



Záhony

UKRAINE CRISIS 2022-2023

ONE YEAR OF RESPONSE



KEY FIGURES

18.4M

persons have been forcibly displaced.

2.1M

persons have arrived to Hungary across the Hungarian-Ukrainian border.

34.2K

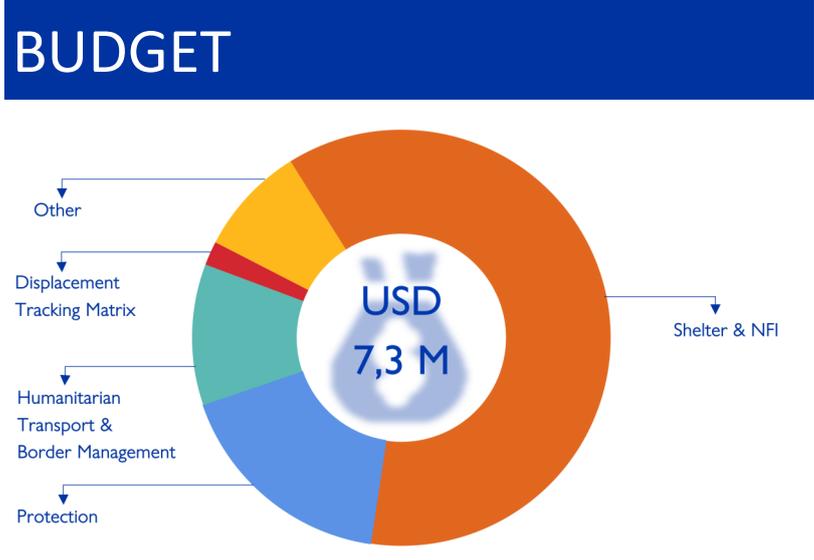
persons applied for the temporary protection status.

IOM PROVIDING INFORMATION AT ZÁHONY RAILWAY STATION.
© IOM 2022

SITUATION OVERVIEW

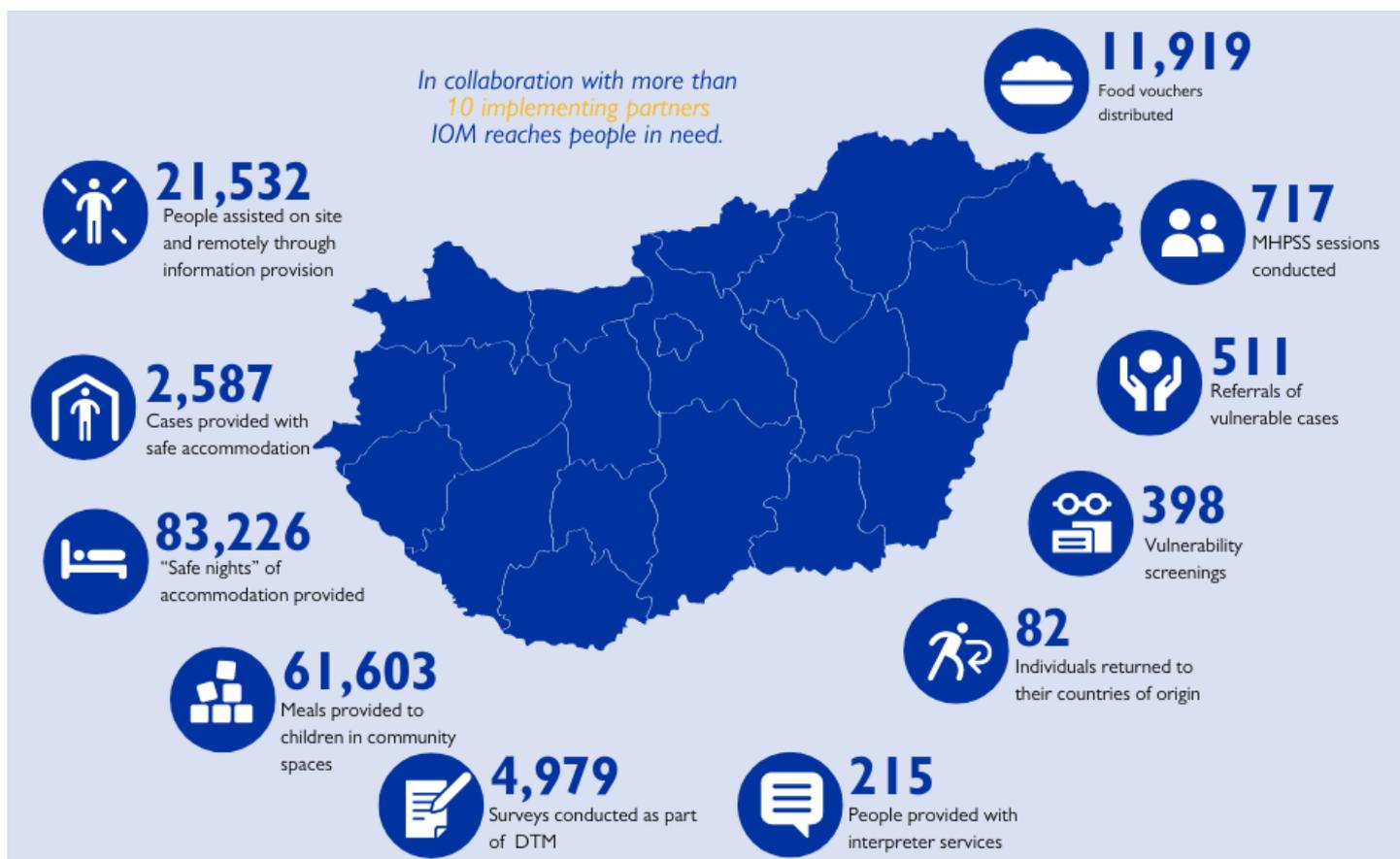
The war that followed the full-scale invasion of Ukraine by the Russian Federation on 24th of February 2022 has triggered the largest human mobility crisis the European continent has experienced since World War II. One year into the conflict, more than 2 million border crossings from Ukraine to Hungary have been registered.

