

ANALYSIS REPORT

Systematic approach and sustainability of Community-led response during the war in Ukraine

Analysis of the results of the 7 interviews with national NGOs in Ukraine and country of refugees transfer (Moldova)



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With the beginning of the war in Ukraine, all public organizations were forced to change their approaches and mechanisms in HIV response. From the analysis of the interview results, it follows that, first, the pool of partners and stakeholders has changed due to extended requests from key populations.

For a systematic approach in providing services to key populations, public organizations first needed to make a partnership with municipalities and the military administration.

Partnership with local authorities made it possible to immediately have access to the humanitarian cluster, ensure the redirection of requests and needs from key populations to HIV-service NGOs, which gives access to fast humanitarian resources that cannot be covered by donors in a timely manner.

Partnerships with local police, medical facilities, and comprehensive assistance to refugees from among key communities can ensure safety and reduce crime near shelters, which reduces the negative attitude of the general population towards living together in shelters.

The comprehensive provision of services to key populations and their families among refugees includes social support, the purchase of food, clothes, re-registration and restoration of documents, employment, assistance in finding schools for children, etc.

One of the key necessities of establishing partnerships with local authorities as a matter of priority is the inconsistency of legislation with the conditions of war. The legislative framework does not change so quickly, so public organizations will not be able to legalize new services and help key populations without lawyers from the mayor's office and local authorities.

It is important to note that it is possible to get the fastest assistance from local authorities, and not from national ones, since the heavy workload of the republican authorities on military issues does not allow prompt response to requests from public organizations. Not least important in the formation of a close partnership is personal attendance, offline meetings with representatives of local authorities in the non-occupied territories.

Successful practices have shown that for the sustainability of the work of public organizations, namely for the formation of close partnerships with local authorities municipalities, and the military administration, it is important to change the messages in advocacy.

The most successful partnership was obtained in cases where nomadic communities did not ask for help and try to prioritize the needs of key populations, but from the position that public organizations are ready to help the city, region, country in eliminating the spread of HIV, reducing the criminality of the situation, reducing social problems and complaints from the general population. Showing at the same time that when a public organization assigns social workers for families with a representative of key populations, searches for work, restores documents, provides them with food and basic needs, this reduces the risks of criminality, since there is no need for theft, the search for illegal earnings, etc. By showing what exactly a public organization can help with, most often they achieve good support from the local authorities and the military administration.



Analysis of the results of the 7 interviews with national NGOs in Ukraine and country of refugees transfer (Moldova) Continued.

Accessing humanitarian assistance for key populations faces systemic barriers within Humanitarian aid oriented NGOs. Despite the proclaimed inclusivity and non-discriminatory approach of humanitarian and charity aid providers, we observe that people from key affected populations are often excluded or given lower priority in receiving aid and support. In emergency situations, due to fear of discrimination and stigmatization, key populations may not receive the necessary assistance that others receive.

Individuals living with HIV and TB and those from key communities prioritize seeking shelters and other humanitarian assistance for themselves and their families before seeking HIV prevention, treatment and services. Consequently, they often do not access treatment and services in a timely manner as the process of finding shelter for their families consumes significant time and resources, pushing their healthcare needs to the background.

This places the responsibility on HIV-oriented NGOs to organize shelters and humanitarian services for their clients and families, requiring a new level of capacity and ability to work with new funding resources (humanitarian donors, private donations crowdfunding and crypto philanthropy).

The stress, fear of stigma and discrimination, and worsening mental health significantly impede prompt help-seeking, securing shelter, finding new sources of income, and meeting basic needs. Numerous cases reported to NGOs and networks illustrate these barriers. Integrating HIV services with humanitarian assistance can help ensure treatment adherence and reduce the risk of HIV transmission.

For sustainability and the development of a systematic approach, an interdisciplinary team, it is also necessary to establish communication between all NGO employees.

