



## Final or Interim-Report

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| <p>To: CARE Austria<br/> Place and Date: Bucharest – 15 February 2023<br/> from: CARE France<br/> Subject: Final report</p> |
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### Overview

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| <b>PROJECT NR.</b>                           | 530-2022  |
| <b>REPORTING PERIOD</b>                      | 1/05/2022 – 31/12/2022  |
| <b>TIME FRAME</b>                            | 1/05/2022 – 31/12/2022  |
| <b>TITLE</b>                                 | Response to Ukraine Refugee Crisis  |
| <b>TOTAL BUDGET<br/>NIN SUPPLEMENT TOTAL</b> | 825,000 EUR   |
| <b>DONOR</b>                                 | NIN   |
| <b>PARTNER</b>                               | CARE France   |
| <b>LOCAL IMPLEMENTING<br/>PARTNERS</b>       | SERA, FONPC   |
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## Background

Since the Russian invasion of Ukraine on 24 February 2022, Romania has recorded the entry of 3,242,209 people from Ukraine<sup>1</sup>. Thus, humanitarian efforts focus on combining emergency short-term and long-term support for people transiting and choosing to remain in Romania. According to the latest [UNHCR figures](#) as of 21 January 2023, there are 106,835 refugees on Romanian territory and 109,413 refugees registered for temporary protection.

At the end of June, Romania ratified a [Government Emergency Ordinance \(no. 100/2022\)](#) with the aim of regulating the protection and integration of Ukrainian refugees in Romania. Under this ordinance, the fields of employment, health sector, child protection benefit from more flexible and adaptive measures to facilitate the integration of persons wishing to reside on Romanian territory. Nevertheless, legal enhancements are not fully implemented in practice. According to the study report published in December 22<sup>2</sup>, 21% of individual HH members reported a healthcare problem and a need to access healthcare services in the previous month, while only 76% of them managed to get the needed medical services. While people over 60 were the group who reported the lowest access to healthcare among those who needed it. In the top of the list of barriers preventing access to healthcare are language barrier and Information barrier, followed by unavailability of services and high service costs. Therefore, projects providing healthcare service is still of crucial need for Ukrainian refugees in Romania.

Similarly, according to the [Regional Refugee Response Plan](#), while persons granted temporary protection have access to national health services, lack of information and language barriers often hinder this access. As for access to education, there are gaps in the ability to integrate Ukrainian children into the education system, as well as in the adjustments that need to be made to ensure the completion of Ukrainian online courses. As number of Ukrainians staying in Romania for medium or long term increased twice since September, new needs emerged to integrate them in Romanian society together with supporting their immediate needs. The [Multi-sector Needs Assessment](#) conducted by REACH and UNHCR adds that access to the labor market is complicated for 26% of the interviewees as there is a lack of opportunities, and for 20% not speaking the Romanian language is a barrier to employment.

## Project Context

In Romania, CARE implements its programme in partnership with its long-standing partner over 20 years, SERA, and Federation of Child Protection NGOs (FONPC) which is an umbrella organization with over 65 members and through 28 local civil society organizations (CSOs). CARE delivered all the activities funded by NIN in collaboration with SERA and its partners and maintained the primary responsibility of providing technical advice and monitoring while SERA signed memorandum of understanding (MoU) with each partner. Implementing partners were responsible for identifying locations and infrastructure (in close coordination with local authorities), distributions and execution of works.

To adapt to the evolving situation and needs in Romania, CARE and SERA modified its emergency response strategy in August and in December 2022 taking into consideration the needs identified by the field teams and implementing partners. New needs focus on the integration of Ukrainian refugees into the Romanian society and ensuring that vulnerable Romanians are not excluded from the support provided to reduce potential tensions between the two groups. While the sector of protection stays in the core of the support program. Immediate needs also stays in the strategy at least till the end of July 2023.

Activities in Moldova were not implemented with NIN funds as it was initially planned. During the proposal stage which corresponded to the time before selecting the partners in Moldova- CARE/SERA planned to work with a larger number of partners in Moldova. An analysis was carried out of 13 potential partners, but based on their interest and focus areas, three partners were finally selected. In conjunction

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<sup>1</sup> Source: [Romania's Response to the Ukrainian Refugee Crises, January 2023](#)

<sup>2</sup> Source: [Romania Multi-sector Needs Assessment \(December 2022\)](#)



with learning from the Romania programme, we have found it is important to be led by the interests/needs of the partners, as well as ensuring organizations have sufficient capacity and experience to implement a response directly. Given CARE's Moldova response is a smaller programme, we decided to limit the scope and not use NIN funds for projects in Moldova. Instead, focus on activities in Romania.

### Rapid Gender Analysis

A Rapid Gender Analysis (RGA) Brief was conducted by CARE/SERA in May 2022 to establish a review of the reception of Ukrainian refugees in Romania. Based on primary and secondary data, this analysis aimed to identify gaps in the identification of people's needs and, in the response, provided by all the actors involved. The report highlighted the difficulties refugees face in accessing information about available services: temporary protection, health, and education. Fears that women, who make up most of the refugee population, will resort to negative coping mechanisms to support their families continue. The main risks identified are the lack of management of gender-based violence, the lack of child protection and the risk of human trafficking. The study recommended that cooperation between different actors (international NGOs, local authorities, and local partners) should be improved, and that the dissemination of information should be more organized and accessible to all. The lack of gender-based data persisted as a challenge.

This first phase of the study was essential to understand the existing gaps in terms of available structures and resources. The second and more detailed phase of this study was carried out in the last quarter of 2022 based on a qualitative method through individual interviews, focus-group interviews and "life story" interviews. This study was carried out with the aim of identifying the needs of the most vulnerable people and producing recommendations for the various humanitarian aid stakeholders. The report further recommends (among other recommendations):

- The development of alternative informal educational programs for children (e.g. places where children can meet, play, socialize among themselves) and creation of opportunities of schooling/training/professional development for refugees women.
- The development of custom-made psychological/mental health support programs.