On 4 March 2022, the European Union (EU) activated the Temporary Protection Directive (TPD) in order to grant temporary protection to Ukrainian nationals, including the right to reside in Hungary, access to healthcare, education and employment. Based on data received from authorities, UNHCR reported that since 24th of February 34,248 refugees from Ukraine applied for temporary protection or similar national schemes in Hungary. Together with the government of Hungary, diaspora community and local civil society actors, IOM Hungary continues to respond to the immediate needs of refugees by providing shelter, core relief items, case management and protection services.



KEY FACTS

Network of IOM partners	10
Staff members	83
Operational Locations	8



OPERATIONAL ACTIVITIES

IOM Hungary has developed several operational activities to support crisis-affected people coming from Ukraine.

Information provision: IOM operates a dedicated information provision site close to the Nyugati railway station and an information and community center in cooperation with the Municipality of Budapest and UNHCR. Furthermore, information is provided through a permanent field presence at Záhony railway station and via the toll-free hotline service.

Protection: IOM provides comprehensive protection assistance to people hosted in IOM-run accommodation facilities in Budapest and to residents of municipality-run shelters in Szabolcs-Szatmár-Bereg county, the region bordering Ukraine. IOM provides direct case management assistance to survivors or people at risk, including victims of trafficking or other individuals with increased vulnerabilities. Increasingly, IOM and IOM's partners are focusing on inclusion-related activities and support towards navigating the social and education system in Hungary for people fleeing Ukraine.

Mental Health and Psychological Support: Recognizing the impact that the severely disruptive events of the last year have had on adults and children fleeing Ukraine, IOM implements a range of MHPSS activities in Budapest and the region at the Hungarian-Ukrainian border. IOM supports adults and teenagers with individual and group counselling via psychoeducation activities that focus on stress-management, self-confidence and dealing with traumatic events. MHPSS teams also support with capacity building on psychological first aid for frontline workers and partners.

Shelter: IOM offers short and mid-term accommodations to crisis-affected people. Transit accommodation is also provided through partner hotels due to continuous movement. Complementing government initiatives, IOM procures equipment and items to improve collective sites maintained by partners.

Assistance to TCNs: Third country nationals (TCNs) are provided with individual counselling on humanitarian voluntary return to their respective countries of origin, along with direct assistance before and during departure.