In particular, the creation of secure chats, weekly online calls, general discussion of cases and the use of case management allows you to save the team, overcome psychological barriers and join teamwork. The most successful NGOs are those that have been able to keep their team regardless of relocation. Successful practices have shown the development of an open online tool for collecting requests from both key communities and government institutions, allows you to increase coverage, improve the effectiveness of care, as well as analyze both qualitative and quantitative about the assistance provided. Which is representative of donors, government partners and clients themselves.

An analysis of the interview showed that work in the occupied territories is possible only in a "closed" version. This means a visual cessation of the work of the organization, the cessation of any public activity, the cessation of work with occupied institutions, and the use of case management with a response only to specific targeted requests. At the same time, the sustainability of the provision of services is also ensured through partnership with the municipality, the mayor's office, and the administration, which left the occupied territory, but continues to work for the occupied region among humanitarian and HIV response. Work in the occupied territories is associated with a life risk for NGO employees, so the priority here is the development of a security plan, secure communications, logistics, etc. The interviews showed that the logistics of medical and humanitarian assistance are carried out under the guise of personal needs, personal belongings.



Widespread stigma and discrimination throughout Ukrainian society further renders more difficult any attempt to seek remedies. This situation, compounded very often by the existence of co-morbidities, have placed the life of PLWH and KPs in jeopardy and increases the risk for prevention and treatment programs, undermining longstanding efforts to contain the disease. To try and respond to this new situation, specialized Ukrainian CLOs have attempted to expand their mandate to try and offer a more comprehensive package of services as a "one-stop-shop", combining cash and humanitarian assistance and medical assistance in one safe and trusted place that those groups are familiar with, and thus increase access to prevention and treatment of HIV/TB.

It is also important to note the effectiveness of horizontal cooperation with other NGOs. By strengthening the network of partnerships with related organizations, the response to humanitarian needs and HIV is more sustainable, as it allows for the reallocation of both needs and resources. Closer cooperation between public organizations makes it possible to find new donors, get new funding and support.

In particular, working with donors, the most successful practices were those who were able to immediately justify the misuse of previously received funds, as well as explain the expanded needs of key populations in war conditions. Closer cooperation with the Global Fund through regional and global community networks has become more important. The obtaining funding from donors is a long process, it has proven effective to develop partnerships with local private businesses that can quickly respond to urgent needs not only for funding but also for in-kind contribution. In this case, it was easier for organizations that were able to connect a pool of business partners to provide assistance in the first months of the war.

As for organizations outside of Ukraine who accepted refugees (on the example of Moldova), the sustainability of the provision of assistance has become a rapid advocacy at the national level, the creation of an interdisciplinary team within NGO, misappropriation of funds, transparency of requests and responses using an online platform, expansion partnerships with national and local NGOs, as well as NGOs in Ukraine and EU countries. The main key advocacy message was "help and HIV services for all" which closely correlates with the country's previously announced strategy.

Public organizations, which in the first month of the war immediately focused on appealing to international donors and sponsors, turned out to be less stable. The bureaucracy of allocation of funds did not allow donors to quickly provide assistance for urgent needs.

Organizations that could not keep their team, did not implement a system in communication are also less stable, which affects the coverage of services rendered and further work. It is also not enough to note the need to re-profile certain types of services, to include a response to humanitarian needs, to expand the geography and recipients so that the work of the organization correlates with the new conditions.

Key populations and service delivery geography

Considering the resettlement of not only the key populations themselves, but also employees of organizations, the geography of the provision of services has changed. Successful practitioners turned out to be those who, having moved, continued to provide assistance and support to key groups both in the occupied territory and for the settlers already in the new territory. In addition to changing the territory, the services themselves have also changed. First, the closure of basic needs and needs for food, housing, clothing, restoration of documents, and only then HIV services became a priority. Providing HIV services without providing humanitarian assistance is ineffective. Having kept our team among the successful practices, we also kept our clients even on remote access, keeping in touch with those who left and redirecting them to other NGOs in the EU countries.