### Vulnerable groups

Having focus on protection, CARE and SERA target vulnerable groups to have access to safe arrivals and spaces. Mainly this includes Ukrainian children, mothers with caring responsibilities and people with chronic illnesses.

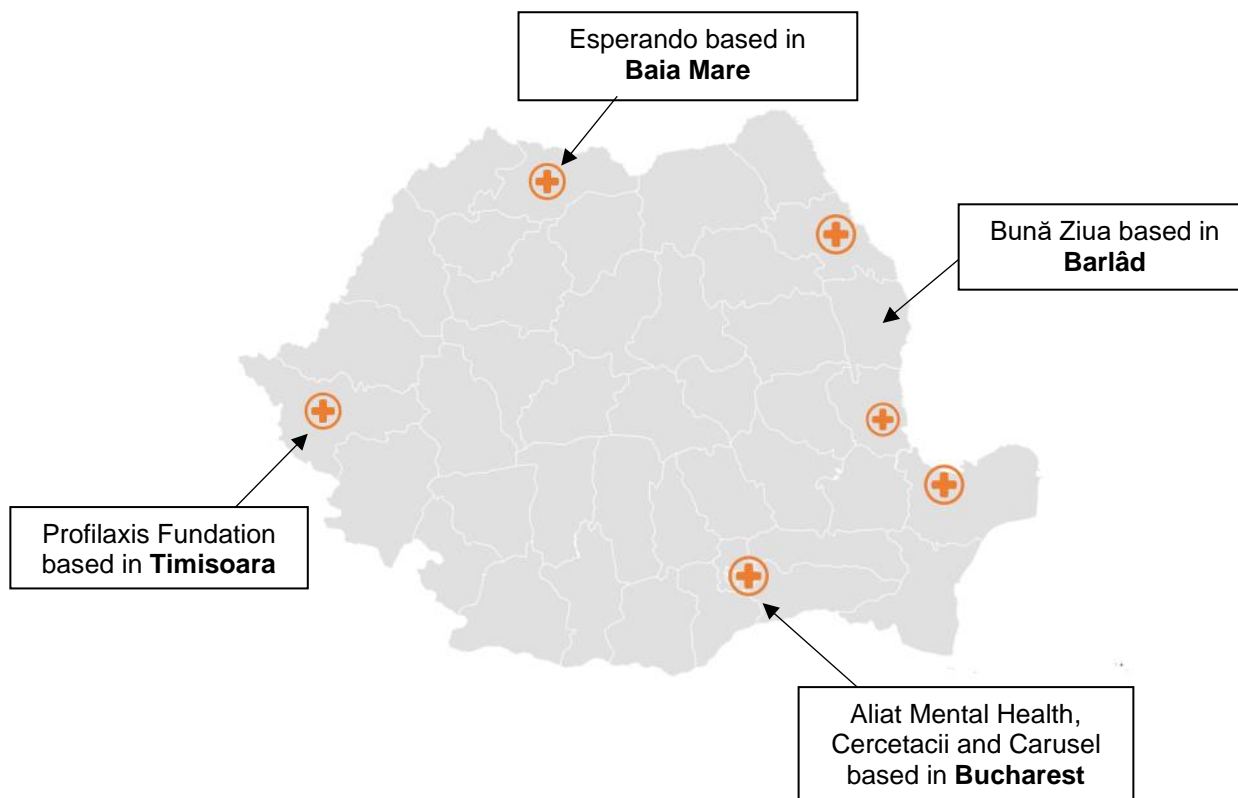
### **Presentation of the partner's program**

To conduct the activities funded by NIN, CARE through SERA contracted six sub-partners: Aliat MH, Profilaxis Aid Foundation, Bună Ziua Copii din România, Esperando Association, Carusel and Cercetacii Romaniei in Romania providing a multi-sectorial response. The table below represents the months in which partners' activities were financed by NIN funds. The reporting period for each partner and the completed activities correspond to the timeline presented hereafter.


|            | May | June | July | August | September | October | November | December |
|------------|-----|------|------|--------|-----------|---------|----------|----------|
| Aliat MH   | X   | X    | X    | X      | X         | X       | X        | X        |
| Profilaxis | X   | X    | X    | X      | X         | X       | X        | X        |
| Bună Ziua  |     |      |      |        |           | X       | X        | X        |
| Cercetacii |     |      |      |        |           | X       | X        | X        |
| Esperando  |     |      |      |        |           | X       | X        |          |
| Carusel    |     |      |      |        |           |         | X        |          |
| SERA       |     |      |      |        |           |         | X        | X        |


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## Map of intervention - Romania



### Legend:

 Telemedicine systems established by Profilaxis: Timișoara (Timiș county); Galați (Galați county); Tulcea (Tulcea county), Iași (Iași county); Baia Mare (Maramureș county) and Bucharest

 SERA registration of children in the whole country (41 counties + 6 sectors of Bucharest)

### 1. Aliat Mental Health – Inside project

Aliat Mental Health has expertise in mental health and provides psychosocial support to refugees, focusing on the prevention of alcohol and substance use as an avoidance mechanism in traumatic situations and on the development of coping strategies.

To target beneficiaries, Aliat MH has developed a partnership with the General Directorate of Social Assistance (DGASPC) in Bucharest. This Directorate of Social Services is responsible for managing the transit centre or reception centre, RomExpo, where Ukrainian refugees can be redirected by competent services according to their needs. Aliat MH has a permanent presence at RomExpo to organise and implement prevention sessions directly with the beneficiaries. In addition, they identify and enrol beneficiaries in support groups for adults and adolescents adapted to their needs.

