

# ADRA UKRAINE NEWSLETTER



MARCH 2024





## Interview

***Transportation, psychological, cash and shelter assistance - how ADRA Ukraine helps affected Ukrainians through the LEAP project, Maryna Rozhko, the Project Manager, is going to share details.***

LEAP stands for Lifesaving Evacuation, Assistance and Protection. This is a project funded by [the Government of Canada](#) and [ADRA Canada](#). It has been in place since June 2022 and will last until June 30, 2024. The project has two components, or two phases. Component A lasted from June 1, 2022 to March 31, 2023. Component B started on April 1, 2023, and will last until June 30, 2024. This project covers four main areas: transportation, psychological support, shelter support, and multi-purpose cash assistance for the affected population.

**Let me start with the first area - transportation assistance.** First of all, it is evacuation, but not only. Yes, we are evacuating people from the frontline areas. These are mainly Kherson, Donetsk, Zaporizhzhia and Luhansk Regions (although only one town in Luhansk is still under Ukrainian control). We are mostly evacuating most people from Kherson Region. We are able to evacuate both able-bodied people and people with limited mobility, as we have two ambulance cars specially equipped for people with disabilities. In total, our fleet now includes 11 vehicles. These are nine buses and two ambulance vehicles.

We provide all types of transportation assistance, but only within the territory of Ukraine. We have the following national evacuation routes: Kherson - Lviv, Kherson - Mykolaiv - Odesa, Kherson - Kyiv, Odesa - Palanka. When cities are exposed to heavy shellfire, people usually leave them and go either to the central regions of Ukraine, where it is more or less safe, or to the western regions, such as Lviv and

Chernivtsi, or abroad. We also help people to get to the border, for example, with Moldova (Odesa-Palanka route). Another example is Kherson-Lviv route, where people easily can cross the border in Lviv Region. The evacuation covers Kherson, Odesa, Kharkiv, Mykolaiv Regions, as well as parts of Zaporizhzhia, Donetsk, and Luhansk Region. We are not currently operating in Sumy Region because we do not have enough beneficiaries – we need at least 10 people per one bus. We have buses with 20-23 seats, one ambulance with one seat and one bed, and another ambulance with one bed and three seats.

In addition to evacuations, another type of transportation assistance is social buses that help people to reach the critical infrastructure, such as pharmacies, grocery stores, hospitals, etc. We operate such buses in three communities in Kramatorsk District of Donetsk Region: in Lyman, Cherkasy and Sviatohirsk communities. Another type of transportation assistance is helping returnees to get to their original place of residence from the evacuation. That is, if there are no active hostilities in some areas of Ukraine, we are helping people to return home from the evacuation. This can be, for example, Sumy Region, which is considered more or less safe right now. We can meet people willing to return to their homes at the border with other countries. For example, our buses sometimes wait for beneficiaries at Shehyni checkpoint (on the border with Poland). We also help people with limited mobility to return. It is important to emphasize that we are the only organization, the only project in Ukraine that provides assistance to returnees. No one else in Ukraine is doing. As part of our project, we work with many partners in the southern and southeast parts of Ukraine. Today ADRA Ukraine is almost the only organization that is engaged in evacuations from the Kherson Region as part of the LEAP project. Previously, we also had evacuation component in the GFFO project supported by [German Federal Foreign Office](#), [ADRA Germany](#), and [Aktion Deutschland Hilft](#), but this project ended and has been replaced with the interim project – PEACE.

**Another area as part of the LEAP project is national psychological assistance.** We have a staff of 17 people. These are 14 psychologists, including the PSS coordinator and supervisor. There are also three psychotherapists and a psychiatrist. However, we do not provide psychiatric care. That is, we do not write prescriptions or give medications. We provide psychological and psychotherapeutic assistance. Psychological assistance is provided in several forms: offline and online, group and individual sessions. and also trainings. We facilitate trainings, for example, on topics such as suicide prevention in communities, domestic violence prevention, gender-based violence prevention, and so on. We conduct these trainings both for our partners and for the staff and volunteers of the charitable organization. Also, within this area, we provide individual psychological assistance free-of-charge for volunteers and ADRA Ukraine staff - up to three free sessions. This means that any ADRA Ukraine employee can ask our team to help them. It is clear that the organization's employees face many challenges. These include constant stress, burnout, fatigue, etc. Also, our psychologists provide psychological advice every Thursday at a counseling meeting held for all ADRA Ukraine employees.

