



UKRAINE CRISIS 2022-2024:

2 YEARS OF RESPONSE

CONTENTS

INTRODUCTION	3
SITUATION OVERVIEW	4
FINANCING THE RESPONSE	5
OVERVIEW OF ACHIEVEMENTS	6
DISPLACEMENT TRACKING MATRIX (DTM)	7
PROTECTION	8
SHELTER AND NON-FOOD ITEMS	9
BORDER PRESENCE	10
MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT	11
INFORMATION PROVISION	12
INTERPRETATION	13
SOCIO-ECONOMIC INCLUSION	14
VOLUNTARY HUMANITARIAN RETURN (VHR)	15
PARTNERSHIPS	16
A WAY FORWARD	17
OPERATIONAL PRESENCE MAP	18

UKRAINE CRISIS 2022-2024: 2 YEARS OF RESPONSE

INTRODUCTION

The war that followed the full-scale invasion of Ukraine by the Russian Federation on 24 February 2022 has triggered the largest human mobility crisis the European continent has experienced since World War II. Addressing the needs of people fleeing Ukraine necessitates action and forward-thinking far beyond immediate, life-saving emergency assistance. It requires investing in integration and resilience building, education and livelihoods.

This comprehensive report highlights the experiences encountered by IOM Hungary during its two-year Ukraine response to humanitarian and long-term needs. The report illuminates the journey, challenges, and triumphs of IOM Hungary's efforts, showcasing the enduring commitment to supporting displaced individuals with dignity, empathy, and effectiveness over the past two years.

From surveys covering socio-demographic profiles and integration challenges to robust protection measures, innovative shelter programmes, and collaborative efforts addressing food and non-food items, this report unfolds the diverse facets of IOM Hungary's response. Personal stories underscore the intersectionality of needs within the broader context of displacement.

Inclusion initiatives, Mental Health and Psychosocial Support Services (MHPSS), Information Provision, and the Voluntary Humanitarian Return (VHR) programme showcase the organization's commitment to addressing critical needs. Partnerships with local and international organizations reinforce the collaborative foundation of IOM Hungary's operations.

Two years into the conflict, about 6 million refugees from Ukraine have been recorded across Europe. In Hungary, the number of border crossings from Ukraine has reached 4.2 million. IOM Hungary continues to respond to the needs of refugees since February 2022 with various capacities. While the need for immediate assistance is immense and will remain so into the foreseeable future, IOM Hungary is investing into longer-term approaches that extend beyond life-saving measures. It is important to look ahead and ensure that newly arrived refugees and those who decide to remain have adequate support and access to services within Hungary.



SITUATION OVERVIEW

4,218,465

BORDER CROSSINGS FROM UKRAINE
(SINCE 24 FEBRUARY 2022) *

UKRAINE

HUNGARY



Budapest

65,584

REFUGEES FROM UKRAINE
RECORDED IN HUNGARY*

41,063

REFUGEES FROM UKRAINE
REGISTERED FOR TEMPO-
RARY PROTECTION*

Záhony • Lónya
Barabás • Beregsurány
Tiszabecs

*DATA: <https://data.unhcr.org/en/situations/ukraine>

FINANCING THE RESPONSE

IOM swiftly expanded its presence and humanitarian efforts in Ukraine and the affected neighbouring countries, including Hungary. This extensive humanitarian initiative garnered support from numerous member states, institutional donors, and private entities right from the outset. In April 2022, IOM initiated its Flash Appeal and collaborated with response partners to formulate the Regional Refugee Response Plan. Both documents underwent revisions in 2023, and a strategic plan for the period of 2024-2026 was developed.

The commitments and contributions from member states, institutional bodies, and private donors not only facilitated the scaling up of operations in 2022 in response to emerging needs but also ensured ongoing support throughout 2023 and 2024.

