



# SUPPORTING THE CAPACITY OF THE SOCIAL PROTECTION SYSTEM OF THE POPULATION REGARDING THE REGISTRATION OF INTERNALLY DISPLACED PERSONS

June – December 2022

After February 24, 2022, the number of IDPs in the country increased 6 times – according to the Ministry of Social Policy of Ukraine, as of mid-December 2022, there were 4.88 million registered IDPs.

The social protection system's servers were subjected to numerous cyberattacks, and the social protection system faced an unprecedented workload and was not able to operate efficiently. Some departments were occupied, damaged by bombardment or looted.

Thanks to the support of the UN Refugee Agency in Ukraine, the team of the CF SSS supported the social protection system for seven months: provided the necessary hardware and office equipment, conducted webinars for employees of the departments, provided legal and information support to IDPs.

The main goal of the project is to create additional workplaces for registering internally displaced persons and informing the affected population.

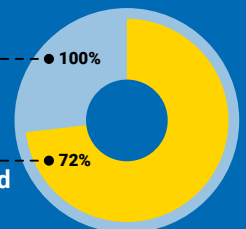
## NUMBER OF REGISTERED\* IDPs IN UKRAINE

4 864 032

people

3 518 912

people have been displaced since February 24, 2022



\* as of December 20, 2022, according to the Ministry of Social Policy

## MOST IDPs REGISTERED\*\* IN

521 523

Donetska Oblast

445 237

Kharkivska Oblast

442 452

Dnipropetrovska Oblast

365 826

Kyiv

\*\* as of December 14, 2022, according to the UN Refugee Agency in Ukraine



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## PROJECT COVERAGE IN 2022



**17**

oblasts of Ukraine



**132**

social protection  
institutions



**268**

workplaces  
were created



*Employees of the Department of Social Protection of the Population of the Berdyansk District State Administration, November 2022*



### VALERIIA VERSHYNINA

project manager, lead lawyer  
at Charity Foundation  
Stabilization Support Services

*“National legislation in the area of social protection and the rights of IDPs and other civilians affected by the temporary occupation and armed conflict needs to be developed considering a large number of new beneficiaries. Since significant demographic changes in communities require corresponding changes in the material and technical base of social protection agencies, it is crucial to implement projects such as this one”*

## 8 319 DIRECT BENEFICIARIES OF THE PROJECT

people who directly received legal/information support from us

## 7278 LEGAL CONSULTATIONS PROVIDED WITHIN THE PROJECT

For seven months, the team of the CF SSS processed IDPs' appeals and referred them to regional coordinators of their respective regions. **We provided:**



