

Ukraine Conflict | ACT Appeal UKR211

ACT member:

Reporting Period:

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Date: 01/06/2024

A. Highlights

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

- HIA has **reached 549,346** people so far, providing access to basic humanitarian aid, protection activities and other life-saving services in Ukraine and Hungary.
- After the spring preparations, the first activity programmes in the **extended cooperation** period between HIA and ACT **will be started this summer**
- The new HIA **Security Status Report** is being prepared by HIA's Global Security Advisor
- HIA delivers **digital school blackboards** to Ukraine and prepares teachers to use them, funded by Hungarian municipalities

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

- Russia continues to use missiles and Shahed-type drones to target Ukraine's electricity grid and strategic military locations, breaking the previous year's record for the number of drones used per month.
- Along with increasing the intensity of its long-range strike campaign, Ukraine also targeted vital defense assets and important industrial facilities.
- After the first Russian cross-border invasion on May 10, high-intensity clashes continued, although the situation in northern Kharkivska Oblast remained at a relative standstill for three weeks.
- An NGO-affiliated volunteer was hurt during an artillery strike in Kherson City, and three NGO employees suffered injuries in two attacks in Kharkiv City on May 25.
- The total number of refugees from Ukraine recorded globally is **6,483,500 of which 5,942,300 are recorded in Europe**. The total border crossing from Ukraine since the beginning of the war is **32,349,670** while the border crossing to Ukraine is **27,683,845**. **In Hungary**, there are over 43,230 refugees from Ukraine who applied for asylum, temporary protection or similar national protection schemes.¹

C. Challenges

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

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

- Generally, in regions close to the front, the dangerous security situation makes the work challenging
- Logistical problems, including delays in furniture delivery and purchase due to a transportation shortage, hindered construction projects. New mobilization rules - from May 18 - affected domestic transportation, as only 15% of Ukrainian truck drivers are exempt from military service. Also, they need military ID and medical examination. Despite these challenges, the number of people HIA helped stayed mostly within the plan.
- Challenging accessibility: poor roads, difficult terrain, and long distances between settlements in Khersonska, Donetsk, Zaporizka, and Kharkivska oblasts increase travel time for the field team. Also, hard accessibility experienced in military-controlled areas and settlements.
- Registration of people: High risks near frontlines and lack of services make many people to leave, resulting in a constantly changing target group.
- 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, Western Union payments on new accounts are being blocked, demanding environment has led to burnout among field workers and enumerators
- The February PDM dates have shifted due to the other projects activities, as well as the need to digitize the data. This created the challenge during the calls to remind the assisted people of the activities.
- Emotional challenge: upsetting, sad stories of people affect team members' emotional stability.

Our organization has been providing comprehensive assistance to support refugees from Ukraine. However, in the present reporting period we faced the following challenges In Hungary:

- Problems with logistics, warehouse capacity, logistical storage of incoming donations
- HIA experienced an increased demand for food items and hygiene kits.
- Professional team fluctuation, redistribution of tasks, even distribution of workload, filling vacant positions

D. Lessons Learned and good practices

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

- Holding regular evaluation meetings is an effective practice for team collaboration and improvement.
- Joint training and development: conducting joint training sessions, awareness programs, team-building activities, and additional professional and personal development training for

team members enhances their skills. For e.g.: Training from the INSO organization is very beneficial for the C4P field team.

- Team interchangeability: Ensuring all team members understand every part of the process and can replace each other in emergencies (such as illness or vacations) improves team flexibility.
- Relying on local partnerships is crucial, the new mobilization rules in Ukraine have emphasized the importance of cooperation with local self-government bodies and local organizations.
- The presence of a security monitoring department helps reduce risks in the dangerous areas.
- Changing the autonomous distribution of food and hygiene items for the pre-arranged one to mitigate the workload of staff members and to make sure that the donations go to the most vulnerable people.
- Allowing the field teams to have leisure time after registration is beneficial, as it helps them emotionally decompress from the stress and ensures they can maintain high-quality performance the next day.

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: for feedback were provided in all shelters and places where aid was distributed. People could submit comments or queries about specific items anonymously.
- Community Meetings: HIA representatives from Berehove Office held bi-weekly visits in individual shelters to discuss issues and gather feedback directly from the assisted people.
- Also, Berehove Office constantly keeping in touch with the Department of Social Protection of the Population of the Transcarpathian Regional Administration that are gladly support HIA in our work and provide their expert assessment of the social situation of people from vulnerable categories
- A phone-based PDM survey was conducted among the peoples who got PSS and In-Kind assistance in February 2024 from the implementing partners. Those who confirm getting the assistance report the ongoing need of additional assistance of both types, as well as enquire about the continuation of the program. The requests of those who complained about not actually receiving the reported aid have been investigated and communicated back to the people.
- Improvement in notification of project implementation and the likelihood that HIA staff will reach out to them for feedback following project completion.
- HIA received more than 1000 phone calls regarding pre-registration and registration inquiries for MPCA, timing of disbursements, rejection of support and discrepancies in data.

