

KEY NUMBERS*

2025: People in need

12.7M

Of them:

Children **12%**

Older people **30%**

With disability **14%**

UN planned reach in 2025: **6.5M**

16.3M

(1 out of 2) people chronically
affected by the war

Of them:

12.6M (1 out of 3) non-displaced
people chronically affected by the war

3.6M people internally displaced

6.8M refugees from Ukraine,

92% of them in Europe

Verified civilian casualties

(2022 - Jan 2024) **39,000**

**Data Sources: UNHCR [Operational Data Portal](#), November 2024; [Ukraine Humanitarian Needs and Response Plan 2025](#) (UN OCHA); HRMMU [Protection of Civilians in Armed Conflict](#), October 2024.*

PROGRAMME LOCATION: Ukraine

DATES COVERED: 1.01.24-31.12.24

SITREP NUMBER: 60

SUBMITTED BY: Caritas Ukraine and Caritas-Spes Ukraine

SITUATION OVERVIEW

As we approach the start of the fourth year into the full-scale war on Ukraine by the Russian Federation, the largest war in Europe since World War II, the aerial attacks throughout the country and the attacks along the front line continue to escalate and the humanitarian crisis remains dire. According to the Ukraine Humanitarian Needs and Response Plan (UN OCHA), 12.7 million Ukrainians will still be in need of humanitarian assistance in 2025.

The scale and severity of the crisis continues to require long-term external support to prevent humanitarian catastrophe in Europe and help Ukraine to survive and recover. Facing a decrease of humanitarian assistance clearly stated by the international humanitarian actors in Ukraine and the announcement by the US authorities in January 2025 of the 90-day partial suspension of assistance to international programs, Ukraine will continue to implement all possible solutions to tackle the crisis, but it might not be equipped to do it without the continuity of the international support for urgent response and stabilization.

Overview of the current situation, excerpts from the new Ukraine Humanitarian Needs and Response Plan 2025 (UN OCHA):

Hostilities intensified significantly, with the length of the front line in Ukraine expanding since August 2023, notably in northern Kharkivska Oblast, and violence increasing in Sumska and Chernihivska oblasts. The most significant incidents affecting civilians and leading to mass evacuations occurred in Kharkivska, Donetsk and Sumska oblasts between May and November 2024. Between August and September, authorities in Donetsk Oblast evacuated families with children from over 40 towns and villages. As a result, the population of the front-line town of Pokrovsk in Donetsk Oblast decreased significantly to around 11,500 (ed.: around 7,000 in January 2025) from 50,000.

Inside Ukraine, an estimated 3.6 million people remain internally displaced as of October 2024. Of these, 79,000 of the most vulnerable are housed in nearly 1,800 collective sites across 23 oblasts and the city of Kyiv, constituting around 2 per cent of the displaced population. A striking 82 per cent of internally displaced people (IDPs) have been displaced for more than a year, having fled their homes during the first year of the full-scale war with no viable prospects for return in the foreseeable future. With expanded government-led evacuation mandates, more people continue to be evacuated and displaced from and within the east and north. Among the most vulnerable are also an estimated 12.6 million people who were not displaced from their homes but who have been directly affected by the war.

Beyond the physical destruction, the prolonged war has exposed millions to trauma and psychological distress due to constant uncertainty, fear of attacks, grave protection risks and aggravated mental health among all age groups, with some 63 per cent of households reporting at least one form of mental health challenge. Children are particularly vulnerable, with an estimated 1.5 million children at risk of posttraumatic stress disorder (PTSD), depression and other mental health issues. Internally displaced people report mental health challenges more frequently than those who have remained in their communities.

The destruction of critical infrastructure in Ukraine has been catastrophic since the escalation of the war. Civilian infrastructure, such as power grids, water supply networks and transportation infrastructure, have been targeted, severely disrupting people's access to basic services and deepening the needs of the most vulnerable.

Hospitals and schools have not been spared from attacks. About 3,600 educational institutions, including nearly 2,000 schools, have suffered damage with some 371 educational facilities totally destroyed since the escalation of the war. It is estimated that the direct cost of destruction from the war could be up to US\$152 billion. The housing sector is the most severely impacted, accounting for nearly \$56 billion, or 37 per cent of the total damage, followed by transport (about \$34 billion, or 22 per cent), commerce and industry (nearly \$16 billion, or 10 per cent), energy (some \$11 billion, or 7 per cent) and agriculture (\$10 billion, or 7 per cent).

Since the escalation of the war, the number of people living in poverty has increased by at least 1.8 million – with up to over 9 million people living in poverty as coping mechanisms have been depleted and expenditures on health, education and other critical basic services are compromised. Nearly 60 per cent of assessed households identified livelihood needs as their highest priority, especially in front-line areas and along the border with Russia. The war has disrupted employment, particularly for displaced people and those in war-affected oblasts.

National and international civil society organisations involved in humanitarian response and socio-economic recovery in Ukraine are focusing the attention of decision makers and the international donor community on the following issues:

- Enhancement of early recovery programs for displaced and war-affected individuals to promote self-reliance instead of returning to emergency conditions.
- Ensuring seamless funding by balancing urgent, medium, and long-term needs, to achieve triple nexus objectives, and to enable humanitarian actors to link to existing social protection initiatives.
- Increase development funding to local organisations and authorities to take over the humanitarian caseload in stabilised areas in the centre and west of Ukraine.
- Enable direct availability of flexible, long-term funding to local actors through networks, consortiums and local regranting initiatives.
- Increased donor coordination to facilitate the creation of reasonable due diligence requirements and cross-vetting ecosystem to make funding and resources more accessible to local actors.

