



UNHCR
The UN Refugee Agency



UKRAINE SITUATION

REVISED SUPPLEMENTARY APPEAL 2022



A multi-agency humanitarian convoy carrying relief items, food and medical supplies to the city of Sumy in north-eastern Ukraine | © UNHCR/Giorgi Sanikidze

Cover photo: Galyna was forced to flee her home in Dnipro in central Ukraine with her two children. They are housed in the Your Camp reception centre in the Chernivtsi region. UNHCR supports the camp, which hosts 200 IDPs a day, with core relief items | © UNHCR/Anton Fedorov

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Executive Summary

The Russian Federation's military offensive against Ukraine launched on 24 February 2022 has triggered one of the fastest-growing refugee emergencies in history, and the largest since World War II. As of 19 April, over 5 million refugees from Ukraine have fled abroad, whilst within Ukraine, some 7.7 million people have been internally displaced and another 8 million are also in urgent need of humanitarian assistance and protection.

Across Ukraine, critical infrastructure has been damaged or destroyed. This has caused total outages of electricity, heating and water in some areas, while other services such as internet connectivity, medical care and public transport have been disrupted. As a result, many people find themselves with no resources or information on where to find safety and accommodation and are unable to meet their basic needs including food, water and medicines. Given the lack of safe humanitarian access, the delivery of life-saving aid is difficult in many areas.

Of the more than 5 million refugees, 90% are women and children. Refugees have mostly fled to neighbouring countries. Most have fled to Poland, but significant numbers have sought safety in Hungary, the Republic of Moldova, Romania, Slovakia, and other countries in the region. These

countries have demonstrated extraordinary solidarity, providing immediate assistance to people arriving but the scale of the displacement is putting considerable pressure on available services, and on hosting communities. Of the refugee population, some 2.1 million (as of 20 April) have continued onward to other European countries.

Two months into the fighting, OCHA's revised [initial Flash Appeal](#) outlines the most pressing needs of 15.7 million people inside Ukraine, 7.1 million of whom are IDPs. As per its mandate, UNHCR has in parallel coordinated a ten-month revision to the [regional Refugee Response Plan](#) (RRP) for the Ukraine Situation responding to the needs of people who have fled Ukraine. This will support governments in responding to the needs of up to 8.3 million refugees in Hungary, the Republic of Moldova, Poland, Romania, Slovakia and other affected countries, and provide support to hard-pressed host communities.

Given that the emergency has exceeded the worst-case scenario, this revised supplementary appeal for the Ukraine situation outlines UNHCR's additional requirements of \$1.246 billion for March to December 2022.

Total revised financial requirements



\$1.246 billion

Financial requirements for refugee response



\$710 million

Financial requirements for IDP response



\$536.8 million

Refugees to be assisted outside Ukraine



Up to 8.3 million

IDPs to be assisted in Ukraine



Up to 7.7 million



18% boys



18% girls



14% men



50% women

Population data

	Initial projected scenario for new displacement	Revised projected scenario for new displacement	Projected population remaining by December 2022 ¹
IDPs in Ukraine	6,700,000	7,700,000	-
Targeted for assistance	2,100,000	4,300,000	-
Refugees in Poland	1,500,000	4,300,000	2,600,000
Refugees in Romania	250,000	1,250,000	350,000
Refugees Republic of Moldova	100,000	1,000,000	250,000
Refugees in Hungary	250,000	1,000,000	250,000
Refugees in Slovakia	60,000	750,000	200,000
Refugees in other countries	1,840,000	800,000	4,700,000
Total refugees	4,000,000	8,350,000	8,350,000
Targeted for assistance	2,400,000	8,350,000	8,350,000

Situation response strategy

- 1** Stay and deliver protection, life-saving humanitarian assistance and initial solutions to support IDPs and conflict-affected people in Ukraine.
- 2** Support host countries in ensuring every refugee from Ukraine has access to safety and international protection, in compliance with the principle of non-refoulement.
- 3** Support host countries and provide complementary humanitarian assistance for refugees and other people of concern fleeing from Ukraine, with a specific focus on the most vulnerable families and individuals.
- 4** Facilitate a whole-of-society response from the outset in order to support the search for solutions for refugees from Ukraine.
- 5** Fulfil cluster-lead responsibilities in Ukraine and ensure effective coordination of the regional refugee response.



UNHCR staff meet refugees from Ukraine on buses at the Ferneti border crossing from Slovenia into Italy. UNHCR staff handed out information about asylum procedures and health care and provided the refugees with water and food | © UNHCR/Dario Bosio

Protection

UNHCR exists to uphold the rights of people who have been forced to flee or who are stateless – protecting them, assisting them, empowering them, and helping to find a durable solution to their plight – while actively prioritizing those who are at risk due to age, gender or diversity. Those at higher risk are girls and boys, including unaccompanied and separated children; persons with serious health conditions; persons with special legal or physical protection needs; single women; women-headed households; older persons; persons with disabilities; and LGBTIQ+ persons.

The majority of people fleeing within Ukraine and into neighbouring countries are women and children who require systematic protection assistance including to address gender-based violence, violence against children, separation from family and distress. In part because a significant proportion of people arriving are women-headed households, single women, adolescent girls, and older women, there is a heightened risk of gender-based violence and trafficking, especially in the context of informal shelter, reception and transit facilities, and for those fleeing outside Ukraine, private arrangements for transportation for onward movement.

Protection monitoring both in Ukraine and bordering countries is thus key to understanding the ever-changing situation and needs of people forced to flee. UNHCR and partners speak directly with refugees and displaced people to find out what kind of support they need, and use these findings to shape the operational response. This then enables humanitarian actors to allocate aid

where it is needed most. In urgent cases, UNHCR intervenes immediately to provide life-saving assistance and legal protection.

In refugee hosting countries, UNHCR and UNICEF are establishing Children and Family Protection Support Hubs (**Blue Dots**), one-stop-shops and safe spaces which provide children, families and people with specific needs with a rest stop where they can access critical services. These hubs are being set up in key locations such as border crossing points and train stations in the Czech Republic, Poland, Moldova, Romania, Belarus, Hungary and Slovakia. Key protection services provided in the Blue Dot hubs include referrals to specialist advice, legal aid and family-friendly spaces for nursing and play. Refugees with mental health conditions or in distress can also access psychological first aid and focused support from trained mental health staff. Group activities and parenting support are also available from social workers.

Accountability to affected populations is also a critical element of the response. In light of the increasing number of persons with specific needs across the region, UNHCR provides information and counselling. Regularly updated online UNHCR Help Pages in multiple languages have been launched. “Stay Safe” messages in English, Ukrainian, Russian and in local languages are disseminated in Hungary, Moldova, Poland, Romania and Slovakia in print and online form, in particular using social media. This campaign aims to raise awareness about protection risks and offers practical tips to refugees on how they can keep themselves and their family members safe. Contact numbers to local help lines have been included as part of this information.

‘Stay Safe’ campaign

UNHCR has launched a ‘Stay Safe’ campaign aimed at refugees fleeing Ukraine. The campaign raises awareness of risks related to gender-based violence and trafficking. The campaign is being rolled out across the region through the distribution of posters, leaflets, online messages and most recently through social media with information and tips for people on the move.

The social media campaign alone reached 869,000 through social media in its first week (since 6 April).