The range of recipients of services has also expanded, and effective assistance can only be provided if assistance is provided only to a representative of the key group, but to the whole family. It is important to note that since the beginning of the war, the stigma against key populations among the general population and decision makers has increased. This is representative in general shelters and advocacy for the rights of key populations at the state level. The most effective practices have shown that the extension of service delivery groups allows to strengthen the organization itself, learning new directions and approaches. According to the interviewed organizations, the most vulnerable and stigmatized key populations are drug users and people released from prisons. Respondents also noted that people with TB and their families receive the least attention from donors.

The main issues of humanitarian aid for key populations during humanitarian crises

Along with lack of funding, growing needs, complex labor resources, changing conditions, respondents noted ambiguity in helping the occupied territories. Some of the civil society organizations and international donors have stopped funding and providing services to key communities in the occupied territories. Under such conditions, public organizations that continue their work in the occupied territories have to look for new partners, new donors, which complicates and lengthens the process of providing services, and does not allow full coverage.

One of the key barriers is the need to quickly build partnerships in the humanitarian cluster, to train the mechanisms and approaches to provide humanitarian assistance, for which communities often do not have the resources and opportunities. Also, to justify requests to donors, there is not always the necessary scientific quantitative and qualitative data, the lack of research does not allow talking with a reasonable evidence base.

Far from all public organizations succeed in quickly reorienting themselves to work in the new conditions, in response to the humanitarian crisis. One of the tools for setting up a mechanism for successful work is to get acquainted with the successful practices of other countries and organizations that have had similar experience. According to some respondents, the exchange of experience knowledge, and joint discussion of approaches to work in war conditions with more experienced partners makes it possible to build a sustainable mechanism most effectively in response to a humanitarian crisis with the help of communities.



SURVEY INTERVIEWS

**7 interviews with national NGOs in Ukraine
and country of refugees transfer (Moldova)**



SURVEY RESULTS

Best and unsuccessful practices in HIV response during the war and humanitarian crises

Organisation:

Krivoy Rog
Public health & HIV services



How has the work of the organisation changed since the beginning of the war?

If before the war we were mainly engaged in secondary prevention, then after the war we began to work with migrants from among the key populations. We used to have just motivational rations, but now we have full humanitarian aid and support. Now we are also engaged in the opening of shelters, their equipment and supervision.

Our staff has increased, now we have 53 people in the team. The work process has become more flexible, more people have begun to work online within the team, this helps to develop a systemic approach.

But people are always on duty in the office, it is never empty.

It is important that our entire team remained at work, those who left have already returned.

One of the key points in the work is close cooperation with the military administration and municipalities, local authorities.

How is the new mechanism of work in the war conditions look like?

An important point in building partnerships with key government authorities is changing advocacy messages to prioritize key groups. Therefore, we say that we are ready to help, give us the opportunity to do this. We have proven that by working together for key groups, we reduce the crime situation in the city, reduce the risk of the spread of diseases, the number of thefts, etc.

When settling into shelters, we conclude an agreement, provide a social worker, medical support, restore documents, help arrange school, look for work, provide food. Donors come and go, but there are always state partners, these are key stakeholders. After establishing a good partnership, you can already go to donors.

We have a very well-coordinated team, people even worked for the first time without pay, especially in the occupied territories. This is not just a team, but already like a family. This made it possible to continue the work of the organization. There were also trainings on burnout, first aid trainings. The best help for employees is to get involved in active work.



Organisation:

Krivoy Rog

Public health & HIV services

Key difficulties in building a mechanism for working in war conditions

The main problem is that the legislative framework has remained the same, it does not change so quickly, but the reality is changing rapidly. And to do everything according to the law, a lot of difficulties have to be overcome.

The most difficult thing was to start advocating, to open shelters. Krivoy Rog is like Lviv, I immediately understood the relevance of shelters and realized in advance that there would be a flow of refugees. Therefore, we have already begun work in this direction.

The first contact at the start of work is the mayor of the city. Shelters need to be opened based on NGOs, as the city cannot cope. We had a long way to agree on the whole process. And people had nowhere to live. Thanks to UNAIDS, the first commercial shelter was opened.

Shelters are a very good practice. Donors are needed only for urgent needs.

