



A child paints a Ukrainian flag at an art school organized by Unity, one of IOM's local civil society partners in Hungary. © Unity 2023

KEY FIGURES

 **21.8M**
PEOPLE IN NEED

 **5.5M**
RETURNEES IN UKRAINE

 **5.4M**
INTERNALLY DISPLACED PEOPLE

 **8.1M**
REFUGEES

 **728k**
crossings of third country nationals recorded from Ukraine into Poland, Slovakia, Romania, Republic of Moldova, Belarus and Hungary

SITUATION OVERVIEW

The full-scale war entered its second year with continued destruction across the country and fighting particularly concentrated in the East and South of Ukraine. Large-scale displacement persists with over 13.5 million people currently affected by displacement within and beyond the country's borders. A total of [5.6 million people have returned to their place of habitual residence](#), primarily following displacement within Ukraine, despite critical challenges such as persistent instability, damage to housing and civilian infrastructure, and limited services. People's movements and intentions continue to be dynamic, and humanitarian needs remain high: [the humanitarian community estimates that 17.6 million people in Ukraine](#) - 40 per cent of the country's total population – and [4.2 million in refugee hosting countries](#) continue to need multi-sectoral humanitarian assistance.

The harsh winter months, and the life-threatening risks around the cold weather are coming to an end for now. In Ukraine, under the leadership of the government, humanitarian partners rose to the challenge of providing winterization essentials to families and individuals who had lost or become separated from their possessions. IOM distributed non-food items, repaired and replaced vital heating infrastructure, provided fuel and generators, and [supported government-run 'Invincibility Points.'](#) In refugee hosting countries, IOM helped keep the heat on by providing solid fuel and paying utility bills for collective accommodation centres and institutions providing services to vulnerable refugees and third country nationals (TCNs).

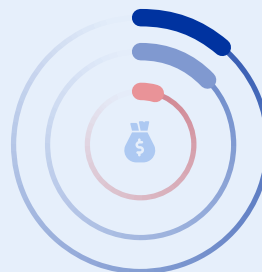
IOM remains prepared to respond quickly to potential shifts in the war and resulting displacement dynamics, and continues working to meet acute humanitarian needs in the newly accessible and heavily impacted areas near the frontlines. With 15 per cent of Appeal needs funded so far in Ukraine, IOM has been able to sustain a vital response, delivering assistance where it is the most needed. Procurement, delivery and pre-positioning of basic relief materials continues, as does IOM's efforts to expand the reach of its Common Pipeline of these essential items.




Several risk factors threaten to exacerbate humanitarian needs in the region. The war has stifled Ukraine's economy, severely depleting safety nets for its citizens. According to World Bank sources, [poverty in Ukraine is expected to increase tenfold in 2023](#). In neighbouring countries, some of which are also struggling with a deteriorating socioeconomic context, there are concerns that fatigue may affect the generosity of host governments and communities,

with possible increased social tensions as the war and resulting displacement continue. Acute needs remain high with [more than half of the 8.1 million Ukrainian refugees in the region require some form of humanitarian assistance](#). As the possibility of returning home remains out of the question for many, there is an urgent need to identify solutions to support the self-reliance of refugees and ensure preparedness for any acute spikes in displacement.

Laying out its response to these urgent and longer term needs, the [2023 IOM Appeal for Ukraine and Neighbouring Countries](#) encompasses a comprehensive approach to reaching the most vulnerable in areas where needs are the most acute while addressing longer term issues such as transition and recovery, as well as sustainability in an uncertain context. Persistent needs and potentially growing gaps in the regional refugee response, coupled with **only five per cent of IOM's Appeal for the refugee-hosting countries being funded**, threatens IOM's ability maintain the capacity it has built over the past year of response.

Financing the response with thanks to our donors



| | | |
|---|-----------------------------|-------------------------------|
|  | \$128.5M RECEIVED | \$1BILLION REQUIRED |
|  | \$119.3M RECEIVED | \$810M REQUIRED |
|  | \$9M RECEIVED | \$189M REQUIRED |

IOM is deeply grateful to the governments, organizations, and individuals who have contributed to the [IOM Appeal for Ukraine and Neighbouring Countries](#).



IOM published its report on One Year of Response (February 2022 – February 2023) highlighting achievements in Ukraine and neighbouring countries. IOM and its partners reached almost 3.5 million people over the first year of response.

Read the "[Ukraine Crisis 2022-2023 1-Year of Response](#)"

OVERVIEW OF ACHIEVEMENTS

INSIDE UKRAINE

In collaboration with more than 70 implementing partners, and through its 12 offices and operations across the country, IOM reaches people in need across 24 oblasts in Ukraine.