In addition, every Thursday, one of our psychologists holds group sessions with our call center operators on a first-come, first-served basis. After all, operators receive a lot of calls, they are the first to listen to beneficiaries, and they often face negativity. That's why we hold sessions every time on



Evacuation and transportation of civilians



Driver and car for the evacuation of immobile persons

relevant topics of interest to operators. For example, how to behave correctly with an aggressive beneficiary who angrily demands something on the hotline. Or how to listen to a person who has suffered grief or loss and is telling their personal story.

It's important to say that the psychologists of our project work all over Ukraine, providing assistance online and offline., but the psychologists' offices are located in Kyiv and Dnipro.

**The next area is supporting shelters and dormitories where beneficiaries stay.** Our project offers funding for four shelters. Three of them are permanent shelters, and the fourth is a transit center where people stay for 2-3 weeks and rotate quickly. The first shelter is a dormitory in the city of Dnipro run by the I Am Mariupol Foundation. It is intended only for IDPs from Mariupol and their families. It's not easy to get into this dormitory, the selection system was approved by the Cabinet of Ministers. People who want to get a place at this shelter dormitory have to apply to the "I am Mariupol" centers and pass the eligibility assessment based on vulnerability criteria. The next shelter is also in Dnipro - it's called "Hostyna" and is run by the Assistance and Development Charity Fund. People also may stay there permanently. Another shelter in Chernivtsi is called "City of Goodness". It is intended only for women and children, including orphans who were taken from Mykolaiv and Kherson orphanages. Before the full-scale invasion began, it was a shelter for domestic violence survivors. Since the beginning of the war, women who survived the violence can also stay there. It is also important that the City of Goodness, in my opinion, is one of the largest and best shelters in Ukraine. They have a bomb shelter, special child-friendly interior design, and people feel very comfortable in there. There is also a hospice for children with disabilities, where about 20 people live. Unfortunately, we do not have capacity to support this hospice, but it is important to mention it. They even have a glass roof so that children who cannot even move can at least see the sky. The fourth shelter is a transit center in Lviv, created by the Voznytsky Charitable Foundation, where people stay, as I said, for 2-3 weeks. These are mostly people evacuated from the most dangerous areas. Many people evacuated from Kherson Region to Lviv are temporarily staying at this transit center.

Let me also tell you a bit about the services offered by our partner shelters thanks to our funding. We finance the salary costs of the staff who run the shelters. This includes directors, technical staff, daycare attendants who look after children, psychologists who counsel shelter residents, and HR specialists (for example, in the Lviv shelter, such a specialist looks for jobs for evacuees in Lviv). We also pay for utilities and food for the beneficiaries. If the shelter has a dining room, we bring food and prepare meals there. If there are no cooking facilities, we bring ready-made meals. The funds are also used to provide the shelters with hygiene products and household chemicals, bedding, etc. We also cover logistics costs.

**The fourth area of the LEAP project is the provision of multi-purpose cash assistance to vulnerable populations.** We provide this assistance in Dnipro, Kharkiv, Kherson, Mykolaiv, and other regions, as well as in the government-controlled areas of Zaporizhzhia, Donetsk, and Luhansk Regions. At the beginning of the project, we also covered Kyiv Region after its de-occupation. People who meet the vulnerability criteria receive a one-time cash assistance in amount of UAH 10,800. The amount is calculated at UAH 3,600 per month, but is paid for three months in one transfer.