Rehabilitation centers accept migrants, but this is illegal and it is also important to talk about this when advocating.

The main issues of humanitarian aid for key populations during humanitarian crises

The most important difficulty is legal validity, compliance with international standards, with our target group this cannot be done without the city authorities. The high crime rate of the target group makes it clear that there should be social workers, a police patrol. Meetings with the police help to agree on all the features.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

Working immediately with the city hall, the military administration, state institutions, we were able to ensure that our people were redirected to us with requests, provided the police for protection in the shelter areas.

When establishing a sustainable mechanism, it is important to say that if NGOs do not deal with key groups, no one will deal with them, there will be problems of a different nature, so it is better to support NGOs in this work.

2

Organisation:

Everything is Possible Medical care & prevention

How has the work of the organisation changed since the beginning of the war?

Before the war, we also helped open social businesses for women victims of violence, we had a garment factory.

And also opened a print club, a laboratory for printing and design, editing, etc. But only managed to work for 3 months. Melitopol from the first days of the war in the occupation. Nobody worked at first. They could not deliver services, there was not even a connection.

Infrastructure, houses and medical institutions suffered. They began to help take people to the city, settle, find shelter for clients. We accommodated all clients in churches, dormitories, vacant premises. We have opened a fundraising account. As the stores stopped working, the buzz grew into a crisis. We tried to make purchases from farmers and helped bring them to the headquarters.

Then all headquarters were closed, Russian military repressions began. Activists were taken out and imprisoned. Activists were also taken out, so it is very difficult to work in such conditions. Passports are taken away, so there is no way to leave. Small and medium businesses are under a separate focus, so partnerships are not possible. Single women, families with disabled people and pensioners remained in the city.

We do not buy anything in Russia.

How is the new mechanism of work in the war conditions look like?

First, it was necessary to build a security system for employees and clients. Our organization from the first days closed all pages in social networks. Began to be serviced only in a bank not in the territory of Melitopol. Three people from the co-workers left, the rest remained. We have conducted safety training. The work has been completely reformatted.

We do not gather clients together, we do not hold events, there is no information work anymore. We provide assistance only targeted; we leave on a call, we give information materials only to hands. We have connected the gum component, mainly medicines. The delivery of ARVs from Russia did not fit, the drugs are of poor quality, so we bring them from Ukraine. Our TB dispensary was forced to sign an agreement with the Russian authorities. That's why we stopped working with them.

For further work, we began to attract those sole proprietors with whom we had previously worked, so it turns out to make purchases, including for humanitarian needs. We are now also helping clients with evacuation. The routes change as the fighting changes, so every time we build new logistics.

Our social workers are actively working, including those in shelters. They tell how you can get help from state and international organizations, help fill out all the necessary documents, a brigade of social services. workers are very active.

2

Organisation:

Everything is Possible Medical care & prevention

Key difficulties in building a mechanism for working in war conditions

For us, the phrase "we do not work with the occupied territory" is a very painful phrase.

It was very difficult for employees to continue working in such conditions and the regularity of online meetings helped, the discussion of each situation was addressed separately, and every day they made calls, decided together, well-coordinated teamwork, this is good support to make decisions together.

We currently meet online twice a week. A deputy works in the occupied territory, and there is also a psychologist in the team. We were also helped by the advice of those who are more experienced, called up those who were in such a situation.

The main issues of humanitarian aid for key populations during humanitarian crises

One of the problems is the high prices for any medicines. It is very difficult to bring anything into the occupied territory, so the shortage increases prices.

There are donors who refused to work further with us, arguing that they do not work in the occupied territories, although this is not clear, people there need help even more. But other donors, on the contrary, have found us and are helping to keep the organization afloat. It's the same with NGOs, some don't work because of the occupation, some don't. And this position is very upsetting from the outside. The strategy must change, work with the occupied territories, this is also Ukraine.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

For sustainability, work requires a clear algorithm for the exchange of information, who, how and where, as well as an understanding of how to develop response mechanisms. Development of security algorithms (cleaning phones, new communication tools). Clear legends for roadblocks.

