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Project Operations Report

# Mobile Service Delivery

for Conflict-Affected Populations  
in Eastern Ukraine

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# **Changes to Context**

One year since the Russian Federation's 24 February 2022 invasion of Ukraine, the war has already resulted in significant loss of life, unprecedented displacement, internally and towards neighbouring countries, and devastating destruction of infrastructure in Ukraine. According to the estimates, over 21 million people have been affected by the war and some 18 million require humanitarian assistance.<sup>1</sup>

The war caused a grave displacement crisis. In the first few months after the invasion, nearly 8 million people were internally displaced in Ukraine, and the same number of people fled across borders. Since then, the displacement crisis has only continued. Almost 5.5 million people returned to their places of origin, and millions more have continued to flee from the east. Today, more than 5.4 million people are still internally displaced in Ukraine, and over 8 million people are refugees.<sup>2</sup>

Overall, the toll on civilians has been devastating – 22,209 casualties have been verified by the Office of the High Commissioner for Human Rights (OHCHR) as of March 2023, including 8,317 killed and 13,892 injured. The number represents only a fraction of the actual toll, as the verification process has faced immense challenges, including a lack of access to areas under the military control of the Russian Federation.<sup>3</sup>

During the year of the full-scale war, the total amount of documented damages caused by Russia to Ukraine's infrastructure has reached almost US\$143.8 billion. This includes damage to health-care facilities (US\$1.8 billion), administrative buildings (US\$0.5 billion) and the social sector (US\$0.2 billion).<sup>4</sup>

Access to medical services was severely restricted, particularly in areas close to the front line or in regions that shifted control during the year. Since the beginning of the war, over 1,200 health care facilities are reported to have been destroyed or damaged.<sup>5</sup> In 2022, almost 70 per cent of attacks on health care facilities around the world took place in Ukraine, according to the World Health Organization (WHO). Access to health care was further limited by the displacement of health workers, leaving regions with few doctors to attend to people when they needed it the most. The energy crisis added to the challenges, with hospitals across Ukraine having to make difficult choices to reduce services and focus only on urgent cases.<sup>6</sup>

A series of attacks on energy infrastructure across Ukraine have caused severe disruption to the functioning of power plants and energy transmission systems, leaving millions of people without electricity. The power outages disrupted public services, including transportation, communications, livelihoods, and access to running water and heating – a particular concern in the winter season given sub-zero temperatures.<sup>7</sup>

The war has had a devastating impact on Ukraine's economy and people's livelihoods. According to World Bank data, Ukraine's GDP shrank by 37.2 per cent in the second quarter of 2022 compared to the same period in 2021. The effects of the war on poverty and society are expected to be massive. As forecasted by the World Bank, the proportion of the population

<sup>1</sup> Ukraine Data Explorer, OCHA, <https://data.humdata.org/visualization/ukraine-humanitarian-operations/>

<sup>2</sup> Ibid.

<sup>3</sup> Ukraine: civilian casualty update 20 March 2023, OHCHR, <https://bit.ly/40mXRL3>

<sup>4</sup> Damages to Ukraine's Infrastructure, Kyiv School of Economics (13 June 2022), <https://kse.ua/russia-will-pay/>

<sup>5</sup> Ibid.

<sup>6</sup> Ukraine: Situation Report, 10 February 2023, UN OCHA, <https://reports.unocha.org/en/country/ukraine/>

<sup>7</sup> Ukraine: Situation Report, 16 Nov 2022, UN OCHA, <https://cutt.ly/o3jZi2U>

with income below the national poverty line may reach nearly 60 per cent, up from 18 per cent in 2021. Based on the global line of US\$6.85 a day, poverty was projected to have increased from 5.5 per cent in 2021 to 25 per cent in 2022.<sup>8</sup>

Furthermore, the crisis has had a significant effect on Ukraine's social protection system, in terms of both increased expenditure and decreased revenue.<sup>9</sup> With the closure of social services, schools and kindergartens, women's share of care – for children, the elderly, relatives with disabilities, sick, or injured family members – has sharply risen, often combined with the necessity to earn their own incomes.



Photo credit:  
Oleksandr Ratushniak / UNDP Ukraine

People fleeing the war-affected regions of Ukraine.

The war has also caused immense mental trauma, particularly on children. Authorities reported an estimated 15 million Ukrainians to be in need of psychosocial support because of the war. WHO also concluded that at least 9.6 million people may have mental health conditions after being exposed to the horrors of fighting and hostilities. From overcoming war trauma, to social isolation, to daily struggles without power and heating, to displacement-related challenges and more, the consequences of the war are expected to cause mental health problems for at least five years after the war ends.<sup>10</sup>

A year after the full-scale invasion of Ukraine, many of the Project's target communities in Donetsk and Luhansk oblasts still remain under the military control of the Russian Federation or became areas of armed conflict and relentless shelling. Therefore, provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts is currently suspended.