OPERATIONAL CONTEXT

Caritas Ukraine and Caritas-Spes Ukraine continued providing services and implementing activities in 2024 as planned in their respective projects and programs, integrating humanitarian response and recovery initiatives to ensure better resilience for war-affected people and communities of Ukraine.

2024 saw an upsurge of new waves of evacuation and displacement from eastern parts of Ukraine as the consequence of the Russian troops' offensives in the east and intensified shelling in northern regions of Ukraine bordering Russia, and the southern Kherson region.

The situation in the energy sector is still critical but the worst winter scenarios have not been realised.

CARITAS RESPONSE. CARITAS-SPES UKRAINE



Today, the organization has **54 aid centers** (including 7 diocesan centers and the National Office in Kyiv, which coordinates national humanitarian programs), covering 23 regions and more than **15,000 settlements**, including frontline zones. CSU's activities are supported by more than 100 partners.

98,808

unique beneficiaries in 2024

1,2 MLN

beneficiaries reached since February 2022

Thanks to the support of our partners, since the beginning of 2024, **111,265** people have been reached through humanitarian projects implemented by the National Office of the CSU. We also received **289 tons** of humanitarian aid.

ACHIEVEMENTS

Note: All numbers below are from the beginning of 2024 and do not include previous months or years.

Despite challenges, 2024 was a year of unity and impactful action. Caritas-Spes Ukraine, alongside partners and volunteers, provided crucial support to those in need through:



HOUSING AND SHELTERS

From the beginning of 2024 Caritas-Spes has delivered **19,329** accommodation services to ensure safe shelter (short and long term) to **227** beneficiaries.

50 people evacuated from dangerous areas

706 households (**1,891** people) received minor and medium repairs to their homes.

4,044 people received blankets, warm bedding, oven-stoves, heaters and other goods needed to prepare for the winter.

1,629 people received warm shoes and thermal underwear

4,891 people received cash to pay for utilities or purchase solid fuel

114 people received winter energy needs (firewood, charging stations, generators, solar panels)

44 tons of humanitarian aid in industrial essential goods (food products, hygiene kits) was provided to people.

38 tons of humanitarian aid in clothing and footwear was provided to people.

Our priority is enabling people to return to safe, dignified living conditions. We focus on areas where other organizations are not present, particularly near the frontline.



FOOD AND NFIs

From the beginning of 2024, we have achieved the following:

309 unique beneficiaries who received hot meals (14,435 servings in total).

6,346 people received food kits.

17,600 people received vouchers for food kits.

Front-line Areas Assistance:

Of the total beneficiaries, **8,471** people in front-line areas received assistance:

- Kharkiv: **2,350** people;
- Kremenchuk: **1,364** people;

- Zaporizhzhya: **2,308** people;
- Dnipro: **2,449** people.

Additional Support:

3,856 people received sectoral cash to contributing to household food security.

139 people were supported with:

- restoration of livelihood assets;
- assistance in establishing small business;
- skills -building to improve employability.

156 tons of humanitarian food aid was distributed to beneficiaries.



HUMANITARIAN SUPPLIES AND LOGISITICS

From the beginning of 2024:

97 vehicles of humanitarian aid received.

289 tons of humanitarian aid received.

We operated in multiple frontline and remote villages, delivering essential supplies. Key locations included Chuguev, Salensi, Petrivske, and Zavorodne. Our logistics efforts ensured that aid reached those in hard-to-access areas.



PROTECTION

Since the beginning of 2024:

2,763 people received psychosocial services (PSS), protection, and consultation.

325 caregivers received psychosocial support services

18,267 people received consultations and information through the hotline.

3,288 children used Child Friendly Spaces (CFS).

1,887 people received recreation services (children's camps; trips abroad)

90 volunteer leaders trained in volunteer management

665 people received case management services (financial assistance to cover basic needs, clothing, food packages, and referrals to other organizations (administrative and law services)).

Our “Protection and Psychosocial Support Service” provides comprehensive assistance to those in crisis situations. We support vulnerable groups by offering psychological aid, case management, and financial assistance. Special attention is given to the mental health of children and adults, helping them cope with stress and traumatic experiences.



HYGIENE

From the beginning of 2024:

2,274 people received hygiene kits (*front-line areas*)

863 people received special hygiene kits (for people with disabilities)

17,600 people received vouchers for hygiene kits.

Support in Front-Line Areas:

Out of the total, **7,661** people in front-line areas received assistance:

- Kharkiv: **2,350** people;
- Kremenchuk: **1,336** people;
- Zaporizhzhya: **1,524** people;
- Dnipro: **2,451** people.

Additional Support Measures:

192 people used social laundry services.

44 tons of humanitarian aid in hygiene products were provided.

We supported displaced and affected populations with hygiene kits and sanitary essentials, ensuring access to basic health and hygiene resources in crisis conditions.



HEALTH CARE

From the beginning of 2024:

3,167 people received medical consultations and primary medical care

789 people received rehabilitation services

53 people received vouchers for medicines.

95 people received training sessions to enhance the skills of professionals working with children with disabilities and their families.

7 tons of humanitarian aid in the form of medical equipment and medical materials was received.

- **Children's Rehabilitation:** **2,000** beneficiaries received psychological and physical rehabilitation. We organized **7** family rehabilitation tours for children with disabilities in Zhytomyr.
- **Ohmatdyt Hospital Support:** Launched after a rocket attack, this project provides recovery assistance for **200** children and their guardians, including a retreat in the Carpathians.