Regionally, UNHCR is setting-up a multi-purpose call centre for refugees which includes a confidential feedback and complaints mechanism. To consolidate understanding of where people are going for information (physically and digitally), UNHCR carried out information and communications needs assessments. Gender-based violence prevention, response and risk mitigation measures are being scaled up across all neighbouring countries, including through the mapping of services and referral pathways and training of frontline providers. UNHCR also supports the identification of persons with disabilities, persons with serious medical conditions and other vulnerable persons for air transfers from Moldova to other European states under the EU Solidarity Platform.

Cash assistance is one of the most efficient and effective ways to support people, especially in fast-changing emergencies. Using secure finance technology combined with strict data protection

measures, UNHCR provides refugees with cash securely and quickly. Families can purchase goods and services from local businesses which boosts the economy and helps to integrate them into the community. Most importantly, cash assistance respects the dignity and independence of people forced to flee, and give them a sense of normality, allowing them to decide what they need most to support their family.

UNHCR has launched cash assistance programmes for IDPs in Ukraine, for refugees in Moldova, Poland and Romania, and will shortly do so in Slovakia. The cash assistance programme is coordinated with national authorities and designed to serve as a transitional emergency safety net to cover people’s most immediate needs until they can be included in existing national systems. The amount provided for 3-4 months is aligned to the national safety nets, so it varies from country to country to ensure a smooth transition into national social assistance schemes as soon as conditions allow.



An emergency shipment from UNHCR's global stockpile in Dubai. The shipment included 8,000 thermal blankets | © UNHCR/Ola Anan

The method of cash distribution differs in each country; however, each is designed with data privacy and security in mind, ensuring that only the intended recipient can access their cash assistance. In every country, after referrals from UNHCR's partners, refugees enroll for cash assistance through in-person appointments at specific locations like reception centres and government offices with UNHCR staff and partners. At these appointments, each person provides biometric data such as fingerprints which helps to ensure their unique access to cash assistance and protect against fraud. Their cash assistance can then be collected via ATMs, bank accounts or post offices.

Shelter and core relief items

For people who have lost their homes, shelter support is lifesaving. Most of them fled with little more than the clothes they wearing and consequently find themselves displaced without any personal belongings amid freezing temperatures. As displaced people move in Ukraine to seek safety, many stay in temporary collective facilities for one to three nights on average. But people are also in need of safe accommodation in the medium to long term. In Ukraine, UNHCR and local authorities are assessing refurbishing buildings and UNHCR is providing emergency shelter materials for people to reinforce or repair their houses in cities, towns and villages damaged by shelling.

In refugee-hosting countries, UNHCR is working with the authorities to establish refugee accommodation centres and temporary transit facilities. These are places where refugees can receive immediate support as well as information on protection services available and counselling.

Ukrainian IDPs and conflict-affected people also urgently need certain non-food items, including items such as warm clothes, blankets, sleeping mats and hygiene materials. Distribution of essential supplies is ongoing across Ukraine – even in conflict-affected areas – and UNHCR is carrying out urgent humanitarian convoys in difficult security conditions.

Huge quantities of essential supplies are being transported from UNHCR stockpiles or being procured and pre-positioned in refugee-hosting countries (including Poland, Romania and Hungary). From the onset of the emergency, UNHCR prepositioned core relief items in its warehouse in Poland, from where trucks can deliver items to Ukraine, including tens of thousands of high thermal blankets, jerry cans, kitchen sets, solar lamps, tarpaulins, mattresses, winter clothing and sleeping bags. This has now been expanded to its warehouses in Romania and Hungary to support the areas in Ukraine closer to these countries' borders. Tens of thousands of items are also being procured to be used in refugee hosting countries to increase temporary reception capacity.

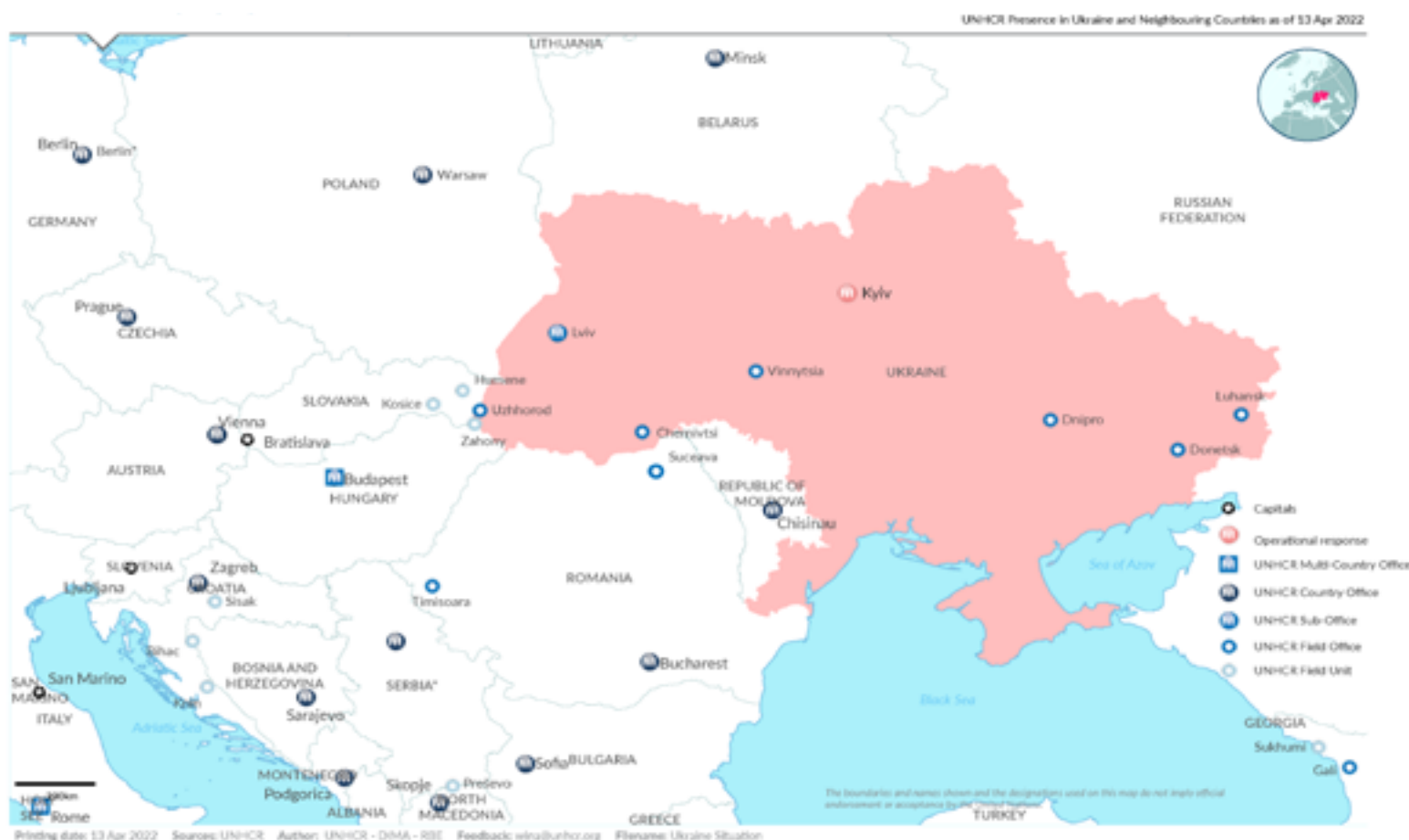
UNHCR presence in the region

UNHCR has a longstanding presence in the region, working with national authorities on refugee-related matters with country offices in Poland and Romania, while UNHCR activities in Hungary, the Republic of Moldova, Slovakia, Slovenia and the Czech Republic were coordinated by the multi-country office in Budapest. UNHCR has now reinforced its operational footprint and deployed more than 240 staff with more being deployed to support. This includes specialized coordination and protection experts, including for protection against sexual exploitation and abuse (PSEA).