<sup>8</sup> Europe and Central Asia Economic Update, Fall 2022: Social Protection for Recovery, the World Bank, <https://openknowledge.worldbank.org/handle/10986/38098>

<sup>9</sup> The impact of the Ukraine crisis on the world of work: Initial assessments, ILO, <https://bit.ly/3c2ls1A>

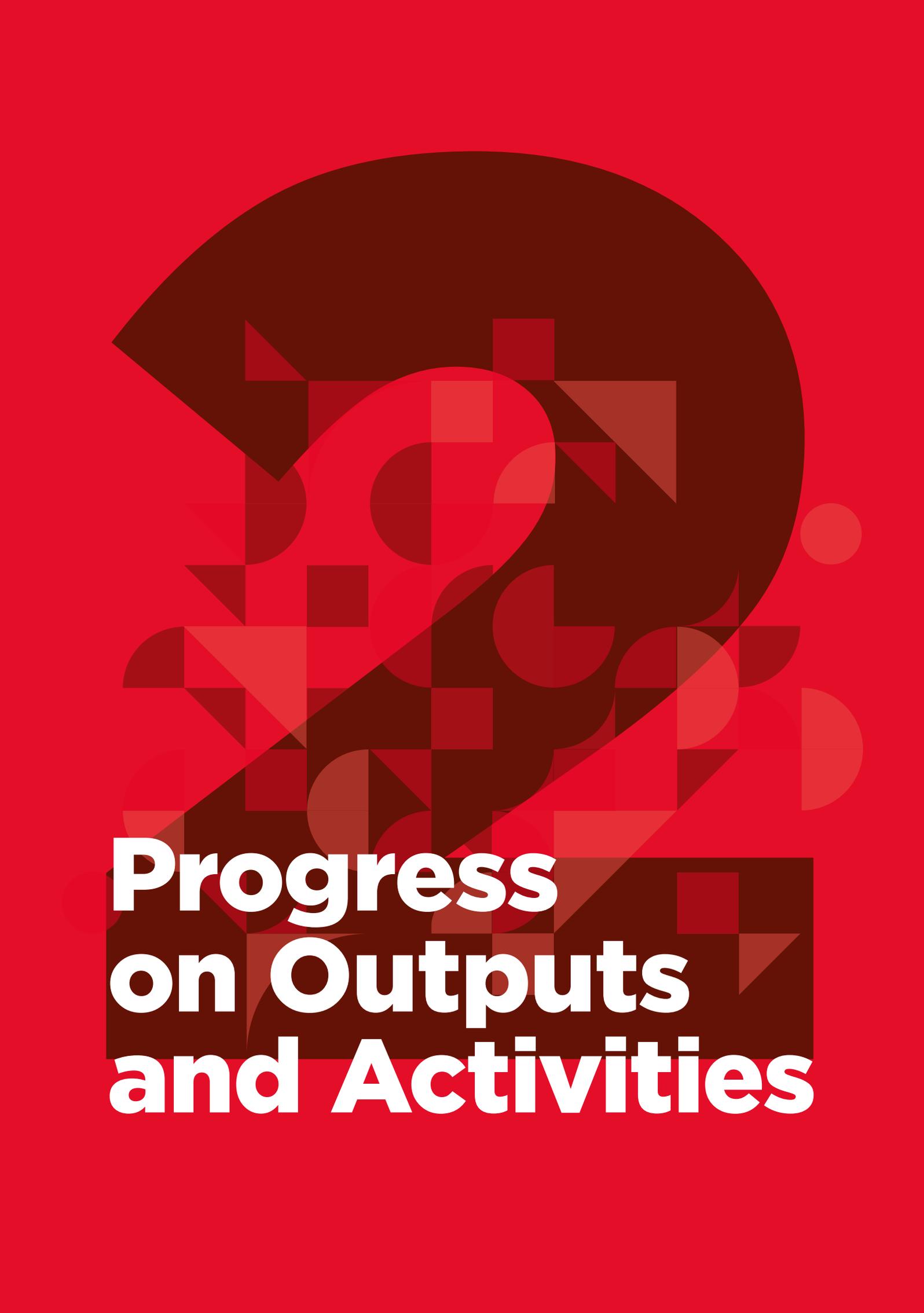
<sup>10</sup> Ukraine: Situation Report, 10 February 2023, UN OCHA, <https://reports.unocha.org/en/country/ukraine/>

## THE PROJECT'S RESPONSE TO THE WAR IN UKRAINE

With the beginning of the Russian invasion of Ukraine, the Project reprogrammed some of its activities and provided emergency assistance to communities throughout Ukraine to respond to the immediate need of the war-affected people, and specifically:

1. Provision of household equipment such as refrigerators, washing machines, boilers, and kitchen utilities for temporary accommodation for internally displaced persons in Borshchiv, Chortkiv and Shumsk (Ternopil Oblast), Snovsk (Chernihiv Oblast), Lviv and Stryi (Lviv Oblast.), and Bilky (Zakarpattia Oblast).
2. Provision of furniture (beds, mattresses and so on) to shelters for displaced persons in Khorostkiv and Perepelnyki in Ternopil Oblast.
3. Provision of specialized medical equipment (patient monitors, surgery equipment, furniture and so on) to the hospitals in Mukachevo (Zakarpattia Oblast), Chernihiv, Horodnia and Snovsk (Chernihiv Oblast), Odesa, Pustomyty (Lviv Oblast) and Vinnytsia.
4. Computer equipment for the main Administrative Service Centre (ASC) in Chernihiv.

Importantly, over 6,800 (60 per cent women) war-affected persons have already directly benefited from this emergency support.



# **Progress on Outputs and Activities**

## Output 1111. Modular service units at EECPs installed and vehicles acquired and fitted to the needs of the target population, with a focus on psychosocial and medical service delivery

Since the beginning of the full-scale Russian invasion of Ukraine, the medical infrastructure in the country has suffered significant damage. This has resulted in reduced capacity to rapidly respond to increasing demand for emergency medical services in Ukraine. To address this issue, the Project supported the Emergency Medical Aid and Disaster Medicine Centres in Chernihiv, Kharkiv, Sumy and Odesa oblasts by providing eight class B ambulances – two vehicles per oblast.