MULTIPURPOSE CASH ASSISTANCE

Our Key Achievements in 2024:

- **Total Beneficiaries:** **17,851** people received multi-purpose cash assistance.

- **Front-Line Areas:** **8,986** people in front-line regions, including Kharkiv and Kherson, received assistance.

To address essential needs in difficult circumstances, we implemented several key initiatives:

- **Winter Assistance:** we distributed cash grants for firewood and utility bills, ensuring warm homes for those near the frontline.
- **Agricultural Support:** Grants helped individuals buy crops, livestock, and feed, aiding self-sufficiency and economic recovery.
- **Christmas and Winter Aid:** **1600** children received winter clothing and **3540** children received Christmas gifts.

PRIORITIES

Priorities for the upcoming two months include:

- Fully launch the reconstruction project in the Kharkiv region, funded by the Norwegian government through Caritas Norway, and the project with UNICEF, “Better Care Reform.”
- Sign an agreement with Caritas Germany to support veterans.
- Sign an extension of the rehabilitation project for people with disabilities with Caritas Italy, Caritas Spain, and Caritas France.
- Expand the psychological support program for families funded by the Ministry of Foreign Affairs of Poland.
- Complete the EA11 project and prepare a proposal for its extension.
- Finalize the registration of beneficiaries for livelihood programs (funded by CRS and CACH).
- Conduct an “impact assessment” of the projects with Caritas Norway and CRS.
- Organize an initiative to support children with phenylketonuria (a rare genetic disorder).

CARITAS RESPONSE. CARITAS UKRAINE KAPITAC UKPAÏNI CARITAS UKRAINE

In response to the crisis caused by Russia's full-scale invasion in 2022, Caritas Ukraine launched a powerful humanitarian response, leveraging 8 years of experience in humanitarian aid in the east, during the first stage of the war (2014-2022) with the nationwide network of Caritas and parish hubs and scaled up its work in all areas of critical assistance. Three years later, by the end of 2024, the Caritas Ukraine network continues its humanitarian work and provides protection and livelihood services through:

- **47 active Caritas local organisations** covering all regions of Ukraine except for occupied territories;
- Up to **300 parish hubs** who implement Caritas project activities, with a capacity to scale up to **1,000 parish hubs** if needed;
- **2,620 employees** including the national office of Caritas Ukraine;

- **2,388 currently** active volunteers, and over **10,000** registered volunteers since 2022.

The solidarity of partners, primarily member organizations of the Caritas Confederation, and local Caritas organizations allowed the Caritas Ukraine network to continue to provide vital assistance through humanitarian, early recovery and development activities, adjusting its programming to meet specific needs in each local community. Developing its expertise in thirteen program areas, Caritas Ukraine continues to be one of the largest networks of charitable organizations in Ukraine. Coordinating nationally, but working locally, we are able to advocate for important changes on the national level and also to provide assistance locally in a way that deeply reflects the Caritas identity – based in communities, with the human person at the center. As in previous years Caritas Ukraine spans the entire country reaching both densely populated cities and rural communities where the most vulnerable have settled and where there is limited access to social services and services provided by other organisations. Caritas Ukraine is able to reach these areas through Caritas parish hubs, mobile teams and connections with local communities.

3,6 MLN

beneficiaries have been reached since
February 24, 2022 (approx. 498 thousand in 2024)

6,8 MLN

services have been
provided since February 24, 2022 (approx. 1,6 m in 2024)

The infrastructure of social assistance created by Caritas Ukraine before the full-scale invasion served to meet many of the humanitarian challenges. An example was the evacuation of elderly displaced persons without families, to our geriatric center in Kolomyia in Western Ukraine, where people found kindness and care. The humanitarian crisis has created a profound challenge to the social protection system in Ukraine. Caritas has chosen to connect humanitarian response to social protection, early recovery and development to help people and communities cope with this surge of needs and to achieve sustainability and self-sufficiency as soon as possible and as much as possible.

Advocacy: Caritas Ukraine continues to play an important role in advocacy for reforms of the social services system in Ukraine, building on previous efforts through additional platforms of dialogue with relevant ministries and professional actors, advocating for a human-oriented approach and opening of the social services market to non-state actors.

As one of the representatives of Ukrainian civil society organisations on the Humanitarian Country Team, Caritas Ukraine has continued to advocate for a locally-led humanitarian response with other CSOs, both national and international. Founded by Caritas Ukraine and 15 other national CSOs, the Alliance of Ukrainian CSOs was invited by the Humanitarian Coordinator to draft a national Strategy on Localization for Ukraine, which the Alliance developed in 2024 through an inclusive process with all stakeholders (NGO, INGO, UN, Institutional donors). The Strategy was endorsed by the HCT in May 2024 and an initial Memorandum of Cooperation was signed between the Alliance and the Ukrainian government in 2024, June 5. An operational plan for the Strategy highlights humanitarian leadership education & training, tracking localization progress, developing due diligence passporting and alternative funding

streams such as nationally led pooled funds, and laying the foundation for a renewed civil protection system. All stakeholders involved in the response in Ukraine are invited to contribute.

Priorities for the upcoming period (2025)

- **Continue to respond to acute humanitarian needs in the most war-affected territories and continue to transition to early recovery and community stabilization in other regions.**
 - a. Advocate towards development donors and actors to fill the gap of needs emerging between humanitarian activities and the social protection system in Ukraine.
 - b. Intensify efforts to secure funding for the HDP Nexus (including financial gaps for protection measures and those connected with geographical and thematic priorities).

