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ПОЗНА

CWS


CWS

Response Plan

Ukraine Humanitarian Response Plan

2024-2025





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PURPOSE

The Church World Service (CWS) 2024-25 Ukraine Humanitarian Response Plan (UHRP) details CWS' vision for the next 18-month period to ensure our response to the evolving humanitarian crisis continues to reach the most vulnerable conflict-affected populations with impactful assistance. This plan includes CWS' existing refugee response in Moldova, where we are beginning to shift our focus from emergency response to longer-term recovery and development support for vulnerable Ukrainian refugees and the host community. Building on our emergency response experience in Moldova, the UHRP also details CWS' plans to launch activities in Ukraine, where the need for immediate humanitarian assistance remains acute.

CONTEXTUAL ANALYSIS

In February 2014, Russia unilaterally annexed Crimea, a strategically located peninsula in the northern part of the Black Sea connected to the Ukrainian mainland. For eight years, tensions between Russia and Ukraine continued to simmer, with intermittent clashes between pro-Russian separatists and the Ukrainian military in the Donbas region, which borders Russia. In February 2022, these tensions boiled over when Russia launched a full-scale invasion of Ukraine on multiple fronts, turning once quiet communities into deadly war zones. Since February 2022, an estimated 10 million Ukrainians have been displaced from their homes, including around 6 million who have sought refuge in neighboring countries or further abroad.

Moldova



The Republic of Moldova is a small land-locked nation that lies directly to the west of Ukraine. It is among the poorest countries in Europe, with social services that were already struggling

to meet the needs of vulnerable Moldovans. Between February 2022 to February 2024, the United Nations High Commissioner for Refugees (UNHCR) estimated that, over 1 million people entered Moldova from Ukraine.¹ Most of these refugees continued onward to other European countries; however, around 100,000 Ukrainian refugees have remained in Moldova.² Those refugees who have stayed are often among the most vulnerable including single-headed (usually woman-headed) households with dependents, older persons, people living with a disability, those with limited economic means, ethnic minority groups (including Roma, a marginalized group which has experienced centuries of discrimination in Europe), etc. Moldovans have largely welcomed Ukrainian refugees—they are hosting more Ukrainians per capita than any other neighboring country—attributable in part to close cultural ties and in some cases family connections. The Moldovan Government has similarly sought to ensure protections for Ukrainian refugees, with over 50,000 applications for Temporary Protection (TP) filed as of March 31, 2024, of which 42,263 applications have been granted.³ TP guarantees certain rights, including residency, the right to work, the right to enroll children in local schools, and the right to certain medical services.

Despite these efforts, Moldova has struggled to meet the evolving needs of refugees from Ukraine. There are persistent needs for basic support (food, essential living supplies, shelter, etc.), especially among acutely vulnerable refugees—including older persons, people living with a disability—and new refugee arrivals from Ukraine. For others, needs are beginning to evolve as many refugees wrestle with how they create stability and regain a sense of normalcy in Moldova. One priority for many families is children’s education. Even before from the influx of refugee children, the Moldovan school system was significantly understaffed and under-resourced.⁴ Only about 4 percent of Ukrainian refugee children are currently enrolled

1 [UNHCR \(2024\). Operational Data Portal – Ukraine Refugee Situation / Republic of Moldova.](#)

2 Projections on the number of Ukrainian refugees still in Moldova vary but range from 70,000-120,000.

3 [UNHCR \(2024\). Protection Brief #3: Republic of Moldova.](#)

4 <https://www.infotag.md/populis-en/315259/>

in the Moldovan school system.⁵ This is low, considering estimates that only 50 percent of refugee children are continuing their education virtually through the Ukrainian school system. Even for those participating virtually, they are missing social connection with their peers, leading to isolation and undermining wellbeing. Meanwhile, for adults, employment and income generation remain a persistent challenge, even for highly qualified Ukrainians. Language barriers, childcare costs, and mismatched skills are often key barriers to finding jobs. These challenges are exacerbated by the Moldovan economy which has shrunk due to the compounding crises of the pandemic, global inflation, and high prices for energy.⁶ Given these economic constraints, many vulnerable Moldovans also face challenges meeting their basic needs. It is, therefore, critical that the humanitarian response in Moldova reaches vulnerable host community members (Moldovans) to mitigate risks of tension towards refugees and to strengthen cohesion among these populations. Finally, Ukrainian refugees integrating into other social services, like healthcare, also remains a challenge. Language barriers, difficulty navigating systems, lack of medical specialists, and provider misconceptions or biases inhibit access for many refugees.

This reduction has created a critical gap in basic needs assistance, the effects of which are still being negotiated.

Yet, against this backdrop, the number of international non-governmental organizations (INGOs) who were providing services to either refugees or vulnerable Moldovans has diminished. As funding has dramatically reduced, organizations have been forced to close, leaving behind tremendous gaps and many people in need of assistance. As of June 2024, UNHCR has reduced the number of individuals it serves with cash assistance by well over half. This reduction has created a critical gap in basic needs assistance, the effects of which are still being negotiated. Many families, for example, are suddenly unable to pay their rent, with a large number saying that they will soon be left with no option but to return to Ukraine. CWS remains a reliable provider in Moldova, ensuring vulnerable families impacted by the war in Ukraine have the support they need to stabilize.