In the occupied territories, it is possible to work only incognito. We have created information that the activities of our organization have been suspended. We asked our partners not to talk about us at all. No information about the activities of the organization. We do not make reports, we do not publish anything, we work semi-underground.

3

Organisation:

CO FREE ZONE

Preparation and socialization of those released from prisons

How has the work of the organisation changed since the beginning of the war?

With the outbreak of the war, first of all, requests changed. For those released, this is primarily assistance in logistics, the opening of new shelters. For people in prisons - the purchase of medicines, hygiene products, food, bed linen, etc. Now the system has already loomed, everyone is used to working in the new conditions. Basic needs covered. However, the problem of silence remains, government partners do not talk about real problems that arise, so it is difficult to track requests.

So it was before the war, but now it is even more difficult with this. With the beginning of the war, we had to resort to misappropriation of funds. We repurposed donor money for humanitarian needs, which subsequently made it difficult to report and justify. The main difficulty with the start of the war was the lack of manpower, there was no complete team. The first two weeks of work was not carried out.

We realized that the prisons became even more closed, it was impossible to obtain reliable information, we stopped responding to government requests. structures and became more difficult to work with. We began to make weekly calls, the regularity of meetings helps the team to survive. The range of NGOs with which we began to work has also expanded. In my opinion, we began to support each other more, redirect customers and needs, but also resources. This helps to make work more efficient and faster.

How is the new mechanism of work in the war conditions look like?

The assistance mechanism itself has not changed much, we have the same system of assistance and support. The same stakeholders, however, there are new partnerships, in particular, we work with the humanitarian cluster, with other NGOs, communities, we have developed partnerships with local authorities, as well as private businesses for humanitarian needs. We do not work with institutions in the occupied territories, as there is no access to them. We are now mostly focused on the most urgent and basic needs like shelters for example.

Several NGO-based shelters have already been opened, clients get there through medical institutions, which also help spread the word about open shelters. All shelters were already working, we just expanded the circle of people who can come there.

Our staff of the organization has completely remained at work and our clients have not gone away either, since it is very difficult for those who have been released to leave.

3

Organisation:

CO FREE ZONE

Preparation and socialization of those released from prisons

Key difficulties in building a mechanism for working in war conditions

One of the most difficult moments is the problem with the evacuation of our target audience from the occupied territories. Questions about evacuation, lists, logistics and the mechanism itself turned out to be classified data, and in war conditions this information is strictly classified and inaccessible. Therefore, it is practically impossible to quickly track interruptions in treatment, for example. Now there is a big question about the further financing of programs, since states will not be able to purchase themselves in such a volume, especially after the war, the country is very depleted.

The GF will buy a little, tests, diagnostics and treatment of TB, hepatitis, but this is a partial purchase. And Mr. the budget is not designed to cover further volume. In the long term, we expect a serious crisis.

Sites of substitution therapy - does not work, the program in the occupied territories also does not work. There is no way to expand the program, now there are only a few on the program, although the demand is much greater. The approach to advocacy has changed, it now has a different format. Since the main focus of the state now is military issues, it has become difficult to talk about international human rights.

Therefore, our advocacy rhetoric has changed, we are talking more about people with chronic diseases, saying that we are ready to reduce the burden on the state in helping those who have been released.

The main issues of humanitarian aid for key populations during humanitarian crises

We lack evidence, scientific data on how OAT affects the public, how exactly the crime rate decreases, how the program improves longevity, reduces the increase in prevalence. The most difficult issue is the promotion of the rights and needs of our key groups now, since our main partners are the state, and the wind and priorities are now very shifted. Basically, everyone is preparing for the heating season.

Also, the migration of clients complicates their further support and assistance for them. Not quite able to keep in touch. One of the big gaps is access to the humanitarian cluster and building a systematic approach to working with them. We also lack financial resources to purchase equipment for shelters.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

The most important thing is systematic cooperation with the executive power system. Access to government information and their desire to work more closely, transparency of information. Clear advocacy and new approaches. Lowering the barrier to access prisons (you need to get confirmation of the penitentiary system, which is very difficult). As well as funding for humanitarian needs.