The ambulances have armoured protection and special medical equipment, which will enable health care workers to respond more effectively to the growing number of casualties and help save lives in remote areas. Each ambulance can evacuate up to four patients and is outfitted with equipment needed for emergency care: an aspirator, a pulse-oximeter, a defibrillator-monitor with a pacemaker, an electrocardiograph, a device immobilizing the cervical spine and much more. Notably, over 30,500 (43 percent women) people have already received quality health care services, since the vehicles were put into operation.

In addition, the Project is currently working to procure another 15 ambulances, including 10 class B and five class C vehicles, for Chernihiv, Dnipropetrovsk, Kharkiv, Mykolaiv, Sumy and Zaporizhzhia oblasts.



Photo credit:  
The Emergency Medical Aid and Disaster Medicine Centre, Kharkiv

The Project has handed over eight ambulances to communities on the front lines of the conflict in eastern and southern Ukraine.

Furthermore, the Project has delivered two vehicles to provide mobile medical services for health care facilities relocated from Donetsk and Luhansk oblasts. One vehicle is now being operated by the “Kramatorsk Regional Territorial Medical Association” Municipal Non-profit Enterprise in Stryi, Lviv Oblast, which opened two branches of their institution in the cities of Lviv and Stryi to provide medical services to the local population and internally displaced persons. The second mobile medical unit is being used by the “Rubizhne Central City Hospital” Communal Non-commercial Enterprise, which was relocated to Dnipro from Luhansk Oblast

and is providing health care services in Dnipropetrovsk Oblast. These vehicles are diagnostic offices on wheels, and are supplied with the most modern medical equipment, including ophthalmological apparatus, which will help with the timely diagnosis of diseases in patients who cannot get to hospital for various reasons. Since February 2023, 307 people (210 women) have already received required health care services via these two mobile medical units.



Photo credit:  
Oleksandr Pitel, Oleksandra Krupska /  
UNDP in Ukraine

The Project handed over two vehicles for the provision of mobile medical services by the health care facilities relocated from Donetsk and Luhansk oblasts to Dnipro and Stryi, January 2023.

Moreover, the supply of 16 mobile units is currently underway, including:

- four vehicles to assess the damages incurred by communities during the war in Donetsk, Kharkiv, Mykolaiv and Sumy oblasts;
- four vehicles to provide psychosocial assistance in Chernihiv, Kharkiv, Mykolaiv and Sumy oblasts;
- eight vehicles to render social and home care assistance in Chernihiv, Kharkiv, Mykolaiv and Sumy oblasts - two per oblast.

The mobile units are planned to be delivered by April 2023.

Under the initial project workplan, two modular service centres were to be constructed in Donetsk and Luhansk oblasts to bring all the necessary public services closer to residents, living in the non-government controlled areas of Ukraine. As of 24 February 2022, 95 per cent of the construction works on the modular centre at Zolote entry-exit checkpoint (EECP), Luhansk Oblast, had been completed. The furniture and computer equipment needed for the modular centre had been purchased by the Project and handed over to the local authorities. However, with the beginning of the hostilities and further occupation of the territory of Zolote community, where the checkpoint is located, the modular centre and the equipment were destroyed.

Construction work had not started at the Marinka EECP, Donetsk Oblast, and because of the Russian invasion of Ukraine, a decision was made to relocate construction of the modular service centre for the provision of public services to the village of Ivankiv in Kyiv Oblast. During the first months of the war the village's infrastructure was damaged significantly and the Administrative Service Centre in the community was destroyed. As of today, construction work is underway and completion is planned by April 2023. The required computer equipment and furniture have already been purchased and delivered to the community. The modular centre is expected to start functioning in May 2023 and will provide access to much-needed administrative services for about 10,000 people.

Since the Russian invasion of Ukraine began on 24 February 2022, provision of administrative and other public services by mobile service units in Donetsk and Luhansk oblasts has been suspended. Currently, mobile units operating in safer locations – such as Kramatorsk and Vuhledar (operating in Pokrovsk) – are working to help people with transportation, psychosocial care and delivery of humanitarian aid. The mobile ASC from Kurakhove (Donetsk Oblast) was transferred on lease to ASC in Borshchiv, Kyiv Oblast, where it renders nearly 60 administrative services to the local population. During the reporting period, some 2,000 (65% women) people received quality administrative services via the ASC in the Borshchiv community. Mobile ASCs are also being used to provide humanitarian aid in other locations due to inability to provide administrative services in their initially assigned communities. The Project has discussed with the local authorities that operations of mobile administrative and social service centres can be resumed immediately after the cessation of military activities in these communities. The updated status of the mobile service units, delivered by the Project before 24 February 2022, is provided in Table 1.

**Table 1. Status of mobile units provided by the Project before the Russian military invasion of Ukraine, as of 1 March 2023.**

Community	Oblast	Types of vehicles/services				
		Mobile ASCs	Mobile unit for home and palliative care	Mobile units for psychological and social aid	Digital literacy centres 50+	Minibuses for EECPs
Kramatorsk	Donetsk Oblast			Moved to Novomoskovsk, Dnipropetrovsk Oblast. Provides psychological and social aid, and is in use for transportation of people and delivery of humanitarian aid to Donetsk Oblast.	Equipment in safe place, no damage to the building	
Kurakhove	Donetsk Oblast	Transferred on lease to ASC in Borshchiv, Kyiv Oblast.				