TOTAL:
3,828,089
individuals reached with IOM support*

NON-FOOD ITEMS
NFI **1,005,321**
individuals reached

SITE MANAGEMENT SUPPORT
97,406
individuals reached
78,417
individuals reached through assessment

HEALTH
104,250
individuals reached

DURABLE SOLUTIONS
90,558
individuals reached**

PROTECTION
84,313
individuals reached

332,970
individuals reached through information provision

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT
33,643
individuals reached

WATER, SANITATION AND HYGIENE
2,071,523
individuals reached

MULTI-PURPOSE CASH ASSISTANCE
381,193
individuals reached

SHELTER
1,960,246
individuals reached



*People reached is an estimate only, here and throughout this document, intended to identify the number of unique individuals receiving support from IOM, regardless of whether they receive multiple services or items. Figures may not include all individuals reached directly or indirectly and may be adjusted as data and counting methodologies change. Total figure excludes some activities, such as information provision campaigns and referrals.

** Note that this figure is an estimate based on dedicated programming towards durable solutions. Programming such as long-term housing and infrastructure, captured in other sectors, may also be applicable in this area.

This map is for illustration purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM.

OVERVIEW OF ACHIEVEMENTS IN SELECTED NEIGHBOURING COUNTRIES

TOTAL:
409,962
individuals reached with IOM support

NFI NON-FOOD ITEMS
86,273
individuals reached

**WATER, SANITATION
AND HYGIENE**
88,599
individuals reached

SITE MANAGEMENT SUPPORT
11,323
individuals reached

**MENTAL HEALTH AND
PSYCHOSOCIAL SUPPORT**
49,617
individuals reached

PROTECTION
129,469
individuals reached

1,011,835
individuals reached through
information provision

HUMANITARIAN MOVEMENT
60,431
individuals reached

HEALTH
41,417
individuals reached

SOCIOECONOMIC INCLUSION
71,538
individuals reached*

**MULTI-PURPOSE
CASH ASSISTANCE**
36,579
individuals reached

SHELTER
25,220
individuals reached



* Note that this figure is an estimate based on dedicated programming towards socioeconomic inclusion. Other programming captured in sectors including protection and shelter may also be applicable in this area.

This map is for illustration purposes only. Names and boundaries on this map do not imply official endorsement or acceptance by IOM.

OVERVIEW OF SECTORS BY COUNTRY

| | Number of Refugees | Refugees as a % of the Population | Active Sectors | | Number of Refugees | Refugees as a % of the Population | Active Sectors |
|----------------------------|--------------------|-----------------------------------|----------------|------------------|--------------------|-----------------------------------|----------------|
| ESTONIA | 69,616 | 5.24% | | BULGARIA | 47,911 | 0.69% | |
| CZECHIA | 504,352 | 4.71% | | ROMANIA | 126,711 | 0.66% | |
| POLAND | 1,583,563 | 4.19% | | BELGIUM | 70,613 | 0.61% | |
| REPUBLIC OF MOLDOVA | 96,646 | 3.75% | | WESTERN BALKANS* | 44,972 | 0.45% | |
| LITHUANIA | 76,540 | 2.74% | | HUNGARY | 34,248 | 0.35% | |
| LATVIA | 47,080 | 2.50% | | BELARUS | 22,170 | 0.24% | |
| SLOVAKIA | 113,702 | 2.09% | | TÜRKIYE | 95,874 | 0.11% | |
| IRELAND | 78,462 | 1.56% | | AZERBAIJAN | 3,944 | 0.04% | |
| GERMANY | 1,056,628 | 1.27% | | | | | |

Note: Countries ordered by refugees as a percentage of the total population, and countries in inter-agency Regional Refugee Response Plan in bold. Data on refugees from Ukraine recorded in country from the [UNHCR Operational Data Portal](#) and percentage calculated using country population data from the [World Bank](#).

*Western Balkans include: Albania, Bosnia and Herzegovina, Montenegro North Macedonia, Serbia, and Kosovo (References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 - 1999)

OUR STRENGTH IN UNITY

Community-based and other non-governmental organizations (NGOs) form essential parts of society, they are often the first to respond to crises and have the best knowledge of needs and local challenges. Understanding that **inclusion and social cohesion are critically important to meeting the needs of refugees and others affected by the war**, and in an effort to localize the response as much as possible, IOM has formed or strengthened partnerships with dozens of civil society organizations offering diverse programmes for children and adults.

One such organization in Hungary is Unity, a women- and refugee-led organization that was initially formed to promote Ukrainian culture in Hungary. Unity's focus and mission rapidly shifted to a full-fledged humanitarian response when high numbers of Ukrainian refugees – 80 per cent women and children – started seeking refuge in Hungary after the full-scale invasion by the Russian Federation in February 2022.

“A year ago, having neither premises nor financial support, but seeing the frightened eyes of Ukrainian mothers who had just arrived in Hungary fleeing the war and bombings with babies in their arms, we made a decision – we needed a kindergarten” Victoria Petrovska, head of Unity says.

