

Ukraine Conflict | ACT Appeal UKR211**ACT member: Hungarian Interchurch Aid****Reporting Period: June-August 2024**

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A. Highlights

Please list 3 key strategic points of this reporting period at you want to communicate to ACT Alliance network

- **HIA has reached 783,012*** people so far, providing access to basic humanitarian aid, protection activities and other life-saving services in Ukraine and Hungary.
- HIA's MEAL and the Data Management team have been participating in a comprehensive **MEAL capacity building**, and are integrating the conclusions into their operations
- In Hungary, according to the **legislation in force since 21 August**, only people coming from the territory of "administrative units of Ukraine directly affected by military operations" are entitled to **housing assistance** from the Hungarian government, which left, according to UNHCR, approximately **2-3000** of Ukrainian refugees **without shelters**. As HIA shelters run on full capacities, the team had to figure out other ways to provide for people in need. In a rapid response **HIA** put together **food and hygiene items** and **distributed** them to people in need. For those who remained eligible for accommodation, the Hungarian Charity Service of the Order of Malta received funds to support them
- **HIA** continues to **support early child development programmes of Sure Start Children's Home** in Berehove and Yanoshi aimed at helping young mothers who frequently lack access of professional child care due to the shortcomings of the nursing system in the Ukrainian health system

*The total reached number is way higher than in the previous report, because assisted people data of UHF IV programme from the beginning of the year had been revealed later, and microgrants numbers also added

B. Situation Overview

Please give a short overview of the overall situation (security, number of IPDs/Refugees, economic referencing to official resources) and important context updates in the countries where you are responding

According to INSO Ukraine Biweekly Reports:

- Over the past month, the media's focus on the Ukrainian incursion into Russia has eclipsed the Russian advances in Donetska Oblast and the significant decrease in security there and in other frontline locations
- Russian Forces targeted humanitarian activities, vehicles, and sites
- In certain regions, attacks on civilians are becoming more frequent, especially in Kherson City and the surrounding area, and short-range drones account for about half of kinetic occurrences
- The total number of refugees from Ukraine recorded globally is **6,739,400 of which 6,168,100 are recorded in Europe**. The total border crossing from Ukraine since the beginning of the war is **35,628,785** while the border crossing to Ukraine is **31,913,960**. **In Hungary**, there are over 46,150 refugees from Ukraine who applied for asylum, temporary protection or similar national protection schemes ¹

C. Challenges

Please give a brief overview on challenges faced in the reporting period and any deviations from plan, along with mitigation measures.

- The ACT Appeal does not allow activities in the sanctioned areas, although the humanitarian needs are the highest there.
- International funding opportunities are decreasing in both Ukraine and Hungary.
- Deteriorating security conditions make the implementation of humanitarian work increasingly difficult.
- Frequent electricity blackouts in many places in Ukraine
- Increased need for transportation in dangerous area
- Both the construction of the Mother and Children Center in Berehove and the kindergarten in Kholmok faced delays due to funding shortages
- During the camps for children and mothers, staff faced with extremely stressed and anxious individuals due to living in the frontline areas
- The project team had to decide to shift the assistance point to the city of Dobropil and remove all equipment due to the rise in shelling and the threat of the frontline approaching the city of Pokrovsk
- Difficulties during MPCA and C4P registrations: people providing inaccurate information on pre-registration forms, not all locations provide shelter during registration, field workers in dangerous conditions do not have insurance, persistent alarms cause queues and delay registration, inability to support everyone may lead to disagreements within the community,
- Emotional challenge: tragic, distressing stories about individuals have an impact on team members' emotional stability.

Our organization has been providing comprehensive assistance to support refugees from Ukraine. However, in the present reporting period HIA in Hungary faced with:

¹ According to the refreshed data on data.unhcr.org

- Unexpected change in the legislation regarding the housing of refugees:
Only those arriving from "administrative units of Ukraine directly affected by military operations" are eligible for housing assistance from the Hungarian government, as per legislation that has been in effect since August 21. This has left between 2,000 and 3,000 Ukrainian refugees without shelters, according to UNHCR. As HIA shelters run on full capacities, the team had to figure out other ways to provide for people in need. In a rapid response HIA put together food and hygiene items and transferred them to people in need.

D. Lessons Learned and good practices

Please give a brief overview of any lessons learned and good practices identified during the reporting period.

