



Homeward: Express mapping of the needs and expectations of internally displaced persons in Lviv oblast

Policy brief

Lviv
June 2022

This policy brief contains the results of a study of the needs and plans of internally displaced persons in Lviv oblast. The document presents a general description of the profile of IDPs in Lviv region; it describes the main needs of IDPs, in particular, the provision of housing, humanitarian and financial support, the satisfaction of special needs, professional life, business and social activity of IDPs, as well as planning for the future. It also presents the recommendations for target audiences.

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Introduction

Lviv oblast is one of the key Ukrainian regions that sheltered internally displaced persons (IDPs) fleeing their homes because of Russia's military invasion on Ukraine. As of [June 3, 2022](#), 242,000 IDPs were officially registered in the region, including 75,000 children, 110,000 working-age persons, over 30,000 pensioners, and 8,000 persons with disabilities. However, the number of IDPs living in Lviv region is much higher. As of May 2022, the regional government estimated a total number of [500,000 IDPs](#).

In order to plan future strategies for the integration of IDPs, it is necessary to have detailed information not only on quantitative characteristics, but also on key needs and expectations of IDPs, their assessment of meeting their needs today, as well as planning of IDPs' actions for the future (in case of liberation of their territories, completion of hostilities in general, intentions and opportunities for returning home, accommodation in the Lviv region, etc.). Such information is useful for local authorities as well as for international humanitarian organizations, donors, and public and volunteer initiatives that plan to work on IDP issues, such as housing, living conditions, social integration, employment, etc.

The purpose of this policy brief is to identify the main features, needs, and intentions of IDPs in the Lviv region due to the military aggression of Russia against Ukraine (except for those who intend to transit abroad), as well as to develop and further discuss, within the framework of the dialogue of stakeholders, recommendations for strategies to support IDPs in employment, to create opportunities for doing business, to provide housing and meet other identified needs.

The document presents a general description of the profile of IDPs in Lviv region. It considers the main needs of IDPs, in particular, the provision of housing, humanitarian and financial support, the satisfaction of special needs, professional life, business and social activity of IDPs, as well as planning for the future; and presents the recommendations for target audiences.

The policy brief was developed within the framework of the project of the Resource and Analysis Center "Society and the Environment" "Express mapping of needs and expectations of IDPs in the Lviv region" financially supported by the International Renaissance Foundation and the European Union within the grant component of the EU4USociety project.

The experts of the center hereby express their gratitude to the FAMA Sociological Agency for the quantitative survey, in-depth interviews, and analysis based on them, as well as to representatives of government, NGOs, businesses, and to IDPs who agreed to participate in the study.

Methodology

This study is comprehensive and was conducted with the following methods:

- sociological survey (face-to-face) of IDPs in Lviv region (quantitative study);
- conducting in-depth interviews with selected target groups (mothers and grandmothers with children, persons with disabilities, businesses, authorities, and volunteers);
- monitoring of official information released by authorities, volunteer and international organizations.

The quantitative sociological survey conducted by the FAMA Sociological Company on April 16-20, 2022, included 433 respondents in the Lviv region, the sample is accidental and controlled. The maximum theoretical error of the sample representativeness with a confidence probability of 0.954 is 5%.

In-depth interviews were conducted by the FAMA Sociological Agency throughout May, 2022 and included:

- 10 interviews with mothers and grandmothers with children;
- 5 interviews with persons with disabilities;
- 10 interviews with business owners;
- 13 interviews with representatives of government, volunteer, and international organizations.

Based on the results of the interviews run by the FAMA Sociological Agency, a preliminary analysis of the obtained data was carried out, which findings have been used in this policy brief.

Monitoring of the work of authorities, public, volunteer and international organizations was carried out in the period from March to May, 2022.

This policy brief integrates the obtained data and results, and contains the main findings of the analysis of the obtained data. Depending on the method and data source, their interpretation is indicated in the text as follows:

type (formatting) of text

type of information

quantitative sociological survey

the information and findings are presented on the basis of quantitative sociological survey

In-depth interviews

information and findings are presented on the basis of in-depth interviews

Monitoring of official sources

information and findings are presented from the monitoring of official sources

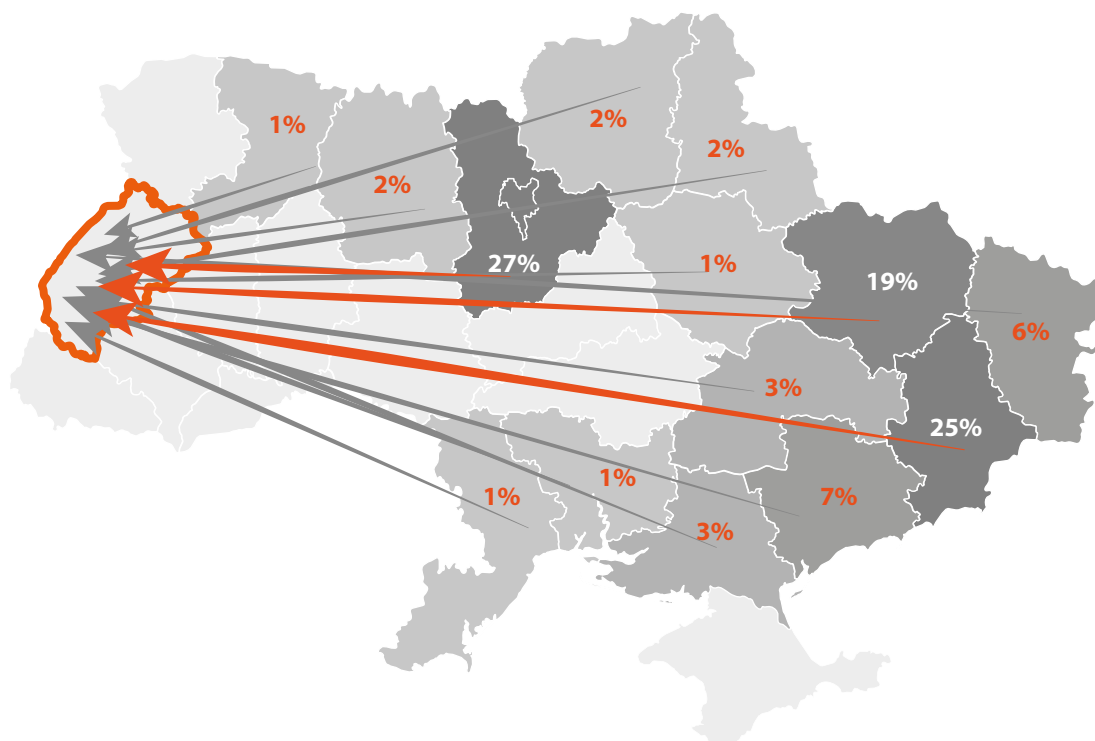
Section I. General Characteristics of IDPs in Lviv Region

The gender and age structure, economic and geographical characteristics of IDPs temporarily living in the Lviv region have certain peculiarities. These peculiarities are important for planning the assistance and post-war support to IDPs and for the interpretation of data on specific needs or plans of IDPs.

Key gender, age and socio-economic features of IDPs in Lviv region are:

- The largest number of people came from Kyiv region (27%), Donetsk region (25%) and Kharkiv region (19%)
- The share of women is significant (73% vs 27% of men)
- A small number of respondents are pensioners (21%), while a significant share (55%) represents the economically active population (employers, employees, freelancers)
- Half of the respondents have minor children (including 20% of preschool age, and 31% of school age)
- More than a third of families have an income under UAH 3,000 per month (36%)
- 10% of IDPs are persons with disabilities
- 25% of people either had their housing completely destroyed (6%) or damaged (19%) as a result of the hostilities, but 27% had no information about the state of their houses at the time of the survey.

The origin of the temporarily displaced persons is important to take into account in the context of their future plans. Given that almost half of them are residents of almost completely liberated Kyiv and Kharkiv Oblasts, their plans for return affect the overall results obtained in the study.



Among IDPs, only 16% are over 60 years old, and the average age of IDPs surveyed is 42 years old. A significant share of IDPs have pre-school age children (20%), which, in particular, should be taken into account when analyzing data on their employment opportunities.

Occupation

Employers	5%
Employees	42%
Freelancers	8%
Students	8%
Retired	21%
Unemployed	6%
Householders	6%
Employees on maternity leave or on care leave	7%
Other	1%

The vast majority of people arrived as part of the group, only 17% have come unaccompanied. The average size of the group is 2.5 people (the maximum is 9 people). In addition, the marital status is dominated by unmarried (including divorced and widowed): among IDPs, only 45% are married.

Not all IDPs are officially registered: only 76%, and among men this figure is even lower – 66%. This indicator can significantly affect the responses regarding financial assistance from the state respondents receive, but also it requires to understand the reasons for non-registration.

Almost a third of displaced households have a total monthly income of less than UAH 3,000 (36%), 18% have estimated their monthly income within UAH 3 to 6 thousand per month, which indicates that the income of a significant part of IDPs is lower than the actual poverty level. At the same time, these data should also be taken into account in the context of non-financial assistance received (or not received) by IDPs in Lviv region (free housing, food, etc.).

Monthly cumulative income of IDP households

Less than UAH 3,000	36%
UAH 3 to 6 thousand	18%
UAH 6 to 12 thousand	14%
UAH 12 to 20 thousand	6%
UAH 20 to 50 thousand	2%
More than UAH 50,000	1%
Refused to answer	22%

According to the surveyed representatives of the authorities and volunteer organizations that take care of IDPs, the profile of IDPs in the Lviv region has slightly changed over time. The first wave after the outbreak of the war included relatively well-off families arriving to Lviv region, they were able to pay for travel and stay. Later, some of these migrants went abroad, others stayed for a while, and returned home, as soon as it became possible.

The second wave came from the zones of the most active hostilities (Donetsk, Luhansk, Kharkiv Oblasts). Such people fled under pressure of time, often with minimal or no belongings. This wave included many financially incapable and psychologically traumatized families. Most of them hope for a rapid end to hostilities and return home, provided that their housing is intact, if their housing is available. They are not ready to build life from scratch in a new place, to look for permanent housing, a separate home, or a job. However, a small part of this wave is considering staying in the region.