- **Deepen and scale social aid programs to meet the needs of local communities, absorbing the surge of cases exiting out of the humanitarian support system, innovating and scaling programs:**
 - a. Grow primary medical care clinics to sustainable levels with health education and homecare/palliative care.
 - b. Scale children's stabilization programs (PSS in schools, rehabilitation camps).
 - c. Further develop programs for the rehabilitation of veterans and their families, aligning them with government standards, and streamline them with existing social programs.
 - d. Further develop inclusion centers with other support programs for families with people with disabilities.
 - e. Scale programs related to the reintegration of human trafficking victims to support the surge of war related human trafficking cases.
 - f. Develop social housing and assisted living solutions.
 - g. Plan for surge in return integration programming.

- **Work towards sustainable solutions for communities:**
 - a. Continue to work on innovation and decentralized approaches to water access solutions.
 - b. Upscale and develop initiatives based on the models of full or mixed state financing for resilience centers, medical centers, supported living and collective centers.
 - c. Continue to accelerate our contribution to improving the national system of social services and humanitarian response in Ukraine in cooperation with other civil society organizations. Complete resilience center pilot providing valuable feedback for Ministry of Social Policy.
 - d. Expand livelihood programs and their geographical outreach.
 - f. Support social cohesion programming and community initiatives through development training and micro grants.

- **Build on and deepen staff care initiatives for national and local staff, focusing on resilience strategies, psychosocial support, teambuilding and social cohesion approaches.**
 - a. Focus on efficiency and innovation in programming and operations, further refining the CUA organizational system, management standards and developing skills and competencies.
 - b. Systematically strengthen the capacities of the network's local organizations.



From the beginning of 2024, 33,188 shelter related services were provided, in particular:

5,288 people received housing repairs (light and medium repairs). Activities were conducted in two forms: cash grants and through subcontracting organizations.

1,251 households received Emergency Shelter Kit

1,320 people secured start-up grant and cash for rent

6,406 people received standard and non-standard NFI for households

18,995 people received winterization services (in particular, 12,294 people - winter energy, 752 people - heating appliances, 4,719 people - cash for utilities, 873 people - NFI for Winter, 357 people - Insulation of Substandard Houses)

Overall, by the end of 2024, Caritas Ukraine managed **35** collective sites accommodating **1320** people. Collective sites benefited from maintenance, repairs and winter heating provision.

Key focuses in 2024. Medium repairs of damaged housing, rental housing, improving collective centers management and arranging centers in western regions of Ukraine.

Change in response. Some collective centers transformed into assisted living homes or other housing formats for internally displaced people in areas where there is a change of housing needs. Case management is now applied when beneficiaries need rental support. Such comprehensive assessment allows to foresee chances for a person's employment after six months.

Noticable milestones. Starting in 2025 a Shelter program will implement UNHCR supported activities to develop long-term housing solutions. A position of a social housing expert was opened, showing the scale of social housing needs and donor community interest.

Major needs and challenges. Repairs in destroyed houses, including apartment buildings, for which a Standard Operating Procedure (SOP) was approved by Shelter Cluster.

2025 priorities. Repairs and winterization, especially for beneficiaries representing vulnerable categories and living in frontline areas. Social housing projects together with Caritas Switzerland and UNHCR. Support to collective centers and humanitarian response in areas suffering from massive military attacks.



From the beginning of 2024, 156,033 WASH and hygiene related services were provided, in particular:

59,519 NFI distributions (in-kind), including hygiene kit distribution and hygiene promotion activities

58,533 individuals served with emergency water supply (distribution of water)

33,421 individuals benefited from facilities rehabilitations (installation of institutional water filters units)

7,726 individuals benefited from the repair of existing decentralized water systems

Key focuses in 2024. Restoration and arrangement of water supply sources including wells, sanitary zones, pumping equipment, modular systems, which are then handed over to the communities. Filtering stations installation and training for community staff to handle them independently. Distribution of hygiene kits focused on frontline areas with limited access to basic goods. Improvement of sanitary conditions in boarding schools, hospitals and institutions serving vulnerable populations.

Change in response. Due to changes in the situation on the frontlines, in Donetsk Oblast operations were relocated from Selydove, Pokrovsk and other areas to safer places. Emergency measures, including the distribution of water and hygiene, were launched in response to the humanitarian crisis in northern regions. Hygiene kits covering needs for the first days of evacuation were implemented.

Noticable milestones. Support from Cordaid (Caritas The Netherlands) and Caritas Norway with additional funding from UHF, BHA and ECHO enabled Caritas Ukraine to meet the basic needs of people in frontline regions and those displaced.

Major needs and challenges. Ongoing hostilities and climate change have significantly affected underground water sources, which leads to a need for restoration. Outdated water supply systems suffer from destruction due to military operations that lead to large water losses in pipelines. The risk of military mobilization and security risks make it difficult to find contractors and technicians to work in the frontline areas.

2025 priorities. Continued restoration of water supply sources in the affected communities. Improving sanitary and hygiene conditions in socially important institutions. Providing basic hygiene to vulnerable groups of people. Development of sewage systems, including repair of damaged or missing networks. Active participation in the humanitarian sector to address WASH problems related to war.



FOOD SECURITY AND QUICK RESPONSE

444,768 food-related services provided (general food distribution and hot meals) in 2024.