Psychologists help overcome stress



People become happier after psychological support

In many cases, one beneficiary can receive assistance in several areas of our project. For example, we evacuate people from Kherson to Lviv and then accommodate them in a transit shelter. Then they are contacted by our cash assistance coordinator and, if they meet the vulnerability criteria, they are provided with more cash assistance. A psychologist also works with the beneficiaries in Lviv. That is, one beneficiary can receive assistance in four areas within the LEAP project.

Since the beginning of the LEAP project, **24,022 beneficiaries** have received transportation assistance, **14,959** - psychological assistance, **2,152** - assistance through shelters funding, and **14,463 beneficiaries** have received multipurpose cash assistance thanks to ADRA Ukraine and the support of partners.



Children's room in one of shelters supported by ADRA Ukraine with LEAP project



Registration process for financial assistance for residents of buildings after rocket attacks

# Assistance activity statistics for March 2024

Assistance direction	Amount of beneficiaries	Amount of assistance	Region of assistance	Donor name
Food security	279 360 people (147 080 people received food boxes) (132 280 people received bread)	144 836 food boxes 529 120 loaves of bread	Kharkiv, Mykolaiv, Kherson, Sumy regions	The UN World Food Programme and ADRA Switzerland, ADRA Japan, Japan Platform
Pshychological assistance	1 407 people	-	Vinnytsia, Volyn, Dnipropetrovsk, Zhytomyr, Zaporizhia, Ivano-Frankivsk, Kyiv, Kirovohrad, Luhansk, Lviv, Mykolaiv, Odesa, Poltava, Rivne, Sumy, Ternopil, Kharkiv, Khmelnytsky, Cherkasy, Chernihiv regions	The Government of Canada, ADRA Canada, ADRA Germany, Aktion Deutschland Hilft
Legal assistance	79 people	-	Dnipropetrovsk, Donetsk, Zakarpattia, Zaporizhia, Kyiv, Mykolaiv, Odesa, Poltava, Kharkiv, Kherson, Khmelnytsky, Cherkasy regions	ADRA Germany, Aktion Deutschland Hilft
Protection centres	762 people	4 IDPs collective centres	Dnipropetrovsk, Lviv, Chernivtsi regions	The Government of Canada, ADRA Canada
Evacuation	1 104 people	68 evacuation trips	Dnipropetrovsk, Mykolaiv, Zaporizhia, Donetsk, Kherson region	The Government of Canada, ADRA Canada
Transportation	1 553 people	76 trips	Dnipropetrovsk, Zaporizhia, Kherson regions	ADRA Germany, Aktion Deutschland Hilft
Multi-purpose cash assistance	960 people	10 368 000 UAH	All of Ukraine	The Government of Canada, ADRA Canada, ADRA Japan, Japan Platform
Community initiatives support (SCLR)	-	13 civil society organizations (grants amount 2 317 278 UAH)	Mykolaiv region	Danish International Development Agency (DANIDA)
Education	99 people	30 children project covers 80% of tuition fees; 10 Individual PSS sessions; 1 Event for External beneficiaries; 5 extracurricular educational activities.	Lviv region	ADRA Germany
Winterization	864 people	394 tons of solid fuel briquettes for households in Donetsk oblast; 69 tons of solid fuel briquettes to 4 collective centers.	Donetsk, Dnipropetrovsk, Lviv, Cherkasy regions	ADRA Germany, Aktion Deutschland Hilft, ADRA Network
Shelter	99 people	44 households were supported with construction materials (Shelter NFIs) for renovation of damaged housing	Zaporizhia region	ADRA Network



## HIGHLIGHT

### **Head of Mykolaiv Regional State Administration Vitalii Kim discusses humanitarian assistance to affected communities with ADRA Ukraine project team supported by WFP and ADRA Switzerland**

In Mykolaiv Region, representatives of the ADRA Ukraine project team supported by [the UN World Food Programme](#) and [ADRA Switzerland](#) had a meeting with Vitaliy Kim, the Head of the Mykolaiv Regional State Administration. The meeting was attended by project manager Roman Orlov, operations manager Maryna Potekha, coordinator in Mykolaiv Region Volodymyr Alimov and his assistant Kateryna Bilousova. The participants discussed the current humanitarian situation in Mykolaiv Region and further plans for cooperation. Vitaliy Aleksandrovych thanked ADRA Ukraine for supporting the population in the most affected communities of the region and for the team's active work since the first days of the full-scale invasion.