- Implementation of PDM activities has just started in May 2024, for UHF IV project activities. Accordingly, the results of the PDM can be expected in the next months
- for World Vision project activities: PDM and other MEAL activities are implemented by the donor, its results are expected after the physical ending of the project (July-August, 2024)
- In Hungary, to enhance accountability and feedback mechanisms, we established 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:

- To Continue construction at the Mother and Child Center in Beregovo, with a focus on completing furniture installation and finalizing the outdoor space.
 - To Continue the gasification, landscaping and greening efforts at the Kholmec kindergarten, including the children's playgrounds.
 - Organizing two traditional summer camps for 100 children from frontline areas of the Kherson region as part of the ActAlliance Project.
 - Hosting a summer camp for internally displaced mothers and children with a focus on family psychological support within the ActAlliance Project.
- Operational recommendations:
- Continuously monitoring the security situation in the region and adjust project activities as needed to ensure the safety of staff and everyone.
 - Exploring opportunities to promote long-term sustainability in communities served by HIA projects, such as microfinance programs, training workshops, energy-efficient renovations, permaculture (organic food for the vulnerable), reforestation, and the introduction of AI technologies for educational purposes.
 - The upcoming distributions for C4P are scheduled to occur in Khersonska oblast the city of Kherson, and Donetsk oblast including next settlements: Sloviansk, Dobropillia, Bilozerske, Pokrovsk
 - The PDM report for partner In-Kind and PSS activities will be prepared in the next period.
 - In July the more detailed plans will be known in terms of project implementation. The monitoring will be planned then depending on the activities.
 - Our operations are proceeding as usual, and HIA is on track with our planned activities regarding MPCA for both BHA and UHF III. projects. Additionally, HIA will initiate PDM activities for UHF III.
 - Also, for UHF III., HIA continues the distribution of food kits, hygiene kits and equipments of shelters, starts the reconstruction of water and wastewater systems in 13 settlements
 - For UHF IV: implementation of PDM, writing the monitoring and evaluation report, preparation of the final narrative and financial report are the next steps
 - Regarding World Vision-ADH project: Dissemination the results of the baseline research among 40 child protection professionals and piloting MHPSS group counseling to mitigate the risks of addictions and negative coping mechanisms among 40 children and adolescents

Major upcoming activities for the next reporting period in Hungary:

- Ensuring the continuity of our programs and services (distribution of donations, voucher programs, MHPSS, legal consultations, language courses etc.)
- Testing a professional software to make the administrative tasks of the organization more efficient and transparent
- Organizing a summer camp for kids who attend Scratch programming course
- Changing the client reception and tailoring the services to client's needs
- Organizing a summer picnic for the people who live at our shelters to provide a platform where they can meet and get a sense of community
- Filling the vacant positions and contributing to team-building

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	Inside
Canadian Lutheran World Relief / HC	200 000	2022	Inside
Act for Peace	750 000	2022	Inside
Finn Church Aid	1,03 Million	2022	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	5 155 females; 3 438 males	346 088 females; 203 258 males
Ukraine	4 066 females; 2 712 males	272 278 females; 166 881 males
Hungary	1 089 females; 726 males	71 621 females; 38 566 male

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	196 740*	45 000	
# of people receiving non-food items	Several Oblast in Ukraine; Hungary	11569	10 000	
# of people receiving hygiene kits	Several Oblast in Ukraine; Hungary	189 295*	45 000	
# of people receiving multi-purpose cash	Several Oblast in Ukraine	40 408	7 500	
# of people receiving multi-purpose vouchers	Hungary	3 307	400	
# of people supported through flexible small and medium grants	Several Oblast in Ukraine	28 229	2 400	
# of people with access to emergency MHPSS and protection	Several Oblast in Ukraine; Hungary	42 345	6 000	
# of people accessing restored emergency basic	Several Oblast in Ukraine	-	3 500	

services and facilities				
# 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	19 592	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	47 520	3 300	
# of organisations with strengthened capacity providing humanitarian assistance	Several Oblast in Ukraine, Hungary	5	7	

*There are 100 694 people, who received bot food and hygiene kits

** WASH number includes

H. Photos

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



“Safe Start” Children’s house in Budapest



“Safe Start” Children’s house in Budapest



Advocacy work - Assembly of Ukrainian regions and cities



Assistance at a local point (OCHA III. programme)