



**2nd INTERIM NARRATIVE REPORT PER 30 06 2023**

**Contract number:** 2768-13/2022

**Programme title:** “NACHBAR IN NOT Programm – Nothilfe Ukraine und Nachbarländer”

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<b>COUNTRIES:</b>	<b>UKRAINE AND MOLDOVA</b>
Duration: From: 15 June 2022	To: 14 June 2024
Reallocation: November 2022	Extension of program until: N/A
Reporting period: <b>15 June 2022 – 30 June 2023</b>	Date of presentation: 30 October 2023

<b>Financial overview per: 30 June 2023<sup>1</sup></b>			
Total costs	Cleared items	Indicative Spending per 30 June 2023 (as per narrative reports)	Open items
EUR 41,960,000.00	[REDACTED]	[REDACTED]	[REDACTED]

**Date, author of report:** 30 October 2023, Daniela Krejdl, Program Manager

<sup>1</sup> The Interim Report per 30 06 2023 does not foresee any official financial reporting. The amounts below thus mainly aim to provide an indication of expenditure per 30 06 2023, solely based on implementing partners' information, i.e. the amounts have not undergone review or verification by the NACHBAR IN NOT Finance Team or Auditors.

## I. SUMMARY – BRIEF DESCRIPTION OF PROGRAM PROGRESS

Per 30 June 2023, 21 Projects under the NACHBAR IN NOT (NIN) Program “Nothilfe Ukraine und Nachbarländer” (“NIN-ADA Program“), funded by the Austrian Development Agency (ADA) with a grant from the Austrian Foreign Disaster Aid Fund (AKF), had started and were implemented by nine of the NACHBAR IN NOT cooperation and project partners in Ukraine and Moldova. These projects have a total volume of **EUR 41.5 Mio Euro**, i.e. the entire amount of the operational funds **were contracted** by the end of the reporting period.<sup>2</sup>

Out of this total, over **EUR 19.4 million** (about 47% of the total operational budget) were **implemented** in Moldova and Ukraine at the end of the reporting period (see footnote 1, indicative figures): EUR 17.6 million in Ukraine and EUR 1.8 million in Moldova.

Also by end of June 2023, **more than 760,000 individuals**<sup>3</sup> (unique beneficiaries) had **benefited** from the assistance provided under this program: more than 739,000 in Ukraine and over 27,000 in Moldova.

### Unique Beneficiaries reached:

	Reached Individuals	Reached Women	Reached Men	Reached Girls	Reached Boys
Total	<b>767,164</b>	<b>358,166</b>	<b>217,197</b>	<b>97,191</b>	<b>94,610</b>

With the following subtotals:

- Women and Girls reached: 455,357 = 59% of total target group
- Women and Children reached: 549,967 = 72% of total target group
- Children (Girls and Boys) reached: 191,801 = 24% of total target group.

### Beneficiaries Reached and Expenditure per Country:

	UKRAINE	MOLDOVA	TOTAL
Planned Budget Volume per Reallocation of Nov. 2022 (Operational Budget)	€ 36,160,400	€ 5,380,000	€ 41,540,000
Expenditure per June 2023 (rounded)	<b>€ 17,600,000</b>	<b>€ 1,800,000</b>	<b>€ 19,400,000</b>
Planned Total Beneficiaries per Reallocation of Nov. 2022			700,000 <sup>4</sup>
Reached Beneficiaries per June 2023	<b>739,396</b>	<b>27,768</b>	<b>767,164</b>

<sup>2</sup> Strictly speaking, out of those EUR 41.5 million, around EUR 830,000 - top ups for 2 existing projects - were approved by the NIN Board on 5 July 2023. However, for the sake of this report, this amount and Board Decision is included in this 2<sup>nd</sup> interim report.

<sup>3</sup> The number of unique direct beneficiaries can only be estimated. This is, among others, due to provision of generators to facilities such as schools, kindergartens, shelters or health facilities, where the number of people benefiting from them is fluctuating.

<sup>4</sup> In the reallocation, only the total number was indicated.

**Progress was achieved in all 8 result areas of the program:**

1. Access to Water, Sanitation and Hygiene (WASH) was improved for over 295,000 people (296,648), through provision of hygiene items (e.g. in Kharkiv, Nikopol, Donetsk), provision of generators to water utility companies in Kharkiv and Dnipropetrovsk Oblasts and ensuring hygiene in sanitation facilities for Ukrainian refugees in Moldova.
2. More than 90,000 (93,392) individuals benefited from Improved Food Security and Nutrition, through provision of food items<sup>5</sup> (e.g. in Kharkiv, Donetsk, Odesa) and by providing hot meals to refugees and vulnerable local population in Moldova.
3. More than 30,000 (31,856) individuals were reached with Cash and Voucher Assistance through provision of Emergency Cash to IDPs in Ukraine and Cash and Voucher Assistance to refugees and hosting households in Moldova.
4. Over 10,000 people (10,344) in Ukraine and Moldova had their Protection situation improved, i.e. they had their safety and dignity strengthened and were aware of their rights and entitlements.
5. Over 225,000 (229,496) people in Ukraine benefited from Access to Safe (Emergency) Shelter, through repair of buildings used as IDP shelters, provision of winterization items (such as stoves, blankets) and provision of generators (e.g. to shelters, medical centers, social institutions, heating points)<sup>6</sup>.
6. More than 6,900 (6,996) people benefited from (Psychosocial) Counselling and therapeutic activities in Ukraine and Moldova.
7. Over 155,000 (159,671) people received Medical Assistance through Mobile Health Units (MHUs), home-based care, the provision of generators to medical facilities (Ukraine) and through health care services to refugees and vulnerable local population (Moldova).
8. More than 2,300 (2,380) children in Moldova benefited from formal and informal education activities (Education in Emergencies), e.g. learning materials and afterschool activities.

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<sup>6</sup> NACHBAR IN NOT decided to group and report the generators for the most part under „Shelter”. See separate subheading below.

