

# **INTERNALLY DISPLACED PERSONS: SOCIAL AND ECONOMIC INTEGRATION IN HOSTING COMMUNITIES**

**(based on materials provided by Vinnytsia Oblast, Zaporizhia Oblast,  
Ivano-Frankivsk Oblast, and Poltava Oblast)**

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## List of Abbreviations

IDP	Internally displaced persons
VRU	Verhovna Rada of Ukraine
CMA	Civil–military administrations
SESU	State Employment Service of Ukraine
Law	Law of Ukraine
CMU	Cabinet of Ministers of Ukraine
ICO	Interagency Coordination Office for Social Security of Citizens of Ukraine
IOM	International Organization for Migration
SME	Small and medium enterprises
MSPU	Ministry of Social Policy of Ukraine
NGO	Non-governmental organization
LGBs	Local government bodies
LAs	Local authorities
FDI	Foreign direct investment
UCSR	Ukrainian Center for Social Reforms
UNHCR	Office of the United Nations High Commissioner for Refugees
IE	Individual entrepreneur

## Introduction

The annexation of Crimea by the Russian Federation and loss of political control over certain regions of Donetsk and Luhansk Oblasts resulted in massive flows of people, forced to leave their places of habitual residence and relocate to other regions of Ukraine. In the national scientific literature and mass media such people are referred to as “internal migrants”, “forced migrants”, and in official documents – as “internally displaced persons” (IDPs), which is the most precise term. The UN’s Guiding Principles on Internal Displacement offer the following definition: “Internally displaced persons are persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border”<sup>1</sup>.

Part 1 of Article 1 of the Law of Ukraine “On Ensuring the Rights and Freedoms of Internally Displaced Persons” (IDP Law) defines the internally displaced person as “a citizen of Ukraine, foreigner or stateless person staying on the territory of Ukraine on legal grounds and being entitled to permanent residence in the territory of Ukraine, who was forced to leave or abandon his/her place of residence as a result of or in order to avoid the negative effects of armed conflict, temporary occupation, situations of generalized violence, human rights violations or emergencies of natural or man-made origin”<sup>2</sup>.

Despite the fact that contemporary history of Ukraine knows the precedents of massive forced relocations of population as a result of disaster at the Chernobyl Nuclear Power Plant in 1986, Ukraine is lacking experience related to IDP registration, appropriate interagency coordination, efficient cooperation between government agencies, NGOs, volunteers, international organization, as well as development and implementation of comprehensive national programs. Thus, research and studies dealing with problems and needs of IDPs, summarizing practices of their social and economic adaptation and integration, are becoming increasingly important. This report is one of such studies and analyzes needs of IDPs in Ukraine in general and particularly in Vinnytsia Oblast, Zaporizhia Oblast, Ivano-Frankivsk Oblast and Poltava Oblast. These oblasts were selected as target regions for the implementation of the Partnership for Local Economic Development and Democratic Governance (PLEDDG), which supports this study.

The primary purpose of this study is to investigate the needs of IDPs to identify priority areas to minimize negative effects of their integration into hosting communities, developing positive potential for forced internal migration of Ukrainian population based on peculiarities of certain regions and international best practices.

The objectives of this study are:

- to determine the scope of the problem of IDPs in Ukraine and four target oblasts covered by the PLEDDG Project;
- to analyze the main needs of IDPs, and the degree of their fulfillment;
- to summarize best practices in solving problems of IDPs related to their accommodation, employment, social and economic integration;
- to determine relevant activities which are necessary to enhance efficiency of social and economic integration of various groups of forced migrants and use considerable potential for forced internal migration;
- to study best practices of improving social cohesion between hosting communities and IDPs, developing a system for providing mutual assistance and self-organization of internally displaced persons, pooling efforts of government agencies, NGOs, businesses, charity and

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<sup>1</sup> Guiding Principles on Internal Displacement / UN Economic and Social Council (ECOSOC), July 22, 1998. - E/CN.4/1998/53/Add.2. [Electronic publication]. – Available at: <http://www.refworld.org.ru/docid/50b345932.html>

<sup>2</sup> The Law of Ukraine “On Ensuring the Rights and Freedoms of Internally Displaced Persons”. [Electronic publication]. – Available at: <http://zakon4.rada.gov.ua/laws/show/1706-18>



volunteer organizations, international donors to solve problems of internally displaced persons.

Empirical framework includes: a desk study, scientific articles, analytical reviews of reports containing statistical data received from the State Employment Service, State Statistics Service, Ministry of Social Policy, oblast departments of social security. Additionally, normative and legal documents, data of social studies, interviews about problems of IDPs, mass media publications, were widely used.

Results of this study may be used as the basis to develop a set of activities and measures to be carried out by the state bodies, international programs, NGOs and charity organizations, private sector, associations of IDPs, in order to address the problems of IDPs. Materials and conclusions of this report will be useful for employees of state bodies, local government bodies, international projects, and IDPs.

# 1 The Scope of the Problem

## 1.1 The Number and Distribution of Internally Displaced Persons in Regions of Ukraine

According to the estimates of the Ministry of Social Policy of Ukraine (MSPU), as of the end of February 2016 there were 1,735,000 internally displaced persons in Ukraine, including ca. 22,000 from Crimea and over 1,700,000 from the Eastern Ukraine. Ca. 60% of IDPs are retired people, 23.1% represent people of working age, 12.8% are children, and 4.1% are people with disabilities.

Registered IDPs account for 4% of the total population of Ukraine<sup>3</sup>.

It should be noted that estimates of IDPs, received from different official sources and even from the same one, may vary substantially or even contradict each other. As stated above, the MSPU reported that as of February 22, 2016, there were 1,735,000 forced migrants (1,374,000 households). 695,000 households received state assistance of various types. According to the MSPU, as of February 29, 2016 the number of IDPs increased by 11,000 and amounted to 1,746,000. However, the number of households increased by 18,000 and amounted to 1,392,000. Assistance was provided to 701,866 households.

At the same time, according to the official data provided by the Interagency Coordination Office for Social Security of Citizens of Ukraine, on persons who moved from ATO areas and temporarily occupied territories, there are 1,300,000 officially registered IDPs as of February 26, 2016, i.e. 700,000 less compared to the MSPU report. The ICO reports that as of March 21, 2016 there were 1,025,608 people relocated from temporarily occupied territories and ATO areas to other regions of Ukraine, including 1,003,545 people from Donetsk and Luhansk Oblasts, 22,063 people from the Autonomous Republic of Crimea and Sevastopol, of which children account for 168,959, and 496,864 are people with disabilities and elderly people.

It's worth mentioning that there are certain differences in methods applied by the ICO and the MSPU to register forcibly displaced persons. The ICO registers people who make requests for relocation and accommodation. Then, information is entered into the registry of citizens of Ukraine, who move from temporarily occupied territories and ATO areas. The MSPU registers people, who move for pension or social benefits they are entitled to at the new place of residence. In fact, the MSPU registers not only displaced persons, but also those, who actually live in the occupied territories, but from time to time go to territories controlled by the central authorities to receive pension or social benefits (so called pension tourism).

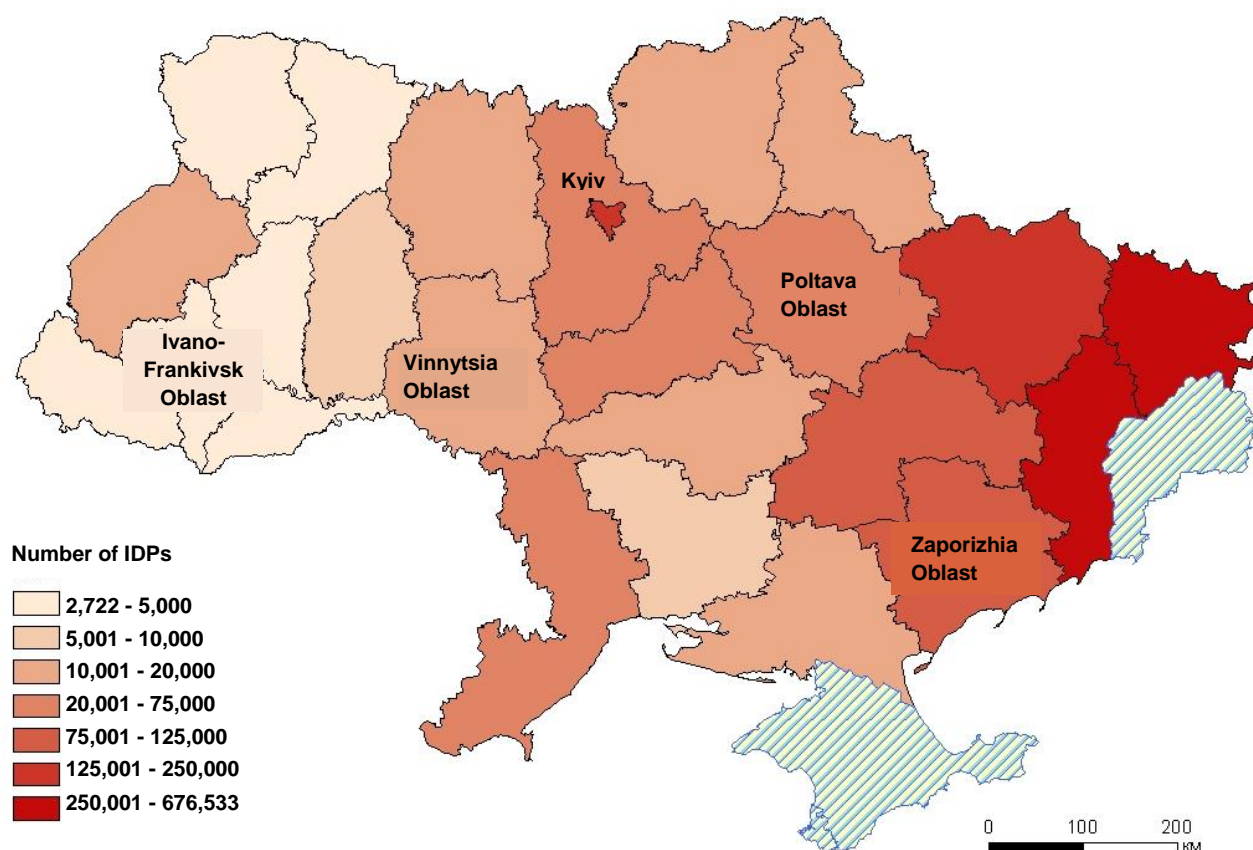
In any case, the number of displaced persons is significant, exceeding the population of many countries, including European countries (for example, Montenegro has the population of 647,000 people, Estonia – 1,265,000). Ukraine belongs to the countries with the highest number of IDPs (Annex 1). Apart from regions within Ukraine, residents of temporarily occupied territories and ATO areas also move outside the country (Annex 2).

According to the MSPU, the largest number of registered IDPs is hosted in Donetsk Oblast (676,533 people), Luhansk Oblast (251,231 people), Kharkiv Oblast (212,557 people), Kyiv (127,026 people), Zaporizhia Oblast (118,878 people), Dnipropetrovsk Oblast (76,457), and Kyiv Oblast (48,975) (Figure 1).

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<sup>3</sup> According to the estimates of the State Statistics Service of Ukraine, as of January 1, 2016 total population of Ukraine amounted to 42,760.5 thousand people, not including temporarily occupied territory of the Autonomous Republic of Crimea and Sevastopol.





**Figure 1. Total number of IDPs in oblasts of Ukraine**

The lowest number of IDPs is relocated to Ternopil Oblast (2,722 people), Chernivtsi Oblast (3,149 people), Rivne Oblast (3,204 people), Zakarpattia Oblast (3,462 people), Ivano-Frankivsk Oblast (4,116 people), and Volyn Oblast (4,033 people). This data reveals uneven regional distribution of IDPs in Ukraine, resulting in excessive social and administrative load on communities, local labor markets, and social infrastructure in host regions. Uneven relocation of IDPs in regions makes the implementation of the employment policy more difficult.

Many IDPs choose areas close to places of their previous residence. This proves the intention of people to return to their abandoned homes. Excessive concentration of displaced persons is a huge burden on the infrastructure, labor and housing markets in hosting regions. However, according to the sociological data, a portion of IDPs intends to settle permanently in other regions of Ukraine (45% of those relocated to Western Ukraine)<sup>4</sup>.

At the same time, it is well known that many IDPs register outside the occupied territory of Donetsk and Luhansk Oblasts just in order to receive social payments and then return home. People choose geographically closest regions for registration. "Pension Fund bodies have ensured the implementation of simplified procedure for paying pensions at the new place of actual residence. Thus, in 2015, approximately 980,000 retired people from Donetsk and Luhansk Oblasts received their pension payments in the territory controlled by Ukraine. Between August 2014 and December 2015 there were over UAH 34 billion paid out to such people", said Vitaliy Mushchynin, Deputy Minister of Social Policy, at the Parliamentary hearings on February 17, 2016<sup>5</sup>.

<sup>4</sup> Internal migration and temporary relocations in Ukraine under challenging political, social and economic conditions. Social Security Department (O. Malynovska). – #17, Social Policy Series. [Electronic publication]. – Available at: [http://www.niss.gov.ua/content/articles/files/vnutrishnya\\_migratsia-45aa1.pdf](http://www.niss.gov.ua/content/articles/files/vnutrishnya_migratsia-45aa1.pdf)

<sup>5</sup> The Parliamentary hearings on protection of rights of internally displaced persons and citizens of Ukraine living in temporarily occupied territories / The Verkhovna Rada of Ukraine [Electronic publication]. – Available at: <http://rada.gov.ua/news/Novyny/125433.html>

Sometimes, hundreds and even thousands of displaced persons are registered at the same address, which does not exist: "Today, according to the Security Service of Ukraine, ca. 60% of IDPs live in so-called Donetsk and Luhansk People's Republics. In particular, we repeatedly informed that there are 23,000 people in Izyum registered as IDPs, over 20,000 of which are pensioners. Everyone knows that these people do not live there. Lately, ALL OF THE SUDDEN it turned out that 3,293 displaced persons, who received pensions and social payments in Izyum, are registered in one apartment in the house, which does not exist"<sup>6</sup>.

### **12,000 IDPs Are Added to the Blacklists by the Security Service of Ukraine in Berdyansk**

*Over 12,000 people officially registered as IDPs in Berdyansk are on the blacklists of the Security Service of Ukraine. Depo.Zaporizhia is reporting, citing pro.berdyansk.*

*IDPs who relocated to Berdyansk are suspected in illegal receipt of social payments from the State Budget of Ukraine. Last week, lists of "suspects" were provided to the local department of labor and social security. Social employees do not know what criteria were used to compile the lists, but the lists also include some IDPs, who left the occupied territory and never returned home.*

**Source:** Depo.Zaporizhia. News: 12,000 IDPs Are Added to the Blacklists by the Security Service of Ukraine in Berdyansk. [Electronic publication]. – Available at: <http://zp.depo.ua/ukr/berdyansk/u-berdyansku-12-tisyach-pereselentsiv-potrapili-do-chornih-26022016090200>

To combat these challenges, it is necessary to establish a unified registration system of IDPs based on clear principles, ensuring recording of assistance of all types, including assistance provided by international projects, funds, programs. Taking into account serious loss of public confidence in the state authorities, Ukrainian people still trust international organizations. And their trust must not be betrayed. It is essential to develop a clear selection mechanism and procedure for providing assistance to internally displaced persons based on their financial situation and social status.

Such differentiated approach to social assistance for IDPs has been proved necessary by the experience of other countries. For Azerbaijan, for example, the problem of IDPs remains relevant even after 20 years. "IDPs constitute a very heterogeneous group. Some of them really need state assistance, but others managed to settle down. That is why, benefits IDPs receive can annoy other people. On the other hand, some IDPs can develop dependent personality traits"<sup>7</sup>.

With the introduction of the unified system for registering IDPs it will be possible to determine the needs of IDPs, plan necessary social payments, and prevent any possible misuse of state or donor assistance. It should be made compulsory to register data on the sex and age composition of IDPs.

## **1.2 Figures, Distribution, Sex- and Age-Based Disaggregation of IDPs in PLEDDG Target Oblasts and Partner Cities**

According to the MSPU, nearly 167,000 IDPs were concentrated in Zaporizhia Oblast, Poltava Oblast, Vinnytsia Oblast, and Ivano-Frankivsk Oblast as of the beginning of February 2016. Only 2% of registered IDPs were relocated from Crimea and the vast majority of IDPs were relocated from ATO areas.

The Interagency Coordination Office reports that this indicator amounts to 119,216 people. The data for Zaporizhia Oblast have the greatest discrepancy. In any case, Zaporizhia Oblast is one of Ukrainian regions with the largest number of IDPs (118,878 or 7% of national indicator according to the MSPU, or 67,675 or 6.6% according to the ICO). Zaporizhia Oblast is ranked fifth in Ukraine behind Donetsk Oblast, Luhansk Oblast, Kharkiv Oblast and Kyiv. Ivano-Frankivsk Oblast is one of the regions, hosting the smallest number of IDPs (4,116 and 4,164 or 0.2% and 0.4% respectively according to different sources). Ivano-Frankivsk Oblast is ranked No. 20 among Ukrainian oblasts.

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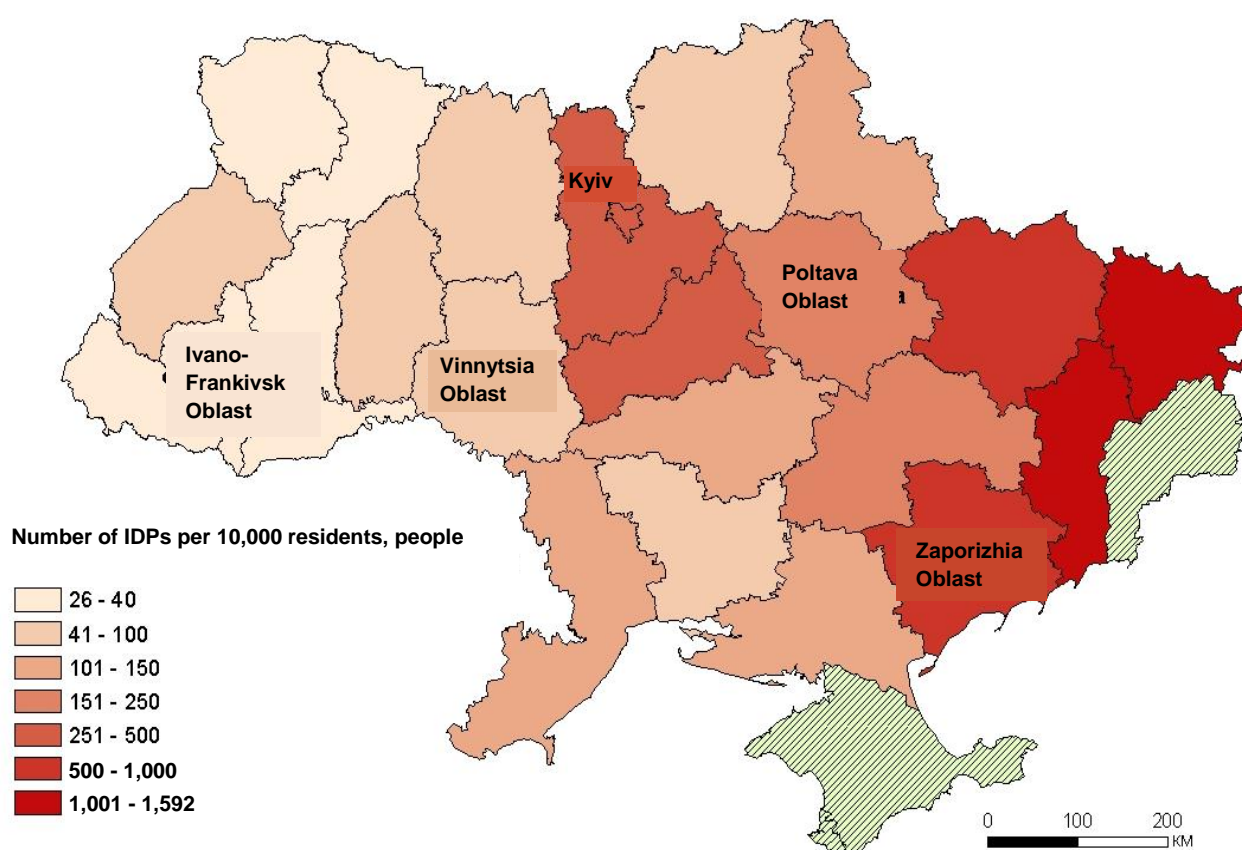
<sup>6</sup> Payments to IDPs: Kyiv vs. regions / Informational resistance, March 1, 2016. [Electronic publication]. – Available at: <http://sprotyv.info/ru/news/harkov/vyplaty-pereselencam-kiev-protiv-regionov>

<sup>7</sup> Ways of solving the problem of IDPs: best foreign practices / The National Institute for Strategic Studies under the President of Ukraine. [Electronic publication]. – Available at: [http://www.niss.gov.ua/content/articles/files/migrac\\_probl-a598d.pdf](http://www.niss.gov.ua/content/articles/files/migrac_probl-a598d.pdf)

Poltava Oblast hosts 1.8% of all IDPs in Ukraine and Vinnytsia Oblast – 0.8%. They are ranked ninth and thirteenth for the total number of IDPs.