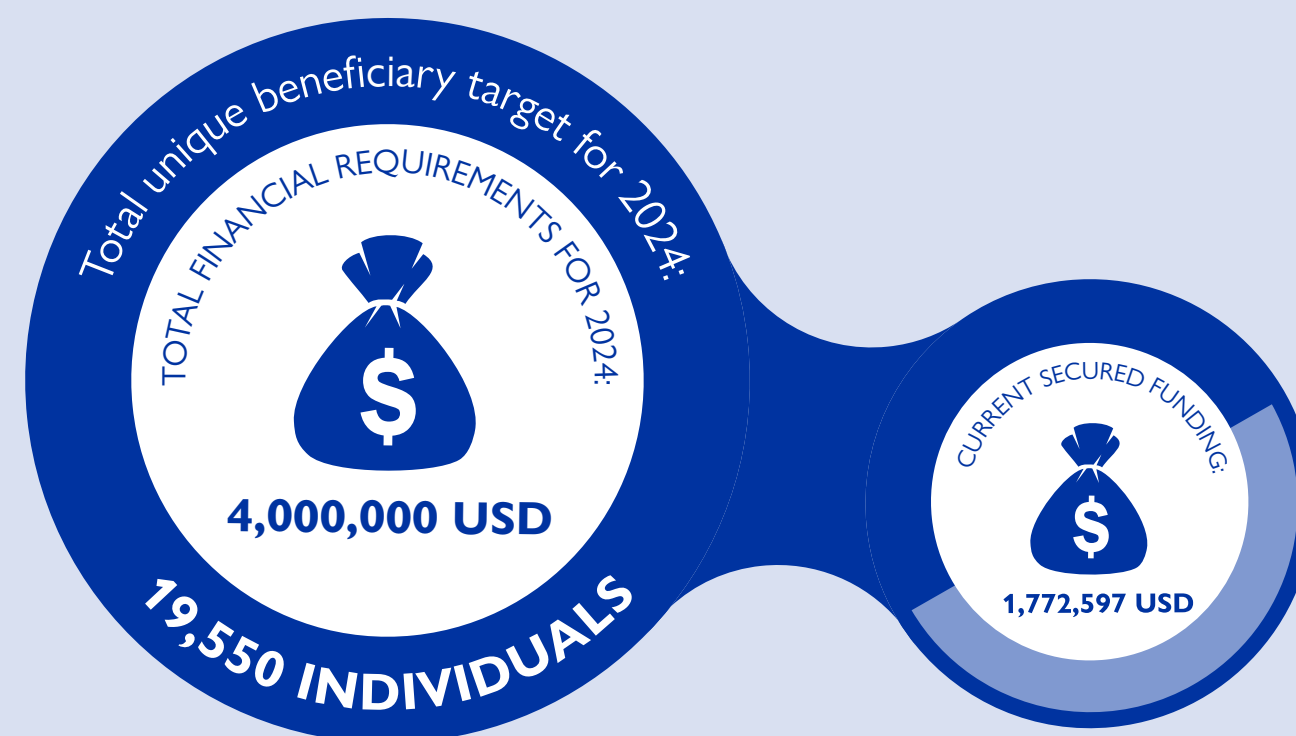
AVAILABLE FUNDING IN 2022-2023

FUNDING IN 2022-2023
9,169,832 USD

Number of beneficiaries reached over the past two years:
35,233 INDIVIDUALS



FINANCIAL ASK FOR 2024



IOM Hungary is deeply grateful to the governments, organizations, and individuals who have contributed to the emergency response to the humanitarian situation in Ukraine. Continued flexibility of resources looking at immediate but also long-term needs of affected people, is crucial to support adequate response to acute humanitarian needs as well as sustainable recovery, inclusion, and rehabilitation.



OVERVIEW OF ACHIEVEMENTS

35,233

Total number of individuals reached by IOM Hungary



6,726
individuals provided with safe accommodation



6,915
surveys conducted by DTM



88
individuals assisted with labour market counselling



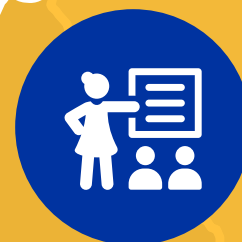
761
individuals assisted with protection support



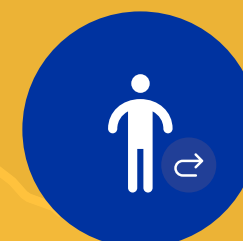
2,173
individuals received Mental Health and Psychosocial Support (MHPSS)



2,102
individuals received hygiene items



1,217
individuals received educational support



92
individuals assisted with Voluntary Humanitarian Return (VHR)



1,805
individuals reached with interpretation



18,048
individuals received reliable information

DISPLACEMENT TRACKING MATRIX (DTM)

IOM has been implementing its Displacement Tracking Matrix (DTM) initiative in Hungary since July 2022, aiming to enhance insights into the profiles, needs, and intentions of individuals arriving, transiting and settling in the country. DTM, a data collection and flow monitoring tool developed by IOM, seeks to enhance crisis responses globally by regularly capturing, processing, and disseminating information to better understand the movements and evolving needs of displaced populations.