532, 879 metric tons of additional institutional food distributed.

Key focuses in 2024 and changes in response. Implementation of transit food parcels for evacuees. Optimization of hot meals activities, as a result of which mobile kitchens moved closer to the evacuation sites, providing people with hot meals directly at transit points. Updating the rapid response protocol in crisis situations, which allows for the involvement of local organizations outside the network and local authorities that are able to provide a stronger Caritas response in areas with limited access.

Key needs and challenges. Priorities for 2025. Achieving sustainability through the opening of self-sufficient social canteens as part of the humanitarian response (social entrepreneurship, livelihoods). The initiative is being developed by a consortium of local Caritas organizations. Developing new types of food packages to meet short-term needs (food for the next day). The introduction of the Cash for Food modality is one of the priorities for 2025.

In terms of emergency response, one priority in 2025 is to have a stronger voice in the national emergency response team and to promote the establishment of a single humanitarian coordination center at the

national government level for a more effective and coordinated humanitarian response. Strengthening cooperation with external organizations to maximize reach to people in need is a top priority.



From the beginning of 2024, 668,028 health related services were provided, in particular:

3,137 people received mental health support through **5,050** individual and group consultations (cognitive-behavioral therapy, problem solving, contingency management therapy, family therapy etc.)

111 391 medical services provided through **10** medical centers within the Caritas Ukraine network, with **6586** patients contracted by the National Health Service of Ukraine

474 903 Home Care services provided to **1151** elderly people, people with disabilities, and those in difficult life circumstances through **21** centers of Home Care

340 telemedical services were provided to **222** beneficiaries from Home Care centers

37 901 palliative care services provided by **5** multidisciplinary mobile teams

5755 rentals of medical and rehabilitation assistive equipment to people in need

6 Homes for elderly displaced persons and local residents with social and psychosocial services

1 Stationary Palliative Care (Hospice) hosts **11** beneficiaries

398 volunteers involved for supporting provision of social and medical services

30 860 consultations on the basics of basic care for formal and unformal caregivers

3,276 medical grants provided

Key focuses in 2024 and changes in response. Opening of a first hospice (Ivano-Frankivsk region) and of five new medical centers. Geographical expansion of medical centers network to the east of Ukraine (Poltava, Dnipro). Medical centers strengthened by home care, palliative care and telemedicine services. Development of a mental health component of the Healthcare program and of pastoral services and medical chaplaincy. Caritas shelters for elderly people started accepting only people with complicated medical conditions.

Noticeable milestones. High assessment of Caritas Medical Center services by the National Health Service of Ukraine. Start of a dialogue between Caritas Ukraine and The Ministry of Veterans Affairs of Ukraine on rehabilitation. Partnership with the Danylo Halytsky Lviv National Medical University on the establishment of a training and rehabilitation center. Involvement of Caritas experts in renewing home care state program run by the Ministry of Social Policy of Ukraine.

Key needs and challenges. The oldest program (from 1998) of Caritas Ukraine, Home Care, is experiencing critical financial needs. It is aggravated by the growth of the number of older people with limited mobility who lost their family support due to war. Stabilization of Home Care component of the program is one of the top priorities.

Efforts will also be made for self-sufficiency of medical centers and funding a multidisciplinary team of palliative care and five medical mobile teams that might have partial state support.

Other priorities for 2025. Development of rehabilitation from war-related physical or mental injuries. Strengthening and expanding the network of medical centers. Shelters for elderly people will be transformed into residential care centers providing medical and social services alongside accommodation and food.

Lobbying for state financial support of mobile palliative care teams operating close to frontline and in the most remote areas, including mountainous communities in western Ukraine.



MULTI-PURPOSE CASH ASSISTANCE

12,207 individuals received multi-purpose cash assistance in the amount of 10,800 UAH, aimed at covering basic needs of the most vulnerable beneficiaries for a period of three months.

Key focuses in 2024 and changes in response. Main support was provided to people in need living in frontline regions, but also to vulnerable displaced people who moved to western regions of the country. Monitoring reports for 2024 show that 89.1% of people who received multipurpose cash believe that this type of assistance best meets their needs.

Development of an innovative tool for selecting the most vulnerable households to ensure the unification of standards for providing MPCA within the network, Implementation of a social benefit calculator by the Collaborative Cash Delivery Network. Fostering cooperation with Cash Working Group, local authorities and humanitarian organizations.

Key needs and challenges. Priorities for 2025. The key challenge is the downward trend in MPCA (12,207 people in 2024 compared to 92,765 people in 2023 and 124,233 people in 2022). At the same time, the humanitarian situation in certain areas of Ukraine, according to the Humanitarian Response Plan for 2025, has worsened. This underscores the need for MPCA assistance to alleviate people in crisis. According to the Caritas Ukraine needs assessment, 88% of the affected population prefers cash assistance. Ensuring stable funding for MPCA is a top priority for 2025, as well as a continuous adaptation of the program to changing contexts, which includes access to affected areas and integration of new vulnerability assessment tools.



PROTECTION

From the beginning of 2024, 269,220 protection related services were provided in 2024, in particular:

52,010 people were consulted through twelve hotlines (hotlines serve as referral points for internal or external assistance)



SOCIAL PROTECTION AND HUMAN

7,572 people received case management (needs assessment, first psychological aid, counselling, practical assistance like accompaniment, cash for protection, advocacy, internal and external referrals for legal assistance or other services) and crisis intervention services

9831 people received crisis intervention services
883 people received cash for protection grants
5470 people received legal support
667 people successfully protected their rights
33 state financed Resilience Centers at 20 local diocesan and parish Caritas organisations.