Zaporizhia Oblast is also among leading regions for the number of IDPs per 10,000 native residents (679 people), being ranked fourth in Ukraine behind Donetsk Oblast (1,592 people), Luhansk Oblast (1,142 people), and Kharkiv Oblast (787 people). The national average indicator for Ukraine is 405 people. In Ivano-Frankivsk Oblast this indicator amounts to 30, in Vinnytsia Oblast – 83, in Poltava Oblast – 215 (Figure 2).

Analysis of IDPS distribution within administrative areas of target oblasts also reveals that IDPs are distributed very unevenly (Figures 3,4). Apart from cities of oblast significance, certain raions of Zaporizhia Oblast (Gulyaipole Raion, Kuibysheve Raion, Prymorsk Raion, Rozivka Raion) show high numbers of IDPs per 10,000 native residents. The indicator exceeds 1,000 people in certain raions.



**Figure 2. Number of IDPs per 10,000 residents**

The number of IDPs per 10,000 native residents does not exceed 25 people in raions of Ivano-Frankivsk Oblast. This indicator fluctuates between 40 and 60 people in most raions of Vinnytsia Oblast, is over 100 people in Poltava Oblast, and exceeds 180 people per 10,000 native residents in Velyka Bahachka Raion, Dykanka Raion, Reshetylivka Raion, and Shyshaky Raion.

75,500 IDPs settled in 16 municipalities, where the PLEDDG is being implemented (in some cases data include respective administrative raions). IDPs are drawn to the biggest cities, for example, administrative centers and corresponding administrative raions. Ivano-Frankivsk hosts 50% of IDPs relocated to oblast, Vinnytsia – 46%, Poltava – 41%, Zaporizhia – 40%.

Among target cities, Berdyansk has the highest correlation between native residents and forced migrants, where there are 880 IDPs per 10,000 native residents, taking into account even the population of the raion. Myrhorod is ranked second with 735 IDPs per 10,000 native residents. Energodar has 468 IDPs per 10,000 native residents, Zaporizhia and its raion – 355, Melitopol – 302 (Table 1).

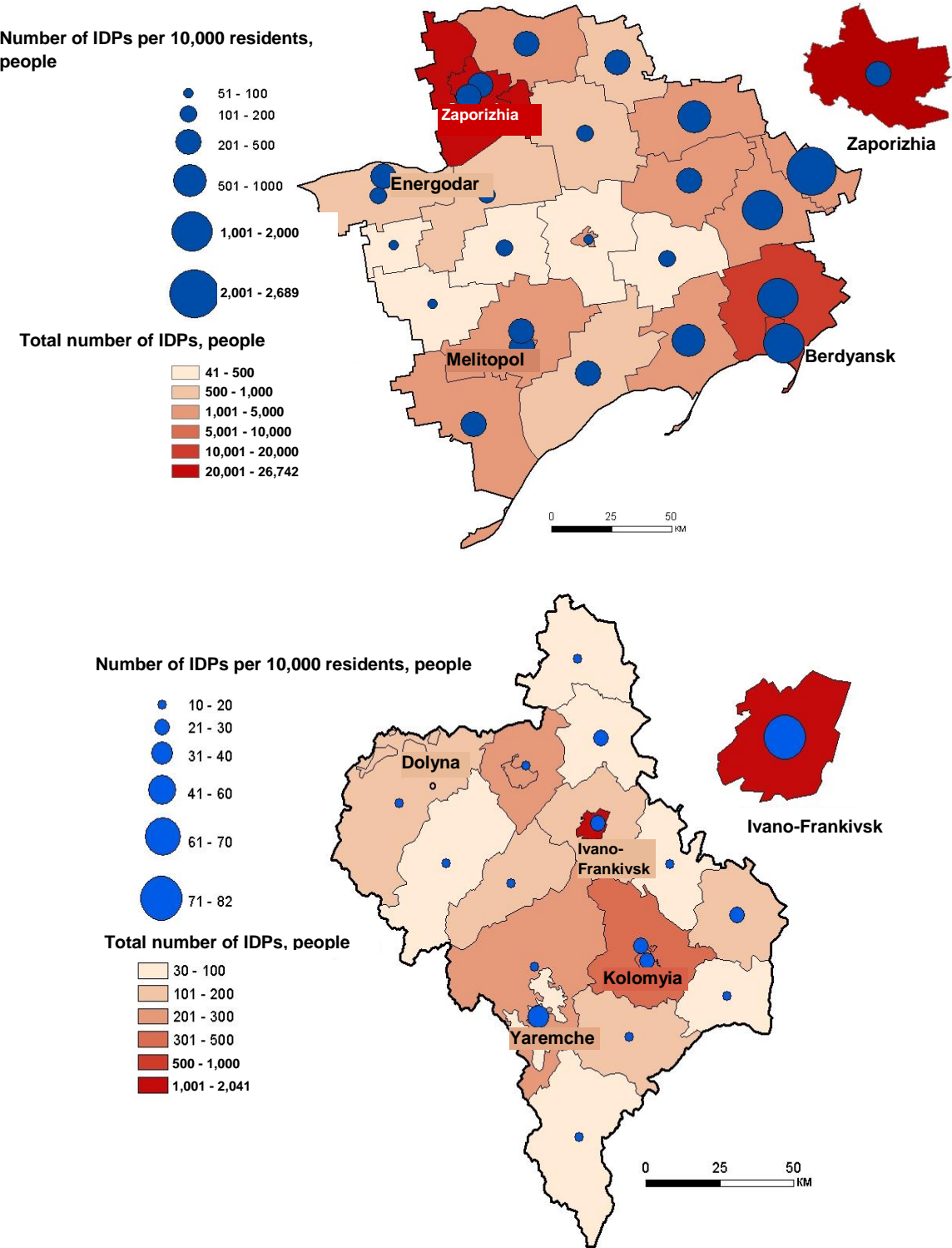


Figure 3. Total number of IDPs per 10,000 native residents in Zaporizhia Oblast and Ivano-Frankivsk Oblast



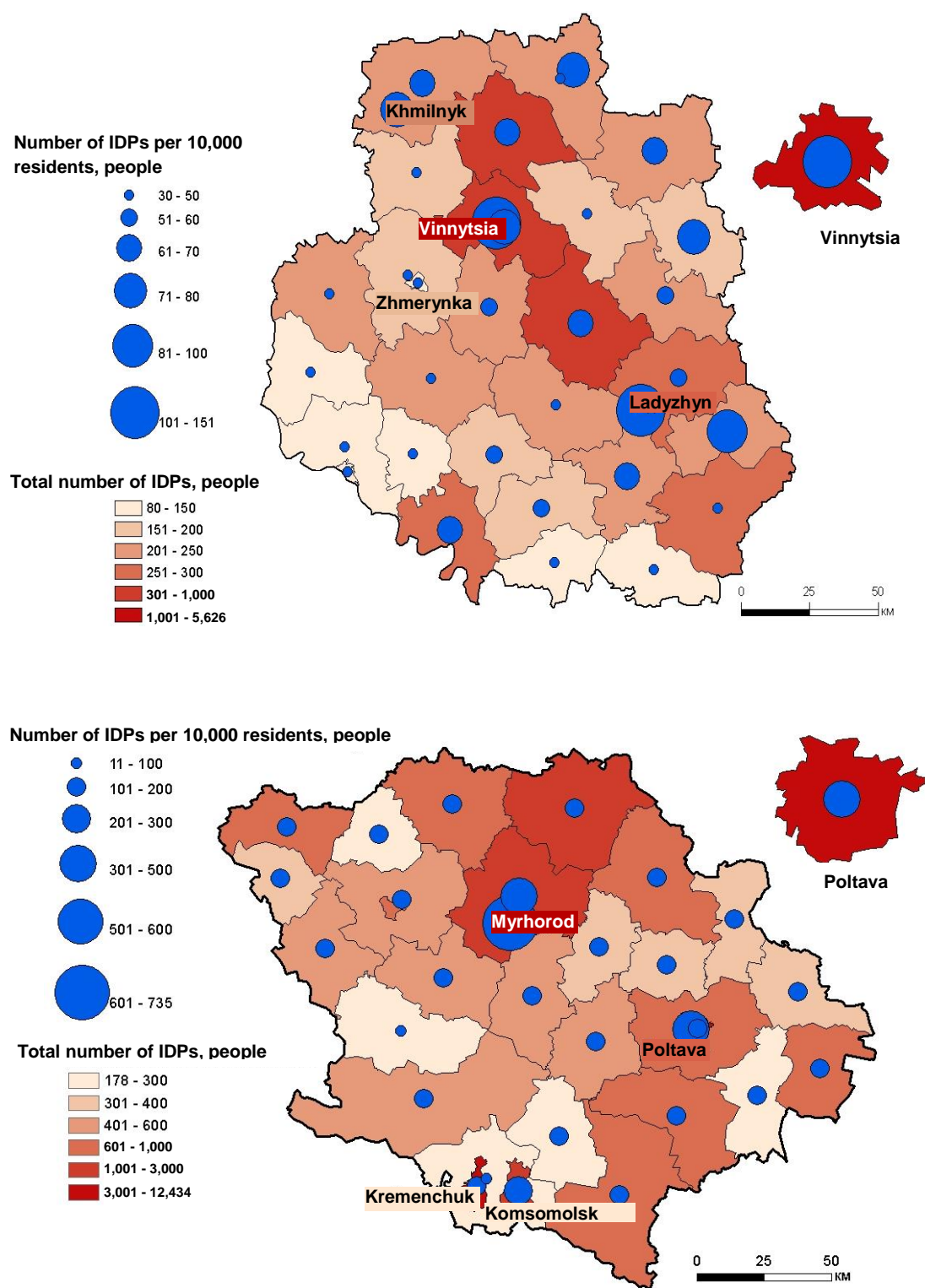


Figure 4. Total number of IDPs per 10,000 native residents in Vinnytsia Oblast and Poltava Oblast

**Table 1. The number of internally displaced persons compared to native residents in PLEDDG target oblasts and partner cities (as of January 2016)**

Target oblasts and cities	Total population	Total number of IDPs	IDPs percentage of total population	Number of IDPs per 10,000 native residents
<b>Vinnitsia Oblast</b>	<b>1,594,036</b>	<b>12,328</b>	<b>0.77%</b>	<b>77</b>
Vinnitsia	371,534	5,626	1.51%	151
Zhmerynka	34,743	121	0.35%	35
Ladyzhyn	23,967	270	1.13%	113
Khmilnyk	25,561	184	0.72%	72
<b>Zaporizhia Oblast</b>	<b>1,751,472</b>	<b>67,291</b>	<b>3.84%</b>	<b>384</b>
Zaporizhia	752,300	26,742	3.55%	355
Berdyansk	117,429	16,048	13.67%	1,367
Melitopol	155,650	4,714	3.03%	303
Energodar	54,326	2,540	4.68%	468
<b>Ivano-Frankivsk Oblast</b>	<b>1,379,260</b>	<b>4,071</b>	<b>0.30%</b>	<b>30</b>
Ivano-Frankivsk	248,894	2,041	0.82%	82
Kolomyia*	60,673	398	0.66%	66
Yaremche	22,523	82	0.36%	36
Dolyna*	20,654	131	6.3	63.4
<b>Poltava Oblast</b>	<b>1,429,858</b>	<b>30,493</b>	<b>2.13%</b>	<b>213</b>
Poltava	286,900	12,434	4.33%	433
Komsomolsk	55,059	1,348	2.45%	245
Kremenchuk	222,654	3,892	1.75%	175
Myrhorod	38,827	2,853	7.35%	735
<b>Ukraine</b>	<b>42,738,070</b>	<b>1,749,668</b>	<b>4.09%</b>	<b>409</b>

\*Figures of IDPs in Kolomyia and Dolyna include their respective raions

Another aspect effecting IDP management are the certain differences in age-based and ability-based structures within target oblasts. High share of unemployable IDPs (45.9%) makes Poltava Oblast different from other regions. Ivano-Frankivsk Oblast has the smallest share of IDPs with disabilities (15.6%) and the highest share of employable people (55.2%) and children (29.2%). However, the share of elderly people and people with disabilities in all regions, covered by the study, is smaller than the national average, but the share of children is higher (Figure 5). Similar differences can be revealed in administrative raions and cities of oblast significance, as shown in map charts in Annex 3 and Table 2.

Women prevail among employable persons in all oblasts (69% in Zaporizhia Oblast and 67% in Ivano-Frankivsk Oblast). It is also evident that women prevail in IDPs structure at the level of administrative raions and cities of oblast significance (Annex 4). According to the Office of the United Nations High Commissioner for Refugees, globally there is almost parity between men and women IDPs<sup>8</sup>. In contrast, according to the Unified IDP Database, Ukraine has a significantly larger share of women IDPs – 62%<sup>9</sup>. There are several reasons why such overbalance exists, from men looking after their homes or family members incapable of taking care of themselves, to their unwillingness to register as IDPs to avoid the military draft. However, women overage among IDPs should be taken into account in the development of national and regional IDP social and economic integration programs.

<sup>8</sup> Refugees and internally displaced persons. [Electronic publication]. Available at <http://unstats.un.org/unsd/genderstatmanual/Print.aspx?Page=Refugees-and-internally-displaced-persons>

<sup>9</sup> The year ends with half a million increase in IDPs// Access to truth, 10.05.2016. [Electronic publication]. – Available at <https://dostup.pravda.com.ua/news/publications/za-rik-kilkist-vymushenykh-pereselentsiv-zbilshylasia-na-pivmiliona>



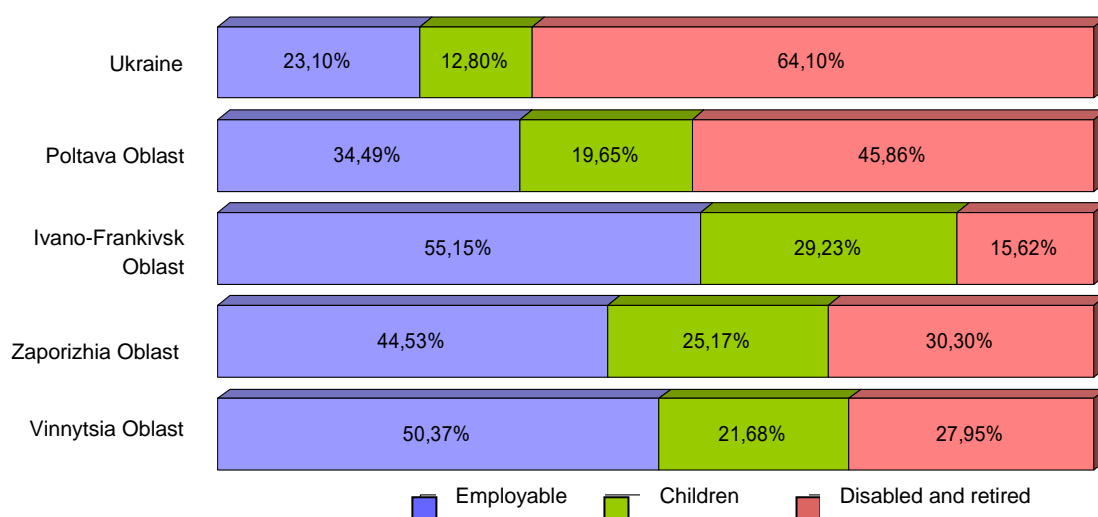


Figure 5. Age-based disaggregation of IDPs in Ukraine and target oblasts

Table 2. Age-based disaggregation of IDPs in PLEDDG target oblasts and partner cities

Target oblasts and cities	IDPs	Percentage of total number of registered IDPs			
		Employable	Children	Disabled	Retired
<b>Vinnytsia Oblast</b>	<b>12,328</b>	<b>50.37%</b>	<b>21.68%</b>	<b>2.44%</b>	<b>25.51%</b>
Vinnytsia	5,626	-	-	-	-
Zhmerynka	121	-	-	-	-
Ladyzhyn	270	-	-	-	-
Khmilnyk	184	-	-	-	-
<b>Zaporizhia Oblast</b>	<b>67,291</b>	<b>44.53%</b>	<b>25.17%</b>	<b>30.30%</b>	
Zaporizhia	26,742	21.15%	10.58%	4.84%	63.43%
Berdiansk	16,048	23.42%	13.31%	4.62%	58.65%
Melitopol	4,714	33.83%	18.23%	7.56%	40.38%
Energodar	2,540	31.50%	25.31%	43.19%	
<b>Ivano-Frankivsk Oblast</b>	<b>4,071</b>	<b>55.15%</b>	<b>29.23%</b>	<b>15.62%</b>	
Ivano-Frankivsk	2,041	56.34%	29.94%	13.72%	
Kolomyia	398	52.26%	29.40%	18.34%	
Yaremche	82	59.76%	28.05%	12.20%	
Dolyna	131	45.04%	38.93%	55.73%	
<b>Poltava Oblast</b>	<b>30,493</b>	<b>34.49%</b>	<b>19.65%</b>	<b>4.92%</b>	<b>40.94%</b>
Poltava	12,434	41.23%	18.95%	3.98%	35.84%
Komsomolsk	1,348	33.68%	20.99%	4.45%	40.88%
Kremenchuk	3,892	-	-	-	-
Myrhorod	2,853	26.29%	22.92%	4.98%	45.81%
<b>Ukraine</b>	<b>1,749,668</b>	<b>23.10%</b>	<b>12.80%</b>	<b>64.10%</b>	

Unfortunately, there is no available data on sex-based distribution of children, disabled and elderly people. However, taking into account that women significantly prevail over men in the group of retired people in Ukraine, we can say that the number of women greatly exceeds that of men among IDPs. Thus, in addition to changing the territorial structure of population of Ukraine, IDPs movement is also transforming the sex-based structure of population in studied regions. Relevant indicators of demographic structure of the IDPs are determined by people relocated from Donbas. However, among those relocated from Crimea, the share of disabled and retired people is rather small and correlation between men and women among employable people is relatively equal.

During first months of displacement, the main challenges relating to IDPs were connected with the provision of humanitarian assistance (housing, food, clothes, access to medicines, healthcare services, psychological aid). Later, when it became clear that expected return of IDPs to their homes had to be postponed for indefinite period of time, the country faced urgent problems relating to employment or facilitating self-employment of IDPs, provision of healthcare services, ensuring psychological rehabilitation, access to education, cultural and social reintegration, and housing.

Delays in taking urgent measures in relation to IDPs may worsen the situation in society, lead to tense relations between IDPs and local population in displacement areas, and result in growing dissatisfaction, which can be used for further destabilization of the situation in the country.

International experience shows that the problem of IDPs cannot be expected to be solved in a short period of time. It is necessary to plan activities aimed at the local integration of IDPs at the place of displacement. Local integration of IDPs at the place of displacement is one of three long-term solutions for IDPs according to the Guiding Principles on Internal Displacement, published by the UN High Commissioner for Refugees. Two other solutions include integration in a new location (in special institutions and towns) as well as return and reintegration.