Importantly, women and children, who together make up 81 percent of Ukrainian refugees,⁷ are especially vulnerable to the negative effects of the conflict and gaps in services. Disruptions in their social support networks and the inability to cover basic needs make women and children more susceptible to gender-based violence (GBV), trafficking, and sexual exploitation and abuse. According to the 2024 GBV Safety Audit, displaced women and girls reported concerns with accessing safe transportation and accommodations, increases in protection risks due to a reduction in humanitarian assistance, and situations of intimate partner violence, cited particularly among Roma women refugees.⁸ Older persons, people living with a disability, persons of Roma ethnicity, and single women with children are especially vulnerable. CWS programs are designed to reach and meet the needs of these and other vulnerable or marginalized groups.

Ukraine



Meanwhile, more than two years of unrelenting conflict have had a profound effect on the lives of all those living in Ukraine. Many families from the east and other communities close to the

5 UNHCR (2024). [Ukraine Situation: Regional Refugee Response Plan](#).

6 World Bank (2023). [The World Bank in Moldova](#).

7 Ibid. UNHCR (2024). Ukraine Situation: Regional Refugee Response Plan.

8 GBV Sub-Working Group (2024), [2024 GBV Safety Audit](#)

frontlines have been forced to flee, as the security situation can devolve rapidly, and without warning. Those displaced from war-torn regions have lost their homes and their livelihoods. Children have been forced to leave school and families have been ripped apart, as men enlist or are conscripted to fight. These compounding conditions have compromised the ability of displaced families to cope, leaving them in dire need of assistance. Humanitarian needs extend beyond the displaced, however, as every person in Ukraine has suffered the negative impacts of this war. Families who have been fortunate enough to remain in their own homes—or who have begun to return home—also face challenges meeting their basic needs such as food, essential living supplies, health care, etc. Inflation coupled with a deteriorating economy, have undermined the purchasing power of already vulnerable families, often forcing them to exhaust what savings they may have and turn to negative coping strategies to make ends meet. The war has also resulted in what the United Nations calls a “protection crisis,” that impacts almost all Ukrainians.⁹ Key risks include exposure to conflict-related violence and trauma, overcrowding in shelter settings, trafficking, gender-based violence, and sexual exploitation and abuse (SEA). The Ukraine Protection Cluster estimates that at least 2.5 million vulnerable IDPs, returnees, and non-displaced persons are at risk of GBV.¹⁰ A 2023 multi-sector needs assessment found that 66 percent of returning families, 62 percent of displaced families, and 33 percent of non-displaced families reported having protection needs.¹¹ This demonstrates the

need across the population, but particularly among displaced and returning families. Furthermore, public services—like the health system—are under tremendous strain, limiting the access families have to these critical services.

Odesa Oblast (province) in the southwest of Ukraine sits at the intersection of displacement and return. Odesa remained relatively calm after the initial invasion, but beginning in July 2023 to the present, the Oblast has seen a rise in attacks. Despite this, Odesa remains insulated from the worst of the conflict compared with the frontlines to the east. As such, families from those war-torn areas have fled to Odesa for relative safety. Early in the war, however, the rapid invasion drove many across the country to seek refuge abroad. Two years on, with no signs of the conflict relenting, some Ukrainian refugees have made the difficult decision to return home, despite the continued dangers. Odesa is among several Oblasts that have begun to see an increase in returns. In 2024, there are an estimated 1.1 million people in need of humanitarian assistance in Odesa; this represents over half of the population.¹² Among those in need, nearly 750,000 are native Odesans (non-displaced) with another 150,000 returning home to Odesa; the remaining 250,000 people in need are displaced from conflict-affected areas of Ukraine.¹³ Within Odesa, needs are prevalent across urban and rural areas. Rural areas remain underserved, but populations in city centers have been more acutely impacted by the deteriorating economy.

9 OCHA (2023). [Humanitarian Needs and Response Plan: Ukraine](#).

10 Protection Cluster Ukraine (2024). [UKRAINE Protection Analysis Update The Critical Need for Protection amongst Armed Conflict and Violence](#)

11 OCHA (2023). [Humanitarian Needs and Response Plan: Ukraine](#).

12 Ibid. OCHA (2023).

13 Ibid. OCHA (2023).



CHURCH WORLD SERVICE (CWS)

CWS STAFF AND PARTNERS VISIT HEALTHY CITY AT THE MULTI-FUNCTIONAL CENTER IN BALTI.

CWS is a faith-based organization transforming communities around the globe through just and sustainable responses to hunger, poverty, displacement and disaster. Our vision is a world where everyone has food, voice and a safe place to call home. In 2023, CWS programs operated in 31 countries. In Europe and the Middle East, CWS is creating safe spaces for refugees to have access to education, basic needs like food and hygiene products, protection, and information about their legal rights. Our programs are empowering families with the opportunity to stabilize after disaster whilst looking towards a future with access to new opportunities for themselves and their children. Importantly, CWS works alongside the communities we serve. We partner with local non-profits to respond to immediate needs whilst developing longer-term solutions that will help us move closer to our vision. This plays out in the following three ways:

- 1 -

We work to address the root factors that compel people to leave home.

Our goal is that people can choose to migrate rather than be forced to leave out of desperation.

- 2 -

We meet the needs of people once they are on the move.

We've joined allies from around the world to call on governments to protect migrants and refugees.

- 3 -

We amplify the voices of people on the move.

Their experiences are a guiding light in ensuring that our programs are effective.