INCLUSION

13 inclusion centers provided services for **11,630** unique beneficiaries
89,217 of services provided for people with disabilities and their caregivers
6,149 households used the services of inclusive spaces
279 people trained to improve the skills of assisting people with disabilities and their families



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

18,313 people received psychosocial services
103,570 psychological services (individual and group work)

Key focuses in 2024. Further involving of state funding for social services provision by local organizations. Capacity strengthening on protection for local organizations. (Caritas Ukraine local organizations applied for and received state funding for 33 resilience centers, helping the Ukrainian government to pilot a new social service provided by NGOs. This pilot of 200 resilience centers was the first time in the history of Ukraine that the social services provision was opened in such a way to the NGO sector)/

Development of psychoeducational materials and techniques for psychological stabilization.

Better access to humanitarian assistance for vulnerable people, including people with disabilities. National and local awareness raising initiatives on inclusion.

Changes in response. Donors prevailing focus on frontline regions led to closure of several crisis centers in central regions of Ukraine (in January 2025). Further reduction by 40% in central and western Ukraine is planned for mid-2025. The trend does not demonstrate a decrease in protection needs.

Launch of mobile teams in frontline regions (Chernihiv, Sumy, Zaporizhzhia) as a response to limited access of local communities to social services.

Other noticable milestones. Partnering with Ombudsman's and Prosecutor General's offices on dealing with rights violation, including of civilian victims of war crimes. Supporting the National Strategy for Barrier-Free Access.

Launch of integrated work between the network's psychologists and facilitators in cooperation with IOM Migration. Involvement of psychologists in supporting Caritas staff to improve the quality of services provided to beneficiaries and prevent employee burnout.

Priorities for 2025. Further attracting of state funding for local organizations to provide social services, including through Resilience Centers. Digitalization to allow beneficiaries to receive comprehensive assistance from crisis centers online. Development of a network of paralegals. Providing specialized case management for veterans and assistance to veterans and their families. Public advocacy campaign on inclusion and marketplace promotion.



From the beginning of 2024, 294, 964 people were in touch with the Safe Migration and Combating Human Trafficking program, in particular:

23,668 people completed the "Human trafficking: how to protect yourself" online course

903 beneficiaries received reintegration and consultative services

198 of these are survivors of human trafficking

Overall, **321** awareness raising or educational events were held, and **18,832** leaflets and promotional products were distributed

Key focuses in 2024. Expanding the network of anti-trafficking centers (now in 7 Caritas local organisations covering 12 regions in Ukraine); holding a national campaign on human trafficking and safe migration.

Notable milestones. Caritas Ukraine provided expert input on issues of safe migration and combating human trafficking in dialogues within UN, MIGRARED, Council of Europe, and OSCE.

Strengthened cooperation between Caritas Ukraine and the Ministry of Internal Affairs, the National Police, the Prosecutor's Office, the National Social Service, the Ombudsman's Office and with respective stakeholders on the regional level.

Launch of an online course on the national Prometheus learning platform "Human Trafficking: How to Protect Yourself and Your Loved Ones". 23,668 students completed the course in 6 months.

Priorities for 2025. Expanding centers for counter trafficking to the eastern regions of Ukraine. Deepening cooperation with national Caritas organizations in neighboring countries. Assistance to Ukrainians who return from abroad.



In total 143,046 services on educational support were provided during 2024, in particular:

26,152 children made use of 46 Child Friendly Spaces and child centers

12,437 activities on social and emotional learning, first psychological help and mental health for children in education establishments

2,275 children completed course on mental health based on Caritas Ukraine methodology “The Superhero's Way”

9,419 catch up and accelerated learning sessions

7,664 children provided with recreation services, through camps of different types in Ukraine and abroad

4,524 school kits distributed within the annual charitable action “School Bag”

416 evacuated and internally displaced children with families provided with psychosocial, leisure and educational activities in shelters.

3,949 parents used services of Child Friendly Spaces, child centers and safe spaces in schools, including through **614** group sessions for parents (parenting skills, stress management, communicating with children), **1,258** Individual counseling sessions and **1,033** joint child-parent events

1,520 teachers and educational specialists received psychosocial and wellbeing support

Key focuses in 2024 and response changes. Ensuring access of children to safe spaces in local Caritas organizations across Ukraine (children's rooms created in nine Caritas shelters). Raising competencies of Caritas employees working with children who had traumatic experiences. Unification of approaches to working with children and ensuring compliance with protection standards.

Ensuring access to services for both internally displaced people and local residents in need to prevent conflicts in the communities.

Key needs and challenges. Risk of closure of children's spaces in all regions of Ukraine in 2025, including in areas close to the frontline, due to drop in funding.

Notable milestones. Signing of a cooperation agreement with the Ombudsman Office for Children. Education cluster forums involvement with Save the Children and UNICEF. Launch of training program for teachers on the national Prometheus learning platform. Cooperation with Early Starters International on teachers' capacity building in providing psychological support.

Priorities for 2025. Children's spaces opening in Vinnytsia, Zhytomyr, Kirovohrad, Kherson and Odesa regions. Support for children from crisis families and orphanages; assistance in overcoming educational losses and improving academic performance. Launch of regular rehabilitation camps with educational, psychological and developmental activities for children affected by the war.

