



Final Report

To: Nachbar In Not
 Place and Date: Wien, 11.07.2023
 from: Care Austria
 Subject: Final Narrative Report

Overview

PROJECT NR.	535/2022
REPORTING PERIOD	15 May 2022 – 31 March 2023
TIME FRAME	15 May 2022 – 31 March 2023
TITLE	"Emergency response in Ukraine"
TOTAL BUDGET NIN SUPPLEMENT TOTAL	1,385,000 EUR
DONOR	Nachbar in Not
PARTNER	Care Austria
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High-Level Summary

Total Number of Direct Unique Beneficiaries	<ul style="list-style-type: none"> • 87,860
Main Achievements	<ul style="list-style-type: none"> • 76,000 beneficiaries received shelter services. • 11,860 beneficiaries received humanitarian aid in the form of individual food and hygiene kits. • Vostok-SOS supported 110 collective shelters, run by local communities, authorities, or NGOs/volunteer initiatives, in 12 regions (Zakarpattia, Ivano-Frankivsk, Kyiv, Vinnytsia, Lviv, Rivne, Cherkasy, and Kropyvnytskyi, Poltava, Ternopil, Chernivtsi and Zaporizhzhia) by purchasing and delivering bed-places and equipment for shelters (for kitchens, showers, and bathrooms + furniture). • Psychosocial support to Vostok-SOS staff and volunteers in the format of 6 group sessions and 149 individual consultations provided by external psychologists helped the team to deal with the high working and psychological load and to ensure the sustainable functioning of the organization.
Main Impact	<ul style="list-style-type: none"> • The project provided an opportunity to find and arrange conditions for IDPs to live in safer regions of Ukraine together with the joint efforts of volunteer initiatives, local self-government bodies, local enterprises, and other humanitarian organizations. • This project became the basis for supporting the shelters with various equipment and furniture, which allowed Vostok-SOS to better understand the needs of the institutions and the situation in this sphere to plan further activities and respond to urgent challenges of the institutions in a very flexible and efficient way and help them to accommodate more people and improve living conditions for thousands of beneficiaries
Gender Component	<ul style="list-style-type: none"> • Most of the IDPs in shelters are women amounting to at least 60% of beneficiaries, depending on the type of collective shelters. • 80% of the beneficiaries of food and hygiene kits within the project were women.

Background

The aim of the project is to respond quickly to the consequences of the war in Ukraine ongoing since February 24, 2022. As a result of the ongoing mass shelling of many settlements, especially in eastern and southern Ukraine, and the occupation of



Ukrainian territories, hundreds of thousands of people have lost their homes, work, and livelihoods and have been forced to move to other regions of Ukraine.

A significant part of these people has settled in shelters organized by local communities, authorities, or NGOs/volunteers. As a rule, these shelters are organized in school gyms, former dormitories of local educational institutions, and other similar locations. Often, these premises do not even have the minimum necessary infrastructure to accommodate such large numbers of people – there are not enough toilets, showers, water heaters, stoves, or cooking facilities. In addition, many people do not even have enough food and hygiene products, as local budgets cannot afford to support so many displaced people. Social benefits are small and time-consuming to process.

Therefore, the main goal of this project was to provide IDPs with the necessary kits consisting of food and hygiene products, as well as to assist shelters in providing the necessary living conditions.

During the implementation of the project, the overall goal remained unchanged with the only clarification – Vostok-SOS focused more on the shelters that guaranteed the accommodation of IDPs during the 2022-2023 winter period.

Project Context

Vostok SOS identifies and responds to the different needs, vulnerabilities and capacities of women, girls, boys and men of all ages, abilities, and diverse backgrounds through mainstreaming of gender and protection principles in all sectors. As the organization runs up to 30 various projects and non-project activities simultaneously, we divide the actions geographically and depending on the goals and activities of the specific project. On the one hand, in this way we manage to avoid the duplication of work and on the other hand, we reinforce the actions using several resources, funds from projects and direct donations. Whenever we find out about the acute needs from the field, we try to address them within the current activities; it includes several sectors like food and livelihood, WASH, gender component, psychosocial and legal support, and others.

During the project implementation, a number of challenges arised listed below.