MOLDOVA RESPONSE 2022-2024

Refugee Response in Moldova

March 2022- June 2024

CWS has been working with local organizations in Moldova for over 15 years focusing on sustainable livelihoods, renewable energy and addressing rural poverty. Following the full-scale invasion of Ukraine in 2022, CWS expanded programs to meet the emerging humanitarian needs of people on the move. Centered around commitments to localization and partnership, CWS worked closely with local organizations to ensure our

(MHPSS); livelihoods; medical support; legal assistance; and support to Roma communities. These programs have reached more than 32,000 refugees and host community members in the last year (March 2023 to March 2024), and more than 44,000 since the outset of the crisis in 2022. This increase in number of people reached from Year 1 to Year 2 is indicative that (1) the needs of the displaced in Moldova remain high as these are among the most vulnerable

CWS prioritized support to the most vulnerable and marginalized while investing in local partners' capacity and promoting social cohesion and integration.

responses were tailored to the context. From rapidly deploying assistance to those most in need in the first months of the crisis to investments in local infrastructure, CWS prioritized support to the most vulnerable and marginalized while investing in local partners' capacity and promoting social cohesion and integration. Together with partners, CWS has provided food, hygiene, winter, and children's supplies; education; mental health and psychosocial support

refugees who have been displaced from Ukraine, and (2) there are notable gaps in the response, especially as other INGOs close their programs in Moldova due to funding shortfalls. Therefore, CWS remains committed to continuing our impactful work with local partners in Moldova in 2024 and 2025.

Response Plan Overview

July 2024 – December 2025

Vision

The protracted, complex nature of this crisis means some families have been displaced for more than two years (both inside and outside Ukraine), others are facing new displacements as the security situation inside Ukraine remains volatile, and still others are making the difficult decision to return home despite continued risks. CWS' response must, therefore, be comprehensive and adept to respond to a diversity of emergency, humanitarian, and early recovery needs among those who have been affected by this crisis. Thus, our vision for the CWS UHRP 2024-2025 is as follows:



Moldova

In Moldova, the refugee crisis has moved out of the acute emergency phase and into protracted humanitarian or early recovery response. CWS will therefore begin shifting towards greater stabilization activities in the next 12-24 months, whilst adapting our emergency programs to focus on vulnerability—reaching those who have an acute need—and readiness should new displacements arise.



Ukraine

In Ukraine, CWS will launch operations in the Odesa Oblast where there is a great deal of need among displaced, host community, and returnee populations. Importantly, this area is also easily accessible from Moldova. In late 2023, CWS conducted an assessment and found needs for basic assistance (food and living supplies) alongside protection needs among vulnerable groups.

Partnership

Around the globe, CWS' partners are critical in helping us achieve our vision. We are deeply committed to working in partnership and coalition with like-minded organizations at the national and local levels. These organizations know their communities best, understand unique dynamics, and are ultimately critical to contextualize a humanitarian response that is tailored to the local conditions. This commitment to partnership ensures CWS is putting decision-making back in the hands of the people affected by crisis, promoting equity and localization at every step. Working together, our partners' local expertise coupled with CWS' global knowledge

and experience helps us to realize the most impactful programs for people in need. CWS' partner-centered approach is pivotal to support strong programming and the following principles:

Local Leadership

By partnering with local NGOs (LNGOs), CWS prioritizes local capacity and leader expertise, ensuring interventions are contextually relevant and culturally sensitive. This principle is especially critical during rapid-onset emergencies like the Ukraine crisis. It ensured that CWS could respond quickly and effectively

Partnership with Parity

CWS prioritizes parity, wherein the voices and contributions of the local community, especially our partners and the affected population, are equally valued. This commitment fosters trust, mutual respect, and shared decision-making.

Supporting Sustainability

CWS' approach also invests in our partners through capacity strengthening, helping these organizations continue to thrive and deliver lasting results. Embedded throughout our work—from design through implementation and close out—CWS takes intentional steps to help partners build skills, strengthen systems, and ultimately ensure CWS' impact extends far beyond the life of our programs, as local partners are left better equipped to deliver high quality programs to communities in need.

In our humanitarian response to the refugee crisis in Moldova, CWS has taken a partner-centered approach, providing tailored support to each partner based on their unique operational and program needs. In 2024-2025, CWS aims to strengthen our partner-centered model, wherein partners will work in concert with CWS to identify and validate the most pronounced needs and gaps among target communities. We will then work alongside our partners to ensure strong program design and implementation. This will ensure a more integrated approach to CWS' portfolio that is (1) aligned with broader humanitarian response strategies in country and within the region, and (2) intentional in implementing programs in our priority sectors (below) where we can have the greatest impact.

Priority Program Areas

Building on what we have heard from our partners, CWS has been working to define priority program areas that are also informed by the UNHCR Refugee Response Plan (RRP) for Moldova and the UNOCHA Humanitarian Response Plan (HRP) for Ukraine, ensuring our efforts are aligned with other humanitarian actors. Each of the identified sectors is critical to respond to the humanitarian needs of those fleeing war-torn areas in Ukraine, whilst positioning the displaced to access services, integrate, and ultimately stabilize in displacement. We anticipate the scale and scope of these interventions will evolve over time, as detailed on the following pages. The table below provides an overview of each sector and key activities per sector. CWS will

CWS was born in the wake of the devastation of World War II when seventeen Christian denominations came together "to do in partnership what none of us could hope to do as well alone."¹⁴

14 CWS (2024). CWS Program Compass: A Common Vision for FY24-26.

deliver basic needs assistance and protection services in both Moldova and Ukraine; health, education, and livelihoods sectors will be part of the response in Moldova only, as we shift towards stabilization and recovery.