Monitoring of the situation with IDPs may be based on principles of responsibility for IDPs, developed according to the Guiding Principles of Internal Displacement under the Brookings-Bern Project<sup>10</sup>, namely:

- 1) to prevent displacement and minimize its negative impact;
- 2) to conduct nationwide awareness raising campaigns on this problem;
- 3) to collect data on the number and situation of IDPs;
- 4) to arrange training sessions on the rights of IDPs;
- 5) to create legal mechanisms for protecting IDPs rights;
- 6) to develop a national policy on IDPs;
- 7) to establish institutions responsible for solving problems of IDPs;
- 8) to encourage national human rights groups to involve IDPs in their activities;
- 9) to ensure that IDPs participate in a decision-making process;
- 10) to support sustainable solutions of IDPs problems;
- 11) to attract sufficient resources for solving the problem;
- 12) to cooperate with international institutions if national resources are not sufficient.

These principles cover the whole range of issues, based on which the progress of countries in addressing the needs of IDPs can be assessed. For this purpose, most principles can be used at the regional or local levels.

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<sup>10</sup> A. Solodko, T. Doronyuk. Development of Internal Displacement Policy in Ukraine. Supported by the International Renaissance Foundation/ CEDOS Analytical Centre. [Electronic publication]. – Available at: [http://www.cedos.org.ua/system/attachments/files/000/000/062/original/%D0%A1EDOS\\_Policy\\_IDPs.pdf?1429511410](http://www.cedos.org.ua/system/attachments/files/000/000/062/original/%D0%A1EDOS_Policy_IDPs.pdf?1429511410)

## 2 Assessing the State of IDPs

The survey of IDPs and local population, conducted by the Ukrainian Center for Social Reforms (UCSR) in 9 oblasts of Ukraine, including Poltava and Vinnytsia Oblasts, in 2015 (hereinafter referred to as “2015 UCSR Survey”) showed that IDPs generally integrated into hosting communities despite certain adaptation difficulties at a new place of residence. Thus, over 57.4% of IDPs, residing in Vinnytsia and Poltava Oblasts, reported no difficulties after relocation. Difficulties with accommodation (22.5%) and receipt of necessary documents (15.2%) were the most frequently mentioned issues. IDPs faced difficulties with employment less frequently, than with accommodation and receipt of documents, but more frequently, than with access to healthcare services or enrolling children into kindergartens.

Living standards of IDPs are generally lower than those the local population enjoys, at the same time the poverty risk for IDPs does not substantially differ from the same risk for local population, and for small households it is even a little lower.

In general, living standards of IDPs significantly depend on a size of households. According to 2015 UCSR Survey, small households of IDPs usually receive income (per person), which considerably exceeds the minimum subsistence level. Only about 8.5% of IDP households, consisting of one member, had the income for the last month before the survey, which was lower than or equal to the minimum subsistence level (UAH 1,330), established in Ukraine. IDP households, consisting of two members, receive the average per capita income, which is definitely lower than the minimum subsistence level, and account for 16.5%. The share of small households of local population, whose average per capita incomes are below the minimum subsistence level, is definitely larger: 43.5% of households, consisting of one member, and 36.7% of households, consisting of two members.

At the same time, the share of large IDP households with the average per capita income, which is lower than the minimum subsistence level, is significantly larger – over the half of households, consisting of three members, and about three fourth of households, consisting of more than three members. It should be noted that these indicators correspond to the relevant indicators for the local population. Therefore, average and large IDP households need more assistance than small ones.

Over 80% of the local population of two oblasts is aware that persons who left regions of Donetsk and Luhansk Oblasts, not controlled by the government of Ukraine, reside in their communities. Besides, in Poltava Oblast, where there are more IDPs, all interviewed local residents are aware of their presence, whereas in Vinnytsia Oblast – a little more than 60%. However only 34.3% know, that such persons are among their acquaintances. As a rule, local residents refer to displaced persons as casual acquaintances, and the number of those who reported that IDPs are their relatives, friends, colleagues or neighbors, is insignificant. Instead, nearly half of the IDPs noted that they have relatives and friends among local residents. It is evident that such differences in results of surveying IDPs and local residents can be attributed to the relation between the numbers of such contingents to the total population of the regions.

Over half (54,5%) of local residents monitor the mass media for information on IDPs. Local residents agree that it is difficult for IDPs to find a job or rent accommodation, however they deny that there are difficulties with enrolling children into kindergartens or educational institutions or access to healthcare services.

IDPs generally describe the attitude of local residents to them as friendly, rarely as neutral, and only certain persons report cases of hostile treatment. In general, local residents agree with IDPs, though among them a larger proportion of persons describe the attitude of the local population to IDPs as neutral (Figure 6).

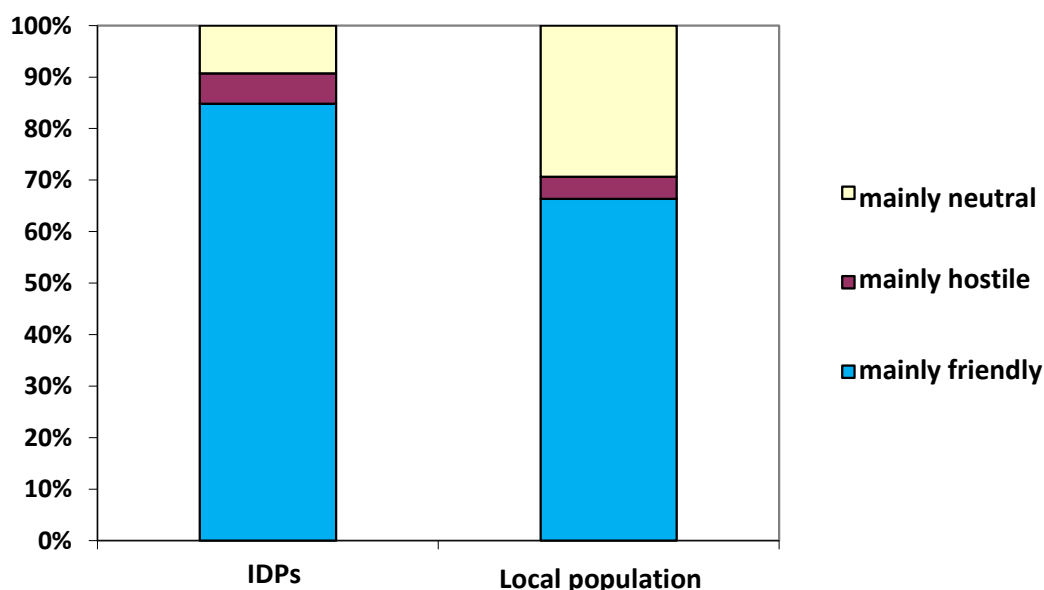


Figure 6. Distribution of respondents of Vinnytsia and Poltava Oblasts according to answers to the question about the attitude of local residents to IDPs, %

(Resource: based on results of 2015 UCSR Survey)

### Operational Unpreparedness...

Both Vadym and Eugenia together with thousands of other residents of Donbas came to Vinnytsia with the second wave of IDPs. Olena Pavlova, the manager of the International Charity Fund “No Borders” tells that the first wave was created by residents of the occupied Crimea: “The first wave was rather happy. Crimeans did not flee from a war. They ran away from the Russian Occupation. The second wave was tragic. We actually accepted poor, barefooted and bareheaded people with documents, but they found themselves in the unfavorable environment created when Crimeans turned out to be different from our expectations, when first migrants from Donetsk turned out to be different from our expectations... We turned out to be unprepared to meet each other. And those, who came with the second and third waves, faced internal resistance instead of assistance... It is easy to guess what was the most unexpected. Just think about numerous stories, spread in social networks in spring and summer last year, namely about migrants, who were warmly welcomed in Vinnytsia, Lviv, Kyiv and other oblasts, accommodated in houses and apartments free of charge, provided with food and clothes, and in response local residents received, as Pavlova said, “insanely harsh and rude things”. Yes, such cases were exceptions from the rule, but they left a sour aftertaste...

Eugenia Valitskas also experienced this: “There were cases when we were not recognized as migrants, were discriminated, but they were so few and insignificant... I remember them, but I don’t feel uncomfortable about them.”

**Source:** Depo. Vinnytsia. A year in exile: how people displaced from Donbas make a home of new areas. [Electronic publication]. – Available at: <http://vn.depo.ua/ukr/vn/pereselentsi-svoyi-sered-svoyih-13102015211000>

IDPs describe relations with other migrants as mainly friendly (80.4% of IDPs of two oblasts) or neutral, only certain persons mention hostile attitudes. Conflicts with other migrants are also reported by only certain persons (mostly men).

24.5% of IDPs report conflicts with local population, and the number of such IDPs is much larger in Poltava Oblast, than in Vinnytsia Oblast. That is, the probability of conflicts rises, if the portion of IDPs in the total population increases. 7.4% of IDPs complain about prejudiced treatment in everyday life. 11.1% of the interviewed local residents reported such cases.

A considerable portion of IDPs reported cases of unfair and prejudiced attitude to them as migrants when applying to various agencies. The cases mainly deal with prejudiced treatment in issues relating to employment and additional jobs, accommodation, pension formalities and social payments. Cases of discriminatory treatment by civil servants are less frequent, IDPs experience prejudiced treatment by law enforcement officers even more rarely. However, such low figures can be attributed to the fact that most IDPs lack experience in filing such applications. Every eighth IDP interviewed in the two oblasts is aware of cases of prejudiced attitude to other migrants. Thus, there are certain problems in relations between IDPs and officials.

Local residents almost unanimously deny that restricted access to kindergartens/educational institutions, healthcare services, banking services, law enforcement and legal assistance, local authorities is related to IDPs. Most local residents also deny that the access to accommodation is restricted, though one third of local residents believe, that it has become restricted to some extent, and 11% - that it has become significantly restricted. Over half of the interviewed residents of the two oblasts reported restricted access to employment and additional jobs resulting from the arrival of IDPs. It should be noted that 36.4% believe, that it has become restricted to some extent, and 19.2% - that it has become significantly restricted.

Most IDPs wish to stay in the current place of residence at least within the following 12 months: 65.2% of IDPs reported that they did not plan to relocate, and 22.1% of the interviewed persons were not certain about the answer to this question. The overwhelming majority of persons, wishing to change their place of residence, would like to return to their communities in Donetsk and Luhansk Oblasts. Cases, when IDPs wish to move to another region of Ukraine, are rare, and instances, when IDPs wish to leave Ukraine, are isolated.

For the purpose of enhancing the understanding between IDPs and local communities, it is recommended to train employees, who directly contact IDPs (particularly teachers), in issues relating to the work with IDPs. They have to deal with both students and their parents, who moved from the eastern regions and the Autonomous Republic of Crimea. Local children and their parents should be prepared to meet new students in their classes. Teachers lack the relevant methodological experience. Thus, teachers should be trained in issues relating to peculiarities of work with IDPs, provided methodological materials and information on persons responsible for providing different fee assistance to IDPs. Teachers are not always able to provide a full range of legal, psychological and other services to children and parents.

Civil servants also need recommendations, hand-out materials and even psychological consultations relating to work with IDPs. Issues on how to behave and keep your temper when dealing with difficult clients, how to avoid bringing aggression and anger home, how to protect yourself from professional "burnout", should be discussed and consulted about with relevant experts. For the purpose of improving the quality of services, public officials should be provided with brief informational materials, specific for every agency, psychological handbooks, as well as hand-out materials for IDPs with information on free services, telephone numbers of NGOs, foundations, etc.

### 3 Influence of IDPs on Social and Economic Development of Regions

The survey of IDPs and local residents, conducted by the Ukrainian Center for Social Reforms, showed that the overwhelming majority of local residents deny that the arrival of IDPs triggered an increase in prices. 29.3% of local population of the two oblasts believe that IDPs triggered an increase in prices for food products, 29.3% - for accommodation, 12.1% - for clothes and footwear, 3.0% - for public transport services. The interviewed experts generally agree with the local population. Compared to 2014 and 2013, prices for all products actually increased in all regions. However, this can be primarily attributed to country-wide trends, negative changes in the economy, depreciation of the national currency in the context of the conflict, and only partially to relocation from the conflict zone.

According to 2015 UCSR Survey results, the influence of IDPs on prices is primarily reported by residents of Poltava Oblast, which is a leader among 9 regions, covered by 2015 UCSR Survey, in terms of the portion of IDPs in the total population. However local residents and experts of Vinnytsia Oblast deny that such influence exists. That is, the intensity of IDP migration influence on operation of regional product and service markets is directly proportional to the IDP portion in the total population (that is, the rate of increase in the number of consumers). Consequently, the influence of IDPs on operation of product and service markets of Zaporizhia Oblast can be assessed as rather significant, and on operation of product and service markets of Ivano-Frankivsk Oblast – as insignificant.

In general, as long as Vinnytsia and Poltava Oblasts are ranked between Zaporizhia and Ivano-Frankivsk Oblasts according to the portion of IDPs in the total population, it is very likely that average figures for Vinnytsia and Poltava Oblasts, at least in terms of order of magnitude, are in line with average figures for the four oblasts, covered by the survey.



## 4 Issues Relating to Accommodation and Placement of Internally Displaced Persons

Issues relating to accommodation are the most burning ones for IDPs. They should be resolved on a case-by-case basis taking into account plans and intentions of IDPs, as well as in different ways from construction of new buildings to temporary placement.

According to the experience of other countries, the accommodation issue is probably the most challenging one and remains unresolved for years and even decades. For example, in Azerbaijan 32% of refugees from Nagorno-Karabakh still live in temporary accommodations, provided in 1990s, so-called collective centers, 20% - with relatives, 12% - rammed earth houses, about 8% - in occupied apartments. Despite significant progress in improving housing conditions, only a quarter of IDPs moved into newly-constructed houses. Apart from this, in Azerbaijan IDPs have the right only to temporarily use accommodation and land plot. They do not receive ownership rights for accommodation and have to sign documents, which prohibit them to sell, gift or alter it. Owners account for 15% of them, whereas 83% of local residents are owners.<sup>11</sup>

In Georgia most IDPs continue living in unsuitable conditions, with relatives or acquaintances, in rented apartments, and 45% - in so-called collective centers, created immediately after arrival of IDPs in the early 1990s: in hospitals, hotels, holiday centers, etc. As estimated by OSCE observers, about 10% of IDPs were able to improve housing conditions thanks to initiatives implemented by the government of the country.<sup>12</sup>

In our country IDPs were placed in relocation areas assuming that it was a temporary phenomenon and need. **People were often accommodated in summer camps, sanatoriums, institutions managed by local authorities.** The temporary phenomenon continued for months. For example, in the city of Zhmerynka (Vinnytsia Oblast) 6 families (8 persons) live in the hotel, designed for temporary stay of sportspersons for the period of competitions. In the urban-type settlement of Trostianets (also in Vinnytsia Oblast) a family consisting of four members lives in the former building of the neurology department of the hospital. In the village of Zabolotne (Kryzhopil Raion of Vinnytsia Oblast) 10 families consisting of 16 persons were placed in a hostel.

**Another way of resolving the IDP accommodation issue, selected by the government, is to provide government assistance with housing rent.** “In 2014 understanding that it is impossible to provide everyone with accommodation, we adopted the government resolution to provide government assistance with housing rent and residence”, Vitaliy Mushynin, the Deputy Social Policy Minister, said at the parliamentary hearings on February 17, 2016. According to the deputy minister, in 2014 and 2015 this allowed to ensure payment of such assistance to 685 thousand families of IDPs. Particularly, UAH 3.4 billion were spent for such assistance in 2015. 213 thousand families receive the said assistance as of February, 2016. UAH 2.9 billion were allotted to such needs in the budget for 2016.

**Thus, there are two options to accommodate IDPs: in the private sector (rented houses and apartments) and state-owned institutions (hotels, hostels, summer camps, sanatoriums, boarding houses).** The correlation between IDPs, accommodated in private and public sectors, is 90% and 10% accordingly<sup>13</sup>.

<sup>11</sup> Evaluation Report. Azerbaijan Internally Displaced Persons Youth Support Project “Youth Skills and Business Development”. / Social Development Europe and Central Asia, January, 2013. [Electronic publication]. – Available at: [http://www-wds.worldbank.org/external/default/WDSPContentServer/WDSP/IB/2015/04/24/090224b082e03900/1\\_0/Rendered/PDF/Evaluation0rep0business0development.pdf](http://www-wds.worldbank.org/external/default/WDSPContentServer/WDSP/IB/2015/04/24/090224b082e03900/1_0/Rendered/PDF/Evaluation0rep0business0development.pdf)

<sup>12</sup> Ways of solving problems of internally displaced persons: lessons learned from international experience. / The National Institute for Strategic Studies under the President of Ukraine. [Electronic publication]. – Available at: [http://www.niss.gov.ua/content/articles/files/migrac\\_probl-a598d.pdf](http://www.niss.gov.ua/content/articles/files/migrac_probl-a598d.pdf)

<sup>13</sup> A. Osavolyuk. Report on protection of the rights of internally displaced persons in Ukraine. July 27, 2015. [Electronic publication]. – Available at: <http://ru.odfoundation.eu/a/6740,zvit-zabezpechennya-prav-vnutrishno-peremishchenih-osib-v-ukrayini>

### **Modular town for migrants in Zaporizhia**

*(Similar towns have been opened in Kharkiv and Dnipropetrovsk, but today the major problem is their low occupancy rates, as the price for a stay is too high, and it is cheaper for families to rent off-grid accommodation in the private sector).*

Detlef Walter, the German Consul General in Ukraine, opened a transit facility for forced migrants in Zaporizhia on February 16, 2015. Construction costs amount to 2.5 million Euros. The project, approved by German Chancellor Angela Merkel and President of Ukraine Petro Poroshenko, was implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit and supported by the State Emergency Service of Ukraine. All modular houses are equipped with beds, wardrobes, mattresses, bedding sets, necessary furniture, free internet access, refrigerators and bathrooms.

The town was built in the Southern District of Zaporizhia during two months. Today there are 218 modules in the town. The town consists of 10 family ensembles (10 rooms in each), four residential hostels and two administrative buildings. At the first glance, houses are completely suitable for living. They are equipped with modern household appliances, furniture and bathrooms. Every migrant is provided with a personal set of bedclothes and hygiene products. There is a public laundry in the town. It also should be noted that certain houses have bathrooms for people with special needs. Another feature is free Wi-Fi.

The transit camp can accommodate 544 migrants. 370 people found their homes in the modular town in Zaporizhia.

**Source:** Depo.Zaporizhia: News. [Electronic publication]. – Available at: <http://zp.depo.ua/ukr/zp/vimusheni-pereselentsi-bilshe-ne-hochut-yihati-v-zaporizku-10032016134700>

It is getting more evident that the accommodation issue should be resolved on an ongoing basis through development and implementation of state and regional programs on so-called “sustainable housing”. **The most large-scale method for resolving the accommodation issue is to construct new buildings and even build entire towns, restore abandoned military towns, complete long term construction projects.** At the same time, it is necessary to develop models of renting accommodation or granting ownership rights to accommodation to displaced persons on favorable terms subject to transparent budget funding and direct lending and assistance of international financial institutions under international supervision.

### **Orbita in Cherkasy Oblast**

People displaced from Donbas make a home of Orbita town in Cherkasy Oblast. Construction was halted following the disaster at the Chernobyl Nuclear Power Plant. A lot of residents left the town. Today you can buy an apartment there for next to nothing. You will not find this locality on any map or guide. After the Chernobyl nuclear disaster, it became a ghost town. Same as Pripyat. Construction of Orbita was not completed, and today is simply a street in the village of Vitove. There are neither shops, nor pharmacies, nor places of entertainment. Orbita is a ghost town which stood abandoned for the last 25 years. However, there is an inflow of people into town today. It costs next to nothing to purchase a flat here. There are about a hundred of native residents. A ghost town is gradually becoming a home for IDPs from Donbas. Lyudmyla has bought a two-room apartment here. She came here with a 9-year-old granddaughter from Volnovakha fleeing from the war. The apartment has no heating and only service water is available. But Lyudmyla is pleased. She does not miss civilization. Three IDP families came to Orbita during the year. Neighbors help each other. Local authorities are confident that it is possible to make Orbita livable again. Provided, of course, that an investor comes to the town and creates jobs.

**Source:** Segodnya UA: News: IDPs from Donbas make a home of the ghost town. [Electronic publication]. – Available at <http://ukr.segodnya.ua/ukraine/pereselency-iz-donbassa-obzhivayut-gorod-prizrak-672699.html>

In new homes construction, it is expedient to use: 1) state-of-the-art fast construction technologies envisaging the installation of green and hyper energy efficient materials; 2) local construction materials, if available; 3) concessional loans granted by the Government or foreign lenders, government subsidies and foreign aid, where possible; 4) own resources of IDPs for self-reliant construction.