It is important to note that there were **delays** at various stages, which affected the project on a larger scale, which made processes longer than originally envisaged in the project application.

The partnership funding agreement was signed on June 07, 2022. This allowed Vostok SOS to start recruiting the project team members and launch all the preparatory activities mid-June.

The rapidly changing and very unstable situation in Ukraine challenged the timeline of the project due to numerous factors in political, economic, market, financial, and security spheres both in the country and internationally.



Moreover, the **delays in the delivery of goods** were significantly exacerbated in Ukraine due to the problem of border crossing for importing goods: most cargo was transported by trucks which is less efficient and takes more time. Air and sea transportation was impossible due to the hostilities and blockade by Russia, and the railway connection between Ukraine and its European neighbors was not yet developed to increase import/export. This, in turn, affected the internal market, which could not fully recover in a time of war.

In May-June, the **Ukrainian military and civilian infrastructure related to the fuel industry was attacked**, with numerous fuel depots and factories across the country being damaged or destroyed. This led to a **fuel crisis in the country** – the lack of all sorts of fuel types, a sharp jump in prices, and as a result, higher prices for goods and services and longer periods of delivery.

Since October 2022, there has been **constant attacks against critical energy infrastructure** all over Ukraine. This shelling caused **interruptions in the power supply** for production, which slowed down the entire production process, and, as a result, delayed deliveries. It also affected internal and external communication and delays in getting reports and documents from local partners on the ground.

These attacks marked the beginning of a new reality in the Ukrainian energy sector that could not have been foreseen at the beginning of Autumn 2022.

Thus, most **producers of various goods in Ukraine faced challenges in planning their work due to the artificial force majeure factor**. It is less important for suppliers of the finished goods but critical for direct producers.

Vostok SOS, in turn, is dependent on suppliers for its requested volumes of goods.

As an example, one of the four selected suppliers of the last two organized tenders was not able to build and deliver beds and furniture made of wood, which requires certain temperature and time conditions. The quality of several shipments was unsatisfactory, so we had to replace them with similar goods of the requested quality, which took additional time. Such cases happened in one shelter in December 2022, when we had to negotiate with the supplier and replace the delivered not properly dried wooden goods with a new shipment.

More bureaucratic procedures

The outbreak of a large-scale war simplified all procedures for the procurement or import, delivery, and distribution of humanitarian aid of all kinds. After a few months, the situation stabilized, and the government imposed many previously adopted rules and policies. For NGOs and the charitable sector, more internal procedures needed to be properly developed and brought into line with national legislation and additionally the humanitarian actors to comply with donor legislation and procedures. This led to more time and effort being spent on documentation, office work and reporting to donor organizations and the government.



For example, the current project implied massive procurement, which was no longer possible without a tendering procedure. This action required preparation, normally 10-14 days' application process, and the winners' selection (e.g. within tender #3 we received propositions from 19 companies). After signing the contracts, the providers usually proposed at least additionally 14 days for the delivery, but practice shows it can be up to 21 or more days due to their logistics problems.

As a result, the period from receiving requests from shelters to addressing their needs (through the tender procedure) took a minimum of one month.

Throughout the project duration the situation evolved unpredictably on the frontline and in the country in general.

The needs in their turn constantly changed to different regions of Ukraine. This required constant adaptation to the changing environment. New needs or problems arose from the side of beneficiaries and required immediate response. For example, during the project implementation we observed an increased request to assist the collective shelters with furniture and various equipment to reach more beneficiaries or to support the existing capacities of these institutions. Thus, we asked to reallocate part of the budget to increase the Shelter Supplies line. Thus internal discussion has been made and agreed with CARE Ukraine/DE to reallocate part of the budget to increase the shelter supplies line. As of this reporting period, this need remained a high priority throughout the entirety of the project period.

Information dissemination about existing services and delivery of humanitarian assistance was often not sufficient and information did not reach marginalized groups, such as elderly and people with disabilities. Thus, sometimes it is a challenge to reach these groups. Some local systems to provide adequate assistance to survivors of gender-based violence are still operational, however, many areas face a complete disruption, caused by the displacement of trained staff to some extent, but mostly due to a lack of financial resources.