Mykola Marinov, Deputy Head of the Regional State Administration, also took part in the discussion. The local authorities expressed their wishes to implement critical recovery projects and further support the region's economy.

14/03/2024

See on the website:

<https://www.adra.ua/en/head-of-mykolaiv-regional-state-administration-vitalii-kim-discusses-humanitarian-assistance-to-affected-communities-with-adra-ukraine-project-team-supported-by-wfp>



## HIGHLIGHT

### **ADRA Ukraine took part in the Monitoring Mission of the Shelter Cluster and the Non-Food Assistance Cluster in Donetsk Region**

On March 18-20, the team of Reconstruction and Winterization Project implemented by ADRA Ukraine with the support of [ADRA Network](#) in Kherson, Zaporizhzhia and Donetsk Region took part in the Shelter Cluster and the Non-Food Assistance Cluster in Donetsk Region. The project team met with representatives of local authorities, presented activities on housing reconstruction and targeted delivery of fuel briquettes in two communities in Donetsk Region, and together with the mission officer visited several villages, whose residents received assistance from ADRA Ukraine. The Monitoring Mission was represented by Renee Wynveen, leader of the Shelter and Non-Food Assistance Cluster's Eastern office, Yulia Tralo, Junior Advisor, Maksym Davydych, Shelter and Non-Food Assistance Specialist, as well as representatives of NGOs and international organizations: ADRA, AoS, PIN, Project Hope.

The Monitoring Mission organized and held meetings with the head of the Kramatorsk District State Administration, the Head of the District Military Administration, the leaders of Sviatohirsk and Sloviansk communities, the leader of Pokrovsk community and representatives of the Pokrovsk community. The main topics of discussion were emergency response to humanitarian issues, efficient communications and empowering communities to meet their needs, as well as planning and coordination of activities for the current year....(you can read the full text on the website at the link below).

25/03/2024

See on the website:

<https://www.adra.ua/en/adra-ukraine-took-part-in-the-monitoring-mission-of-the-shelter-cluster-and-the-non-food-assistance-cluster-in-donetsk-region>





## HIGHLIGHT

### **Irpin Community awarded ADRA Ukraine with the Letter of Gratitude for support with the town reconstruction**

On March 28, the Conference Hall in Irpin, Kyiv Region, hosted the “Every Brick Counts” ceremony of recognition and gratitude for assistance in rebuilding the hero town of Irpin. During the ceremony, dedicated to the second anniversary of the city’s liberation, the Irpin community also acknowledged ADRA Ukraine, a charitable organization that participated in the reconstruction of damaged housing in the town and provided humanitarian aid to its residents.

The event was organized by the Irpin City Council with the support of the Ministry of Community Development, Territories and Infrastructure and the Verkhovna Rada Committee on State Power, Local Self-Government, Regional Development and Urban Planning. The ceremony was attended by diplomatic representatives of other countries, as well as representatives of humanitarian organizations.

After the liberation of Irpin, ADRA Ukraine carried out repair work in residential buildings, including roof restoration, facade work, delivery of building materials, repair of the boiler room and arrangement of a shelter for IDPs. The charitable organization delivered two generators to the local Invincibility Point. In addition, dozens of families in the town received certificates for construction materials.

29/03/2024

See on the website:

<https://www.adra.ua/en/irpin-community-awarded-adra-ukraine-with-the-letter-of-gratitude-for-support-with-the-town-reconstruction>



## Success Story

### Kateryna Ivenko Mykolaiv

Kateryna is from Mykolaiv. After the start of the full-scale invasion, she and her family moved to another city in the same region. However, the family later returned home.