Table 1. Status of mobile units provided by the Project before the Russian military invasion of Ukraine, as of 1 March 2023 (continuation).

Community	Oblast	Types of vehicles/services				
		Mobile ASCs	Mobile unit for home and palliative care	Mobile units for psychological and social aid	Digital literacy centres 50+	Minibuses for EECs
Mariinka	Donetsk Oblast	Vehicle damaged				In use for transportation of people and delivery of humanitarian aid
Mariupol	Donetsk Oblast	Vehicle damaged				
Novohrodivka	Donetsk Oblast				Equipment in safe place, no damages to the building	
Siversk	Donetsk Oblast	Vehicle damaged				
Vuhledar	Donetsk Oblast	In Dnipro, in use for transportation of people and delivery of humanitarian aid	In use for transportation of people and delivery of humanitarian aid in Donetsk Oblast.			
Hirske	Luhansk Oblast	Vehicle damaged				In use for transportation of people and delivery of humanitarian aid
Lysychansk	Luhansk Oblast		Moved to Kharkiv. In use for transportation of people and delivery of humanitarian aid			
Novoaidar	Luhansk Oblast	Vehicle reported to be in Luhansk (NGCA)				
Popasna	Luhansk Oblast	No information	Moved to Kharkiv. In use for transportation of people and delivery of humanitarian aid		Equipment lost; building damaged	

Table 1. Status of mobile units provided by the Project before the Russian military invasion of Ukraine, as of 1 March 2023 (continuation).

Community	Oblast	Types of vehicles/services				
		Mobile ASCs	Mobile unit for home and palliative care	Mobile units for psychological and social aid	Digital literacy centres 50+	Minibuses for EECs
Rubizhne	Luhansk Oblast				Equipment lost	
Sievierodonetsk	Donetsk Oblast	No information		Moved to Zhytomyr. In use, for transportation of people and delivery of humanitarian aid		
Stanytsia Luhanska	Donetsk Oblast	Vehicle reported to be in Luhansk (NGCA)				

## Output 1112. Computerised case handling system set up and effectively operating between mobile service units and main facilities

During the reporting year, the Project's activities were focused on equipping the mobile units for providing medical assistance to the war-affected population in Ukraine.

To support health care facilities relocated from areas experiencing active hostilities, the specially equipped mobile medical centres were transferred to secondary-level hospitals in host communities of Dnipro and Stryi to provide services for internally displaced persons and local populations. These vans were outfitted with all necessary equipment and specialized furniture to provide most in-demand diagnostic services remotely, especially for vulnerable populations and those living in remote rural areas. Each vehicle contains the following equipment for medical screening and check-ups:

- Ultrasound diagnostic medical system;
- Electrocardiograph (6/12 channels);
- Ultrasound ophthalmic scanner;
- Autorefractor keratometer;
- Maklakov intraocular pressure tonometer;
- Contact intraocular pressure tonometer;
- Slit lamp and other equipment and accessories.

Importantly, the provision of mobile medical services responds to several challenges that are especially acute during the war, in a context of limited physical and economic access to hospitals. Rendering medical assistance remotely will help reduce costs and improve the accessibility and quality of health-care services by bringing them closer to the population.

Photo credit:  
Oleksandr PiteL, Oleksandra Krupska /  
UNDP in Ukraine

Outfitting of vehicles for provision of  
mobile medical services.



## Output 1113. Mobile service units needs-based, gender-responsive service package developed and adapted to the COVID-19 context and a potential new acute phase of the conflict

In partnership with the NGOs All-Ukrainian Association of Starostas and All-Ukrainian Association of Centres for the Provision of Administrative Services, the Project has developed a manual on the issues of providing administrative services by starostas<sup>11</sup> (Annex 7).

In 2021, the Law of Ukraine “On Amendments to Certain Legislative Acts of Ukraine on the Development of the Institute of Starostas” was adopted. According to it, starostas can be authorized by local self-government bodies to provide administrative services and/or perform other tasks of an ASC administrator.

To this end, the handbook was created as a practical guide for local self-government bodies to the basic knowledge required for the provision of administrative services by starostas. In addition, it will provide local authorities with information on the mechanism for authorizing starostas to carry out state registration of civil status acts, registration and deregistration of place of residence and other tasks assigned to an administrator, taking into account the provisions of the current legislation.

The manual covers thematic laws and regulations, presents step-by-step instructions for the provision of the most popular administrative services, and contains useful recommendations for heads, deputy heads and starostas of territorial communities, deputies of local councils and other representatives of local self-government bodies.

<sup>11</sup> A starosta is an elected official of a local self-government body, who represents interests of the residents of a settlement or several settlements which form a part of a territorial community.

## Output 1114. Institutional/legal statutes and ownership of mobile service units established in line with the needs of the target population

This activity was completed in the previous reporting period.