Legal consultations



Support in restoring social benefits



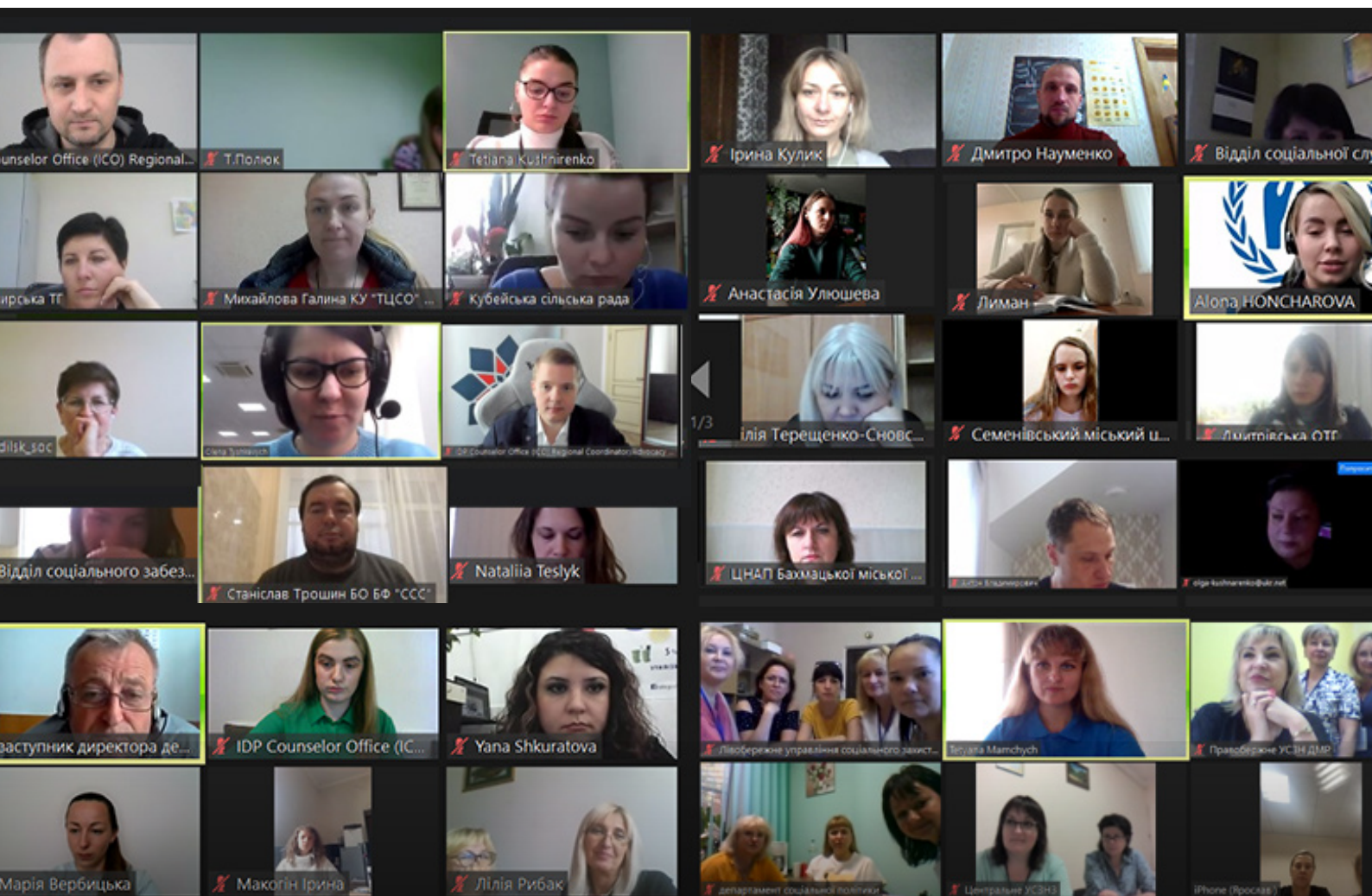
Support in registration and obtaining IDP certificates

## 1041 PEOPLE ATTENDED OUR EDUCATIONAL WEBINARS/TRAININGS

Throughout the project, we actively informed social protection workers on how to improve the process of providing assistance to IDPs.

**At online and offline meetings, we covered the following topics:**

- Changes in the housing allowance provision procedure
- The procedure for compensation for damaged/destroyed property
- IDP registration
- Techniques for reducing job stress
- Social guarantees (benefits and payments) for IDPs
- Establishment of the fact of death