The workshops are facilitated by a psychologist/psychotherapist who, with the help of a translator, creates a space for expression for the beneficiaries. The aim is to invite them to share their experiences and to give them advice on how to better deal with war-trauma. Several workshops for adults were organised in a solidarity café in Bucharest where people with disabilities work, and the participating

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adults and their children receive catering (snacks and food). Sessions for adults take place once or twice a week and are attended by 10 to 20 people, depending on the number of registrants, while for adolescents they take place once a month. Psychotherapists favoured a pedagogical approach, using reflective games with teenagers so that they can express themselves more easily.

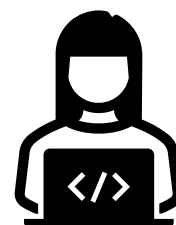
## 2. Foundation Aid Profilaxis – Together for Health

Profilaxis has expertise in medical care and provides health services through face-to-face consultation and telemedicine system to Ukrainian refugees.

Profilaxis Centre: The face-to-face consultations are mainly provided to more vulnerable people such as those with chronic illnesses and new-born babies who need to receive their first vaccinations. Patients received treatments and ordonnances. The cost of the care was covered by the Romanian Health Insurance House and NIN funds.

Telemedecine system: They set up a network of four mobile service clinics in Timisoara and other cities in Romania. Mobile teams of doctors equipped with the necessary medical equipment use telemedicine to provide the necessary care to Ukrainian beneficiaries.

This telemedicine system was developed by Profilaxis six years ago. It consists of a mobile team composed of a general practitioner who travels with equipment such as an echograph, EKG, statoscope, dermatoscope which are connected to a computer. This transmission of information in real time is received by a specialised doctor based at the office in Timisoara.



Mobile field practitioner directly examine beneficiaries and is responsible for transmitting the consultation via telemedicine

Specialist doctor based at the Timisoara clinic receiving the information and responsible for the medical diagnosis.

Profilaxis is implementing the project together with member organisations of the FONPC network. Organisations interested in the programme developed an action plan in collaboration with Profilaxis and according to the situation in their locations. They received a mobile medicine equipment kit and a training. A contract has been signed between the partners and Profilaxis to define both parties' roles and responsibilities. Profilaxis is responsible for the financial management and reporting of the programme, while no funds will be sent to the below-mentioned partners. As establishing the whole setup took reasonably long, it is worth mentioning that Profilaxis continues implementation of the activities and providing medical care to beneficiaries after ending of the NIN funds.

The partners are located in the following areas:

- **Southeast of Romania**- Tulcea and Galati- Asociatia Valori Dobrogene / Viva Home Galati/refugee's centre
- **Northeast of Romania**- Iasi- Fundatia Serviciilor Sociale Bethany
- **Northwest of Romania**- Baia Mare- Asociatia Autism Baia Mare



- **South-center of Romania - Bucuresti- FONPC**

### **3. Bună Ziua Copii din România - People for people – Multi sector support**

Bună Ziua Copii din România has an expertise in child protection and focuses on the improvement of living conditions of refugees accommodated in their partner ACMA Betania reception centres in Barlăd while ensuring their protection and integration. Buna Ziua provides complementary multi-sectoral assistance to the beneficiaries: equipping living spaces and establishing safe space, ensuring access to basic needs such as food items and non-food items, supporting access to legal, health and education services and providing psychosocial support.

### **4. Carusel - #WeBelieveinSolidarityforUkraine - Multi sector support**

Carusel has expertise in social services dedicated to the most vulnerable people in Romania and provides multi-sectoral support to people in its accommodation centre as well as to people living in private premises in Bucharest. The accommodation centre has a reception capacity of 40 persons and has been organised according to the refugees needs: a woman and girls' safe space (WGSS), information and registration area and a room dedicated to counselling and psychological support. Beneficiaries have access to basic needs such as food items (catering and snacks) and non-food items (hygienic items and clothes) according to their needs. The reception centre is also accessible for people living in private premises that can benefit from the above-mentioned services.

### **5. Cercetacii României – EduHub- Educational activities**

Cercetacii României opened a EduHub centre, a youth education centre to welcome Ukrainian children and teenagers. The EduHub centre receives beneficiaries daily for events and workshops to develop life skills through art, animation, and non-formal education. An educational program has been designed to address 6 areas of development: physical, intellectual, affective, social, spiritual and human character. Based on the scout principles and analysis of the needs expressed by the beneficiaries, each area of development is approached with specific educational objectives for youth of four age categories: 7-10 years, 11-14 years, 15-18 years and 19-21 years.

### **6. Esperando – Phoenix- Psychosocial support**

Esperando has an expertise in social services dedicated to children with disabilities and provides psychosocial support to Ukrainian children. Activities are organized in their day-care centre. The facilities dedicated to physical rehabilitation, psychotherapy/counselling, socialization of beneficiaries with disabilities of the Esperando centre are made available to Ukrainian beneficiaries during thematic days organised by the centre.

### **7. SERA – Registration of Ukrainian children in Romania**

SERA has an expertise in child protection and supports Romanian authority to improve protection of Ukrainian children. In collaboration with General Directorates of Social Assistance and Child Protection (DGASPC), and UNICEF, SERA adopted an existing tool, the Primero software, used in other humanitarian contexts of displacement and shaped it to fit the Romanian reality (in accordance with the migration flow, existing laws, and structures). To ensure complementarity of skills and responsibilities, a division of tasks has been established: the General Directorate of Social Assistance & Social Protection and the Directorate of Child Protection has access to the database and processes the data; UNICEF provides the Primero software and its functionalities, trains volunteers to use it, and ensures technical coordination (in terms of use of the system and IT). SERA, in addition to assisting with the logistics of the registration process, is in charge to give the monthly allowance to the volunteers and county coordinators and to cover cost of meals and transportation. Volunteers are social workers and psychologists registered in Romania with relevant diplomas and used to work within social services. 317 volunteers were deployed in the 41 Romanian provinces and the six sectors of Bucharest. The supervision of these mobile teams is ensured by 47 county coordinators who mainly deal with administrative issues, executive issues within the territory and maintain contact with the Director General





of Child Protection, the representatives of the municipalities in the county, the police, the immigration office, the emergency unit services, and the UNICEF technical team.