An office has been opened in Moldova's capital, Chişinău, and a permanent presence is maintained at the main border crossing points. In Romania, a field office has been opened in Suceava in addition to the pre-existing country office in Bucharest and field office in Timisoara. A permanent presence is ensured at the other main cross border points pending the opening of additional offices. UNHCR's

presence has been strengthened in Poland with a presence in Krakow, Lublin and Rzeszow in addition to the country office in Warsaw. A permanent field presence is also being ensured at the borders of Hungary and Slovakia.

In Ukraine, UNHCR initially relocated its staff from Kyiv in light of the precarious security situation and has established its presence in the cities of Lviv, Uzhhorod, Chernivtsi, Dnipro and Vinnytsia, and Luhansk and Donetsk government controlled areas, with currently over 150 staff and more on the way when the security situation will allow. Remote support is also being provided given the staff ceilings introduced and the fluidity of the situation. Arrangements for the reestablishment of a permanent senior level presence in Kyiv are ongoing. In eastern Ukraine, the field offices in Donetsk and Luhansk non-government controlled areas remain operational.



Financial requirements

Financial requirements (USD in million)

Operations	Excom Approved Budget	Ukraine situation additional needs (Supplementary Budget)	TOTAL
Ukraine	22.5	536.8	559.3
Hungary	3.5	20.0	23.5
Moldova	0.5	149.0	149.5
Slovakia	0.2	23.0	23.2
Poland	1.3	210.0	211.3
Romania	2.5	145.0	147.5
Other countries ²	43.6	163.0	206.6
TOTAL	74.1	1,246.8	1,320.9

Challenges

Ukraine | Humanitarian access to populations in need is difficult and dangerous especially where it is most needed, and staff can be at extreme risk, especially in “hard to reach” areas such as Sumy, Kharkiv, Mykolaiv and many parts of Luhansk and Donetsk (including Mariupol). As a result, there may be significant delays in the delivery of assistance, especially as there is still fighting in many of these areas. Flexibility and adaptability will be essential. Steps such as remote support are being considered so as to allow UNHCR to maintain assistance whilst ensuring the safety and security of its staff.

In neighbouring countries | The fast-evolving and unprecedented influx of new arrivals in refugee-hosting countries has put considerable pressure on services and on host communities. UNHCR and partners had to drastically establish or scale up their capacity and the scope of their response in the most affected countries within days, while also supporting other countries affected by the crisis. In addition, COVID-19 is an

ever-present risk.

UNHCR also had to quickly establish robust coordination mechanisms in each refugee hosting country in line with the Refugee Coordination Model (RCM), mobilizing over 140 humanitarian actors.

In addition, while many refugees continue their journey onward into other states in Europe, many will remain in Ukraine’s immediate bordering countries. Therefore, while the primary focus of the response is on life-saving assistance and aims at meeting the most pressing needs of the refugee population in the short term, host countries need support for refugees’ inclusion from the onset in national and local systems and services, including the economic ecosystem, to foster an enabling environment, address de facto access barriers and enhance refugees’ effective access to relevant services and market opportunities through a multi-stakeholder approach.

² Protection and life-saving assistance across other affected countries, allowing for flexible and timely support to respond to emerging priorities.

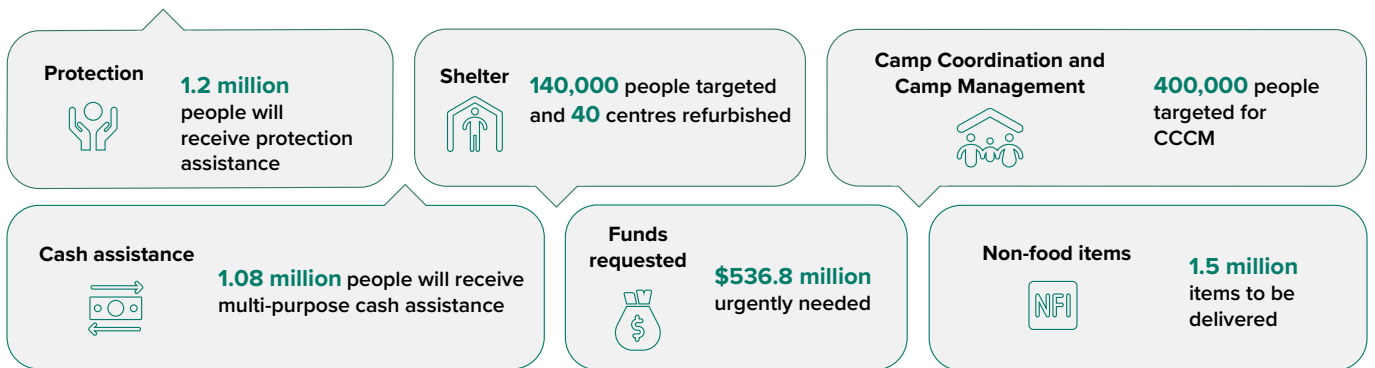


UNHCR staff at the Budomierz border crossing point in Poland distribute food, hygiene materials and other items which were brought by volunteers | © UNHCR/Valerio Muscella