**Beneficiaries Reached by Type of Assistance Provided (Results Tracking)<sup>7</sup>:**

		Reached Individuals	Reached Women	Reached Men	Reached Girls	Reached Boys
Total		<b>830.783</b>	<b>391.252</b>	<b>233.872</b>	<b>104.349</b>	<b>101.310</b>
Result 1	Improved access to Water, Sanitation, Hygiene	296.648	144.062	94.245	32.713	25.628
Result 2	Improved Food Security and Nutrition	93.392	47.106	24.897	10.816	10.573
Result 3	Provision of Cash and Voucher Assistance	31.856	17.985	7.579	3.143	3.149
Result 4	Improved Protection	10.344	5.569	2.406	1.360	1.009
Result 5	Provision of (Emergency) Shelter	229.496	116.653	54.569	29.198	29.076
Result 6	Provision of Psychosocial Support	6.996	3.700	1.613	996	687
Result 7	Improved Access to Medical Care	159.671	56.145	48.532	24.929	30.065
Result 8	Education in Emergencies	2.380	32	31	1.194	1.123

Winterization Support and Provision of Generators:

In response to the large-scale destruction of energy infrastructure in Ukraine starting in October 2022, NACHBAR IN NOT and its implementing partners responded by adapting the response to include the provision of generators. By the end of June 2023, **622 generators** of various sizes were procured by five of the implementing partners of this program (Austrian Red Cross (AutRC), Hilfswerk International (HWI), Malteser, Volkshilfe (VHI), Jugend Eine Welt (JEW) and **delivered** to their final destination points. As most of them were planned to be used in shelters, households and public heating points, most of them are included under the “Shelter” Result.

**II. CONTEXT and ADJUSTMENTS/RISKS<sup>8</sup>**

In **Ukraine**, the volatile and often dangerous security situation with missile and drone attacks and destruction of energy infrastructure has led to substantial challenges and at times delays in implementation, great personal risks for local partners when delivering aid and hampering of communication with the teams in the field. Also, local partners and companies, including those participating in tenders for relief goods, at times have fewer human resources available with male staff members being drafted into the army.

<sup>7</sup> Please note this total is somewhat higher than the 767,164 individuals recorded as direct unique beneficiaries as some target groups benefited from more than one kind of assistance (e.g. HWI’s humanitarian kits included both hygiene and food items, VHI (in Kharkiv) and ASB (in Donetsk) assisted one and the same target group with food and hygiene items and some of WV’s support reached the same children with education materials and psychosocial activities.

<sup>8</sup> Please see also the updated risk assessment for Ukraine and Moldova annexed to this report.

Some key challenges include:

- **Hard to reach areas & increased shelling in project areas:** A substantial part of the assistance of the “NIN-ADA Program” is provided in hard-to-reach areas where the security situation is highly complex. The logistical and security procedures are more demanding, and the preparation and delivery of aid have been more time-consuming than elsewhere and than initially planned. For example, in Diakonie’s project, registration for Multi-Purpose Cash Assistance (MPCA) and some of the distributions of sanitation and hygiene items took place in hard-to-reach areas in Kherson that experienced high levels of shelling. Staff can only remain on site for a limited time and some distributions had to be stopped due to ongoing shelling. Likewise, the MPCA team had to work at an accelerated pace in Kherson to register as many people as possible before the threat of shelling got too elevated (this was usually the case at the beginning of the afternoon).

The hostilities in the south and the east of Ukraine were ongoing during the reporting period, with often daily shelling of the regions. The provision of humanitarian aid in those territories has been particularly dangerous for the local partners and time-consuming. For example, in January 2023, in the Zaporizhzhia region, a planned distribution of relief goods had to be postponed in one village three times because there was intense shelling each time.

Similarly, Dnipro, where Volkshilfe is providing emergency assistance to IDPs and vulnerable local residents, has witnessed a number of attacks by Russian forces during the reporting period. The attacks pose a high security risk and add to levels of stress and anxiety among beneficiaries and staff members of local implementing partners. The local partner NDU’s (Narodna Dopomoha Ukraine’s) Welcome Points, where beneficiaries receive assistance, are located in the basements of buildings, which makes them somewhat safer than premises higher up.

- **Missile attacks on energy infrastructure:** starting from October 2022, the frequent missile attacks on the whole territory of Ukraine and unexpected blackouts have complicated the management of the projects – not least because it affected the daily living and working conditions of all staff and partners. Keeping the connection with partners in the south and the east of the country – for instance from Kyiv or Lviv - was particularly difficult at times for some of the organizations due to the electricity and communication blackouts and the security context, restricting movements.
- **Military mobilization:** The mobilization of male Ukrainian citizens also affects the organizations and partners’ employees. There was an ongoing risk that male employees will be enlisted and called up for military service. For example, in December 2022, an employee of the Malteser warehouse was called up for military service at a bus stop.
- With the **Kakhovka dam destruction** in Kherson Oblast on 6<sup>th</sup> June 2023, needs of the population were increased once again. Some of the implementing partners of the “NIN-

ADA Program” were able to adjust their response (e.g. CARITAS reallocated some funds to provide drinking water and relief goods to the affected area).

Despite all these challenges, overall, the projects are on track with minor delays in some of them, resulting in some project modifications and extensions, and no relief items or other parts of the interventions under the “NIN-ADA Program” (such as shelters) have been damaged so far.

In **Moldova**, inequalities have been further highlighted and vulnerable people have been put in even more precarious situations with the influx of refugees from Ukraine. The needs of Ukrainian refugees and vulnerable Moldovans continue to be high. The projects under this program respond to this situation by providing support to refugees, to households and communities hosting refugees and to other extremely vulnerable Moldovans.

For instance, in a project by JEW, the temporary accommodation centers (or “multi-functional centers”) run by the local partner Concordia in Lapusna und Theraklia Rayons, offer shelter not only to Ukrainian refugees but also to Moldovans who had before been homeless or living in other precarious situations.

Diakonie adjusted and expanded their selection criteria for recipients of tablets (so children can continue their schooling online) to also include single mothers with one or two children who live in rural settlements.

### **III. PROGRAM OUTCOME ACHIEVED TO DATE:**

#### **a) Target Groups:**

The interventions under this program all target persons with proven vulnerabilities among a) the displaced Ukrainians and b) among the communities hosting Ukrainian Internally Displaced Persons (IDPs) and refugees in Ukraine and Moldova. Special consideration is given to vulnerable groups such as children, pregnant women, single mothers with children, families with children three years or younger, families with children with disabilities, persons with special needs and disabilities and elderly persons.

