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Analytical report on the results of the study

Assessment of needs and expectations for the future of internally displaced persons and refugees

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INTRODUCTION AND METHODOLOGY OF THE STUDY

Since the beginning of the Russian full-scale invasion, according to various estimates, more than 8 million Ukrainians have [changed](#) their place of residence inside Ukraine.

This scale of resettlement forms a great humanitarian challenge for Ukraine, which needs to be tackled simultaneously with security and military threats and against the background of aggravating economic difficulties.

Therefore, an analysis of the key needs of internally displaced persons (IDPs) is needed to prevent profound social crises, reduce the outflow of people abroad, and direct their energies toward economic recovery.

The study included 12 focus group discussions with internally displaced persons (IDPs) in 5 regions of the west of Ukraine (2 IDPs in Lviv and 2 IDPs in Lviv Oblast, 2 IDPs each in Ivano-Frankivsk, Chernivtsi, Zakarpattia and Ternopil oblasts) and 20 in-depth semistructured interviews with volunteers and activists. Focus groups and interviews were conducted both online via video link services and in person.

Focus groups and in-depth interviews were conducted throughout April 2022. Respondents were guaranteed confidentiality. Audio recordings of focus group discussions and interviews were transcribed into text format with personal data removed. All of these quotes are impersonal to make it impossible to identify the respondent.

1. DECISION MAKING ABOUT EVACUATION AND THE PSYCHO-EMOTIONAL STATE OF IDPS

1.1 Under What Circumstances did IDPs Decide to Evacuate from their Settlements

Focus group participants made the decision to evacuate depending on the security situation, but in general two groups of cases can be distinguished: people who foresaw the danger in their settlements and intended to evacuate in advance; and those who still remained in their place of residence after the beginning of hostilities, but eventually decided to leave because of the worsening security or humanitarian situation in their settlements.

People who evacuated some time after the outbreak of hostilities witnessed shelling and destruction in their settlements, which in most cases was a traumatic experience for them and their families. Those who did not evacuate before shelling had to ensure their safety on their own, most often sleeping in basements of houses that were not equipped as bomb shelters and were not heated.

"The occupation troops came to us on March 8 [...] and the shelling started. We didn't hear any sirens, because we lived in the village, but they fired quite a lot. We survived the damage to our house, ten meters away from our house from the shelling there were craters up to our waist. Our house and car were damaged. Every day these shellings, missiles, mines. We moved the stuff into the basement. You could be in the house until 5 a.m., but there were no more windows, no doors, no light, no gas. We slept in rags, in a corner that was protected from shelling all the time in the basement. Our house is in a tactical location and they kept coming in and hinting that they would shoot us. [...] We didn't know about the evacuation. By chance, we saw a Red Cross car driving with a siren. Without hesitation, we took the bags in our hands and left." – the respondent, Kyiv Oblast.

"We lived right next to the tank school. Survived a plane bombing with 9 bombs there. The windows in the entrance blew out. We didn't leave the entrance for 10 days and lived in the basement. Constant Grads, helicopters, planes with bombs, shootings. There was nothing to wait for." – the respondent, Kharkiv.

"We came here with my daughter because since February 24 we have lived very close to the military airfield, and on the first day there were already missile attacks. Two missiles have landed. And this horror does not leave me to this day. We were there until March 10, and there were a lot of air alerts. And very often at night we slept with our clothes and shoes on because we had to run down to the basement. It's dark in the entrance. It's scary." – the respondent, Poltava.

In some cases, respondents living near strategic objects or near the occupied territories of the ORDLO decided to leave early in order to avoid potential danger.

"In general, it is quite quiet in Dnipropetrovsk. [...] I have a law academy in my yard. Military unit of the school. And a TV tower. It's a very dangerous neighborhood, I might say. That's why I took the kids. I thought Lviv was the safest city at the time. And I came here with two children for their safety." – the respondent, Dnipro.

"I'm from Mariupol. On February 24, my husband woke me up with the words: 'Wake up, there is a war.' It was 5am. Something in the city was exploding all the time. We left on the 24th, almost immediately, in a few hours... I was in Donetsk in 2014. And that fear, when you've already experienced it and you realize that it is about to happen [...] We started packing... My husband went to get the car. When he ran to get it, there was an explosion or something. I didn't know if he'd come back. But he came. I have a mother, my brother's wife and my niece who is 12 years old in Mariupol. I had to be strong and brave, because my mother said she wasn't going anywhere. Well she is an old lady, 70 years old. Brother's wife just buried her mother. And she wasn't exactly adequate. A child, a 12-year-old niece, had been sitting in the basement of the school since the first time of the explosions from 5 or 6 in the morning. Because she was so afraid. She couldn't even stay home. I needed to pick them all up.[...] I got in our car. Husband got in my brother's. We picked up my mother, my brother's wife, their child and mine. I have a 10-year-old boy. That's all." – the respondent, Mariupol.

At the same time, the geography of the hostilities, which began in the morning of February 24, extends not only to the regions of the south and east of Ukraine, but also along the northern border with Belarus, including, in addition to Sumy, Chernihiv and Kyiv oblasts, also Zhytomyr Oblast.

"Zhytomyr Oblast, the city of Malyn. I arrived here on March 11. Previously, there was a bombing in our city. On the 8th, and 9th – it was massive [...] On the 8th, a rocket fell on my colleague's house near me and the whole family of 5 people was killed. They were two children under a year, her, born in 1980, her sister, her daughter, born in 2012, and her son, aged 16. And let's just say the shock wave damaged part of my house. And at this very moment... And by the way, there was no siren, nothing. First the explosions started. And then the siren started blaring 15 minutes later. And I got exactly under all of that. And I was separated, my heart was separated. It was impossible to breathe. This bright light, this smoke. That paneling that fell on me was a horror. When I went down to the basement, my hands were shaking. I could not even call and say that I was alive." – the respondent, Zhytomyr Oblast.

Families with children often made decisions about evacuation in view of the stress experienced by them. Respondents described cases of psycho-emotional destabilization of children, which can affect their health in the future. Respondents note that after moving to a safe place, children mostly return to normal behavior. Nevertheless, a relevant problem will be to observe the effects of the war experience on the health of children in the long term.

"For example, the sirens in Ivano-Frankivsk – and that's all, but in our case, after the sirens, there are explosions and bombings. It was very hard and difficult to explain everything to a small child. From the first to the seventh of March we could hear the explosions distantly, and from the seventh to the tenth of March we went to sleep in the basement, because everywhere the bombs were heard, the ground was shaking. And then one night my son woke up and said, 'Mom, my head hurts!' Then I realized that that's it, we have to get out, but it was hard to do. But we went to the train station at our own risk, with the intention of leaving, or as things will turn out." – the respondent, Kyiv.

The focus group participants either did not consider leaving the country at all, or considered it only in case of a worsening of the security situation in the western regions of Ukraine, which at the moment looks unlikely. The reasons for refusal to leave the country are different. Most often, focus group participants did not want to leave for patriotic reasons, because of their lack of language skills and uncertain employment perspectives, as well as due to unwillingness to break family ties, lack of material resources for long-term residence outside of Ukraine or difficulties with mobility (due to health), or because of having small children)

1.2 Psycho-emotional State of IDPs after Moving to a Relatively Safe Place

IDPs describe their psycho-emotional state as wavy, and its changes are influenced by current news in the country as a whole, the state of affairs of relatives who remained in the occupied territories or in the war zone, and the security situation in the place where IDPs are.