Core relief items: IOM provides comprehensive support for beneficiaries and addresses identified gaps by providing vouchers for basic needs coverage, as well as snacks and hot meal vouchers, and hygiene items to various community spaces.

Displacement Tracking Matrix: IOM collects information on displacement patterns through face-to-face interviews based on Intention, Crossing Back and Employment surveys conducted with Ukrainian refugees and TCNs fleeing Ukraine.

Education: IOM supports informal educational activities in Budapest as well as in Vas and Hajdú-Bihar counties. These activities include skills training, formal and informal education classes and talent care.



IOM IS SCALING UP ITS COLLECTION OF DISPLACEMENT DATA TO BETTER UNDERSTAND THE PROFILES, INTENTIONS AND NEEDS OF PEOPLE WHO HAVE FLED UKRAINE.
© IOM 2022 / MUSE MOHAMMED

DTM REPORTS

In the framework of IOM’s overall Ukraine crisis response, IOM Hungary launched the Displacement Tracking Matrix (DTM) tool in order to better understand mobility dynamics in the region and strengthen its emergency response.

DTM in Hungary collects information on displacement patterns through face-to-face interviews conducted in Budapest and Szabolcs-Szatmár-Bereg County. Interviews take place in numerous locations, including transit points, private and collective accommodations, premises of IOM’s implementing partners, as well as IOM Info Point and Budapest Helps! Information and Community Center. Survey findings are published on a quarterly basis and contribute to the overall emergency response planning. In addition to conducting interviews, DTM enumerators have taken part in extensive trainings this year led by IOM’s Protection, MHPSS and Information Provision specialists.



Accommodation:
31%



Transportation:
24%



Employment:
21%



Information about services:
19%

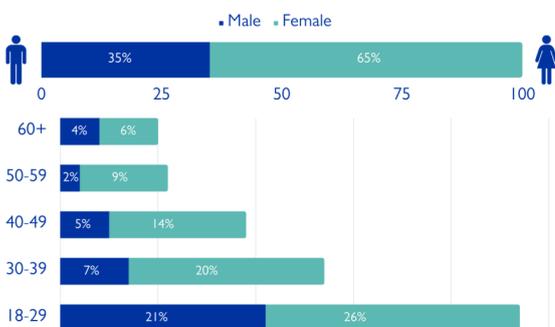


Education:
18%



Legal advice:
17%

MAIN NEEDS OF INFORMATION (DTM INTENTION SURVEY)
© IOM DTM INFOGRAPHIC



Respondents by gender and age group

RESPONDENTS BY GENDER AND AGE GROUP (DTM INTENTION/RETURN SURVEYS)
© IOM DTM INFOGRAPHIC

WE MEASURE THE FOLLOWING

All DTM surveys allow for the opportunity to collect information on socio-demographic and mobility features of populations on the move, routes through which migrants are passing, the origin of the migrants, vulnerabilities, most urgent needs and other socio-economic aspects (e.g., age, gender, etc.). DTM Hungary conducts interviews based on three types of surveys:

- i) Intention Survey, addressed to Ukrainians and Third Country Nationals (TCNs) who left Ukraine due to the war and do not intend to cross back.
- ii) Crossing Back Survey, addressed to Ukrainians and TCNs who left Ukraine due to the war and intend to cross back to Ukraine.
- iii) Employment Survey, gathering information on the work-related needs, intentions, and priorities of individuals who have fled Ukraine and plan to stay in Hungary.



INFORMATION PROVISION



IOM PROTECTION ASSISTANT WELCOMES PEOPLE FROM UKRAINE IN ZÁHONY TO PROVIDE INFORMATION.
© IOM 2022/KRISTÓF HÖLVÉNYI

BUDAPEST HELPS!

In response to the crisis, IOM Hungary and UNHCR, in partnership with the Municipality of Budapest, have jointly established the “Budapest Helps!” Information and Community Center.

The center supports access to crucial information and assistance services for those who have fled the ongoing war in Ukraine and provides a safe space where people arriving to Hungary can meet with each other and the local Budapest community.