As shown in the two tables in chapter one (unique beneficiaries and beneficiaries reached per type of assistance), 60% of the target group reached to date are women and girls and, including boys, 72% of the target group are women and children, while children alone account for 25% of the target group reached to date.<sup>9</sup>

The interventions under this program all give special consideration to particularly vulnerable **women and girls** among the displaced Ukrainians and the Ukrainian and Moldovan

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<sup>9</sup> Numbers are rounded.

communities hosting IDPs and refugees. (For more details as to how this is done, please refer to Chapter V/Section on Gender Equality).

**Children** (25% of target group reached to date) are specifically supported in their access to education (in Moldova) and with psycho-social support activities (in Moldova and Ukraine). This assistance includes: a) afterschool programs (support for homework, language classes, sports activities) in Moldova, offered by the local partners of CARITAS, JEW and World Vision (WV); b) the provision of tablets and vouchers for education materials (offered by the local partners of Diakonie and World Vision, also in Moldova), and c) child-oriented events (such as sports) at HWI help points in Ukraine (Kharkiv, Dnipropetrovsk and Ivano-Frankivsk Oblasts) and in and the WV-supported Child Friendly Space in Chisinau.

In addition, children have benefited from the provision of power supply: for instance, HWI has provided a total of 22 generators to medical facilities, including the Vinnytsia Regional Children's Clinical Hospital and the Kherson Regional Children's Hospital, and VHI has provided generators to kindergartens and schools in Chernivtsi, Butcha, Hostomel and Irpin, where they are already present with other, non-ADA supported NACHBAR IN NOT projects, rehabilitating buildings such as schools and kindergartens.

The **elderly** - many of whom have limited mobility, chronic diseases, small pensions and lack family support - are supported by projects of a) CARITAS, offering safe shelter and mobile social home-based care with hot meals and psycho-social support in Ternopil, Odesa, Lviv Oblasts); b) AutRC, offering home based care in Kyiv and Chernihiv oblast under the health component of the IAS Health and Heat Project and supporting a nursing home for 20 older people in Zakarpattia with energy provision (generator), and c) by JEW in Odesa, who have adjusted their response to include single pensioners who are considered highly vulnerable, as recipients of their food assistance.

#### **b) Activities implemented (examples):**

Some of the following activities were implemented by 30 June 2023, resulting in progress in the eight result areas of the "NIN-ADA Program":

- 1) To improve access to water, sanitation and hygiene (over 295,000 people reached to date), the assistance provided by the NIN Implementing partners has mainly focused on providing hygiene items and ensuring power supply for local water companies. For instance:
  - ASB (Arbeiter Samariter Bund) with its local partner HADC (Humanitarian Aid and Development Centers) assisted over 3,000 people with hygiene items in non-government-controlled areas of Donetsk and Volkshilfe (VHI) through its local partner SIRIUS ICF (Int'l Charity Foundation) reached over 12,000 people in Kharkiv (IDPs and residents).
  - CARITAS and HWI also provided support in the form of hygiene items - CARITAS reaching over 11,000 people in Kharkiv, Odesa, Zhytomy Kyiv and Nova Kharkovka,

Kherson Oblast and HWI over 32,000 persons along the front line with Humanitarian Kits which included Hygiene as well as Food Items.

- In addition, several members of the CARITAS target group - 430 conflict affected individuals - were able to access laundry services at the CARITAS Spes Collective Shelter in Vinnytsia, and Hilfswerk International (HWI) provided 21 generators to water companies in Kharkiv and Dnepropetrovsk Oblasts, improving access to drinking water for an estimated more than 225,000 people.
- 2) To improve the food security and nutrition situation of the affected population (over 90,000 people reached to date), the NIN implementing partners mainly provided food kits to people in need. For instance:
- In Ukraine, ASB with its local partner HADC assisted more than 6,500 people with food items in non-government controlled areas of Donetsk (about half of them were also supported with hygiene items, see above); CARITAS assisted more than 28,000 conflict-affected persons in areas of Odesa, Vinnytsia, Zhytomyr-Kiev and Nova Khakovka/Kherson, VHI an additional more than 10,000 people in and around Kharkiv City (part of the Hygiene Items target group indicated above) and JEW reached more than 10,000 people that way, out of them:
    - over 2,000 in Moldova, with the assistance in Moldova including the provision of hot meals at the Fundatia Don Bosco in Chisinau for children enrolled in the afterschool-programs and in temporary accommodation centers (Multi-Functional Centers run by Concordia) in Lapusna und Theraklia Rayons.
- 3) Cash and Voucher Assistance (over 30,000 people reached so far):
- For instance, Multi-Purpose Cash Assistance (MPCA) benefited 1,800 individuals in Lviv (ASB), and over 16,000 people in Kherson and neighbouring Mykolaiv Oblast (AutRC). As a concrete example, from January to April 2023 AutRC's local partner, URCS provided one-off cash payments through blanket distribution of 1,200 UAH (approx. 30 EUR at the exchange rate as of 1 March 2023) via the financial service provider UkrPoshta, who then issued cash assistance in envelopes through mobile delivery points.
  - In Moldova, more than 1,700 individuals benefited from vouchers for food, hygiene and clothing (provided by CARITAS and its partners), while Diakonie, following a thorough selection process, selected the Linella supermarkets to offer electronic vouchers reaching an additional 1,000 beneficiaries per 30 June 2023.
- 4) Improved Protection (more than 10,000 people reached so far):
- In Ukraine, 690 residents of Kharkiv benefited from legal assistance and counselling (e.g. on obtaining IDP status, registration for social payments or restoration of



documents) provided by CARITAS social workers during house visits, VHI reached over 700 people in Chernivtsi and Dnipro at their local partner NDU's welcome points with similar services (incl. registration of children in schools and kindergartens, consultations on free medical services and on employment opportunities); and HWI enabled over 1,800 children to use their Child Friendly Spaces at their "Help Points" in Valky (Kharkiv Oblast), Ivano-Frankivsk and Pokrov (Dnipropetrovsk Oblast).