The psycho-emotional state is largely influenced by the employment of citizens. Respondents who remained employed at their main place of work after changing their place of residence noted that such distant work helps not only financially, but also from the psycho-emotional point of view, because it allows one to distract from constant reading of news and emotional experience of military actions.

"I think the feelings are mixed. Changing all the time. Then you want to kill someone, as you said, a certain person. Then today I feel like crying all day long. But you realize that you just need a little break. To do some work with children. Just read. It doesn't matter. You just need something to keep yourself busy." – the respondent, Kyiv.

"Work helps. It really helps. Because my classes started. You spend half the day thinking about something completely different. The other half of the day you spend with your children. Then you take on some strange responsibilities to today's society. And then in the evening you read the news, cry through the night, and you're fine. And in the morning the same thing." – the respondent, Dnipropetrovsk Oblast.

For the same reasons, some respondents who did not keep their jobs started volunteering in their new place of residence. Volunteering provides relief from emotional distress because it provides IDPs with activities that allow them to be emotionally distracted from the news and feel their work is useful to society under war conditions (compensation for the survivorship bias).

"You know, I was so stressed the first few days. And considering that the university had two weeks off, I went to weave camouflage nets. And it's so calming, so distracting." – the respondent, Kyiv.

1.2.1 Reaction to Sounds

Focus group participants noted an increased sensitivity to sudden loud sounds and sounds of unknown origin. Even though most IDPs feel safe in the cities and settlements of the west of Ukraine after moving, unknown sounds still intensify feelings of physical danger and cause stress.

"The only thing that was unusual from the first time was the other sounds. Here in the apartment, the noise insulation is a bit lame, and I have the road in front of my window. In Kyiv, if the only such sound we were already used to was the streetcar, you know, we have such roads that if that streetcar accelerated a little more, you could easily confuse it with missile landing. So we in Kyiv in a week, even in the basement, because that's the only sound that came to us in the basement, learned to distinguish it and adapted to it. And here – there's an unbelievable amount of cars, these planes, also the neighbors moving something up there, dogs barking – it was scary. But now it's okay, more or less." – the respondent, Kyiv.

Martial law and hostilities have been going on in Ukraine for more than 2 months, but there is no perspective of ending them in the next 1–3 months. Therefore, the constant feeling of a possible physical threat and stressful reactions to potential sources of this threat (including sounds) will contribute to the development of post-traumatic stress disorder in people who have witnessed military action. This makes it necessary in the future to create a state program or stimulate private initiatives for psychological help and prevention of PTSD among IDPs.

"Interviewer. Do you feel safe now?"

Respondent: No. Every sound... I don't know how to live after that. Even though I'm a psychologist myself, I understand this, but I can't." – the respondent, Zhytomyr Oblast.

"It was impossible to enter the subway at all. There was such crowding. There were no basements. These were the new houses that were built. That basements were terrible, you couldn't hide there. And here? Well? Well, you still tremble at any sound. And sometimes I do such a psychological relaxation, I walk along paths through the woods, and it takes me an hour or so. When shooting starts on the testing field, [...] or a plane flies, or a helicopter, you pay attention to it all the time. Not to mention the

banging of the doors and everything else. Or if something is dropped – you tremble." – the respondent, Mariupol.

In addition, a significant cause of stress is the fact that respondents have relatives/friends/acquaintances in areas where fighting is taking place or in the occupied territories.

Anxiety and uncertainty about the future are even more pronounced in people who have lost their jobs and homes. Respondents from the unoccupied oblasts of Ukraine, despite the uncertainty in the short term, still express hope for a speedy return home. However, people whose settlements were occupied and lost property are in a more difficult situation.

"You know, when people say, not to criticize anyone, 'When the war is over, I'm going home,' here's Svetlana sitting next to me and I'm sitting here, and we have nowhere to go. This is the greatest fear and the greatest need. We don't even have a city where we could go and rent an apartment or go to our friends. All my loved ones, all my friends, all my neighbors... It's a total fear. I know it's going to end. And when this is over, other people will pack their things and go home, but we have nowhere to go. Nowhere. And that's the way it is with all my loved ones. With my husband, with Svetlana sitting by my side. She has an elder son, and everything that he had was burned to ashes. She cannot go to her son, to her parents, neither can I. We are from Mariupol, we have nothing at all. What need, when the need is for everything. Well, there's nothing left. But we're hanging in there." – the respondent, Mariupol.

2. NEEDS ASSESSMENT OF INTERNALLY DISPLACED PERSONS AND REFUGEES

2.1 Material Security

In terms of having the resources to live more or less permanently in another region, several groups of respondents can be identified based on a combination of three main factors: **having savings before full-scale invasion, remaining employed at one's place of work, and having accommodation.**

Relatively stable financial situation have people who, before the full-scale invasion, had savings for at least a few months of living expenses, who kept their jobs and have the possibility of free accommodation (e.g., staying with relatives). IDPs in such conditions can sustain themselves for a long time and even help those in need.

Among the focus group participants were respondents who had lost their sources of income after a change of residence. However, with free housing (provided by relatives, volunteers, local authorities, etc.), these people can also maintain their livelihood for some time. At the same time, uncertainty arises in the medium term, because likely diseases or the need to rent housing will sharply increase costs and accordingly reduce the time during which you can live on the means of previous savings.

"If you live here with free housing and free food, you can live. But if you rent an apartment and have to buy your own food, how much more can it take? Maybe two months, maybe one, it's unpredictable. And if the children get sick? Only how much is spent on one medication alone is unpredictable." – the respondent, Sumy Oblast.

Although, with time, the question of finding employment and housing for a longer period becomes more relevant for them, especially under the current conditions, when the military conflict has the potential to drag on for 3–5 months. This issue is most relevant to IDPs who live in the currently occupied territories and cannot return, as well as to those whose housing was damaged as a result of hostilities, because rebuilding housing requires material resources.

2.2 Housing

For the most part, IDPs who participate in focus groups have the opportunity to live free of charge. Part of this opportunity is provided by relatives, friends, or acquaintances who live in the western oblasts of Ukraine. In addition, a significant number of IDPs receive assistance from local governments, which provide communal hostels for IDPs to live in.

"We slept on carimats, on the floor of the subway station. Water and food were delivered to us through the subway lines. Importantly, no one forgot about us, and we constantly received help. Through the subway lines we made our way to South Station. Four hours lasted our pedestrian march through the subway and we were able to leave Kharkiv as early as March 6. [...] Since March 12, together with the children we live in a dormitory in Lviv. We are satisfied with the living conditions, especially under martial

law. [...] The room is approximately 12 square meters. There are three of us living there. The room has a refrigerator, and heating. [...] The dormitory has heating, hot water and shower. We are satisfied with the sanitary conditions." – the respondent, Kharkiv.

Religious communities also provide assistance to IDPs, providing both housing and basic humanitarian needs, as well as helping IDPs find housing for longer periods of time.