Ukraine Humanitarian Response Strategy

Partner Centered Design



Basic Needs Assistance

Supplemental Food
Basic Non-food Items
Winterization
Intake and Referral to other CWS Programs and/or other service providers (serving as entry point to other assistance and protection)



Protection

General Case Management
Specialized Mental Health Services
PSS Services
GBV Prevention and Response
Legal Assistance



Health

General Practitioner
Specialists Care
Medication and Medical Devices
Mobile Medical Unit
Public Health (TB, HIV)



Education

Remote Learning Support & Tutoring in Safe Spaces
Afterschool Activities
Summer Activities
Caregiver Engagement
School Enrollment Resources & Support



Livelihoods

Soft Skills / Job Readiness Training
Vocational Training
Language Training
Employer Outreach
Job Placement
Childcare Support



Social Cohesion & Integration

Support to Roma incl. Cultural Mediators, inclusion of host and refugee communities in services, enrollment in public services, investment in community infrastructure with renewable energy technologies.



PROGRAM DESCRIPTION: MOLDOVA

The continued conflict in Ukraine will prevent most refugees in Moldova from returning home in the near-term. This marks a pivotal time wherein Ukrainian refugees are increasingly looking beyond their emergency needs towards stabilization support. In 2024, CWS will build on our comprehensive support package to date, focusing especially on medium- to longer-term program interventions. This increased emphasis on multi-sectoral recovery efforts align with the expressed needs of Ukrainian refugees and with the UNHCR RRP. However, there have been troubling developments along the frontlines signaling that further displacements in Ukraine are indeed possible, likely driving more refugees into Moldova throughout the year ahead. CWS will, therefore, maintain our readiness to respond to emergencies and the basic needs of new arrivals.



Basic Needs Assistance

MOLDOVA

Basic Needs Assistance focuses on providing essential humanitarian aid such as food and non-food items to people affected by crises, ensuring their immediate survival and dignity.

2024 Projects

Supporting Basic Needs

CWS will continue to partner with Diaconia to provide families with winter clothing, blankets, firewood, and vouchers for hygiene and food items. The vouchers will help ease the financial burden on families during winter, when there are increased utility and heating costs. Food/NFI vouchers will continue as a major

component of the work of the multi-functional center in Balti. Smaller-scale and more targeted basic needs assistance will also be provided through the Diamond Day Center and Roma-led partners in their communities.

Supporting Social Cohesion, the Humanitarian/Development Nexus and Housing for Refugees: Sustainable Infrastructure Upgrades to Refugee Accommodation Centers and other facilities used for the benefit of refugees

CWS with partner Ormax will continue to upgrade community facilities benefitting Ukrainian refugees with renewable energy technologies (e.g., solar panels and heat pumps) to address the immediate needs of the refugee response while addressing the long-term needs of local communities.

Looking Ahead: 2025 and Beyond

At the outset of the crisis, CWS provided basic needs assistance to Ukrainian refugees using a ‘blanket’ approach wherein assistance was provided to any refugee. This blanket approach is especially appropriate in rapid onset emergencies to ensure inclusion and provide immediate relief. As the context continues to evolve, CWS will increasingly rely on selection criteria to ensure assistance is reaching the most acutely vulnerable people and households. Specific selection criteria will be adapted to each program based on the stated objectives of the assistance, the groups targeted, geographic considerations, etc. Key cross-cutting criteria will include the following: (1) pensioners, i.e., older adults aged 65+; (2) families with three or more dependents; (3) newly arriving refugees; (4) people living with a disability; (5) displaced people who have been unable to access assistance; and (6) Roma, an ethnic minority group that remains marginalized in both Ukraine and Moldova and experiences more pronounced vulnerability especially in displacement.

Market-based assistance modalities utilize local markets as a delivery mechanism, wherein participants receive a voucher or cash from a CWS program that they can use in local markets to buy food or other basic necessities. Market-based assistance offers three critically important benefits: (1) it empowers participants (recipients of assistance) with greater choice to select the specific items they need and to shop at markets that are more easily accessible to them; (2) it helps to support local markets, stimulate local economies and even reinforce labor needs by injecting cash (including vouchers) into the vendor’s business; and (3) it can create greater efficiency, speed, and cost effectiveness by reducing the logistical complexities of procuring, storing, transporting, and delivering in-kind support. CWS will continue to coordinate closely with other actors, especially in the event of service gaps, maintaining readiness to respond to acute emergencies, new displacements, and/or to scale our response, as needed.



Protection

MOLDOVA

Protection aims to ensure the rights, safety, and well-being of vulnerable groups—e.g., refugees, children, survivors of gender-based violence (GBV), survivors of trafficking—through appropriate services like mental health/psychosocial support, legal assistance, etc.

2024 Projects

Anastasis Educational Center, Education Access and Psychosocial Support

With partner Diaconia, CWS will complement education activities (see more below) with recreational and psychosocial support activities for children and youth. Women also participate in psychosocial activities at the center and can be connected to psychological support in addition to other services provided by the partner which are outside the scope of CWS's project (including additional MHPSS activities and vocational trainings).

After-School Support with the Diamond Day Center

CWS with Diamond Day Center will continue to offer children afterschool activities including recreation and psychosocial support, and recreational activities in the summer. Among other benefits, activities at this center serve to integrate Ukrainian children and their parents into the local community, building friendships among both children and parents. These community bonds serve families in ways that go beyond what happens at the center

Support for Survivors of Gender-Based and Other Forms of Violence

CWS will partner with the Moldovan organization Memoria, a rehabilitation center for survivors of torture and gender-based violence. The project will continue to offer complementary psychological support, medical assistance, and rehabilitation services to Ukrainian refugees and vulnerable Moldovans.