Avoiding the duplication of assistance to the same beneficiaries. Vostok-SOS is implementing a number of other projects, some of which can include partly similar activities. We also have information from various sources about covering the needs on-site, and in all cases, the organization decided internally when the CARE project should not duplicate its work in particular regions for particular beneficiaries, and when we could provide such assistance where other projects and NGOs have not enough capacities, or to coordinate the distributions with local actors.

Such internal and external coordination played an important role in avoiding duplications. Still, **it required more time and coordination**, consisting of internal meetings when different humanitarian project teams share information on needs and options to cover them and close contact with the local actors and partners to receive the requests and feedback.



Project achievements

During the entire project timeline Vostok-SOS supported 110 collective shelters (with a range of capacities to accommodate from few dozen up to almost a thousand IDPs), run by local communities, authorities, or NGOs/volunteer initiatives, **in 12 regions** (Zakarpattia, Ivano-Frankivsk, Kyiv, Vinnytsia, Lviv, Rivne, Cherkasy, and Kropyvnytskyi, Poltava, Ternopil, Chernivtsi and Zaporizhzhia) **by purchasing and delivering the following equipment:**

- Bed-places:
 - 131 functional beds (designed for bedridden people, the elderly, people with reduced mobility, or in need of some form of health care);
 - 349 ordinary beds.
 - 210 mattresses.
 - 1497 sets of bed linen.
 - 457 pillows and blankets.
 - 1760 textile items.

- Equipment for shelters (for kitchens, showers, and bathrooms + furniture):
 - 159 sanitary wares items.
 - 2122 household equipment items.
 - 11 sets of kitchen appliances;
 - 42 sets of professional kitchen appliances;
 - 469 sets of kitchenware.
 - 2778 sets of furniture.
 - 5 generators (winterization)

The estimated number of indirect beneficiaries in 110 shelters is 76 000 people. The calculation is based on the correspondence between the assistance provided and the probable number of its final beneficiaries in each case of delivery. This data is recorded and extracted from the internal CRM database of Vostok-SOS, launched in spring 2022, which contains data on all received requests and the provided aid within all project and non-project activities.

For example, 1 functional bed means 1 beneficiary; 1 set of equipment may be a different number of beneficiaries depending on the size of a shelter and information described in a corresponding request from a particular shelter or during communication with its representatives.

Around **60% of IDPs in collective shelters are women**, according to the [UN research on humanitarian needs in Ukraine in 2023](#) (page 54). This disaggregation depends a lot on particular types of collective shelters.

However, there is no possibility of collecting the exact disaggregated and personal data from all the supported shelters for different periods of time due to the following reasons:

- Due to the emergency some shelters do not have such data and some who do, don't have the right to share the data;



- the total number of all people staying in the shelters during the distribution is not representative as the equipment is based according to the specific and current needs of the shelters.

However, here is the estimated disaggregation for the current project based on the total beneficiaries as per the Shelter Cluster official [recommendation](#):

# of beneficiaries reached	Girls (0-17)	Boys (0-17)	Women (18-59)	Men (18-59)	Elderly Women (60+)	Elderly Men (60+)
	15%	11%	32%	23%	11%	8%
76000	11400	8360	24320	17480	8360	6080

Shelters are usually territorial centers for the provision of social services that care for the elderly or persons with disabilities. It can also be administrative buildings, dormitories, separate houses and premises, clubs, and outpatient clinics, which are on the balance sheet of city or village councils, or other local administrations. Some of them consist of one smaller building or part of it, while others can have several premises refurbished to accommodate IDPs.

In the absence of a clear state strategy and the impossibility of state financing, the project provides an opportunity to find and arrange conditions for IDPs to live in safer regions of Ukraine together with the joint efforts of volunteer initiatives, local self-government bodies, local enterprises, and other humanitarian organizations.

An additional **project achievement** is that **11 860 direct beneficiaries** among war-affected population accommodated in the collective shelters **have received humanitarian aid in the form of individual food and hygiene kits** (each person received 1 kit composed of 1 food and 1 hygiene boxes, plus diapers who required them):

- 10,495 adults** (including 2,363 who received diapers) – 8395 women and 2100 men among them,
- 600 babies under 3 years old**,
- 765 adults** who received diapers without humanitarian kits.

