESPONSE STRATEGY

More durable solutions are necessary to sustain the local communities' warm welcome and help refugees restore a semblance of normalcy to their lives until they can safely return to their homes and communities.

Inside Ukraine there has been extensive destruction of homes and infrastructure as well as enormous population displacement. Markets and livelihoods have been disrupted, especially in the East of the country. The situation remains very fluid given the ongoing active conflict.

CRS will continue to respond to this crisis with and through our Caritas partners, as well as with a limited number of other local actors. Our strategy will focus on broad-based and continuing partner capacity strengthening and technical support to enable local Caritas agencies to deliver safe, effective and dignified services at scale.

Given the continuing conflict in Ukraine, CRS and our partners will retain the capacity to respond to the immediate needs of newly displaced and new refugee arrivals, while transitioning to more sustainable and dignified solutions to help stabilize populations. The three main areas of need identified through secondary data and rapid assessments across the region will be the focus of the response:

- Dignified and financially sustainable accommodation.
- Cash assistance to cover living costs.
- Psychosocial services, including counseling and other support for children and their caregivers.



Since men between 18 and 60 years of age are not allowed to leave Ukraine, the majority of the refugees are women and children.
Photo courtesy of Philipp Spalek/Caritas Germany

CRS is proposing an integrated approach that aims to enable refugees to meet their priority needs for safe and dignified accommodation, food and hygiene, and household items, while building their social and emotional resilience in ways appropriate to their age and context. All interventions will include context-specific protection considerations, including information and referrals to other services.

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SHORT- AND MEDIUM-TERM APPROACHES

The following table details the short- and medium-term approaches envisioned to address these priority needs:

Objectives	Rationale	Proposed interventions / modalities
Basic needs (food / livelihood security)	<p>Increasing strain on private solidarity and government resources, refugees' own savings becoming exhausted.</p> <p>Market / supply chain disruptions in certain locations in Ukraine.</p> <p>In-kind assistance not sustainable, not tailored to varied needs.</p>	<p>Emergency:</p> <ul style="list-style-type: none"> At border crossings and refugee centers: Meals and nonfood items based on changing needs. In host families: One-time cash or voucher assistance during early displacement and pending enrollment in longer-term assistance. <p>Linkages:</p> <ul style="list-style-type: none"> Information and referrals to services. Transition to multipurpose cash (MPC) assistance as soon as feasible.
		<p>Medium term: Monthly multipurpose cash. Duration of assistance dependent on possible transition to government social assistance.</p> <p>Linkage to accommodation (ability to pay rent/ utilities).</p>
		<p>Longer term (TBD): Support to resume livelihood activities IF refugees express interest / stay longer.</p> <p>Linkages and referrals to government social services.</p>
Safe and dignified accommodation	<p>Most refugees are with host families or in rented accommodation, with resources dwindling for both refugees and hosts.</p> <p>The most vulnerable are in collective centers, but these are not appropriate or dignified for long-term stays.</p>	<p>Emergency (and contingency planning): Support to refugee accommodation centers (government, Caritas, Church) with essential furnishings. Needs based.</p> <p>Linkages:</p> <ul style="list-style-type: none"> Basic needs assistance (food/meals) provided at centers. Information and referrals to services.
		<p>Longer term: Support transition to or sustained stay in individual accommodation.</p> <ul style="list-style-type: none"> Cash assistance for host families and or rent assistance, one time or recurrent. Expand stock of adequate (separate) accommodation to move families from collective centers. Cash support for basic furnishings. More significant cash for upgrades and some type of agreement for free or low rental costs. <p>Linkages:</p> <ul style="list-style-type: none"> Information and referrals to key services (e.g., MPC) Psychosocial support (PSS) / education / social integration within community
	High level of destruction within Ukraine.	Rehabilitation needs and strategy TBD