Partnering with Roma-led Organizations to Promote Inclusion of Roma Refugees from Ukraine

CWS will work with two Roma-led partners to provide legal assistance and other supports to access services. These protection activities complement basic needs assistance and livelihood support. These comprehensive services will enable participants to integrate and access legal protections.

Looking Ahead: 2025 and Beyond

CWS and partners anticipate the continued need for protection support in the foreseeable future. In 2024 and 2025, CWS will work to further define and deliver services through a general protection **case management** modality. Case management is a holistic modality for service provision that seeks to address the overall well-being of the participant. It is a process by which a participant and their case manager work together to identify their priority needs, strengths, and then to develop a strengths-based action plan to address each of those needs. This action plan may include enrollment within other CWS programs; however, importantly, not all needs will be addressed internally. Effective case management depends upon a strong referral mechanism to external resources that ensures participants can access appropriate services within existing social safety net programs, including government run services when applicable. CWS and partners will ensure that case managers are trained to use Inter-agency Referral Pathways when encountering gender-based violence, child protection, and general protection concerns. Importantly, case management is (1) proactive in identifying referral needs, (2) active in helping participants make the initial linkage to a service, and (3) includes regular follow up to ensure the participant is receiving services and to address any continued gaps or barriers in access.



Health interventions help to address the medical needs of conflict-affected populations by providing or connecting participants to appropriate healthcare services, medicines, etc

2024 Projects

Multifunctional Center for Protection (Balti) with Healthy City, Hope of the Earth, and The Union for Equity and Health

CWS partners employ a variety of medical and psychological specialists that can provide psychosocial activities, individual psychological sessions and medical consultations and referrals. Medical support includes specialized treatments for tuberculosis and has expanded to include coverage for sexual and reproductive health. It also includes marginalized groups who experience discrimination in the Moldovan healthcare system, such as individuals with HIV and AIDS and Roma people. While each organization has its specialties, they work together to address needs and refer refugees to the appropriate service provided by the project's three partners or other service providers in Balti.

Support for Survivors of Gender-Based and Other Forms of Violence

Complementing the protection work described above, CWS will partner with Memoria to provide medical assistance and rehabilitation services to Ukrainian refugees and vulnerable Moldovans including GBV survivors.

Looking Ahead: 2025 and Beyond

The Moldovan government's renewal of Temporary Protection (TP) in Spring 2024 has adjusted and, in some cases, expanded the codified refugee rights to health services within the existing Moldovan social safety net systems. It is incumbent on humanitarian actors to avoid duplicating and/or creating parallel systems of support. Thus, there is an opportunity for CWS to position its response to advocate for and link participants to existing resources and services, especially those provided by the national system under TP, ensuring their rights are being respected and realized.



Education programs seek to ensure that children and youth affected by emergencies have access to safe and quality learning environments—including in formal and non-formal settings—enabling them to continue their education and build a brighter future.

2024 Projects

Anastasis Educational Center, Education Access and Psychosocial Support

With partner Diaconia, CWS will continue to provide a supportive learning environment where children can continue their education, remotely participating in their Ukrainian classes. The project will also offer complementary recreational and psychosocial support activities at this center. Women also participate in psychosocial activities at the center and can be connected to psychological support.

After-School Support with the Diamond Day Center

CWS with Diamond Day Center will continue to offer children afterschool activities including recreation, education (including homework help and tutoring), and psychosocial support. The Diamond Center is located in Telenesti, a more remote area in northern Moldova that is chronically underserved. This partnership ensures our support continues to reach vulnerable communities.

Looking Ahead: 2025 and Beyond

More than two-years since the outset of the war, children and youth from Ukraine have experienced almost unparalleled disruption to their education leaving many either out-of-school or struggling to learn remotely. This conflict comes on the heels of the COVID-19 pandemic which had already left many students learning virtually for a year or more. CWS will continue to look for opportunities to grow into this sector with partners engaged in education and MHPSS activities with children. We envision the next phase of the response should include an exploration into the following:

- **The Anastasis Center as a Model** – The Anastasis Center offers comprehensive support to its students including a remote learning environment supervised by adults, the opportunity to engage with their peers, after-school programming, tutoring, and importantly activities that engage local Moldovan children. Diaconia now runs two other similar centers (one in Chisinau and one in the southern city of Cahul) and there may be further opportunities to replicate and/or scale, contingent on costs and presence or absence of state support.
- **Integration into Moldovan public schools** – CWS partners are providing school enrollment support upon request or where it is identified as the best option for the student. We have found this option is most appropriate for younger students for whom the integration into the local school system is more seamless both from an administrative and language learning perspective. CWS and partners can explore ways to formalize this process which might borrow from some of the approaches described above with regards to case management (e.g., creating a process to determine the best option for a student followed by specific steps and support from CWS-funded programs to facilitate the school enrollment process).



Livelihoods focuses on restoring and/or improving the economic well-being of crisis-affected communities through skills training, income-generating activities, and access to employment.

2024 Projects

Multifunctional Center for Protection (Balti)

Livelihoods activities present another component of CWS and partners' comprehensive approach to addressing needs. In the past, Healthy City coordinated Romanian language courses to help refugees better integrate into Moldovan society and support language acquisition required for employment in Moldova. New partnerships between government, international organizations, and Moldovan universities are now largely covering this need. Healthy City continues to provide refugees and vulnerable Moldovans with scholarships for vocational training in beauty, clothing construction and tailoring, and IT industries that prepare them for the job market.