Associations of IDP developers may act as construction project owners. Construction of utility networks and infrastructure across IDP housing construction areas is financed by the Government in line with the Comprehensive National Program for IDP Support. This measure is referred to in Clause 5 Financing of town infrastructure development from the state budget, provided that local authorities allocate land for construction of permanent housing for internally displaced persons, Task 11 of the Program<sup>14</sup>.

At this point it is necessary to consider an observation stemming from Azerbaijani experience, as in Azerbaijan IDP settlements are built in isolation of the existing settlements. According to experts such practice helps IDPs preserve their identity as representatives of a particular region, but on the other hand it stands in the way of their integration in new areas of residence. In that context, it is a conspicuous fact that 60% of internally displaced children are taught apart from local students in separate schools<sup>15</sup>. Such segregation reinforces IDPs' stigmatization and isolation.

Although this problem is not commonly encountered in Ukraine, there are instances when IDPs face certain integration challenges within their compact settlements, for example in the village of Nova Greblya, Kalynivskiy Raion, Vinnytsia Oblast, which is also a place of residence for 133 Crimean Tatars. The Government and the public need to put an extra effort in taking account of ethnic specifics of displaced people and host communities.

### **Housing problem**

*As for local government, it tries to lend a hand to solving the housing problem. But this assistance is irregular and selective in nature, and lies in finding the housing for specific families who found themselves in extremely difficult circumstances. According to Iryna Malachevska, volunteers helped to find a home in Vinnytsia for a woman with disabled child. A pensioner was provided with free-of-charge hotel accommodation while his wife, who fell ill a few days after arrival to the city, was undergoing in-patient treatment.*

*According to Deputy Mayor Galyna Yakubovych, a grant is being developed under "Municipal Housing" Program as part of a larger scale support. "If assistance is granted, we are ready to set a separate quota or allocate a land plot for housing construction. Yet, the right solution is for residents of Vinnytsia and persons displaced to be housemates rather than build separate houses or hostels", said Ms Yakubovych.*

**Source:** Depo. Vinnytsia. A year in exile: how people displaced from Donbas make a home of new areas. [Electronic publication]. – Available at <http://vn.depo.ua/ukr/vn/pereselentsi-svoyi-sered-svoyih-13102015211000>

According to Georgian sociologists, socio-economic problems and compact settlement complicate the integration of IDPs into the mainstream of Georgian society, since two-fifths of those living in collective centers maintain relationships mostly with other IDPs<sup>16</sup>. Evidence stemming from research by Ukrainian scientists shows that the most vulnerable of IDPs in the social integration context are those who prioritize to inner circle relationships (i.e. family and friends). In particular, "women IDPs relying above all on family and friendship ties are more likely to be stigmatized by host community than women IDPs relying on support from NGOs"<sup>17</sup>.

<sup>14</sup> Comprehensive National Programme for Support, Social Adaptation and Reintegration of Citizens of Ukraine Internally Displaced from the Temporarily Occupied Territory of Ukraine and Anti-Terrorist Operation Area to Other Regions of Ukraine for the period until 2017 (approved by Resolution of the Cabinet of Ministers of Ukraine No. 1094 of 16 December 2015). [Electronic publication]. – Available at <http://zakon0.rada.gov.ua/laws/show/1094-2015-%D0%BF#n10>

<sup>15</sup> Evaluation Report. Azerbaijan Internally Displaced Persons Youth Support Project "Youth Skills and Business Development" / Social Development Europe and Central Asia, January, 2013. [Electronic publication]. Accessible at [http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2015/04/24/090224b082e03900/1\\_0/Rendered/PDF/Evaluation0rep0business0development.pdf](http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2015/04/24/090224b082e03900/1_0/Rendered/PDF/Evaluation0rep0business0development.pdf)

<sup>16</sup> Tackling the Challenge of Internally Displaced Persons: Lessons Learned from International Experience / National Institute for Strategic Studies under the President of Ukraine. [Electronic publication]. Accessible at [http://www.niss.gov.ua/content/articles/files/migrac\\_probl-a598d.pdf](http://www.niss.gov.ua/content/articles/files/migrac_probl-a598d.pdf)

<sup>17</sup> Key Aspects of Social Integration and Adaptation of Internally Displaced Persons in the Context of Protection of their Socio-Economic Rights, authored by M. Balakireva / National Forum On the Status of Observance of Rights and Freedoms of Internationally Displaced Persons in Ukraine (Summary 2014-2015), 17 December 2015. [Electronic

### **Social capital of women IDPs**

*There are two types of social capital depending on social networks a person relies on: bonding social capital and bridging social capital. Bonding social capital has more to do with family and intimate relationships, while bridging social capital builds on relationships among different social groups (representing ties within community organizations and associations, i.e. more formal relationships). It is more common for IDPs to have a bonding rather than bridging capital, as social support within family networks is a primary source. According to the findings of the Needs Assessment of Internally Displaced Women and Elderly in Ukraine conducted by an NGO Oleksandr Yaremenko Ukrainian Institute of Social Studies, social capital of women IDPs is different from that of ordinary women. Women IDPs tend to rely on weak ties, while ordinary women tend to rely mainly on strong ties. Although crucial to IDPs, family support limits interaction with local communities and institutions, which is central to forming a bridging social capital. Establishing social bonds with other IDPs is a good way of getting social and psychological support, although it has a low potential in terms of labor market access. Development of bonding IDP social networks within host communities is a precondition for successful social integration.*

**Source:** Y.V. Sereda. *Social capital of internally displaced persons as a factor of local integration in Ukraine* //Ukrainian Society, 2015, №3 (54) [Electronic publication]—Available at

Interpersonal communication between IDPs and host communities, IDPs' involvement in local customs and traditions, and joint arts and culture events are an essential component of social integration of internally displaced people. This is all the more important for Ukraine, where social tensions between pro-Ukrainian host community members and those IDPs who are completely unconcerned about any manifestation of separatism in Donbas is by far the most commonly encountered problem with local integration of IDPs. **In this context, it is expedient to look into setting certain quotas for the provision of new housing to IDPs and local residents who desperately need new homes.**

International observers have revealed that in Azerbaijan IDPs do not enjoy a sufficient degree of involvement in settlement planning and resettlement decision-making processes. Having learned from this experience, it is necessary **to inform and engage all IDP groups or their representatives in tackling all issues of concern** including the housing problem in order to make responsible and informed decisions. **In addition, it is expedient to provide for public control over allocation of budget and donor funds.**

**Another way to solve the IDP housing problem is to have a social housing stock (hostels, new build housing quotas, etc.) in place.** The main rationale for social housing is its leasing by displaced people on a preferential basis. In areas with high IDP concentrations rents have increased dramatically and have become unaffordable for most IDPs. This, in particular, was the topic addressed by Igor Stokoz, Head of Donetsk Regional Civil and Military Administration, at the abovementioned Parliamentary Hearings: *“Who would have thought a year or five years ago that an apartment in Kramatorsk would cost 3-4 thousand UAH. At that, the amount earmarked for compensation is something around UAH 442 or UAH 882. I do know that where there's demand, there's supply. However, we should somehow deal with this problem. And the only solution I see is to build social housing.”* It is also possible to add properties to social housing stock by rebuilding unused public or municipal housing into residential premises.

Once IDPs return to their homes, local community can use IDP housing to meet the needs of other vulnerable populations.

Special attention should be paid to the provision of housing to people with disabilities. As of 11 February 2016, IDPs with disabilities accounted for 71,085 persons or more than 4% of the total number of IDPs. In Melitopol and Myrhorod this figure stands at 7.6% and 5% respectively. Housing, however, should be suitable for disabled people. The Comprehensive National Program for IDP Support envisages development and implementation of specialized social settlement construction projects taking account of the engineering aspects required for the accommodation of families whose members have disabilities.



Another solution to the housing problem stipulated in the Program is the recovery of depopulated villages in the regions bordering Donbas (Kharkiv, Zaporizhia and Dnipropetrovsk Oblasts) and the capital of Ukraine (Kyiv, Poltava and Chernihiv Oblasts). Needless to say, however, that the above solution to the IDP housing problem is only possible subject to IDPs consent to such accommodation arrangements and a potential for prospective employment or self-employment and infrastructure development. To make these arrangements implementable, it is worth taking advantage of settlement construction projects proposed by international non-governmental organizations. If modern precast frame technologies are used, construction of such settlements can be completed in just six to nine months' time. Georgiy Tuka, Head of Luhansk Regional Civil and Military Administration, addressed this issue in his interview: *"For example, people are afforded an opportunity to build houses using state-of-the-art energy saving technologies. Then a small-scale production is set up at such settlement, allowing families to feed themselves and give their agricultural products as payment for construction materials. Another option is to grow vegetables vertically whereby a significant increase in yield is ensured."*<sup>18</sup>

Another possible project is a turkey or freshwater prawn farm allowing a family to purchase residential property in 10-15 years. In essence, such projects could have been suitable for those displaced, said Mr. Tuka. If modern precast frame technologies are used, such housing estates can be built in 6-9 months. Housing is only provided to those willing to work on a farm.<sup>18</sup>

**International institutions and funds can help map out local community development projects targeted at construction of permanent and social housing** for internally displaced persons that meets their needs and potential. Another avenue of interaction also lies in stepping up the cooperation of government agencies and municipalities with NGOs, donor agencies and investment companies, in particular in terms of international projects for construction of IDP housing with technical infrastructure to help IDPs achieve self-sufficiency.

#### **IDP housing in the villages of Zaporizhia Oblast**

Two housing facilities to accommodate almost two hundred people are soon to be commissioned in Zaporizhia Oblast. Renovation of two facilities to accommodate persons temporarily displaced from the anti-terrorist operation zone is nearing completion. The buildings have been renovated to serve as housing as part of the United Nations Development Program. This has been reported to Depo.Zaporizhia by regional representative office of EU/UNDP Project in Zaporizhia Oblast.

IDPs will be provided with housing in the village of Botiyevo, Pryazov rayon, and in the village of Novomykolayivka. Renovated premises in Botiyevo have already seen the roof, doors, windows and internal engineering networks replaced, floor cement screed formed, kitchen, restrooms and showers equipped, electric convection heating system installed, and internal finishing work conducted. Abovementioned facility can accommodate 80 people at one time.

Another 100 displaced people can find shelter in a former boarding school in Novomykolayivka. This two-story building used to be in a rather dilapidated condition. The building has seen the roof and floors replaced, district heating, water supply and drainage renewed, facades insulated, restrooms, showers, kitchens, and partition walls installed, windows and doors replaced, and floor cement screed formed. Internal finishing work is underway.

It should be noted that only 20% of the funding for repairs come from local budgets while 80% are funded by EU/UNDP Project.

**Source:** Depo.Zaporizhia. News. IDP housing built in the villages of Zaporizhia Oblast. [Electronic publication]. – Available at <http://zp.depo.ua/ukr/zp/u-selah-Zaporizhia -dlya-pereselentsiv-posileno-buduyut-zhitlo-16022016171400>

<sup>18</sup> Sedova Y. Georgiy Tuka about the cause of war, LPR and DNR black holes and fear of NATO in Donbas [Electronic publication]. Apostrophe – 04.10.2015. Available at <http://apostrophe.com.ua/article/society/2015-10-04/georgiy-tuka-pervoprichina-voynyi---vse-eti-donbass-na-koleni-ne-postavit/2354>

## 5 Position of IDPs in the Labor Market

The Ukrainian market responds to all challenges and problems facing the country. Loss of industrial capacity in Donetsk and Luhansk Oblasts and the Autonomous Republic of Crimea has resulted in massive job cuts, while a large-scale population shift from the temporarily occupied territory and armed conflict zone in Eastern Ukraine brought increased tensions in regional and local labor markets and rise in unemployment.

Law of Ukraine On Amendments to Some Laws of Ukraine to Strengthen Social Protection of Internally Displaced Persons No. 245-VIII enacted in March 2015 aims to address the IDP employment challenge. The Law envisages a set of measures to facilitate the employment of IDPs. Under the provisions of the Law, a) employers who hire IDPs are compensated for payroll expenses incurred in connection with their employment for up to six months or for up to 12 months depending on the situation in the regional labor market; b) registered unemployed persons are compensated for expenses incurred due to relocation to a locality of their employment, as well as expenses for undergoing medical examination or drug test where the terms of employment so require; c) the list of persons entitled to obtain a voucher to sustain competitiveness through recurrent, specialized and advanced training for occupations and specializations for priority economic activities<sup>19</sup>.

Another regulatory instrument aimed at boosting IDP employment is the Resolution of the Cabinet of Ministers of Ukraine On the Plan of Action for Resolution of Employment Problems of IDPs for 2015-2016, providing an in-depth analysis of the challenges facing IDPs in the labor market and a roadmap for measures to secure employment and improve social and labor competitiveness of internally displaced people<sup>20</sup>.

However, IDP problems in the labor market go far beyond employment and need to be thoroughly analyzed in terms of efficient use of human resources' potential.

The first and foremost observation about IDPs in Ukrainian labor market stemming from the State Employment Service's (SES) data analysis is that IDPs are not sufficiently active in their job search efforts. Only 64.3 thousand IDPs or 3.75% of their total number resorted to SES between 1 March 2014 and 31 January 2016 (Figure 7, Annex 5).

Western Ukraine's IDPs were the most active: Rivne Oblast (27.7%), **Ivano-Frankivsk Oblast** (19.7%), Lviv Oblast (18.6%) and Volyn Oblast (18.5%). The rate of application to SES in target oblasts is higher than on average across Ukraine. However, **Zaporizhia** Oblast same as other regions of displacement less geographically remote from the temporarily occupied territories demonstrates a rather low rate of IDP application to SES at 4.2%. The number of IDPs in **Zaporizhia** Oblast is almost thirty times as much as in **Ivano-Frankivsk** Oblast, while the number of SES applicants is only six times as much (Table 3). A share of SES applicants from among IDPs in **Vinnitsia and Poltava** Oblasts is 10-11%.

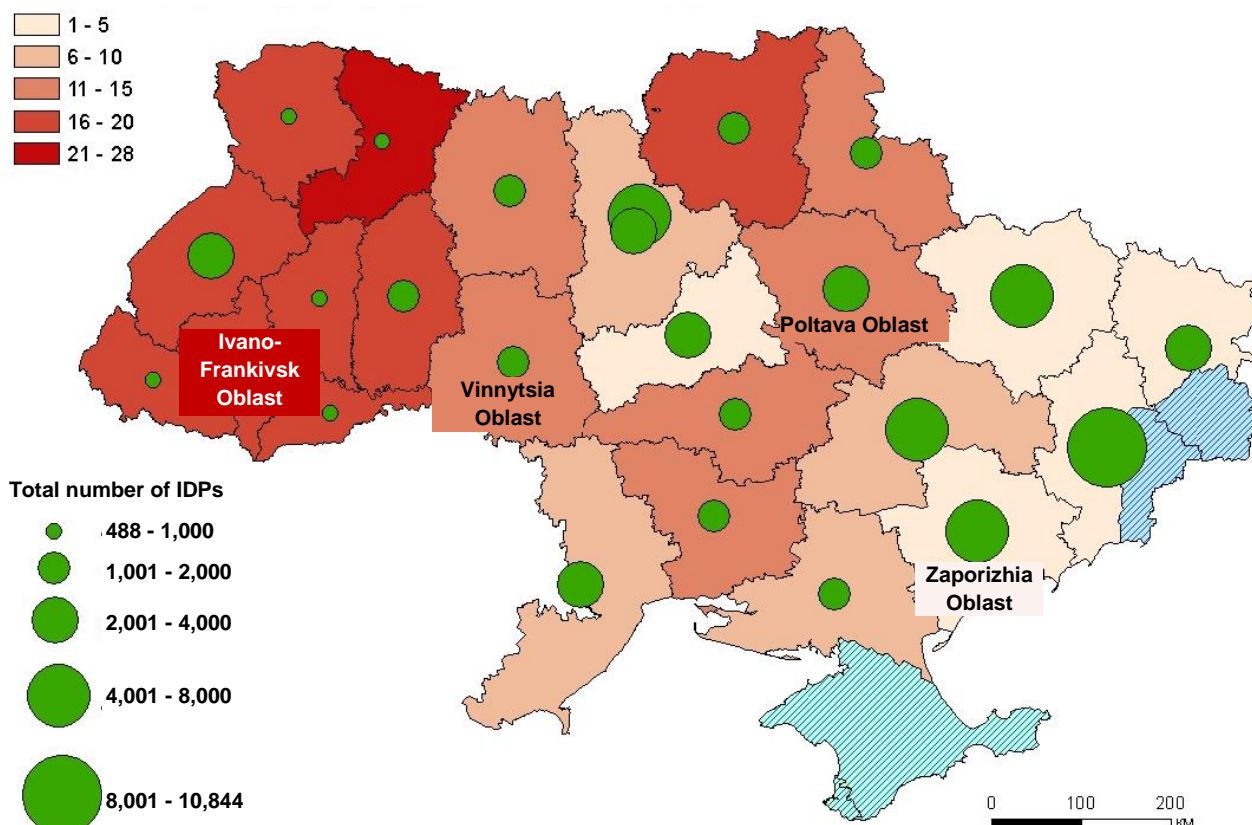
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<sup>19</sup> Law of Ukraine On Amendments to Some Laws of Ukraine to Strengthen Social Protection of Internally Displaced Persons [Electronic publication]. Accessible at <http://zakon4.rada.gov.ua>.