In Hungary, IOM has conducted two distinct surveys, covering Budapest and the border region, to comprehensively assess displaced populations, encompassing both Ukrainians and third-country nationals with legal residence in Ukraine. As of December 2023, IOM Hungary has completed 6,915 surveys within the displaced population. Among these, 4,625 surveys have been specifically designed to delve into the needs, intentions, and integration challenges of the displaced population, offering valuable insights into socio-demographic profiles, movement intentions, as well as educational and employment backgrounds of refugees.

These surveys also shed light on the most immediate needs of the displaced population and identify primary barriers faced when accessing essential public services like healthcare and education. Furthermore, IOM Hungary has collected 2,290 surveys focusing on individuals with an intention of returning to Ukraine, either for the short-term (less than 30 days) or long-term (over 30 days). This subset of surveys specifically addresses return intentions, reasons motivating return, and intended destinations upon return. As part of the Needs, Intentions, and Integration Challenges Survey, IOM Hungary also conducted 207 employment surveys, focusing on employment-related questions.

Beyond data collection, IOM Hungary's trained enumerators, with their constant presence on the ground, provided direct assistance to those in need. In addition to collecting vital information, they offered crucial services such as information dissemination, referrals, and interpretation services to the displaced population from Ukraine. This multifaceted approach ensured a comprehensive understanding of the dynamics of the displaced population while simultaneously addressing their most immediate needs and facilitating informed decision-making.

In a dynamic environment, having real-time data and knowledge about the location, needs, and intentions of those affected by the war is crucial for effective response planning and evidence-based programming. DTM will persist and expand its efforts with migrants, including refugees from Ukraine. IOM Hungary will continue surveying individuals in Hungary, focusing on their perspectives, priority needs, intended regions of return, and future plans, with specific attention to TCN movements.

DTM is currently deployed in a total of 11 countries included in the Regional Response Plan for Ukraine: 6 countries neighboring Ukraine – Belarus, Hungary, Poland, Republic of Moldova, Romania and Slovakia – and an additional 5 countries particularly impacted by the arrival of refugees from Ukraine since the start of the war in February 2022 – Bulgaria, Czechia, Estonia, Latvia and Lithuania.



SECTOR HIGHLIGHTS:



6,915 surveys conducted



15 country reports published

In a dynamic environment, having real-time data and knowledge about the location, needs, and intentions of those affected by the war is crucial for effective response planning and evidence-based programming.

PROTECTION

IOM Hungary, alongside its partners, plays a crucial role in ensuring the safety of individuals and communities facing crises. Our commitment is a deeply human rights-based approach that acknowledges the necessity for essential humanitarian support in the lives of those affected. Displacement across the border caused heart-wrenching stories of families separated, essential services disrupted, and communities fractured. IOM Hungary stepped in with extensive protection assistance both in Budapest and in the Ukrainian-Hungarian border region, including direct case management assistance, particularly for those facing an increased risk of trafficking, gender-based violence, exploitation, and abuse.