*Online webinars for social security workers*



## EQUIPMENT PROVIDED WITHIN THE PROJECT



**316**

laptops



**316**

printers



**547**

ink cartridges



**256**

hard drives



**230**

desks



**1188**

first aid kits



**240**

protective screens



**268**

network filters



**193**

sets of personal protective equipment



**240**

chairs for employees



**237**

various stationery sets



**480**

chairs for visitors



**39**

generators



**249**

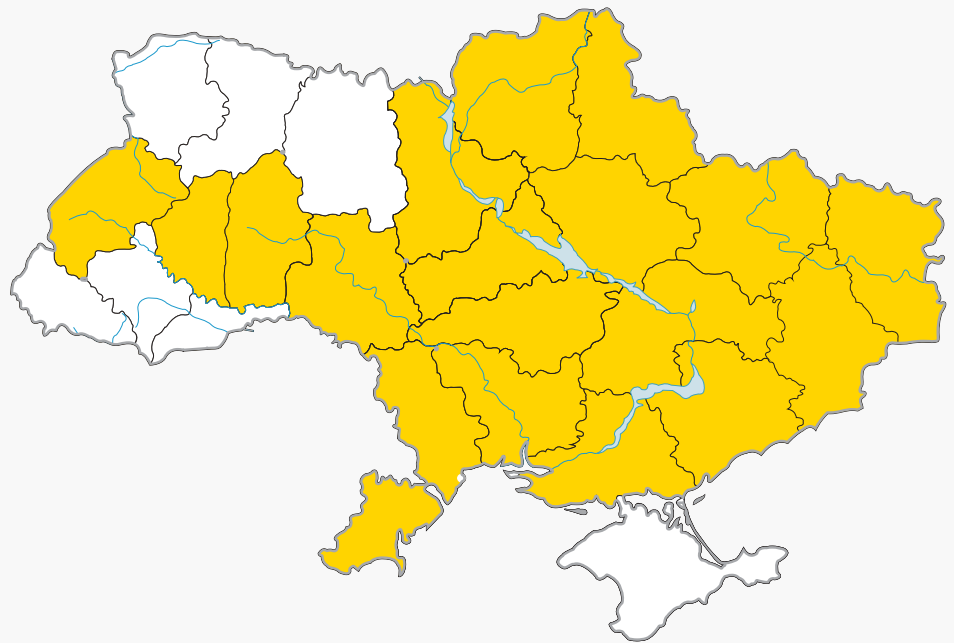
routers

*Equipment transfer to the Social Protection Institution of Vasylivska District State Administration in Zaporizka Oblast, November 2022*



## THE PROJECT WAS IMPLEMENTED IN 17 OBLASTS (INCLUDING THE DISPLACED INSTITUTIONS OF THE LUHANSK AND DONETSK OBLASTS)

- 📍 Vinnytska Oblast
- 📍 Dnipropetrovska Oblast
- 📍 Donetska Oblast
- 📍 Zaporizka Oblast
- 📍 Kyivska Oblast
- 📍 Kirovohradska Oblast
- 📍 Luhanska Oblast
- 📍 Lvivska Oblast
- 📍 Mykolaivska Oblast
- 📍 Odeska Oblast
- 📍 Poltavska Oblast
- 📍 Sumska Oblast
- 📍 Ternopil'ska Oblast
- 📍 Kharkivska Oblast
- 📍 Kherson'ska Oblast
- 📍 Khmelnytska Oblast
- 📍 Cherkaska Oblast
- 📍 Chernihiv'ska Oblast



## 33 INFORMATION MATERIALS WERE CREATED AND DISTRIBUTED

Our lawyers worked closely with regional departments throughout the project to develop informational materials with useful information for IDPs. The printed materials were distributed by institutions and departments of social protection of the population.

- travel maps for IDPs
- guides with useful contacts in the regions
- infographics on obtaining and canceling an IDP certificate
- infographics on recovering employment records
- helpful information for parents with small children
- brochures describing the list of services provided by regional service centers
- posters with information about the activities of the Ombudsman's Office



## KAREN WHITING

Deputy Head of the UN Refugee Agency in Ukraine

*“Given all the challenges Ukraine is facing, UNHCR in Ukraine is committed to strengthening the technical capacity of Ukraine’s social protection system to register internally displaced persons. It is important that, together with our partners, we go beyond providing technical assistance. We believe that providing training for social protection staff and conducting an information campaign among internally displaced persons will lead to increased protection of displaced persons, help identify their needs and improve their access to assistance.”*

## 2 MAJOR SOCIOLOGICAL STUDIES WERE PREPARED

We studied the capacity of 69 relocated/evacuated social protection agencies and organizations to provide social services in the context of war. Based on these studies, we created two reports that include a description of the activities of these bodies under martial law, identification of the main problems in their operation, and professional recommendations for improving the situation.