By registering all Ukrainian children, whether in transit or not, the aim is early identification of potential situations of abuse, neglect, or trafficking, as well as for the implementation of all necessary measures to ensure and protect children's rights. After explaining the purpose of the process and data protection, it took an hour to complete the questionnaire (official documents are requested). The registration is voluntary and requires the parent's consent.

### Project achievements

|                    | Intervention logic   | Target | Reach   | Indicators  | Comments  |
|--------------------|--|--------|---|---|---|
| Overall objective  | Contribute to the refugee response efforts in Romania.                                   | 8,500  | 8,413<br><br>Approx.<br>Women – 1366<br>Men – 253<br>Boys- 3418<br>Girls - 3376 | # Refugees and affected people reached with support (services, in-kind)   | In some activities tracking of sex disaggregated data was not possible. Main reason is, during registration of children the data is directly received by the DGASPC, CARE and SERA don't have access to this database, also due to confidentiality and data protection reasons. However, it is reasonable to assume that 50% of children are girls. Also, in case of awareness raising in transit center, the partner keeps track of the number of people but as people spend short period of time receiving information and materials, it is not possible to have all of them registered. Here is provided estimated number. As majority of beneficiaries are children, the percentage of women/girls is not much higher than men/boys. Share of adult men in total number of beneficiaries is less than 5%. |
| Specific objective | Support the immediate needs for refugees entering, transiting, and remaining in Romania. |        | 88%   | % People satisfied with safety, adequacy, inclusiveness, and accountability of humanitarian assistance and/or protection services provided by CARE and partners | Main source of receiving comprehensive feedback was verbal communication and focus group interviews, monthly feedbacks and after activity feedbacks. However, it is difficult to quantify the percentage in this case. Thus, the percentage indicators is calculated based on online satisfaction survey conducted in Romania that is rather small. See Feedback and Accountability section for more information.   |
| Expected result 1. | Safe and dignified arrival and passage for those   | 1000   | 13  | # of refugees crossing into Romania at  | The activities implemented followed the changing needs of the   |



|                    |  |      |  |  |  |
|--------------------|--|------|--|--|--|
|                    | entering and transiting Romania to other country destinations  |      |  | targeted border areas receive support (PSS, Dignity kits for women and girls, food – in-kind or MPCA)                          | beneficiaries. The activities related to result 1 that were conducted during the initial stage of the project (from March), were not possible to charge on NIN as agreement start date is only 1 <sup>st</sup> of May. Also, we decided to keep the partners allocated to NIN to be convenient to follow the progress. Allocation of funds for activities was done in a way to make sure needs of beneficiaries are met. |
| Expected result 2. | Support for refugees in collective shelters and refugees and host communities providing short- and medium-term accommodation for those exploring options in Romania. | 5000 | 1926   | # of people who occupy safe and dignified emergency shelter with support from CARE and partners pursuant to relevant standards |  |
|                    |  |      | 1098 women<br>153 men<br>360 boys<br>315 girls         |  |  |
|                    |  |      | 82%  | % of refugees in and outside of shelters reporting that they are able to meet their basic needs                                |  |
| Expected result 3. | Improved social and protection services for refugees in Romania  | 5000 | 6  | # Stakeholders trained & equipped for advocacy   |  |
|                    |  |      | 6059 Children, among them 3030 girls                   | # of refugees receiving social assistance  | Due to confidentiality of the information, data from the children's registration is received directly by the DGASPC, not by SERA. We have estimated among the registered children (6059) about 50% were girls.   |
|                    |  |      | 428<br>268 Women;<br>100 Men;<br>29 Boys;<br>31 Girls. | # of individuals receiving health assistance   | Even though NIN funding is over, the partner will continue implementation of the project with other donors and the medical equipment funded by NIN will allow to help many more beneficiaries. In January 2023, 249 people were helped and monthly support is expected to grow.  |

### Result-based Achievement





**Result 1: Safe and dignified arrival and passage for those entering and transiting Romania to other country destinations.**

**Activity 1:** Train volunteers on PSS and psychological first aid.

| Partners                    | Sectors    | Activities and results   |
|-----------------------------|------------|--|
| Bună Ziua Copii din România | Protection | 13 members of the team received trainings on PSS and child-care: 2 staffs were trained in providing psychosocial care (TeamUp training) and two in Child Safeguarding Training + 10 volunteers on how to work with children. |

**Activity 2:** Support arrival spaces for processing and referrals.

This activity has been implemented but not with NIN funding in the reporting period. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral long-term support, providing support at shelters and transit centers as many Ukrainian refugees stay in Romania for medium or long term. The allocation of funds is done in a way to make sure needs of beneficiaries are met and to keep the same partners under the donor to be easier for the reader to track the progress of the project. CARE, SERA and FONPC work with 28 Romanian sub-partners, out of which 6 were funded by NIN. The activities implemented were adapted to the needs of the beneficiaries and unlike the initial stage of the project, when mainly support of immediate needs was requested, later, activities focused on protection, psychological support and multi-sector long term support was needed. Accordingly, more funds were provided to meet the needs in these sectors.

**Activity 3:** GBV/ Trafficking prevention activities surrounding arrival and transit centres.

This activity has been implemented but not with NIN funding in the reporting period. Local sub-partners specializing on these topics were not allocated under NIN. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral long-term support to ensure the needs of beneficiaries were met.