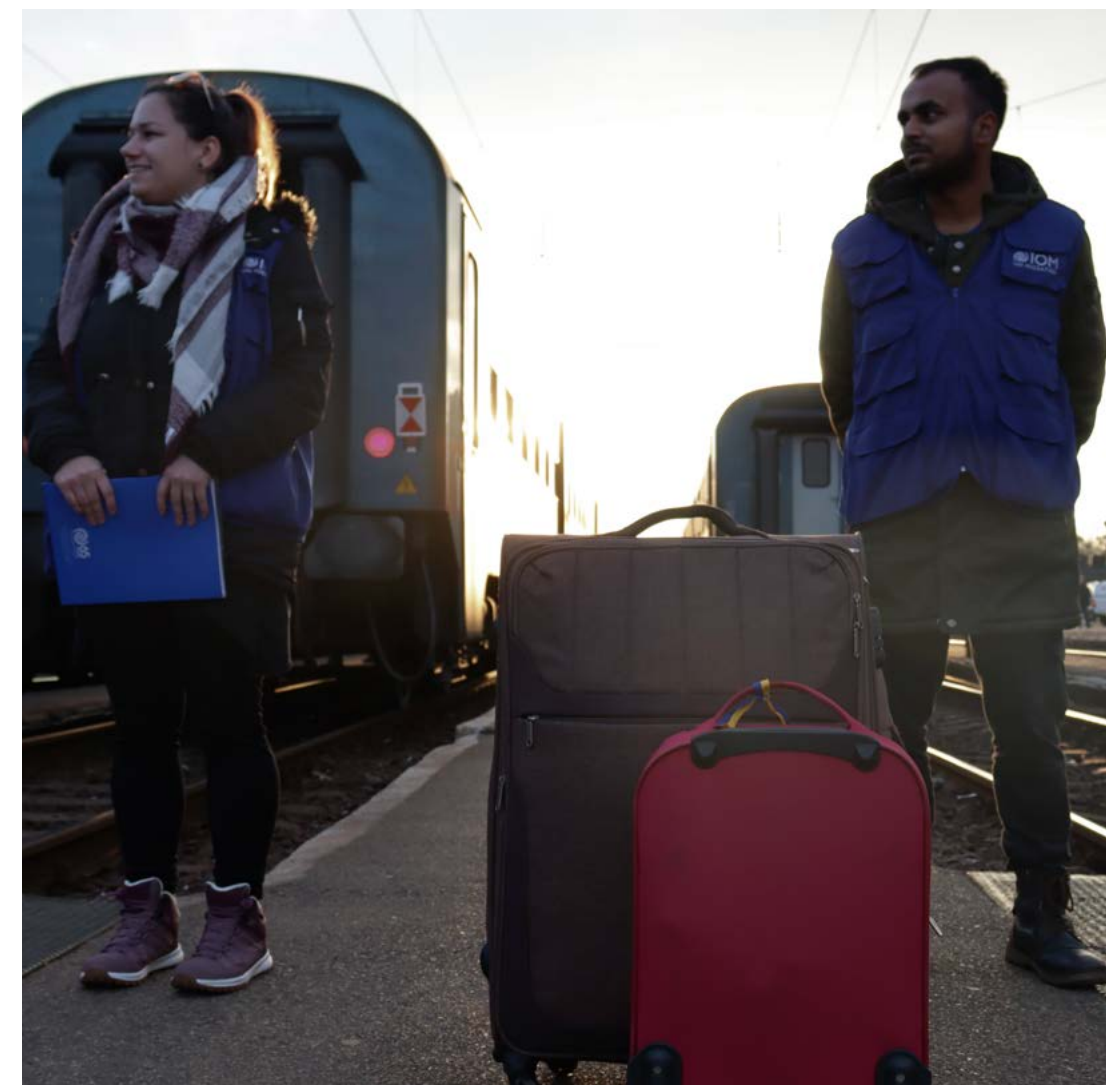
Protection of and special considerations for vulnerable beneficiaries, including children, the elderly, and people with disabilities, among others, are integral aspects that permeate all aspects of programming. Collaborating with various partners, including authorities and civil society, IOM Hungary ensured that protection assistance was delivered comprehensively, precisely targeted, and seamlessly coordinated. Protection considerations seamlessly integrated into our shelter programme, encompassing both collective and individual accommodations, with dedicated provisions tailored to address the needs of those with distinct protection concerns.

In the upcoming year, IOM Hungary remains dedicated to protecting people on the move by offering crucial humanitarian and protection assistance to the most vulnerable. Considering the current context and past experiences in the region, human trafficking is a significant risk for the affected population. In addition, there are specific concerns surrounding labour exploitation for refugees arriving from Ukraine, including Third Country Nationals (TCNs) when seeking work in the country. A structured response focusing on the prevention of trafficking and exploitation, aiding access to employment opportunities, and integration is crucial to addressing these risks.

SECTOR HIGHLIGHTS:



761 individuals assisted with protection support, including referrals, non specialized counselling and protection screening



SHELTER & NON-FOOD ITEMS

PROVIDING SAFE SHELTER AND ACCOMMODATION

In June 2022, recognizing the immediate needs of displaced individuals, IOM Hungary launched its shelter programme, supporting almost 2,800 beneficiaries with a total of 84,560 safe nights spent in a secure environment until its closure in November 2023. Throughout this period, IOM Hungary and its implementing partners offered diverse accommodations, ranging from collective shelters, hostels, and hotel rooms to mid-term private apartments. Integrating protection considerations into this programme was pivotal, ensuring support for the most vulnerable families and individuals. Additionally, a robust case-management system was implemented, tailoring assistance to the unique circumstances of each beneficiary.