Partnering with Roma-led Organization to Promote Inclusion of Roma Refugees from Ukraine and Moldovan Roma

CWS will work with Roma-led partner Roma National Center to implement a new activity to respond to the evolving livelihoods needs of Roma. CWS will seek to improve access to the labor market and integration into Moldovan society through job readiness and vocational skills trainings, living stipends to ease the burden on those attending vocational trainings, GBV risk mitigation activities to reduce risk and promote gender equality, and matching with potential employers. This will all be done in coordination with the Moldovan government's National Employment Agency.

Looking Ahead: 2025 and Beyond

As Ukrainian refugees and vulnerable Moldovans begin to look towards more sustainable means to support themselves and their families, calls for livelihoods assistance have grown. There are important considerations that guide CWS' design, which include the following: (1) TP allows Ukrainian refugees to legally work in Moldova; but (2) TP does not afford Ukrainian refugees the right to open a business; and (3) many families who fled from Ukraine to Moldova are among the most vulnerable including single-headed, and households headed by older persons. Thus, CWS and partners can **expand livelihoods programming** to help participants build employability skills through tested soft skill, job readiness, and/or vocational training activities, sharing this learning among other CWS partners. To ensure a comprehensive approach, CWS and partners will also continue to explore and expand other supports to **address key barriers** to workforce entry, e.g., language, childcare.



PROGRAM DESCRIPTION: UKRAINE

CULTURE OF DEMOCRACY, IN ODESA

As the crisis enters year three, the war in Ukraine rages on. CWS anticipates continued displacements of Ukrainians away from the frontlines towards areas in western Ukraine which are more insulated from combat, including the Odesa Oblast (province). In 2024, CWS will leverage our extensive experience working with Ukrainian refugees in Moldova to respond to the needs of internally displaced and other conflict-affected communities in Ukraine. In November 2023, CWS led a scoping mission to Ukraine to identify community needs, gaps in the humanitarian response, and local organizations with whom CWS could partner. Based on our assessment, CWS identified sectoral priorities in food, basic living supplies, and protection. CWS selected the below projects which respond to the acute needs of conflict-affected Ukrainians and identified partners with demonstrated capability to deliver services. CWS will ensure our programs and partnerships in Ukraine are building on and leveraging lessons learned from Moldova, thus also employing the strategies and approaches outlined under the sectoral descriptions above to our Ukraine response.



Proposed Projects

Turbotlivi sertsya (Caring Hearts)

CWS will partner with local organization Culture of Democracy to purchase and distribute food and hygiene items and provide psychosocial support and medical assistance. The project will focus on remote villages of the Odesa Oblast, which remain remarkably underserved in the humanitarian response. The residents of these villages are often older people and are more acutely vulnerable to the impacts of war as they face increased levels of poverty, but also struggle to access social services. In total, the project aims to reach 4,500 Ukrainians with support.

Support for Women and Children in Wartime Conditions in Ukraine

CWS will partner with local organization Positive Women Odesa to provide critical services for acutely vulnerable women and children in Odesa City. CWS anticipates that key services will include psychosocial support, and legal assistance along with basic needs assistance (i.e., food and other essential supplies), and support for purchasing medications. This project will focus on women living with HIV, older women, women in the LGBTQ+ community, etc., aiming to reach 180 women and 50 children with project support.

Winterization

The UN estimates that more than 1.8 million people across Ukraine will be in acute need of winterization support, with Odesa identified as one of the areas most in need.¹⁵ Russian attacks on Ukrainian infrastructure have caused major reductions in Ukraine's ability to produce electricity. It is likely that, by winter, there will only be 6-7 hours per day of electricity.¹⁶ Combined with damage to personal dwellings and reductions in income, this creates serious hardship. CWS is currently in the process of developing possibilities for this work.

15 [Ukraine Winter Response Plan, October 2024 - March 2025, Issued July 2024 | OCHA \(unocha.org\)](#)

16 <https://kyivindependent.com/ukraines-energy-supplier-ukrainians-may-have-electricity-for-6-7-hours-per-day-in-winter/>

CROSS-CUTTING PRIORITIES

Social Cohesion and Integration

Across all of our programs, CWS aims to foster social cohesion and integration of Ukrainian refugees within Moldovan host communities, and of Ukrainian internally displaced persons (IDPs) among host communities in Ukraine. For example, within CWS-supported education centers, after-school and psychosocial activities invite Moldovan students to participate alongside refugees. These activities are designed to build connections among the children. Another key example is CWS' work to "green the response," i.e., integrating long-term infrastructure improvements with renewable energy and low emission technologies into our humanitarian relief efforts to bolster long-term resilience, and realize a lasting benefit for Ukrainian refugees and Moldovans, alike. Amid an ongoing energy crisis, many Moldovans and refugees struggle to afford fuel and electricity, especially in the winter months. CWS has been working with a long-time local partner to install solar panels on refugee accommodation centers. As the crisis evolves, and one day ends, these centers will return to use as community facilities, ensuring a benefit that out-lives the project. As the crisis continues into a third year, CWS will continue to center all of our programs around the needs of both displaced Ukrainians—in Ukraine and in Moldova—and vulnerable host communities, ensuring our programs are reaching the most vulnerable with critical, life-changing support.