Unity's U-garten kindergarten was born in March 2022. Soon after, Unity introduced U-space, an educational space for school-aged children, and Eco Space,



At Eco Space, Ukrainian children are attending a dance class led by Katya, a dancer and choreographer from Kyiv. Katya is becoming successful in Hungary by organizing classes for every age and preparing them for European dance competitions. © Unity 2023

an art center that offers a variety of weekly classes for both kids and their parents, while focusing on ecology and sustainability. Activities also give the opportunity for children and adults to maintain a close connection to Ukraine through history and culture classes and to discover the Hungarian culture and language.

To make these spaces possible, Unity mobilized a wide range of actors such as Budapest district authorities and private owners, like Real School Budapest, who are providing premises free of charge. IOM covers a variety of expenses, such as refreshments, art supplies, instructors, speakers, administration and running costs. To build bridges between newly arrived refugees and their new country, **Unity employs a mix of Ukrainian refugees and Hungarian citizens**. They have themselves created a small social cohesion circle.

Daycare spaces offered by Unity not only provide stress-free and safe environments for children to continue their education, which for many had been interrupted by the war; they are also a key resource for mothers and fathers to have time to find employment, which is a crucial step on the path to inclusion and self-reliance.

To help Ukrainians better engage with and become a part of Hungarian society, Unity offers Hungarian language classes for children and adults.

Adults also have access to continuous education on topics related to psychology, law, literature, and art, with a specific angle on Hungarian culture.

Unity provides safe spaces for Ukrainian refugees to be themselves, develop special talents and



Ukrainian children attend an art class at Eco Space, where they learn a variety of creative skills. The class is designed to nurture their artistic talents and inspire their imagination. © Unity 2023

express their emotions. 16-year-old Igor, also nicknamed the “Piano boy,” has talent and enthusiasm that stole everyone’s heart. Igor started his piano career when he entered a Ukrainian piano teacher’s class by mistake at a music school in Budapest. The teacher happened to teach at Unity’s Eco Space on Saturdays and invited him to join. Igor had never attended music classes in his life but became a star of the institution in less than four months. His ability to rapidly learn and memorize sheet music, much like a professional pianist, enabled him to participate in concerts and competitions. His time at Real School Budapest, immersed in a familiar atmosphere, was a great motivator for him. He still attends Eco Space every week with a smile on his face.

More than a thousand refugees like Igor have visited Unity’s educational spaces since March 2022. The project has proved to be a resounding success, owing to its unique approach to fostering inclusion and cross-cultural communication with refugees and the host community in Hungary. IOM’s support for organizations like Unity, and delivery through them and other partners, help ensure community ownership, sustainability of interventions, and the appropriate cultural understanding of these programmes.

PROVIDING INFORMATION TO PEOPLE WHERE THEY ARE: #askIOM

It is crucial to empower people affected by crisis to make informed decisions through timely and reliable information. Promoting the right information and establishing two-way communication between affected people and humanitarian service providers is a critical part of the IOM's Accountability to Affected Populations (AAP) commitment and strategy.

Part of the approach is **reaching people where they are and tailoring information strategies to the refugee community's preferred communication channels**. In that vein, IOM Moldova used Telegram, the most popular messaging service among the community, to host #askIOM live sessions in early 2023. These sessions provided factual, up-to-date, and actionable information, and collected valuable feedback from the community to inform IOM programming.

Groups on different communications platforms have sprung up all over the Republic of Moldova – providing dynamic spaces for active and engaged participation of refugees and third-country nationals (TCNs) who fled Ukraine. These groups provide a space for people to exchange perspectives, share information, offer tips, ask questions, and air grievances and frustration. In many ways, social media platforms have become cyber townhalls and can offer great insights into the concerns and needs of people affected by the war and displacement.

Through a thorough review of discussions held on two popular Telegram channels, “Ukrainian Mums and Bubs” and “Ukrainians in Moldova”, IOM identified recurring concerns for refugees and TCNs and decided to hold #askIOM sessions on these and other issues that mattered to the community. The most common topics that emerged from the sessions were questions pertaining to temporary protection and available IOM programmes, as well as available assistance for mothers and children.

Through previous experience, the IOM team learned several lessons on hosting interactive virtual spaces such as the #askIOM sessions, namely that preparation and planning are crucial for a successful event so that staff are ready to address questions and concerns correctly. To optimize the #askIOM sessions, IOM mobilized its protection, livelihoods, humanitarian transportation, and other teams in the preparatory work and strategic thinking.

#askIOM sessions have been key sources of information from communities to humanitarian actors that can help shape IOM and the collective humanitarian community's response. For example, knowing more about temporary protection became important for refugees since it was officially granted on

1 March 2023 in the Republic of Moldova. To address confusion and lack of consolidated information, IOM held two sessions prior to this date to answer questions and address doubts relating to the application to, and benefit of, temporary protection. The #askIOM sessions provided valuable feedback on the main concerns circulating in the community, which IOM could then share with the