4

Organisation:

Kherson public organization

Consultation, social support and outreach

How has the work of the organisation changed since the beginning of the war?

Before the war, we provided services to our clients, held events for the general population. But at the beginning of the war, the main activity was blocked. For the first two weeks, communication was interrupted both between employees and with clients, for two weeks we didn't work at all, everyone left where he could and how he could. After two weeks, we began to restore contact with employees, to develop a new mechanism for working in new conditions.

We started with physical monitoring among employees, who is alive and who is where. It turned out that most of the employees are in different places. Three of them, including me, left for the Ivano-Frankivsk region, and some of them remained in the occupied territory. Then they jointly began to call all the clients. A few weeks later we learned that all the clients were also in touch, some of them left the country, some replaced, some of them stayed in occupied territory.

Over time, it became clear that we could not continue working in the occupied territory. The key barrier was the lack of contacts with local authorities, the lack of tools for work, and most importantly, the insecurity of extending work in the occupied area. It was decided to re-register the organization in the Ivano-Frankivsk region with the preservation of the previous clients who remained in touch.

How is the new mechanism of work in the war conditions look like?

After we re-registered in the Ivano-Frankivsk region, we immediately established a partnership with the local administration, with NGOs already working here. After it became clear the need to reformat the work provided by the assistance. We have begun to assist in the redistribution of requests from all migrants, all those who come from the occupied territories.

At the moment, we help key groups and their families, as well as anyone who asks for help with registration on the spot, receiving priority assistance, food, we send to other organizations. We also help with logistics, transport for moving to Odessa. Also, in parallel, we try to keep in touch with clients who remained in the occupied territory, we control the supply of ARV therapy. To date, we have helped 200 clients with humanitarian aid.

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Organisation:

Kherson public organization

Consultation, social support and outreach

Key difficulties in building a mechanism for working in war conditions

The most difficult and most important thing is to keep the team of employees, to provide them with the necessary assistance, including psychological. There is also a lack of secure communication tools, communication stability. To date, only three people out of 20 have remained to work on permanent terms. Not enough people, including volunteers.

There is also a lack of resources and time to fully work with donors directly. Immobility of donors, congestion in documentation, reporting for the reformatting of funds do not allow prompt response to requests.

The main issues of humanitarian aid for key populations during humanitarian crises

The most difficult thing in providing humanitarian assistance is the organization of logistics, the search for cars and drivers, the high cost of logistics services and their safety.

Good links with government partners help to make processes more sustainable.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

It is necessary to create a single hub, a body that could distribute the flows of refugees and resources. There is also a lack of a unified register of migrants, but it is necessary for work. It is also necessary to establish logistics, to have a pool of carriers for the provision of humanitarian services. There is a lack of coordination in the social sphere, as well as local support for NGOs themselves.

It is important to talk about the needs now, this is primarily psychological assistance, both for clients and employees, as well as the opening of new shelters. These needs will be relevant for a long time to come and it is important to point this out to donors.

5

Organisation:

legalize Ukraine

Advocacy for the rights of sex workers

How has the work of the organisation changed since the beginning of the war?

As before, we work in Kyiv, none of the employees left. We cover territory that is not under occupation. (Melitopol, Mariupol, etc. we are not working now, as it is impossible for us).

Since the entire team of employees was preserved, it was easier for us to start work already in the conditions of war. Lobbying for the legalization of sex work has become less of a priority for government partners and donors.

With the outbreak of the war, the focus of work was reshaped, more and more people turned to us for humanitarian assistance. We began to coordinate humanitarian resources, collect the needs for humanitarian assistance. Look for new partners in the humanitarian cluster. We tried to redistribute funds for humanitarian aid, and as a result, only after 6 months we were fully able to do this. There are still not enough funds for emergency response. We purchase humanitarian needs from stores directly. We pay for housing, utilities, provide legal support, pay taxes. Meetings with the governments, we began to conduct almost all online. Requirements are also collected online. What remains is communication and contacts with clients, access to social services, medicine.