Gender Equality and Social Inclusion of Marginalized Groups:

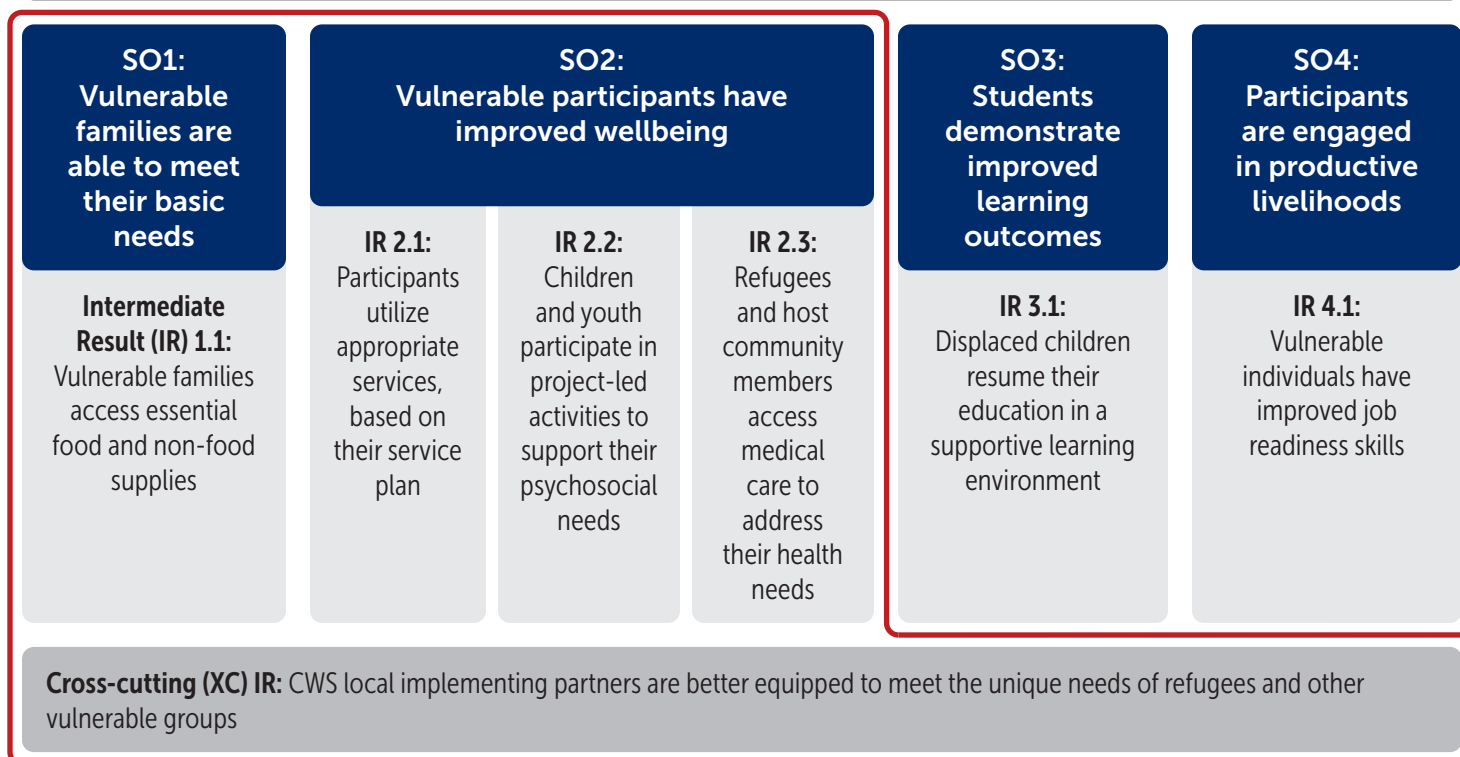
Gender Equality and Social Inclusion (GESI) considers power relations and inequalities experienced by individuals because of their social identities, including gender, location, disability status, wealth, education, age, ethnicity, race, and sexuality. When designing any program or response we want to ensure we have a strong analysis of how different target groups may experience a crisis differently and have a unique set of needs as a result. CWS ensures program accessibility and responsiveness to the unique needs of the target populations, with special attention to acutely vulnerable and marginalized persons. In this context, this may include ethnic minorities (especially from the Roma community), single-headed households with dependents, those with disabilities, older persons, children, and youth.

MANAGEMENT

Monitoring and Evaluation

CWS will measure results, outcomes, and impacts of our programs in Moldova and Ukraine using a cross-cutting **Results Framework** (RF), along with an illustrative suite of performance indicators which can accompany key portions of the RF. The RF below includes four Strategic Objectives (SO) with the Protection and Health sector activities reflected under SO2. Note, the response in Ukraine is reflected under SO1 (Basic Needs Assistance) and SO2 (Protection and Health) **outlined in red.** The entire RF is reflective of CWS' work in Moldova, including a possible expansion of activities into SO3 (Education) and SO4 (Livelihoods). To help us measure results and impact, CWS will develop **performance indicators**. These will include **output indicators** to measure the extent that a project has achieved activities detailed in the proposal and **outcome indicators** to measure the extent to which desired changes in conditions for participants have been achieved.