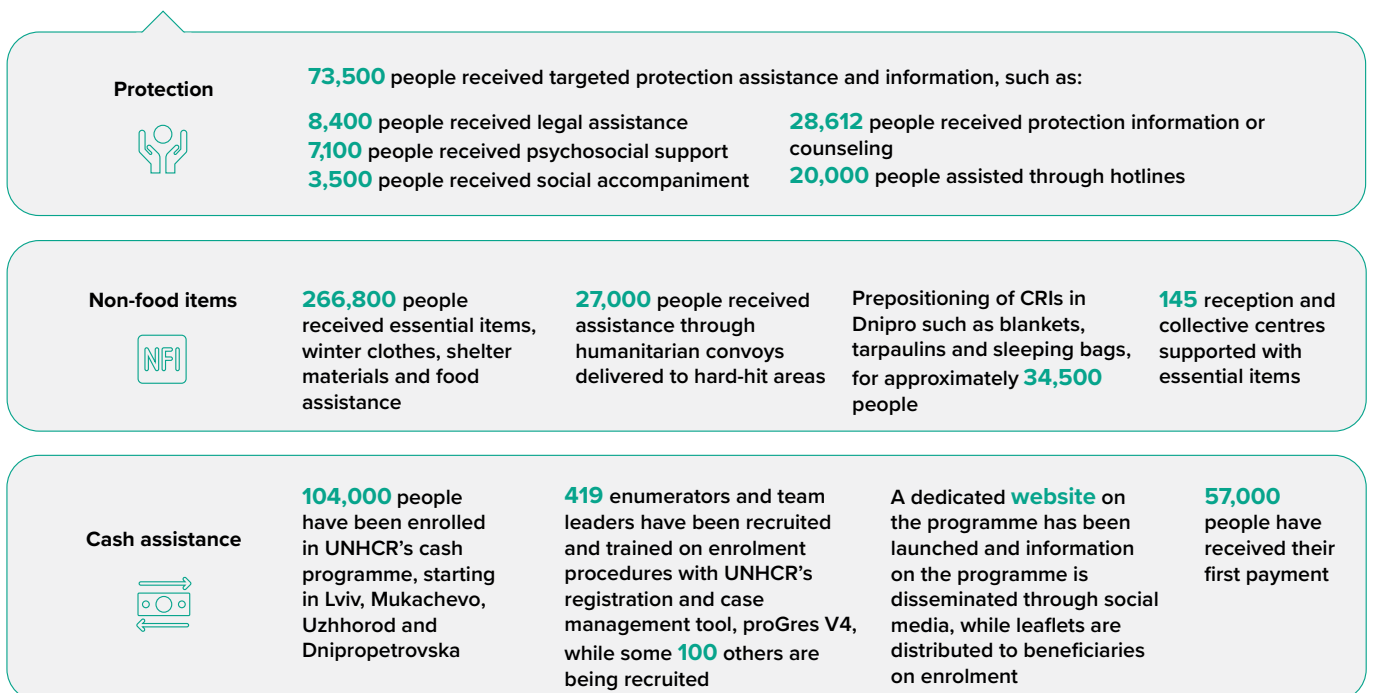
Country operation

Ukraine

TARGETS



RESPONSE TO DATE



Operational context

UNHCR declared a Level 3 emergency in Ukraine on 25 February 2022, signalling an exceptional whole-of-UNHCR response to the crisis, and scaled up its response providing immediate life-saving assistance to those fleeing military hostilities. The overall goal of UNHCR's operational delivery is to provide immediate relief to those fleeing military hostilities, while helping to stabilize a situation of fast-paced displacement. In the first month of the emergency response, UNHCR has been:

- Providing protection counselling and services, including psychosocial support and legal aid, at border crossing points, online and in locations where people have fled.
- Delivering essential items, food and shelter support to individuals, households, and reception and collective centres hosting IDPs.
- Supporting local authorities in IDP-receiving locations to expand the immediate and medium-term reception capacity.
- Progressively rolling out a large-scale multi-purpose cash assistance programme to support displaced people meet their immediate basic needs.

Protection

UNHCR with NGO partners is providing integrated protection advice and services, at border points and inside and outside of reception centres, targeting IDPs with specific needs including women at risk of gender-based violence and trafficking, older persons, minorities, unaccompanied and separated children, and persons with disabilities.

UNHCR also deploys protection services in areas closer to conflict zones, in the first points of arrival of displaced people, where the most vulnerable are

forced to remain due to lack of resources to reach further west. UNHCR partners are still present with a significant protection capacity in the Donetsk oblast, while in other areas directly exposed to hostilities, connections with communities established before the war have been reinforced, particularly in the Zaporizhzhia Oblast, where contacts have been instrumental to ensure the distribution of humanitarian aid.

To strengthen access to timely and reliable information, UNHCR and its NGO partner Donbas SOS have expanded the existing hotline to provide protection information and referrals to service providers. UNHCR is also working with partners to develop new materials with essential protection information, for dissemination to people on the move and through social media.

Cash assistance

UNHCR is rolling-out large-scale multi-purpose cash assistance targeting more than one million people. Beneficiary selection criteria are based on displacement and vulnerability criteria, targeting older persons, persons with disabilities and persons affected by serious trauma, amongst others. UNHCR is working with the Ministry of Social Policy (MoSP) and the Office of the President of Ukraine to ensure its programme is aligned with the MoSP's social assistance programme and efficiently uses its data on IDPs with specific vulnerabilities. UNHCR participates in the Cash Working Group (CWG) and is leading the CWG Task Team on De-duplication and Registration. Enrolment is currently taking place in **Lviv, Zakarpattia, Vinnytsia, Khmelnytsky, Dnipro, Ternopil, Chernivtsi and Ivano-Frankivska Oblasts**. In parallel, UNHCR is working to launch remote enrolment that will also accelerate the pace at which multi-purpose cash can be rolled out. Remote enrolment consists of registration in UNHCR's case management tool 'proGres' over the phone (video call as much as possible) of IDPs referred to UNHCR. The enrolment process/data collection is

the same as for face-to-face enrolment, except it is done through the phone and will potentially serve referrals from partners, local administrations and/or the MoSP.

Core relief items

UNHCR provides shelter and core relief items to displaced people and targeted support to those affected by the military hostilities. UNHCR is contributing to inter-agency humanitarian convoys destined for people in hard-to-reach areas such as Sumy, Kharkiv, and Sievierodonetsk and has delivered relief items reaching around 27,100 people to date. UNHCR is also providing emergency shelter materials to reinforce damaged houses and other infrastructure impacted by the shelling. NFIs continue being distributed to reception and collective centres set up by the local authorities to expand their capacity to receive a higher number of IDPs. To date, over 266,000 people received essential items, winter clothes,

shelter material and food assistance. In parallel, UNHCR is working closely with local authorities to identify buildings in need of refurbishment to serve as reception centres or collective centres for medium to longer-term stay. UNHCR is also coordinating with the Ministry of Reintegration, Ministry of Regional Development, and the Ministry of Strategic Industries on a strategic approach to longer-term housing options for IDPs, since hundreds of thousands – if not millions – will require housing support in the coming period.

Coordination

Under the leadership of the United Nations Crisis Coordinator, UNHCR operates as part of the inter-agency humanitarian response, working in close coordination with local authorities and humanitarian partners. UNHCR is leading three clusters – Protection, Shelter and Non-food items, and CCCM (Camp Coordination and Camp Management).



UNHCR staff distribute cooking utensils and bed linen donated by IKEA at a temporary accommodation centre in the Eurocar factory in the western Ukrainian city of Chop | © UNHCR/Victoria Andrievska

Regional refugee response

In **Hungary, the Republic of Moldova, Poland, Romania** and **Slovakia**, UNHCR declared a Level 3 emergency on 16 March. UNHCR is present at borders and in major areas receiving refugees in all countries neighbouring Ukraine to monitor new arrivals, identify needs and address gaps in response, as well as to provide life-saving assistance, including temporary hosting solutions, and support in the form of multi-purpose cash and core relief items. UNHCR also strengthened access to protection services, including provision of critical information for new arrivals, identification of people with specific needs. Given the profile of the Ukrainian refugees, with a majority of women and children, UNHCR has strengthened capacity in the region to prevent and respond to sexual exploitation and abuse and to reduce the risk of trafficking. UNHCR scaled up awareness of risks through mass messaging, community outreach and in direct consultation with refugees, and initiated the 'Stay Safe' campaign. Support to children at risk is also a critical part of UNHCR's protection response, ensuring their referral and access to appropriate services and assistance.

Coordination

UNHCR has facilitated the establishment of coordination structures in line with the Refugee Coordination Model, to support coordination with all relevant governments. An updated and extended Refugee Response plan covering March-December 2022 has been prepared and is costed at \$1.8 billion. Over 140 organizations will contribute for a ten-month period through the end of the year. Inter-agency Refugee Coordination Forums, led by UNHCR, and specific sectoral groups, have been established in **Belarus, the Czech Republic, Hungary, the Republic of Moldova, Poland, Romania** and **Slovakia**, to support government efforts. The structures are meant to be agile and will be adjusted as the situation evolves.