SHORT- AND MEDIUM-TERM APPROACHES

Objectives	Rationale	Proposed interventions / modalities
Psychosocial support, education, social integration	<p>Pervasive stress and anxiety given recent experiences and uncertainty about the future. Caregivers have to manage their own and their children's psychosocial needs.</p> <p>Interrupted education and language challenges (in some countries).</p> <p>Risk of tensions between refugee and host communities.</p>	<p>Interventions to be confirmed based on specific needs and gaps in each target country</p> <ul style="list-style-type: none"> ▪ PSS for children / child-friendly spaces (CFS). ▪ Stress management for caregivers. ▪ Case management, counseling / individual mental health and psychosocial support (MHPSS) (in some countries). ▪ Referrals to specialized institutions, e.g., Changing The Way We Care (CTWWC) partners in Moldova ▪ Support children to resume/pursue their education online or in host schools. ▪ Social cohesion activities (integrated with other interventions). <p>Set up and support community-level mechanisms, rather than direct delivery of services, whenever possible.</p>
Cross-cutting: Protection mainstreaming. Ensuring an informed, safe stay or journey onward	<p>Protection risks, information gaps, and a changing landscape of actors and services.</p>	<p>Immediate and longer term</p> <ul style="list-style-type: none"> ▪ Information and referrals at border crossings, collective accommodation and refugee service centers. Translation and interpretation services (where needed). ▪ Light case management. <p>Capacity strengthening on safeguarding and protection mainstreaming:</p> <ul style="list-style-type: none"> ▪ PSS first aid, Code of Conduct and referral training for all. ▪ Mapping and referral standard operating procedures (SOPs). ▪ Feedback, complaints and response mechanisms.
Cross-cutting assistance to local partners	<ul style="list-style-type: none"> ▪ Technical assistance. ▪ Accompaniment / secondment. ▪ Trainings. ▪ Exchange visits, peer-to-peer guidance. 	<p>Priority requests for support:</p> <ul style="list-style-type: none"> ▪ Finance and supply chain management. ▪ Safeguarding. ▪ Data management (monitoring, evaluation accountability and learning, FCRM). ▪ General program start-up and implementation. ▪ Technical sectors as per prioritized response (voucher/cash programming, accommodation).

TENTATIVE PRIORITIES BY SECTOR AND BY COUNTRY

Objectives	Proposed interventions / modalities	Countries
Essential needs (food/livelihood security)	<ul style="list-style-type: none"> Food and nonfood items support at refugee centers (hot meals, in-kind support). 	All countries
	<ul style="list-style-type: none"> One-time cash or voucher assistance. Multipurpose cash assistance. 	Vouchers: Moldova, Hungary, Bosnia and Herzegovina (BiH), Bulgaria, Romania TBD Cash: Poland, Ukraine, Moldova, Bulgaria, Croatia, Montenegro Slovakia (selected dioceses) TBD
	<ul style="list-style-type: none"> Livelihood support (longer term). 	Bulgaria, Croatia and Montenegro
Safe and dignified accommodation	<ul style="list-style-type: none"> Accommodation at refugee centers (e.g., furnishings, NFI), integrated with basic needs assistance. 	All, for surge capacity / contingency, and small scale, needs based: Moldova (beds), Romania, Bulgaria, Croatia and Montenegro (furnishings or upgrades, Caritas facilities), Georgia
	<ul style="list-style-type: none"> One-time cash assistance for host families. 	Moldova (all three interventions) Croatia and Montenegro
	<ul style="list-style-type: none"> Cash assistance for furnishings or upgrades. Cash assistance for rent / rental assistance (to refugees or landlords? Frequency and level?) 	Hungary: Rental support (from host to landlord) Bulgaria, Romania: TBD (likely all three interventions)
	<ul style="list-style-type: none"> Rehabilitation (longer term). 	Ukraine
Psychosocial support and education	<ul style="list-style-type: none"> PSS / CFS and caregiver engagement. Case management / MHPSS. 	Hungary and Moldova Bulgaria and Georgia: PSS / CFS and caregivers, social cohesion Croatia and Montenegro
	<ul style="list-style-type: none"> Education support. 	Moldova TBD, Bulgaria, Hungary TBD Croatia and Montenegro
Information and referrals	<ul style="list-style-type: none"> Information and referrals. Translation/interpretation services. Light case management. 	Poland, Slovakia, Hungary, Croatia, Bulgaria and Romania Montenegro TBD

