



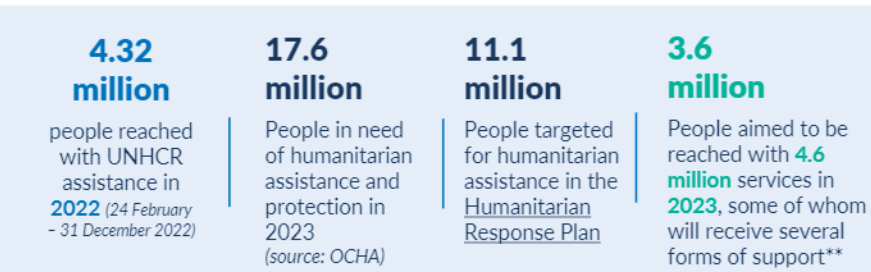
UKRAINE EMERGENCY

UNHCR Delivery Updates

17 May 2023

Nina and Viktor were amongst those who had stayed behind in Novozovesenske village, Khersonska oblast, when the hostilities reached their village in March 2022. Through UNHCR's shelter programme, they received construction materials, helping them repair their damaged home. Read their story [here](#). © UNHCR

KEY FIGURES:



**The total number of services UNHCR aim to deliver is 4.6 million. Approximately 20% of the people are expected to receive multiple forms of assistance.

OPERATIONAL CONTEXT:

- Country-wide air attacks have further intensified over the past two weeks. On 13 May, the premises of a [WFP-contracted bakery in Mykolaiv were hit](#), causing damage to buildings and vehicles used to store and deliver bread for thousands of families in the region. On 16 May, Kyiv was again hit by a missile and drone attack which [Ukrainian officials noted](#) as 'exceptionally dense.'
- A grave humanitarian crisis is rapidly unfolding in the front-line areas of **Donetska oblast** where civilians are enduring heavy fighting and hostilities that have escalated over the past two months. [UN and humanitarian partners](#) have reached some 120,000 people in these communities with much-needed assistance this year however, many more still lack access to basic necessities like food, water, and health care.
- During the [briefing to the UN Security Council](#) on 15 May, UN Emergency Relief Coordinator noted that the humanitarian operating environment in Ukraine remains complex and dangerous. He stressed that despite this "humanitarian workers continue to deliver assistance across Ukraine, with nearly 3.6 million people receiving humanitarian assistance in Ukraine in the first quarter of 2023."

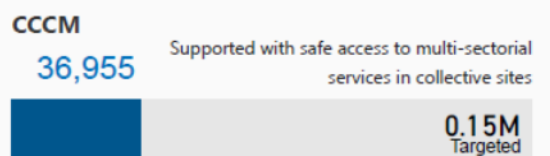
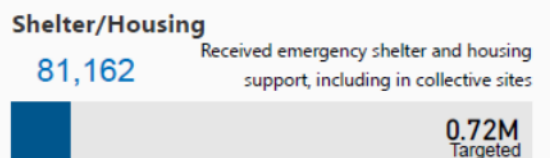
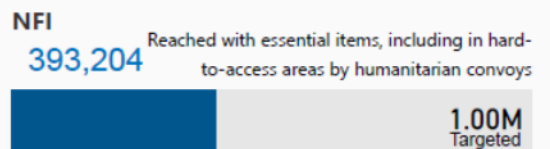
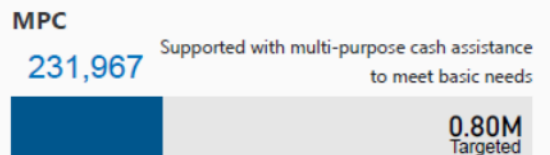
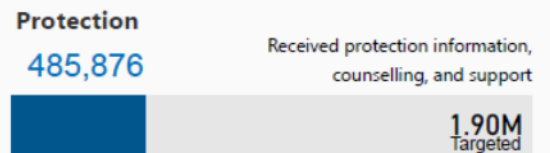
WORKING WITH PARTNERS:



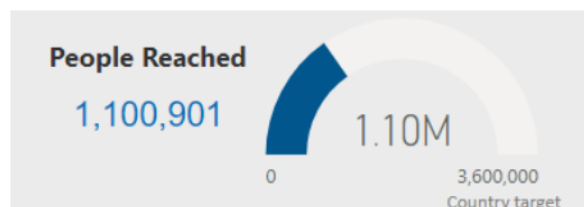
2023 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January to 15 May 2023)