According to the estimates of people helping IDPs, a significant proportion of displaced persons are not self-sufficient. Above all, it refers to people who had been in difficult life circumstances before the beginning of the full-scale Russian aggression. At the same time, the traumatic experience of being in the conditions of war deprived the ability to effectively solve their life problems those people who previously managed to live by.

Many IDPs hope to receive permanent residence and financial assistance from the state without trying to find a job. According to activists, only few IDPs get involved in volunteering. These people are usually engaging in support for the functioning of humanitarian headquarters and shelters, they help with the sorting and delivery of humanitarian supplies, transportation of things, physical work, etc.

Speaking about the most problematic categories of IDPs, different representatives of government and NGOs/volunteer community name different groups. For many, the most challenges are related to assistance to persons with disabilities, primarily those who have been evacuated from specialized institutions from combat areas, since there are not enough places for them in similar institutions in Lviv region, and alternative accommodation does not meet their needs. They also pay attention to another vulnerable category – mothers with small children who find it difficult to be self-sufficient, given the need for constant care for babies. At the same time, it is the mothers with children who are most often targeted by humanitarian assistance programs. One of the interviewed volunteers said that, from her practice, it is sometimes more difficult for lonely middle-aged people, because due to life circumstances (for example, health issues or loss of job) they may also find themselves in a precarious situation and need support; at the same time, they are considered to be self-sufficient, and therefore not eligible for assistance.

Several interviewees drew attention to the problems of staying in shelters of marginalized groups (persons with drug or alcohol addiction and persons released from prison, many of whom are IDPs of the second wave). They are not interested in meeting their material and living needs on their own. They often break the order in shelters, and sometimes the law (for example, they commit theft), but there is almost no leverage to influence on them.

Section II. Key needs of IDPs

Material needs are the most important for IDPs, including financial support, medical services, food, while the least important are professional needs. Of the non-material needs, the most pressing is the need for information about the available assistance.

Needs of internally displaced persons [among all respondents]	Very important	Important	Rather important	Rather not important	Not important
Individual Temporary Housing	29%	33%	15%	10%	13%
Individual Permanent Housing	31%	30%	16%	11%	12%
Medical services	42%	35%	13%	6%	3%
Financial support	49%	30%	13%	4%	4%
Food supplies	43%	35%	15%	4%	3%
Provision of meals (catering)	28%	28%	19%	12%	12%
Work by profession	28%	24%	17%	10%	21%
Re-skilling (obtaining another profession)	16%	14%	18%	8%	44%
Opportunities for business relocation	18%	11%	17%	15%	40%
Assistance in opening a new business	15%	11%	16%	15%	43%
Continuing my studies	26%	17%	18%	7%	31%
Continuing my children's studies	44%	24%	11%	6%	15%
Information on available / eligible assistance already provided	29%	35%	20%	8%	8%
Integration into the local community (in particular, making new acquaintances)	13%	28%	27%	14%	18%
Access to the church of my creed	14%	22%	28%	17%	19%
Psychological support	14%	25%	24%	13%	24%
Access to activity groups, training courses, sports groups, etc.	19%	25%	20%	14%	21%
Opportunity to participate in volunteer or other community initiatives	22%	26%	23%	15%	13%
The ability to gather and discuss their needs, plans, problems, experience with other IDPs	11%	27%	23%	20%	19%

2.1 Housing

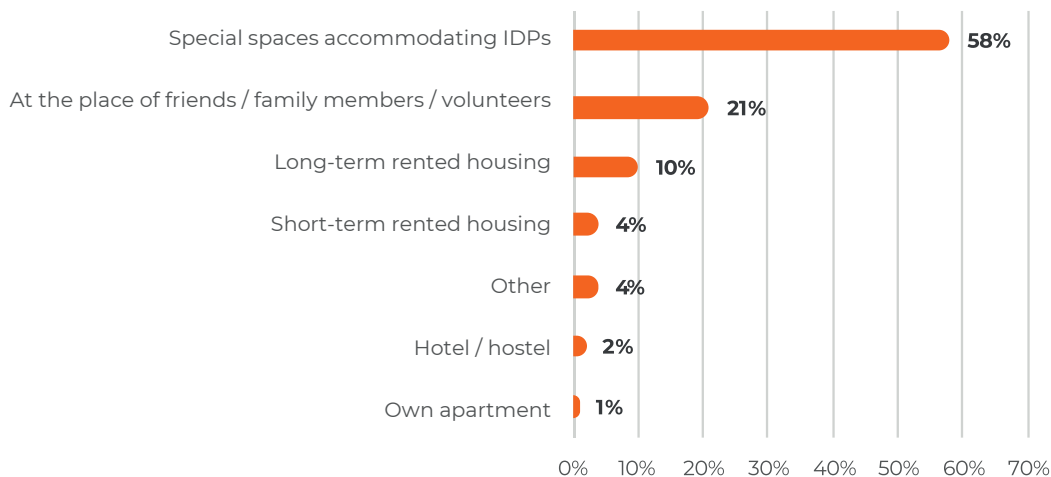
The provision of housing for IDPs has become a priority need since the beginning of the full-scale invasion against Ukraine by Russia. Both the authorities and volunteers made a lot of efforts to provide housing for people: special spaces were equipped for their settlement, mainly on the premises of educational and other municipal institutions, a special program was launched to compensate local residents for sheltering IDPs in private homes, humanitarian headquarters worked around the clock coordinating the settlement of IDPs. A survey of IDPs found that 64% of IDPs were satisfied with their living conditions.



Some people are going to stay in the Lviv region only until the moment when their home becomes safe, and about 10% already plan to live here for a long term. This means that these people will need better living conditions than they currently have. Work in this area is already underway (modular houses, renovation of old dormitories, allocation of land plots for residential construction), in particular, in cooperation with international and humanitarian organizations. However, such activities have only just begun, and they will require a lot of resources and time. In addition, it should be noted that the desire to return home is prevailing among IDPs, but with the loss of such hope the share of IDPs who will stay in the region may significantly increase.

IDPs in Lviv oblast mainly live in a special space for IDP settlement (58% of respondents) and stay with their friends', relatives, or volunteers (21%). Only 14% of IDPs live in the rented premises.

Place of residence of IDPs in Lviv oblast



Only 9% of IDPs pay the full cost for their accommodation, and 77% do not pay at all.

Since the housing is rented independently only by a small share of respondents, it is pertinent for 88% of respondents to have individual temporary housing, and 87% need individual permanent housing. This need is not important for 13% and 12% of IDPs, respectively.

It is interesting to see that despite the Spartan living conditions in specially equipped premises (schools, gyms, etc.), 64% of IDPs are fully satisfied with the living conditions, 19% are rather satisfied. Only 2% of respondents are dissatisfied.

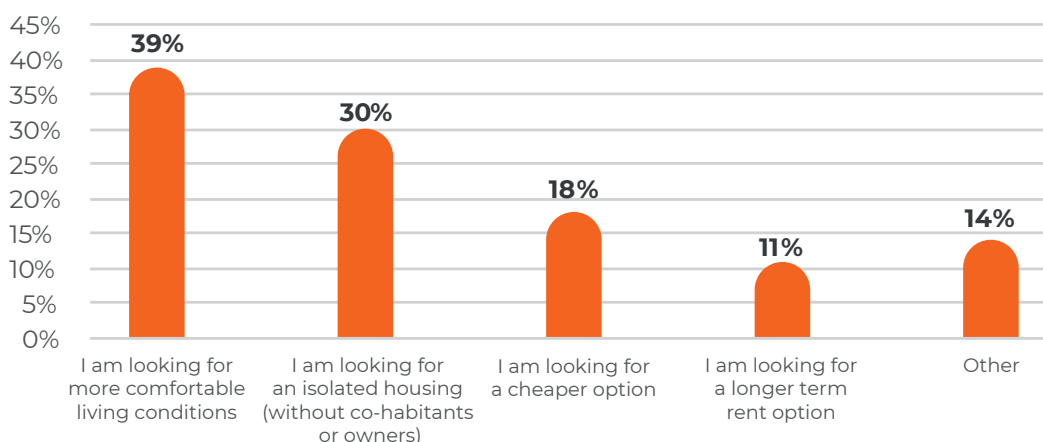
“Everything is okay. Except for the fact that I miss home... Those who are staying here, all of us, we do not even properly unpack our bags, we don't put things on the shelves or on the hangers,”- a mother of a teenager.

During the interviews, mothers (grandmothers) with children, as well as persons with disabilities, confirmed that the living conditions are mostly satisfactory. Among the living conditions that influenced the feeling of satisfaction, they mentioned living in separate rooms alone with a family, or with a small number of residents, the availability of heating, access to hot water, the opportunity to wash themselves and access to other sanitary and hygienic conditions, the opportunity to wash clothes. The living conditions surrounding the dwelling (premises) are also important, in particular, the nature around the place of residence (landscaped area, clean air and birds singing), an organized space for children's leisure (arranged playgrounds).

“We are satisfied with everything here... What's the point of relocating if you're okay here,” the IDP with disabilities said.

Accordingly, 81% of respondents do not plan to change the housing where they currently live. Among those who plan to look for new housing, 39% are looking for the sake of more comfortable living environment, 30% want to live in a separate home (without cohabitants or owners), and 18% are looking for a cheaper option. Despite this, only 40% of IDPs are not ready to live in a modular town, and only 26% are ready to live there on a temporary basis.

Reasons for searching a new housing



Among the reasons for finding new housing, the interviewed women (grand-mothers) with children indicated during the interview the improved access to a variety of child development services (for example, activity groups for children); factors related to the employment of a family member (for example, work is provided to a man in another locality); changes in family status (for example, a child is expected to be born soon). Among the obstacles to finding housing were high rent and fees for realtor services; low supply of affordable housing and lack of professional assistance in finding housing; lack of information about housing for IDPs (in particular, for modular houses).

“ For example, the ... modular houses. ... Because they say "yes, it is available", but it is not clear where it is, where to send a request, whether it is possible now, or not," - the parents of two young children.