**Result 2: Support for refugees in collective shelters and refugees and host communities providing short- and medium-term accommodation for those exploring options in Romania**

*Aliat MH, Buna Ziua Copii, Cercetacii, Carusel and Esperando provided multisectoral protection services in accommodation and reception centres. In total 1926 people received support.*

**Activity 1:** Provide PSS, social protection services, translators for shelters in Romania.

| Partners | Sectors            | Activities and results   |
|----------|--------------------|--|
| Aliat MH | Protection - MHPSS | 53 mental health workshops<br>282 adults (266 women and 16 men) received mental health and psychosocial support.<br>84 adolescents received psychoeducational support. In total 1,118 people were provided information and preventive brochure/leaflets through a campaign of awareness-raising in Rom Expo.<br>1,500/2000 persons reached by social medias post regarding the promotion of the project. |



|                             |   |  |
|-----------------------------|---|--|
| Carusel                     | Protection – Shelter, MHPSS, food security, NFI, WASH | 35 beneficiaries were accommodated in Carusel centre having access to all needed goods and services.<br>2100 cooked meals (at least 2 meals/day/person) were provided to 35 beneficiaries. Among them 17 were women, 8-men, 6- boys and 4 girls.<br>56 people had access to hygiene items and safe space.<br>10 children received educational and learning materials, 6 boys and 4 girls.  |
| Bună Ziua Copii din România | Protection – MHPSS, food security, NFI, WASH          | 12 households (37 beneficiaries) received a food budget (25 lei/person/day)<br>12 households (37 beneficiaries) received a personal needs budget through a cash-assistance distribution process.<br>12 households (37 beneficiaries) received hygiene kits, sanitary materials, furniture for children doing school online, home appliances and winter quilts (based on the needs)<br>35 children benefited from psychosocial activities.<br>10 Ukrainian mothers participated to support groups.<br>4 mothers and 1 teenager attended Romanian classes. |
| Esperando                   | Protection – MHPSS and child protection               | 3 women and 37 children participated to sportive activities and creative workshops in the Esperando Centre<br>2 Ukrainian children with disabilities received bi-weekly specialized therapy sessions: kinesiotherapy, massage, and psychotherapy.  |
| Cercetacii                  | Protection – MHPSS and child protection               | 224 children and 74 parents participated to psychosocial activities in the EduHub centre.  |

**Activity 2:** Support referral systems for refugees in Romania to services, e.g., for PSS, Counselling, Social Protection, Legal Aid.

Carusel and Buna Ziua supported referrals systems for refugees in the Carusel centres and Barlăd reception centres.

| Partners                    | Sectors                                 | Activities and results  |
|-----------------------------|---|---|
| Carusel                     | Protection – health and legal referrals | 35 beneficiaries received social assistance or were referred to needed services   |
| Bună Ziua Copii din România | Protection – health referrals           | 22 beneficiaries were referred to general and specialist health services (kinesiotherapy sessions, cardiologist treatment and consultation with family doctor) or received medicines and special treatments after the consultations with practitioners. |

### Result 3: Improved social and protection services for refugees in Romania

*In total 6,487 Ukrainians received support under this component.*

**Activity 1:** Capacity building of stakeholders in advocacy.

This activity has been implemented but not with NIN funding in the reporting period. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral long-term support.

**Activity 2:** Mobile teams provide social assistance and mobile health assistance (Romania).

Profilaxis provided health services through telemedicine system and SERA provided social assistance through the registration of Ukrainian children.

| Partners   | Sectors                       | Activities and results   |
|------------|-------------------------------|--|
| Profilaxis | Health – health services      | <p>226 face-to-face medical examinations for refugees in the Profilaxis medical centre</p> <p>411 medical consultations were provided to 227 beneficiaries through mobile clinics using a telemedicine system in five counties of Romania (see map) - <i>The number of consultations is higher than the number of patients because the Profilaxis teams follow up on their patients. Indeed, each patient received a clinical check-up and if necessary a more thorough examination.</i></p> <p>In total 428 beneficiaries were provided the service, among them either using telemedicine or face to face consultations. Among them 268 were women, 100 – men, 29- boys and 31 – girls.</p> |
| SERA       | Protection – child protection | 6,059 Ukrainian children in Romania were registered in the system by social workers/ volunteers in 41 counties and 6 sectors of Bucharest. Among them 3030 girls, 3029- boys.  |

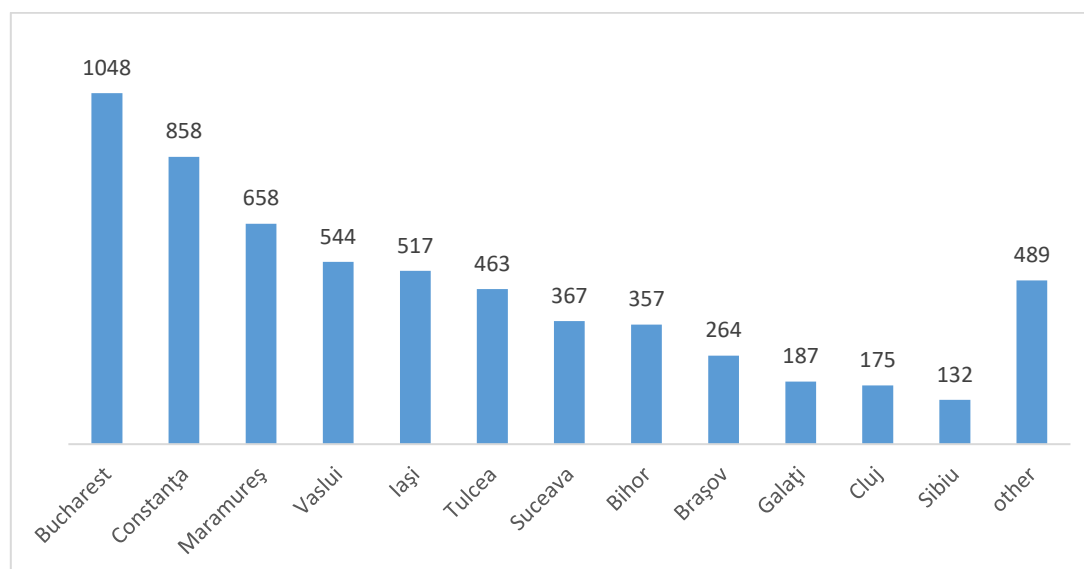


Figure 1- Number of Ukrainian children registered per county in November and December 2022

**Activity 3:** Prevention/risk mitigation for human trafficking.

This activity has been implemented but not with NIN funding in the reporting period. Local sub-partners specializing on these topics were not allocated under NIN. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral longer-term support to ensure the needs of beneficiaries were met.