<sup>20</sup> Plan of Action for Resolution of Employment Problems of IDPs for 2015-2016 [Electronic publication]. Accessible at <http://zakon3.rada.gov.ua/laws/show/505-2015-%D0%BF>



Percentage of IDPs who resorted to SES, %



**Figure 7. Total number of IDPs and percentage of IDPs who resorted to SES broken down by Ukrainian regions**

**Table 3. Services rendered by the State Employment Service to internally displaced persons in certain regions of Ukraine**

*(According to State Employment Service's figures for the period between March 1, 2014 and January 31, 2016)*

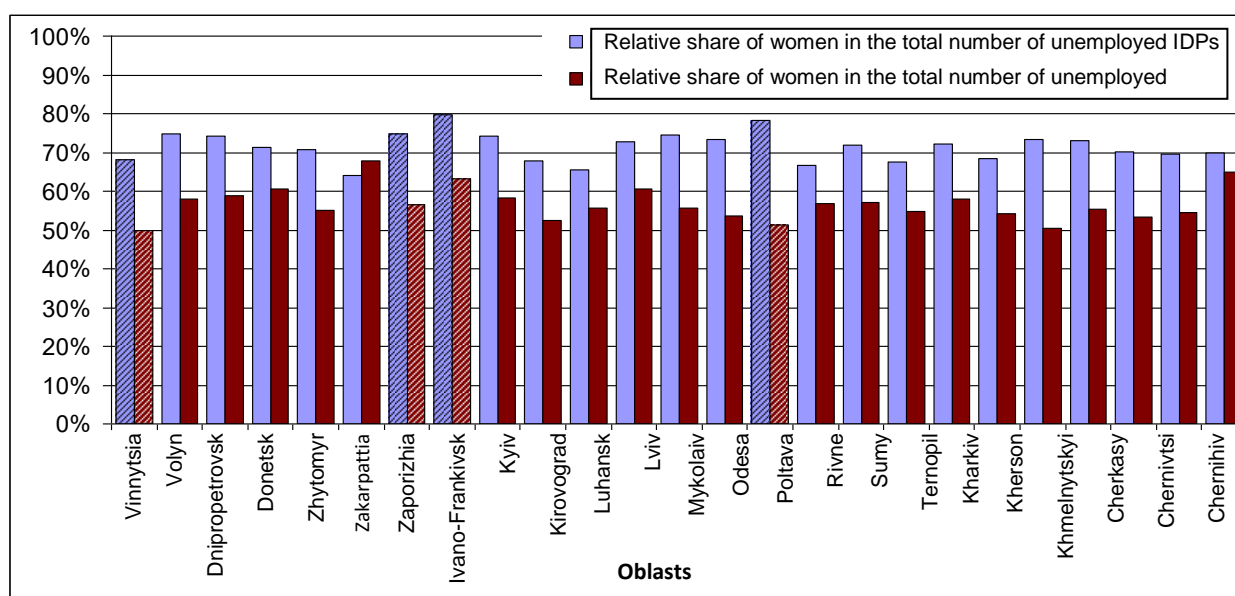
Oblast	Total number of IDPs as at 04.02.2016*	Recipients of SES services	
		Number	Percentage of the total number of IDPs
Vinnytsia	13 251	1 361	10.3%
Zaporizhia	118 878	4 968	4.2%
Ivano-Frankivsk	4 116	809	19.7%
Poltava	30 684	3 417	11.1%
<b>Ukraine</b>	<b>1 714 719</b>	<b>64 297</b>	<b>3.75%</b>

\*According to the Ministry of Social Policy

The reasons behind such a low job search activity of IDPs vary, but may include: a focus on quick return to homes, lack of awareness of legal mechanism to support the IDP employment, the need to look after a family member, inability to find a job within a particular specialty, unwillingness to terminate previous employment relationships, remuneration failing to meet IDP's salary expectations, lack of identity documents, doubts as to SES efficiency, no intention to change occupation, etc. The reasons behind a low rate of application to SES may include employment in

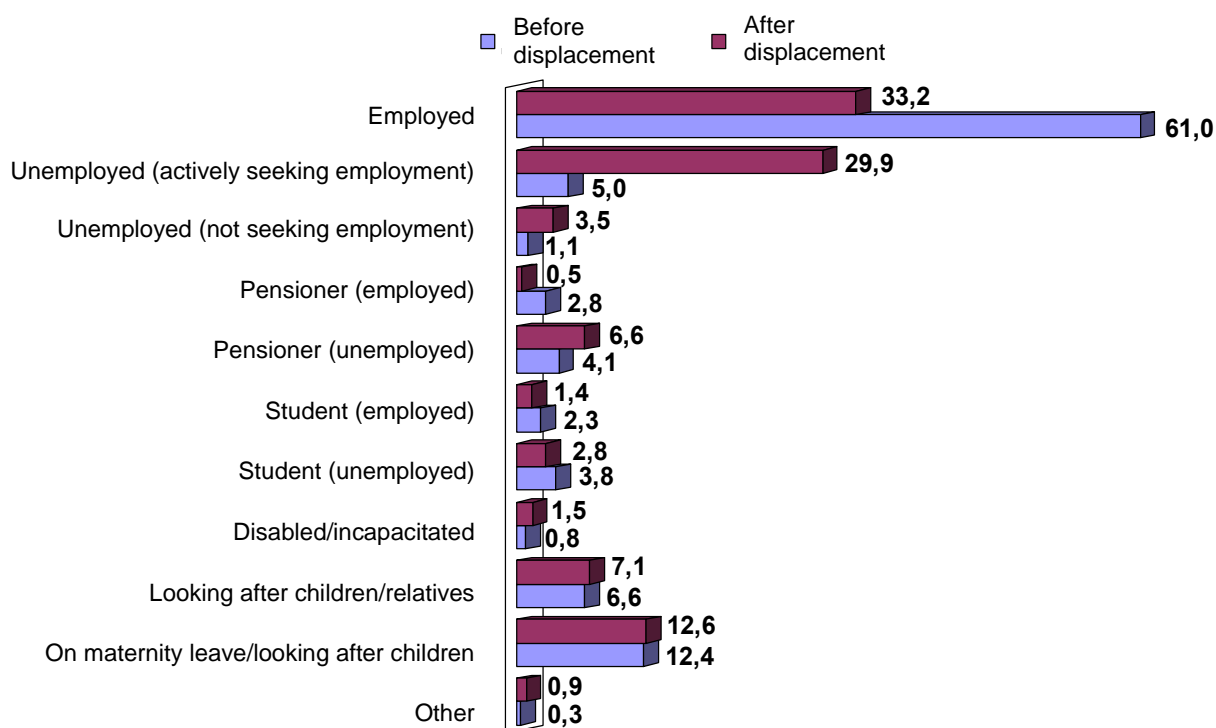
informal sector, which entails withdrawal of a sizeable human resources' potential from Ukrainian economy.

Women account for a lion's share of the working-age IDP population. Similarly, women constitute an overwhelming majority of unemployed IDPs. If women accounted for 56.4% of the total number of registered unemployed, their relative share in the number of unemployed IDPs was 71.7%, ranging from 64% in Zakarpattia Oblast to 79.6% in **Ivano-Frankivsk** Oblast. **Poltava** and **Zaporizhia** Oblasts also demonstrate high rates of IDP women's unemployment – 77% and 75% respectively. For Vinnytsia Oblast this figure is somewhat lower than for other regions and stands at 67% (Figure 8). These figures are indicative of the insufficient labor market integration of IDP women.



**Figure 8. Relative share of women in the total number of unemployed across Ukrainian regions**

Findings of the autumn 2015 survey conducted by NGO Oleksandr Yaremenko Ukrainian Institute of Social Studies among IDP women aged 18 to 59 are indicative of a rather unfavorable situation with the use IDP women labor resources by host communities. This is especially true in the context of the age distribution of respondents, which showed that the majority were women under 40 years of age. The majority of respondents were employed before displacement from their places of permanent residence. Two-thirds of women IDPs were economically active. More than half of them were employed (61%) and only 5% were unemployed. Women IDPs accounted for nearly one-third of economically inactive IDP population before displacement, of which 12.7% were on parental leave, 6.9% were pensioners including those working while taking their pensions, 6.1% underwent training, etc. The structure of economically active population has changed significantly after the displacement (Figure 9).



**Figure 9. Assessment of IDP women stigmatization associated with the labor market before and after displacement, % (women aged 18 to 59, n = 802)**

Source: Findings of the survey conducted by NGO Oleksandr Yaremenko Ukrainian Institute of Social Studies among IDP women (1,000 respondents, October 2015 p.)<sup>21</sup>.

At the time of the survey two-thirds of women IDPs were economically active, of which one half were employed (33.2%) and the other half were unemployed active job seekers (29.9%). A share of those employed has declined twofold (from 61.0% to 33.2%) due to a nearly sixfold increase in the proportion of those unemployed (from 5% before and to 29.9% after displacement). Overall, the share of economically active IDP women has decreased by 2.9% to 36.6 at the time of the survey through increase in the proportion of people not in employment who have not been seeking work (from 1.1% before to 3.5% after displacement).

Women with children form a particularly vulnerable category in which the risk of stigmatization associated with the labor market is inherent. This is evidenced by the findings of another survey conducted by Oleksandr Yaremenko Ukrainian Institute of Social Studies with technical support from United Nations Population Fund (UNPFA) in Ukraine among women and elderly IDPs in early 2015<sup>22</sup>. The survey covered 16 Ukrainian regions including **Zaporizhia** and **Poltava** Oblasts.

The survey has revealed that less than one-third of women with children under 17 years of age worked full-time. The survey has also revealed that it takes single IDP women with children under 17 years of age longer to find a job as compared with those living in households where other adults can help look after children. The analysis has shown that the period of being off the labor market for IDP single mothers could last up to six months, which is in line with long-term unemployment threshold according to the ILO methodology<sup>23</sup>.

<sup>21</sup> Information and analytical materials for the Parliamentary Hearings on the Status of Observance of Rights of Internally Displaced Persons and Citizens of Ukraine Residing within the Temporarily Occupied Territory of Ukraine and Territory Uncontrolled by Ukrainian Government in the Anti-Terrorist Operation Zone. [Electronic publication]. Accessible at [http://ief.org.ua/wp-content/uploads/2016/02/Dopovidna\\_VPO\\_final.pdf](http://ief.org.ua/wp-content/uploads/2016/02/Dopovidna_VPO_final.pdf)

<sup>22</sup> Information and analytical materials for the Parliamentary Hearings on the Status of Observance of Rights of Internally Displaced Persons and Citizens of Ukraine Residing within the Temporarily Occupied Territory of Ukraine and Territory Uncontrolled by Ukrainian Government in the Anti-Terrorist Operation Zone. [Electronic publication]. Accessible at [http://ief.org.ua/wp-content/uploads/2016/02/Dopovidna\\_VPO\\_final.pdf](http://ief.org.ua/wp-content/uploads/2016/02/Dopovidna_VPO_final.pdf)

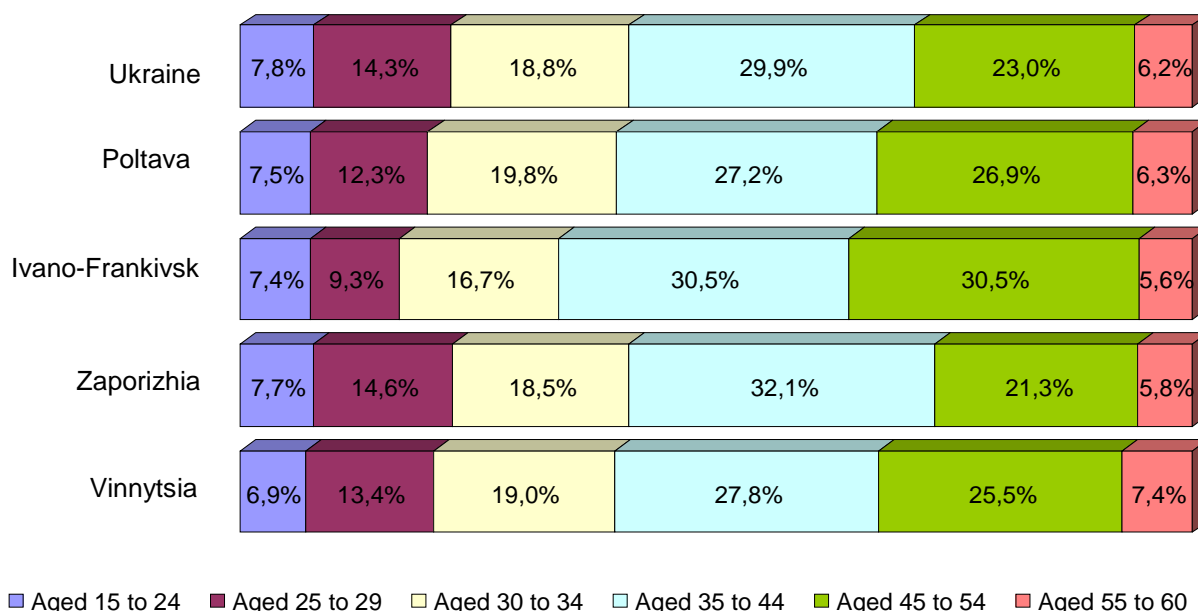
<sup>23</sup> Ibid.

Promoting employment to this category of IDPs to provide a source of stable income should be a priority for both public authorities and NGOs. At the same time, according to Office of the United Nations High Commissioner for Refugees, the laws and policies to protect and assist IDPs in Ukraine do not recognize particular vulnerabilities related to gender<sup>24</sup>.

Young people make up a significant proportion of able-bodied IDPs. Age distribution of unemployed IDPs has much in common with the age distribution of other categories of unemployed persons. In particular, young people under the age of 35 make up more than 40% of IDPs, which corresponds to a respective figure in the total number of unemployed persons. The proportion of young people under the age of 35 in target oblasts is close to Ukrainian average of 33.4% in **Ivano-Frankivsk** Oblast (Figure 10).

Proportion of people aged 45 and over is 29% and is lower than the share in the total number of unemployed persons, which makes up one-third. According to the State Employment Service and as can be seen from the diagram, the detailed age distribution of unemployed IDPs is as follows: those under the age of 24 – 7.8%, those aged 25 to 29 – more than 14%, those aged 30 to 34 – nearly 19%, those aged 35 to 44 – almost one-third, those aged 45 and over – 29%, those aged 55 and over – 6.2%. The above age structure can be characterized as progressive, indicative of a significant potential of the human capital, since with their modern education and ability to adapt to new activities young people make up a more resilient and creative portion of the labor force.

Internally displaced persons of employable age have high levels of educational attainment and good qualifications obtained through higher education. According to the State Employment Service, distribution of IDPs by education differs markedly from the education level of the total number of unemployed persons: those who attained higher education make up more than 70%, those who attained vocational education – 19%, those who attained elementary and secondary education – 11%. At the same time, the share of those who attained higher education in the total number of unemployed persons accounts for less than 45%, vocational education – 35%, secondary education – 20%. The proportion of IDPs who attained higher education is predominant in all oblasts except for Zhytomyr (47.1%) and Ternopil (47.5%). The largest share of IDPs who attained higher education is recorded in **Poltava** and **Zaporizhia** Oblasts – 63.1%. Respective proportions for **Ivano-Frankivsk** and **Vinnytsia** Oblasts are slightly lower: 58.3% and 54.1%.



**Figure 10. Age distribution of unemployed IDPs**

<sup>24</sup> UN High Commissioner for Refugees (UNHCR). [Electronic publication]. – Available at <http://www.refworld.org/docid/56017e034.html>

In terms of professional distribution of unemployed IDPs, specialists, professionals and officials make up more than a half, tradespersons – one-third, and persons with no occupational qualification – almost 10%, while tradespersons make up the largest group and unskilled workers account for more than 14% in the professional structure of other categories of the unemployed<sup>25</sup>.

IDPs' high level skills and educational attainment are indicative of a sizeable human capital capable of becoming a single contributor to the development of high-tech industries and knowledge-intensive service activities in IDP-concentration areas.

Between 1 March 2014 and 31 January 2016 the State Employment Service arranged employment of 17,649 IDPs or only a mere 1% of the total number of IDPs and 27.5% of those who resorted to SES (Annex 7). Against the national average, the rate of application to SES is higher in **Ivano-Frankivsk** and **Vinnytsia** Oblasts (39.2% and 32.5%) and lower in **Zaporizhia** Oblast (21.3%). The share of employed IDPs from among those who resorted to SES in Poltava Oblast stands at 26.4% and is close to the national average (Table 4).

**Table 4. Employment of IDPs across some regions of Ukraine**

*(according to State Employment Service's figures  
for the period between March 1, 2014 and January 31, 2016)*

Oblast	Total number of IDPs as at 04.02.2016	Number of IDP recipients of SES services	Total number of employed people (including under civil law contracts* and individually)		
			Number	Percentage of the total number of IDPs	Percentage of those resorted to SES
Vinnytsia	13 251	1 361	442	3.34%	32.48%
Zaporizhia	118 878	4 968	1 056	0.89%	21.26%
Ivano-Frankivsk	4 116	809	317	7.70%	39.18%
Poltava	30 684	3 417	901	2.94%	26.37%
<b>Ukraine</b>	<b>1 714 719</b>	<b>64 297</b>	<b>17 649</b>	<b>1.01%</b>	<b>27.45%</b>

<sup>25</sup> Official website of the State Employment Service [Electronic publication]. Accessible at: <http://www.dcz.gov.ua/statdatacatalog/document?id=351058>



## 6 Avenues of IDPs' Economic Integration into Hosting Communities

### 6.1 Shaping Effective Job Search Skills

One of the most critical issues facing IDPs is employment. According to experts, before embarking on IDP retraining and professional development it is recommended to deliver training and counselling aimed at their adaptation to new environment and emphasizing that they need to find a job and exert effort to change things for the better. **People living in internal displacement often lack effective job search skills.** Many people used to be continuously employed or had no economic need to work before being displaced. Women who have decided to return to work after pregnancy and maternity leave may also lack the necessary job search skills. They lack the skills required to search for vacancies, write a CV or present themselves during a job interview. In this context, the starting point is career guidance and development of self-presentation and job search skills. These practical skills must also be taught during the course of retraining and advanced training.

**It is therefore critical to improve the system for registration, maintenance and systematization of information on qualification levels of IDPs and assessment of their employment or self-employment needs.** IDPs do not make up a homogeneous group in terms of age, educational achievement, ethnic background and professional skills. This should be taken into account at various stages of employment.

It is recommended that the record keeping system referred to hereinabove contain:

- 1) data on educational levels and professional qualifications of IDPs, their professional skills and needs;
- 2) data on entrepreneurs to be categorized as small and medium-sized businesses;
- 3) medical status;
- 4) intentions to be employed or start a business;
- 5) monitoring data following employment.

Not least important is to efficiently furnish IDPs with information about their rights and obligations, opportunities offered through existing projects to promote self-employment, and access to information resources of the government authorities including a daily updated national jobs database. This would increase employment opportunities, while a streamlined registration and record keeping system would, among other things, allow measuring a potential medium to long-term impact of IDPs on the labor market.

#### ***IDPs set up Spilna Sprava Civic Association in Vinnytsia***

*Spilna Sprava Civic Association set up by IDPs in Vinnytsia has become a roadmap for displaced people. According to Vadym Mukomol, a former resident of Severodonetsk and one of the association's initiators with one year's adaptation experience, many problems could have been avoided if the entire array of information relating to assistance was stored on one website. Therefore, he plans to set up a unified database of volunteers, donors and government agencies, a kind of online guide to "internally displaced people".*

*Housing, employment, placement of children in kindergartens and schools, social and psychological adaptation, housekeeping are the major challenges faced by IDPs from Eastern Ukraine. It is not worth expecting the government to cause manna to rain upon you. It is time to act.*

**Source:** Hromadske Radio. IDPs set up Spilna Sprava Civic Association in Vinnytsia [Electronic publication]. – Available at <http://hromadske-radio.org/2015/04/16/u-vinnyci-pereselenci-stvoryuyut-gromadske-obyednannya-spilna-sprava>

## 6.2 Building Opportunities for Occupational Retraining and Professional Development

**Occupational retraining and professional development form an important avenue of raising IDP competitiveness in the labor market.** November 2014 saw Presidential Decree No. 875/2014 obligating the Cabinet of Ministers to approve the Program for Employment and Professional Training of IDPs in 2015-2016 within two months. “The Program aims at securing employment and raising competitiveness of IDPs in the labor market through professional training, retraining or advanced training. Employment of IDPs will help relieve social stress and ensure financial security of respective categories of persons.”<sup>26</sup>

Professional distribution of IDPs from Donetsk and Luhansk Oblasts reflects the industrial structure of these regions where coal mining and iron and steel industries had an important part to play. Opportunities for coal and steel workers to be employed elsewhere are limited not only due to tension on the labor market, but also due to their lesser significance to the economy in terms of both production output and employment of population. These issues throw into sharp relief the challenges of delivering professional training for occupations that are competitive in their current areas of residence.

As the avenue of increasing IDP employment opportunities, occupational training and professional development are reflected in numerous official documents, programs, research papers and reports. In particular, in the recommendations of the International Research and Practice Conference “Internally Displaced Persons in Ukraine: Realities and Opportunities” **“occupational training and professional development of internally displaced persons tailored to industry specifics of their current areas of residence and pressing labor market needs”** are seen as one of the avenues to facilitate job creation for IDPs<sup>27</sup>. The relevance of this approach is manifestly obvious. At the same time, occupation retraining experience gained over the past two years, regional and local labor markets development trends, as well as current and projected occupational demand in Ukraine and across the globe **make it necessary to take account of a wide range of factors capable of affecting the occupational retraining efficiency and performance.**

The State Employment Service delivers occupation retraining to IDPs. Six percent of those who resorted to SES have undergone such retraining. **Ivano-Frankivsk Oblast** hosts the largest share of those who resorted to such service (10%) among the target regions and one of the highest in Ukraine (Figure 11). Respective figures for **Poltava, Zaporizhia and Vinnytsia** Oblasts are below the national average and stand at 3% and 4%.