## Output 1115. State Emergency Service units supported to operationalize mobile population aid points for provision of immediate assistance to the target population in the context of a potential new acute phase of the conflict

Since the beginning of the full-scale war, the State Emergency Service (SES) of Ukraine has proven its resilience, becoming the backbone of the government's emergency response. The SES is now widely involved in the control of damage resulting from shelling of infrastructure, social facilities and residential buildings. These activities include removal of rubble, release of residents under them, and provision of assistance to the affected population. These functions are especially required in regions particularly affected by the war, such as war-ravaged Donetsk Oblast. As the infrastructure and networks in the region are significantly damaged, it is impossible to use the centralized heating system in local communities. Given the approaching autumn-winter season, the rescuers needed to purchase heating equipment, both to heat the premises of emergency units and to create places for heating for the local population.

To address this issue, in November 2022, the Project handed over thermal equipment (one circulatory pump and 22 Buleryan wood-burning stoves) to the Main Department of the SES in Donetsk Oblast. The much-needed equipment was provided to be used by the SES in winter for heating emergency rescue units and establishing heating points for the local population in Druzhkivka, Pokrovsk and Sloviansk in Donetsk Oblast.



Photo courtesy of the State Emergency Service in Donetsk Oblast

The heating equipment handed over to the rescue units of the State Emergency Service in Donetsk Oblast.

As the war continues, the SES of Ukraine have been also helping war-affected women and men to ensure they have proper living conditions, even at a transit stage – before internally displaced persons could find permanent refuge elsewhere. To this end, the Project is supporting the SES in Zaporizhzhia Oblast to set up a tent city for internally displaced persons as a part of the crisis response in the region. As of today, the Project has already transferred the following equipment and furniture to outfit the aid point: modular rubber floor mats (870 m<sup>2</sup>), folding beds (200 pcs), cordless LED lamps (12 pcs) and rack hangers (20 pcs). Other equipment, including tents with lighting and air-conditioning systems, a mobile kitchen trailer, and the necessary furniture is expected to be delivered by the end of March 2023.

## Output 1121. Mobile unit personnel assigned and have required knowledge and skills to deliver competent services to the Ukrainian people, especially women and vulnerable or marginalized groups

This activity was completed in the previous years of project implementation.

## Output 1122. Legal aid experts, medical and home care professionals assigned and integrated into the mobile service units framework

In November 2022, the Project initiated the creation of a mobile service to provide social, palliative and home care in eight territorial communities in Chernihiv (Nizhyn, Mykhailo-Kotsiubynske, Korop), Kharkiv (Pervomaiskyi, Nova Vodolaha), Mykolaiv (Voznesensk) and Sumy (Romny, Chernechchyna) oblasts.

As a first step, the Project launched a study of the current state of provision of social, palliative and home care services in the target communities and a needs assessment of the local authorities regarding rendering such services to local population. The study is currently being finalized and will provide recommendations for the local authorities with proposed clear steps to improve the system of social services and social protection in the mentioned communities.

The study included a qualitative survey and desk analysis of documents on the socio-demographic profile of each community, social infrastructure, local targeted social programmes, statistical data on available social services and providers of such services, and other reports on the needs for social services in the selected communities. As a part of the study, the Project conducted an online survey of 360 individuals, including:

- Representatives of local self-government bodies;
- Heads of centres for the provision of social services or territorial centres of social services for the population; and

- Heads of structural subdivisions on social protection of the population responsible for planning and budgeting of social services in the community.

Importantly, the results of the study will form the basis for further development of local-level regulatory acts to manage and guide the work of mobile social service for home and palliative care in the target communities. This work is planned to be conducted between April and June 2023 with expert support from the Project, and is expected to help the communities ensure the sustainability of service provision and provide a basis for further capacity development in this area.

### **Output 1123. Mobile unit staff and volunteers are trained to use the information platform**

This activity was completed in previous years of project implementation.

### **Output 1124. Clients' feedback is used to improve the quality and delivery of services by mobile service units**

This activity was suspended after the full-scale invasion of Ukraine by the Russian Federation.

### **Output 1125. Mobile service units personnel specifically trained in gender sensitization, human rights, COVID-19 prevention and handling of vulnerable population**

This activity was completed in previous years of project implementation.

### **Output 1126. Ad hoc data control centres in pilot communities for evidence-based coordination and management set up and operational**

Under this output, the Project intends to procure four specialized vehicles and establish four mobile teams to assess physical damage to buildings in Donetsk, Kharkiv, Mykolaiv and Sumy oblasts and the possibility of their recovery.

Moreover, it is planned to establish several specialized data collection, control and visualization centres (using Geographic Information Systems) in selected pilot communities, in order to ensure up-to-date information on the conditions prevailing in each community. The availability and thorough analysis of such information will allow the local authorities to boost recovery and development processes at local level.

These activities are planned to be launched in 2023.

### **Output 1211. SMS notification system & GPS tracking App developed and deployed**

This activity was completed in previous years of project implementation.

### **Output 1212. Clients' feedback system is established and is operational**

This activity was completed in previous years of project implementation.

### **Output 1213. Information platform is established with relevant, up-to-date and practical information**

This activity was completed in previous years of project implementation.

### **Output 1214. Emergency legal and psychosocial assistance provided to the target population, with a focus on specific needs resulting from a potential escalation of the conflict**

With the beginning of the full-scale war, many Ukrainians fled the war zones for safer refuge in small communities in the west of Ukraine. People who have moved to the west of the country, in addition to humanitarian needs, often require psychological help and support. However, due to the distance from the big cities and regional centres, these communities often lack professionals who could provide primary psychological assistance. Therefore, to

address this issue, the Project launched a pilot initiative to train school psychologists in communities in Ivano-Frankivsk and Zakarpattia oblasts to create a sustainable network of psychological support for displaced persons, families of veterans and other vulnerable people living in these communities. During the reporting period, the Project purchased and transferred 58 up-to-date tablets for school psychologists in these areas and supplied specialized software. The “Psychologist’s Package” application, designed to provide access to advanced methodical materials on psychosomatic techniques, has already been installed on the tablets.