Since the beginning of the war, we have helped and supported 800 sex workers who received material assistance and support. 150 people received legal assistance, more than 200 people received paramedical assistance, we are also engaged in the restoration of passports, documents, we develop logistics schemes for logistics to MMT points, HIV services.

How is the new mechanism of work in the war conditions look like?

The war did not affect the work of staff members. Communication with the consultants was interrupted. Now we are also asking for help from those who have gone abroad. We have a hotline, we redirect requests to European NGOs.

We are also monitoring violations of human rights by the military, this is a new kind of work for us. Previously, in Kyiv, we were engaged only in administrative and technical assistance, but we began to issue humanitarian aid right at the office. Many other NGOs have supported the Gum with help.

Key difficulties in building a mechanism for working in war conditions

The main difficulty of working in a military environment is to keep in touch with clients and employees when there is no Internet access. Advocacy has become much more difficult, sex workers are not a priority. It is necessary to meet personally with representatives of the state, which is now very difficult to do. We also need resources and time to provide targeted assistance to clients in new directions for us.

In working with the state, we have reformatted to cooperation with local institutions, local partnerships, not at the national level, it is easier and more sustainable this way. At the global level it is more difficult, other priorities.

We are hiring other legal experts, as ours remained in the occupied territories. The main support comes from networks now.

5

Organisation:

legalize Ukraine

Advocacy for the rights of sex workers

The main issues of humanitarian aid for key populations during humanitarian crises

Recommendation to donors - faster response to requests. We tried to make crisis hostels with Positive Women, wrote in some regions, we wanted to unite women who need crisis housing. Late response, untimely help, no urgent help. More urgent help, or at least not, but a faster response to a request. Such protracted funding does not allow for an effective response to requests.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

For sustainability, we do not have enough funds to purchase equipment that can remain for our use, we only have rent. UNAIDS does not offer the opportunity to purchase with project funds, only rent. Temporary housing - all rent, not permanent, no permanent donors to help buy shelters for a permanent shelter.

All funding for temporary work. This makes our services very unstable.

Not all donors support sex work and decriminalization in particular. In Ukraine, rent is expensive, there is no decrease in rent, and you have to look for new premises even in military conditions.



Organisation:

Iniziativa Positiva

HIV prevention and services

How has the work of the organisation changed since the beginning of the war?

We immediately knew in advance that there would be an influx of refugees. And we need to build a service for refugees, solve financing issues, how to issue ARVs.

We understood the burden on the team and the NGO itself. It was necessary to decide how to increase the size of the team, etc. Before that, we had no experience in humanitarian aid.

We applied the case management method. On the created separate online tab, you could see how a case is being closed, the work with refugees tab, you can immediately see how we respond to requests in real time, as we promptly update the database.

How is the new mechanism of work in the war conditions look like?

To develop a systematic approach, it is necessary to determine the final result and tasks for solving the problem. First formulate a clear result, then tasks. Further work in a team, form a team of like-minded people, partners, states, NGOs, UN. Gaps were identified, what is missing. Work was non-stop. Formulated an algorithm on paper.

Then we started the implementation of the mechanism without additional money, taking risks and we need to take risks into account. In order to have a justification that we are doing the right thing, we contacted those partners who had previously worked in such conditions. They worked with us, told us what we were doing right. We started working with their support. Each stage had its own difficulties. We realized that we will not be able to cover all the needs on our own. We did not expect the growth of new needs. Formed a needs base online, a second base online solutions, sources of assistance.

We understood that opportunities would run out in the future, they used all the help in the refugee market. We have expanded medical assistance with ARV, MMT, TB through work at the national level. The main advocacy message is that everyone should have access to ARVs "MIGRANTS MUST have equal access to ARVs, that this affects the entire epidemiology." The international community was for the systematic solution of these problems.

We always have the principle of maximum transparency, for reporting we show everyone who finances what, this increases the confidence of donors.