- In Moldova, Diakonie reached more than 2,300 people with information on their rights and on how to access support services. This is done, for instance, with electronic leaflets and podcasts, which contain information on the Law for Temporary Protection and the related access to rights and services for refugees (such as employment, medical assistance, public education, social assistance) and which are circulated via social media groups used by refugees. In addition, this project has been providing specialized trainings for staff of the Bureau of Migration and Asylum on protection of refugees.

5) Access to Shelter<sup>10</sup> (more than 250,000 people reached so far):

- By 30 June 2023, the AutRC had reached over 100,000 people with some of the following assistance: more than 80,000 people benefited from high-thermal blankets, and more than 6,500 people benefited when 14 collective sites in rural villages of Lviv and Zakarpattia Oblasts were rehabilitated and furnished with household items (such as washing machines and gas cookers) and IDP-hosting households outside the shelters received multi-purpose cash assistance to cover their additional expenses for electricity, heating and food. In addition, in Mykolaiv, Donetsk, Kharkiv and Kherson, over 18.000 people are now able to have at least one warm room in their homes during the harsh winter months after they received multi-purpose Burjuyka stoves for heating and cooking.

- **Generators:**

In response to the large-scale destruction of energy infrastructure in Ukraine starting in October 2022, NACHBAR IN NOT and its implementing partners responded by adapting the response to include the provision of generators. By the end of June 2023, **622 generators** of various sizes were procured by five of the implementing partners of this program (AutRC, HWI, Malteser, Volkshilfe, JEW) and **delivered** to their final destination points.

- **AutRC** delivered a total of **21 generators** to URCS branch offices and URCS Emergency Response Teams (ERT), enabling staff and volunteers to continue their work and reach further people with their assistance. Two of the 21 generators were provided to a Nursing Home for Elderly People in Zakarpattia and the State Institution of Pediatrics, Obstetrics and Gynecology in Kyiv.

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<sup>10</sup> As mentioned, NACHBAR IN NOT decided to include Generators and also Winterization under „Shelter“.

- **HWI** provided a total of **78 Generators**, mainly to institutions in Kharkiv, Kherson and Dnipropetrovsk Oblasts. The majority of them are now serving communal water companies (reported under Result 1) and medical facilities (reported under Result 7). However, 22 out of the 78 generators were provided in aid of 20 IDP and bomb shelters and to 2 Lyceums, improving the shelter situation for over 5,000 people.
- **Malteser** supported IDPs and vulnerable local residents in Lviv oblast with **6 large generators** (e.g. for a mother and child shelter in Lviv and an IDP shelter in Sambir) and kindergartens, schools, village and city administrations as well as bomb shelters across Ukraine with an additional **420 household-size generators**, benefitting an estimated more than 22,000 people in total until the end of the project in May 2023.
- **VHI** provided **10 generators** to municipal authorities in Kharkiv and Kherson city, to help them continue to provide essential services to residents, reaching an estimated more than 21,000 persons with this assistance. An **additional 12 generators** now serve social institutions (schools, kindergartens, old people's home, hospital, communal water provider) in Chernivtsi City, Bucha District and Kharkiv oblast<sup>11</sup>, benefitting an additional more than 20,000 people.
- **JEW** provided a total of **75 generators**, which are mainly used for power supply in youth centers and private apartments in Odesa overseen by the catholic community of their local partners (Don Bosco sisters).

#### 6) Psychosocial Support (more than 6,900 people reached to date):

Project participants in Ukraine and Moldova benefited from some of the following psychosocial support activities:

- In Karkhiv, 270 men and women received counselling, related to problems such as fears for the fate of their loved ones, uncertainty about the future, depressive disorders, loss of employment and problematic situations concerning their children. Assistance to clients has been provided both in person (by personal visit) and by phone or on-line (CARITAS). It is noteworthy that the need for psychological support is mainly assessed during the first contact with beneficiaries through social workers. The offer of psychological assistance is made, however, people are often reluctant to openly accept that kind of support. A contact phone number is left at beneficiaries' houses, so they can get back the psychologists themselves when they feel ready for it.

An additional more than 1,600 displaced persons and most vulnerable local residents benefited from psychosocial support activities offered at the 3 HWI "Help Points", and

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<sup>11</sup> VHI had originally planned to provide these generators to public „heating points“, thus the title of this VHI project (A- 561-2022). Due to the dynamic environment on the ground, the needs were re-assessed, and it was decided, in cooperation with local partners and the local communities, that there was a higher demand for these generators in the communities' public institutions.

over 350 persons in Dnipro and Chernivtsi profited from socio-relational activities such as art therapy or relaxation training (VHI).

- In Moldova, CARITAS partners reached over 2,700 Ukrainian refugees and vulnerable local residents with psychological counselling (which in this project also includes social assistance, legal services and employment counselling). Counselling sessions were conducted to address emotional difficulties, trauma-related symptoms, and the development of effective coping mechanisms, both in individual and group settings. A satisfaction questionnaire was filled out by beneficiaries in Refugee Accommodation Centers (RACs) during the reporting period, with high satisfaction expressed for psychological and legal services.

Also in Moldova, over 350 children benefited from the MHPSS (Mental Health/Psychosocial Support) activities provided at Child Friendly Spaces in Chisinau (World Vision) and more than 80 social workers, psychologists, CFS facilitators, teachers, and animators profited from psycho-social training sessions.

7) Medical Assistance (more than 155,000 people reached so far):

- In Ukraine, over 1,000 patients were served by Mobile Health Units in Donetsk and Zaporizhzhia (AutRC) and 80 people in Kharkiv, Odesa, Ivano Frankivsk, Ternopil were supported with reimbursements for their medical expenses, arranging appointments with general practitioners and transport to medical care institutions or clinics (CARITAS). HWI provided generators to 22 medical facilities, enabling more than 150,000 patients to have better access to health care services by ensuring a stable power supply in hospitals, clinics and paramedic stations, mainly in Kharkiv, Dnepropetrovsk, Kherson. Examples include Ivano-Frankivsk City Hospital and the Kherson Regional Children's Hospital.
- In Moldova, CARITAS partners provided a range of health care services to over 890 persons - including Ukrainian refugees in Refugees Accommodation Centers (RACs) and vulnerable Moldovans.