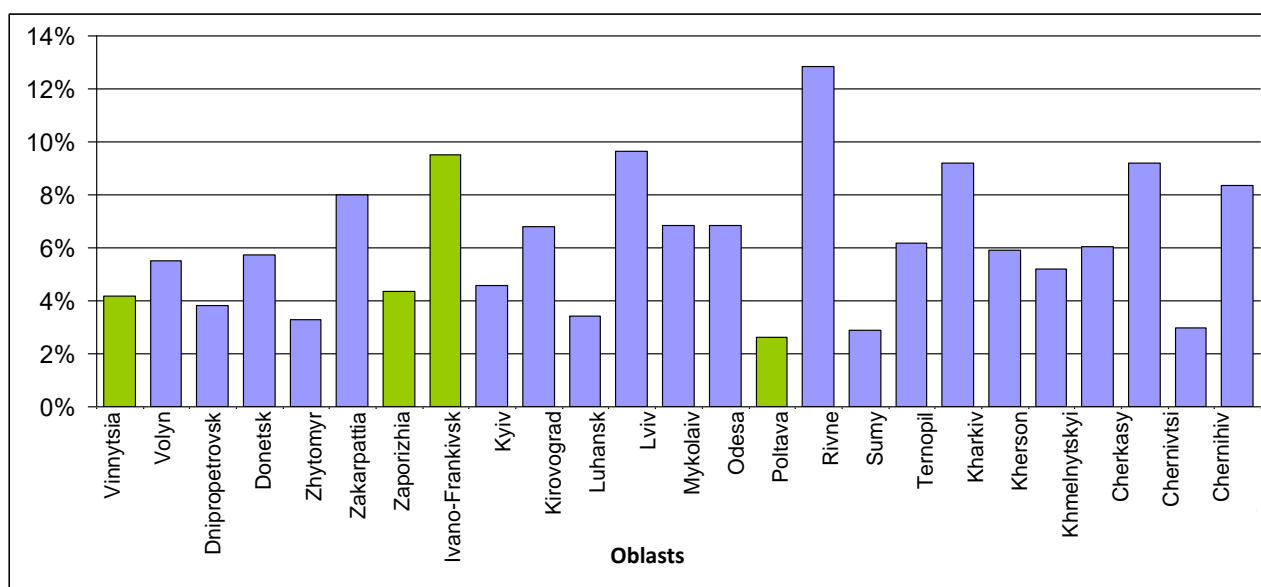
According to the findings of Occupational Demand Evaluation, a social research conducted as part of the Economic and Social Recovery of Donbas Region Project implemented by UNDP Ukraine, **retraining opportunities are rather limited, above all due to lack of seasoned professionals in the labor market**<sup>28</sup>. It is impossible to train such a professional from scratch within a short time span. Rather, it is expedient to improve qualifications of those who already have some experience or respective educational attainments, i.e. provide training on the use of new equipment. **The most efficient way, however, is gaining practical experience under the supervision of an experienced mentor.**

The bottleneck of mass IDP training is the specific nature of employer requirements. Therefore, the retraining process should be tailored to employer needs and take account of trainee’s professional knowledge and skills. **The need for retraining should go hand in hand with a career action plan.**

<sup>26</sup>Programme for Employment and Professional Training of Internally Displaced Persons in 2015-2016 [Electronic publication], – 2014. Accessible at [http://www.mlsp.gov.ua/labour/control/uk/publish/article.jsessionid=A26F50C68CB5833678CCB7E066D57AD8.app1?art\\_id=170779&cat\\_id=102036](http://www.mlsp.gov.ua/labour/control/uk/publish/article.jsessionid=A26F50C68CB5833678CCB7E066D57AD8.app1?art_id=170779&cat_id=102036).

<sup>27</sup> Recommendations of the International Research and Practice Conference “Internally Displaced Persons in Ukraine: Realities and Opportunities”, 27 February 2015. [Electronic publication]. Accessible at [http://ief.org.ua/wp-content/uploads/2015/03/Recomendations\\_format-fin.pdf](http://ief.org.ua/wp-content/uploads/2015/03/Recomendations_format-fin.pdf)

<sup>28</sup> Labour Market Occupational Demand Evaluation. Findings of research conducted as part of Economic and Social Recovery of Donbas Region Project. / Kyiv International Institute of Sociology, September-October, 2015. [Electronic publication]. Accessible at [http://kiis.com.ua/materials/pr/20151230\\_PROON/Report\\_Employment\\_KIIS\\_final\\_ukr.pdf](http://kiis.com.ua/materials/pr/20151230_PROON/Report_Employment_KIIS_final_ukr.pdf)



**Figure 11. Internally displaced persons who have undergone professional training as percentage of IDPs who resorted to SES**

Needless to say that it is hard to forecast the labor market needs and provide a tailored retraining amid economic recession, annexation of territories and the anti-terrorist operation. However, given contemporary national and international labor markets trends it is advisable to take advantage of the growing demand for certain occupations and their combination.

In the opinion of many experts, there is a growing **demand for multi-skilled employees**, i.e. those who work in several trades, have necessary skills and are willing to attain the knowledge required to perform new tasks. This trend is incidental to all occupations. Therefore, **it is expedient that IDPs learn additional trades related to their main occupations and acquire knowledge and skills necessary to raise their competitiveness in the labor market**, for example effective communication and IT skills.

Workers most in demand in all regions of Ukraine include **highly skilled and experienced professionals in any field**, workers with specific and narrow qualifications, especially in the production sector, middle and senior IT specialists, online marketing specialists and call center operators.

Experts predict that demand will remain high for **efficient and motivated sales specialists** having experience working in systemically important structured companies and capable of performing effectively even amid declining production and consumers' eroding purchasing power.

EU-Ukraine Association Agreement has opened up the EU market to Ukrainian producers and created demand for **international trade professionals** with foreign language skills. Demand for foreign language teaching has increased accordingly.

One of the factors ensuring stable demand for **junior medical staff** is population ageing. This is evidenced by the findings of the abovementioned social research. **Zaporizhia** Oblast's labor market demonstrates demand for physicians and nurses, sales staff (in particular in sales of consumer goods and building materials, B2B sales), IT specialists, skilled workers (turners, CNC machinists, milling machine operators, welders, steel fixers), call center operators, online marketing specialists (including SEOs), etc. **Poltava** Oblasts demonstrates demand for sales and service staff (food products and pharmaceuticals), passenger and freight transportation workers, tractor and combine operators, accountants, engineers, drivers, skilled workers (in particular, seamstresses), chefs.

Despite declining production and closure of industrial enterprises, there is an increasing **demand for skilled workers** in two abovementioned oblasts and all across the country. This is not only due to the collapsing system of vocational education and training and ageing of skilled workers, but also due to low wages and poorly ranked occupational prestige.

Demand patterns in both the target oblasts and other regions of Ukraine have even more in common. Dynamics of vacancies employers place with regional employment centers show a dominant share of low- and medium-skilled jobs. For **Poltava** Oblast these include general laborers, drivers, tractor and machinery operators, food and non-food sales staff. At that, the unemployment is particularly concentrated in the low-skilled segment of the labor market due to rapid turnover of staff, which for its part is conditioned by high labor intensity, adverse working conditions and relatively low wages.

The market is **oversaturated with lawyers, economists and accountants in the target oblasts** and most of Ukraine's other regions. Although there is still some demand for said jobs, there are usually too many candidates vying for the same position. A competitive edge could be vast experience and solid educational background.

It should be borne in mind that the statistics of the State Employment Service reflect labor market realities only to a certain extent, as SES has been dealing mostly with low-paid or low-skilled jobs. Vacancy structure is dominated by jobs to meet the current needs of the regional labor markets for certain occupations.

Given the high levels of IDPs' educational attainment, the majority of vacancies available to them in the regional labor markets are unattractive. It is not for nothing that experts in **Poltava** and **Zaporizhia** have noted that often internally displaced persons are more skilled than local residents, especially in the field of industrial production. Therefore, both retraining and advanced training courses should be conducted keeping these realities in mind.

### **Vinnitsia Employment Centre**

*The majority of those who have resorted to employment centers in Vinnitsia Oblast were skilled professionals: 33% of IDPs were senior government officials, executives, managers and specialists and only 10% sought elementary occupations. It is quite apparent that there is a challenge in providing employment for industrial workers in the agrarian region.*

*"We have employed an accountant, mechanic, repairman, laboratory assistant, head of department, civil engineer, master, teacher, electric welder and obstetrician," says head of the Vinnitsia Regional Employment Centre.*

**Source:** Hromadske Radio. [Electronic publication]. – Available at <http://hromadskeradio.org/2015/04/16/u-vinnyci-pereselenci-stvoryuyut-gromadske-obyednannya-spilna-sprava>

According to experts, short-term training will produce results if training efforts aim in the right direction. There is an increasing demand for labor in trade and service sector, where the preconditions for success are communication skills, self-discipline, motivation and result orientation of staff rather than expertise. Training courses on sales effectiveness, negotiation and communication skills, customer orientation, sales scenarios, persuasion techniques, objection handling and workflows may produce effective results<sup>29</sup>.

Employment possibilities are further widened by **mastering online trading skills**. There is also demand for specialists whose fields of work involve the use of computer technologies, but do not require long-term training, such as **social group maintenance, online marketing, web development and coding (online shopping website design), program testing**.

Applicants for secretary and executive assistant jobs gain competitive advantage not only by office equipment operating skills, but also by **knowledge of the English language, records management, document flow and personnel management**.

Continuing professional development of accountants, if any, should above all be aimed at respective legislative amendments and new version of 1S:ACCOUNTING v8. This software suite is not very familiar to accountants from Donbas, who mostly used Accent accounting software.

<sup>29</sup> Labour Market Occupational Demand Evaluation. Findings of research conducted as part of Economic and Social Recovery of Donbas Region Project. / Kyiv International Institute of Sociology, September-October, 2015. [Electronic publication]. Accessible at [http://kiis.com.ua/materials/pr/20151230\\_PROON/Report\\_Employment\\_KIIS\\_final\\_ukr.pdf](http://kiis.com.ua/materials/pr/20151230_PROON/Report_Employment_KIIS_final_ukr.pdf)

It is important for all categories of employees to have effective communication and presentation skills, be able to handle stress, manage time, work as part of a team, use computer systems and programs (**Microsoft Office, Skype, cloud services, Google**), **speak a foreign language, and demonstrate good interpersonal verbal and written communication skills and problem solving techniques**. If mastered, these skills significantly increase jobseekers' employment possibilities.

### 6.3 Resumption/Launch of Business

The principal vector of the national policy on IDPs has been and still remains predominantly focused on temporary social protection and humanitarian assistance dedicated to IDPs in expectation of their return to places of permanent residence in Donbas and the Autonomous Republic of Crimea after the conflict ends. The rationale behind was the erroneous belief shared by the country's policy makers that the anti-terrorist operation would be completed within a short time span. Escalation of the situation in Eastern Ukraine, collapsed infrastructure and housing, and faded prospects of IDPs return to original places of residence made it clear that the IDP policy should prioritize adaptation and socio-economic integration. Adjustment of the policy objectives in July 2015 by CMU Resolution No. 505 of 8 July 2015 was a step towards formulation of the IDP employment and entrepreneurship policy. Said Resolution approved the Principal Avenues of Solving Unemployment Problems of Internally Displaced Persons for 2015-2016<sup>30</sup>. Actions envisaged thereby are predominantly aimed at facilitating employment and raising competitiveness of IDPs in the labor market. The document, among other things, mentions the possibility of supporting entrepreneurship initiatives of those IDPs who have resorted to SES to launch a business.

A one-off payment of the unemployment benefit to start a business serves as the instrument to promote entrepreneurship. However, this measure is aimed at supporting business start-ups and does not correspond to the interests of those IDPs who lost their business in the East. **It should be noted that although these problems bear resemblance, they remain different and should be addressed and tackled individually.**

It is quite difficult to estimate the scale of the problem relating to resumption of entrepreneurial activities by IDPs, as the number of IDP entrepreneurs has not been identified. The system for registration, record keeping and assessment of the needs of IDP entrepreneurs, in particular women IDP entrepreneurs is therefore much needed. The number of IDP entrepreneurs could only be estimated by comparing the number of SMEs and SPs in 2013 with 2015. This was done as part of research conducted by the Centre for Social Partnership and Lobbying of the National University of Kyiv-Mohyla Academy at the commission of CIPE Ukraine<sup>31</sup>. According to State Statistics Service, in 2013 in Donbas there were 40.1 thousand legal entities of which large enterprises – 131, medium-sized enterprises – 2,247, small enterprises – 37,738. According to the findings above, a projected potential of 37 thousand small enterprises and 800 thousand sole proprietors has to be taken into account when formulating the policy to support IDPs entrepreneurship.

Having compared the number of Donetsk and Luhansk Oblasts' IDPs in 2013 with 2015 it is safe to say it has decreased fourfold to approximately 211 thousand (in Ukrainian-controlled Donbas) against 800 thousand in 2013. This number, however, is only an approximation.

According to the findings of the survey of various groups of Donbas entrepreneurs conducted by the expert of NGO Eastern Ukraine Congress, in 2014 one third of mostly medium-sized and small enterprises resolved to evacuate their assets and relocate them to safe territories. Another one third either lost their assets or had to bargain with separatists for their conservation. The remaining one third of entrepreneurs continued running their businesses having agreed the payment of

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<sup>30</sup> Principal Avenues of Solving Unemployment Problems of Internally Displaced Persons for 2015-2016 [Electronic publication]. Accessible at <http://zakon3.rada.gov.ua/laws/show/505-2015-%D0%BF>

<sup>31</sup> Pantsyr S. I., Shumikhin S. V., Riznichenko K. M. Green Paper on the Policy to Support IDPs Small Businesses, – K., 2015, p. 51 [Electronic publication]. Accessible at <http://platforma-msb.org/wp-content/uploads/2015/09/CIPO-A4-new-333-2.pdf>



“taxes” with separatists<sup>32</sup>. Hence, only one third of entrepreneurs have managed to fully or partially relocate their assets. However, this did not go hand in hand with the resumption of entrepreneurship in the places of displacement.

Another demotivating factor is the priority of returning home. The IDP status by definition makes IDP entrepreneurs oriented towards expecting support from the government and return to original places of residence rather than on resumption of business activities.

Economic recession and banking crisis which brought along limited access to finance, credit tightening and consumers’ eroding purchasing power have also added to insignificant entrepreneurial activities of those IDPs who did business before displacement. At the same time, those IDP entrepreneurs who have succeeded in relocating their assets refrain from resuming their business due to lack of conditions to run a profitable business in areas of displacement. They opt for dependent employment. These are the reasons behind a rather poor SES performance in terms of setting up businesses for IDPs – **approximately 1% of all IDPs who resorted to SES.**

Other problems faced by IDP entrepreneurs include access to finance relating to pre-conflict activities, i.e. loans outstanding, as well as restricted access to community resources and limited nature of SES programs.

### ***A year in exile: how people displaced from Donbas make a home of new areas***

*Even though the government facilitates social adaptation to the extent possible, the adaptation of businesses to a new place is solely a matter of its owners. “Those who come here are not the worst ones. They are confident in their abilities, confident that they can make a living. I know people who left millions worth of property in Luhansk and Donetsk, people who employed 30-40 staff. They can create jobs and do many other things. However, things cannot be done at the drop of a hat. Consequently, many of them opt to be in employment”, says Vadym Mukomol, former resident of Severodonetsk currently living in Vinnytsia.*

*Vadym says that he is in a better position, because as an IT specialist he only needs his “computer and brains”. Therefore, his relocation did not interfere much with his activities. However, owners of production enterprises need real support, while Vinnytsia offers only information one. The City Council disseminated brochures for those willing to start a business in Vinnytsia. In addition, IDPs may now use the register of facilities and land plots that may be leased on a competitive basis.*

*In Vinnytsia IDP entrepreneurs undergo a simplified procedure for re-registration from an occupied territory to a Ukrainian-controlled territory.*

**Source:** Depo. Vinnytsia. A year in exile: how people displaced from Donbas make a home of new areas [Electronic publication]. – Available at <http://vn.depo.ua/ukr/vn/pereselentsi-svoyi-sered-svoyih-13102015211000>

Under such business environment, the government support to SMEs is of crucial importance. Access to credit is, therefore, one of the top priority measures to facilitate resumption of business in the current areas of IDPs’ residence. Findings of the above research conducted at the commission of CIPE Ukraine have revealed that respondents **opted for the following instruments of government support to IDP entrepreneurs:**

- reimbursement of interest on loans granted by commercial banks;
- provision of grant or gratuitous financial assistance to purchase fixed assets (means of production, raw materials, etc.);
- lease of premises and fixed assets on a preferential basis and interest-free trade credits.

In implementing pilot projects relating to the provision of interest-free trade credits to facilitate development of IDPs’ business activities, including projects involving international organizations and international financial institutions, **it is expedient to stimulate the industries falling in line with regional, city and rayon development strategies and having no negative impact on the environment.**

<sup>32</sup> Ibid.

In addition, respondents have indicated that the **inertia and indifference** of the government and social services add more to their problems than indifferent or negative attitude of local businesses or banks. **This goes to prove that it is necessary to take action to build capacity among local government authorities to promote the private sector development through training, exchange visits and learning from best practices.**

Other **tools to support and encourage IDP entrepreneurs** include:

- providing access to government information resources in public and municipal agencies, in particular to information on the opportunities for doing business; advertising the opportunities for IDPs in the media;
- providing access to business recourses of the host communities;
- integrating IDP businesses into local entrepreneurial community (industry and local associations, advice by peer entrepreneurs, awards like “Entrepreneur of the Year”, etc.);
- introducing tax holidays and tax compromise procedures for small and medium-sized businesses;
- counselling and legal advice services relating to resumption of business activity and renewal of documents lost in the course of displacement;
- sharpening entrepreneurial skills (through training, counselling, etc.);
- disseminating success stories of IDP entrepreneurs.

**The most effective measures to help IDPs start a business include:**

- testing business launch capabilities;
- arranging trainings on starting a business subject to local and regional development strategies, environmental sustainability and aspirations of a beginner entrepreneur;
- special training on the basics of small business accounting and taxation, microeconomic issues, marketing, management and practical business planning skills;
- assessing financial and economic viability of IDP business ideas (crush test);
- registration assistance;
- providing access to ongoing advisory support on entrepreneurship related issues and training (online services, mentoring rendered by local entrepreneurs, peer-to-peer training);
- creating an enabling environment (social business-incubators, etc.);
- providing small businesses with access to credit, in particular through development and implementation of regional microfinance programs for SMEs and small or medium-sized business startup grants;
- looking into possibilities of disbursing interest-free loans to beginner entrepreneurs and establishing connections with financial institutions with a view to obtain further funding;
- providing grants to develop business support infrastructure, i.e. business incubators, centers and associations.

In addition to industry-specific knowledge and skills, beginner entrepreneurs should be equipped with knowledge of entrepreneurship basics, in particular the legal and tax aspects of business and customer acquisition techniques. Those who wish to start a business should also be able to write business plans and estimate income and expenditure items. Training courses for entrepreneurs must by all means be focused on specific practical knowledge and skills a beginner may require.

## **6.4 Temporary Employment. Community Service. Telecommuting**

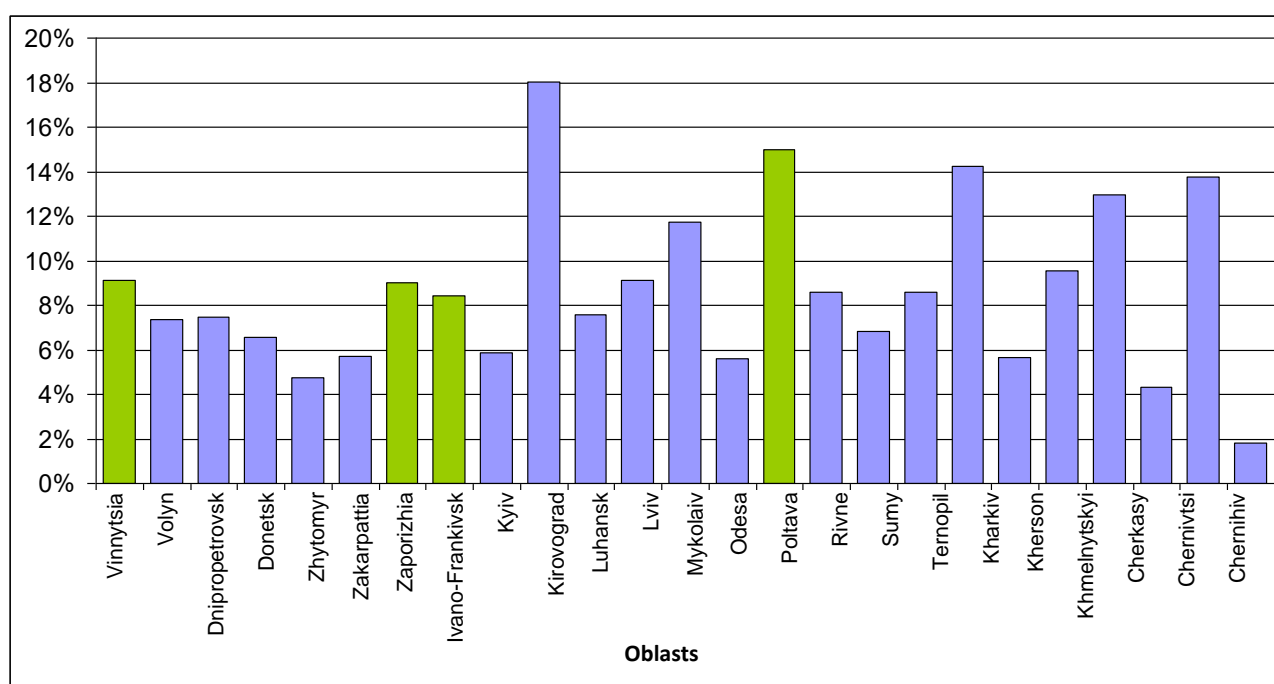
To facilitate employment and reduce the scale of unemployment among IDPs it is expedient to enable temporary employment opportunities, including those for women, in particular by pilot

implementation of “money for work” programs. Projects aimed at promoting temporary employment of IDPs can be implemented jointly with international institutions.