**Activity 4:** GBV prevention, referral, and care (awareness raising, information campaigns, hot lines, case management) for refugees and host communities.



This activity has been implemented but not with NIN funding in the reporting period. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral long-term support.

However, it is important to mention that beneficiaries of the partners funded by NIN had access to necessary information and support in case of need. This mainly refers to the organizations providing shelter/accommodation and multi-sector assistance to the Ukrainian refugees. Carusel and Buna Ziua staff members received training in the protection field in order to better prevent gender-based violence and help raise awareness on topics related to this. By the end of December 2022 Carusel supported 108 women and girls with gender-based services through the activities organized inside the shelter. They worked with the refugees from a gender-based violence standpoint, trying to raise awareness and to mitigate risks. In close coordination they provided mental health and psycho-social support.

**Activity 5:** Capacity building trainings for partners, volunteer organisations and service providers on humanitarian standards, protection principles and organisational development.

| Partners   | Sectors                    | Activities and results  |
|------------|----------------------------|---|
| Profilaxis | Health – capacity building | 11 stakeholders involved in the implementation of the telemedicine system were provided with two days capacity building on the presentation of the telemedicine procedure and its practical and legal applications. |

**Activity 6:** Adjust existing referral systems to the needs of refugees.

This activity has been implemented but not with NIN funding in the reporting period. Instead, NIN funds were allocated to protection activities, health services, and multi-sectoral long-term support.

### Feedback and accountability

Beneficiaries have opportunity to provide feedback or complaint either to the partner or directly to CARE/SERA. Posters indicating a dedicated email, phone (WhatsApp, Viber, Telegram, feedback boxes) and later online feedback forms are placed in every location where partners provide any kind of support. These channels were created by CARE/SERA to directly receive feedback from beneficiaries. The online form (satisfaction survey) is available using QR code printed on the posters. This gives beneficiaries freedom to choose most convenient time for them to complete the form, they can scan the code and fill it in straight-ahead or later any time. The practice showed that beneficiaries give feedback using QR code/online form rather than using email, phone, Viber or any other similar applications. Online tools are useful as 98%<sup>3</sup> of Ukrainian refugees in Romania have access to internet and majority of them move from one place to another, are in transit, do not live in collective shelters, etc. that makes it difficult to approach them for face-to-face interview. In January CARE/SERA received feedback from 13 (12 women and 1 man) beneficiaries who were provided medical support and 9 (8 women and 1 man) who benefited from shelter/accommodation. The evaluation of the support was positive. However, beneficiaries did not give much details, comments or narrative (e.g. explanation why they find some service more useful than others). They just click answer in multiple select questions. Therefore, CARE/SERA plans to conduct a follow up interview with the people who indicated they are willing to be contacted. In general, there is a need to cultivate culture of giving feedback among Ukrainian refugees, this takes time. Also, many of the partners have several donors providing different type of support to the beneficiaries, as every donor asks for feedback, beneficiaries get tired of completing questionnaires or giving feedback. This also contributes to low rate of responses received.

In addition to online tools, CARE MEAL coordinator and SERA area managers/M&E officers conducted monitoring visits to partners periodically. They visited Carusel shelter on 20<sup>th</sup> of September 2022 to observe the location and meet beneficiaries living there. They tried not to create discomfort for people

<sup>3</sup> Source: Barriers and Bridges, 2022 [https://internews.org/wp-content/uploads/2022/09/BRIDGES-AND-BARRIERS-v\\_FINAL.pdf](https://internews.org/wp-content/uploads/2022/09/BRIDGES-AND-BARRIERS-v_FINAL.pdf)



living there, therefore, approached only to the group of women who indicated they wanted to talk and share their experience. The discussion with four women (one with young child) made it clear that they were provided all the support they needed, they felt safe and welcomed. The main discomfort they mentioned was it had been difficult for them mentally to accept the fact of being a refugee and being away from their homes.

A monitoring visit was conducted to Aliat MH on 22<sup>nd</sup> of September. During this visit beneficiaries were present in a social services café where therapy sessions sometimes take place. CARE and SERA colleagues discussed the ongoing activities with the partner to understand if there were any space for improvement and support.

CARE team members attended an opening event of Cercetacii EduHub center on 13<sup>th</sup> of October, where Ukrainian parents and children were provided comfortable space to discuss their needs to plan future activities. While parents and teenagers attended the event, younger children were playing in a spatially arranged safe space with Cercetacii team member facilitating. The space was observed to be easy to access, well arranged and parents and children seem to be glad about the activities offered in the center. They were encouraged to share their opinion and discuss their needs.

Area managers and M&E officers hired by SERA are also in touch with the partners on daily bases to provide needed support and guidance.

Majority of feedback is verbal and received by partners' team members.

Carousel in asking for feedback, created a mechanism in which people can write anonymously, as well as sharing it with a designated focal point. Nevertheless, if some people were open enough to share any feedback with different staff members, that was encouraged every time. At first, people were reluctant in opening up, but slowly they started to become more open and feel safer around the staff members.

Buna Ziua beneficiaries were able to provide feedback or formulate complaints or suggestions using several communication channels: by phone, WhatsApp (translator available 24 hours) email, direct discussions with the project coordinator or the social worker or in writing anonymously using the box sent by Sera/Care made available to them, placed in a place easily accessible for them, and which was periodically checked by the project coordinator and or the social worker. Sensitive issues related to their needs were discussed from an emotional, psychological point of view, or in regular meetings with the project coordinator and/or the social worker, they had the opportunity to formulate any problem, need or concern they had.