- The importance of clear and transparent communication and collaboration within the team, the need for regular feedback and check-ins with team members
- Providing a wide feedback channel to the beneficiaries is very important for effectiveness.
- In the conditions of military aggression, a good example of learning experience was the introduction of security protocols related to actions during shelling, air raids, etc. In addition, for security purposes, operator services to beneficiaries were scheduled and appointments were timed to avoid overcrowding at the helping points
- Partnering with local communities, activists, and volunteers in Ukraine is highly effective because they have a deep understanding of local needs and challenges
- Field trips should be limited to no more than a week, as longer trips can be emotionally draining and delaying of data analysis. By the second week of registration, team members often become less resilient to stress due to factors like nighttime air raid alarms, explosions, hearing negative or tragic stories, and dealing with difficult or impolite beneficiaries. This can lead to decreased sensitivity and empathy during interactions with people
- Holding a final evaluation meeting is an important practice that promotes continuous improvement, provides a sense of closure to the project, and helps the team gain a better understanding of their personal development within the project itself
- Conducting training sessions for employees and enumerators is necessary to equip them with the necessary skills and knowledge for effective registration processes
- The high level of stress and anxiety among the children from the frontline areas that have participated in Discovery Camp required a more individualized approach than initially planned

E. Feedback and accountability

Please give a short overview of the accountability and feedback initiatives you have implemented during the reporting period, together with operational and programmatic adjustments based on feedback received. Please refer to the nature and number of complaints received and resolution rate and response timeline.

- Feedback Hotline: HIA has a feedback hotline and an electronic complaint mailbox through which people can voice their concerns and suggestions. The hotline is open during business hours.
- Flyers with contact info: flyers were provided in all shelters and places where aid was distributed. People could submit comments or queries about specific items anonymously.
- During the reporting period the contact center received and processed 989 cash-related feedback, mostly via the contact center hotline, as well as email, Kobo feedback form and suggestion box.
- For the camps, Viber groups were established for each squad, creating a continuous feedback loop where children could share their thoughts on the day's activities. Also, there were other camps in which HIA conducted an in-depth psychological assessment and on-site interviews both during and after the camp session.
- After providing relocation service, the operator calls each beneficiary and asks about the quality of the service to receive feedback. Also, the day before the relocation, the operator finds out whether all those who signed up intend to receive the relocation service.
- In Hungary, to enhance accountability and feedback mechanisms, HIA still operates a formal complaints and feedback system, which enabled people to report any positive and negative issues.

E. Next steps and recommendations

Please provide major upcoming activities scheduled for the next reporting period, along with any programmatic and operational recommendations

Major upcoming activities for the next reporting period in Ukraine:

- Within few months, attention will focus on the approach of winter.
- HIA is planning to distribute flexible small grants to local NGOs in Ukraine as part of the ACT appeal. The application process has already begun, and over 500 applications have been received so far. A total of 100,000 USD will be distributed, with each organization receiving around 5,000 USD. As part of its overall strategy, HIA is particularly encouraging faith-based organizations to apply for the grants.
- With the ongoing conflict and increased hostilities at the frontline, there is a growing need for the rehabilitation of combat-injured servicemen and women. To address this, HIA plans to implement capacity-building efforts for one of its strategic local partners to develop a comprehensive program aimed at establishing centers dedicated to the reintegration of former military personnel. This initiative, funded by the ACT Appeal, will address key challenges, including ensuring access to quality education and professional qualifications, resolving legal issues, providing accurate labor market counseling, and offering psychological support.

- In the upcoming period, HIA Berehove Office will focus on the finalization and operational launch of the Mother and Children Center in Berehove.
- A significant task in the future is the creation of mobile teams of psychological and social assistance for the beneficiaries, because the residents of the frontline areas are subjected to constant psychological stress, and this significantly affects their psyche. For the prevention of mental disorders and diseases, psychological and social work is an important prospective direction of assistance to beneficiaries.
- Regarding C4P and MPCA the primary registration activities have been completed, as part of the UHF project
- HIA is also planning to implement C4P and MPCA in the coming months as part of the ACT appeal project.

Major upcoming activities for the next reporting period in Hungary:

- Ensuring the continuity of current programs and services (distribution of donations, voucher programs, MHPSS, legal consultations, language courses etc.)
- Finalizing a professional software to make the administrative tasks of the organization more efficient and transparent
- Helping the new staff members to adapt to the new work-environment
- In order to access resources, HIA has submitted 2 concept notes to UNHCR and 1 to the European Union, awaiting the results

F. Appeal Financing

Please fill out information on Funds Received. Please, add rows as necessary.