The center hosts a wide range of community events focusing on social inclusion and wellbeing, including Hungarian language classes and early childhood

HOTLINE AND INFO POINTS

IOM operates two in-person information provision sites in Budapest: Info Point at the Nyugati railway station underpath, and Budapest Helps! Info and Community Centre in cooperation with UNCHR and the Municipality of Budapest - close to Deák square. Information provision is also ensured through IOM’s Hotline service and a permanent field presence at Záhony railway station.

The aim of these sites is to provide people coming from Ukraine with crucial information and counselling. IOM’s Hotline offers consultations in Ukrainian, English, Russian and Hungarian languages; during the night hours, a recorded message with general information — including Hungarian toll-free emergency numbers to be called in the case of emergency, as well as information about temporary protection eligibility and benefits — is transmitted. IOM Hungary’s Hotline is also linked to the Mental Health and Psychosocial Support Hotline managed by IOM Ukraine.

In addition, IOM offers free phone or in-person interpretation services in Ukrainian, English, Russian and Hungarian languages.



BUDAPEST HELPS! INFORMATION AND COMMUNITY CENTER.
© IOM 2022/ KRISTÓF HÖLVÉNYI



NATALIA AND HER CHILDREN AT BUDAPEST HELPS! INFO AND COMMUNITY CENTRE WITH IOM INFORMATION PROVISION COUNSELLOR.
© IOM 2022

FIND OUR COMMUNITY IN BUDAPEST

“We arrived in Hungary in September, and I am so grateful that I can be safe here with my 5 children and my husband. With kids, we often visit Budapest Helps! Info and Community Center for the various programming activities and also recommend the center to my friends; we strive to help each other. Today, my sons and daughter took part in board games, meanwhile, I was able to unwind and talk with other parents.” - said Natalia, who fled Ukraine to Hungary.



SHELTER AND NON-FOOD ITEMS



IOM CASE WORKERS VISITING AN IOM SHELTER.
© IOM 2023/KRISTÓF HÖLVÉNYI

Since 24 February 2022, IOM Hungary has assisted 2,587 Ukrainians and Third Country Nationals forced to flee the war in Ukraine by providing 83,226 safe nights of accommodation.

IOM provides support for urgent cases and late arrivals in two transit accommodation sites. Through IOM Hungary's partnership with Airbnb, short-term stays of up to 30 days have also been provided for crisis-affected people arriving from Ukraine. Additionally, IOM Hungary manages three collective sites to provide mid-term accommodation in Budapest for up to four months.

IOM Hungary continuously works to support shelters operated by external partners and broaden its partnerships to ensure safe and decent accommodation for people in need. Since the beginning of the war, IOM Hungary has contributed to renovation activities at the border region, along with several winterization activities in Debrecen and Budapest. Among other items, IOM Hungary has donated washing machines, air conditioners, fridges, beds, blankets and pillows to support accommodation sites for complementing the efforts of the Government of Hungary.

In cooperation with accommodation providers, IOM has provided a total of 19,331 hygiene items to 1,511 persons in order to address basic needs. In addition, IOM Hungary provides comprehensive support for beneficiaries by distributing grocery vouchers for basic needs coverage, as well as snacks and hot meal vouchers.



IOM STAFF VISITING OKSANA AND HER DAUGHTERS IN AN AIRBNB APARTMENT.
© IOM 2022/EMMY DARRAU

FINDING A TEMPORARY HOME, EVEN FOR A SHORT TIME, IS A CHALLENGE

"I am alone with our two small daughters, and with a broken leg."

Oksana is from Kyiv. She came with her two daughters, aged 4 and 7 years old. Following her accident in Budapest, she was left with a broken leg and could no longer rent the apartment that she had found as it had stairs. As a result, IOM Hungary provided an adequate Airbnb accommodation for the family. Despite her injury, Oksana is tenacious and optimistic, and hopes to return to her motherland as soon as the war is over.

TASTE OF HOME

„We have received a lot of support from IOM Hungary, both with accommodation and also our daily livelihoods. We regularly receive meal vouchers and shopping cards so I can prepare meals for the children that they enjoy eating and remind them of the flavors of home.”

“HUNGARIANS ARE VERY WELCOMING.”