Integration of psychological support into school system at the national level through cooperation with the Ministry of Education and Science of Ukraine and support for teachers.



LIVELIHOOD RECOVERY

From the beginning of 2024, 4885 livelihood services were provided, in particular:

1,591 Cash for Job and Cash for Work grants

237 business grants

1,081 agricultural grants

1,976 people visited educational sessions or received mentoring support

Key focuses in 2024 and response changes. Support for vulnerable war-affected populations to regain sources of income in partnership with communities, private sector and government agencies. Enabling networking between beneficiaries and businesses.

Support for livestock production increased compared to crop production due to seasonal sensitivities to the time of programs start. Introduction of the Cash for Job component due to a growing need for assistance provided to small business.

Key needs and challenges. Overall shrinking of the workforce in the country requires technological solutions, automation, cooperation, and reprofiling. Dependence of households on agricultural grants in the frontline regions remains high. Cash for Job programs and grants are considerably affected by the tax regulations.

Notable milestones. Successful experience of working with communities on identifying socio-economic challenges and facilitating solutions. Standardization of assistance and duplication prevention through joint efforts within Food Security and Livelihoods Cluster.

Priorities for 2025. Strengthening reskilling initiatives in response to a growing shortage of human resources. Expanding agricultural projects, especially in communities dependent on their own food production. Search for ways to reduce the impact of the demographic crisis through automation, modern technologies and solidarity.



COMMUNITY DEVELOPMENT & SOCIAL COHESION & VOLUNTEERS

From the beginning of 2024, 20,548 services were provided within Community Development & Social Cohesion & Volunteers program, in particular:

2,374 volunteers involved, **1,400** of them -- regularly

100 parishes involved in social ministry development

6,564 people took part in **795** facilitated community events

Key focuses in 2024 and response changes. Introduction of community-oriented approach, conflict sensitivity and volunteering as cross-cutting priorities in Caritas Ukraine programming. Creating an internal platform of exchange and coordination on veteran issues. Piloting modalities of working with families who lost their loved ones at war.

Establishing better approaches to working with volunteers. Introducing the role of community specialists to establish cooperation within community.

Notable milestones. In 2024 Caritas Ukraine community facilitators provided services to over 300 communities. Volunteer pilgrimage of 400 people in Zarvanytsia (the largest number of volunteers from all over Ukraine who ever gathered). Resilience Forum for families of war victims who were killed, are in captivity or lost (100 participants). Partnership with Porticus on the topic of social cohesion.

Priorities for 2025. Professional volunteering (pro bono); spiritual and psychological support for volunteers. Introducing community outreach specialists to mobile teams.

Integration of social cohesion and community-oriented approach into all programs and projects of Caritas Ukraine. Further activation and inspiration of the religious communities of the parishes to develop their own projects for community wellbeing.

STORIES

CARITAS-SPES

Story 1.

Two Days on Foot: A Mother's Brave Escape from Occupation

Antonina, a 32-year-old mother of six, is raising her five sons and daughter on her own. Before the war, the family lived a peaceful life in Polonne, Zaporizhzhia. Antonina worked in a ceramics company, a job she loved, and provided a stable life for her children. However, their world turned upside down when the war began, and Russian troops occupied their town.



“There were constant explosions, no power, and no food,” Antonina recalls. “Neighbors shared what little they had,

but we lived in fear as the occupiers went door to door.” Eventually, Antonina realized they had no choice but to leave. She evacuated her children in two groups, walking for days through dangerous territory to reach safety.

The family moved multiple times before settling in a small house in Staryi Khutir, Poltava region, provided by friends. The house was nearly empty when they arrived, but with support from the *Family to Family* project by Caritas-Spes, they were able to make it a home. The project helped them renovate the summer kitchen, replace a window, and buy essentials like a refrigerator, boiler, and firewood.

“Thanks to the project, we now have warm water, a place to store food, and the basic things we need to live. I’m incredibly grateful to the Polish families who helped us,” Antonina says.

Her six children, aged 1 to 15, are adjusting to their new life. They study online, sharing two laptops provided by their school. Antonina dreams of providing more opportunities for her children, who miss their home and old routines. “They dream of boxing, art classes, and being with their friends again. Above all, we dream of returning home and being reunited with our family members still in occupied territory.”

Despite everything, Antonina remains hopeful. “We all live with the thought of victory and returning home. I believe the war will end soon, and we’ll have peace again.”

For more information and photos, click here: <https://caritas-spes.org/en/news/life-stories/dvi-dobi-pishki-jshli-l-abi-tilki-virvatisja-z-okupacii.html>

Story 2.

A Lifeline of Hope: How Case Management Transformed a Family's Struggles into Strength



A case manager isn't a magician who solves every problem instantly but a steady source of support, offering hope and the value of human connection. This is exactly what Anna (name changed) found when she turned to Caritas-Spes Kharkiv during a dark time for her family. Anna's family faced overwhelming challenges. Her eldest daughter has a congenital spinal disability, requiring costly support tools like a corset and orthopedic shoes, along with expensive medications. Studying from home further isolated her from peers, making socialization a struggle.

Anna's younger son also has a congenital condition needing ongoing care. To make matters worse, Anna's husband became disabled after two car accidents, leaving her as the family's sole provider.

Caritas-Spes Kharkiv stepped in when Anna felt she couldn't manage alone. With the help of a case manager, the family received vouchers for medications, easing the financial burden. Food and hygiene kits provided immediate relief, allowing them to redirect their limited resources to essential health needs. Beyond material aid, Caritas-Spes introduced Anna's daughter to a children's space, where she found emotional comfort, made friends, and began to reconnect socially.