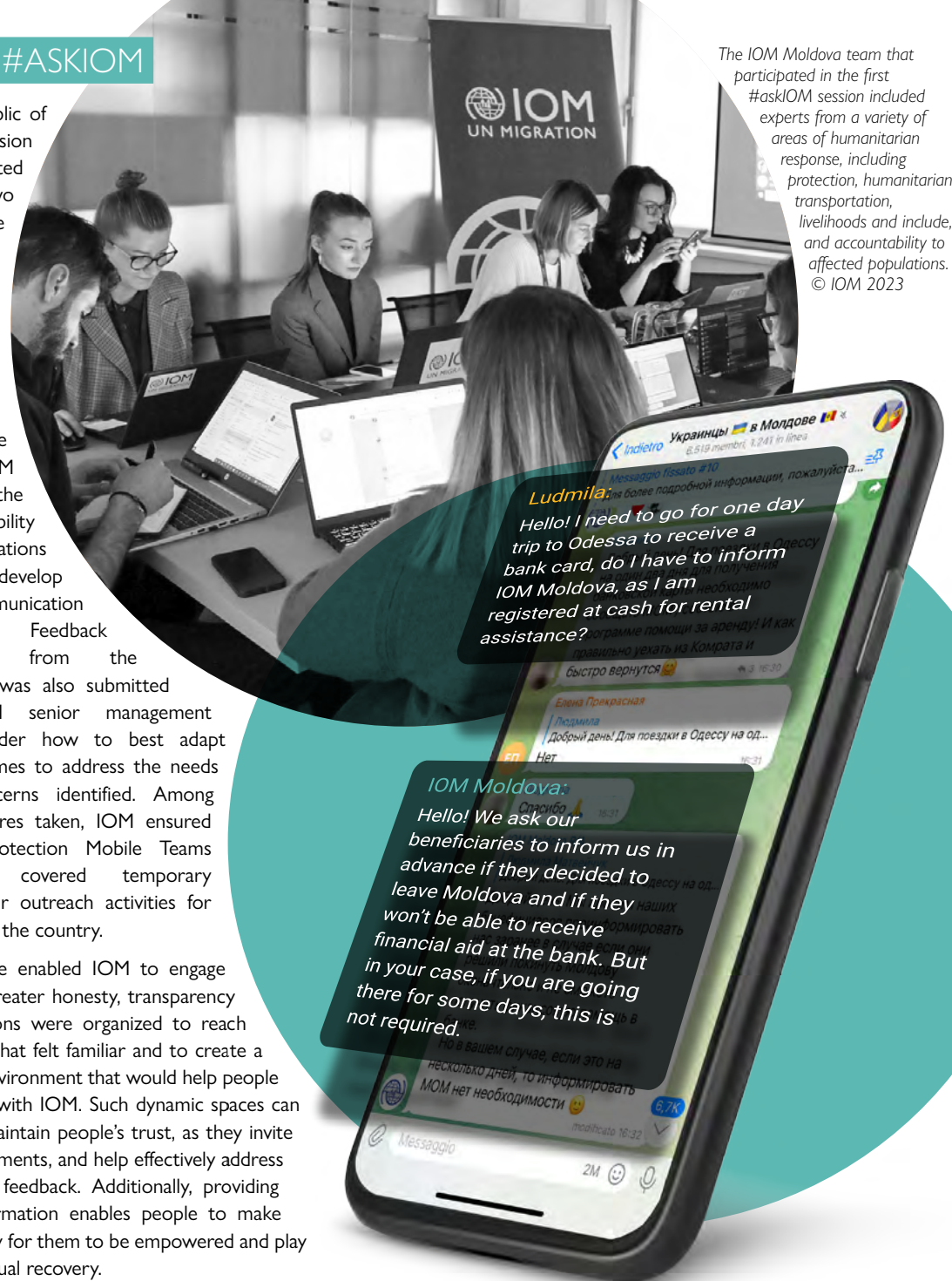
“As a refugee, it can be challenging to navigate the complex system of laws and regulations in a new country, but the #askIOM session made it much easier for us. The opportunity to interact with experts in the field and get answers to our questions in real-time was invaluable.

Moreover, the event was conducted on Telegram, which made it very accessible to many of us.”

Marina from Mykolaiv, Ukraine

interagency Accountability to Affected Populations Task Force to develop official communication materials. Feedback collected from the sessions was also submitted to IOM senior management to consider how to best adapt programmes to address the needs and concerns identified. Among the measures taken, IOM ensured that its Protection Mobile Teams systematically covered temporary protection in their outreach activities for people newly arrived in the country.

The #askIOM sessions have enabled IOM to engage with affected people with greater honesty, transparency and inclusivity. These sessions were organized to reach people through a platform that felt familiar and to create a comfortable and informal environment that would help people feel confident when talking with IOM. Such dynamic spaces can significantly help gain and maintain people's trust, as they invite honest suggestions and comments, and help effectively address both positive and negative feedback. Additionally, providing factual and actionable information enables people to make informed decisions and is key for them to be empowered and play an active role in their individual recovery.