"I moved to Odesa. There I was welcomed by believers, given something to eat, and sent to live in a monastery. On March 2, a local priest came up to me and informed me that I would be sent to Lviv." – the respondent, Kherson Oblast.

"...There is no staff here, and we don't need one, because we live here, and, as Father Ivan says, this is our home. I mean, we do laundry, cook, clean, etc. at home. So why should we have to have someone do it, and hiring a person means paying money. Father Ivan and Father Peter have done that much, that I can't even imagine how to thank them, no matter how much you can say that 'Thank you,' and it would still be a drop in the bucket. Father Ivan is regularly traveling to volunteer at other major centers or in Poland – and is looking for ways to make life easier for us. He sleeps very little, works very hard, and is constantly on the go – looking for food, looking for clothes, household chemicals, and baby food. He drives his car and brings it all in to supply us for free." – the respondent, Mariupol.

The problem of overpriced rental housing in the western regions of Ukraine and the unpredictable behavior of landlords is widely known. In addition, the problem of [fraud](#) has become more acute, because in search of housing in stressful conditions, tenants can lose their guard or jump on an attractive offer without reliable guarantees. The [initiatives](#) of city authorities in some regions, unfortunately, do not solve the problem of unreasonably high rental prices in a situation of high demand.

This demonstrates the **systemic nature of the problem of regulating the relationship between landlords and tenants**. Its reform will not only make housing more affordable for IDPs, but in the long term will contribute to the unshadowing of the rental market and help protect the rights of participants.

"Well, my salary have slightly changed. And if you cut out the housing issue, it would be okay. But if housing needs to be paid for, it will be bad. With housing, the issue is acute in terms of accommodation payment. [...] If there is any help and we have to move out of this apartment, we will have at least some money to pay it off. But these prices for apartments... And there aren't almost any of them here, by the way... For example, our friends of ours went back to Odesa today. When they were driving in and people were leaving, they said it was 5,000. They drove in after those people and they were told it was already 10,000. A month goes by – and they're already being told it is 20,000. [...] It's not even in Lviv, but about 40 kilometers away from Lviv." – the respondent, Mykolaiv.

"Well, we've been to Drohobych. I was offered a room on the 5th floor, one room for two people – 18,000 hryvnias per month. Well, that's quite fantastic. As I looked it up on the Internet before the 24th, two-bedrooms over there costed 2,000–3,000. And now they're asking for 18,000. So it turns out that some people are profiting from the war. It could also be that they hire you for a job and they give you a place to live. In a dormitory. Nobody is talking about apartments or mansions or downtowns or anything else." – the respondent, Kharkiv.

2.3 Employment

Employment is one of the main factors that will allow IDPs to adapt to life in a new environment, provide for their own needs and those of their families, and create added value for the development of the state economy as a whole, which is key to the sustainability of Ukraine within the context of a long military conflict. At the same time, **the employment situation for IDPs is a threat to the economic stability of the state.**

According to a quantitative survey conducted by the Democratic Initiatives Foundation **among IDPs in the western oblasts of Ukraine, 43 percent of IDPs lost their jobs after the war began. Another 9% say they have not formally lost their job, but have not yet received their salaries. That is, currently about half of the IDPs do not have the ability to replenish material resources to meet their needs.**

Another 21% of respondents said that they did not lose their jobs because they did not have any before the war (this percentage may be higher than the real unemployment rate that existed before the full-scale Russian invasion, since 75% of respondents were women, who could take care of children or the household before the invasion).

Only 17% of respondents said they had not lost their job, and another 6%, although they had lost their job, had already found a new one.

Did you lose your job after the war started?

Yes	42,7
Yes, but I've already found a new one	5,6
No, because I didn't have a job before the war	20,8
No, but I don't receive salary	8,7
No	17,0
Hard to say / Refuse to answer	5,2

Citizens employed in areas financed by the state budget or receiving social benefits (e.g., pensions) retained their sources of income. In this aspect, the state has demonstrated its resilience and ability to fulfill its obligations to citizens.

"I kept my job because I'm a graduate student, not a teacher. At the department, I get a scholarship every month. Our university works, it has survived." – the respondent, Kharkiv.

"We will return home right away. My daughter had a job in Kyiv, and now she doesn't have any. We only live on my pension. We'll be here for another month or so, but then we'll return home right away. And then we'll have to find a way to deal with it." – the respondent, Kyiv Oblast.

"I had a job, but was left without it and without benefits. But thanks to the fact that I am already retired, I have a pension. I hope that from now on, the pension will also be maintained, and we somehow get by." – the respondent, Sumy Oblast.

However, respondents working in educational institutions reported wage delays. Similarly, one respondent who had worked in a school in a community under occupation reported that she no longer received a salary after the school closed.

"We were paid for February in the middle of March, and are promised to be paid for March someday. I also work at a school as a teacher, in March we had a forced downtime, maybe some part will be paid, and since April 1 we have distance learning. We are trying to get in touch with the children, but considering the fact that we are almost on the front line, there is no communication, no Internet, a lot of children have moved away, so the result of the studying will be only relative." – the respondent, Donetsk Oblast.

"I don't get a salary. I'm also a teacher. Well, there's no connection, there's no light, so we can't talk about studying. Our village is occupied, there is no studying. You heard the President's order. If any teacher goes to work in Russian programs, they will be considered a collaborator. I don't know how we will or won't work. No one pays us any wages. The only hope is that I'll get my pension." – the respondent, Donetsk Oblast.

Obviously, the amount of social benefits does not always correspond to the amount of needs, however, it allows IDPs to have a minimum income and together with the help of volunteers to provide certain basic needs.

"My children are ten years old and two years old. I can't work physically because I take care of the kids. I receive a pension as a doctor in the amount of 2,000 UAH and payments for the child in the amount of 860 UAH. That's all my income. Here we were given clothes, hygiene products, and we are waiting for help from the UN."

One of the problems that IDPs face when seeking temporary employment is that employers refuse to hire IDPs because they view them as unstable workers who may stop working in the short term.

"Well, as soon as we registered, I went to the public employment service on the first day. They said, 'Oh, you came first, very good. We'll look for something, we'll think.' And they started calling everyone, all the phone numbers. Whatever they had: here and there. And only they said they were IDPs – they said no. Because we could be here for a month. We can be here for two months, and we can come back tomorrow. No one wants to hire us. Well, my number is still there." – the respondent, Zaporizhzhia Oblast.

"Well, for example, the chain stores you have here, 'Avoska,' or whatever they're called here. And I went to them for a week for a free training course. As a result, who got the job? They hired their people. You see? Because one is a friend of the store manager, the other is out of maternity leave. There's just exploitation of a person for free, to put it roughly. And they trained a lot of people there. I was trained, and at the same time, one more person. I said, 'How many jobs do you have, that you're doing so many trainings?' 'I think we're going to fire this one, and we're going to fire that one too.' As a result, they were not fired. A girl who was on maternity leave and was supposed to still be there returned to one position. But she got out of maternity leave. That's it, we've been rejected. That is, the state can't provide us with work, especially in Perechyn. Very small settlement." – the respondent, Kharkiv.

Some respondents say they are morally unprepared to look for work at a temporary place of residence. For them it means separating from their previous way of life and beginning to adjust to a new environment, while most respondents hope to return home as soon as possible. This position may seem reasonable to residents of the northern oblasts of Ukraine, which have been liberated since early April. At the same time, for IDPs from other regions this scenario may not have a clear time horizon, and over time the problem of finding work will only worsen.