UNHCR staff provide information to refugees from Ukraine arriving at Italy's Ferneti border crossing from Slovenia | © UNHCR/Valerio Muscella

Country operation

Poland

TARGETS

<p>Refugees Up to 4.3 million refugees in need of assistance</p>	<p>Core relief items Core relief items to be dispatched to warehouses in Ukraine for 305,000 people</p>
<p>Multi-purpose cash assistance 360,000 people will receive multi-purpose cash assistance</p>	<p>Funds requested \$210 million urgently needed</p>

RESPONSE TO DATE

<p>Protection</p>	<p>5 Blue Dot hubs established in:</p> <ul style="list-style-type: none"> • Warsaw UNHCR cash enrolment centre • Krakow UNHCR cash enrolment centre • Medyka border crossing point • Przemyśl Tesco reception centre • Korczowa transit centre 	<p>Over 1,200 refugees received in person aid and protection counselling at Blue</p> <p>50,000 anti-trafficking leaflets distributed at border crossing points</p> <p>Continuous protection monitoring at reception centres and key transit</p>
<p>Multi-purpose cash assistance</p>	<p>Over 31,500 refugees (14,691 families) have been enrolled in UNHCR's multi-purpose cash programme</p>	<p>3 enrolment centres in Warsaw (2) and in Krakow (1), others will open soon, including in Poznań</p>
<p>Core relief items</p>	<p>Core relief items dispatched to warehouses in Ukraine, through 118 trucks from Poland for over 110,000 people including:</p> <ul style="list-style-type: none"> 147,105 high thermal blankets 35,260 regular blankets 28,500 tarpaulins 20,880 towels 6,574 winter clothing kits/boxes 38,480 solar lamps 12,492 kitchen sets 	<ul style="list-style-type: none"> 12,500 jerry cans 10,000 sleeping bags 8,800 hygiene parcels 5,720 pillows 5,175 winter jackets 5,632 mattresses 1,500 quilts 20 Rubb halls
	<p>2.2 million visits of UNHCR Help page for Poland, making it the most visited help site globally</p>	

Operational context

Since 24 February, over 2.8 million refugees have arrived from Ukraine to Poland, of whom over 90% are women and children. The Polish Government guarantees access to territory at eight land border crossing points. After peaks in early March, arrivals continue at lower levels in recent weeks. The Government has committed to reception services for refugees, including at the border, at nearby reception facilities, and in host cities. As of 16 March, a new legal regime enables refugees access to the Polish social security system — with nearly 1 million registered as of 21 April — alongside access to Temporary Protection or international protection for more limited categories of third country nationals.

The majority of new arrivals move quickly onward to Poland's large cities or towards other countries Europe. However, some also arrive without fixed plans, and with limited options to establish themselves in host communities. An estimated 60% of refugee arrivals have remained in Poland so far. New arrivals are directed to transit facilities near the border crossing points where UNHCR is present through mobile teams and implementing partners. Refugees are then assisted to move onward via government-supported free public transport throughout Poland. UNHCR, in support to the Government and local authorities, focuses on a robust protection and cash assistance response, providing immediate life-saving assistance to refugees from Ukraine.

Protection

UNHCR, in partnership with UNICEF, has established two Blue Dots hubs in Warsaw and Krakow, and has also set up Light Blue dots, which offer the most essential services, at the Medyka border crossing point and in Przemysl at the Tesco reception centre to provide information and self-referral information to refugees. UNHCR

and UNICEF have been continuing their joint assessment missions to identify locations, map services available and partners, for the expansion and strengthening of the Blue Dot approach.

Mental health and psychosocial support (MHPSS) are being integrated into protection services in Warsaw, including the provision of specialized health and social services for adults and children with pre-existing mental health conditions; family separation; and to address trauma resulting from the war. The Blue Dots team provides psychological aid, referrals to mental health care service-providers, and ensures that those in need of additional support have access to public healthcare system.

UNHCR is also conducting protection monitoring and intention surveys at reception centres and key transit areas to identify the most pressing needs of refugees and to assist with information on how to access critical services including medicine, financial aid and accommodation. This enables UNHCR to identify and ensure that people with specific vulnerabilities, including people with disabilities as well as unaccompanied and separated children, have access to specific support. To address critical gaps in information for newly arriving refugees, UNHCR is distributing practical, safety and legal information to refugees in reception centres, and a dedicated information helpline is being established.

A PSEA Network, under the leadership of UNHCR, has been established and a rapid risk assessment tool developed to map risks and capacities to prevent and respond to sexual exploitation and abuse (SEA). The network is now in the process of mapping existing reporting pathways to identify available SEA reporting channels. In addition, UNHCR continues to strengthen communication and information sharing with refugees and the HELP page for Poland has become one of the most visited HELP pages worldwide – with more than two million page views since the war started.

Multi-purpose cash assistance

The multi-purpose cash assistance programme launched in Warsaw on 21 March has been extended with a second enrolment centre in Warsaw and a centre being established in Krakow. It is intended that UNHCR and partners will reach some 360,000 of the most vulnerable refugees, including women-headed households, people with disabilities and others who meet the criteria. Phone counselling is available to provide guidance for refugees enrolling in the programme. People receive monthly payments of 700 Polish zloty (US\$165) per month for at least three months to the first household member, with an additional 600 Polish zloty for each household member, to a maximum amount per household of 2,500 zloty (US\$590) per month for households of four members or more. The amount provided is aligned to the national safety net, to ensure a smooth transition into national social assistance schemes as soon as conditions allow.

UNHCR is uniquely positioned to deliver this assistance through its PRIMES system, which includes biometric data to avoid duplication and enhance tracking of refugee movements to support the coordination efforts at the regional level as the system is also in use by partners in neighbouring countries. UNHCR has produced materials with an explanation of the biometrics procedure as part of enrolment for cash assistance, and how to access the cash provided. The materials are available in Ukrainian and English and will shortly be available in Polish.

Core relief items

In Poland, UNHCR has been working closely with the national authorities and local government, which have taken the lead in organizing accommodation. UNHCR will be supporting these efforts by equipping Poland's reception centres with the necessary to receive refugees, such as bed mattresses, linen, and hygiene products. Given that the reception centres are an initial short-term solution for new arrivals finding their feet, the support provided by UNHCR will reach successive groups of refugees as they pass through.

UNHCR also continues to deliver core-relief items in Ukraine from its warehouse in Warsaw. To date, 118 trucks have travelled from Poland to Ukraine to dispatch hundreds of thousands of core relief items, including high thermal blankets, kitchen sets, solar lamps, winter jackets, sleeping bags, mattresses, towels, clothes and other items to warehouses in Dnipro, Lviv and Uzhhorod for distribution to the increasing numbers of IDPs in need within Ukraine. UNHCR also distributed items including winter clothing for men, women and children in Warsaw and Krakow.



Refugees from Ukraine register for cash assistance in Warsaw, Poland | UNHCR/Maciej Moskwa

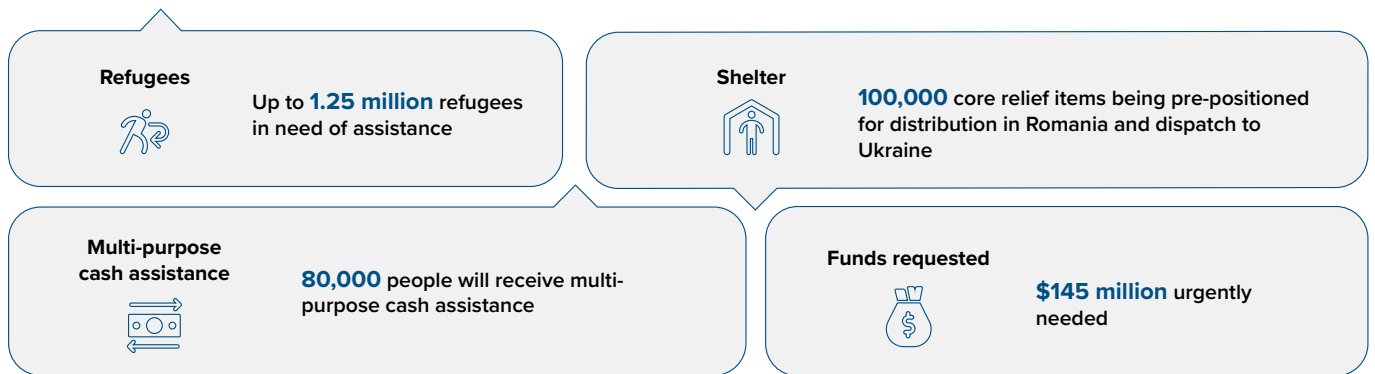


Blankets are unloaded in Rzeszow, Poland. UNHCR has a airlifted 26,000 blankets for people in need in Ukraine | © UNHCR/Valerio Muscella