According to official information:

The Lviv Regional Military Administration, together with territorial communities, [began](#) to build the housing stock to be offered for redemption for the needs of IDPs. By the end of 2022, the regional government plans to repair 11 dormitories for IDPs. Financing of repair works was approved within the oblast budget within the Program of implementation of priority infrastructure projects. In addition, international organizations and partners will be involved in the project. The state has also developed compensation scheme for free shelter for IDPs.

There are already three modular housing location operating on the territory of the region. One locations has 94 houses, which will become a shelter for more than 370 displaced people. Another location with 88 houses was [placed](#) on the territory of Stryi Park in Lviv, where 350 people can live. All modular houses (more than 300 pcs.) came as [a gift from the Polish government](#) with the assistance of the Ministry for Communities and Territories Development.

There are also some other examples of authorities and international organizations working to solve the housing problem for IDPs: in Lviv, [land plots were allocated](#) for the rapid construction of housing for displaced persons; the Lviv City Council and the Red Cross Society of Ukraine [signed a Memorandum of Cooperation and began the construction](#) of two houses for pregnant women; the oblast government is working on [the purchase of housing for displaced persons and equipment for unfinished](#) buildings.

More than 600 IDP-children are studying and recovering in secondary boarding schools in Lviv oblast. In particular, 250 are orphans and children deprived of parental care, as well as children with visual, hearing, language and musculo-skeletal impairments.

Almost from the first day of the Russian aggression, regional administration, the Lviv City Council and other local self-governments of the region have deployed active work to provide IDPs evacuating to Lviv with **temporary places of stay**. These places were budgetary institutions, primarily the schools in the region, where they brought mattresses and bedding, and sometimes beds, heaters and other necessary household appliances, equipped sanitary and hygienic zones, and provided catering. Also, hostels, hospitals, some sanatorium and resort facilities, etc., which had previously been equipped with living spaces, were provided for the needs of IDPs.

Numerous public and charitable organizations, religious organizations, as well as businesses and ordinary residents of the region, offered their offices and their own housing for the needs of IDPs, and therefore contributed to creating opportunities for IDPs. In a number of shelters set up by NGOs, priority categories were identified for settlements (mainly, mothers with children). Some local governments, such as those in Zhovkva, have decided not to accept men of military conscription age to shelters in their community. At the same time, according to the director of one of the Lviv schools, men dominate among the persons hosted in his/her school.

A special role in the coordination of IDP settlement in the Lviv region was played by the Arena Center, where Lviv regional administration organized the coordination of settlement from the first days of the military aggression. The main task of the center was to meet people arriving to Lviv, to find a place for them to live in Lviv region, and to provide travel to the destination. At the same time, Lviv regional administration collected information about the temporary shelters and how many people can be settled. While IDPs were waiting in the Arena-Center to form groups for transportation, they could eat and receive humanitarian assistance (clothing, medicines, hygiene products, etc.). On some days, according to the representatives of the center's team, a thousand people passed through it per day; now, this flow has significantly decreased. Later, the Arena Center, with the support of "Shakhtar" FC, created their own shelter for 200 beds, and it is still functioning.

Humanitarian headquarters established under local authorities performed a similar function in terms of assistance with lodging in their communities.

Interviewed representatives of organizations assisting IDPs mentioned the following problems with the housing provided to IDPs:

- temporary shelters are mostly uncomfortable for long-term accommodation, since residents are forced to stay in a shared space, with a large number of people (in some places managers made efforts to create a sense of personal space using partitions);
- decreasing offers of housing from local residents who used to provide it free of charge or for the compensation of utility services;
- there is a question about housing received by IDPs in villages: at times, local authorities allocate housing with inadequate living conditions and without basic conveniences (heating, water supply, indoor bathroom, etc.); IDPs from cities find it difficult to adapt to living in rural conditions.

“ People are used to comfort and are not able to live in rural conditions. There are cases when IDPs come, and we give them a house. It's a hut with a stove and the wood-fired kitchen. It's nonsense to them, they never held firewood in their hands, they never could use it. So it was a shock to them. For example, no water supply in the house, no shower. And this is a problem for people,”– a representative of an NGO.

As for the accommodation for persons with disabilities, who were centrally evacuated by volunteers from specialized institutions, geriatric boarding houses, etc. from combat zones, in particular Luhansk and Donetsk regions, the situation is difficult. Such people cannot manage on their own and need special living conditions and special assistance, while specialized institutions of Lviv region able to provide it are already overcrowded.

Authorities are also actively engaged with solutions about medium- and long-term settlement of IDPs. First of all, the urgency of this need comes from the fact that Lviv intends to resume a full-fledged educational process from September, 1 (and, therefore, IDPs should leave schools approximately in July, so that there is time for repair and preparations); and, secondly, a number of IDPs themselves seek to live in separate housing, they even plan to settle down in the Lviv region permanently, including the purchase of housing. But there is a housing shortage in the way of meeting such a need. Therefore, the plans of the hromadas of the region include the construction

of additional housing. In the short term, there is a need to find and/or arrange a large number of alternative places where the residence of IDPs would not contradict the main purpose of the premises (unoccupied houses of local residents, inactive dormitories or sanatoriums, modular towns, etc.).

“The construction prospects are promising. We have submitted our proposals to the Department of Architecture. There is a possibility of building smart apartments... Such studio apartments are about twenty-five square meters in area, such a compact dwelling... We have all the town-planning documents in place, to build full-fledged housing and we have developers. But we understand that today the construction of the house will not take a month or three,” the local self-government representative said.

2.2 Humanitarian Assistance and Financial

Receiving financial assistance and ensuring such material needs as food and medical care are among the priority needs of IDPs. 86% of IDPs are satisfied with the humanitarian assistance received. Food and clothing are most often received by IDPs from volunteers, and cash assistance – from the authorities. Financial support is the most relevant for IDPs, but there are difficulties in obtaining it.



Centralized humanitarian assistance to displaced persons is provided through special humanitarian headquarters operating in Lviv and in a number of cities of the region. However, the methods used to disseminate information about access to the aid are not always effective, as people have difficulty in accessing such information.

IDPs in Lviv oblast are satisfied with the humanitarian assistance received. This was the answer given by 86% of respondents. Only about 3% are dissatisfied with the aid they receive.

Most respondents receive such types of assistance as food, clothing, and housing. Medical care and the provision of medication are quite popular. Cash assistance was used by the smallest number of respondents.

During the interviews, women (grandmothers) with children living in a special space for IDPs indicated that they were provided with the necessary items: clothes, food, hygiene products, and children were provided with toys, strollers, and baby food. In case of additional needs, respondents contacted the coordinator requesting certain items and received them, if available. Women with children living in the private sector are more likely to buy everything on their own, and they cook on their own. They do not always

have the information necessary to receive humanitarian assistance. They received humanitarian assistance from volunteers, acquaintances, relatives, as well as in humanitarian headquarters.

The same situation can be seen among the interviewed **displaced persons with disabilities**: those who stay in special shelters are better informed about the possibilities of receiving humanitarian assistance and confirm that their requests are generally satisfied. It is more difficult to access humanitarian assistance for those who find themselves in private housing **in rural areas**: there is less information available, less choice of necessary goods, and you often need to go to larger cities to receive the aid, which is not always easy. There were some complaints about the quality of aid, in particular about the unsatisfactory condition of clothes from humanitarian supplies.

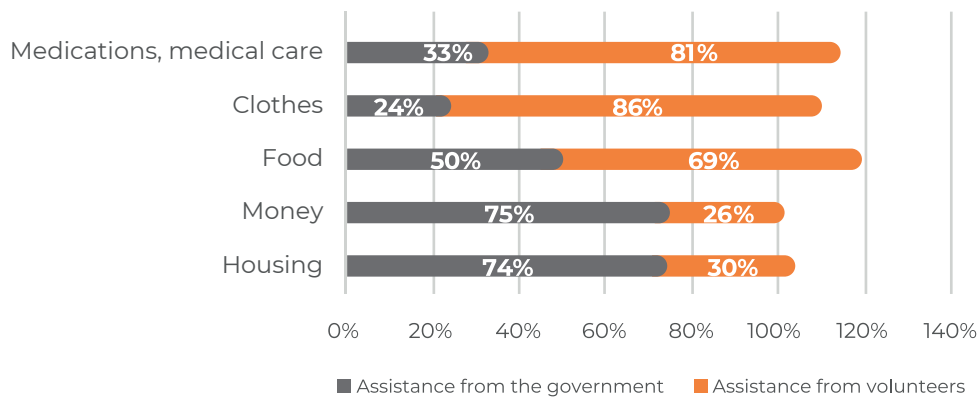
Have you received humanitarian assistance?

“Well, everything is available.” *It's just I want to go home,” said the mother of a fourteen-year-old teenager.*

“No, I have not heard. I haven't even heard of it... We buy it all ourselves, we cook ourselves. All on our own,” *said the mother of a fourteen-year-old teenager.*

If we look at the humanitarian aid providers, it differs depending on the type of assistance. If we talk about housing and money, then most often they are provided by local and central state authorities, and if we talk about food and clothing, then most often IDPs receive them from volunteers.

Providers of humanitarian assistance



Centralized humanitarian assistance is provided to IDPs through the specialized humanitarian headquarters operating in Lviv and several towns in the region. In smaller settlements, local self-government bodies are engaged in distribution. Civic/volunteer organizations providing assistance (collected independently or as part of partnership agreements with international humanitarian organizations) may do so at their own pick-up points or deliver it directly to shelters. There is also a practice of mobile teams who visit IDP sites and make a comprehensive assessment of the needs, and meet those needs.