Esperando Association encouraged beneficiaries to provide feedback at least after each month of project activity, if not after every meeting. The project team members explained to the beneficiaries the importance of giving feedback, for them to be satisfied and for the project to have a long-term positive impact for them. Feedback was asked for mainly verbally, but they also had some activities (therapeutic games indoor) where they asked for written/ drawing feedback.

Profilaxis due to the specificity of support (medical checks, consultation with doctors) has less opportunity for feedback session, beneficiaries give verbal feedback or complete the online satisfaction survey.

Aliat MH received verbal feedback after each mental health session provided, they also informed the beneficiaries regarding different opportunities to share feedback. However, most of the beneficiaries speak during and after the session with the supporters and prefer not use any other channel of giving feedback.

Cercetacii received verbal feedback from parents about every activity offered at the center, they hired a translator to make communication easy. Parents also were informed about the feedback channels offered by CARE/SERA.

### Challenges and lessons learnt.

For CARE and SERA one lesson learnt and reflected in the action plan was establishment of efficient communication setup with the partners. This included assigning an area manager and an M&E officer to partners based on location who were responsible for identifying challenges and supporting partners to overcome these difficulties. This increased the quality of reports received from the partners as well as understanding of situation on the field, and it helped the partners better understand requirements of the reporting. Furthermore, the best results can be achieved through cooperation with the local, international partners and state authorities. This applies to the experience of CARE and SERA and sub-partners. Starting from the strategy level to the implementation of project activities, the first lesson



identified was to adapt to the needs of those in crisis by establishing partnerships through which sub-partners will learn how to create effective partnerships and will be applying this strategy in future projects and activities.

CARE's partners noted that while working with many local organisations provides a great opportunity to reach beneficiaries in various locations and with various needs, there is a need to spend time working with those partners to standardise implementation, management, and reporting.

**Language barrier:** Translation in Romania was a problem (especially in the initial months), with Romanians typically knowing their mother tongue and English, and the same for Ukrainians. Rarely has someone been identified that can speak both Romanian and Ukrainian. This barrier was overcome by the involvement of Ukrainian people in the projects, facilitating acceptance and understanding among stakeholders.

**MHPSS reticence:** Aliat MH faced difficulties reaching beneficiaries due to the taboo around talking about emotions and trauma. To raise awareness and to mitigate this challenge, Aliat MH developed its online and offline communication work. In addition, some people had problems accessing the workshop locations. To mitigate these problems, Aliat MH chose to move to the reception centres and to organize meetings with smaller groups. In the final months of reporting, Aliat MH encountered difficulties encouraging men to participate to the workshops. Accordingly, Aliat MH plans to organize dedicated workshops for men and to adapt the format of the sessions to be organised by a male psychotherapist working for Aliat MH.

**Delivery of medical equipment:** Profilaxis had to delay the implementation of the project activities due to a supply issue. The medical equipment could not be delivered within the agreed timeframe due to the delay that the factory in charge of producing this equipment faced. To address this, Profilaxis negotiated with the service provider to have access to an echograph on a short-term arrangement.

**Lack of humanitarian experience of the organization:** Buna Ziua had to adapt to new beneficiaries with a different culture and marked by the trauma of war. The refugee crisis has led the organization's teams to develop a sense of understanding and to adopt an adequate response to these new needs.

Throughout the implementation of this project, partners acknowledged the importance of flexibility and adaptability. One of the main lessons that we learned was to constantly adapt.



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## Attachments

### Photos



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**Caption:** Profilaxis uses a telemedicine system where the specialist doctor is based at the clinic in Timisoara. In the attached photo, a doctor is carrying out the consultation with the remote guidance of the specialist via the telemedicine system.



**Caption:** At Buna Ziua Copii facility



### Story of interest from Aliat MH

Elena<sup>4</sup> is a 39-year-old Ukrainian refugee, a mother of 5 children, who's been living with her family in Bucharest since March 2022, after the war back home determined her to leave everything behind and find a safe place. She is one of the almost 270 women from Ukraine who received psychological support in Bucharest through the INSIDE project, coordinated by the NGO Aliat for Mental Health, to overcome the trauma caused by the war and have a better life here. We met her in one of the workshops we held at the beginning of January 2023, at SanThe Social Café, when we discussed healthy coping mechanisms.

Elena was living in Odessa, with her husband and their 5 children (4 boys and a girl, aged from 3 to 13 yo), when the war began. She had not realized that it was a war in progress, as she didn't watch the news. She heard the noise but couldn't imagine that a real war was actually unfolding in their own country. "We tried to continue our lives for the next few days, we even took the children to school, as usual, waiting for everything to calm down. My boys were making drawings of Putin and Zelensky holding hands and declaring peace, as a symbol of their hope", remembers Elena.

One day, as she was out with her children, riding bicycles, in the center of Odessa, a bomb dropped near them, with a terrifying noise. She left everything there and ran to their home. "It was the first time that I really felt afraid, panicked, and began to realize that the war was real. We used to hide with the whole family in shelters when bombs dropped in our hometown. The priest who was our guiding pastor here, already established in Bucharest, told us to come to Romania, but still we decided to stay a little longer in Odessa and hope for the nightmare to stop". Elena even advised her husband to enroll and fight for Ukraine. He did go to war, in a province near Odessa, and when a Russian rocket was launched in that area and destroyed a big part of it, she called back her husband, the father of their 5 children, to come home.

"After I saw a video with a 5 year old child brutally killed by the Russians, I finally decided to pack our bags and leave for Bucharest. When I realized that my children's lives are in danger, I decided it was time to go. And we were lucky that we had the possibility to leave all together, even with my husband, because we had many children", Elena recalls the moment she took the decision to come to Romania and ask for shelter.