"I also lost my job, so I applied for help from the state for 6,500 hryvnias. I'm a public relations manager by profession; I probably won't get that job here. But I took a lot of courses. I can work as a hairdresser, nail service master. But right now I'm not mentally ready to go to work. It would mean the beginning of a new life for me, and I don't want to start it here. I want to go home." – the respondent, Chernihiv.

"Respondent: If you live frugally, everything is enough. What we were lacking, we asked, and the city council helped us out.

Interviewer: You're not going to look for work here?

Respondent: No. Because I want to go home." – the respondent, Kyiv Oblast.

"Everyone expects it to be over, if not today, then tomorrow, and we'll go home. That's why they're not looking for work here. But there are different circumstances in people's lives." – the respondent, Kharkiv.

Representatives of specialized professions who carried out their activities at their place of residence, but did not find ways to apply their professional skills at their new place of residence, lost their jobs. Lack of offers or unacceptable conditions were also encountered when looking for unskilled work. Given this, respondents hope to resume their professional activities when they return to their permanent residence.

"As for the work in Lviv – absolutely not relevant. Everywhere I go in search of work, I hear: 'We'll call back tomorrow.' But that tomorrow never comes. I have a specialty as a bricklayer. There are very few jobs like that. And they are all closed now. This profession is now no longer up to date. I wanted to go as a loader at Nova Poshta, but they said they would call me back, and that would be the end of it. I found a job as a loader at a vegetable warehouse. I was asked where I was from. I said I was from Kyiv, an IDP. I was told that they pay 200 hryvnias a day and that is all. You have to work from 8 a.m. to 6 p.m., and you have to work hard. I said no, I'm not comfortable with this job. As for the work in Lviv, it's very difficult. I have no idea what's next. [...] My wife still has some money, and I don't have much. [...] I only hope for victory. That the war would be over as soon as possible and we could go home." – the respondent, Kyiv Oblast.

"And some areas of work have become out of date. My boyfriend is a furniture maker, but who thinks about furniture now? Everyone calculates the strategic situation. Those families who have state employees are lucky. Some state employees save families." – the respondent, Kyiv Oblast.

"There is an aspiration to work. I calculate my funds, distribute them and think that a little more will be enough, and then we will return home and the situation will get better. Because at the moment there are no jobs in my specialty [...] There is nothing on websites offering jobs. Sellers are needed. Excuse me, two college degrees and go work as a seller?" – the respondent, Kyiv Oblast.

"I know that the girls who live in the room with me started looking for a job. They were offered to be sellers for a monthly salary of 2.5 thousand hryvnias. And this job is very difficult physically, and the salary is ridiculous." – the respondent, Mariupol.

In some cases, even though respondents did not officially lose their jobs, the companies they worked for lost the opportunity to work and pay salaries (in full or in part) for various reasons. If these companies are located in unoccupied territory, respondents express their willingness and readiness to return and resume their work on an opportune occasion. But the situation differs depending on the damage incurred by the production facilities. And if the enterprise is located in the occupied territory, the time prospects for their restoration cannot be predicted.

"My place of work was not saved in the city of Irpin. Well, we're in touch with leadership. We got our salaries paid. I know my leadership well, so we'll rebuild everything there, but it takes time. We don't know what is going on with our documents, our employment records. [...] We do not know whether our office has been destroyed or not, the military forces have not entered that part of the city yet." – the respondent, Kyiv Oblast

"Respondent: My place of work has been kept for me. I wrote a statement at my own expense. However, I don't know how long it will last.

Interviewer: And when the application is at your own expense, you don't get paid funds?

Respondent: Yes. But the place of work is kept." – the respondent, Mykolaiv Oblast.

"I worked for a Chinese oil firm in Poltava. As the war began, on February 24, I was at work. The chief engineer called on the phone and told us all to go home. We got paid for our work. Two weeks ago, an engineer called on the phone and told us that we would be paid 2/3 of the rate for April. And just a week ago he informed me that the Chinese were refusing to pay April salaries, so there would be no money. Told all employees to write a leave without pay or a letter of resignation. But he recommended that it was better to write letters of resignation for two months on their own account, because that way you can keep your job. Therefore, we all wrote a leave without pay, so there is no money, work experience is not added." – the respondent, Sumy Oblast.

"I don't know. I want to tell you that I work remotely as a teacher and they even gave us an advance for April. But if now our Donetsk Oblast is massively evacuated and, God forbid, everything stops there for a while, then we will have a forced downtime and no one will pay the money. I don't even want to think about it. There are still some savings, but it all depends on what we're talking about. If it's about food, that's one thing, if it's about resources, in that case there is enough for a month or two. And if the weather changes now and we have to buy shoes, we won't last a month." – the respondent, Donetsk Oblast.

"No, I didn't lose my job. I work remotely, but we are paid minimally, about 60–70% of the salary. I live with my daughter. But how long will it last me, say, a month and a half or two." – the respondent, Zhytomyr Oblast.

Respondents who did not officially lose their jobs, although they did not work, expressed fear of losing their official employment if they took a job at a temporary place of residence.

"I worked as a nurse before that. I really wanted to get a job as a nurse in a clinic or a hospital, but only formal employment is allowed here. I work officially in Kharkiv, and if I get an official job here, I will lose my job there. I'm ready to learn a second profession, but I haven't found anything yet." – the respondent, Kharkiv.

It is worth noting that most of the respondents who lost their jobs seek to find a new job in order to provide for their own needs, benefit the state economy, and not be passive consumers of volunteer help. However, the **shortage of jobs leads to the fact that even those who have not gone abroad, despite the availability of such a possibility, are still considering the option of emigrating if the employment situation inside the country does not improve.**

"Honestly, this support for internally displaced people is not good, better to be supplied with jobs than to have us stand in long lines with this aid." – the respondent, Kyiv Oblast.

"You know, the psychology of Ukrainians is such that we accept help, but we want to work ourselves. And if it were possible to get a job and support yourself, that would be much better than having to accept help. We are very grateful, very thankful for the welcome, for the shelter, for everything. For example, our relatives say that we can live with them for a year because we don't bother them. But we also want to be useful to them, because there is potential. Of course, if, God forbid, this conflict drags on for a long time, I would like to find a job so I could support myself." – the respondent, Kyiv Oblast.

"If the war is not over soon, I will look for a job. I can work anywhere: I can cook and clean like all women. Abroad, maybe only to Poland, because my daughter knows the language and has worked there. I could babysit and my daughter could work. But I would not even like to think about living in another country, because here is our homeland and everything is dear to us." – the respondent, Kyiv.

2.4 Short-term Needs and Experience of Interaction with Local Government and Volunteers, Receiving State Aid

2.4.1 Addressing the Short-term Needs of IDPs

Among the short-term needs faced by IDPs there were mainly means to provide basic necessities – medicines, clothing, hygiene products, and temporary housing. Respondents were mostly positive about the interaction with local government and volunteers to meet these needs.