8) Access to Formal and Informal Education in Emergencies (over 2,300 children reached in Moldova to date):

- By the end of the reporting period, more than 150 children were participating in afterschool programs (e.g. support for homework) offered at Fundatia Don Bosco in Chisinau (JEW); CARITAS and its local partners in Moldova had reached more than 60 children from refugee families and the local community with online schooling and after-school activities; over 350 refugee children were able to continue their formal education online with tablets provided by Diakonie; and the support World Vision provided to over 1,800 children included vouchers for education materials, digital kits, catch-up and language classes.

### c) Participation and Accountability:

All **implementing partners** of the “NIN-ADA Program” have mechanisms in place to involve target groups in the design of the assistance and they have a wide range of feedback and complaints mechanisms in place to collect feedback and respond to inquiries regarding the assistance and, if needed, to adjust the response.

Several organization (e.g. CARITAS, AutRC) offer a combination of reactive channels (hotlines, electronic feedback forms) and proactive channels (field staff collecting feedback, post-distribution monitoring) on both national level (e.g. hotlines) and local, field level. Having multiple channels allows different groups of people to use these mechanisms, for instance making sure older people without smart phones and people with mobility restrictions still have ways to share their opinion.

The below is intended to complement the examples of the AutRC, CARITAS, HWI, Malteser, VHI and JEW feedback mechanisms which were already reported in the 1<sup>st</sup> Interim Report:

**ASB** Country Office Ukraine uses a hotline, Facebook/Instagram page, email and the official website of ASB in Ukraine as communication channels for their project participants. Inquiries/Complaints mainly revolve around in-eligibility for assistance and requests for information on the terms and conditions for receiving cash transfers in Western Ukraine.

**VHI** partners provide explanations and justifications to all individuals who have been declined cash assistance as they do not meet eligibility criteria (A-576-2023 “Dnipro-Chernivtsi Emergency Assistance Project”).

Feedback and complaints mechanisms are also in place for the assistance provided by the **AutRC partner** Ukrainian Red Cross Society (**URCS**). The IFRC set up a Community Engagement and Accountability (CEA)/Accountability to Affected People (AAP) Technical Working Group to support the URCS in ensuring access to relevant and timely information sharing, needs-based and participatory programming, and to support coordination and collaboration among all RC/RC Movement partners. Additionally, URCS has recruited a Community Engagement and Accountability Officer (CEA), based in Zakarpattia and funded through another (bilateral) ADA-AutRC Project, who is supporting AutRC activities across the country.

The IFRC has also supported URCS in developing the “Information Center” offering, for instance a hotline and a QR-Code system for collecting feedback and informing the URCS programming. On branch level, people can provide feedback and share complaints through various channels, including social media, face-to-face and through dedicated phone numbers.

Some examples of adjustments which partners made based on the feedback of project participants:

- Diakonie revisited and revised their selection criteria for tablet distribution (for online schooling) in Moldova following feedback which requested the possibility of also targeting single mothers with one or two school-age children, rather than providing the tablets only to families with more than three children.
- HWI in their “Help Points” Project (A 545-2022) has made adjustments to offer more individual psycho-social support (rather than group sessions) and to offer additional and more frequent activities for children.
- A similar feedback was taken up by World Vision in their Child Friendly Spaces for children, after care-givers had requested more sports and outdoor activities for their children.

At the level of the **NACHBAR IN NOT Foundation**, the NACHBAR IN NOT Management and Team have set up a complaints mechanism so that complaints can be communicated to all NACHBAR IN NOT cooperation and project partners: <https://nachbarinnot.orf.at/nin/Hinweisgebersystem100.html> .

In addition, all cooperation and project partners have to commit themselves to have functioning Safeguarding, Anti-Fraud and Anti-Corruption Policies in place as well as mechanisms for handling complaints. Cooperation and project partners also have to commit themselves to inform NACHBAR IN NOT of relevant complaints (e.g. complaints relating to safeguarding, fraud & corruption) within seven days of receiving them.

#### **d) Budget spending / Economy:**

At the beginning of July 2023, ADA had transferred to NACHBAR IN NOT EUR 37,764,000. Out of those over EUR 41.5 Mio were contracted (per Board Decision of 5 July) and out of this total the NIN- ADA implementing partners had spent more than EUR 19.4 Mio (indicative figures): the majority in Ukraine (EUR 17.6 million) and a smaller portion in Moldova (EUR 1.8 million).

#### **IV. COOPERATION & COORDINATION:**

Coordination first and foremost takes place on local level, on the ground: implementing partners are actively involved in local coordination mechanisms (such as the UN Cluster Coordination System) and closely coordinate with local authorities and ministries in Ukraine and Moldova to ensure their assistance targets the most vulnerable, preempt overlap of assistance and help them gain access to the affected population. For instance:

- The **AutRC** partner URCS is participating in several national working groups and cluster meetings, including the shelter cluster, UNHCR Camp Coordination and Camp Management (CCCM) and WASH Cluster. AutRC delegates in country are also participating in several working groups including regional humanitarian coordination meetings organized by UN OCHA. Within the Red Cross/Red Crescent (RC/RC)

coordination particularly the winterization technical working group is relevant for a successful implementation of the project activities under the “NIN-ADA Program”.

A unique feature of the URCS as a local humanitarian actor is its auxiliary role to Ukraine’s public authorities in the humanitarian field. The URCS branches are continuously coordinating with local authorities in the respective Oblasts, including the regional Oblast administrations. For instance, the Shelter PLUS project is an example of a successful collaboration with public authorities: the buildings used for collective shelters are government property (e.g. schools, hospitals) and, after renovation and refurbishment, the local administration is responsible for starting the shelters and managing them on a daily basis.

- The **CARITAS** partners in Ukraine are engaged in the relevant UN Clusters and working groups. They constantly contribute to the cash working group, the protection working group, the shelter cluster. Besides that, CARITAS Ukraine (C-UA) participates in relevant coordination meetings and activities both at national and field level. C-UA also coordinates bilaterally with PIN (People in Need), GIZ, ADRA, Polish Humanitarian Action, UNICEF, UNHCR, NRC (Norwegian Refugee Council), IOM, and ICRC among others. Cash assistance is coordinated with WFP to avoid duplication of assistance provision.
- In Kharkiv, CARITAS’ local partner SSA (Social Service of Assistance) has closely coordinated with the city authorities (Deputy Mayor for Health and Social Protection) to receive lists of residents of destroyed houses, which helped to identify people in need who had been evacuated after the destruction of their homes. They were then part of the target group provided with financial and food assistance.