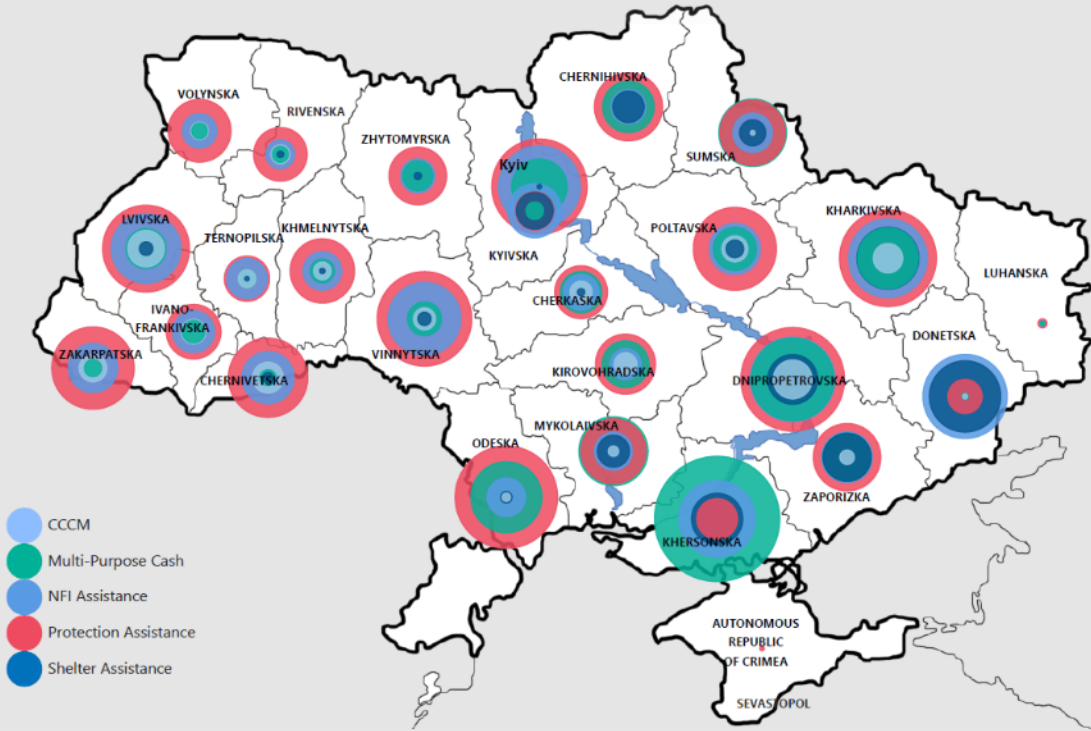
1.10M People reached with assistance to date



* The targets are subject to the receipt of the funding requirements



Reached figures are subject to data cleaning and retro-active corrections may occur.



NFI Essential Items & Housing/Shelter

- Immediate assistance:** The attack on Khmelnytska oblast on 13 May affected 1,500 households in 25 villages. [UNHCR partner Rokada](#), in coordination with the regional authorities, quickly delivered **emergency shelter materials to protect damaged properties** and provided **psychological support to people affected by the hostilities**.
- Shelter materials support:** On 5 May, UNHCR conducted the second distribution of construction materials to support **100 families in Vysokopillia in Khersonska oblast to repair houses damaged due to hostilities** as part of the [Ukraine is Home](#) cooperation platform between the Ministry of Communities, Territories and Infrastructure Development and UNHCR.
- Housing solutions:** Pre-made homes are being installed on the private land of families whose homes were destroyed due to the hostilities in Kyivska oblast so that families can stay in their communities while waiting to rebuild their homes. So far, **UNHCR has installed 30 pre-made homes in Kyivska oblast**, with the aim to install a total of 100 homes in collaboration with the Oblast Administration.
- Window repairs:** In 2023, UNHCR introduced the Window Installation Programme in regions of Ukraine affected by the hostilities as well as in the western regions focusing on the collective sites hosting IDPs. To date, **more than 2,000 square meters of windows have been installed to improve living conditions and reduce energy costs for people residing in private homes and collective sites**.



UN agencies together brought food and water, solar lamps, shelter and hygiene kits, and clothing for children to the communities of Dvorichna in Kharkivska oblast. ©OCHA

Humanitarian convoy delivers aid to front-line villages

On 3 May, UNHCR contributed 1,000 solar lamps and tarpaulin sheets to a [UN interagency convoy](#) that delivered aid to Dvorichna in Kharkivska oblast, a village close to the front lines. 2,000 civilians who are in Dvorichna and neighbouring villages have no option but to spend their days and nights in basements, hiding from the relentless shelling. They have no proper access to power, water, or food.

Reaching heavily affected communities in areas close to the front line with life-saving assistance remains a priority.

Operators at the UNHCR Hotline answer 1,500 calls a day from people in need across Ukraine



Iryna, who joined the hotline in June 2022 as an operator, says it is very rewarding when she receives a positive message or a call from people who were able to get the support they needed. ©UNHCR/Victoria Andrievska

UNHCR's partner Donbas SOS hotline was established in 2014 to support conflict-affected people in the eastern regions. Since the full-scale invasion in 2022, the hotline has expanded its work to assist war-affected people across the whole country with timely information.

Calls are often about multi-purpose cash assistance and some on protection issues such as legal consultations about missing documents, or inquiries regarding the registration of IDPs. Some 57% of callers are displaced people, and about 30% are those who stayed in their villages and whose homes were damaged or destroyed. A quarter of those who call are older people.

The operators have answered **more than 262,000 calls and 100,000 e-mails since the start of the full-scale invasion**. More than half of the operators are IDPs themselves, including seven who have been displaced twice. The team responds to queries in solidarity with the people they are assisting. Read more [here](#).