"There is a cathedral opposite Halytska Street. There are tents placed there. People were registering there and getting aid. I got a lot of help with my medications there. I have diabetes and hypertension, and I couldn't find medication, so they helped me there. [...] Caritas gives out clothes and also grocery bags to this day. They give you a grocery bag once and you can also take lunches." – the respondent, Sumy Oblast.

"Caritas is helping. Because when I go for treatment, I can't cook anything anymore, as I'm in the hospital half of the day. But I have taken lunches at Caritas more than once. And there is a long line for lunches." – the respondent, Zhytomyr.

"There's also an impact on the psychological state by the attitude of these people. How they treat us. First of all, it's very calm. Very polite. They are so comforting. They ask, 'Would you like me to get you a doctor?' 'Would you like...'. After we arrived and with trembling hands, went in, right after a 30-hour bus ride we walked in here to the registration office, they immediately asked, 'Have you eaten?' 'Would you like me to get you a doctor?' 'Have you drunk anything?' It started from there, and it's the same way here. People... We pray to God for them because of the attitude. Calmly. It somehow even relieves the state we were in when we arrived." – the respondent, Poltava.

"Volunteers ask what you need, what you need for hygiene, for children, we can go choose the clothes we need. Thank them very much." – the respondent, Luhansk Oblast.

"The local authorities are helping – of course. Every time I went for help (three times during this period), they helped me, consulted me. I was receiving everything I needed." – the respondent, Kharkiv.

Moreover, according to the interviewed volunteers, the work of local government and volunteers complemented each other, which allowed to effectively help IDPs. Perhaps the only need among consumer goods that could not always be satisfied was shoes. It is also more difficult to obtain highly specialized medicines.

"... As far as I can see, psychological, medical care, food, are sufficiently organized. But I'm speaking as a volunteer, there are a lot of resources out there. It's hard to say what the government and what the volunteers contributed. But the process of organization is decent." – the volunteer, Zaporizhzhia.

"Sometimes there are no shoes, currently men's shoes. Decent shoes are categorically lacking, especially for men. Men's homewear is very lacking. We tell people that it's not here today, but it could be tomorrow. Every day people bring what they have in bags. We give announcements, they bring it over." – the volunteer, Kyiv.

At the same time, respondents understand that such assistance is temporary and resources are depleting. This refers to the problem of the long-term integration of IDPs into life in the new communities, part of which is the problem of employment described above, which would allow IDPs to provide for their own material needs.

"The conditions are appropriate for sure. But everything must be in moderation. Even the hospitality of relatives can be exhausted, just as much as volunteer help and everything else. This resource burns out. So you actually understand that it will be a month or two, no more." – the respondent, Kyiv Oblast.

"People are working overtime at the Administrative Service Centers (CNAPs) now. There is an overload there as well. This resource of social workers will only last for a limited time. It will burn out. We will face this in two months, and it will be a collapse, unfortunately. Because it is impossible to work in such a non-stop mode." – the respondent, Kyiv.

2.4.2 Experience of Interaction with Local Government and Receiving State Aid for IDPs

Respondents also described their experience of interaction with local government mostly positively, noting the hospitality and politeness of the staff. Obviously there were problems of a local nature, such as queues, but this is the natural process of adapting the administrative apparatus to the new challenges, especially in a short time frame and on a large scale.

Respondents who registered with the Administrative Service Centers (CNAPs) as IDPs received state assistance in the amount of 2,000 UAH, which, together with assistance from volunteers and local authorities, allowed them to provide for their needs. However, especially for older people, there were some difficulties in understanding the process of these payments.

"Here at the CNAP they announced that you have to register in order to get financial assistance. My sister is a pensioner and I pay utility bills in Zhytomyr, and I need money here, so these two thousand from the state are not excessive for me. Employees of the institution said that these funds will go to the Diia app, but I have an old phone and I asked them what should I do in this case, and they said they did not know, and it happened five times. As it turned out, once again when I came to the CNAP and stood in line, I heard that they were already issuing coupons. I said, 'How could it be, I've come to you many times,' and they shrugged their shoulders." – the respondent, Zhytomyr.

"I go to the city council like to work to apply for these payments, because they give three thousand for a child and two thousand for an adult. There's also a UN payment, I found out about it in the queue. It is paid to all internally displaced persons. Every month this organization pays 2,200 UAH per family member. I will get these funds for myself and the child. It is very difficult to get a certificate that I am an IDP. I go there every day because the lines are endless. I do not understand why they cannot make an adjustment, so you can get these certificates in a simplified procedure. After all, people arrived feeling depressed, stressed, and after these queues they are in an even worse condition. Talking to people, I hear that many have no money, so they have to wait in line to sign up for receiving these funds." – the respondent, Kyiv.

In addition, respondents who needed to go to health care facilities were also not always able to immediately find clear information about which hospitals to go to and whether they could go to communal facilities as IDPs. And despite that, they found such information with the help of volunteers or personal contacts.

"I would also like to know which hospital to go to. I need women's health consultation. I don't know which one to go to. Whether or not I would be accepted. I did not find such information here." – the respondent, Kyiv Oblast.

"My seven-year-old child had a toothache. I am a mother of many children and I am entitled to free dental treatment. We went to one address and the doctors didn't accept me, then we went to another address and it was closed. In one of the dental clinics I stated that I was an IDP and after that I paid 1,200 UAH for a treated baby's milk tooth, and that was with a discount." – the respondent, Donetsk Oblast.

In addition, workers and individual entrepreneurs from regions where active hostilities are/ were taking place also received a one-time state aid of 6,500 UAH. According to respondents, it is also a very important help to ensure their needs for the initial period. But this assistance was a one-time aid, so the need for employment to improve the financial situation remains relevant for IDPs for several months to come.

"I have already managed to receive six and a half thousand from the state. I got it through the Diia app. [...] This is an assistance for those who officially worked in communal enterprises and who lost their jobs." – the respondent, Mykolaiv Oblast.

"I am officially employed in Kharkiv. Therefore, I received 6.5 thousand UAH from the state. This satisfies me more or less. I have some money now, but I do not know how long it will last. It will not last six months, that's for sure, but I think it will be enough for two months." – the respondent, Kharkiv.

2.5 Psychological Assistance and Children's Needs

As already noted, the psycho-emotional state of IDPs is often unstable for a number of reasons – worries about the course of hostilities and the situation in the country as a whole, the fate of relatives / acquaintances participating in hostilities or living close to the combat zone or under occupation, the experience of hostilities before evacuation, anxiety about their future in the new place, etc.

"My state of being is told by the way I look. Every day I cry, especially after watching the news, even if it's positive. But if you compare my emotions in forty days, they changed. First there was fear, anger, despair, then hopelessness. We lived only for today, the future was out of the question." – the respondent, Donetsk Oblast.

People's experiences and mental reactions are individual, but **the necessity of deploying a system of psychological aid (which can include measures of state regulation, encouragement of specialized private enterprises and initiatives, and obtaining international aid) in order to prevent the onset of negative consequences for the health of citizens in the future becomes evident.** In addition, these measures should be proactive, because many people are used to not going to doctors.

"Psychological help is something I need. But I'm not used to discussing my problems and fears with strangers. I took anti-anxiety medication for a month, but nothing helped me. Maybe I need antidepressants, I don't know... I was also afraid that Russia would use nuclear weapons. That's why there was a period when I wanted to go abroad. That threat scared me the most." – the respondent, Kyiv Oblast.