Under the CARITAS Project targeting elderly people in Ukraine (A 555-2022), in Lviv and Ivano-Frankivsk Oblast, local authorities provided some real estate (former medical facilities), assistance with approvals of documents and technical support with regard to the municipal water network.

In **Moldova**, already in the early stages of the crisis, several platforms were set up by Moldovan authorities and the UN to coordinate the response of organizations. The implementing partners of the “NIN-ADA Program” participate in the Refugee Coordination Forum Moldova (RCF) under the lead of the UNHCR and are members of the iNGO forum, which serves as a network and advocacy forum.

On regional level, the local partners cooperate with the Departments for Social Assistance and Family Protection to share information on urgent needs. CARITAS’ local partners Diaconia and CARITAS Moldova further use their network of parishes throughout Moldova to identify and access vulnerable families in rural areas, and Diaconia, Demos and Initiative Pozitiva have further deepened their relations with the government-run Refugee Accommodation Centers (RACs) to be able to better respond to most urgent needs of refugees hosted at RACs.

In addition, many of the NACHBAR IN NOT Cooperation and Project Partners **are members of larger humanitarian networks** and partnerships (e.g. Solidar Network, Red Cross/Red Crescent Movement, Malteser International Network), which means their interventions funded under the “NIN-ADA Program”) are complementary to other interventions of those networks.

Implementing partners of the “NIN-ADA Program” also took part in a meeting chaired by the Austrian Ambassador to Ukraine in Lviv in June 2023 and in a round table organized by ADA in Moldova in March 2023.

**On Vienna level**, the NACHBAR IN NOT office furthers information exchange among its partners, for instance by calling and chairing quarterly meetings for both the organizations active in Moldova and for those active in Ukraine (on challenges, experiences, lessons learned). Such meetings have taken place in February, May and October 2023. And the NACHBAR IN NOT office regularly shares outlines of “who does what where” with its cooperation and project partners.

## V. CROSS-CUTTING THEMES

- **Gender equality and empowerment of women<sup>12</sup>:**

As of July 2023, according to the UNHCR 6.2 million refugees have fled Ukraine and 5.1 million individuals are displaced within the country. Of those who fled, 90% of them are estimated to be women and children, and 60% of the internally displaced population is female. Only 25 % of internally displaced women rely on regular wages as their main source of income. Massive and protracted displacement and conscription into military service have also caused gendered impacts, led to the separation of families and increased the size of Ukrainian households.

A challenge faced by all humanitarian stakeholders in Ukraine is the fact that men in the military age avoid seeking and registering for humanitarian or state assistance, because they will run the risk of being drafted into military service. Therefore, the number of vulnerable men in the age between 18 and 60 years is hard to track, they run the risk of being overseen and staying without any assistance. All this also leads to the growth of a shadow labour market.

As recorded in chapters one and three of this report, 60% of the target group reached to date are women and girls.

With the exception of CARITAS, most of the NACHBAR IN NOT partners did not conduct their own gender analyses, but based their response on data for instance from the “**Rapid Gender Analysis in Ukraine dated May, 2022**” by CARE and UN WOMEN and on their

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<sup>12</sup> Please see also the updated Gender Analyses on Ukraine and Moldova annexed to this report.

**own assessments** of the specific needs of their target groups (especially women and children but also older people).

With regard to the Prevention of Sexual Exploitation, Abuse and Harassment (**PSEAH**), Sexual and Gender-Based Violence (**SGBV**) and Protection, Gender and Inclusion (PGI), several organizations have been offering trainings on their PSEAH policies for their local partners and have country-level PSEAH focal points (for instance ASB) who promote awareness and conduct trainings for their first-line responders to ensure, for instance, the creation of safe spaces for women during beneficiary registration.

Distributions are carefully planned by the partners of the “NIN-ADA Program” with due consideration of appropriate times and places to avoid putting women and girls at any security risks while accessing assistance. Some distributions, especially in rural areas in Ukraine and Moldova, were done door-to-door to avoid (long) travel times and exposure risks for (Ukrainian) men (who are often reluctant to access aid distribution sites), women, girls and the elderly.

The Red Cross / Red Crescent Movement (RC/RC Movement) has deployed a Protection, Gender, and Inclusion (PGI) Delegate to support a PGI self-assessment of URCS, conducted between February and April 2023. This assessment serves as the foundation for integrating PGI into all aspects of URCS operations and programming. As part of the results the need for better quality and safer living conditions at collective centers was identified. Thus, for instance, during the technical planning phase of the **AutRC Shelter Plus** project sites, URCS and AutRC, ensured rooms were redesigned in a way to accommodate families and were lockable, provided rooms for children to play, made bathrooms and toilets gender-disaggregated and lit during nighttime and included facilities for people with disabilities and older people.

There is a special need for women to be able to earn money independently in order to be able to take care of themselves and, above all, their children. However, the situation on the labor market is very tense and it is difficult to find at least a small job. In order to cover this need (at least temporarily), Multi-Purpose Cash was chosen by **ASB** as a project component in the Lviv region, a region where goods on markets are available. By contrast, in areas where goods are difficult to obtain or enormously expensive - such as in Donetsk Oblast – providing food packages and hygiene kits is considered the better option for supporting particularly female-headed households (including single elderly women and women with disabilities). This group is already very vulnerable, as it has usually relied on already low pensions/disability allowances as a main source of income and the price increase of basic foodstuffs and the most necessary hygiene items now represents an enormous financial burden for them.

The “Help Points” of **HWI** and their local Partner STAN organize specific activities that focus on women’s rights, economic empowerment, including training in entrepreneurship, financial literacy and vocational skills. In addition, the Help Points offer childcare services in their Child Friendly Spaces to enable women to participate in the group sessions, counselling and skills



training offered for them. Also, trainings and awareness sessions on preventing and addressing SGBV, including domestic violence and harassment, are held for participants and sensitive topics and cases are discussed in one-on-one settings with psychologists.