Photo credit:  
Ivan Chernichkin / UNDP in Ukraine

The Project transferred 58 up-to-date tablets for school psychologists to enable them to provide necessary psychological support to the war-affected people.

Moreover, a programme to train school psychologists as providers of psychological first aid in local communities was launched in Ivano-Frankivsk<sup>12</sup> and Zakarpattia oblasts<sup>13</sup>. In total, 58 school psychologists (51 women) participated in dedicated training sessions and increased their knowledge and skills for working with trauma and post-traumatic stress disorders. The learning course, organized in partnership with the Wayne State University School of Social Work, is intended to reduce the impact of the war on educational psychologists and increase their ability to provide professional psychosocial assistance to internally displaced persons and veterans. Notably, the course is based on the therapy of first choice in the USA (based

<sup>12</sup> Hnizdets, Ivano-Frankivsk, Nadvirna, Kosiv, Bohorodchany, Dolyna, Kalush, Kryvorivnia, Kolomyia, Verhovyna, Rohatyn, Burshtyn, Kryvopillia, Horodenka, Nazavzyiv, Monastyrets, Richky, Iltsvitsi, Zhamulyntsi, Rakovets, Yakubivka, Kulykivka.

<sup>13</sup> Mukachevo, Uzhgorod, Zolotarovo, Chumalevo, Svaliava, Beregovo, Tiachiv, Ruski Komarivtsi, Vodytsia, Rakhiv, Pruborzhaske, Vynohradiv, Chop, Puzniaky, Korytnia, Luky, Velykolazivka, Storozhenets, Drahiv, Vodyts, Shyshlivtsi.

on the results of 30 years of research) in the treatment of post-traumatic stress after war – cognitive process therapy. The purpose of the training process is to increase stress resistance, organizational capacity and digital awareness among school psychologists for conducting psychotherapeutic work with internally displaced persons and other war-affected people. In 2023, the Project also plans to conduct such training programme in three more oblasts (Chernihiv, Dnipro and Poltava).

In addition, the all-Ukrainian psychological aid hotline was launched with support from the Project. The hotline operates daily from 10:00 a.m. to 8:00 p.m. (Kyiv time) and is free for all residents of Ukraine, as well as in 19 European countries. Overall, 12 specialists have received training and are now engaged in the hotline's work to provide crisis support and individual psychological assistance to those experiencing war-related traumas. As of today, the hotline has already been operating for seven months, and some 800 people (63 percent women) have received professional consultations via the line.<sup>14</sup>



Photo credit:  
Serhii Mosevych / UNDP in Ukraine

School psychologists at the training session on the basics of cognitive processing therapy.

Furthermore, the Project is working to improve the access of the war-affected population to legal support by building the capacity of NGO legal aid providers in transit and host communities to address the challenges engendered by the large-scale invasion and relieve the pressure on host communities. During the reporting year, a national-level partner NGO, the Legal Development Network, identified 20 local NGOs (with a focus on internally displaced / relocated NGOs) which provide (or are willing to provide) free legal aid services, and developed their organizational and professional capacities. The training programme was organised in form of webinars (due to the security situation), 60 events in total, and covered issues of IDP and war-related legislation as well as soft skills development (project management, communication, leadership, emotional and stress management). Overall, 73 representatives of the selected NGOs improved their skills and knowledge in the above mentioned issues. The selected NGOs moved from the war-affected territories to the safer oblasts to provide their services in Zaporizhzhia, Mykolayiv, Kharkiv, Lviv, Dnipropetrovsk, Vinnytsia, and Chernihiv oblasts. Finally, out of these 20 NGOs, 10 were selected to be further supported by the Project through the capacity-building activities. The Project will continue to support the activities of these NGOs to ensure their sustainability.

<sup>14</sup> This activity is co-funded by the European Union and the Government of Denmark.

## Output 1215. Centres of Public Health especially for women and vulnerable groups set up and effectively operating

During the reporting period, the Project started work to establish Public Health and Recovery Centres (PHRC) in six selected communities in Chernihiv (Chernihiv), Dnipropetrovsk (Kamianske), Kharkiv (Pervomaiskyi and Nova Vodolaha), Poltava (Myrhorod) and Sumy (Sumy) oblasts.

These Centres will serve as a platform where professional specialists will provide mental health and psychosocial support, depending on patients' needs, to promote psychological well-being. Importantly, PHRCs will become not only training and rehabilitation centres for both health workers (nurses, palliative care workers, rehabilitation doctors, telemedicine specialists and so on) and citizens (patient health and prevention schools) but also the headquarters of psychological care teams for various population groups, including doctors, medical staff and paramedics.

In practical terms, the PHRCs are based in hospitals or other relevant communal property, outfitted with modern training equipment as needed by the health facilities, and specialized medical equipment to rehabilitate medical workers, the war-affected population and internally displaced persons. The specialized equipment, in particular, will include gluteal intramuscular injection model, professional adult CPR training mannequins, professional infant CPR training mannequins, an AED Ultra Trainer (including 5 sets of adult/child training electrodes), a forensic wound simulation training kit, a BMI scale, and so on.