The IOM Moldova team that participated in the first #askIOM session included experts from a variety of areas of humanitarian response, including protection, humanitarian transportation, livelihoods and include, and accountability to affected populations. © IOM 2023



Dnipro Agrarian and Economic University dorms prior to improvements. © IOM Ukraine 2023

IOM is working with the local authorities in Dnipro and the displaced Mariupol City Council to help renovate and equip new dormitories to house IDPs displaced from Mariupol.



Dnipro Agrarian and Economic University dorms after improvements. © IOM Ukraine 2023

“A home can hardly be replaced. But this accommodation and support will allow the families to adapt and have more confidence in their tomorrow.”

Nadiia Astanina,
Dnipro dormitory acting director

Before the full-scale invasion of Ukraine, about half a million people lived in Mariupol in the South of the country. After a months-long siege, Russian Federation military forces captured the city in May 2022. According to UN estimates, 90 per cent of residential buildings there have been damaged or destroyed, and 350,000 people were forced to leave, becoming displaced within and outside the country’s borders.

Being amongst the 350,000 former inhabitants displaced did not stop the displaced Mariupol City Council from carrying out its commitment to public service. They have been operating remotely from 16 different locations, mobilizing resources from other localities, government actors, as well as the private sector to respond to the needs of their constituents.

In this context, the displaced Mariupol City Council rekindled its longstanding connection with IOM to launch an initiative to facilitate transitional housing projects for Mariupol residents forced to flee to other parts of Ukraine. This programme, made possible thanks to the financial support of the Government of France, consists of re-purposing disused public buildings to create high-quality, dignified transitional housing to accommodate vulnerable people for the longer term: at least one year after the martial law, or until people are able to return to their own homes or identify other sustainable and durable solutions.

The work involves a wide range of actors, which all bring specific resources and have defined responsibilities. Representing the eastern Ukrainian city of Dnipro, where the project is being kicked off, the Dnipro State Agrarian and Economic University provided the premises of its dormitory to serve as transitional housing for internally displaced people from Mariupol. The facility had been unused for some time until the authorities of the two cities negotiated its repurposing.

Alongside the renovations being conducted by the displaced Mariupol authorities, IOM is carrying out additional works on outer walls insulation, repair of the basement floor, and landscaping of the adjacent grounds which includes pavement, installation of benches, sidewalk curbs, a children’s playground, and gardens. IOM also provided the residents of the dormitory with essential items, including a washing machine and dryer, kitchen sets, and hygiene items. Taking a holistic approach, IOM Protection and Mental Health and



Nadiia Astanina, the acting director of the Dnipro dormitory, discussing needs with IOM staff. © IOM 2023/Anastasiia RUDNIEVA

Psychosocial Support Programmes are also ready to step with support.

By February 2023, IOM had concluded site assessments and started the additional building improvements to complement the Mariupol authorities work. Thirty-five families, or 127 persons displaced from Mariupol, will soon be moving into the newly renovated premises of the dormitory in Dnipro. According to Nadiia Astanina, the acting director of the dormitory, almost half of these people are children; “Some of these families have their relatives missing or killed. There are also children with disabilities. Every family has its story and all of them do need this accommodation.”

Needs remain vast according to Vadym Boichenko, the Mayor of Mariupol, as “more than 2,000 families from Mariupol have an acute need for housing in the cities of their displacement.” He highlighted that “in Dnipro only, there are more than 300 such households.”

In addition to this first building, project partners have identified two additional building complexes for temporary accommodation of displaced people from Mariupol, both belonging to the Dnipro National and Science and Technology universities. Ultimately, almost 2,000 people are expected to benefit from this initiative, which has the potential to be expanded to other areas across Ukraine. Projects in Chernivtsi, Ivano-Frankivsk, Kropyvnytskyi and Zaporizhzhia are already in the pipeline.

“A home can hardly be replaced. But this accommodation and support will allow the families to adapt and have more confidence in their tomorrow,” said Nadiia Astanina. “We hope that this project will become an example for others in Ukraine,” highlighted Vadym Boichenko.

PREVENTING SEXUAL EXPLOITATION AND ABUSE (SEA)

IN THE UKRAINE RESPONSE

IOM actively works to prevent, respond to, and provide protection from sexual exploitation and abuse (PSEA) as one of its chief priorities. This commitment stems from the recognition that humanitarian actors and their partners are often placed in positions of power vis a vis people in vulnerable situations and that this situation may bring risks. IOM is committed to the fight against SEA, including through participation in inter-agency coordination efforts, as well as internally, through its policy and procedures for PSEA, which bind all staff members to standards of behaviour, especially when working with people in need. These are the concrete steps IOM has taken to reinforce its PSEA interventions within the Ukraine response.

1. Ramping up IOM's operational capacity

Inside Ukraine, IOM reinforced its PSEA Unit, while regionally it deployed a PSEA coordinator covering neighbouring countries and established a regional PSEA network with dedicated focal points for each country. All focal points are regularly trained to strengthen their capacity to perform their multifaceted roles. For instance, one of the fundamental roles of PSEA focal points is to enhance the capacity of IOM staff to mainstream PSEA in their day-to-day work, therefore the focal points have been trained in facilitation skills. Building this regional network has been paramount in ensuring peer support, coordination and synergies across the region. In a context of rapid expansion, IOM Ukraine has continued building the capacity of its staff and partners. For example, with an additional 92 staff members trained face to face in 2023, over 90 per cent of IOM Ukraine national staff have recently completed PSEA trainings.