A regular churchgoer, Ciara often visited the Hungarian Catholic Church in Ukraine, where she met a Hungarian priest named Father Peter. “He was telling me a lot of stories about his country and the people, and eventually offered his support. That is how I decided to come to Hungary,” recalls Ciara.

IOM Hungary provided short-term and mid-term accommodation to her, to support her and her son to start a new life.



CHIARA IN HER APARTMENT IN BUDAPEST.
© IOM 2022/ KRISTÓF HÖLVÉNYI

PROTECTION



SZILÁRD, MHPSS SPECIALIST, PROVIDING ACTIVITIES FOR CHILDREN FROM TRANSCARPATIA.
© IOM 2022/MATYAS SZABÓ

“THIS HAS GREATLY IMPACTED THEIR MENTAL HEALTH AS THEY GRIEVE NOT ONLY THE LOSS OF THEIR FORMER LIVES, BUT ALSO THEIR COUNTRY ITSELF.”

Szilárd, IOM MHPSS Specialist, recalls a particularly meaningful experience with a mother and her three children at the train station in Záhony. As they were drawing and folding paper planes decorated with Ukrainian flags, the group quickly grew as many other kids started to join.

“You could see the joy in their eyes,” he remembers. “This is the kind of activity that gives an opportunity for children whose lives have been so suddenly uprooted by conflict to be children again, even for just a few minutes. It’s priceless.”

“EVEN JUST A FEW WORDS CAN HELP”

IOM Hungary recognizes the specialized care that vulnerable, crisis-affected people need in order to overcome the distress faced before, during and after fleeing the war in Ukraine. To this end, IOM’s specialists organize group and individual Mental Health and Psychosocial Support (MHPSS) counselling sessions in Budapest and at the border area for distressed and vulnerable Ukrainians and Third Country Nationals.

Specialized services (crisis intervention, family counselling) and non-specialized services (group counselling, psychosocial first aid, supportive counselling and children counselling) are available in multiple languages (Hungarian, English and Ukrainian). Should complicated cases emerge, a comprehensive referral mechanism is in place.

Additionally, an MHPSS Hotline linked to the Ukraine MHPSS Hotline has been established to provide remote support. So far, 1,745 individuals have been assisted with MHPSS counselling through a total of 713 counselling sessions. In addition to

MHPSS services, a team of cultural mediators and translators provide support through conducting vulnerability assessments and assisting with protection services at the border crossing point with Ukraine, where to date a total of 398 vulnerability screenings have been conducted.



COUNSELLING AND MENTAL HEALTH SUPPORT.
© IOM 2022



HUNGARIAN LANGUAGE LESSON.
© IOM 2022



CREATIVE LESSON FOR CHILDREN AT THE COMMUNITY CENTER.
© IOM 2022/KRISTÓF HÖLVÉNYI

COUNTER-TRAFFICKING

IOM is raising awareness of the increased risk of trafficking for people fleeing Ukraine. IOM provides case management, legal counselling and MHPSS support to people at risk of or victims of trafficking.

EDUCATION

In order to facilitate the social inclusion of crisis-affected people into the local community, IOM supports informal educational activities, including language courses, skills training, formal and informal education classes as well as talent care.

ARTS AND SPORTS CREATE BRIDGES

IOM supports teenagers with individual and group counselling via psychoeducational activities that focus on stress-management, self-confidence and dealing with traumatic events.

VOLUNTARY HUMANITARIAN RETURN



IOM OPERATION WORKERS SUPPORTING VALERIY AND HIS FAMILY AT BUDAPEST AIRPORT.
© IOM 2022 / EMMY DARRAU

HAPPY AND SAFE JOURNEY

Valeriy left Ukraine with his wife, Tatiana and two family members to go back to Argentina, where his wife is a dual citizen. "We were fearing for our lives, that's it" he recalls.

On his birthday, Valeriy was provided with support and assistance by IOM to return safely via Voluntary Humanitarian Return. "Not everyone gets to spend their birthday in the sky," he said.

DESTINATION COUNTRIES

Number of people who traveled home by countries
IOM statistical data



SAFE TRAVEL HOME

In the framework of the Voluntary Humanitarian Return programme, IOM Hungary assists third country nationals arriving from Ukraine to return to their respective countries of origin.