Organisation:

Iniziativa Positiva

HIV prevention and services

The main issues of humanitarian aid for key populations during humanitarian crises

It was difficult to build an integrated approach, promptly, promptly transfer, coordinate, link all organizations. There is also a problem in financing, that each donor wanted to see their target audience and their quantitative indicators, but it's not possible, we said that it's impossible and we have one figure, the total number of refugees, but there is a breakdown into services.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

To be sustainable, someone needs to take the lead. Find the main character, the organizer. The wider the better, it is necessary to involve the maximum number of partners for quick help. develop new response mechanisms, reduce the number of bureaucracy. There must be flexibility in the tools of the new response. We need a new line of grants, which will be frozen for emergencies.

For the NGO itself, in the conditions of the war, the main thing was to calm everyone down, to lobby and advocate for the importance of helping our key groups, the tools made before covid helped in the conditions of the war.

We have expanded our partnership with NGOs. Mixed feelings, but helps to achieve the overall result. A common goal unites.

Organisation:

TB people Ukraine

Monitoring of barriers to recovery, diagnostics, nutrition for patients

How has the work of the organisation changed since the beginning of the war?

We have expanded our target group, which we provide assistance to, work with those who have left, keep in touch with them, help them receive services, assistance, reduce barriers to accessing services in the countries where they left. In the first months of the war, we were faced with thunderous demands for covering basic needs, i.e. humanitarian aid. We were not ready for this, there were no resources for this.

We went to the misuse of funds, and then justified this for donors for a long time, but there was no other choice. We started collecting needs and making purchases, looking for other organizations, donors, who could help. When we built a scheme to close basic needs, then we were able to continue working to reduce the stigma against people with TB.

Within the team, we retained all our employees, first of all, it was important for us that everyone was in physical safety, and then they could already work fully. The morale of the team helped to psychologically cope with the task. Thanks to all communication tools, we work effectively all remotely, which does not affect the quality of work. Almost the entire team left Kyiv.

We have also changed the mechanism for working with government partners. We began to work more closely, the main message in advocacy is that we can help, not that we need help. Since everything is transferred online, sometimes the process has become longer.

We began to purchase all requests at the local level, since the logistics are very complicated, and it is impossible to bring from far away. There is no access to the occupied territories, so we, unfortunately, stopped working with them. We began to work more closely with new NGOs, redirect requests and resources. In general, we stopped working with Luhansk and Donetsk regions, Melitopol, Kherson region, but our refugees in Europe were added.

How is the new mechanism of work in the war conditions look like?

We have developed our own system of work, and in particular, we succeeded through a mobile application, which receives massive requests from medical institutions for the purchase of material assistance. On the platform created, medical institutions leave their requests and needs, the quantity and what exactly is needed and for what period. Thanks to the request analysis tool on the platform, we can see statistics: how many people contacted us, with what requests, etc.

We also redistributed resources to the gum help and now it's easier for us to work. We continue to constantly look for new resources, we have changed priorities, we are working with the humanitarian headquarters through government organizations and NGOs. We increased the staff by 2 people to provide humanitarian assistance.

Key difficulties in building a mechanism for working in war conditions

Since our team was always at work, the main problem was to meet all the needs of medical institutions, redistribute resources, search for new partners in the humanitarian cluster. A big loss is the inability to work with the occupied territories. And of course, the difficulty in advocacy, the vector of state organizations has changed to military issues.

Organisation:

TB people Ukraine

Monitoring of barriers to recovery, diagnostics, nutrition for patients

The main issues of humanitarian aid for key populations during humanitarian crises

We feel on the part of the international community, networks, insufficient attention to our target group, although they are now the most vulnerable both inside the country and when they leave abroad. The main streams of funding also do not go to our target group. The discourse of international leaders, publications in the media of a discriminatory nature exacerbate stigma, people do not seek help.

What needs to be done to ensure the stability of the mechanism of comprehensive assistance to the key group?

First of all, there should be a strong partner pool with all stakeholders. Reallocate funding to humanitarian needs, strong teamwork, and her physical security.