Given the high insecurity and risks for women and girls on the move, at border crossings and in collective centers, **Diakonie**, for instance, decided to include whistles as a self-defense tool into the Menstrual Hygiene Management (MHM) kits in accordance with the Protection Cluster recommendations in Ukraine. In Moldova, for voucher distribution, women with children, as well as the elderly have been considered as priority groups and the selection criteria for tablet distribution (so that children can continue their Ukrainian schooling online) were revised to include single mothers with school-aged children.

With respect to the situation of men, **Volkshilfe** has reported that the number of men passing by at the Welcome Points of their local partner NDU - as part of their project aimed at emergency assistance for IDPs and local residents of Dnipro and Chernivtsi – is perceived to be slightly decreasing. Families tend to send their female members for meetings to register or disburse multi-purpose cash assistance rather than their male household members. Fewer men are participating in socio-relational activities than previously. This is because men are trying to avoid unnecessary movements or at least they are trying to avoid areas where recruiters are active (such as train stations). Volkshilfe for instance also offers information services and legal advice via telephone or messaging apps, i.e. there is no need for men to leave their homes if they do not want to.

While women's rights are a core underlying cross-cutting issue in the entire program, direct **collaboration with local women's rights organizations** has taken place:

- In Zakarpattia, under the AutRC "SEBAC" project (A-548-2022), where the Uzhhorod City Branch of URCS has signed a memorandum of cooperation with the women's organization "Zonta-club Uzhhorod". Together with this club, the Uzhhorod City Branch carries out informational and educational measures to inform the public on women's empowerment and contributing to gender equality. Inputs from these sessions also inform the trainings on gender issues that the Head of the Uzhhorod City Branch provides. These are also discussed in meetings with volunteers in the Uzhhorod City branch and on regional level. This cooperation benefits IDPs living in collective centers, supported through the SEBAC project, as volunteers and other key actors, who provide support to the IDPs increase their awareness on topics such as gender equality and empowerment.
- In Moldova, where Diakonie's Partner "Hilfswerk der Evangelisch-Reformierten Kirche" (HEKS/EPER) is closely collaborating with CDA (Centrul de Drept al Avocatilor) which has long-standing experience in working with SGBV survivors, having already focused on offering legal assistance to victims of domestic abuse before the war and refugee influx. Under this project, electronic leaflets of the organization, who is not also offering legal assistance to survivors of SGBV, are offered to Ukrainian refugees accessing legal counselling from CDA.

- **Environmental protection and climate change:**

In the current security and energy situation in Ukraine, options for humanitarian actors with regard to environmental protection are limited: delivery of (international) relief goods highly depend on delivery with trucks and vehicles and the burning of fuel to generate electricity runs counter to efforts to reduce CO2 emissions. However, wherever possible, implementing partners strive to reduce potential negative impacts on climate and environment. For instance, whenever possible packaging of items and trips taken are reduced to a minimum.

In addition to the examples recorded in the 1st Interim Report,

- JEW is using textile bags for packaging food and hygiene goods.
- In Eastern Ukraine, ASB's partner HADC has been collecting and sorting cardboard and polyethylene from relief goods boxes and transporting this waste free of charge for processing to a specialized waste collection point.
- In Moldova, the CARITAS project aims to reduce waste through waste separation, usage of biodegradable packaging or delivery of goods in reusable containers.
- Also in Moldova, the activities held within the Child Friendly Spaces (CFS) of the World Vision project incorporate environmental consciousness. Moreover, when procuring play materials, careful consideration was given to selecting toys and games crafted from eco-friendly and wooden materials.

Wherever feasible, partner strive to combine in-kind assistance with cash modalities. Cash assistance is generally considered more efficient and effective from an environmental perspective, as it allows aid agencies to allocate resources where they are most needed, without generating unnecessary waste or emissions.

## **VI. MONITORING and EVALUATION:**

**Monitoring** takes place on various levels:

**In the field**, international and local program/project managers and project teams conduct regular on-site monitoring visits to target regions, support the implementation, monitor transport and delivery of goods and carry out post-distribution monitoring. For instance:

VHI's local partners NDU and SIRIUS ICF have conducted regular on-site inspection to verify the use of generators provided by the VHI projects. With regard to the provision of relief items, in a post-distribution monitoring survey among recipients of humanitarian kits and winterization /heating items (gas burners/cartridges), between 82% - 98% of respondents confirmed they had received sufficient quantities (i.e. hygiene items) and good quality of relief items, that they felt sufficiently informed about the aid provided and managed to stay warm during the winter. In another project focusing on cash-assistance, NDU conducts monthly

meetings with recipients of the assistance to monitor their needs, their continued eligibility for receiving the assistance and to assess their spending patterns.<sup>13</sup>

In Ukraine, the utilization of the power generators provided by JEW is overseen by a skilled technician and by the administration /project manager of the diocese Odesa-Simferopol. Furthermore, in each installation site, a designated individual has been assigned the responsibility of starting and maintaining the generators.

**At the level of the Austrian NACHBAR IN NOT Cooperation/Project Partners,** program/project staff receive regular updates from the field and regularly hold review meetings, including online meetings and in-person meetings in Vienna to review implementation progress and discuss solutions to identified challenges and obstacles. Most of them have carried out repeated monitoring visits to Ukraine and Moldova.

**At the level of the NACHBAR IN NOT Foundation,** the Board of NACHBAR IN NOT is regularly informed of the progress of the NIN-ADA Program and is involved in key steps of the decision-making process such as the approval of projects, of project modifications and of narrative and financial reports. The Board Members have also repeatedly carried out field missions to Ukraine and Moldova.

To ensure all NACHBAR IN NOT cooperation and project partners are familiar with and implement the relevant donor requirements, the NACHBAR IN NOT office provides guidance to partners on a regular basis, for instance regarding procurement, reporting, setting up of complaints mechanisms. This takes place in the regular meetings of the NACHBAR IN NOT council members (“Stiftungsrat”) and whenever any additional need arises.