The opening of the Public Health and Recovery Centres is planned for April 2023.

## Output 1216. Transition of public services to an online format further supported and a network of medical call centres expanded

The work under this output is aimed at supporting digitalization through increased provision of public services through online platforms to improve access, especially for internally displaced persons and those living in the most war-affected areas of Ukraine.

The Project plans to establish eight call centres in hospitals to improve patients' access to necessary information about the opportunities to receive required health care services. This will also provide hospitals with modern tools and skills in the establishment of an efficient feedback system for the patients.

These activities are planned to be launched in 2023.

**Output 1221. Mobile service schedules/routes designed in a participatory way and advertised through SMS/ Tracking App and other inclusive means to reach vulnerable or marginalized groups**

This activity was completed in previous years of project implementation.

**Output 1222. Young people are mobilized to raise awareness and help the target group access services provided by mobile service units**

This activity was suspended after the full-scale invasion of Ukraine by the Russian Federation.

**Output 1223. Conflict- and COVID-19 affected population living close to or crossing the contact line, especially women and vulnerable or marginalized groups, have easily available information about various mobile services through advertising and outreach**

This activity was completed in previous years of project implementation.

**Output 1224. Conflict- and COVID-19 affected population, especially women and vulnerable or marginalized groups, have improved digital skills to engage with service providers**

To increase digital literacy among the local population and enable them to access required administrative services online, the Project supported creation of four Computer Literacy Centres in Kramatorsk and Novohrodivka (Donetsk Oblast), and Popasna and Rubizhne (Luhansk Oblast) in 2021. With the start of the Russian invasion of Ukraine and further

occupation of the territories in Donetsk and Luhansk oblasts, the equipment in the Computer Literacy Centres in Popasna and Rubizhne was lost. However, the Centres in Kramatorsk and Novohrodivka were relocated to safer areas.

Today, the Centre in Novohrodivka has resumed its activities, working in a limited way and providing mostly individual consultations for elderly persons on registration of social payments and receiving humanitarian assistance. During the reporting year, some 90 (72 women) local residents were trained in the centre on digital literacy and over 3,000 (75% women) people received consultancy services. In the event of an escalation of the war, the Centre will relocate with the equipment and resume activities in a new location. The Centre in Kramatorsk is not currently functioning. In the event of further escalation, they also plan to relocate to safer areas. The Project team will follow up with them on contingency planning and effective measures to preserve the equipment and restart the activities.

To enhance risk mitigation measures for future activities under this output, the Project will purchase laptops instead of stationary/desktop computers. In addition, the Centres' development strategies will be updated to include protocols to preserve assets in case of emergencies.

In general, the Centres had shown prospective sustainability to increase the capacities of vulnerable people to use up-to-date techniques and tools to receive public services. Taking into account this experience, the Project has initiated the expansion of this activity to the new target areas. More specifically, it is planned to support the establishment of similar Centres in the following communities:

- Ichnya, Nizhyn, Mykhailo-Kotsyubynske and Korop (Chernihiv Oblast);
- Kryvyi Rih, Pokrovske and Vilnohirsk (Dnipropetrovsk Oblast);
- Pervomaiskyi, Lozova, Nova Vodolaha and PISOCHYN (Kharkiv Oblast);
- Kobleve, Novyi Buh and Mostove (Mykolaiv Oblast);
- Konotop, Bilopillya, Sumy and Cherechchyna (Sumy Oblast).

Moreover, the Project has identified the need to integrate certain solutions into local policy to contribute to the achievement of programme tasks, state strategic document objectives and the Sustainable Development Goals, namely the following:

- enhancing access to quality social services;
- improving adults' participation in non-formal types of education;
- increasing the digital literacy of the local population;
- enhancing gender mainstreaming into the local normative legal acts.

For this purpose, the Project proposed the diversification of services to be provided by the Centres and decided to upgrade them to Social Adaptation Centres. In this regard, the Project's activities envisage:

- conducting evaluation studies of the organization's process and providing services for the informal education of adults within the framework of social adaptation measures;
- supporting improvement of the material and technical basis of the service (replacing physically worn and obsolete furniture and equipment);
- developing unified methodological recommendations for building the institutional capacity of the "University of the Third Age" service at local level.

The expected date of opening of the new Centres is August 2023.

## Output 1225. Conflict-affected population, especially women and vulnerable groups, increase awareness on preparedness/immediate coordinated response to an escalation of the conflict

Under this output, the Project intends to provide grant support to civil society organizations active in the conflict-affected communities, transit hubs, and hosting areas, to strengthen local capacities to provide immediate assistance to internally displaced persons and other vulnerable populations.

The community-led mini-initiatives, supported through a small grant scheme, will be identified through community mobilization mechanisms such as Community Security Working Groups in the Project's target communities.

It is planned to launch these activities in 2023.



**Operations**

## a. CHANGES TO PROJECT GOVERNANCE

Addendum No 3 to the Grant Agreement between the Department of Foreign Affairs, Trade and Development (DFATD) and UNDP to support the “Mobile Service Delivery for Conflict-Affected Population in Eastern Ukraine” Project was signed on 7 March 2022.