Resolution No. 505 envisages provision of temporary employment to IDPs in the form of renovation works on the affected territories.

Another option of creating jobs for IDPs could be their employment on mini-shift terms (1-2 days a week) with accommodation in suburban area, satellite towns or neighboring oblasts. Those wishing may be accommodated in rural areas.

Another conventional form of employment is community service and other works of temporary nature. Such an approach is proposed by the State Employment Service and covers 1.8% and 18% of those who resorted to SES in Kyiv and Kirovohrad respectively. Among the target oblasts this figure is ranging between 15% in Poltava Oblast to approximately 9% in Vinnytsia, Zaporizhia and Ivano-Frankivsk Oblasts (Figure 12).



**Figure 12. Internally displaced persons who rendered community services and other work of temporary nature as percentage of IDPs who resorted to SES**

**Flexible form of employment** can be used to raise competitiveness of certain categories of IDPs and stimulate employers to create jobs. One of such forms is **telecommuting**. This form is most attractive to those who have to perform family obligations (caring for a child or disabled relative) or those who have no alternative or additional means of subsistence.

This form of employment is increasingly being used in developed countries and gains in popularity in Ukraine. According to the findings of the survey conducted by Vanson Bourne, the UK's research company, 37% of companies in developed countries in Europe and North America offer telecommuting opportunities to their staff. A share of such companies in Ukraine accounts for 21%. The use of one telecommuter allows a company to save up to UAH 17 thousand on office rent and office equipment. The saving on a country scale is UAH 1.7 billion.

This trend is rapidly spreading across Ukraine and the globe. According to IDC (International Data Corporation) survey, there is a 15-20% year-on-year increase in the number of companies employing telecommuters<sup>33</sup>.

Domestic companies were stirred into such actions by the crisis which forced them into cutting costs at every turn, with office rent being no exception. Experience shows that telecommuting

<sup>33</sup> Telecommuting gains in popularity among domestic enterprises. [Electronic publication]. – Available at <http://tsn.ua/groshi/chvert-bilih-komirciv-v-ukrayini-pracyuyut-z-domu.html>

allows companies to provide for nearly twofold staff cost reduction and cut the spending on rent by almost one-third. There are companies that employ telecommuters only. Eight out of ten telecommuters have college degrees. Five percent of telecommuters earn more than their office peers. Accountants and economists are the most actively used occupations for telecommuting. The above, however, is also relevant for IT sector, e-commerce and online marketing, where it is necessary to answer customer calls, promote websites and administer social media groups. This is also the way that sales managers, print designers and illustrators, software testers, translators, private tutors, coaching psychologists work. However, telecommuting is rather a niche than an in-demand form of employment. Telecommute jobs are available mostly in big cities. **This employment option should also be taken into account even though PLEDDG cooperates with small and medium-sized towns.**

This form of employment allows IDPs maintain their competitive edges and proficiency. The benefits to employers are efficient staffing policy planning, acquisition or retention of highly skilled professionals as well as creation or retention of jobs at minimum cost.

Experts highly recommend **placing an emphasis on self-employment**. Self-employment could be a solution to people in applied professions such as artisans (tailoring and clothing repairs and alterations, housing repairs, etc.) and service professionals (hairdressers, beauticians, cooks, caregivers, home attendants, etc.).

Another acceptable form of IDP employment is the so-called "transit" jobs. In Ukraine, "transit" jobs are created exclusively for persons with disabilities as part of special jobs on sheltered employment terms. Such jobs are part of preparing people with disabilities for further employment in the open labor market and are aimed at enable disabling people to acquire work experience and skills

However, such jobs need to be created for other categories of the population, including internally displaced persons from Donbas, especially those without experience, **above all young people and women with small children** to adapt them to work and return to systematic employment, i.e. to the primary labor market. However, creation and operation of "transit" of jobs in Ukraine requires legislative improvements<sup>34</sup>.

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<sup>34</sup> O. Movchan. Contemporary problems in employment of population of Donetsk and Luhansk Oblasts and ways for their elimination / Ukraine: labour aspects. – № 2, 2015. – pp. 23-27 [Electronic publication]. – Available at [http://uap.in.ua/download/all/Випуски\\_15\\_поку/UAP%232\\_2015.pdf](http://uap.in.ua/download/all/Випуски_15_поку/UAP%232_2015.pdf)

## 7 Development of Territories with the Largest Concentration of IDPs

One of the strategies for socioeconomic integration of IDPs is the development of territories with the largest concentration of displaced persons. In particular, this includes **expanding the infrastructural capabilities of local communities in accordance with the number of IDPs hosted** in order to prevent negative attitude to displaced persons and ensure social well-being and cohesion in local communities. Socioeconomic preconditions for development of territories with large numbers of internally displaced persons should be created, among other things, using the labor potential of such persons.

Creating new jobs is the priority task for such territories. This can be done both by expanding the existing facilities and by building new companies in the regions and cities of Ukraine with the largest concentration of IDPs. **The economic feasibility of such companies can be increased by trade preferences** in the international and domestic markets, considering the consumer demand. A system of IDP quotas for the newly created jobs will help employ a certain part of jobseekers. **A potential source of funding for extension of the production facilities in new companies are foreign investments, attraction of which should be simplified to the maximum possible extent.**

The Ukrainian economy is in need of investments, in particular for the aforementioned purpose. However, despite the lack of funds for economic development and the need to reduce unemployment, direct foreign investments should not be engaged at unreasonable costs, e.g., by reducing the environmental standards and creating a so-called “pollution shelter”.

Possible environmental impacts should be taken into account immediately when considering the possible projects for direct foreign investments, instead of fighting the consequences afterwards. The government authorities need to integrate environment protection goals into the policy for the development of key sectors of economy, in particular industry, agriculture, transportation, and tourism, and strictly adhere to such goals when developing, promoting, and implementing investment strategies and programs.

The Ukrainian government, as well as regional and local government agencies, require analytical and methodological groundwork to provide the required approaches to justify decision-making on direct foreign investments taking into account economic, environmental, and social foundations of sustainable development. The main purpose of such groundwork is finding out the way to achieve maximum effect from direct foreign investments (economic stability, new technologies, improvement of people's income and employment) and to minimize the negative impacts (deterioration of environment, monopoly of transnational corporations, social and cultural interference).

Community awareness is an important factor for sustainable development of a certain territory. Local communities, which receive the greatest impact, and not always a positive one, from implementation of investment projects, should also be engaged in the decision-making process.

When attracting investments, the priority of investment sectors also needs to be taken into account. This is mentioned in Resolution 505, instructing the Ministry of Economic Development **to determine the sectors investments and funding by international and voluntary organizations in which it would be most effective for wider use of IDP labor, and providing for oblast administrations' selection of investment projects using creation of jobs for IDPs as a criterion.** On one hand, sectors that do not require large investments seem appealing; on the other hand, priority should be given to high-technology sectors.

A government action program for structural change of the economy towards priority development of high-tech production should be implemented. The knowledge intensive high-technology industry of Ukraine remains unappealing for the foreign capital. This shows low efficiency of the government policy for formation of a favorable investment climate in the high-technology sectors of the industry, or absence of a consistent program for priority development of knowledge intensive economy sectors. The government should develop a program to engage investments in the regions with the largest concentration of IDPs. High-technology industries need to be supported.



Priority should be given to the development of high-tech sectors capable of stimulating the growth in other areas and industries. Efforts should also be focused on the high-tech industries capable of providing renovation for the traditional sectors of Ukrainian economy, namely food, consumer products, metallurgy, and chemical industry.

Creating incentives for the private sector and foreign manufacturers to invest more funds in the high-technology knowledge intensive sectors is an important strategic task of the government authorities.

**Involvement of international organizations may take the form of assistance in finding economic activities most effective for investments**, taking into account the Law of Ukraine on Stimulating Investment Activities in priority sectors for creation of new jobs, as well as for IDP employment capabilities. International projects may also assist in creating “investor maps” for the target cities.

## 8 Evaluation of IDP Assistance Programs and Awareness thereof

Various IDP assistance programs, supported by both international donors and local government agencies, are active in the regions studied.

For instance, the UN Development Program, with financial support from the Government of Japan and in partnership with the Government of Ukraine, regional and local authorities, as well as in cooperation with other UN agencies in Ukraine, is implementing the project “Rapid Response to Social and Economic Problems of Internally Displaced Persons in Ukraine”. The project is being implemented in eight oblasts, including two oblasts targeted by the study, Zaporizhia and Poltava. The project involves support for IDP employment programs, promotion of self-employment and entrepreneurship among IDPs, providing psychological and legal assistance to IDPs and representatives of the host communities, improving the local dialog between the host communities and the IDPs, and providing assistance to government structures. In particular, it includes training in professions popular in the labor market, including English language courses, as well as training for persons willing to start their own businesses, with grants provided for creation and development of private businesses<sup>35</sup>. The grant amount depends on the number of jobs created by the businessperson, and may be as high as UAH 225,000. In the course of this project, on September 21, 2015, Kremenchug City Committee of Youth Organizations in Poltava Oblast commenced the implementation of the subproject titled “Psychological and Social Services for Internally Displaced Persons in Poltava Oblast”, intended to support psychological adaptation and social integration of IDPs by providing psychological aid free of charge.

The UN HCR provides financial assistance for vulnerable IDP families, including single parents, families with three or more children, as well as disabled persons and persons with special needs. The program was commenced in four oblasts, including Vinnytsia, later covered several more oblasts, including Zaporizhia, and is currently being extended to all Ukrainian oblasts receiving displaced persons.

The UN Development Program, in cooperation with the TCK Creative Center charity, Gorenje Charity, and the Ukrainian Organization in Affairs of Displaced Persons, provides small grants for establishment and/or renewal of business activities for IDPs living in eight oblasts, including Zaporizhia and Poltava. The grant proceeds may be used to purchase production equipment, acquire tools for service provision, increase the number of staff or business expansion, lease of premises for manufacture of goods or provision of services, acquisition of resources for production of goods or provision of services, franchising under a commercial concession agreement with the respective equipment, or procurement of licenses or permits if required by the specific type of business. The maximum amount of grant for implementation of a single business project is up to UAH 225,000 if at least four jobs are created, up to UAH 150,000 with creation of at least three jobs, up to UAH 100,000 with creation of two jobs, and up to UAH 75,000 in case of a personal business. The business people receiving the grant need to make their own contribution to project implementation (in cash or other form, e.g. labor, equipment, premises, etc.) amounting to at least 25% of the project cost<sup>36</sup>.

In the course of the “Support to Ukraine’s Regional Development Policy” EU project, several IDP support projects are being implemented in the studied oblasts in cooperation with the local government agencies. In particular, the project “Center for Adaptation of Displaced Persons and Business People from the ATO Area and Crimea in Vinnytsia Oblast” is being implemented in Vinnytsia oblast, intended to create the conditions for organizing or transferring business by persons displaced from the conflict areas. The project is funded by the European Union (90%) and the oblast budget (10%).

<sup>35</sup> Official website of Poltava Oblast State Administration [Electronic resource]. – Available at : <http://www.adm-pl.gov.ua/news/poltavska-oblast-rozpochinaie-spivpracyu-z-programoyu-rozvitku-oon-u-sferi-dopomogi-vnutrishno>

<sup>36</sup> Official website of the UN Development Program [Electronic resource]. – Available at : <http://www.ua.undp.org/content/ukraine/uk/home/presscenter/articles/2015/08/31/-html>

The International Red Cross Committee for Humanitarian Aid, supported by the Ministry of Social Policy and in cooperation with Ukrainian Red Cross Society, are implementing programs to support the most vulnerable categories of displaced persons, primarily seniors, in Ukraine. The programs involve providing food, and, if necessary, funds enabling such persons to buy food.

The Ministry of Social Policy of Ukraine, together with the Crimea SOS nongovernmental initiative and the Stabilization Support Services international organization, with support from the government of the United Kingdom, are implementing the program of third-party advisors in IDP affairs, planned till April 30, 2016. The purpose of the program is social security of IDPs and other vulnerable Ukrainian citizens in various regions of Ukraine.

Support for internally displaced persons is provided by charities, including the Caritas Ukraine International Charity Foundation, Ruslana Lyzhychko's Ukrainskyi Svitanok Foundation, as well as Ukrainian and foreign volunteers. The Regional Business Support Fund operates in Zaporizhia Oblast; an important part of its activities is supporting business people displaced from Donetsk and Luhansk Oblasts.

The International Migration Organization, in particular the IMO Representative Office in Ukraine, has provided financial aid to most vulnerable groups of displaced persons registered with the Ministry of Social Policy and residing in nine oblasts, including Vinnytsia and Poltava Oblasts, as an immediate response to satisfy the basic needs of IDPs without housing and funds for a safe and dignified life in displacement. This aid complemented the government support for the displaced persons, enabling them to cover their basic immediate needs, including housing, clothes, nonfood items, items of hygiene, medicine, and food. Aid was provided to families with persons aged 75 or more, families including persons with group one or group two disabilities or persons disabled since childhood, as well as families with three or more children. On a case-by-case basis, assistance could also be provided to families composed of a single mother and two children. The aid consisted of two installments of UAH 1000 and 1650 per family member in eligible families. The unrestricted form of aid enabled the IDPs to select the goods or services they wanted to acquire.

In the course of all projects implemented by the IMO, this organization supports displaced persons in 21 out of 24 oblasts of the continental Ukraine, including all four oblasts included in this study. In Ivano-Frankivsk, IMO only provides humanitarian aid, in Vinnytsia and Poltava Oblasts humanitarian aid and self-employment assistance, and in Zaporizhia Oblast, in addition to the aforementioned activities, it assists in community development projects<sup>37</sup>.

According to the 2015 poll by Ukrainian Development Promotion Center, the alertness of IDPs regarding the aid programs is low. Only 13.7% of IDPs are aware of regional IDP aid programs; the Red Cross was mentioned by the respondents most frequently among organizations providing aid. Only 11.8% of the displaced persons surveyed are aware of IDP self-organization bodies, however, none of the respondents could give a clear answer about issues addressed by such organizations. Compared to men IDPs, twice as little women IDPs are aware of the operation of migrant community associations and IDP assistance programs. Public authorities, local government bodies and international organizations should be more active in raising the awareness about IDPs, in particular women IDPs, and the avenues of assistance. Cooperation with IDP community associations is crucial in this context.

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<sup>37</sup> Official website of the Representative Office of the International Migration Organization in Ukraine [Electronic resource]. – Available at : <http://iom.org.ua/ua/dopomoga-mom-vymushenym-pereselencyam-v-ukrayini>

## 9 Conclusions and Recommendations

Outlining and developing approaches to resolving the IDP problems needs to be based on the fact that uneven development of events in Eastern Ukraine precludes tens of thousands of persons from returning home quickly and safely. The priority of the IDP policy should be edification and socioeconomic integration. The majority of actions taken till this time were immediate response actions. Now it is necessary to seek long-term solutions intended to provide housing, employment, and social integration of IDPs, implementation of the positive potential contained in the internal displacement of population taking into account the specific features of certain regions and the lessons learned from international experience.

The strategy of government policy on internally displaced persons should be based on a differentiated approach to different groups of IDPs. Implementing a differentiated approach to different groups of displaced persons requires primarily clear and unified registration of IDPs, accounting for all types of aid, including aid divided by international projects, foundations, and programs. It is also necessary to continuously monitor the attitude of the IDPs and their intentions regarding further movement plans. This requires implementing systematic surveys among IDPs on these matters.

Integration of displaced persons who do not intend to go back includes assistance in settling at the new places of residence and promoting tolerance among the displaced persons and local population. For families planning to stay, housing should be provided by: financial support for repairs of owned housing; repairs in the places of mass residence and transfer of ownership of housing to the residents; building new housing with transfer of ownership rights. It is reasonable to apply the priority criteria when providing housing (families with many children, single-parent families, etc.) At the same time, isolated settlement of IDPs should be avoided, because it hinders the integration of displaced persons in the new places of residence. Interpersonal communication between the displaced persons and locals in the host communities, engagement in local customs and traditions, and joint cultural and art events, are an important component of social integration of IDPs.

At the same time, there should be an awareness campaign among Ukrainian population on unbiased and tolerant treatment of displaced persons from Eastern Ukraine. The mass media occasionally report conflicts between internally displaced persons and the locals. However, there are no reasonable grounds to say that such conflicts are widespread, and the study results confirm that these are more likely to be widely covered single cases. Consequently, the influence of certain events on the formation of public opinion should be minimized, while encouraging joint action for community development, and using public service announcements on TV, and social networks, and on billboards. Additionally, both government authorities and international organizations should work with the education sector employees and representatives of local government agencies (especially the representatives of pension and social security services) to increase the awareness of such employments regarding the needs of IDPs, avoiding biased treatment of displaced persons, and to promote mutual understanding between the communities and displaced persons.

All groups of IDPs or their representatives should be informed and engaged in local self-governance in the communities, as well as in resolving issues relevant to them, including the housing problem, in order to adopt responsible and conscious decisions. It is of vital importance to ensure representation of women, whose share is the largest among IDPs. In addition, in most cases women are the main breadwinners in their families and are better aware of the needs of women IDPs. It is also reasonable to provide for a mechanism of community supervision over the distribution of budget and donor funds. In order to achieve active participation of IDPs in the life of the local communities, creation of self-organization bodies should be encouraged.

To create incentives for settlement of IDPs in rural areas, the issue of providing necessary funds for additional support for such settlement should be considered at the government level. Additionally, the families that agreed to moving to regions with negative demographics should be provided with land for long-term lease with a purchase option, and should receive assistance in establishing part-time farming (providing cultivation means, seeds, etc.).

Arrival of a large number of internally displaced persons created additional tension in the labor markets of the hosting regions. At the same time, the displaced persons have significant human capital, the potential of which is not fully used in the territories they arrive in. The high professional skills potential of the IDPs could be a factor of innovative development of Ukrainian regions whose economy badly needs modernization. A potential source of funding for modernization of the available production facilities or construction of new high-technology companies are foreign investments. The process of direct foreign investments should be simplified to the maximum possible extent, however, environmental standards must be taken into consideration. Involvement of international organizations may take the form of assistance in finding economic activities most suitable for investments.

Employment is one of the main issues for internally displaced persons. Assistance in employment and self-employment should be provided in various ways: formation of effective job seeking skills; job training and skills improvement considering the economic nature of the hosting regions and the current needs of the labor market; creating opportunities for IDPs to restore or start businesses; search for part-time employment opportunities, in particular for women; studying the resources available for mini-rotation based work, home jobs, community service, etc.

The employable part of IDPs includes a large number of young people, most mobile and creative group of labor resources, capable of taking up new activities. Promoting employment of this group of IDPs, as well as women, who dominate in the gender structure of displaced persons, should be a priority for government agencies and non-governmental organizations.

Both state authorities of Ukraine and local authorities, as well as international organizations, should work to improve the awareness of IDPs about the possibilities of receiving assistance. In this context, cooperation with non-governmental organizations of IDPs is highly important.