We tested two options for purchasing, packing, and delivering the food and NFI kits to the beneficiaries:

- 5300 kits (for adults and babies) were **managed by the Vostok-SOS warehouse** and intended for the shelters located in Zakarpattia, Ivano-Frankivsk, Vinnytsia, and Zaporizhzhia regions,
- 5800 kits (for adults and babies), were **managed by two contracted providers – companies** from Lviv and Kyiv region, to be distributed in a larger number of the regions of Ukraine (Kyiv, Vinnytsia, Lviv, Rivne, Cherkasy, and Kropyvnytskyi, Poltava, Ternopil, and Zaporizhzhia regions).

As the proposal was developed in Spring 2022, the most affected regions were indicated as the project area. It was challenging at that stage to anticipate the development of the situation during the implementation phase. When the project started in the summer the needs (based on assessments and reports) were stronger in the central and western regions.



Both of the options showed good results with their own specifics in each case.

At the beginning of the project, having several months of experience, Vostok-SOS made a simple and correct conclusion – running its own warehouse requires a lot of funds even though it is a cost-effective way to deal with the scale of volumes of the whole organization - within several projects and non-project activities. It includes large quantities of food and non-food items, kits, equipment, or other goods used as humanitarian aid – purchased in the country or delivered from abroad.

However, the initial number of kits to be distributed within the current project was not that large, so we decided to partially test the work via external service providers – companies. This turned out to be a successful idea, as it helped us save a significant part of the budget and reallocate it to purchasing the equipment for the shelters – the need with much higher demand during the whole period of the project.

Savings:

- Due to the specifics of the logistics to deliver goods all over Ukraine from Uzhhorod, we decided to test **working more via service providers** located in the western and central part of the country, in addition to the warehouse run directly by Vostok-SOS, to reduce the distances to numerous shelters. This **reduced some logistics fees**.
- We have used the warehouse only partially, so **the project managed to save up** a substantial amount of **119,231.26 EUR** under the budget lines” Logistics and transport” (from the initial 222,560 to 103,328.74 EUR in fact). As indicated below saved amounts were used in shelter equipment.
- Moreover, the prices for goods and especially kits turned out to be less expensive as a result of organizing tenders when the providers made cheaper propositions. **This allowed** us:
 - **to purchase 1500 additional humanitarian kits, 3128 additional diapers for adults, and**
 - **to put 156 594.34 EUR** for shelter equipment purchasing.

These substantial savings required more time to implement the activities, which was one of the main reasons (along with the delays in transferring the tranches and delays in deliveries from the side goods suppliers) **for requesting a no-cost extension of the project** until March 31, 2023.

The latest project achievement is the **psychosocial support to Vostok-SOS staff and volunteers** during the implementation period in the format of **6 group sessions and 149 individual consultations** provided by external psychologists. These sessions have been carried out for the team working in the Uzhhorod and Kyiv offices as well as remotely.

This activity was helping the team to deal with the high working and psychological load, and to ensure the sustainable functioning of the organization.