Funds Received

Donor	Grant Amount (in USD)	Date Received	Inside or Outside the Appeal
Ministry of Foreign Affairs and Trade, Hungary Helps Agency and private donors, companies through HIA's fundraising campaign in Hungary	6,7 Million	2022-2024	Outside
In kind donation	1,2 Million	2022-2024	Outside
Christian Aid	3,6 Million	2022; 2023	Outside
World Vision International	4 Million	2022;2023	Outside
Dan Church Aid	1,03 Million	2022	Outside
Ukraine Humanitarian Fund (phase 1)	858 000	2022	Outside
Ukraine Humanitarian Fund (phase 2)	1 Million	2022-2023	Outside
Ukraine Humanitarian Fund (phase 3)	2,43 Million	2023	Outside
Finn Church Aid	537 000	2023	Outside
FEBA	550 000	2022; 2024	Outside
UNHCR	150 000	2023	Outside
Aktion Deutschland Hilf	1,38 Million	2023	Outside
Bureau for Humanitarian Assistance	3,8 Million	2023; 2024	Outside
Act Church of Sweden	1 Million	2022; 2023	Inside
Dan Church Aid	964 000	2022	Inside
Kerk In Actie	2,1 Million	2022; 2023	
Canadian Lutheran World Relief / HC	200 000	2022	Inside
Act for Peace	750 000	2022	Inside
Finn Church Aid	1,03 Million	2022	Inside
Evangelical Lutheran Church in America	500 000	2024	Inside

G. Progress to date

Please provide an update of total unique aid recipients reached to date by county and overall, as well as the new ones during the reporting period.

	#of new people reached during reporting period (disaggregated by gender) (Includes outside appeal) *	# of total people reach throughout the programme (cumulative to date) (disaggregated by gender) (Includes outside appeal) *
Overall	10 635 females; 5727 males	485 467 females; 297 545 males
Ukraine	7 787 females; 4 194 males	411 435 females; 257 009 males
Hungary	2 848 females; 1 533 males	74 032 females; 40 536 males

*The total reached number is way higher than in the previous report, because UHF IV. assisted people data from the beginning of the year had been revealed later, and microgrants numbers also added

Please provide an update against the appeal Results Framework indicators.

Appeal Indicators

Indicators	Activity Locations	Reached to date	Target	% progress
# of people receiving emergency food assistance	Several Oblast in Ukraine; Hungary	225 781**	45 000	
# of people receiving non-food items	Several Oblast in Ukraine; Hungary	11 918	10 000	
# of people receiving hygiene kits	Several Oblast in Ukraine; Hungary	211 978**	45 000	
# of people receiving multi-purpose cash	Several Oblast in Ukraine	47 001	7 500	
# of people receiving multi-purpose vouchers	Hungary	3 537	400	
# of people supported through flexible small and medium grants	Several Oblast in Ukraine	34 296	2 400	
# of people with access to emergency MHPSS and protection	Several Oblast in Ukraine; Hungary	42 495 ****	6 000	

# of people accessing restored emergency basic services and facilities	Several Oblast in Ukraine	-	3 500	
# of people receiving medical supplies, care or receive cash for medical treatment	Several Oblast in Ukraine; Hungary	750	6 200	
# of people accessing shelter, community centers and family protection institutions	Several Oblast in Ukraine; Hungary	18 707 ****	4 250	
# of people accessing sanitation facilities and safe drinking water	Several Oblast in Ukraine; Hungary	***	6 500	
# of people benefiting from needs-based case management and social services	Several Oblast in Ukraine	49 545	3 300	
# of organizations with strengthened capacity providing humanitarian assistance	Several Oblast in Ukraine, Hungary	5	7	

**There are 102 049 people, who received both food and hygiene kits

*** WASH number includes

****In the previous report the number was almost this high (or higher), but it was a mistake, outside appeal numbers were added wrongly

H. Photos

Please include 3-4 photos of your key actions that occurred during the reporting period



Aid delivery to the State Emergency Service of Ukraine



“Discovery” Camp in Zakarpattia



“Happy Family” Camp in Zakarpattia



Transportation assistance from the most dangerous regions, by LIGA



Assistance at the LIGA local point