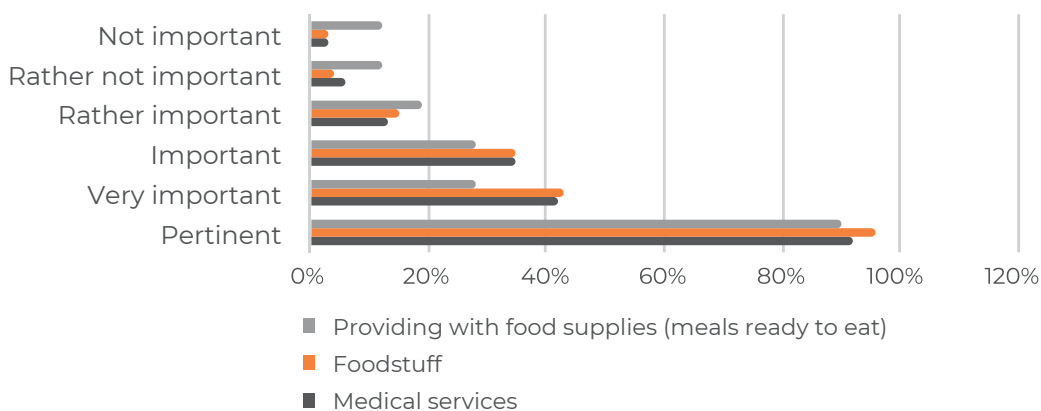
“ This kind of work, which we now practice in all locations in Western Ukraine where we opened our centers, is the work of mobile teams, when social workers, psychologists, speech therapists, teachers visit the locations and the team starts working. Some of the team work with children and the others work with parents to collect the needs. In this way, we can quickly and effectively reach many people,” said a representative of a humanitarian NGO.

Approaches to aid distribution may vary, from providing all the applicants to a more selective approach, aiding only vulnerable categories (e.g. mothers with young children), or upon assessing the real needs of a person/family. Due to the decrease in the inflow of some types of humanitarian assistance, the increase in the number of displaced persons and the identified cases of abuse by individual IDPs (for example, repeated requests for assistance that exceed the real needs of the person), a selective approach is currently dominant.

“ Now, of course, we provide less assistance. Why less? Not because there are fewer people, because we actually receive less help here. We have enough clothes here now, we still have hygiene products, we do not have enough food, and this is what internally displaced persons are most active for,”- a representative of one of the humanitarian headquarters.

Among the material needs of IDPs, food, including ready meals, as well as medical care, occupy an important place. Provision of ready meals (catering) is an urgent need for 90% of IDPs, and medical services – for 92% of IDPs.

Material needs of IDPs



During the interviews, women (grandmothers) with children living in a special space for IDPs noted that their basic needs for medicines and medical care have been met. Thus, medical care was provided through examination in by municipal medical facilities, charitable hospitals, visiting medical teams, doctor's appointments directly at the place of residence. Interviewed women with children living in the private sector pointed to the lack of the necessary information and the need to find medical care on their own. Some respondents, regardless of their place of residence, outlined the problems that arose due to the need to continue the treatment and search for narrow specialists.

“ We ... needed ... a correctional psychologist and a psychiatrist ... Because we started visiting them back at home, and because of the war we came here, and now everything has been put on a standstill. We finished the medicines that had been prescribed to us there,... and here we do not know what to do next ”, – the grandmother of two grandchildren.

Individuals with disabilities in rural areas faced certain limitations in access to health care, because the level of medical care is traditionally lower in rural areas compared large cities they lived before. Whereas consultations with the GP did not cause problems, for the most part, access to special doctors is difficult. Also, some respondents from this group spoke about the difficulty of purchasing medicines and receiving dental care.

“ That is, suppose I get sick, I need medication. I mean, there's no medication available. In hospitals, service is free of charge, but all medicines must be bought by the patient themselves. In other words, medical care is a difficult aspect. The tooth, for example, when you need to see the dentist, you need to have money to treat your tooth. And two thousand is not enough,” said a person with disabilities.

Volunteers mostly believe the need for medical care has been met: temporary shelters usually have a supply of various medicines and their own medical staff on site (for example, school nurses); they carry out regular examinations of residents.

If we talk about specialized care in medical institutions, there are cases of refusal to provide medical services. According to volunteers, it is due to the "human factor" (for example, the doctor refused to consult due to the absence of a signed declaration with him/her or arguing the availability of online consultations in institutions at the place of registration).

A separate issue is about the **assistance to civilian IDPs evacuated to Lviv from combat zones with serious injuries** – they require complex treatment and comprehensive rehabilitation, including prosthetics, mental health support, and the accompaniment. This is provided by specialized medical institutions of the region, mobile hospitals, international and Ukrainian volunteer organizations.

Only 26% of respondents surveyed received financial assistance. 75% received it from the state, and 26% - from volunteers.

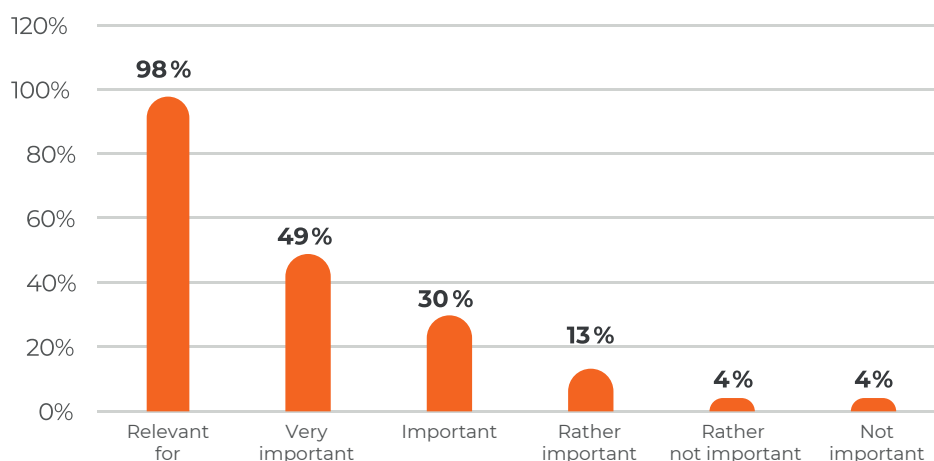
During the interviews, women (grandmothers) with children noted that they were preparing documents to receive financial assistance for IDPs, but not all of them had received it at the time of the interview, or they received it with a significant delay.

“ We've got the subsistence payments. We have received payments, it has been almost two months ... We got them, it was already practically... the end of April,” – said the mother of six children.

Among other financial receipts, respondents mentioned the receipt of government payments (payments to individual entrepreneurs and employees registered in the zones of active hostilities (E-support)); social benefits (pensions (including disability support payments), maternity benefits); wages; payments from international funds (UN); financial support from relatives, friends, acquaintances, and volunteers.

Among the material needs, the financial support is most relevant for respondents.

Financial support



During the interviews, women (grandmothers) with children living in a special space for IDPs noted that financial support, in general, was sufficient, they are saving on their costs, and mostly spend it on their private needs. Women with children living in the private sector have declared additional costs for utilities, for buying food, etc.

According to official information:

According to Lviv regional administration, there are [7 humanitarian headquarters](#) in Lviv region, where assistance is received and handed over to IDPs. To meet the [humanitarian needs](#) of IDPs, the UN Refugee Agency will hand over a thousand blankets and as many solar lamps, as well as 500 mattresses, tarpaulin tents, cans, and stoves.

Tens of thousands of portions of food for IDPs are prepared in the Lviv region by World Central Kitchen. The organization has established [8 catering points](#). [Nutrition assistance](#) for people living in modular homes is provided by the UN World Food Programme. The [catering assistance](#) was also organized by businesses.

Financial assistance for IDPs from the government is provided in the amount of UAH 3,000 per month for persons with disabilities and children, and for other persons — UAH 2,000 per month. The United Nations Refugee Agency has introduced a [cash assistance programme](#) for persons with special vulnerabilities.

Lviv regional administration cooperates with the UN World Food Programme in the following [areas](#): provision of food to displaced persons living in the Lviv region in schools, kindergartens, and dormitories; financial payments for internally displaced persons.

Binance Charity and the Palanytsia charitable initiative created the Binance Refugee Card, which provides [payments](#) in support of the most vulnerable people affected by the war (\$75 per person each month, for three months). IDPs living and registered on the territory of Drohobych city territorial community will be able to receive [cash payments](#) from the Czech non-governmental organization People in Need (UAH 2,220 per person/month during three months).

According to Lviv regional administration, IDPs can get all the necessary medical care at the place of their registration. If a person needs secondary (specialized) medical care, then they must address a territorial health care facility and receive referral to the appropriate facility. Pharmacies of Lviv region that sell “Affordable Medicines” under the contract with the NHCS, accept both paper and electronic prescriptions and hand out the prescribed insulin, if available. [Mobile](#) teams travel to the hromadas of Lviv region, they provide IDPs with medical care and psychological support.

There are three mobile [hospitals](#) in Lviv region: Dutch in Truskavets, Israeli in Mostyska and American in the village of Sokilnyky. During this time, 11,266 people have already received medical care. This includes consultations, as well as treatment prescriptions, as well as surgical interventions. In particular, in the hospital in Truskavets – 1,564 people, in Mostyska – 6,005 people, in the shopping center “King Cross Leopoldis” – 3,697 people have been treated.

At the Main Railway Station in Lviv, [medical and psychological care](#) is provided by more than 400 specialists, and the Lviv Regional Scientific and Pedagogical Library for displaced teenagers organizes [psychological support groups](#) “PORUCH”(lit. – NEAR) (development of the UNICEF Representative Office in Ukraine).

In addition to psychological assistance, the Lviv office of the volunteer hub “SpivDiia” will also provide free [legal assistance](#). Lviv regional administration has launched [a call center on legal issues](#).

2.3 Professional Life (Work, Study)

Among the professional needs of IDPs, the most relevant need is professional work. The employment of IDPs is the major problem, from the point of view of the authorities and NGOs. Nevertheless, during the war in Lviv region an extremely small number of IDPs were officially employed. On the one hand, this is due to the lack of vacancies; on the other hand, most IDPs consider their stay in the Lviv region as temporary, so they are not looking for work, or do not have the opportunity to work because they have to take care of minor children.

The authorities do not offer special mechanisms to meet the professional needs of IDPs, while uses traditional tools such as employment centers. There are separate initiatives for the re-skilling and training of IDPs in the region but they are not enough, and they are not systemic in nature.