UNHCR's hotline is free. The number is 0-800-307-711 and is open during workdays from 9:00 to 18:00.

Protection

- **Thematic update:** UNHCR published the **Thematic Legislative Update** focused on the Government of Ukraine's newly adopted [State Strategy on Internal Displacement \(2023-2025\) and its Operational Plan](#). The five central goals of the Strategy and associated objectives, include 1) strengthening the State's capacity to respond to internal displacement, 2) ensuring safe evacuations, 3) assisting in the initial-stage integration of IDPs, 4) facilitating the integration of IDPs by creating conditions for the development and strengthening the capacity of host communities, and 5) supporting safe returns to home communities and reintegration of IDPs.
- **Protection monitoring:** UNHCR protection teams continue regular monitoring visits to IDP sites to assess needs and respond with protection services. During the past week, UNHCR partner Right to Protection conducted more than 45 monitoring visits to Poltavka and Sumska oblasts, where **310 IDPs were supported with protection counseling and legal assistance**

activities. 79 monitoring visits were conducted to collective sites in Lvivska, Rivnenska, Ternopil'ska, and Volyn'ska oblasts, during which **162 IDPs were supported with legal aid.**

- **Counseling and Psychosocial support (PSS):** 132 newly arrived IDPs in collective sites in Zhytomyr'ska oblast, who had evacuated from Donetsk oblast in late April, were supported by UNHCR partners Rokada and Right to Protection with essential items and protection-related services such as PSS and counseling to address the most urgent needs.

Cash assistance

- In 2023, UNHCR extended enrolment through mobile teams to **Ivano-Frankiv'ska, Ternopil'ska, Volyn'ska, and Zakarpatska oblasts**. Currently, UNHCR maintains active enrolment in 18 oblasts across the country and has reached over 231,967 IDPs, returnees, and non-displaced war-affected people with multi-purpose cash assistance.

Integration hub for internally displaced Ukrainians opens in Mukachevo, Zakarpatska oblast

On 9 May, the "Platform of Joint Actions" Integration Hub opened in the city of Mukachevo to facilitate the active inclusion of IDPs in decision-making processes within their host community. The hub was developed by NGO "Mariupol Youth Union" which relocated to Zakarpatska oblast after the full-scale invasion last year, with the assistance of UNDP, UNHCR, and the European Union.

The hub aims to become a space where locals from Mukachevo, and people who have fled and found safety and a new home there, can come together to get to know each other, learn new skills and develop and contribute with their human capital.

Read more [here](#).



The Integration hub in Mukachevo was created as a completely barrier-free space. © UNHCR



Alfonso Herrera visiting a child-friendly space supported by UNHCR in Lviv, Ukraine. ©UNHCR/Jordi Matas

Alfonso Herrera, Goodwill Ambassador for UNHCR, calls for solidarity after his visit to Ukraine

Following a visit to Ukraine, Poland and Slovakia, Alfonso Herrera, Goodwill Ambassador for UNHCR, is calling for more support for the millions of people who have been affected by the full-scale war.

During his four-days in Ukraine, Herrera travelled through Lviv, Kyiv, and Uzhhorod, visiting collective sites hosting IDPs and meeting with families whose homes had been badly damaged or destroyed by shelling. He witnessed first-hand the work of UNHCR, local authorities, and partners in providing protection services such as psychosocial support and legal aid, as well as essential household items and housing assistance.

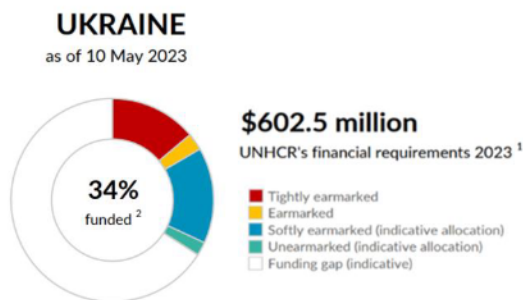
“The stories I heard of loss, separation, and hardship were truly heart-breaking. While their strength and resilience are astounding, those displaced and affected by this war need our support.” Herrera said.

Read more [here](#).

PUBLICATIONS

- UNHCR Ukraine Monthly Operational Update – March 2023
- Lives On Hold: Intentions and Perspectives of Internally Displaced Persons in Ukraine
- UNHCR Ukraine Participatory Assessment - November 2022
- Thematic update on PSEA in the Ukraine emergency (March 2023)

FUNDING UPDATE | 2023



UNHCR is grateful for the support from our top government donors and for the generous contributions from individuals and the private sector. Given the immense humanitarian needs, UNHCR continues to seek support to deliver assistance inside Ukraine in the [2023 Supplementary Appeal](#).

FOR MORE INFORMATION:

- Visit Ukraine's [Operational Data Portal](#) for more information products [here](#).
- UNHCR's [Regional Flash Update](#) on the Ukraine situation can be found [here](#).
- [Ukraine Protection Cluster Response Dashboard](#) can be found [here](#).
- [CCCM Cluster Collective Sites Mapping](#) [here](#)
- [Shelter Cluster Response Dashboard](#) [here](#).

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