"I have a son, he is a fifth grader. Being responsible for myself is one thing, and being responsible for a child is a little different," the woman says. She is raising her teenage son with her husband. So, of course, after February 24th, 2022, their lives changed dramatically. Constant shellfire, worries and tension do not let them forget about what is happening in the country.

"I heard about ADRA Ukraine from social media, and then they came to our workplace and offered their help," Kateryna says. She had already been familiar with the ADRA Ukraine. At first, she received food kits, and then she learned about a chance to apply for the cash assistance.

"I was told that the cash assistance would come in a week or two. And so it was. I received money on my card, 10,800 UAH," the woman adds.

Due to the danger and shellfire in the city, school classes are now held online. Thanks to the gadgets purchased, Kateryna's son will be able to study more efficiently and improve his academic performance.

"I am very grateful that people do not forget about us," she says, as this assistance, supported by [the Government of Japan](#), [Japan Platform](#) and [ADRA Japan](#), has made a significant contribution to her family's life.



## Success Story

### Vlad from Kyiv currently stays in Lviv

Before the full-scale invasion, Ukrainian people had lived their own life dealing with own personal problems and celebrating personal successes. But soon, everything changed.

"I don't have a home anymore. I used to live at a centre in Kyiv" our beneficiary Vlad says about a place where he once found shelter. After February 24th, the situation changed, and the man had to look for a new place to stay.

Initially, he lived in a shelter run by ADRA Ukraine in Kyiv, but later he moved to Lviv, where he is still living right now.

"The accommodation here is great, the meals are amazing too," Vlad says. He is very pleased with the conditions at the shelter. He is satisfied with everything, both the food and the housing itself. That's why he says: "I am sincerely grateful [the Government of Canada](#) and ADRA for doing such a wonderful job for the people of Ukraine."

The man is sincerely grateful to the Government of Canada, [ADRA Canada](#) and ADRA Ukraine for the help that is so important to him and many of his fellow citizens. Thanks to the donor support and the efforts of ADRA Ukraine's team, people who are left homeless and alone with their problems may find shelter and support.



## Success Story

**Natalia Mysyk**  
Kyselivka, Kherson Region

"I am unemployed. There are no jobs. How am I supposed to survive? At least now I have something to eat," Natalia says. The woman lives in the Kherson Region, in a small village. During the full-scale invasion, many businesses closed because of the constant shellfire and danger. Now the woman is left without a job and no livelihood to survive. She would probably starve, if not for ADRA Ukraine's food assistance.

Now, Natalia Mykolaivna regularly receives food kits from [the UN World Food Programme](#) and [ADRA Switzerland](#), thanks to which, the woman at least has enough food to eat.

"We are really grateful to you. Really, really grateful," Natalia adds.



## More news

**Residents of the Mishkovo-Pohorilivska community in Mykolaiv Region have received food kits from the UN World Food Programme**

01/03/2024

**Thirteen charitable and community organizations in Mykolaiv will receive funds to implement their initiatives with the support of the Ministry of Foreign Affairs of Denmark**

06/03/2024

**Residents of a shelter for IDPs in Lviv have received psychological counseling thanks to ADRA Ukraine with the support of its Canadian Partners**

12/03/2024

**Representatives of ADRA Ukraine visited Mykolaiv Bread Factory, whose products are distributed by volunteers to the people in need with the support of the UN World Food Programme**

13/03/2024

**Residents of four villages in Zaporizhzhia Region have received construction materials from ADRA Ukraine to restore damaged housing**

14/03/2024

**ADRA Ukraine's team evacuates a family with a person with disability and 13 other people from Kherson**

15/03/2024

**ADRA Ukraine's psychologists congratulated the residents of the Polyvanivka Psychoneurological Boarding School on Women's Day and facilitated workshops for them**

20/03/2024

**About 3,000 people in Sumy Oblast received food hygiene kits from ADRA Ukraine and Japanese partners**

26/03/2024

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