Of course, the need for psychological help for children who have witnessed hostilities is also relevant. **Parents note strong stress reactions in children who have witnessed hostilities**, and also note changes in their behavior even after evacuation to safe places.

"The kids take it very hard. Emotionally there's just a torch. I'll explain it this way: at first, when they hear explosions, sirens, they're kind of calm, but it shows later in life. They're already here in a peaceful environment, but it's not their natural behavior. And you understand that it's a causal relationship. That's the reason that kids behave in this way. I mean, it was a little bit undermined as it was, as a result of the quarantines, and now it's even worse. Psycho-emotional load is exceeded, bursts of emotions, as on a swing: up – down. And in children's sleep it also manifests itself: when the child sleeps, they cram themselves into a corner. I talk to the mothers of many children who came from regions where the war is ongoing, and they all say they have the same situation." – the respondent, Kyiv.

"My first bomb shelter, which was more or less normal, was a parking lot two stops away from me. That's it. And I understood that when my son, who never knew what war was – only from history – at 13, he would jump up, hiding, shaking. Mom, what is all this? Are we going to be bombed now? And I saw his psychological state, I understood that the children should be evacuated in the first place." – the respondent, Dnipro.

"And when the bomb hit the Retroville Mall, maybe someone heard it, it was very loud. There were also very long curfews. There was information going around that saboteurs had been caught. When the shelling was heard under the windows and the child ran into the corridor, lay down on the floor and covered his head, I realized it was time to leave Kyiv." – the respondent, Kyiv.

"I am a stress-resistant woman, but I also experienced two panic attacks. I couldn't show my fear because I had my children around, but I was very scared. My son has had neurological problems since birth. He has panic attacks in peacetime, so I was worried that he would have an irreversible panic process in the face of these horrible events that I wouldn't be able to overcome. My daughter held on too. But one day she asked me, 'Mom, are we going to die here?' When the word 'death' started coming out of the children's mouths, I knew I had to do something. When we got here, for a few days we felt we were safe. But I couldn't sleep here for five nights, I sat by the sleeping children and listened to the sounds outside. When there was shelling at the Yavoriv military

base, I was awake and heard everything. I don't feel safe. I have the impression that I am participating in a hunt, but it is not me who is hunting, it is me who is being hunted. I am very afraid to get used to the comfortable conditions, the feeling of safety, because no one knows what will happen tomorrow, and to go through such a mental state a second time – I can't, I don't know if my psyche can withstand it. Most of all I worry about the psychological state of my children. Because they spend a lot of time on the Internet, read a lot, monitor the situation and sometimes panic, but I calm them down." – the respondent, Kharkiv.

"The children. Their conversations. They discuss among themselves what they have seen. All they talked about was the war, how people were dying in front of their eyes, how shells were flying in. Once during the first days, when there were many refugee children, the siren sounded at three in the morning, and the children jumped and started running out of the school to the shelter, not knowing where to hide." – the settlement council official, Mykolaiv Oblast.

Regarding the needs of children, respondents also sometimes noted a request **for technical means for distance education**, which is important in the medium term, because despite the long military conflict, children need to continue to receive education.

"Now I'm fighting with officials to get help for my children. Distance education is in progress, and I have two children who are studying and only one smartphone. So I'm knocking on doors to get help with this issue because I can't buy another phone. I don't have a phone for myself because I gave it to my children to study." – the respondent, Donetsk Oblast.

"There is a need for Internet. After all, for children it is indispensable, because the distance education process continues, and for adults it is an indispensable attribute for earning money. My eldest son is in the 9th grade. Now he will need to get his middle school diploma. There is no extension on his phone to download Zoom and Google Classroom. The phone doesn't support those apps. Plus there is no internet. I was told the internet is freely available on the 2nd floor. Great. We live on the 3rd floor. So do we, what, sit on the second floor, in the hallway, and study or work? I said, 'Let me get my own Internet connection.' I'll find an ISP, buy a network router. They said it was impossible." – the respondent, Luhansk Oblast.

Recreational initiatives for children are also important. For example, classes with IDP children on various topics [are conducted](#) by the regional branches of Plast (National Scout Organization of Ukraine). In some places, extracurricular activities were also initiated by employees of educational institutions, which had a positive response in IDPs.

"We need our children to be supported. For example, the administration of any school could open a computer classroom, so that children would have something to learn from and have access to the Internet. And they could also open gyms for us and for the children, so that we could exercise and thus distract ourselves from the events." – the respondent, Luhansk Oblast.

"We registered for school here. Because we didn't have any studying there at the time. And we registered her here, enrolled her in this school. But now at home we have already resumed lessons since Monday, so she will study both in her class and here. We're able to manage. [...] Oh, we have a lot here. Irina is our teacher, they organize here, they work with our children. They draw, and we have guided tours all the time, some physical exercises outside, a lot of different things. Board games. They take care of our people and us." – the respondent, Zhytomyr Oblast.

3. EXPECTATIONS FROM THE FUTURE AND A RETURN TO A PERMANENT PLACE OF RESIDENCE

The majority of respondents are firmly convinced that Ukraine would win. However, opinions differ as to when exactly this will happen. At the same time, it is widely understood that active hostilities will not end even in the next few months.

Respondents also expect that in the event of a long war, life in their communities will no longer return to the state it was before, and some residents of their cities and villages will no longer go back because they will seek a better fate in other regions of Ukraine or abroad.

"Well, I think it's going to last about another six months, not less. That's what I think. But if it ends sooner, of course I want to go home. And if it happens within that timeframe, I'll come home in any case." – the respondent, Zaporizhzhia Oblast.

"I think that if the war is over in two months, roughly speaking, people will still be able to get back on track they were in. If the war, God forbid, drags on for about a year, people will put down roots somewhere, find some work, somehow begin to adapt. Because I have a lot of acquaintances who went to Poland, and they just cry. They want to go home." – the respondent, Kharkiv.

"Well, we'll return to Mykolaiv, that's 100%. I hope that in May it should be over. I think it will end in May with a Ukrainian victory. It's 100%, only with a Ukrainian victory. And on Ukrainian terms." – the respondent, Mykolaiv.

Also, most residents of settlements that remain under Ukrainian control, although in the combat zone, have expressed a desire to return home, despite the damage and destruction to their cities.

"As for me, I only want to go home to Kharkiv. It's my hometown. I was born there, received my education and work there now. Kharkiv is my dear home. After the victory, we'll rebuild and restore everything. I think the war will be over soon and maybe we'll be back by Easter." – the respondent, Kharkiv.

"I don't think the war will last long. I want to go home as soon as possible, to rebuild everything that was destroyed, to help. I do not see any point in staying in Lviv. I have to go back to where I was born and continue life with a fresh start." – the respondent, Kyiv Oblast.

"Well, we'll be hopeful. Although the city is almost destroyed, it's already gone, it was wiped off the face of the earth, our city is gone. But I hope that it will be rebuilt, just, God willing, that there will be calm and everyone will come back and together we will rebuild." – the respondent, Donetsk Oblast, Mariupol Raion (district).