ENHANCING WELLBEING AND SAFETY

Over the past two years, IOM Hungary has been dedicated to improving the wellbeing and safety of vulnerable beneficiaries. We have provided technical, financial, and in-kind support to collective shelters across the country, including, among others, donating household appliances for shelters in Budapest, providing beds for children supported by the Capital Circus of Budapest, financing the renovation of Oltalom Association's refugee shelter apartments, supporting the establishment of a laundry in a collective shelter in Záhony, and most recently, expanding Dorkasz Ministry Refugee Center's integration services with additional community and education spaces.

FOOD AND NON-FOOD ITEMS

Understanding that meeting beneficiaries' basic needs is a priority, IOM Hungary has been actively providing in-kind support directly to beneficiaries and through partnerships with organizations. Through collaborating with our remarkable implementing partners, Capital Circus of Budapest, Food Bank Aid Foundation, Lexis Foundation, Next Step Hungary Association, and Ukrainian Association Unity, IOM Hungary distributed food parcels to more than 3,200 beneficiaries, recognizing the importance of sustaining individuals and families during challenging times.

In addressing urgent humanitarian needs, IOM Hungary will persist in providing essential items for daily activities like cooking, sleeping, bathing, and eating to individuals arriving from Ukraine. Building on past achievements, such as our NFI distributions to displaced individuals, our efforts will continue to prioritize the most vulnerable. As the full-scale war extends into its third year, maintaining flexibility to respond to potential spikes in needs continues to be crucial. Consequently, IOM Hungary will prioritize prepositioning materials to facilitate a swift response when and where required.



I am alone with our two small daughters, and with a broken leg.”
- Oksana, from Kyiv, faced adversity in Budapest after an accident left her with a broken leg. Unable to continue renting an apartment with stairs, IOM Hungary stepped in, providing a suitable Airbnb accommodation for Oksana and her daughters.



SECTOR HIGHLIGHTS:



6,726 individuals benefitted from shelter support



4,065 individuals received non-food items



IOM's shelter team proved to be a lifeline for Iryna and her family. They guided her towards a safe residence that would become their sanctuary for the next six months. Iryna now had a stable home for herself, her daughter, and her mother.

Over time, she transitioned into her own rented space, offering her family a sense of stability and permanence that had been absent for too long. “Every aspect of life holds a positive light. Budapest, a city that embraced us, is a spark of hope. Good-hearted people all around.”

The DORKASZ Ministries operates their refugee support centre in the outskirts of Debrecen in a campsite, accommodating vulnerable Transcarpathian minority refugees. IOM Hungary's implementing partner Terre des Hommes regularly visited the camp in 2022 providing necessary in-kind and technical support to develop the capacities of the camp staff as well as organizing skills-development activities for the beneficiaries. IOM Hungary provided further support in 2023 and 2024 in the form of non-food items and the delivery of a new container for community and educational purposes.

BORDER PRESENCE

SUPPORT WHERE IT'S NEEDED

In the early stages of the crisis, IOM Hungary swiftly deployed colleagues to hotspots along the Hungarian-Ukrainian border to closely monitor the situation and offer essential protection support to those affected. Our mobile team has been a constant presence ever since, adapting to changing circumstances. While our activities evolved, providing protection screenings, mental health and psychosocial support, technical assistance to shelter providers, and direct case work have remained the core pillars of our assistance.

BRINGING PEOPLE TOGETHER

At IOM Hungary, we firmly believe in the power of collaboration, which is why we actively foster discussions among various stakeholders engaged in refugee response activities. By co-chairing the Basic Needs Working Group and facilitating regular conversations in Záhony, the primary border-crossing town, IOM Hungary strives to foster meaningful exchanges between organizations on practical matters.

The continued presence of IOM Hungary's mobile team in the Hungarian-Ukrainian border region signifies an ongoing commitment to providing essential support to displaced populations, including people on the move. As circumstances evolve, the team's adaptability will contribute to sustained assistance, with a focus on protection screenings, mental health support, and technical aid to ensure the wellbeing of the affected vulnerable population.