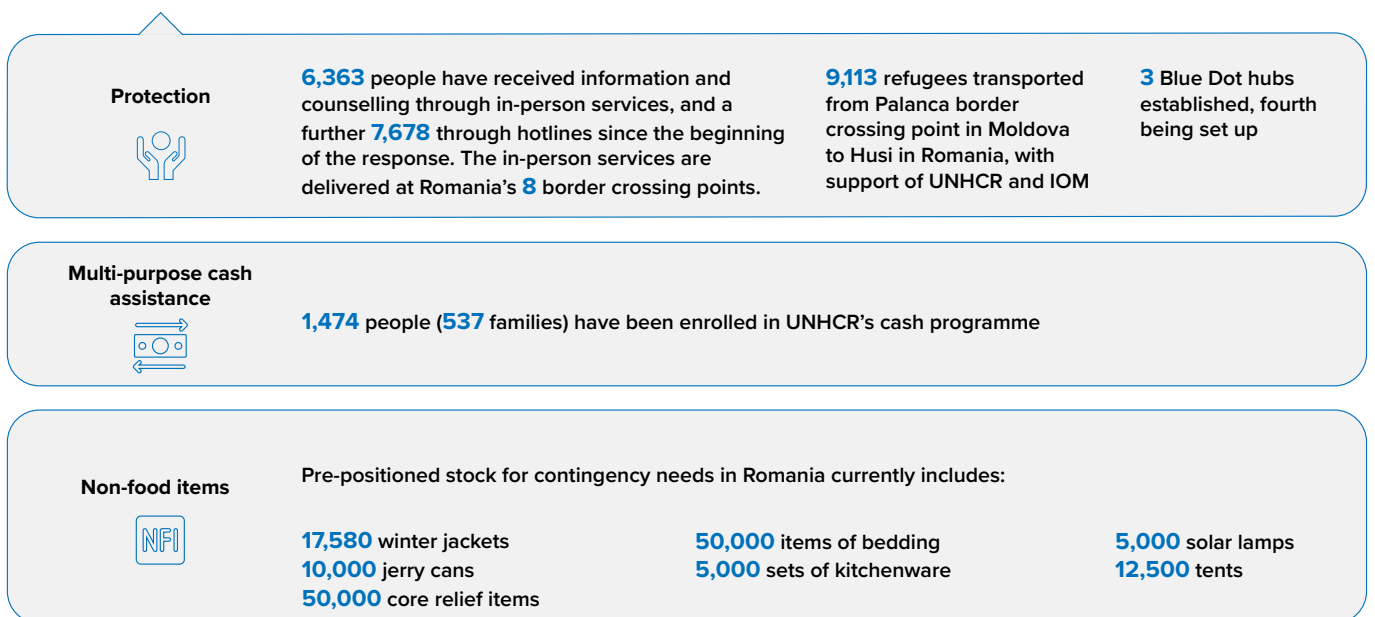
Country operation

Romania

TARGETS



RESPONSE TO DATE



Operational context

The Government of Romania, civil society, UNHCR and other international organizations have responded from the onset of the emergency, both at the border and in areas where refugees are settling. Close coordination with the Government of Romania which leads the response, is ensured at national and local levels. As of 19 April, some 757,000 refugees have entered the country. Integrated multi-partner protection is at the heart of UNHCR's response, including through Blue Dots at the borders, in transit and in-country. UNHCR also work with the authorities to strengthen protection national systems, bringing Inter-Agency expertise and capacity to the relevant governmental fora and sustaining access to lifesaving specialized gender-based violence and child protection services, integrating context specific risk mitigation measures across the response.

Information provision and key platforms to access safe services and link needs with support capacity, through the governmental-supported platform <https://dopomoha.ro>, as well as a robust UNHCR field presence and wide partner network are key to establishing effective communication with communities, focusing on both arrivals and inclusion. UNHCR is present at the governmental emergency coordination centre, from where it links up with partners to respond to identified needs.

Protection

UNHCR launched a Regional Protection Monitoring Tool at Bucharest Railway Station and is being expanded to transit centres near border areas, Blue Dots and potentially at registration centres and documentation points across Romania. Awareness sessions on PSEA have already been conducted for partner staff engaged in enrolment for cash

assistance. Provision of information by UNHCR and its partners -including on the Temporary Protection status and related access to rights and services- and referral of cases to State structures is ongoing since the onset of the emergency.

By the end of March, UNICEF and UNHCR had set up three Blue Dots in Romania, covering Isaccea, Sighet, and Siret. This response continues to grow and separate information points and a child-friendly area have been established. The authorities are also mapping all locations in Romania that are hosting children. To support these efforts, UNHCR is organizing training for Department for Social Assistance and Child Protection staff on child protection, gender-based violence and prevention of sexual exploitation and abuse.

Multi-purpose cash assistance

UNHCR's pilot for the cash distribution and enrolment was rolled out in Bucharest on 4 April, with the aim to support some 80,000 vulnerable refugees. The pilot programme is being scaled up in coordination with the Government, including the establishment of enrolment centres at various locations across the country. The enrolment lists have been shared with the financial service provider for processing of payments, with the aim of making the cash available to the beneficiaries within 5 to 7 days after enrolment.

Shelter and NFIs

The Government of Romania has established shelter capacity at transit facilities and accommodation centres for the new arrivals. Given its proximity to the border with Ukraine, UNHCR has established three warehouses in Bucharest for storing core relief items, and uses its storage hub to deliver humanitarian assistance inside Ukraine and preposition for needs in Romania.

Country operation

Republic of Moldova

TARGETS

Refugees <p>Up to 1 million refugees in need of assistance</p>	Protection <p>13 Blue Dot hub to be provided in order to support children and caregivers</p>	Funds requested <p>\$149 million urgently needed</p>
Multi-purpose cash assistance <p>150,000 people will receive unrestricted cash assistance</p>	Core relief items <p>40,000 people to be supported with core-relief items handed to the Government for onward distribution</p>	

RESPONSE TO DATE

Protection 	<p>990 refugees departed to Austria, Germany and Lithuania as part of the EU Solidarity Platform</p> <p>8,600 refugees transported from Palanca border crossing point in Moldova to Husi in Romania, with support of UNHCR and IOM</p>	<p>14 Gender-based violence safety assessments of reception centres at border crossing points conducted</p> <p>126 frontline responders trained on prevention and response to gender-based violence</p>	<p>5,000 children and caregivers supported through 5 Blue Dot hubs</p>									
Core relief items 	<p>UNHCR has handed over stocks of core relief items to the Government for onward distribution to support over 40,000 people in need including:</p> <table border="0"> <tr> <td>77,104 high thermal blankets</td> <td>3,114 winterization kits</td> <td>1,040 kitchen sets</td> </tr> <tr> <td>4,852 sleeping bags</td> <td>11,456 solar lamps</td> <td>1,000 plastic tarpaulins</td> </tr> <tr> <td>4,655 family tents</td> <td></td> <td></td> </tr> </table>			77,104 high thermal blankets	3,114 winterization kits	1,040 kitchen sets	4,852 sleeping bags	11,456 solar lamps	1,000 plastic tarpaulins	4,655 family tents		
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4,655 family tents												
Shelter 	<p>105 Government run refugee accommodation centres supported or refurbished</p>											
Multi-purpose cash assistance 	<p>20,000 people have received their first payment</p>											

Operational context

As of 21 April, over 430,170 refugees from Ukraine have arrived mainly through five border-crossing points (Palanca and Tudora as well as Otaci, Criva and Giurgiulesti-Reni). Among them, many are persons with disabilities. Hosting systems are already reaching maximum capacity, while the situation also continues to evolve as refugees seek to move away from the border towards more urban areas, including the capital Chişinău. An assessment of refugee accommodation centres in Chişinău is currently underway, with needs for bed linen, blankets, hygiene items and a referral system for those seeking private housing. UNHCR and partners are also conducting joint protection monitoring visits to a 500-person capacity transit centre for refugees at the Giurgiulesti checkpoint to identify the most pressing needs of refugees, and that include among other temporary accommodation in safe spaces.