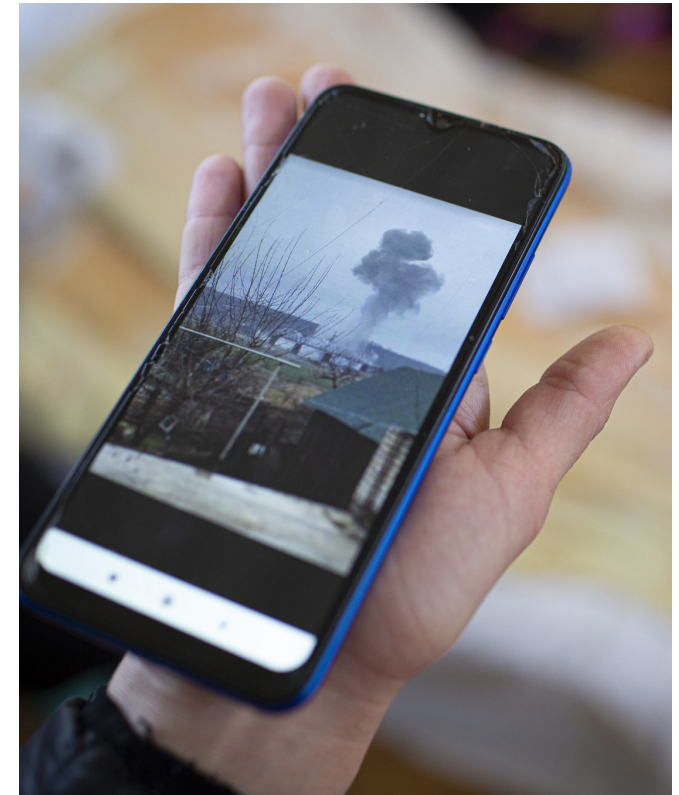


Photo courtesy of Philipp Spalek/Caritas Germany

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MANAGEMENT STRUCTURE

The CRS response will cover at least 10 countries and will be managed as follows, with significant support from the Humanitarian Response Department and the EMECA region:

- Responses in **Moldova and Ukraine** will be managed as a joint country program with a country representative for these two countries.
- Responses in Balkan countries, including **Croatia, Montenegro, and Bosnia and Herzegovina**, will be managed by the Balkans program under the leadership of the country manager.
- Responses in other European countries, including **Romania, Hungary, Bulgaria, Georgia, Slovakia and Poland**, will be managed by the manager for Europe Outreach.
- Note that **Poland** is managed by a short-term country manager, but it is assumed that this will be shifted to the oversight of the manager for Europe Outreach in the coming months.

CRS is proposing an integrated approach that aims to enable refugees to meet their priority needs for safe and dignified accommodation, food and hygiene, and household items, while building their social and emotional resilience.



CRS supports Caritas partners to provide safe, dignified accommodation for families. Photo courtesy of Marijn Fidder/Caritas International

At this time, the anticipated partnerships and scale of CRS' support is as follows:

Moldova: Entire country, in partnership with Caritas and Diaconia.

Ukraine: Caritas Ukraine (CUA) and Caritas Spes, specific locations and scale to be determined based on discussions with partners and Caritas Internationalis coordination.

Bulgaria: Entire country, with Caritas Bulgaria and three diocesan Caritas organizations (Sofia, Plovdiv, Ruse).

Hungary: Technical assistance (TA) support to national Caritas to roll out to the dioceses.

Romania: Caritas Romania and six dioceses in the North, Center and South. Possible support to International Orthodox Christian Charities (IOCC).

Poland: Technical assistance only, support to national Caritas to roll out to the dioceses. Initial TA to four priority dioceses with potential scale-up to 24 dioceses responding to the crisis.

Slovakia: Technical assistance only. Scope TBD (10 dioceses are responding).

Balkans: Montenegro, Croatia and BiH, in partnership with national Caritas.