Project communication and visibility

Date	Link	Description or comments
	https://drive.google.com/drive/folders/1skHPXhwEfHpbUVzn3FRIAmRvwrp5mPvt?usp=sharing	Few photos and videos with captions
15.07.2022	https://vostok-sos.org/vostok-sos-shukaye-profilynh-postachalnykiv/	Announce for goods providers to cooperate
27.07.2022	https://shotam.info/u-vidpustku-pidemo-vzhe-pislia-peremohy-yak-komanda-vostok-sos-shchodnia-riatue-zhyttia-tysiach-ukrainsiv/	Article about Vostok-SOS and its activities (CARE is mentioned as one of the donors)
29.07.2022	https://www.facebook.com/2022bospb/posts/pfbid00dZdpTGiyccsx2GoDuuhrnctVCDxRyFfxYpipooEDFanKB14AT1dmg4MKUGmjjeil	БО Служба Правової Безпеки - Shelter opening in Obukhiv, Kyiv region
29.07.2022	https://rpr.org.ua/news/u-vidpustku-pidemo-vzhe-pislia-peremohy-yak-komanda-vostok-sos-shchodnia-riatue-zhyttia-tysiach-ukrainsiv/	Article about Vostok-SOS and its activities (CARE is mentioned as one of the donors)
04.08.2022	https://www.facebook.com/2022bospb/posts/pfbid00AFm95DSfJsBec2cDpfpLEDXQri2NBamWtZdfq2k6yESsuAeqSrWfM9opZHGF8F2MI	БО Служба Правової Безпеки - Shelter opening in Obukhiv, Kyiv region
11.08.2022	https://www.facebook.com/vostoksos/posts/pfbid02gczi1XupFYEmFLQB1mxc4aNVBpU3xb7x8AjD7JY21Y72AMQockBibgtST6SBLVTI	Report on spending 2 million UAH
17.08.2022	https://www.facebook.com/vostoksos/posts/pfbid02osM5jJof4XaqDpnrULaVX9RdKHWxXiqk2DDFquLfyPwyPMMaVs5Pni4E3i3fWfVMI	Assistance to a shelter in Zdvyzhivka, Buchanskyi district, Kyiv region
17.08.2022	https://vostok-sos.org/lizhko-ta-postilni-komplekty-dlya-simyi-yaki-prymayut-pereselencziv-u-sebe-vdoma/	Assistance to a shelter in Zdvyzhivka, Buchanskyi district, Kyiv region
17.08.2022	https://www.instagram.com/p/ChWrLOtDUgH/	Assistance to a shelter in Zdvyzhivka, Buchanskyi district, Kyiv region
18/08/22	https://www.facebook.com/permalink.php?story_fbid=374311298204449&id=100068767441667&locale=ru_RU	Assistance to IDP's families in Zakarpattia region
26.08.2022	https://www.facebook.com/vostoksos/posts/pfbid0hVErfboUgnyU3ZCDRJ7RXoRsebMupzSRPDMKz7yRmzdaFVhevL6QJgPty38DDsm5l	Assistance to a shelter in Obukhiv, Kyiv region
26.08.2022	https://www.instagram.com/p/ChuvFSqDzEp/	Assistance to a shelter in Obukhiv, Kyiv region
02.09.2022	https://www.facebook.com/vostoksos/posts/3214308995481372	Assistance to a shelter in Ivano-Frankivsk
02.09.2022	https://www.instagram.com/p/CiA41Bhj1li/	Assistance to a shelter in Ivano-Frankivsk
03.09.2022	https://acmc.ua/dlya-vymushenyh-pereselencziv-obuhovi-na-kyvivshhyni-vidkryly-shelter/	Shelter in Obukhiv, Kyiv region
21.09.2022	https://www.facebook.com/vostoksos/posts/pfbid02Z8uYgn3NKK95C6e5BUcAXCKUED25d66DpD5uQpxaNZVa6Ay2bUPkoJskLQTi5yHLI	Assistance to a shelter in Samhorodok in Vinnytsia region
21.09.2022	https://www.instagram.com/p/CixUI1BDz66/	Assistance to a shelter in Samhorodok in Vinnytsia region