For 75% of economically active respondents (employers, employees, freelancers), there have been changes in their employment since the beginning of the full-scale invasion of Ukraine by the Russian Federation. Among students, the rate of change is as high as 92%. At the same time, 31% of IDPs do not consider professional work to be an urgent need (i.e., they are not looking for a job).

During the interviews, only some women indicated that they still work (women freelancers and women who relocated to work in Lviv branches of their offices). Other women are not employed. The respondents cited the **impossibility of providing child care during work as the main reason** for non-employment, since in the place of temporary residence kindergartens are

absent or do not operate, and school classes take place online and require parental support. Among the reasons, they also mentioned the absence of job openings or no chance to work within their profession, the distance of work from the place of residence, plans to find a job upon returning home.



Are you looking for a job?]

I wanted to, but I don't have a place for children... I have nowhere to send them, no one is going to stay with my children here while I work. And I can't institute them anywhere, either, we have all the school classes online," – mother of two minor children.

Also, persons with disabilities who were interested to find jobs faced difficulties with employment. The main reason is that **most available vacancies require physical endurance**, and therefore are not fit for people in this category. People with disabilities are willing to work with paperwork or do other work on a computer, but there are not enough such vacancies, and there are no computers available for remote work.



Due to my disability, I have contraindications for hard work. The available vacancies either offer a twelve-hour work shift at a plant or at a bakery. That is, it takes about twelve hours to work. In terms of physical capacity, I won't be able to stand it. And there are no such vacancies where I know how to work with documentat management. Only hard work. It is mentally draining as no one needs me any more ,” – a person with a disability.

Representatives of the authorities and NGOs consider the problem of the employment of IDPs to be one of the key challenges. The key reason is that **there are not enough vacancies in the labor market, especially in small towns and villages**. For mothers with children, an additional factor comes from the inability to combine work with child care. A separate case among IDPs covers persons with drug addiction and ex-prisoners who find it particularly difficult to find employment.

The lack of employment for IDPs, according to volunteers, has its negative consequences:

- Inactivity of IDPs' causes the deterioration of their emotional state, they develop apathy and disbelief in their own power;
- There is a dependence on external support and further reluctance to take responsibility for their lives;
- Displaced persons are not included in the functioning of the region's economy and, more broadly, in the life of communities.

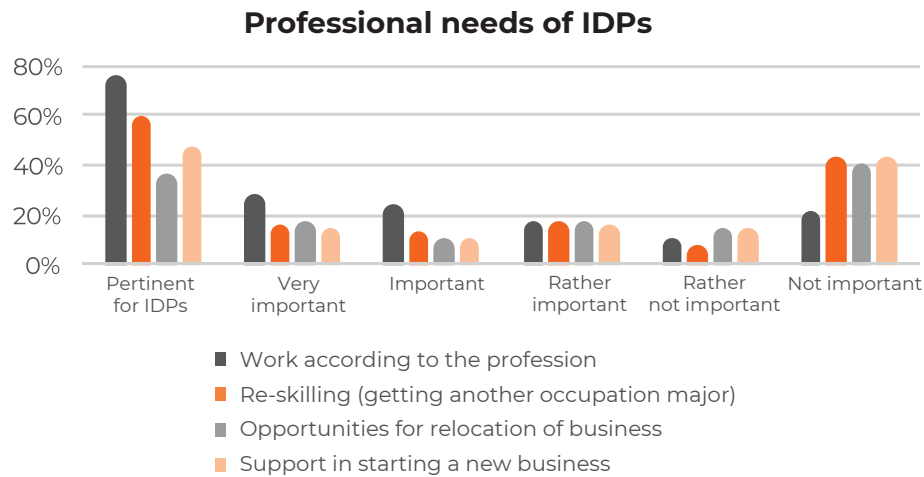


Material aid, you know, it gets you attached, let's put it this way. People relax and do not want to pursue anything – “They will give us staff”. Now, this is very unacceptable to me. Of course, I still want to help there for a month or two. And then, after all, we need to teach them that this work corresponds to what is available on the labor market. What the actual need is. If a person wants to re-skill, then they will be able to do so and go to work. And earn money,” the NGO representative said.

Although none of the organizations interviewed is systematically engaged in the employment of IDPs, they often help IDPs to find work on an individual basis. Representatives of local self-government bodies/municipal institutions also spoke about cases of individual employment of IDPs. For

example, the director of a Lviv school employed two IDPs from a shelter in the school for temporary vacancies to perform the functions of the shelter supervisor and deputy supervisor. In addition to helping IDPs, it also helped to cover a number of economic and managerial needs.

Among the professional needs of IDPs, the most relevant is professional work. As for business opportunities (relocation or assistance in starting a new business), such needs are not important for the majority of displaced people.



According to official information:

From the beginning of the Russian invasion until May 15, [2,059 IDPs applied for employment support](#) to the basic employment centers and branches of the Lviv Regional Employment Center. Of them, 971 persons were assigned the official status of unemployed. They managed to provide 246 displaced persons with work.

Vocational education institutions of Lviv organized [free training courses](#) for IDPs in the following professions: seamstress, pizzaiolo, salesman-cashier, plumber.

In Stryi, there were trainings for internally displaced persons who are ready to [open their own business](#) in Lviv region. A number of training activities are conducted for IDPs to [develop entrepreneurial skills](#).

2.4 Special Needs

The need to place a child in a kindergarten is critical: 96% of respondents answered that their children do not attend preschool now. IDPs need more information about the care they can get. At the same time, for the displaced persons integration into the local community, access to the church of their religion, and psychological support are not the needs of the first priority, and they are significantly inferior to material needs. Volunteer organizations and various creative communities offer various leisure and development activities for IDPs and their children but they are not enough and they do not cover small towns and villages.

66% of children of the surveyed respondents now continue to study at schools. At the same time, parents with preschool children find it impossible to place their child in kindergarten (96% of IDPs surveyed said that their children do not attend kindergarten now).

For 38% of respondents, it is relevant to continue their own education, and the continuation of their children's education is relevant for 53% of IDPs

During the interview, women with pre-school children declared their basic need – **access to kindergartens**, which are either absent from their current place of residence or suspended work due to the war.

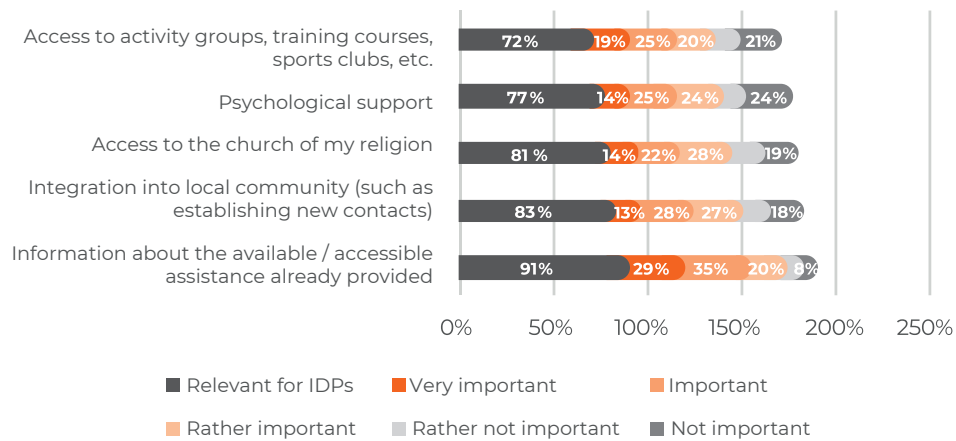
With regard to educational needs, women who have school-age children indicated that children continue to **study online**. In addition to the reservations to online education in general, the interviewed mothers outlined the needs in terms of Internet access and its quality, the availability of devices for online training.

With regard to extra-curricular education, women indicated the need for access to clubs, activity groups, due to their absence or remoteness from the current place of residence. Children living in special places for IDPs are usually self-organized for leisure activities, various hobby classes are conducted for them (drawing, Easter eggs painting, etc.). The interviewed women highlighted a lack of entertainment for teenagers, financial obstacles to accessing services in the field of entertainment.

“For example, I checked an aquarium to bring the children there. It is so crazy expensive, the entrance ticket for preferential categories is one hundred and fifty hryvnias and two hundred hryvnias for an adult. I need to spend almost a thousand hryvnias. It is just unrealistic, I cannot afford such a thing,” said the mother of six children.

Among the non-material needs, it is important to obtain information about available and accessible assistance already provided. Integration into the local community, access to the church of one's own religion, psychological support are “very important” for a small share of IDPs.

Non-material needs of IDPs



During the interviews, women and children drew attention to the need for socialization and integration of children into new communities, as well as the lack of live communication with peers.

“My daughter has suffered so much that she hasn't seen any living children since the war began. And yesterday, the headmaster of the school came to the school with her children and the psychologist of the school brought her son. And my daughter saw the children. And they were... they were running around the school, they were communicating. Children of all ages. They missed it so much,” – said the mother of four.

According to official information:

The Lviv regional administration's Department of Education and Science has developed a handbook for IDPs on [learning opportunities for children](#). Primary school teachers of the Novoyavorivsk City Council, thanks to the UNICEF-Ukraine Children's Fund, conduct creative classes for IDP children. In cooperation with the Center for the Provision of Social Services, the "Spilno" (lit. – Jointly) project of children's points is being implemented in order to involve children in [lessons on informal education](#). Specialists in social work engage with teachers to systematically conduct classes for children who have lost access to basic services, including education. Free [football training for displaced children](#) was conducted by FC "Karpaty".

The charitable organization "SOS Children's Villages of Ukraine" [presented](#) 34 new laptops for displaced orphaned children.

The YMCA Lviv NGO opened a [day care center](#) for displaced children, where parents can leave their children aged 4-11 for a few hours, free of charge.

Musicians of the Lviv National Philharmonic and volunteer artists from the Children of the Country social initiative organize [art meetings, concerts](#), and workshops. The Theater "People and Puppets" offer [performances](#) for IDPs in modular towns. The Association of Lviv Gallerists has initiated [free excursions](#) for IDPs, within the framework of the charitable cultural initiative "Lviv meets". The program includes light introductory walks through the streets, parks, and artistic spaces of Lviv, which will be conducted by the founders and employees of local cultural institutions.