The NACHBAR IN NOT Office tracks progress several times a year: twice a year (per 30 June and per 31 December), the NACHBAR IN NOT cooperation and project partners share comprehensive reports with the NIN Office, and, additionally, three times a year all NIN partners share brief, up to date, activity updates on their projects’ progress. For all projects under the “NIN-ADA Program” one key focus of the semi-annual reports is on progress made and number of beneficiaries reached under the eight result areas of the “NIN-ADA Program”. The following “common indicators” have been agreed with all implementing partners of the “NIN-ADA Program”:

	<b>Result</b>	<b>Indicator</b>
<b>Result 1</b>	<b>Improved access to water, sanitation and hygiene</b>	Ind 1.1. # of individuals (with disaggregation into #women, #men, #girls and #boys) who benefit from WASH Services.
<b>Result 2</b>	<b>Improved Food Security and Nutrition</b>	Ind 2.1. # of individuals (with disaggregation into #women, #men, #girls and# boys) who are enabled to meet their basic food needs.

<sup>13</sup> With the project just having started in April 2023, consolidated results of this monitoring is yet to be made available.

<b>Result 3</b>	<b>Provision of Cash and Voucher Assistance</b>	Ind 3.1. # of individuals who receive cash and voucher assistance (with disaggregation into #women and #men and a minimum of 60% of recipients having to be women)
<b>Result 4</b>	<b>Improved Protection</b>	Ind 4.1.: # of individuals (with disaggregation into #women (60% minimum), #men, #girls and # boys) who are aware of their /relevant rights and entitlements.
<b>Result 5</b>	<b>Provision of (Emergency) Shelter</b>	Ind 5.1. # of individuals (with disaggregation into #women, #men, #girls and# boys) who have access to basic, safe and dignified shelters solutions.
<b>Result 6</b>	<b>Provision of Psycho-Social Support</b>	Ind. 6.1 # of individuals (with disaggregation into #women, #men, #girls and # boys) who benefit from psycho-social support services.
<b>Result 7</b>	<b>Improved Access to Medical Care</b>	Ind. 7.1 # of individuals (with disaggregation into #women, #men, #girls and # boys) who have access to quality health care services.
<b>Result 8</b>	<b>Education in Emergencies</b>	Ind. 8.1 # of children (with disaggregation into #girls and # boys) enrolled in formal education services. Ind. 8.2. # of children (with disaggregation into #girls and # boys) enrolled in non-formal education services.

## Evaluation:

During the reporting period, the scope of the External Evaluation was discussed and agreed upon between NACHBAR IN NOT and ADA, a steering group was formed by NACHBAR IN NOT, and the ToRs for the evaluation were developed. At the time of writing of this report (October 2023), the Call for Tenders had been launched with the deadline for receiving offers set for 15 November 2023.

## VII. VISIBILITY LOCALLY AND IN AUSTRIA

Please see separate Annex (Sharepoint Link) for photos, documentation of media activities and samples of social media posts<sup>14</sup>:

[NACHBAR IN NOT\\_ADA Visibility Documentation\\_10\\_2023](#)

In addition, the implementing partners of the “NIN-ADA Program” make reference to the source of funding on their websites:

- ASBÖ:  
<https://www.samariterbund.net/nationale-internationale-projekte/international/humanitaere-hilfe/projekte/details/ukraine-nothilfe-fuer-binnenvertriebene-in-der-ukraine-15033/>

<sup>14</sup> Please note, this link is currently active for 3 months, until January 2024. All items included therein can also be made available any time after that.

- AutRC:  
<https://www.rotekreuz.at/wo-wir-international-helfen>  
<https://www.rotekreuz.at/ukraine-winterhilfe>
- CARITAS:  
<https://www.CARITAS.at/spenden-helfen/auslandshilfe/auslandsprojekte/detail-auslandsprojekt/news/93109-nachbar-in-not-projekte/>  
<https://www.CARITAS-wien.at/spenden-helfen/auslandshilfe/laender/republik-moldau/projekt/news/93144-unterstuetzung-fuer-ukrainische-gefuechtete-und-winterhilfe-1/>
- DIAKONIE:  
<https://www.diakonie.at/unsere-themen/katastrophenhilfe/projekte-weltweit/projekte/ukraine-nothilfe-im-krieg>
- HWI:  
<https://www.hilfswerk.at/international/wo-wir-helfen/hilfe-fuer-die-ukraine/nothilfe-fuer-fluechtlinge-ukraine/>
- JEW:  
<https://www.jugendeinewelt.at/projekte/themen/ukrainehilfe/>

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**Neues Hilfsprojekt startet: Mit „SECURE“ wird in der Ukraine und in Moldau geholfen**

Zum Kick-off-Meeting des neuen Projekts „SECURE“, von Nachbar in Not und der Österreichischen Entwicklungszusammenarbeit gefördert, trafen sich alle ProjektpartnerInnen in der Fundatia Don Bosco in der moldawischen Hauptstadt Chişinău. Jugend Eine Welt war vor Ort durch Martin Kunze und Mariana Mariuta vertreten, die das neue Jugend Eine Welt-Koordinationsbüro betreiben. Geholfen wird im Rahmen von „SECURE“ sowohl sozial benachteiligten Familien in Odessa sowie den unzähligen Kindern und ihren Familien, die aus dem schwer umkämpften Osten des Landes nach Odessa geflohen sind, als auch ukrainischen Flüchtlingsfamilien und hilfsbedürftigen Kindern und ihren Familien in Moldau. Das Projekt umfasst die Verteilung von Lebensmittelpaketen und das Kochen warmer Mahlzeiten, die Ausgabe von Feuerholz und Unterstützung bei der Bezahlung von Stromrechnungen, psychologische Betreuung, Nachmittagsbetreuung, außerschulische Aktivitäten und die Organisation eines 3-monatigen Sommer Camps.







Gefördert durch die



- VHI:  
<https://www.volkshilfe.at/was-wir-tun/positionen-projekte/humanitaere-hilfe/ukraine/>
- Malteser:  
<https://www.malteser.at/waisenhaus-in-der-ukraine/>
- World Vision:  
<https://www.wvi.org/stories/emergencies/world-vision-and-ave-copiii-launch-new-education-project-ukrainian-children>  
<https://worldvision.at/ukraine-moldawien-kinder-auf-der-flucht/>

## **ANNEXES:**

-  Annex 1\_Project List and Overview Generators\_NIN-ADA Program\_30 06 2023
-  Annex 2\_UPDATED\_Risk\_Matrix\_NIN-ADA Program\_Aug 2023
-  Annex 3a\_Gender Analysis Ukraine Sept 2023
-  Annex 3b\_Rapid Gender Analysis Moldova 2023