"I still plan to return there anyway. We'll rebuild Kharkiv. It's such a beautiful city. I'm just now starting to realize how beautiful it is. Those bastards hit Gorky Park, too. And Ecopark. They crushed the Feldman Ecopark. They seem to have moved the lions and tigers there to the zoo in Kyiv." – the respondent, Kharkiv.

More pessimistic expectations are held by people who come from settlements that became occupied, as well as residents of Donetsk and Luhansk oblasts, who after 2014 have already been forced to change their place of residence for a second time.

"90% of the people there now think very differently. It's very hard to communicate with them. If you make a remark to them that they have something bad there, they immediately say – and you have such and such there in Ukraine. No, I will never go back there." – the respondent, an IDP from Donetsk in 2014, lived in Sumy.

"Well, I don't want to go back to Donetsk. Because when Maidan began, I started to feel a split. Because already at that time there was a tendency in schools to demand that everything be taught in Russian. And I didn't like it. And already then I had an internal conflict. So I decided as soon as I could to leave Donetsk, even back then, before the war, in 2013, and I decided that I had to get away from there. When we went to Ukraine, I understood that yes, something sometimes hits me, some memories from my childhood, but I still didn't consider going back to Donetsk. And now I understand that even from a historical point of view a new generation of children grew up there, who haven't seen Ukraine and don't know what Ukraine is. Because they are traumatized by this propaganda, traumatized by their traumatized parents." – the respondent, an IDP from Donetsk in 2014, living in Kyiv.

"Interviewer. In your opinion, who will win the war?"

Respondent. Who made it out of Mariupol can't give a prediction." – the respondent, Mariupol.

"You know, when people say, not to criticize anyone, 'When the war is over, I'm going home,' here's Svetlana sitting next to me and I'm sitting here, and we have nowhere to go. This is the greatest fear and the greatest need. We don't even have a city where we could go and rent an apartment or go to our friends. All my loved ones, all my friends, all my neighbors... It's a total fear. I know it's going to end. And when this is over, other people will pack their things and go home, but we have nowhere to go. Nowhere. And that's the way it is with all my loved ones. With my husband, with Svetlana sitting by my side. She has an elder son, and everything that he had was burned to ashes. She cannot go to her son, to her parents, neither can I. We are from Mariupol, we have nothing at all. What need, when the need is for everything. Well, there's nothing left. But we're hanging in there." – the respondent, Mariupol.

The situation on the front is changing dynamically. Since the time when focus groups were held in April Zhytomyr, Kyiv, Chernihiv, and Sumy oblasts have been liberated from the occupiers. In addition, since early May, the Armed Forces of Ukraine have been conducting counterattacks in the north and northeast of Kharkiv, as a result of which the Russian occupiers were pushed back from positions where they could launch massive artillery strikes against residential neighborhoods in Kharkiv.

These circumstances have contributed to the fact that a significant number of IDPs from these oblasts have already returned to their permanent place of residence. In particular, as of May 10, according to the mayor of Kyiv, the city already had about 2.5 million inhabitants, that is, two-thirds of the capital's population compared to February 23, 2022. About the "mass return" of Kharkiv residents, although without specific figures, the governor of Kharkiv Oblast, Oleh Synyehubov, [spoke](#) in May.

Although it is currently difficult to speak about the specific number of IDPs who have returned to their places of permanent residence in the liberated regions, there is an obvious downward trend in the number of IDPs from these oblasts. Obviously, those who have returned will face other problems, including the difficulty of resuming work at businesses if they are shut down or destroyed, as well as the problems of rebuilding damaged or destroyed housing.

Currently, there are a number of government initiatives in this regard, in particular, it is already possible to register to receive monetary compensation for housing destroyed as a result of armed aggression by the Russian Federation. This process can be done in the Diia app, which simplifies the bureaucracy. However, the effectiveness of such instruments has yet to be evaluated in the future, and in general, this process is not strictly an IDP problem, but part of a broader state economic recovery process.

On the other hand, the problems of IDPs from the regions that are under occupation and those that lie in close proximity to the combat zone remain relevant. In particular, the security situation in the largest urban agglomerations of Donetsk and Luhansk oblasts, Sloviansk-Kramatorsk and Sievierodonetsk-Lysychansk, aggravated significantly in April and May, when the Russian command set a goal to seize Donetsk and Luhansk oblasts. Bakhmut, Kostiantynivka, Popasna, Pokrovsk, and many other cities in Donetsk and Luhansk oblasts, which in 2014 welcomed migrants from the ORDLO (certain areas of Donetsk and Luhansk oblasts), are now themselves the target of Russian occupiers and regularly suffer shelling and significant destruction.

Therefore, unfortunately, there is reason to believe that despite the liberation of several oblasts in the north of the country and the return home of some of their inhabitants, the number of IDPs will not decrease, but will be replenished by people from other regions, which became a priority target of the occupiers in the second phase of the war.

This also applies to the cities in Zaporizhzhia Oblast, which the occupants began to shell more actively during April, in particular Orikhiv and Huliaipole. In the same way, the occupants regularly shell rural communities in Dnipropetrovsk Oblast bordering Kherson Oblast (particularly [Zelenodolsk](#)), as well as the city of Mykolaiv, which until recently had no [water supply](#) due to shelling. Over time, the humanitarian situation in these settlements may worsen due to the accumulation of infrastructure damage, which will lead to an increase in IDPs from these regions.

Therefore, despite the fact that the state and civil society have done a good job of meeting the short-term needs of IDPs, long-term needs remain relevant. One of the key needs is employment, because most IDPs, according to them, have their own savings for one to several months of life at most.

According to the Democratic Initiatives Foundation's quantitative survey of IDPs, **76% of respondents have some sort of savings. One-third of them have savings for less than a month. 43% said they have savings for a few months, but only 9% have savings for a longer period – six months or more.**

If you have financial savings, in your opinion, how long can they last? (the percentage of those who have savings – 76% of the total in the sample)

Less than a week	10.5
From a week to a month	23.3
For a few months	42.8
Six months or more	9.4
Difficult to answer/Refusal (no reading)	13.9

3.1 Problems of the Volunteer Movement

The issue of work and the restoration of material resources is also relevant to the volunteer movement, because economic losses are also suffered by those who help fellow citizens, which makes their ability to continue providing such assistance in the longer term problematic.

"We are the ones who buy medicines and food, pay for electricity, sometimes we buy disposable dishes. Sometimes they can bring soap, detergents, and cereals. What we don't have – we buy ourselves. There is no tea now, for example, so I gave a thousand UAH to buy tea. [...] Well, we will hold out another month. At the moment we have already spent 800 thousand UAH. [...] People wrote and went to the authorities so that they wouldn't charge us for utilities, because 40 thousand had already accumulated. They went, stood there, everything was closed. That's it." – the volunteer, Dnipro.

One way out of this situation is the institutionalization of regional volunteer organizations and their professionalization through international technical assistance projects. This will allow volunteers to carry out their work in a more systematic way, receive payment for their work, which will serve as additional motivation, and will partially offset the cost of personal resources that volunteers give to IDPs.

"In Ukraine there is no recognition that volunteers need to be paid. And it all has to be done out of the goodness of their hearts. But they are not holy people, they need to feed their families, pay the utilities, we already had our first wave of burnout start a couple

of weeks ago. People need salaries. We strive to pay salaries, because it is customary for Western partners to pay for this as a regular job, whether it's the Red Cross or Caritas."
– the volunteer, Zakarpattia Oblast.