Protection

Since the pledge by 15 members of the European Union Solidarity Platform to welcome 19,770 people transiting through Moldova, flights have been departing from Moldova to transfer refugees. As of 21 April, a total of 859 people were relocated to Austria, France, Germany, and Latvia. UNHCR provided support to the vulnerability screening process and collaborated with IOM on assistance to the organization of departure procedures, including through counselling refugees and providing luggage and pet carriers.

UNHCR has been working on capacity development to improve prevention of and response to gender-based violence. A total of 14 gender-based violence safety assessments of reception centres and border crossing points in Moldova, and advocacy is ongoing to enhance the clinical management of rape and availability of emergency contraception for survivors. As of 21 April, 143 frontline responders – Government officials, partner organization staff, and local volunteers – have been trained on prevention and response to gender-based violence. As cochair of the GBV Sub-Working Group in Moldova, UNHCR has been working in tandem with UNFPA to offer trainings on PSEA and prevention of trafficking. The latter is a particular concern at border crossing points given that the some 62% of arriving refugees do so with the intention of transiting through Moldova en route to other destinations.

UNICEF and UNHCR continue operating seven Blue Dots, with one in the north (in Otaci), one in the south (in Palanca), one in the Transnistria region (in Tirasapol), two at the MoldExpo Refugee Accommodation Center (in Chisinau), and two at the border with Romania (Leuseni and Sculeni). So far, some 6,700 children and caregivers have been supported. UNHCR has also been working with the Government of Moldova to equip refugee accommodation centres and community centres. Accommodation centres offer a place for people to stay whilst they determine their longer-term options, but they also function as a point of service; a place where refugees can be linked into social safety nets and receive support for school enrolment.

Multi-purpose cash assistance

Cash is being distributed electronically, using a prepaid card scheme in collaboration with Moldova's largest bank and enrolment is done using UNHCR's innovative PRIMES system to collect biodata, ensuring that the monthly cash grants of 2,200 Moldovan leu (around \$120) are distributed efficiently and without duplication. So far, eight enrolment centres are operational, with mobile teams covering other locations. Some 25,000 refugees have been enrolled and issued bank cards for multi-purpose cash assistance in Moldova since 25 March, of which 88% are women. The goal is to support 150,000 people over the next four months. To support this, a helpline has been set up, community liaison officers have been appointed, and referral and accountability mechanisms have been established. UNHCR's new Help webpage for Moldova also features detailed information on how to enroll and access cash assistance as well as other vital information.

Shelter and core relief items

UNHCR is supporting MoldExpo, the country's largest refugee accommodation centre, with basic appliances (toilets, showers, water boilers, refrigerators, and microwaves), blankets, minor repairs, stock management, and other emergency needs. UNHCR has also strengthened other facilities with heaters, waiting areas, and access to toilets at transit hotspots (border crossing points and train stations). Site plans are being finalized with authorities for the installation of five containers and one rub hall that will serve as waiting areas for infants and children, pregnant and lactating women, people with special needs and limited mobility, and the elderly while they wait for transportation.






Emergency supplies flown by UNHCR from its stockpile in Dubai arrive at Chişinău airport in Moldova. The airlift was the first in a humanitarian aid pipeline established by UNHCR in response to the Ukraine conflict | © UNHCR/Erno Simon

Country operation

Hungary

TARGETS

<p>Refugees Up to 1 million refugees in need of assistance</p> 	<p>Core relief items 35,200 core-relief items already pre-positioned for dispatch in Ukraine</p> 	<p>Funds requested \$20 million urgently needed</p> 
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RESPONSE TO DATE

<p>Protection</p> 	<p>4,000 people provided with protection support including legal info, counselling, psychosocial support, and information</p>	<p>8 Blue Dot hubs</p>						
<p>Core relief items</p> 	<p>Over 35,200 core relief items prepositioned in a warehouse in Hungary for dispatch to Ukraine including:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">13,248 thermal blankets</td> <td style="width: 33%;">14,800 jerry cans</td> <td style="width: 33%;">2,448 solar lamps</td> </tr> <tr> <td>2,467 kitchen sets</td> <td>2,300 plastic tarpaulins</td> <td></td> </tr> </table>		13,248 thermal blankets	14,800 jerry cans	2,448 solar lamps	2,467 kitchen sets	2,300 plastic tarpaulins	
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	<p>34,000 visits of UNHCR Help page for Hungary</p>							

Operational context

Since hostilities began on 24 February 2022 in Ukraine, almost 481,000 refugees have arrived in Hungary directly from Ukraine, and a further 340,000 via Romania, the majority women and children as well as older people and those with disabilities. Many are in need of urgent medical care, including persons with chronic illnesses and those with mental and physical disabilities. While many refugees move on to other countries in Europe, some 16,800 have applied for temporary protection status in Hungary as of 21 April. UNHCR is supporting government-led efforts through a multisectoral response focusing on protection, reception/shelter and material as well as cash assistance for most vulnerable groups and those with specific needs. UNHCR and partners are present at border crossings, as well as in urban areas to provide information on rights and available services, identify vulnerable refugees and refer them to relevant services, and to monitor and reinforce reception conditions.

Protection

UNHCR and partners are working to ensure those arriving from Ukraine have access to information and have established several communication channels and feedback response mechanisms. Blue Dots hubs are also being launched in Hungary to provide information, two-way communication, counselling, protection case management and referrals. UNHCR is identifying those with vulnerabilities — including people with specific needs, disabilities, and unaccompanied and separated children — for referral to specialized services in Hungary. In coordination with local authorities, referral pathways are being developed to ensure that refugees can access necessary services, in accordance with their needs and preferences. UNHCR is supporting authorities in scaling up accommodation capacity including for temporary shelter, while reinforcing monitoring of arrivals to ensure access to rights and services on a non-discriminatory basis, including for third-country nationals.

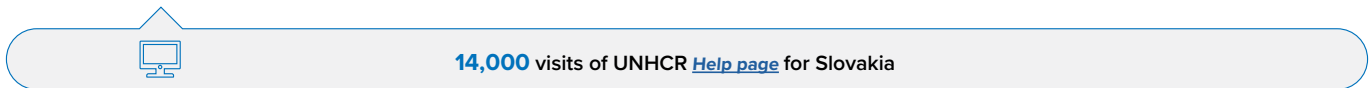
Country operation

Slovakia

TARGETS



RESPONSE TO DATE



Operational context

As of 21 April, some 349,300 refugees arrived in Slovakia. Many are in need of urgent medical care, including persons with chronic illnesses and those with mental and physical disabilities. Border authorities continue to process new arrivals, providing information on temporary residence, asylum and temporary protection, with onward transport arranged for those seeking to reach urban centres. At all border crossing points, refugees are informed about available services including accommodation, food, work opportunities, and healthcare. UNHCR is supporting government-led efforts through a multisectoral response focusing on protection, reception/shelter and material as well a cash assistance for most vulnerable groups and those with specific needs.