"Life became a little easier after receiving help," Anna shared. "My daughter's mood improved, and she finally made friends, which is crucial for her socialization. This support was a lifesaver in our darkest moment, giving us hope and the confidence to face future challenges. Thanks to Caritas-Spes Kharkiv, we are a step closer to stability and have more strength to care for our children."

For more information click here: <https://caritas-spes.org/en/news/life-stories/kejsmenedzhment-podaruvav-nadiju.html>



CARITAS UKRAINE

“We live!”



Ihor and Tofig are friends who lived in an apartment building in Krasnohorivka, Donetsk Oblast, for many years. The shelling not only destroyed their homes, but both neighbors were seriously injured. Ihor lost part of his arm, and Tofig was treated for multiple injuries. After extensive treatment, they were given places in a shelter run by Caritas Ukraine.

“I woke up and I had literally nothing: no clothes, no documents, no idea what to do next,” Ihor remembers his first morning after the evacuation.

Caritas Donetsk in Dnipro often welcomes people after shelling and losses. It is in these difficult situations that hope and support is most needed. For these friends, Samira Neymatova, a case manager from Caritas Donetsk in Dnipro, became a reliable guide in solving numerous tasks. She helped them receive necessary certificates and IDs, regain access to social benefits, and also helped them get legal and psychological consultations.

As a result of these efforts, Tofig received his new passport and is dreaming of returning home.

Ihor has one more surgery to undergo, but he is optimistic about the future.

Despite having gone through so many trials, thanks to the support of social workers the men have hope for a better future and the opportunity to return to a peaceful, fulfilling life.

When asked “How are you?” both answer with a life-affirming response:

“The main thing is that when the war ends, we can rebuild”.

Designing a new life. Twice



Because of the aggression of the Russian Federation over the last eleven years, Victoria had to start her business from scratch twice. A talented and creative 22-year-old tailor, she evacuated from Donetsk in 2014 and settled in Dobropillia town in Pokrovsk region of Donetsk oblast. In Dobropilla she developed her small business again.

Her life in Dobropilla lasted until 2024. Life in a town so close to the approaching frontline was becoming more and more unbearable after the start of the full-scale invasion. Constant shelling and bombing and the death of people around her were difficult circumstances to live through. When massive evacuation from the region started, Viktoria had to look for her new home again in 2024. Losing home means losing things that support you financially and that give life purpose. This kind of loss is incredibly tough for everyone, and it was also difficult for Viktoria. But it is not in her philosophy to give up, and she travelled further to the west to finally settle in Poltava. She started her business again after finding old furniture and equipment that met her basic working needs.

Support for Viktoria's business came from ELIS project "Emergency Livelihoods Assistance to War-Affected Communities in Ukraine". The project provided thread organizers, a slicing table, equipment for summer fairs, and a new space that created possibility and inspiration for further development. Viktoria founded her own brand of embroidered clothing called Leliy.ua and in the future, she plans to provide jobs to other women.

See Viktoria and her new business space [in this video](#) (with English subtitles).

PHOTOS

CARITAS-SPES UKRAINE



Photo 1. The third wave of distributing food and hygiene kits in villages near the frontline has now been completed: since August, 5100 food kits, 1700 hygiene kits, and 57 specialized hygiene kits have been distributed. Caritas-Spes Konotop, November 2024.



Photo 2. Ivan and Aghafya Behar, were compelled to leave the home where they had spent their entire lives and were raising their two children. With the support of Caritas-Spes Sloviansk team the couple was evacuated with all their belongings to Lviv region, 28.10.2024



Photo 3. 100 families in the Mykolaiv region will receive firewood for heating as part of the project "Ukraine: Enhancing Psychosocial Stability of Children, Youth, and Families and Winter Preparedness in Eastern and Southern Ukraine, 2024-2025."



Photo 4. Forum "Our Volunteers, Our Treasure – Strengthening Caritas Services Through Inspired Volunteers" was organized in cooperation with Caritas-Spes Ukraine, Caritas Ukraine and Caritas Österreich, Lviv, January 2025.

CARITAS UKRAINE



A three-day retreat for families of fallen heroes from Kosiv, Sniatyn, Horodenka, and Kolomyia districts was held by Caritas Kolomyia to support peace of mind and promote unity among those who lost their loved ones in the Russian-Ukrainian war. Kolomyia, December 2024. With support from Healing of Wounds of the War in Ukraine Fund



SML Panels is a small company headed by Oleksandr Manevych produces fire-resistant panels. Company supports social initiatives: new jobs were created for five employees with the assistance of the REMARKET project. January 2025. With support from Caritas Schweiz, Swiss Development & Cooperation, If! Foundation, Caritas Österreich, Trocaire, Cordaid.



Caritas Mariupol arranged water supply in Novopidhorodne, villageis located 25 kilometers from Pokrovsk, on the border of Donetsk and Dnipropetrovs'k regions. The village with a lot of vulnerable population has been for years without a proper water supply. So are still many settlements in Eastern and Southern regions of Ukraine. With support from Caritas Norge.

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KEY CONTACTS

<p>Caritas Ukraine Tetiana Riabokin Lead of external affairs +380 96 230 44 62 triabokin@caritas.ua</p>	<p>Caritas-Spes Ukraine Mariana Matlo Head of Communications Unit +380 93 651 30 84 mmatlo@caritas-spes.org</p>
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