28.09.2022	https://www.facebook.com/vostoksos/posts/3234764263435845	Assistance to a shelter
28.09.2022	https://vostok-sos.org/pidtrymuyemo-sheltery-dlya-vpo/	Assistance to a shelter
01.10.2022	https://suspilne.media/287568-na-ivano-frankivsini-volonteri-vidkrili-socialnij-zaklad-dla-ludej-pohilogo-viku/	Assistance to a shelter in Bliudnyky, Ivano-Frankivsk region
04.10.2022	https://www.facebook.com/kotsurandpartners/posts/183987450804365	Assistance to NGO "Summers"
02.10.2022	https://kurs.if.ua/society/na-ivano-frankivshhyni-volontery-vidkryly-soczialnyj-zaklad-dlya-lyudej-pohylogo-viku/	Assistance to a shelter in Bliudnyky, Ivano-Frankivsk region
05.11.2022	https://www.instagram.com/p/CkIG6sVjC9V/	2,000 food and hygiene kits for IDPs living in shelters
05.11.2022	https://www.facebook.com/vykonkomumr/posts/496124482556495	Assistance to a shelter in Uman, Cherkasy region
05.11.2022	https://www.facebook.com/vostoksos/posts/3268064670105804	2,000 food and hygiene kits for IDPs living in shelters
23.11.2022	https://www.instagram.com/p/CIS-M47NfPs/	Sergey Shtepa, Member of Parliament of Ukraine, about humanitarian aid
01.12.2022	https://www.pnp.de/nachrichten/bayern/neuanfang-mit-katze-leona-und-diana-flohen-aus-luhansk-in-westukraine-8249973	Leona and Diana fled Luhansk in western Ukraine. Story from shelter in Ivano-Frankivks region
09.12.2022	https://www.instagram.com/p/Ci8ZM8RjZvX/	Valeriy's story from shelter in Ivano-Frankivks region
09.12.2022	https://www.facebook.com/vostoksos/posts/3295151167397154	Valeriy's story from shelter in Ivano-Frankivks region
09.12.2022	https://www.pnp.de/nachrichten/bayern/neuanfang-auf-ukrainisch-9932202	Maryam's and Hanni's story from shelter in Ivano-Frankivks region
10.12.2022	https://www.facebook.com/pancheve/posts/126817763561077	Assistance to NGO "Prykhystok" in Kyrovohrad region
12.12/2022	https://www.pnp.de/nachrichten/bayern/logbuch-blog-wissenschaftlerin-imke-hansen-ueber-ihre-erfahrungen-im-kriegsgebiet-8284005	Scientist Imke Hansen on her experiences in the war zone
20.12.2022	https://www.pnp.de/nachrichten/bayern/letzter-ausweg-aus-der-kriegshoelle-wie-alte-und-krank-ukrainer-evakuiert-werden-9950463	a family of four after fleeing across Ukraine - story of family from shelter in Ivano-Frankivks region
04.01.2023	https://www.pnp.de/nachrichten/bayern/mit-video-oleksandra-19-hilft-in-der-ukraine-statt-zu-fluechten-10293826	Shelter in Lysets, Ivano-Frankivks region
06.01.2023	https://www.instagram.com/p/CnE-I0UjN5u/	Natalia's story from shelter in Ivano-Frankivks region
06.01.2023	https://www.facebook.com/vostoksos/posts/3319194998326104	Natalia's story from shelter in Ivano-Frankivks region
03.02.2023	https://www.pnp.de/nachrichten/bayern/neue-kraft-fuer-den-harten-kriegsalltag-pnp-spendenaktion-erzielt-mehr-als-680000-euro-10466641	Christmas campaign for people in Ukraine by Care
04.02.2023	https://www.pnp.de/print/ueberregional/die-seite-3/neue-kraft-fuer-den-harten-kriegsalltag-10478779	Christmas campaign for people in Ukraine by Care and Yaroslav Korniienko Zoom interview

27.03.2023	https://www.facebook.com/vostoksos/posts/pfbid02EzGQPLjxVg44CwVVG6WeKrBHzk1jMd8YPBU7hT6LwBjULEix4iJZoaXKPajaGSvnI	Assistance to a Rehabilitation Center of the Ministry of Health of Ukraine
23.06.2023	https://vostok-sos.org/bf-vostok-sos-realizuvav-projekt-ekstrene-reaguvannya-v-ukrayini-za-pidtrymky-care/	Final report UA version – overall project results
24.06.2023	https://www.facebook.com/vostoksos/posts/pfbid02r46bfjoTMA7tbahZ7sXDN4QAR2aMyLC78e2v7LtK55aZPEMDwXF5GokfKa7pXhxel	Final report – overall project results
25.06.2023	https://www.instagram.com/p/Ct4KNiBNDId/?utm_source=ig_web_copy_link&igshid=MzRIODBiNWFIZA==	Final report – overall project results
26.06.2023	https://twitter.com/vostoksos/status/1673214914712817665	Final report – overall project results
26.06.2023	https://vostok-sos.org/en/the-vostok-sos-charitable-foundation-has-implemented-the-emergency-response-in-ukraine-project-with-the-support-of-care/	Final report EN version – overall project results