Protection

With the majority of arrivals to Slovakia women and children, protection from sexual abuse and exploitation remains a critical priority. UNHCR is

working with the authorities to ensure that people of concern understand their rights, can access assistance, and can communicate any risks or report instances of SEA to humanitarian actors.

Blue Dot hubs are being launched in Slovakia to provide information, two-way communication, counselling, protection case management and referrals. UNHCR and partners are working to ensure those arriving from Ukraine have access to information through preferred channels, feedback response mechanisms, decision-making forums, and can participate in all stages of the response.

By the end of March, a new service centre hub had been set up at Bratislava’s former bus station, where UNHCR partner HRL provides legal counselling. This includes processing applications for temporary protection. UNHCR and partners developed a site monitoring tool to identify and analyze response gap analysis tool. This is helping to monitor adherence to standards and humanitarian principles and support comprehensive strategic planning.

Multi-purpose cash assistance

UNHCR and partners are preparing to support the Government of Slovakia in the delivery of cash assistance, to be implemented for vulnerable groups and individuals with specific needs.

Slovakia's Ministry of Labour, Social Welfare and Family and UNHCR have jointly set up a Cash Working Group. Comprised of all concerned partners in the humanitarian response, this group is helping to align humanitarian programmes with national social aid programmes.

Shelter

UNHCR and partners are working to monitor and reinforce reception conditions, including through strengthening reception capacities in Slovakia and monitoring of arrivals to ensure access to rights and services on a non-discriminatory basis, including for third-country nationals. UNHCR will support authorities in scaling up accommodation capacity for temporary shelter, while assisting authorities in identifying additional reception facilities to accommodate those with both immediate and longer-term needs.

Other country operations

As of 20 April, some 2.1 million people had continued their journey onward into other European countries in the region, with some of them receiving significant numbers of new arrivals.

In **Bulgaria**, as of 20 April, 198,853 Ukrainians have arrived in Bulgaria (83% via Romania). Of these, 92,385 remain in the country (with the rest moving onwards). Initial Reception Points for registering and issuing Bulgarian registration cards under Temporary Protection are established at the border crossing checkpoints (Danube Bridge in Russe, Durankulak, and Kardam) and the various cities of Bulgaria.

In **Slovenia**, over 19,800 arrivals from Ukraine were registered by authorities as of 21 April, while some 5,050 have applied for temporary protection and 342 for asylum as of 21 April. The Government of Slovenia announced Temporary Protection for Ukrainians that effectively grants them a temporary residence permit, access to the labour market, accommodation, education, social care and

healthcare initially for one year. This protection scheme also enables refugees to access financial support payments and a rental subsidy system.

In the **Czech Republic**, some 304,000 individuals have been granted temporary protection status after transiting through neighboring countries. Emergency shelters are being created to accommodate new arrivals, and UNHCR has established and handed over to the authorities 500 refugee housing units and provided necessary NFIs to equip them (including blankets, sleeping bags, mattresses and sleeping mats). UNHCR and UNICEF are also coordinating the establishment of Blue Dot hubs.

In **Latvia**, over 22,200 people have registered with the authorities since 24 February. A national phone hotline was established by the Society Integration Foundation. Accommodation is provided free of charge for up to 90 days. UNHCR partners provide free legal aid and counselling.

In **Estonia**, around 46,600 people have arrived, 14,900 of whom have subsequently travelled onwards to other countries in the region. UNHCR has increased support to its partner, EHRC, to increase its ability to respond to legal assistance inquiries. Short-term accommodation in hotels is stretched in some cities (including Tallinn) and considered too expensive, so there is a shift to other rehabilitated state premises.

In **Lithuania**, some 46,000 have arrived and registered in the country since 24 February.

There are currently registration centres in seven municipalities. Most people are accommodated in private homes offered by the Lithuanian population.

UNHCR is liaising with governments in countries that are receiving Ukrainians following onward movements from initial countries of asylum. In this regard, UNHCR stands ready to assist the authorities of these countries as required, especially to strengthen access to protection services and support with reception, registration, and integration.





Tania, a teacher, arrives by bus at the Ferneti border crossing from her hometown of Lviv. "I used to come to Italy as a tourist, now I do not even know what I am," she tells UNHCR staff | © UNHCR/Valerio Muscella

Funding the response

With this revised Supplementary Appeal to reflect the needs to up to **7.7 million IDPs** in Ukraine and up to **8.3 million refugees** in Hungary, the Republic of Moldova, Poland, Romania, Slovakia and all other affected countries in the region. UNHCR is appealing for **\$1.246 billion** until the end of the year.

Budget by outcomes (USD in million)

Outcome Areas	Ukraine	Poland	Romania	Moldova	Hungary	Slovakia	Others ³	TOTAL
Access to territory, registration and documentation	30.14	11.61	92.07	8.50	13.95	11.35	89.00	256.62
Gender-based violence	3.98	2.72	9.40	3.13	0.89	0.56	1.67	22.35
Child protection	3.98	2.72	4.00	113.13	0.89	0.56	13.51	138.78
Community Engagement and women's empowerment	7.39	-	-	-	-	-	-	7.39
Well-being and basic needs	441.27	192.94	39.53	24.25	4.28	10.53	58.82	771.62
Sustainable housing and settlements (Shelter CCCM)	50.04	-	-	-	-	-	-	50.04
TOTAL	536.80	210.00	145.00	149.00	20.00	23.00	163.00	1,246.80

³ Protection and life-saving assistance across other affected countries, allowing for flexible and timely support to respond to emerging priorities.

The importance of flexible funding

With the situation in Ukraine highly volatile with continuous violence and destruction, forcing the population to flee inside the country and abroad on a scale not seen in Europe for decades, UNHCR requires the maximum flexibility to scale up its response. These financial requirements are based on the current context and may be adjusted as the situation evolves, especially in light of larger onward movements of people from Ukraine elsewhere, including in other parts of Europe and other regions.

In this operational environment, flexible funding is vital for UNHCR to remain agile and ensure the response is efficient and adaptive where the needs are and to provide protection and assistance to the people who need it. As such, the funds raised through the appeal may be used to address the needs of Ukrainian nationals in other countries, as well as to support UNHCR's large-scale emergency response to the displacement of people from Ukraine, as budgeted within the Supplementary Budget and/or the ExCom Annual Budget.

To all donors, especially those who provide funding that is flexible and not earmarked for a particular use, UNHCR extends its most sincere thanks.





Emergency supplies flown by UNHCR from its stockpile in Dubai arrive at Chişinău airport in Moldova | © UNHCR/Erno Simon

UKRAINE SITUATION

REVISED SUPPLEMENTARY APPEAL

ISSUED IN APRIL 2022

For more information

Visit [Global Focus](#), UNHCR's main operational reporting portal for donors and other key partners. The site provides an overview of the protection risks that refugees and other populations of concern to UNHCR face across the world, as well as regularly updated information about programmes, operations, financial requirements, funding levels and donor contributions. The situation page for the Ukraine situation [can be found here](#). Furthermore, visit the [Operational Data Portal](#) for up-to-date information on the Ukraine refugee situation.