The aim of the program is to facilitate safe, humane and orderly return as well as to provide individual needs assessment and counselling for returnees.

Besides taking care of the travel arrangements, IOM provides complex reintegration support for returnees in order to facilitate income-generating activities, as well as to help vulnerable returnees and returnees with chronic medical conditions during their reintegration in their countries of origin.

Since 24th February 2022, IOM Hungary has supported 82 third country nationals fleeing Ukraine with safe return to 13 different countries and has provided more than 300 counselling sessions both in IOM Hungary's office in Budapest and in the Hungarian-Ukrainian border region.



TAMARA , VLADIMIR AND THEIR FAMILY BACK HOME IN KYRGYZSTAN.

TOGETHER AGAIN

"In Budapest we received the most helpful care and guidance from your office."

Like many families, Tamara and Vladimir fled from the Kharkiv region. They reached Budapest with the help and coordination of IOM, local agencies and the Kyrgyz Embassy. Finally they arrived to their home in Osh, safe and sound.

"In these times of confusion and loss we are so grateful to have received your support. We would not be able to be reunited with our loved ones if not for IOM."

IOM's reintegration component seeks to help 50 returnees, including vulnerable returnees and returnees with chronic medical conditions during their reintegration in their countries of origin.

IMPLEMENTING PARTNERS



IOM STAFF IN THE MENEDÉK OUTREACH FAIR.
© MENEDÉK

COOPERATION AS A PRINCIPLE

Our colleagues participated in the Menedék Outreach Fair, a community event bringing together those affected by the Ukraine crisis and organizations leading the crisis response.

IOM staff met with a number of key actors and local NGOs and they were able to network. The event was an important step towards building further partnerships and strengthening IOM's relations.

COOPERATIONS AND PARTNERSHIPS

IOM Hungary maintains close coordination with stakeholders and collaboration with public organizations, as well as with local civil society organizations, to deliver much-needed humanitarian services.

Through Implementing Partnerships, IOM has been providing support for refugees and affected TCNs since June 2022 in the form of accommodation, meals and food, non-food items, vouchers, education, and language courses, mental health support as well as community and cultural events for the affected population.

To strengthen public efforts to support refugees, IOM Hungary has developed close cooperation with public bodies, including the Municipality of Záhony and Municipality of Budapest, the two major hotspots in the current context. Collaboration between IOM and the National Circus Arts Centre allows 78

young circus and acrobat art talents to continue their studies and develop their skills in a safe environment. Local partners of IOM provided support for winterization efforts, renovation, and infrastructure development in shelters operated by public bodies and civil society actors.

Recognizing that local Civil Society Organizations stood up to meet the needs of the affected population, IOM Hungary established Implementing Partnerships with Hungarian nonprofits to carry out services and deliver in-kind support for refugees and TCNs to meet their basic needs and facilitate their coping with the new circumstances as well as integration to local communities. The experiences and embeddedness of nonprofits offer wider access to beneficiaries while strengthening local capacities.



ZUMBA EVENT.
© IOM 2022/KRISTÓF HÖLVÉNYI

ZUMBA TO CELEBRATE

One of our IP organizations, Next Step Association, organized a show in which children who fled Ukraine took part in Zumba and had the opportunity to celebrate the upcoming holidays.



MARIA AND JULIA AT A THERAPY DOG SESSION AT BUDAPEST. HELPS! INFO AND COMMUNITY CENTER © UNHCR/ZSOLT BALLA

NOIR, THE SERVICE DOG RESOLVES THE TENSION

While their minds are filled with worry about the war at home, a group of Ukrainian children in Hungary find new ways to look after their mental health. Animal therapy is organized by UNHCR one of our UN partners.



NATALIA HOLDS A HUNGARIAN LANGUAGE CLASS FOR ARTISTIC STUDENTS © IOM 2022/KRISTÓF HÖLVÉNYI

LANGUAGE CREATES BRIDGES

“In addition to having to learn Hungarian letters for reading and writing, I try to keep the lessons playful. I focus on them speaking and daring to ask, because it is a crucial moment in their social inclusion.”- said Natalia the language teacher at Capital Circus of Budapest.

THE HAPPY PLACE:

IF YOU FALL DOWN WE WILL CATCH YOU.