A number of language courses have been organized ([speaking club](#) "Let's Speak Ukrainian!"; [courses in Ukrainian](#) for IDPs, [language courses](#) in the Chervonohrad hromada).

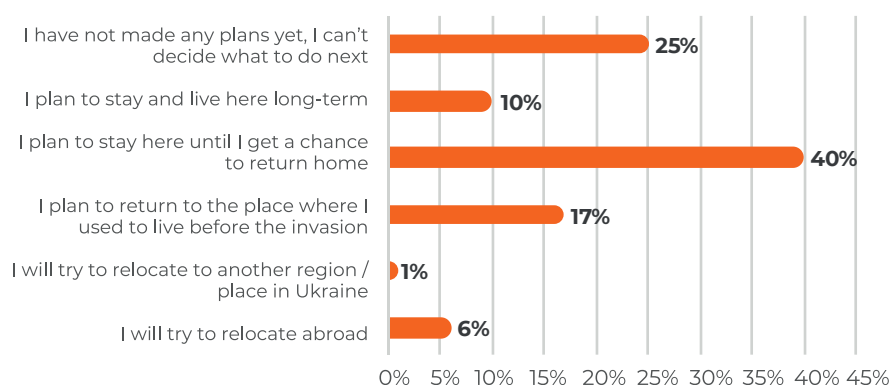
2.5 Planning for the Future

A large share of IDPs find it difficult to build the plan in the context of uncertainty: on the one hand, most want to return home, on the other hand, displaced people mostly associate the possibility of returning to their hometown or village upon the establishment of security or cessation of hostilities in their area. Therefore, IDP planning is rather in the very short term. IDPs are dominated by the hope of returning home.

Instead, authorities and volunteer organizations are increasingly more often moving from spontaneous actions that were common at the beginning of a full-scale invasion to planning their work and coordinating their activities. This applies, among other things, to housing plans for IDPs, transitions to offline training, relocation and support to businesses, the inclusion of military and post-war factors in development plans. NGOs working with IDPs when planning medium- and long-term activities take into account, among other things, the possibility of attracting financial resources and their scope.

25% of IDPs have no plans or can't decide what to do next. 40% plan to stay in Lviv region until the opportunity arises to return home. As little as 10% plan to stay here in a long-term.

Plans about further relocation in the near future



In the long term, only 10% of IDPs plan to stay in Lviv region. 17% of respondents plan to return to the city/village where they used to live before the full-scale russian invasion of Ukraine immediately after the end of the violent phase of hostilities in the city/village, and 12% – after the liberation of the region. For most IDPs, the main determinant for returning home is a sense of security. 47% of IDPs will return to their cities and villages when they believe that it is safe there. For only 5% of respondents, the argument for return is the restoration of infrastructure in the region, and for 7% – the availability of housing for living.

During the interview, most women with children indicated that they did not think about long-term plans, all plans could be ruined at one time.

“ Well, yes, for the future, I do not know how to proceed. We just live the way it goes, you live through one day, and thank God for that,” said the mother of six children.

“ No, I can't see at all. Well, I used to see some before, and now there is nothing planned, it has broken my life's order a little, I do not plan very much for the future,” said the mother of a fourteen-year-old teenager.

Most of their plans the female respondents connect to the completion of the violent phase of fighting and the war in general. They consider the current place of residence as temporary and plan to return to the previous place of residence. Those women who do not plan to return home in the short or long term, mentioned among the reasons the impossibility of returning, since the housing needs repair, there is lack of security, university admission campaign and further training in one of the universities of Lviv region, future delivery and birth of a child. The interviewed women also indicated that they were planning to return to their pre-war jobs or start looking for a job upon returning home.

“ Plans for the future?.. It's to go home, to get things back to normal, and we're really looking forward to it. We want to have our kindergartens opened, schools at home, to get a job and just live, at least just start living. This is the most important thing now,” said the mother of two young children.

“ I can only hope and believe that by September I will be back home ... I'll definitely be home. I will definitely work... I want to be useful. Maybe I will be doing some awareness raising work. To cultivate some critical thinking in people.... I'll resume dance classes. I've been dreaming of going back to ballroom dancing for 8 years.... And I'll do it, I know. In Ukraine, that's right,” said the mother of four.

Local authorities are actively moving from spontaneous actions, when they were solving some problems urgently, to planning their work. This includes not only the material needs of IDPs, but also the integration of military and post-war challenges into economic recovery and further community development. The plans of Lviv include the construction of a large rehabilitation center and the study of the experience of such centers abroad. According to the respondents, about three thousand people will need special medical care as a result of injuries. The next big goal is economic recovery, which includes support for relocated enterprises. The Lviv City Council also works on the development of industrial parks, scientific and technical hubs. This includes the construction of new enterprises that will provide jobs for both IDPs and local communities.

“ We plan to build an industrial park, where two enterprises with 600 jobs with foreign investment should enter. They do not seem giving up on their plans. Therefore, we have the task of building housing and a work-related dormitory so that those people could live and work,”- a representative of local authorities.

Local authorities think it is important to build permanent housing for IDPs with account for overseas experience for safety standards.

“ Israel has been going through such a thing, they live in a similar state of permanent war, so, for example, we have introduced new construction standards. We studied the experience of Israel, when on each floor there are special capsules where you can hide and, in principle, they protect against indirect missile strikes”, - a representative of the local authorities.

Planning among NGOs varies from organization to organization. It is important for them to ensure the sustainability of functioning in the current situation (financial resources are one of the main factors in the planning of NGOs). In particular, projects for the arrangement of shelters expressed such views.

But most organizations are ready to plan beyond short term, and list the following main areas of their work for the next period: (a) **expanding the organization's activities to other regions of Ukraine**; in particular, the opening of offices in the east and north regions of the country; (b) **organization of comprehensive work on the development of an action strategy**; in particular, the involvement of specialists [visionaries] to generate ideas; (c) **reformatting the work**. It has been mentioned, in particular, by humanitarian headquarters. In particular, a change in the type of activity to grow into a coordination center, to focus on the refugees returning after the victory of Ukraine.

Among the specific projects, NGOs include:

- **Efforts to create new jobs in the region.** In particular, through the support of local and relocated businesses.
- **Efforts to create permanent housing for refugees.**
- **Organization of advanced training programs for IDPs.**

Section III. Business and Social Activity

The interviewed IDPs do not stand out by social activity: they do not always know who provides them with assistance, and rarely join volunteer initiatives themselves. Instead, interviewed IDPs engaged in small and medium-sized businesses demonstrate an active position and are ready to work in difficult conditions. The authorities offer the business opportunities for relocation, but the businesses do not always take advantage of such opportunities: insufficient awareness of the opportunities, long procedures for obtaining assistance, little financial support.



Businesses that moved to Lviv region mainly perceive the region as a parallel (backup) platform for their activities. Working in the context of the COVID-19 pandemic has significantly helped to adapt to the conditions of war for businesses that could rely on remote work. Enterprises with complex cases of relocation, in addition to premises for the restoration of activity and settlement of employees, require comprehensive assistance with the search and transportation of equipment, additional financing, entry into new markets. The business does not want to re-register in the region, in particular for reasons of tax support of their own region.

Analyzing the IDP profile we can see that the share of employers is only 5%, freelancers – 8%, and employees – 42%. In particular, in the group of working respondents (employers, employees, freelancers), 75% of respondents felt changes in their employment since the beginning of the full-scale invasion of Russia: they temporarily lost their jobs, their company ceased operations, they switched to part-time employment, or lost their businesses, etc.

According to the findings of the quantitative survey, for 29% of IDPs creating opportunities for business transfer is important, while for 40% of IDPs such a need is completely not important. As for the opening of a new business, there is a similar situation. Assistance in starting a new business is important for 26% of respondents, and completely not important for 43%.

Relocation and operation of business in war conditions

Interviews with persons doing/managing their own business revealed special difficulties and needs faced by businesses (especially SMEs) trying to continue their operations or relocate their business to the Lviv region.

Representatives of business demonstrate high activity and initiative, unlike ordinary IDPs. They do not tend to expect; they make decisions fast, and adapt to the challenges of war.

Many respondents talk about paying taxes as their civic duty. They (for the most part) continue to pay them in full. Mostly, they do not tend to re-register business in Lviv region, and they refer to such important factors that they need to pay taxes to support their city/region for recovery.

In the vast majority of cases recorded by the study, the enterprise moved following the CEO. Instead, the team was mostly recruited from local people (with the exception of narrow specialists). At the same time, many (but not all) teams retained their composition due to the possibility of remote work. Working in the context of the COVID-19 pandemic has significantly helped to adapt to the conditions of war those businesses that could rely on remote work.

Almost all business representatives highly appreciate the efforts of the authorities (both regional and city) to help businesses. At the same time, they generally did not benefit from the support offered (for example, for the transportation of equipment), as they tried to implement their business relocation solutions as quickly as possible.

All study participants talk about a drop in the volume of orders, and as a result, decrease in profits /reduction in cash flows. Businesses that are ready to produce products for export need assistance to enter EU markets, face transportation problems (including postal communication). The inability to travel abroad is seen as a factor negatively affecting their businesses.

“ It's not a problem to increase production. The problem is where you put this product,” the business representative said.

Procedures, warehouses, logistics, customs duties are among the problematic areas where support is required. Transport logistics is also a problem for the business that has their customers in Ukraine. The sale of products from the relocated production facility is a challenge for many.

Medium-sized businesses need financial support, including credit and grant support. In their opinion, UAH 100,000 of assistance do not solve their funding needs in any way.

Mostly, representatives of SMEs see Lviv (Lviv region) as a parallel region for their business: they do not plan to wind down activities here after the war, but plan to resume their work in the regions where they worked before. Partly, this is due to security risks, partly to the desire to ensure a return on investment for business relocation.

“ Lviv will become a second city for me,” a relocated entrepreneur from Kharkiv.