PSEA training for implementation partners in Lviv, Ukraine © IOM Ukraine 2023

2. Working with all partners to minimize SEA risks

PSEA is only effective if every humanitarian service provider is aware of the expected behaviours and mechanisms to be used in case of sexual misconduct. This includes a clear reporting mechanism that is practical, accessible, and responsive.

In every country in the response, IOM is assessing the capacity for PSEA of all its implementing partners. The process consists of measuring each partner against a grid of PSEA indicators and jointly developing an action plan to address the identified gaps. This process is an opportunity for IOM and its partners to engage in an open dialogue to ensure PSEA is mainstreamed across operations.

In Ukraine, IOM completed comprehensive and rigorous PSEA risk assessment

, the first such known exercise of a UN agency present in Ukraine. The risk assessment explores all aspects: management and coordination, human resources, partnerships, reporting, and communications. Using a robust scoring system and indicators, it identifies priority risks to be addressed, aspects to be improved, and highlights areas where the Organization conforms or even exceeds standards and requirements. Assessments in other countries have also highlighted the limited or lack of local investigation capacity in-country and the need to regularly monitor the implementation of PSEA measures by partners.

All implementing partner staff directly engaging with affected communities were also trained in their respective local languages. IOM also focuses on ensuring that partners have the capacity to train their respective staff. This was done by developing a Training of Trainers PSEA package that combines PSEA technical content with training facilitation skills. In 2023 in Ukraine, IOM and partnering UN agencies trained 28 implementing, and an additional 35 national NGOs involved in the humanitarian response.

The Ukraine crisis also highlighted the de facto humanitarian service provision roles of different actors, particularly municipality workers, police and border guards. It therefore became necessary to adapt PSEA capacity building tools to these new actors. Building on trainings already conducted for some officials, IOM has been working with UNHCR and Interpol to adapt the PSEA IASC training package to be better fit for purpose, and the first pilot training with this new material will be delivered in Poland in May 2023.

3. Enabling everyone to report misconduct

IOM recognizes the importance of adapting its interventions to address the barriers of access to reporting mechanisms. This includes regular monitoring to assess the level to which rules and procedures are being



PSEA poster being put up in Ukraine. © IOM Ukraine 2023

followed and whether humanitarian actors are conscious of the impact of their actions on the people they serve.

IOM's "[We Are All In](#)" platform allows IOM staff members, implementing partners and affected people to confidentially report any SEA allegation. Reporting is confidential, and for IOM staff and partners is compulsory, and failure to do so is considered misconduct.

To ensure all actors responding to the Ukraine response are aware of the appropriate behaviours expected from a humanitarian worker and where to report in case of a breach, IOM and WFP adapted the "Together We Say No" package to the Ukrainian, Polish and Hungarian contexts. A social media campaign conducted by IOM Ukraine reached approximately one million people in February-March 2023. The campaign was a vehicle in providing visibility to SEA reporting channels as well as promoting services as always free of charge.

As the response progresses, PSEA messaging needs to be adapted to each sectoral intervention and population group, including considerations of age, gender, and culture. SEA risks need to be constantly evaluated, and sector-specific assessment must be done to ensure remedial actions are implemented. Moreover, the diversity of the populations affected by the war in Ukraine should also be considered for the development of more tailored PSEA messaging to ensure effectiveness of the reporting systems. To ensure the effectiveness of the reporting systems, everyone, regardless of age, gender and culture should be empowered to report. PSEA messaging therefore needs to accommodate the diversity of the populations affected by the war in Ukraine. Specific groups of people may face higher levels of discrimination and marginalization, making them in turn more susceptible to exploitation. For example, IOM has been working with representatives from the Roma community to adapt PSEA messaging to their specific needs.



REACHING THE HARD-TO-REACH

In Kharkiv, Iryna Boksyana, a 96 year-old piano teacher, continues to tutor her neighbor's daughter despite the challenges of the war. Iryna's parents came to Ukraine as refugees from Turkey in the 1920s, and she has steadfastly remained in Kharkiv even as Russian forces attacked the city in the winter of 2022.

In her living room sits the antique piano which has kept her company during her years of living alone without family or relatives. "I have students who I taught playing the piano all over the world; some of them are famous now. Despite my age, I'm still aware of the world around me. I hope I'll have a phone or any tool that would allow me to get in touch with my beloved students and feel connected to the world outside my house," she says.

Her neighbor's daughter, 15-year-old Ahnia Maria Portnova, has been taking piano lessons with Iryna since she was 6 years old. Ahnia has shared her performances online and with other musicians in Kharkiv, and she comes to play the piano for Iryna regularly. Although Iryna manages some tasks without assistance, Ahnia's family has supported Iryna since a fall caused her to break her leg. With the challenges of leaving the house, staying home to listen to Ahnia play piano is one of her most important sources of satisfaction.