During the reporting period, the Project launched new activities, envisaged by Addendum 3, to support local authorities, first responders and war-affected communities to ensure preparedness and uninterrupted service delivery during the crisis. The new activities are aimed at increasing the resilience of local residents and service providers, with a focus on the most affected populations in southern and eastern Ukraine, as well as those in the areas retaken by the Government of Ukraine, including women and particularly vulnerable groups. Considering the different needs and impacts of war in Ukraine, the Project’s activities expanded to the most entire territory of Ukraine, providing tailored support to the affected populations and host communities. The following framework is used for better targeting:

- a. Communities directly affected by the war in Chernihiv, Donetsk, Kharkiv, Kherson, Kyiv, Luhansk, Mykolaiv, Sumy, and Zaporizhzhia oblasts.
- b. Transit communities in Dnipropetrovsk, Poltava oblasts.
- c. Host communities in Chernivtsi and Zakarpattia oblasts.

More specifically, the Project concentrated on the delivery of essential services, such as medical, psychosocial and legal, to internally displaced persons and other war-affected populations. The core activities include:

1. Procurement of 23 specially equipped ambulance vehicles to provide emergency health services to the war-affected populations in Chernihiv, Dnipropetrovsk, Kharkiv, Mykolaiv, Odesa, Sumy and Zaporizhzhia oblasts.
2. Establishment of six Health and Recovery Centres to create risk-management strategies addressing preparedness and resilience and to improve medical service delivery in the context of a national security strategy (in six communities of Chernihiv, Dnipropetrovsk, Kharkiv, Poltava and Sumy oblasts).
3. Delivery of four mobile service units to provide psychosocial support in Chernihiv, Kharkiv, Mykolaiv and Sumy oblasts.
4. Purchase of eight mobile units for social and home care service to provide comprehensive care for the elderly, persons with disabilities, patients who are unable to self-care and need constant outside help (Chernihiv, Kharkiv, Mykolaiv and Sumy oblasts).
5. Establishment of 18 Social Adaptation Centres to facilitate access to quality social services, improve adults’ participation in non-formal types of education and increase the digital literacy of the local population, including the most-affected vulnerable groups and the elderly (in 18 communities of Chernihiv (Ichnya, Nizhyn, Mykhailo-Kotsyubynske and Korop), Dnipropetrovsk (Kryvyi Rih, Pokrovske and Vilnohirska), Kharkiv (Pervomaiskyi, Lozova, Nova Vodolaha and PISOCHYN), Mykolaiv (Kobleve, Novyi Buh and Mostove) and Sumy (Konotop, Bilopillya, Sumy and Chernenchyna) oblasts).

6. Establishment of four mobile teams to assess the impact of the war on critical social infrastructure to determine the extent of damages and losses (Donetsk, Kharkiv, Mykolaiv and Sumy oblasts).
7. Equipping a mobile population aid point, offering shelter and addressing the immediate needs of internally displaced persons in Zaporizhzhia Oblast.
8. Capacity development of 20 local NGOs – legal aid providers – to improve the availability of free legal services for internally displaced persons in war-affected, transit and host communities (Chernihiv, Dnipropetrovsk, Kharkiv, Lviv, Mykolaiv, Vinnytsia and Zaporizhzhia).

On 21 October 2022, the UN Recovery and Peacebuilding Programme Board Meeting took place in Dnipro in mixed online/offline mode. During the meeting, the Board approved the appraisal (LPAC) of the Project taking into account the new activities envisaged by Addendum 3.

## b. CHANGES TO RISK AND ANALYSIS

The main risks to effective Project implementation are primarily related to the ongoing war in Ukraine and include:

- Capture by the Russian army of other territories of Ukraine.
- An increased number of ad hoc missile attacks throughout the Project target areas.
- Increased population flows outside Ukraine and within the country leading to shortages of qualified workforce and suppliers.
- Inability of national and local institutions to function effectively, due to volatility in state financing and local budgets cuts, leaving no resources for development.
- Severe disruption to power and internet supplies.
- Critical macroeconomic turbulence.

Deterioration of the security situation in the Project's target areas may preclude the minimal security conditions necessary for programming. Many of these areas remain in close proximity to the front line or the border with the Russian Federation, and could face renewed/increased fighting and become inaccessible.

To minimize these risks, the Project is being implemented under the guidance of the United Nations Department for Safety and Security and the authority of the United Nations Designated Security Official. Project staff will also continue to liaise with Ukrainian authorities to secure a safe environment for project staff and implementing partners. Risk assessment and mitigation will be addressed through regular political and security analysis and consultations with key partners and security service providers. Tested business continuity and security plans and standard operating procedures are in place and are updated regularly to mitigate the impact of existing and potential threats to Project beneficiaries and UNDP staff.

Insufficient availability of well-qualified contractors and NGOs, as well as suppliers willing to deliver equipment to war-affected areas, may delay some Project activities. The required procurement and payment mechanisms will be accelerated through enhanced UNDP operational capacity, supported by Project resources. The appropriateness of community engagement modalities will be assured through rapid conflict analysis of the target areas and participatory dialogue with local authorities and community leaders.

Continued Russian attacks on Ukraine's energy sector may lead to electricity cuts for critical infrastructure, including medical facilities. In this regard, providing mobile medical units and equipping vehicles with autonomous sources of energy can relieve this burden for hospitals and avoid disruption in the provision of emergency health services to conflict-affected populations.

Replacement of local or national government leaders, or the inability of local governments to function due to conflict or political transition, is another political risk. The risk of government turnover will be mitigated by identifying and aligning with key public service specialists, security providers and community members who can support and promote ongoing implementation of the Project activities.