GOAL: Conflict-affected Ukrainians and vulnerable host community members have stabilized, building resilience to future shocks and stressors



Accountability to Affected Populations

CWS is accountable to a variety of stakeholders, including the people we serve. We have developed a comprehensive organizational guideline (policy) on Accountability to Affected Populations (AAP). Our guidelines closely align with the Inter-Agency

Standing Committee and adhere to all guidelines for humanitarian assistance mandated by the International Committee of the Red Cross. These industry standards outline expectations that international humanitarian actors reposition power back in the hands of communities affected by crisis. CWS highlights the following key principles in relation to our Ukraine response:

- **Participation** – CWS aims to ensure targeted communities are part of design and decision-making related to CWS programs and priorities. Our project partners are an important voice for the community, with many of these organizations led by or employing many people from the target populations. Given CWS’ partner-led and partner-driven approaches (see more above), the communities we serve are at the center of our decision-making processes.
- **Transparency** – CWS commits to strong communication with participants and target communities as a critical means to ensure our programs continue to reach those most in need of service, and to help mitigate tensions and abuse. By communicating clearly, effectively, and in a timely manner, we can ensure communities know about services available to them and their rights (to prevent fraud or abuse). CWS aims to use a diversity of messaging methods to promote accessibility and reach vulnerable groups (e.g., social media, focus groups, surveys, Viber, signage in centers, etc.).
- **Feedback** – Feedback, including complaints, is an important way for humanitarian organizations to hear from communities directly. This helps us validate what is working and identify what needs to be improved. It is also an important pathway in case of sensitive cases or reports of abuse. From project ideation and proposal design to implementation and monitoring, CWS is helping our partners to strengthen their own feedback mechanisms.

Safeguarding

Safeguarding is the duty of organizations, particularly those in the humanitarian, development and social sector, to ensure their staff, partners, vendors, other representatives, operations (and programs) do not cause any harm to anyone, especially to children and vulnerable adults, by putting preventative measures in place. CWS ensures preventative and mitigating measures are imbedded within our programs, helping to protect participants and communities from deliberate or unintentional harm. As an example, CWS has worked with our partners to put in place a Principles of Conduct, translated in Romanian, Ukrainian and Russian. This document is informed by CWS’ PSEA, Child Safeguarding, and Code of Conduct policies which set clear expectations and accountability for staff. The Principles of Conduct outlines feedback and complaint channels and includes contact information for project staff including that of the CWS Humanitarian Team Leader and Protection Staff, UNHCR or OCHA, and the CWS’ HQ mechanism, which is available as a link in all working languages. Prior to starting new projects and at least once a year, CWS’ protection staff provides a mandatory interactive session for all project staff to discuss and ensure understanding of the Principles of Conduct. In the proposal development stage and through site monitoring visits during the project, CWS assesses and works with local partners to strengthen their complaint and feedback mechanisms including the availability and accessibility of channels and procedures for responding to concerns.

PARTNERS

Moldova

Diaconia Social Mission:

Diaconia Social Mission is a prominent non-profit organization in Moldova that provides a wide range of social services to vulnerable groups, including children, the elderly, and refugees. Diaconia has been instrumental in delivering a multi-sectoral response following the outbreak of the war, ensuring vulnerable Ukrainian refugees have access to critical services.

Diamond Day Center:

The Diamond Day Center, located in Telenesti (northern Moldova), is focused on providing support and resources for vulnerable children and youth. It offers various services, including homework assistance, psychosocial activities like arts, crafts, and games, and meals, all facilitated by a dedicated team of staff and volunteers. The center aims to create a safe and nurturing environment for both local Moldovan children and Ukrainian refugees.

Healthy City (Zdorovii Gorod):

Healthy City provides various community development and humanitarian services, particularly in response to the Ukrainian refugee crisis. In the first days of the refugee crisis, they facilitated transport for new arrivals from the border. Based on community needs, they shifted to providing food and basic supplies, along with other critical services including PSS and legal assistance.

Hope of the Earth (Speranta Terrei):

Hope of the Earth is a community organization in Balti (northern Moldova). The organization raises awareness around infectious disease, namely tuberculosis. Hope for the Earth also provides treatment support to tuberculosis patients, and promotes their rights within local systems, advocating for greater patient support.

Ormax:

Ormax aims to promote sustainable development in Moldova. CWS has worked with Ormax on an innovative solar panel program which aims to promote more sustainable investments that will benefit the community for years to come.

Memoria:

Memoria is a rehabilitation center for victims of torture, and gender-based violence. Since the outset of the war in Ukraine, Memoria has expanded their scope of work to provide psychological and medical support, and rehabilitation services to Ukrainian refugees.

Roma National Center:

Roma National Center is dedicated to advocating for the rights and integration of the Roma community in Moldova. They work on projects that promote socio-economic development for Roma people and provide a wide range of social services and advocate for social protection.

Romni:

Romni focuses on empowering Roma in Moldova through education, economic opportunities, and advocacy. CWS has partnered with Romni since September 2022 to develop a team of mediators to support vulnerable Roma (including Roma refugees from Ukraine) across Moldova, including Transnistria. Romni provides critical resources and support to help Roma realize social and economic inclusion.

The Union for Equity and Health (Uniunea pentru Echitate si Sanatate):

This organization provides psychological, social, and medical assistance to people in Moldova who are either HIV-positive or at high risk for HIV, including individuals engaged in the sale and exchange of sex, individuals with substance use disorders, and LGBTQ individuals, particularly focusing on HIV prevention and combating gender-based violence. They offer support groups, educational resources, and health services to promote safety and well-being among these program participants .

Ukraine

Culture of Democracy:

Culture of Democracy aims to engage the public in development and protection of rights and freedoms. Since 2022, the Culture of Democracy has provided assistance to conflict-affected people in the Odesa, Mykolaiv and Kherson provinces.

Positive Women Odesa:

Positive Women supports the women's movement in Ukraine and aims to create the conditions for self-realization and improvement of life of women and their families. Key activities include efforts on the prevention of infectious and non-infectious diseases (HIV infection, tuberculosis, hepatitis), skills building, countering violence among women and girls, and other protection activities.

BLANKETS, WINTER CLOTHING AND VOUCHERS FOR FOOD
AND HYGIENE ITEMS WERE DISTRIBUTED IN MOLDOVA
THROUGH PARTNER, DIACONIA