IOM supported Iryna with a bedding kit, a solar lamp, and a hygiene kit through the Common Pipeline partner Rescue Now. IOM's Common Pipeline allows grassroots and sub-national organizations in hard-to-reach areas to assist their communities with essential NFI, Shelter and WASH items. IOM assists its partners to identify and serve individuals with specific needs and vulnerabilities as part of its programming, and provides capacity building support to ensure individuals like Iryna, Ahnia and their neighbours receive the support and assistance they require.

[*Watch Ahnia's music video here*](#)

Ahnia Maria Portnova showcasing her musical talent as she plays the music of the film 'High Pass' on the piano.

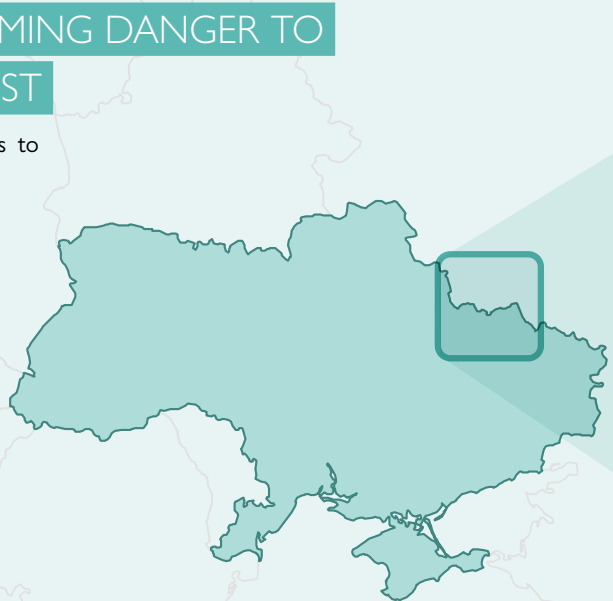
INTER-AGENCY CONVOYS: OVERCOMING DANGER TO DELIVER WHERE NEEDS ARE GREATEST

While IOM's NFI and Common Pipeline programming continues to serve displaced and war-affected populations throughout Ukraine, special considerations have to be made for those in the hardest-to-reach and most dangerous areas. Preserving the safety of humanitarian staff and affected people is of the utmost importance and is particularly challenging in communities that have recently become accessible to international aid efforts and which sit close to the front-line.

IOM is one of the key actors able to rapidly supply relief items to people owing to its extensive global supply chain, country-wide warehousing capacity, and pre-positioned stocks. Working in close coordination with partners, IOM often participates in inter-agency convoys to hard-to-reach or newly accessible areas, which are often the communities most in need of support.

To date, **IOM has participated in more than 85 Inter-Agency convoys, dispatching 244,562 items to populations in hard-to-reach areas.**

The story of one of these convoys is presented here.



DAY 1 - 11:49

IOM processes an urgent request for humanitarian assistance from the heavily affected communities of Vovchansk and Buhaivka, located close to the Russian border. Neither town has received humanitarian assistance since the start of the war, and residents urgently need assistance.



DAY 1 - 14:02

IOM commits to providing NFI, WASH and shelter assistance via Inter-Agency convoy, and confirms the quantities of relief items to be sent. These items are already pre-positioned in IOM's warehouse in Dnipro, so the team loads the trucks and departs for Kharkiv, where the convoy will assemble the following day.



DAY 2 - 17:15

The convoy begins with a pre-mission briefing from the security team, covering procedures, contingency plans and communication - the projected security risk level of both locations is considered 'very high.' Then the convoy, loaded with bedding kits, mattresses, hygiene kits, wood-burning stoves and emergency shelter kits, departs Kharkiv.



DAY 2 - 14:00

The convoy traverses rough and icy roads that challenge the heavy trucks and border uncleared minefields. Shelling and air attacks in the immediate area force the convoy to alter its plans. Given the extreme danger of traveling to Vovchansk, which had come under attack from heavy artillery, the convoy diverts to Buhaivka to deliver humanitarian aid.