The most influential variables that are taken into account by the business when planning:

- war, course of hostilities;
- aggravation of the global commodity crisis;
- deterioration of the epidemiological situation, introduction of new quarantine restrictions;
- prospects for EU accession;
- abolition / reduction of customs duties for the Ukrainian products in foreign markets;
- state policy for support of small / medium-sized businesses;
- elimination of the corruption component in public procurement and licensing;
- restoring the purchasing power of Ukrainians;

“ If the democratic system is maintained in the country, if decentralization is maintained in the country, and reforms are carried out competently, everything will be fine. If we fall into totalitarianism after the war, I will not stay in this country for a single day,” said the business representative.

Among the most frequently mentioned problems are the high cost of housing for employees and rental of premises, including the services of intermediaries. Some representatives complained about corruption in certain areas (for example, in the licensing of sources of ionizing radiation).

As for the support of employees "in difficult times", such support was provided only in the case of sustainable teams. Not all businesses were able to provide their employees with full financial security, but where possible not only regular payments were made, but also additional accruals were made. In addition, enterprises often helped their employees with evacuation (offering their own vehicles or finding them elsewhere), with leaving abroad, or with finding housing in a new place, etc.

Enterprises that apply for help with relocation differ in the complexity of cases, and, accordingly, in the requests they have. Enterprises with easier relocation usually calculate risks and plan relocation to avoid possible material or non-material losses. They usually need help finding premises, relocating and settling their workers. The requests for advice and accompaniment come both before and after the launch at the new location. Currently, the city authorities can help with the search for premises without the help of agencies, they can provide accommodation for business workers in shelters. In addition, it provides administrative services: processing individual business needs related to placement in a new location, communication with various services.

Ukrzaliznytsia and Ukrposhta help with logistics, but only to large enterprises that cannot transport equipment in any other way.

Enterprises with a complex case of relocation, in addition to premises for the resumption of activity and settlement of employees, require comprehensive assistance with the search and transportation of equipment, and additional financing. The great challenge is the urgency of resolving these issues, so as not to lose employees – both business owners and local authorities are interested in this.

“ We need to act urgently because employees are in a “downtime” – the longer the process, the less opportunity to bring back the employees. At best, they can go to work for another enterprise, at worst – they will go abroad. Such cases require several weeks of daily work: where to settle, where to find equipment in Europe, where to find premises,” the local government representative said.

Rent is also complicating business operations: in the first months after the invasion, property owners did not demand payment for the premises but are now asked to pay the full cost.

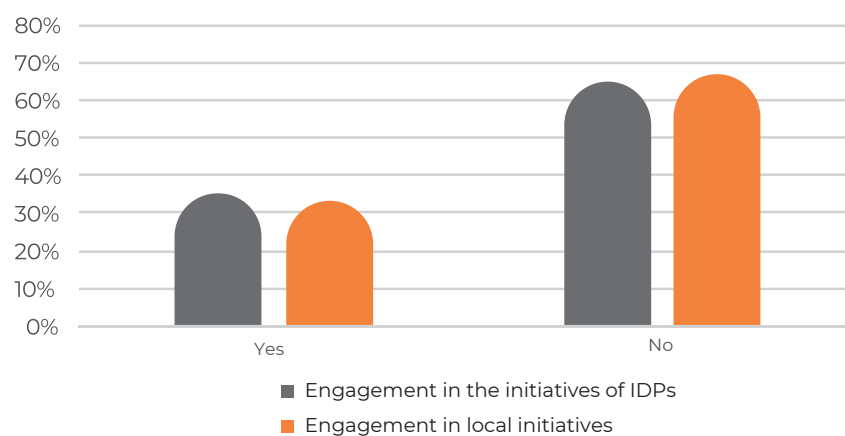
The city also receives requests for help with employee reservations (from conscription) and travel permits for business trips. However, these issues are beyond their competence.

Social Activity of IDPs

The social activity level of IDPs are quite low. Only 11% of IDPs surveyed are aware of community initiatives organized by IDPs themselves in Lviv region, and 12% are aware of initiatives organized by local activists for IDPs. The survey showed that IDPs are not very active in terms of involvement in such public initiatives.

“ *Those who want to engage themselves somehow, then come to offer help, they also volunteer. Someone is looking for a job, but a lot of them just don't know how to engage themselves. They are waiting for some kind of impetus. They need to work with them... The reason for their passive attitudes is that they do not know where to spend time when there is no work, when there is nowhere to engage yourself, well, and there is no desire to volunteer, either, – not everyone can volunteer, not everyone understands the principle of volunteering, “ – a representative of the humanitarian headquarters.*

Engagement in the work of public initiatives



During the interview, women with children indicated that they did not have information about volunteer initiatives and did not participate in them. They noted that free time is used for more communication with children, and those who continue to work use this time for work. Some respondents indicated that they help in their current place of residence, arrange their living conditions.

“ *Sometimes I do, I have a car. Therefore, sometimes the headmaster can ask me to go, let's bring some blankets. Here, we have ... a lot of people came to the gym ... So we went ... In the kitchen, girls also sometimes help,” says the mother of two young children.*

The analysis of needs of IDPs revealed that the ability to participate in volunteer or other community initiatives is very important for 22% of respondents, and important for 26%. At the same time, such a need is not important for 13% of IDPs.

The ability to gather and discuss their needs, plans, problems, experiences, etc. with other IDPs is very important for only 11% of respondents.

Local authorities also note the **inaction** of IDPs as a significant problem. Lack of work or inclusion in volunteering is one of the factors that negatively affect the mental state of forcibly displaced persons. Employees of NGOs see an urgent need for constant involvement of IDPs in various types of work not only to help volunteers, but also as a way to distract them from negative thoughts.

“ It has to be some kind of physical labor, because people sit there and do nothing – people get dumb, and they have negative emotions. Otherwise, they will be busy with something and the brain somehow works in a different way,” – the representative of local government.

According to official information:

In Lviv region, there is a [Business Support Program](#), that was developed by Lviv regional administration for the period of martial law. As of June 3, [10 enterprises have submitted applications](#) for financial support and funds for the purchase of equipment. The program operates through three instruments: grant financial assistance to relocated production enterprises, voucher support for marketing or certification services, grant financial assistance for the purchase of equipment in certain production sectors. A mandatory requirement for participation in the program is the registration of an enterprise in the territory of Lviv region. In Ukraine, there is [a platform for business](#) relocation.

To financially help small business owners affected by the armed aggression of the Russian Federation, [grants were launched on the Diia portal](#). Micro- and small enterprises can apply for microgrants worth UAH 125,000. Enterprises registered before December 31, 2021 in Chernihiv, Sumy, Kharkiv, Kherson, Mykolaiv, Zaporizhzhia, Donetsk, Luhansk, and Kyiv oblasts are eligible to apply for microgrants; if they temporarily moved from these oblasts; and if they were affected by hostilities and can confirm this.

The State Labour Service of Ukraine, together with the Lviv regional administration, will assist enterprises that have moved to the territory of Lviv Oblast from the combat zone. Within their competence, labour inspectors will provide the necessary [consulting support to enterprises](#) that need it. It is about remuneration, dismissal, transfer, declaration of downtime, accounting of working hours, organization of work, creation of safe and healthy working conditions, provision of administrative services, etc. 140 firms and companies of the Lviv region have submitted documents to receive compensation for labor costs for the employment of internally displaced persons.

Soon, the [Women Entrepreneurship Support Center](#) will be opened in Lviv. Here women will be able to get free answers to questions about starting a business or its development. In the coming months, 25 lectures will be offered by influential speakers of Ukraine.

A [website with volunteer initiatives](#) has been created in Lviv. On the website, you can find information about volunteer initiatives grouped by categories. The site has two sections – suggestions and requests for help. The United Nations Children's Fund (UNICEF) in Ukraine and the Ukrainian Volunteer Service, together with the Ministry of Youth and Sports, have created a [national volunteer platform](#) – an online portal for the rapid search for humanitarian and volunteer assistance in all regions of Ukraine.

Section IV. Challenges in the work of the authorities and NGOs whose activities are related to providing assistance to IDPs

Coordination of assistance processes for IDPs in the Lviv region takes place between local authorities, businesses, international organizations and local volunteer organizations and initiatives. However, no joint strategies for action have been developed, as well as no strategies or plans at the national level.

Overall coordination of all processes in the oblast takes place through cooperation with the Lviv Regional Military Administration and the Lviv District Military Administration, with which the Lviv City Council agrees on key decisions. Lviv City Council is responsible for all processes related to IDPs in Lviv city hromada.

In Lviv, communication with businesses on relocation is carried out by the Department of Investment Management of the Lviv city council, if the enterprise intends to move to the Lviv ATH. Otherwise, the requests are processed by Lviv regional administration, which also receives part of the applications from the ["Relocation Program of Enterprises"](#) of the Ministry of Economy.

Communication within territorial hromadas takes place with representatives of city authorities and headmen of adjacent villages. This applies, in particular, to settlement issues, food provision, requests for assistance from budgetary institutions and individually from displaced persons.

Coordination between different stakeholders is mostly well-tuned, so most of the study participants did not express specific problems in cooperation. Each of the actors in the chain of providing assistance to displaced persons keeps in touch with others. International organizations, foreign charitable foundations, local businesses are also involved in the work. The city is also working with foreign partner cities to receive humanitarian supplies or to receive IDPs abroad.

Because of the specifics of the work, the city authorities do not work directly with IDPs. Rather, they act as an organizer and coordinator, while NGOs and humanitarian headquarters are the actors involved in the work with the displaced persons.

In coordination, they find it important to have the constant checks "of being on the same page": stakeholders should complement each other's work, rather than duplicate it in order to maintain the effectiveness of assistance.

“ The most important thing is that we do not repeat the work that our partner does. Because otherwise it is wrong when we assign to them the implementation of certain issues and do the same. So we took a niche in social support. And they [partners] give shelter, set up food supplies, transportation to the border and so on. That is, we divided our tasks and it is right that in the same territory we do different work that works for the same goal – assistance to IDPs,” – a representative of the NGO.