In March they grabbed just a few things, a small luggage, and took the bus to the Republic of Moldavia, and then to Romania. They had to walk 7 kilometres by foot, with their 5 children, in order to get to the border with Romania, as the bus they took from Odessa didn't get them that far. It was only late in the night that they arrived there, they received food and water, but the bus meant to take them to Bucharest didn't arrive, so they had to spend their night in a tent.

The bus came the next day and brought them to Bucharest and a Romanian family of volunteers helped them and took them to their apartment, with their car. "We saw them like real angels, after all we had gone through, and they were so kind and helpful", says Elena. In the first months in Bucharest, even if she had food, clothes and the basic needs fulfilled, she just couldn't help crying out of the blue, each day. "The kindness of the Romanian people helped us a lot, we adapted quite ok, but it is very difficult to admit that we can't go back to our home", Elena said.

She and her family found their relief in music, as they were musicians in Odessa, and now her husband is a teacher in a school in Bucharest where they have special classes for Ukrainian pupils, where their children also learn. They try to live a life as normal as possible and learn the hard way that no plan is the best plan: they don't know how their future will look like, when or if they will be able to go back to their home soon.

Elena told in the workshop that there is a real and overwhelming need to talk with other refugees and with Romanian specialists, therapists, about how hard it is for them to get used to this new life and find the strength to start all over again back at home, when the war ends. "*Thank you for your support, it*

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<sup>4</sup> Please note that real name of the beneficiary was changed for confidentiality

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*helps us a lot to have this safe and wonderful place where we can talk about our emotions, our fears, our hopes. A place where we can have a coffee, cookies and just spend some quality time with the other refugees, like in the normal times of our lives back in Ukraine."*

## Case study



© 2022 Carusel

**Caption:** Anna<sup>5</sup>, a beneficiary of the Carusel multi-sectoral and shelter programme.

*"When the war began, my sole internal emotion was terror. At five or six in the morning, the fight started. We were all sleeping. The sounds of the conflict roused us up. The sirens and the bombs. We initially were unaware of what was taking place."*

33-year-old Anna is one of almost 400 persons who have been housed in Bucharest's Șerban Vodă refugee shelter in the nearly 12-month period since the war began. Carusel, a Romanian non-governmental organization, renowned for providing social services to the most vulnerable groups, is running the shelter, which has a capacity for 40 persons at any given moment. People escaping the Ukraine war have been among the most vulnerable groups since February 2022.

Anna saw the great danger it posed to her family right away, especially to her then 3-year-old son Vasyl, whom she wished, above everything else, to keep him safe. On March 6, less than two weeks after the war began, she left Ukraine. She stayed in the Republic of Moldavia for a few months before returning home for a brief visit. She and her kid travelled to Romania from there at the end of May 2022. Her mother also arrived in Bucharest in June. They've been residing in the Carusel Refugee Shelter since then. Anna had anticipated that the war would end in a few days or perhaps a couple of weeks when she initially fled Ciornomorsk, her hometown in the Odessa region. Anna, like many of the refugees Carusel is hosting at its shelter, found it hard to believe that those in charge couldn't quickly find a solution for peace.

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<sup>5</sup> Please note that real name of the beneficiary was changed for confidentiality


 The logo features the letters 'ORF' in white on a red rectangular background. To the right, the word 'NACHBAR' is written in large, bold, black capital letters. Further right, the words 'IN NOT' are written in white capital letters inside a red rectangular background.

*"My life before the war was so good, so beautiful. I had a great husband, a gorgeous baby, and an excellent job at the port. We were building a house for our family to live in. We had a ton of future plans and dreams. Our plans froze on February 24, 2022. Our world fell apart." Anna told us, almost crying.*

Despite the difficult circumstances, Anna finds solace in the shelter. There, she feels that she, her child and her mother have everything they need.

*"Of course, living away from home and away from your family and your country is not the same as living at home, but here it is as good as it gets. We have everything we need to live as normally as possible, including food, water, housing, medical care, and kind people around. We sincerely appreciate everything Carusel does for us; they make a tremendous effort for the Ukrainian people", she says.*

Anna is one of the inhabitants of the shelter who has been there the longest period - over eight months. Carusel organized numerous events for those residing the shelter during this time, including celebrations of significant Ukrainian holidays or simple community get-togethers. Anna was constantly recording and editing videos of these occasions. The executive director of Carusel, Marian Ursan, watched the short film Anna had made and suggested to her that she should hold weekly workshops on photography and video editing for both kids and adults staying at the shelter. Anna gladly agreed. She now spends her time assisting others in developing their abilities or finding new hobbies.

She wants Vasyl to be content in his life more than anything else. To go his own way and do as he please. Anna observed Vasyl, her young son, suffering from being apart from his father during these eight months they had been living in Romania. *"When do we return home? I miss Daddy"*. Vasyl never stops inquiring. As a result, on a few occasions when things were calm in their area, Anna had the bravery to travel back to Ukraine with Vasyl for a few days. She looks through the pictures and films that were taken of Vasyl and his father during these brief trips to Ukraine. Dad holding his boy tight in his arms, the boy laughing and sharing smiles with his dad, father and child riding the bike. It was the Carusel shelter where Vasyl first learnt how to ride a bike. In Anna's pictures from home, you can only see the love and the strong bond that no amount of shelling can sever. You cannot see the war.

Anna is currently expecting her second child. She often repeats the phrase "life continues."

*"I will soon give birth to a new life. You cannot allow the conflict to rob you of your hopes and everything you hold dear", she advises.*

She sobs every time her feet touch the Ukrainian soil. She experiences pain as she observes the demolished structures, the ruins, the effects of the shelling, the consequences of the war.

*"It is our place", she declares. "Our life is divided between before war and hopefully, after war".*

Anna desires to return to Ukraine when the war will be over and aid in its reconstruction, as well as rebuilding her life.

*"I have dreams of finishing our house, earning a second degree from a university, and taking photography and videography classes. In my dreams, my family and I will travel and engage in activities that any happy family would do. I want to raise my kids in a peaceful environment", she says.*