*An integrated table of recommendations on social adaptation and integration of internally displaced persons moving from the temporarily occupied territory of Ukraine and anti-terrorist operation areas to Vinnytsia, Zaporizhia, Ivano-Frankivsk, and Poltava Oblasts is provided in Annex 8.*



## Annex 8. Recommendations on Social Adaptation and Integration of Internally Displaced Persons Who Resettled from the Temporarily Occupied Territory of Ukraine and the Anti-Terrorist Operation Area to Vinnytsia, Zaporizhia, Ivano-Frankivsk, and Poltava Oblasts

IDP integration needs and tasks for the IDP integration in hosting communities	Measures aimed at meeting the needs and efficient integration	Institutions involved in implementing measures	PLEDDG partner-cities recommended for the implementation of the measures
<b>Implementation of a universal IDP registration system</b> that will make it possible to determine the extent of needs of the IDPs and plan the provision of social benefits, and prevent potential abuse of the public and donor-provided benefits	<b>Collecting data</b> on the number and status of IDPs for the registration, based on clear principles and taking into account all the assistance forms, including assistance provided by the international projects, foundations, and programs	Local authorities	All cities
	Implementation of a differentiated approach toward IDPs of various categories		
	Ongoing monitoring of attitudes of IDPs and their further migration intentions		
<b>Economic integration of IDPs in hosting communities</b>			
Development of the efficient job search skills	<b>Professional orientation consultations and workshops</b> , the development of self-presentation, effective job search, resume and cover letter writing, interview preparation, efficient phone communication skills. Potential training topic: <i>Principles of Employment and Effective Job Search</i>	City employment centers, <b>international projects</b>	All cities
Professional re-training and qualification development of internally displaced persons taking into account the needs of the local labor market, and new trends emerging on the labor market	Organization of <b>re-training</b> process taking into account suggestions of specific employers and professional expertise and skills of specific students	City employment centers, potential employers, business representatives, local authorities, <b>international projects</b>	Vinnytsia, Zaporizhia, Berdyansk, Melitopol, Ivano-Frankivsk, Poltava, Kremenchuk
	The qualification development for people <b>who already have certain experience or appropriate education</b> , such as <i>training in the operation of the new equipment, the familiarization with changes in laws or new software</i> : e.g., the new version of 1C:ACCOUNTING v8, which many accountants from Donbas hardly know, because they are used to the Accent software.		
	Obtainment of the practical experience under the guidance of an experienced trainer		All cities
	Creation of opportunities for the training in promising areas, in which		

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	short-term training can deliver a desired result: <b>retail trade and services sector</b> , including Internet retail shops ( <i>efficient sales skills, negotiation, presentation, telephone communication skills, customer orientation principles, sales scenarios, persuasion techniques, negative response management, work arrangements in business entities</i> ), <b>computer-based technologies</b> that do not require long-term training ( <i>administration of social groups, Internet marketing, web site design, such as Internet shops, software testing</i> )		
Improvement of the employment potential— <b>especially for women and young people</b>	<b>Obtainment of the additional specialization</b> adjacent to the core specialization, as well as the knowledge and skills needed to improve competitiveness on the market, e.g.: <ul style="list-style-type: none"> <li>• the efficient verbal and written communication</li> <li>• the interpersonal communication and self-presentation</li> <li>• the most popular software (Microsoft Office, Skype, Google's cloud technologies)</li> <li>• the teamwork, the ability to withstand stress, the efficient time management;</li> <li>• the problem solving skills, etc.</li> </ul>	Educational institutions, <b>international projects</b> , city employment centers	All cities
	<b>Organization of the training</b> in office equipment handling, document management, document exchange, HR work skills for women willing to work as secretaries and assistants		
	Career development <b>workshops</b> for IDP students		
Resumption of the entrepreneurial activities by IDPs	Establishment of a system for the registration, record-keeping, and evaluation of needs of IDP entrepreneurs	City employment centers, local authorities	All cities
	Obtaining and disseminating information, e.g., in the form of booklets about the facilities offered for lease and about land plots that can be leased on a competitive basis	Local authorities, private businesses, mass media	All cities
	Simplification of the re-registration from the occupied territory to the territory under control of the Ukrainian Government	Local authorities	All cities
	Search for ways to raise financial and material resources for the business development	City employment centers, local	All cities

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		authorities, <b>international projects</b>	
	<b>Implementation of pilot projects</b> on preferential loans to encourage the development of entrepreneurship, e.g., at the expense of international projects and foreign financial institutions with focus on the development of sectors suitable for the region, city or raion development strategy, <b>provided that they have no negative impact on the environment</b>	Local authorities, <b>international projects</b>	Ladyzhyn, Khmilnyk, Berdyansk, Dolyna, Myrhorod, Energodar
	<b>Provision of the information support, development of open information platforms</b> with statistical and marketing information about the situation in various business segments in the city and the region, analytical materials on promising directions of business development or expansion, eventual barriers and obstacles, novel technologies, etc.	Private businesses, business development support institutions, educational establishments, web sites, <b>international projects</b>	Vinnytsia, Zaporizhia, Ivano-Frankivsk, Poltava taking into account business development prospects in the relevant oblasts
	The <b>support to the refinement of business ideas</b> , the evaluation of their prospects, the development of the ability to produce new business ideas to expand or develop a new business	Private businesses, business development support institutions, <b>international projects</b>	All cities
	<b>Organization of training, workshops, consultancy</b> , provision of the methodological support in various areas of business. <b>Most important subjects:</b> <ul style="list-style-type: none"> <li>• development of the qualification of both the business owner and personnel</li> <li>• methods of qualitative analysis of markets, identification of the most</li> </ul>	Local authorities, private businesses, business infrastructure institutions,	Oblast centers with involvement of willing participants from all partner-cities

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	promising sectors <ul style="list-style-type: none"> <li>• HR development planning</li> <li>• business plans development</li> <li>• search for donors</li> <li>• financial management</li> <li>• marketing</li> <li>• business management in a difficult economic environment that requires the most reasonable identification of development priorities and allocation of resources</li> </ul>	international projects, city employment centers	
	Assistance with the implementation of novel technologies and innovations in business	Private businesses, business infrastructure institutions, international projects	Oblast centers with the study of needs for the implementation of measures in other areas
	Assurance of the <b>IDP access to information resources of the</b> government in state and municipal institutions, including the information about business opportunities; the dissemination of information about opportunities for IDPs in the media	Local authorities, mass media	All cities
	Provision of <b>access for IDPs to business resources</b> in hosting communities	Local authorities, private businesses, business development support institutions	All cities
	<b>IDP business integration into local entrepreneurial community</b> (industry associations, local unions, advice from colleagues, awards such as “Entrepreneur of the Year”, etc.)		
	Implementation of the <b>tax grace period</b> and tax compromise procedures for SME owners	National authorities	All cities
	Provision of advice and <b>legal aid</b> with the resumption of business activity and the restoration of documents lost during resettlement	Local authorities	All cities
	Dissemination of IDP <b>business success</b> stories	Mass media, educational	All cities

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		institutions, <b>international projects</b>	
	Assurance of <b>active dissemination of the information</b> and support by various business infrastructure entities tasked with providing support for business development. Intensified operation of business infrastructure establishments operating in cities and oblasts, focused on the dissemination of the information about their activity and services offered	Business infrastructure establishments, local authorities, <b>international projects</b>	All cities
	Implementation of entrepreneurship development programs in <b>small cities</b>	Local authorities	Zhmerynka, Ladyzhyn, Khmilnyk, Energodar, Kolomyia, Yaremche, Dolyna, Myrhorod
	Entrepreneurship development in <b>rural areas</b>	Local authorities, <b>international projects</b>	Zhmerynka, Khmilnyk, Kolomyia, Dolyna, Myrhorod
	Review of the possibility of the provision of <b>interest-free loans or compensation of interest</b> on commercial bank loans; assistance with equipment acquisition	Local authorities, business infrastructure establishments, <b>international projects</b>	Oblast centers with the subsequent information dissemination in the region
IDP business opening	Testing own business abilities; economic and financial assessment of IDPs' business ideas (crash testing)	City employment centers, business infrastructure establishments	All cities
	<b>Organization of courses to prepare for</b> entrepreneurial activities taking into account the strategy of local and regional development, environmental sustainability and intentions of new entrepreneurs	City employment centers, business infrastructure establishments, <b>international projects</b>	All cities
	<b>Organization of training</b> in principles of accounting, calculation of own	City employment	All cities



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	expenses and profits, taxation of the small business, microeconomic issues, e-commerce, marketing, management, practical skills in business planning, customer acquisition, and other practical knowledge and skills that a burgeoning entrepreneur may need	centers, business infrastructure establishments, educational establishments, <b>international projects</b>	
	Assistance with registration	Local authorities, city employment centers	All cities
	<b>Access to the ongoing advisory support</b> on all entrepreneurship-related issues; training (online services, mentoring by local entrepreneurs, workshops, peer-to-peer assistance)	City employment centers, business infrastructure establishments, local businesses, <b>international projects</b>	All cities
	<b>Accessibility of loan resources for small businesses</b> , e.g., by developing and implementing regional micro-lending and grant programs for SMEs	Oblast state administrations, local authorities, <b>international projects</b>	All cities
	Review of opportunities for the provision of <b>interest-free loans</b> to burgeoning entrepreneurs, assistance in establishing contacts with financial institutions for continued financial support	Oblast state administrations, business infrastructure establishments, local businesses, local authorities	All cities
	Creating favorable conditions for entrepreneurship, e.g., <b>by developing business support infrastructure</b> , such as business incubators, business centers, business associations	Oblast state administrations, local authorities, <b>international projects</b>	All cities

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Provision of opportunities for temporary and flexible employment, <b>especially for women</b>	<b>Support to, and training in, the search for remote employment.</b> Remote services find demand most often in professions such as accountants, economists, IT, Internet commerce, Internet marketing specialists, call center workers. Remote services are used to promote websites, administer groups in social networks, sell and design postcards, business cards, etc., illustrations for printed products, software testing, translation, tutoring (by Skype), psychological assistance, etc.	Local authorities, <b>international projects</b> , educational establishments, IDP NGOs	All cities
	Organization of public and other temporary works	Local authorities, NGOs	All cities
	Pilot implementation of “money for work” programs	Local authorities, NGOs, city employment centers, <b>international projects</b>	Oblast centers with the study of needs for the implementation of measures in other areas
Focusing unemployed on self-employment – especially the unemployed without work experience, such as <b>young people and mothers with small children</b>	<b>Assistance with the search for customers, advertising</b> , promotion on the local market and, if appropriate, via Internet on the larger product and service markets for small-scale artisans (footwear and clothing manufacture and repair, home repair, etc.), service specialists (barbers, cosmetologists, cooks, nannies, caregivers, persons attending to animals, homeworkers, etc.)	Local authorities, NGOs, city employment centers, <b>international projects</b>	All cities
Improvement of the system for data acquisition and systemization on the qualification of IDPs and the assessment of their job placement or self-employment needs	Registration of IDP qualification data taking into account: 1) data on education and qualification features of IDPs, their professional skills and needs; 2) information about entrepreneurs that can be allocated as a specific SME target group; 3) medical status; 4) employment or own business startup intentions; 5) post-employment data monitoring	Local authorities, city employment centers	All cities
Development of territories with the largest concentration of IDPs	Expansion of the infrastructural potential of local communities in line with the number of received IDPs to support social agreement and cohesion in local communities	Local authorities, oblast state administrations	All cities
	Involving IDPs as workforce for the creation of socio-economic prerequisites for the development of areas that received a large influx of	Local authorities, oblast state	All cities

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	IDPs	administrations, city employment centers	
	Expansion of the existing production facilities or the construction of new plants in regions and cities of Ukraine with the highest IDP concentrations. Economic performance of such companies can be strengthened by granting them preferences for selling their products on foreign and domestic markets in line with the demand.	Central and local authorities	Zaporizhia, Berdyansk, Vinnytsia, Melitopol Poltava, Kremenchuk
	Attention to small projects on the part of local authorities	Local authorities	All cities
Attracting foreign investments by simplifying procedures and not by reducing environmental protection standards	Holding a workshop in attracting FDIs	Local authorities, <b>international projects</b>	Oblast centers with the involvement of representatives from all cities
	Preparation of the information about municipal sites, housing and non-housing facilities, industrial and agricultural companies as investment targets	Local authorities, oblast state administrations	All cities
	Support to the construction of infrastructural objects in agroindustrial sector	Local authorities, oblast state administrations	All cities
	Development of investment passports of administrative and territorial units	Local authorities, oblast state administrations	All cities
	Development of Investor Roadmaps	Local authorities, oblast state administrations	All cities
	Identification of the most efficient economic activities to attract investments	Local authorities, oblast state administrations, <b>international projects</b>	All cities
	Making use of opportunities offered by the Regional Development Fund and State Fund on Supporting Local Governance	Local authorities, oblast state	All cities

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		administrations, <b>international projects</b>	
	Developing and disseminating analytical and methodological materials that would provide local governments with appropriate approaches toward reasonable FDI decision making, while taking into account economic, environmental and social principles of sustainable development	<b>International projects</b> , education and research institutions	All cities
	Tapping into high professional and qualification potential of IDPs as an independent factor of innovative development of the regions of Ukraine	Local authorities, oblast state administrations	All cities
<b>Social adaptation and integration of IDPs, assurance of the social cohesion in hosting communities</b>	Opening psychological assistance centers	Local authorities, educational establishments, <b>international projects</b>	All cities
	Implementation of social projects such as “New Neighbors” for the integration of IDPs into new social environment	Local authorities, educational establishments, NGOs, mass media, <b>international projects</b>	All cities, especially small cities
	Information and awareness activities at a community level; timely discovery of the stigmatization of IDPs and organizing public events with on appropriate content	Oblast state administrations, local authorities, educational establishments, mass media	All cities, especially small cities
	Development and dissemination of recommendations, information handouts, self-help booklets and, if necessary, organizing psychological consultations <b>on the specifics of the work of state officers</b> with IDPs (especially for officers tasked with the processing of pensions and social benefits). Potential topics for the discussion and professional	Oblast state administrations, local authorities, educational establishments,	All cities

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	recommendations include: <i>How to behave and control myself when dealing with difficult clients; How not to bring aggression and anger back home; How to protect myself from professional burnout?</i>	<b>international projects</b>	
	<b>Qualification development for social workers and</b> state officers dealing with IDPs aimed at improving their awareness of IDP needs and enhancing service provision quality	Oblast state administrations, local authorities, educational establishments, <b>international projects</b>	All cities
	Development of <b>handouts</b> with the information about free services, phone numbers of NGOs, foundations, etc. to be disseminated among IDPs	Oblast state administrations, local authorities, volunteer organizations, NGOs	All cities
	Support to IDPs who have taken part in the ATO	Oblast state administrations, local authorities, volunteer organizations	All cities
	Developing a range of joint <b>activities that will involve IDPs in the social life of the hosting community</b> : organization of celebrations, joint culture and art events, tours, ethnic culture festivals and other events for IPDs and local communities	Oblast state administrations, local authorities, educational establishments, cultural establishments, mass media, <b>international projects</b>	All cities
	Organizing consultations and workshops for teachers <b>on specifics of dealing with schoolchildren and their parents</b> who moved from the East and Autonomous Republic of Crimea. Providing teachers with	Local authorities, educational establishments,	All cities



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	methodologies and information about providers of free assistance to IDPs	<b>international projects</b> , NGOs	
	<b>Implementation of journalist projects</b> covering the life of IDPs, familiarization with examples of efficient socio-economic integration of IDPs, the work of volunteers and state structures focused on assisting IDPs	Mass media, <b>international projects</b> , volunteer organizations, NGOs	All cities
	Making use of the social advertising on TV, in social networks, on billboards to improve the understanding between communities and IDPs	Oblast state administrations, mass media, <b>international projects</b> , private businesses	Oblast centers
<b>Creating conditions for the development of IDP self-organization and mutual assistance, cooperation and collaboration with existing NGOs and state authorities in cities and raions</b>	Workshop on <b>starting up IDP civic activity</b> , including establishment of their own NGO and the development of cooperation with the local authorities and volunteers	Oblast and city authorities, NGOs, volunteer organizations	Oblast centers with the involvement of representatives from all cities
	<b>Establishing information accumulation and cooperation centers</b> to combine efforts of state authorities, NGOs of IDPs and local residents, private businesses and volunteers. Education establishments can be involved on a volunteer basis or as sources of interns	Oblast and city authorities, NGOs, volunteer organizations, private businesses	All cities
	Setting up an <b>Online Manual</b> for IDPs	Oblast state administrations, mass media, NGOs, volunteer organizations, <b>international projects</b>	Oblast centers taking into account the needs of other oblast cities

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	Development of a mechanism of <b>civic control</b> over the allocation of budget and donor funding	NGOs, volunteer organizations, mass media, <b>international projects</b>	All cities
<b>Involvement of IDPs into the local self-government in communities of their concentration and into the life of local communities</b>	Informing and attracting all IDP groups or their representatives to find <b>solutions for pressing issues</b> in order to make responsible and conscious decisions	Local authorities, mass media, NGOs, volunteer organizations	All cities
	<b>Establishing special committees in local councils</b> or setting up positions of an IDP assistant to the head of the local state administration to be occupied by a person elected by IDPs	Oblast state administrations, local authorities, NGOs	All cities
	Clear delineation of powers of all officials responsible for providing support to IDPs	Oblast state administrations, local authorities, NGOs	All cities
	Support for the cooperation between IDPs and NGOs	Oblast state administrations, local authorities, NGOs	All cities
<b>Organizing information awareness events and consultations on the social support, the provision of social services and legal aid in the places of the IDP resettlement</b>	Setting up telephone hotlines to inform IDPs about the opportunities for the obtainment of necessary services	Oblast state administrations, local authorities	All cities
	Organizing efficient dissemination of the information for IDPs about rights and duties, and about opportunities associated with self-support projects, for instance, for women and young people	Oblast state administrations, local authorities, NGOs, international projects, mass	All cities

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		media	
	Improvement of the <b>awareness of</b> IDPs on assistance opportunities, including international aid	Oblast state administrations, local authorities, mass media, NGOs	All cities
	Access to <b>information resources of state authorities</b> , including a national vacancies database	Oblast state administrations, local authorities	All cities
	Organizing training for representatives of NGOs on protecting the rights of IDPs	Oblast state administrations, local authorities, international projects	All cities
	Providing free legal aid to IDPs taking into account the provisions of the Law of Ukraine "On Free Legal Aid"	Oblast state administrations, local authorities, mass media, educational establishments	All cities
<b>Accommodation of, and provision of shelter to, internally displaced persons</b>	Setting up a <b>register of real estate sites</b> ; developing models on leasing them on preferential terms	Oblast state administrations, local authorities	All cities
	<b>Families planning to stay</b> should be provided with housing by means of: <ul style="list-style-type: none"> <li>• financial support for the purchase or repair of own housing</li> <li>• repair of collective accommodation centers and conveyance of housing ownership to residents</li> <li>• new housing construction</li> <li>• application of the housing provision priority criteria (families with many children, incomplete families, etc.)</li> </ul>	Oblast state administrations, local authorities, international projects	All cities
	<b>Developing local community development projects</b> that include the construction of permanent and social housing for internally displaced	<b>International financial</b>	All cities

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	<p>persons taking into account their needs and potential.</p> <p>The following should be used for new construction projects: 1) novel rapid construction technologies based on sustainable and hyper-energy-saving materials; 2) local construction materials, if any; 3) preferential loans provided by state and foreign creditors, as well as state and foreign grants; 4) own resources of IDPs for independent construction of housing</p>	<b>institutions and international foundations under the international control</b>	
	Setting up <b>social housing fund</b> to be used to cover lease costs of IDPs on preferential terms	Oblast state administrations, local authorities	All cities
	Study of the ability and the willingness to <b>settle in rural areas</b> ; the revival of depopulated villages to provide IDPs with housing (taking into account opportunities for employment or self-employment in the future)	Oblast state administrations, local authorities	All cities
	Intensifying cooperation of local self-government agencies and state authorities with non-governmental donors and investment organizations, especially in respect of <b>international projects of housing construction with production facilities for self-sufficiency of IDPs</b>	<b>International institutions and international foundations</b>	All cities
	Setting certain quotas for granting apartments in new buildings for both IDPs and local residents in need <b>in order to prevent isolated settlement of IDPs</b> , which prevents them from integration into their new communities	Oblast state administrations, local authorities in the cooperation with NGOs	All cities