Quite often, organizations express a **request for a single coordination strategy developed by the state**. Since it is the government that acts as the manager of all processes aimed at helping the displaced persons, it should form a long-term work plan for all the actors involved. Currently, only a tactical plan of action is available, and the strategic plan has not been presented yet. The local authorities express the same request to the central government: for them, the development of a financial strategy and ways to replenish local budgets is urgent.

Some organizations mentioned the **passive involvement of employees of municipal and state institutions** in the process of providing assistance. At times, civil servants show no initiative.

“*Meanwhile, we have volunteers, and when they are not there, they [civil servants] will have to do it. Well, it turns out that when you make them face it, then it works, and the servants start moving. There were also people in the military administration who talked about cooperation. And everything is fine, but you know what they say in Lviv? Until it strikes one more time, I am not moving away. That's the same. Before it strikes them somewhere, they do not start moving,*” – the representative of local authorities.

At the level of interaction between organizations, there are difficulties on the **legal side**. Signing documents with all beneficiaries is required for official cooperation. This procedure requires time and patience, which is always lacking in responding promptly to IDPs' requests. Thus, NGOs sometimes cooperate superficially, so as not to delay the process of providing assistance. Or they don't cooperate at all.

Volunteers note that there are problems in **communication with IDPs**, in particular, due to their difficult past and stressful situations, which affects the condition of the volunteers themselves. Therefore, **employees of volunteer organizations need constant psychological support and training to maintain emotional stability**. Working with IDPs involves some qualification training to work more effectively. Organizations have a high demand for experienced social workers.

For most of the study participants, work with IDPs this year was the **first such experience**, so organizations often make mistakes during the organization of the work process.

There is a need to raise **funding to issue salaries to volunteers**, as well as money to keep workers on the ground. Today, a significant proportion of volunteers are already returning to their (main) work.

Humanitarian headquarters record the **risk of a decrease in the supply of humanitarian aid**. Currently, the need has been covered but in the long term, a shortage of certain goods may start.

Local authorities have **difficulties in providing adequate accommodation and meals for IDPs**. This applies to the following challenges: difficulties in finding long-term accommodation; arrangement of school and hospital premises for the comfort of IDPs (purchase of beds and bedding, installation of bathrooms, showers); installation of food units, refrigerators, microwaves, electric kettles, etc.; building of food stocks for IDPs.

“ There is a constant question of purchasing priority food products. In one of the cities of the region, one hundred and fifty people are provided with meals. So we have to keep cooks there to provide quality food. You can't trust anyone because you don't know what that person is cooking. And because of this, it is necessary that our cooks cook, and provide food for these people,” – a representative of local authorities.

They also take into account the small number of high-quality business premises in the Lviv hromada. This complicates the process of relocation of large enterprises.

Working with IDPs requires a rapid response and addressing coordination issues, while working with international funds and organizations faces challenges due to their slow response.

“ There is a problem with decision-making in overseas funds – everything has been going on for too long. When, for example, people abroad have raised a certain amount of money, then most likely this money goes to some fund that will manage the money. They need to be set a clear task and demand more that the process takes place faster, and Lviv can still get help,” – a representative of local authorities.

Among the problems, the authorities also point to the lack of income in local budgets, in particular in connection with the emergence of new benefits for IDPs and the cost of their stay. It is anticipated that from the autumn, the funds may be lacking.

Working with relocated businesses is complicated because of the lack of a clear division of responsibilities in working with relocated businesses between Lviv City Council and Lviv regional administration.

Key Findings and Recommendations

Conclusions

Since the beginning of the full-scale Russian invasion into Ukraine, the Lviv region has faced an unprecedented challenge: it has become the epicenter of the movement of people from the regions and oblasts where hostilities have taken place or are taking place. The authorities, volunteer organizations, businesses, ordinary non-indifferent residents rushed to help; they spontaneously responded to the problems that arose, and tried to meet all the needs of IDPs. This happened without prior training, special strategies or mechanisms, without sufficient financial, material, and human resources.

Among the key gender, age, and socio-economic features of IDPs who came to Lviv region, we can distinguish the geography of origin (most from Kyiv, Donetsk and Kharkiv regions), sex-based structure (73% – women), economic activity of the population (55% – employers, employees, freelancers), low income, half of them have minor children, a large number of people with disabilities.

The vast majority of IDPs are satisfied with the assistance they receive on the ground and with the conditions in which they live.

The issue of providing temporary housing (in particular in special spaces housing IDPs) is being addressed quite effectively, but a long-term solution to the housing problem requires coordination, resources, cooperation with international stakeholders, as well as taking into account the requirements for energy efficiency and environmental protection.

IDPs do not have sufficient information about the assistance they can receive, which includes both accommodation opportunities (e.g. modular houses), financial and humanitarian assistance, and specific information for receiving medical care.

Among the professional needs of IDPs, the most relevant is professional work. The employment of IDPs is the biggest problem from the point of view of the authorities and NGOs, because in the long term for people who plan to stay in Lviv for a long time or forever, the issue of obtaining qualified and paid work will be a significant factor in their satisfaction.

Non-material needs are not acute for IDPs, but they need to be taken into account in planning for the long term. This applies to integration into the local community, opportunities for the development of IDPs and their children, and conditions for communication and starting a business activity.

The IDPs interviewed do not show high social activity and are not very much willing to participate in volunteer initiatives at their place of residence.

The authorities offer the business opportunities for relocation but the business does not always use such opportunities, and in the future it considers the Lviv region not as a main place of activity but as a back-up or additional site.

For the authorities and NGOs in providing assistance to IDPs, two key problems can be distinguished: coordination of assistance and the formation of a long-term strategy of work.

Civil organizations consider the authorities should assume the highest level of responsibility for coordinating and establishing all processes related to IDPs, in particular, providing medical care, housing, work, and educational opportunities. They should bear the responsibility for the development of the region as a whole. Some of the study

participants highlighted the lack of involvement of the authorities in these processes at the moment. In particular, such participants referred to the management of the reception of displaced persons (especially specific groups, such as persons with disabilities or the elderly people), interaction with displaced persons, etc.

In addition, according to the volunteers, the authorities are responsible for developing a strategy for the integration of IDPs, the development of the region and coordination of the work of the main stakeholders. The tactical steps taken so far work effectively, but the long-term planning function of the government has not been sufficiently fulfilled.

Volunteers manage to make quick and effective decisions without bureaucratic delays. However, the role of local authorities in helping volunteers is very important. Without it, it is impossible to establish coordination between the efforts of all stakeholders.

Recommendations

General

- Strategies for providing assistance to IDPs should be developed to comprehensively take into account all elements of assistance and propose specific actions for a particular group of IDP needs. It should be considered that strategies should not be based only on material needs, since a number of IDPs plan to stay in the Lviv region for a long time, which means the need to meet also professional and non-material needs, and integration into the local community. In addition to the strategic approaches, the documents should contain specific measures indicating those responsible for implementation and possible sources of funding. The issue of providing assistance to IDPs should also be incorporated into regional strategies and development plans.
- It is necessary to systematize information about assistance available to IDPs from various sources (from the authorities, public initiatives, ordinary residents, etc.), as well as actively disseminate it (special web pages, Telegram channels, leaflets, mass media). Mass media shall be actively engaged in the dissemination of such information.
- Strengthen collaboration among different stakeholders through coordination to ensure all existing IDP needs are met, funding is leveraged and overlapping of assistance is avoided. For this purpose, a separate platform for communication, exchange of experience, and coordination of work can be created.
- Communicate and learn from the experience of other regions of Ukraine that have also received many IDPs and are engaged in business relocation from affected regions of Ukraine.
- Systematically conduct research on the needs of IDPs to better understand the status quo, to respond flexibly to changes, and plan their future actions.
- Systematize information on financial opportunities for community-based and volunteer-based organizations and initiatives to work with IDPs, and proactively collaborate with and encourage international and national donor organizations to develop and implement special programs to assist volunteer-based organizations working with IDPs.

Regarding the provision of material and other assistance:

- Arrange temporary housing for IDPs in such a way as to provide basic needs (cooking, washing, ironing, etc.), which, on the one hand, will allow IDPs to feel more at home, on the other hand, they will relieve the burden on people who provide assistance (there will be no need to organize the cooking of hot meals, washing and ironing of bedsheets, etc.).

- Coordinate with other stakeholders (business, international organizations, governments of other countries, donors, sister cities) on the construction of new and re-furnishment of existing housing for IDPs, as well as use international experience in this area, in particular in the context of building green and energy-efficient housing. From this point of view, an EGD instrument as the New European Bauhaus could be particularly useful.
- Coordinate the activities of humanitarian aid providers in such a way that they are received by all those in need, whether they live in specially equipped shelters or in the private sector, as well as those who need it most.
- Particular attention should be paid to the explanation to IDPs about the possibilities of receiving medical care (declaration with a doctor, where to go, information about hospitals and points of care for IDPs working in Lviv and Lviv region, accessibility to specialists who provide specialized medical services).

Regarding the professional, non-material and special needs of IDPs:

- Develop special assistance mechanisms for people with special needs and coordinate such assistance with other stakeholders.
- Help IDPs with employment (information on current vacancies, consultations on employment, provision of temporary work, retraining, working conditions for mothers who have young children, creating conditions for distance work). To this end, special centers can be created to provide work for IDPs, in particular with the active involvement of both local and relocated businesses.
- Develop strategies for the integration of IDPs into local communities, work with IDPs to increase their social engagement. When developing strategies, take into account the problematic issues that arise both among the displaced and the local population.
- Provide offline training and attendance at kindergartens, which will promote better integration into the community and enable mothers to return to their professional activities.

Regarding the business:

- Improve programs and mechanisms for providing support and assistance to businesses affected by the war and businesses that have relocated to the Lviv region. Support may consist not only in financial assistance, but also in training, assistance with reorientation to the EU market and marketing of products in general, advice on legal and other issues.
- To encourage relocated businesses to be environmentally and socially responsible, to build their operations in line with the objectives and trends of the European Green Deal in order to be competitive in the EU market.