By the way, one of the interviewed volunteers from abroad (Lithuania) noted that the employment situation for refugees from Ukraine is better than actually inside Ukraine. The continuation of the unfavorable employment situation in Ukraine will be a significant incentive for the outflow of labor.

"The main problem was to additionally find somewhere for people to live. But everything is fine with work. Actually, the employment is fine. And whoever wants to work can find a job. I was recently approached by a company. They asked for four women. I got in touch with the people, and they went there, they are being trained. There still can be a problem, of course, with the language." – the volunteer, Lithuania.

Consequently, in the short term, assistance from local government and volunteers is enough to provide for the basic personal needs of IDPs, but in the longer term resources are needed, especially if rent-free housing (with relatives or in dormitories) will no longer be available.

The long absence of employment for so many people creates obvious problems for the country's economy and encourages emigration abroad. Therefore, the relocation and commissioning of enterprises from the affected regions to safer oblasts of Ukraine, creating new jobs and stimulating entrepreneurship should now become the top priorities for the Ukrainian government.

As noted in the Ministry of Economy's [plan](#) for job creation from 2020, job creation occurs in three ways: through state and communal enterprises, through creating conditions for businesses, and through state subsidies and subventions in a number of industries. In the context of Ukraine's monthly state budget deficit at the level of \$5 billion and the prioritization of state funds for the security sector, the liberalization of the economy looks like one way to stimulate entrepreneurship on relatively safe territories of Ukraine.

KEY FINDINGS AND RECOMMENDATIONS

- **Thanks to the joint efforts of the central government, local authorities and volunteers, Ukraine has generally coped with the short-term needs of internally displaced persons.** Most IDPs were able to obtain housing and humanitarian aid (food, clothing, hygiene products, medicine, etc.) if needed. This played an extremely important role in the first weeks of the war, when the Russian occupiers developed an offensive virtually along the entire Ukrainian-Russian border, the degree of uncertainty was the greatest, and the needs of hundreds of thousands of people had to be met as quickly as possible. The efforts of volunteers and local authorities allowed the central government to concentrate its main efforts on organizing the defense of the country.
- **The situation and needs of IDPs are influenced by a combination of factors: the availability of savings before the start of full-scale invasion, the preservation of employment at the place of work, and the availability of housing.** It is appropriate to single out for state and local government support the most vulnerable categories of IDPs who had no savings before the Russian invasion, and/or lost their sources of income, and/or have no free housing in their new place of residence.
- **State regulation of the relationship between landlords and tenants needs to be improved.** A common phenomenon in the rental housing market has been the overpricing of rental housing, making rent unaffordable for people who have lost their jobs and leading to a rapid burning of savings for people who have them.
- **The deployment of a psychological aid system is extremely important in circumstances where a significant portion of the population has had a stressful experiences of hostilities in their settlements.** Participants in focus groups reported a prolonged feeling of uncertainty about the future and a sense of danger, an intense reaction to extraneous sounds, and changes in the children's behavior. In addition, very often Ukrainians do not seek help themselves, so the destructive impact of such traumatic experiences on the health of citizens in the long term may not be noticeable to themselves. Therefore, there is a need for proactive measures, which can include both measures of state regulation (for example, the introduction of compulsory regular checkups) and the attraction of international assistance for the financing of specialized projects of public organizations and private initiatives.
- **The involvement of international financial and technical support is necessary for the operation of volunteer organizations working in the regions to help IDPs.** Volunteer organizations during the first phase of the war showed their great ability to assist the state in providing for the needs of IDPs. **However, these organizations themselves need institutional development to maintain**

this ability in a systematic way, to attract specialists with certain skills and ensure payment for their work, to implement new projects. In particular, there are promising projects for the organization of recreational activities for IDP children, the organization of courses on the practice of the Ukrainian language, courses on conflict management for the heads of educational institutions and enterprises (to avoid conflicts on the basis of language or stereotypes / prejudices between the workforce and new workers from among the IDPs).

- **In communication with international partners, it is also necessary to emphasize support for the construction of affordable housing in relatively safe regions. This will allow several problems to be solved.** First, to provide IDPs who have lost their homes or whose settlements have been occupied with housing for a longer term. Second, to relieve the dormitories of communal institutions that currently provide temporary housing for IDPs, and to use these dormitories to support the work of these institutions themselves. In addition, it will improve the living conditions of IDP families in need (for example, families with children who need necessary prerequisites for online schooling). In general, this problem is also relevant for those people who returned home after the liberation of the territory from occupation. In Kyiv, Chernihiv, Sumy, Zhytomyr, and Kharkiv oblasts, many small settlements were significantly affected by hostilities. People whose housing was damaged or destroyed need temporary housing while their homes are going to be rebuilt in accordance with state programs (this approach is planned to be [used](#) in Kyiv Oblast in particular).
- **One of the greatest needs and problems of IDPs, the solution of which would partially solve many others, is employment.** About half of IDPs, according to the quantitative survey of IDPs, have lost their previous jobs or officially keep them, but do not receive wages. When looking for work in a new place of residence, IDPs face numerous problems: from the banal lack of jobs (in their specialty or not) to unacceptable working conditions or the prejudiced attitude of employers toward IDPs. Employment problems pose a number of risks to both the state economy and the social sphere, as IDPs mainly have savings for a few months of life at most (which have already been depleted since the beginning of the war or are being depleted). This is especially true for IDPs from territories that lie in close proximity to the combat zone or are occupied, which means that they will not be fired in the near future, and people from these territories will not be able to return to their previous jobs (again, if the physical assets of the enterprises have not been destroyed).
- **Given the long-term risks posed by unemployment among IDPs (to which we should also add an increase in labor migration abroad), long-term measures are also needed to integrate IDPs into communities, and in particular to help them find employment in their new place of residence.** First, the successful

experience of transporting and deploying businesses from war-affected regions to safer regions requires additional study. Second, since the liberalization of the economy is necessary to create new jobs, it is appropriate for the authorities responsible for the development of state policy in the economic sector to work more closely with independent think tanks of the relevant profile and to draw on their intellectual resources. Third, it would be very appropriate to attract international assistance to promote non-formal education among citizens, as IDPs express their willingness to learn new skills in order to find new jobs and provide for their needs. In addition, in some situations, respondents are not looking for work because they have not officially lost their job at their permanent place of residence and hope to return home and resume work there. We need a mechanism to resolve this contradiction (and its communication), which will allow IDPs to work at the new place of residence without losing official employment at the place of residence.

- **The problems of adapting IDPs to life in the new conditions require further research, as the situation is developing very dynamically.** First, a significant number of IDPs from the liberated Zhytomyr, Kyiv, Sumy, and Chernihiv oblasts and partially even Kharkiv have already returned home. Meanwhile, the needs of IDPs from other regions (which, judging by the dynamics of the conflict, can be liberated within at least a few months) are no longer short-term in nature. Second, as of April, when the current survey was conducted, respondents predominantly had savings and were "waiting out" the war, but in May and June many IDPs will no longer have any or significantly less savings. It is important to understand what their plans are for the future, what steps they are taking to find a livelihood, and what assistance they need in the process.