**We have made both reports publicly available:**

- ▶ [REPORT ON THE RESULTS OF THE STUDY OF THE RELOCATED BODIES OF THE SOCIAL PROTECTION AND PENSION SYSTEM](#)
- ▶ [REPORT ON THE RESULTS OF THE STUDY OF THE CAPACITY OF RELOCATED/EVACUATED ORGANIZATIONS TO PROVIDE SOCIAL SERVICES IN THE CONTEXT OF WAR](#)





## MEMORANDUM OF COOPERATION WITH THE MINISTRY OF SOCIAL POLICY OF UKRAINE



On September 21, 2022, the Ministry of Social Policy of Ukraine signed a Memorandum of Understanding with Stabilization Support Services on the implementation of the project "Supporting the capacity of the social protection system of the population regarding the registration of internally displaced persons" with the support of the UN High Commissioner for Refugees. The Memorandum was signed by Minister of Social Policy Oksana Zholnovych and Executive Director of CF SSS, Dermot Hamilton.



*The team of BF "SSS" at the signing of the Memorandum with the Ministry of Social Policy of Ukraine*



## DEVELOPMENT OF AN INFORMATION CARD ON IDP REGISTRATION

In August 2022, the project team **developed a template Information Card** for the administrative service "Issuance of a certificate of registration of an internally displaced person", taking into account the latest changes that were made to the Procedure for Granting a Certificate of Registration of an Internally Displaced Person (Resolution of the Cabinet of Ministers of Ukraine No. 509 of October 1, 2014).

Our lawyers revised the Information Card to make it more **readily accessible to IDPs**. We simplified complex legal wording and ensured a balance between its informative content and usability. The draft document was sent to the Ministry of Social Policy for further use and approval of the updated template of the Information Card.

## DETECTION OF AN ERROR IN THE DIIA SYSTEM AND ITS CORRECTION

After October 1, 2022, many IDPs realized that they had not received payments from the state due to a malfunction in the Diia application. The lawyers of the Stabilization Support Services charity foundation, together with employees of the Ministry of Reintegration of Ukraine, were able to solve the problem. Our experts proposed a draft resolution to resolve this issue and sent it to the Ministry of Social Policy and the Ministry for Reintegration of the Temporary Occupied Territories. As a result of this advocacy activity, **more than 60,000 IDPs received payments of a total of over UAH 80 million**.



June – December 2022

## OUR PARTNERS



Омбудсман України  
Ombudsman of Ukraine



МІНІСТЕРСТВО  
СОЦІАЛЬНОЇ ПОЛІТИКИ  
УКРАЇНИ



Пенсійний фонд України  
Головне управління  
Пенсійного фонду України  
в Дніпропетровській області



КРИВИЙ РІГ  
МІСТО ДОВЖИНКУ В ЖИТТЯ



Департамент  
соціальної політики



ДЕПАРТАМЕНТ СОЦІАЛЬНОЇ  
ТА МОЛОДІЖНОЇ ПОЛІТИКИ  
ВІННИЦЬКОЇ ОБЛАСНОЇ ДЕРЖАВНОЇ АДМІНІСТРАЦІЇ

## OUR PROJECT IN THE MEDIA



[Link](#)



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## CONTACTS OF CHARITABLE ORGANIZATION "Charity Foundation "Stabilization Support Services"

✉ [info@radnyk.org](mailto:info@radnyk.org)

📷 [@stabilizationsupportservices](#)

📘 [@stabilizationsupportservices](#)

🐦 [@SSS\\_Ukraine](#)

📍 [@SSS\\_Ukraine](#)

OUR WEBSITE



<https://sss-ua.org>