DAY 2 - 15:34

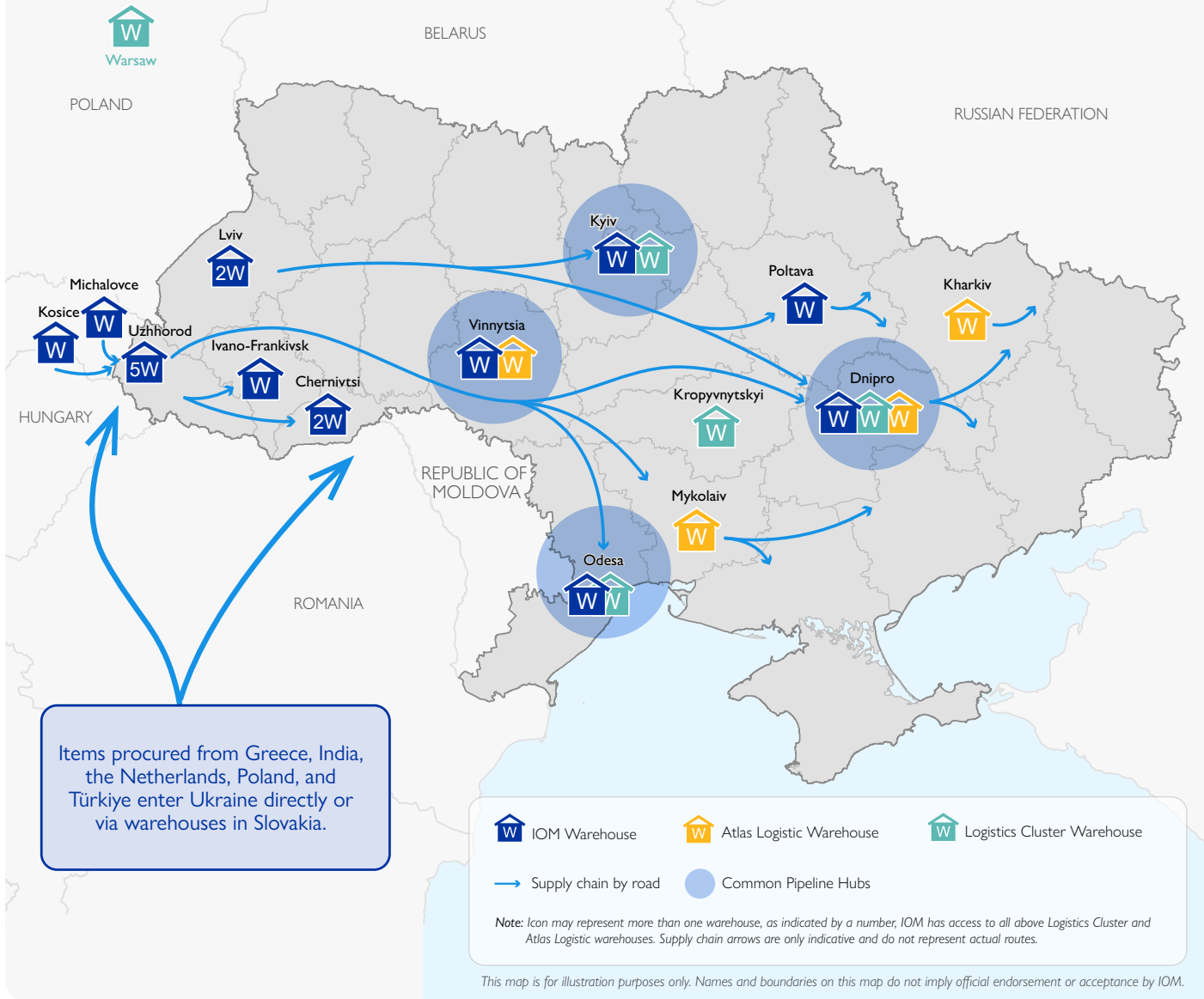
The convoy reaches Buhaivka and offloading begins, prioritizing the safety and security of individuals seeking assistance, staff, and volunteers. The handover of items to local authorities is well-organized but quick, and shelling in the community interrupts this process as well. The convoy departs as soon as it is safe, ensuring the return to Kharkiv before nightfall.



DAY 2 - 17:57

IOM staff return with the convoy to Kharkiv, and report back to Kyiv about the day's challenges and accomplishments. More than 700 individuals received the relief items, despite the challenges faced, and plans altered, throughout the operation.

DELIVERING WHERE NEEDS ARE GREATEST



KEY FIGURES



IOM operates **12 warehouses** across Ukraine and **2 warehouses** in Slovakia



27 partners delivering goods through IOM's Common Pipeline

Winter Relief: **more than 500,000 core relief items** distributed and **1,700 generators**



1,100 Invincibility Points and **hundreds of collective centres** supported with core NFIs

IOM's last-mile delivery of items continues to be implemented through various modalities including direct distributions and delivery through Implementing Partners, Common Pipeline Partners, government institutions, and municipalities.

IOM's Common Pipeline capitalizes on the organization's global supply chain capacity to procure and pre-position goods in critical hubs around Ukraine. Common Pipeline partners can then request items for distribution as needs arise, creating a highly agile distribution mechanisms with a wide reach.

Throughout the frigid winter months, IOM provided cold-weather essentials to families and individuals who lost or were separated from their possessions. IOM distributed almost 500,000 winterization items including high-thermal winter blankets, winter clothing sets and winterization kits. These items complemented the work of the shelter team who for winter focused on rehabilitating and maintaining heating systems, providing over 1,700 generators in addition to heaters, boilers, furnaces, radiators and solid fuel. As winter comes to a close, plans are already in place to meet the needs for next winter.



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