“Circus people are like that – they stick together. This is what makes the circus stand out: unity,” Ancsa explains. “In the past, travelling with a caravan was a way of life for the circus and people had no choice but to cling to one another.”



CHILDREN OF HOPE CIRCUS PERFORMANCE.
© CAPITAL CIRCUS OF BUDAPEST 2022/ÁDÁM URBÁN



AREAL ARTISTS AND THEIR INSTRUCTOR, SVETLANA MOMOT.
© IOM 2022/KRISTÓF HÖLVÉNYI

Ancsa Schneller Konyot is the international relations officer for the Capital Circus of Budapest. She has been actively involved in helping Ukrainian circus artists and students who have fled their home.

When the war broke out in Ukraine and it seemed that Kyiv's Circus Academy was in danger, renowned Hungarian circus manager, artist, and juggler, Kristian Kristof, immediately stepped in to get the students out of danger and help them continue their training.

“In the middle of the night, in the blink of an eye, we decided to take them all in,” Ancsa recalls. “They got on the bus and left for Hungary. The teachers sent us photos and names so that we could recognize them the night they arrived at the border.”

Within weeks, over a hundred students, parents, adult chaperones, and acrobatic arts teachers from Kyiv and Kharkiv found a new home in Budapest. The youngest student is five years old while the oldest is 19 to 20 years old. “We don't see any older boys anymore since those over 18 are no longer allowed to leave Ukraine,” Ancsa explains. “Some women have, in the meantime, gone back because they couldn't stand the thought of leaving their sons or husbands behind to fight.”

Svetlana Momot, Director of the Kharkiv Circus Studio, who accompanied the group on March 8, has since become the guardian of several children in Hungary. With years of experience behind her, Svetlana has trained hundreds of dance and circus artists. Her composed demeanor reflects the boundless strength, endurance, and professionalism she has built over the years.

“These women are amazingly strong and extremely impressive,” Ancsa observes. “When they arrived in Budapest, their country was being bombed, but they got up, got dressed, put on

makeup, did their hair, and teamed up immediately to divide tasks among themselves.”

Since then, they have prepared and performed in several shows. Svetlana proudly shares that they have even received an invitation from the Princess of Monaco to perform in a show organized in support of Ukraine at the Princess Grace Theatre in Monte Carlo. The group naturally celebrated the performance with a head stand.

“My school in Kharkiv is still operating; it just celebrated its 24th anniversary,” Svetlana says. “My son Zhenya, who is 24, is an aerialist. He stayed in Kharkiv with my husband to protect our country and my school; together with three other trainers, they still run the training programme for the 30 children who stayed in Ukraine.”

Svetlana has even developed a special training programme to help children overcome the traumatic effects of the ongoing war. “The performances function as a kind of therapy for them; it always helps to have something to lean on and for them, this has been acrobatic movements.”

More details about the lives of artist children [here](#).



UPCOMING PERIOD



IOM CASE WORKER VISITING UKRAINIAN PEOPLE STAYING IN IOM SHELTER TO PROVIDE INFORMATION AND ASSESS THEIR NEEDS
© IOM 2022/KRISTÓF HÖLVÉNYI

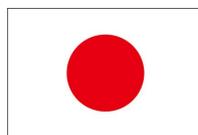
In partnership with governmental, non-governmental and international organizations and as part of the UNHCR-coordinated refugee response, IOM Hungary continues to respond to the immediate needs of refugees by providing essential humanitarian assistance.

While the need for immediate assistance is immense and will remain so in the foreseeable future, with one year into the war, IOM Hungary is also transitioning towards longer-term approaches. These measures extend beyond life-saving emergency assistance, including enhancing social inclusion and resilience building, along with supporting education opportunities and creating sustainable livelihoods for people seeking safety and security in Hungary.

WITH THANKS TO OUR DONORS



With funding from
 Austrian
Development
Cooperation



From
the People of Japan



Ministry of Foreign Affairs
Republic of Korea

SWISS – EUROPE
Rapid Response Fund





FOR MORE INFORMATION ON IOM HUNGARY AND THE UKRAINE CRISIS RESPONSE.

facebook.com/iommagyarország

hungary.iom.int

twitter.com/IOM_Hungary