343

RAPID
SCREENINGS



1,143

INDIVIDUALS RECEIVED
MENTAL HEALTH AND
PSYCHOSOCIAL SUPPORT



10,230

INDIVIDUALS RECEIVED
RELIABLE INFORMATION



2,412

REFERRALS OF INDIVIDUALS
WITH SPECIFIC NEEDS



112

NON-SPECIALIZED
COUNSELLING SESSIONS



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

The full-scale war in Ukraine and the resulting displacement of people have had a significant impact on the mental health and psychosocial well-being of those who sought refuge outside the country. Prolonged psychological effects can impact familial bonds, relationships, and people's overall capacity to trust, collaborate, and contribute positively to society. Ensuring access to Mental Health and Psychosocial Support Services (MHPSS) is crucial for building both individual and collective resilience, mitigating the risk of enduring consequences.

IOM Hungary's response to the emotional distress of the affected population has been comprehensive, community-oriented, and multifaceted, encompassing various levels of intervention. From offering fundamental psychosocial services to delivering targeted non-specialized and specialized mental health interventions, such as crisis intervention and counselling, IOM Hungary has approached the well-being of beneficiaries holistically.

Both in Budapest and in Szabolcs-Szatmar-Bereg region in the border area, IOM conducted a series of MHPSS activities, delivering support in Ukrainian, English, and Hungarian. The assistance extended to adults and children involved individual, group counselling, and psycho-educational activities that focused on stress management, self-confidence, and coping with traumatic events.

A robust referral mechanism was in place for complex cases. MHPSS teams organized thematic groups and socio-recreational activities to fortify community and family bonds, fostering interpersonal support.

Additionally, IOM Hungary provided capacity building in psychological first aid for frontline workers and partners, further strengthening the network of support for those in need.

As IOM Hungary's operations shift from initial emergency, life-saving activities to driving solutions to displacement and long-term community support, there is a growing demand for mental health and psychosocial support (MHPSS) services, particularly for the most vulnerable, including children, who have endured trauma and family separation. Despite this transition, IOM Hungary maintains its commitment to improving the psychological well-being of displaced individuals through the provision of individual and group counseling, training sessions covering various mental health topics, as well as art therapy sessions.

Now I, like all Ukrainians, am under constant stress and anxiety. Thanks to the training conducted by IOM Hungary's MHPSS Specialists, I learned techniques and methods that I can use to control myself, relieve anxiety, and survive stress." – Ganna



SECTOR HIGHLIGHTS:



2,173 individuals received Mental Health and Psychosocial Support



SECTOR HIGHLIGHTS:



18,048 individuals received reliable information through of IOM Hungary's information provision services, including the hotline



1,805 individuals provided with interpreter services

INFORMATION PROVISION

SUPPORTING REFUGEES EVERY STEP OF THE WAY

BORDER PRESENCE

IOM Hungary's information provision services are available since the early stages of the crisis. We successfully mobilized colleagues to key areas along the Hungarian-Ukrainian border to closely monitor and provide essential information to those affected. Since then, our mobile team has maintained a continuous presence, adapting to evolving circumstances while focusing on core assistance pillars such as protection screenings, mental health support, direct case work and information provision.

HOTLINE OPERATIONS

Needs assessments clearly indicate that limited information about the availability of services, as well as Ukrainian refugees' entitlement often hinders access to these various vital services, including healthcare, education, accommodation support and others. In collaboration with Budapest Municipality, IOM Hungary started its gap-filling information provision activities just a few weeks after war started in 2022, encompassing both physical and remote presence. Built on IOM's previous experience in hotline operations, the mission established its specialized toll-free hotline for people affected by displacement, where our multilingual colleagues are eager to provide reliable and up-to-date information on a wide variety of topics in concern for this target group.

NYUGATI INFOPOINT

Being present in hotspots is crucial during crises. Towards this end, IOM Hungary established the Nyugati Information Point in the underpass of a major traffic hub in Budapest's city centre. This InfoPoint at Nyugati Railway and Subway Station facilitated easy physical access for individuals seeking information on various vital topics, such as available services and legal advice. Information provision assistants often directly referred beneficiaries to other services offered by IOM or its implementing partners, or further to other service providers for specialized assistance, thereby extending support to those in need. These activities have been continued at the Budapest Helps! Information and Community Centre since closure of the Nyugati InfoPoint in August 2023.

BUDAPEST HELPS! INFORMATION AND COMMUNITY CENTRE

IOM Hungary, in cooperation with its partners, inaugurated the Budapest Helps! Information and Community Centre, located in the heart of the capital. The presence of information provision assistants at this centre has proven invaluable, as they frequently guide beneficiaries directly to other essential IOM and partner services. Initiated in September 2022, these crucial activities continue to be a cornerstone of the Budapest Helps! Information and Community Centre's ongoing operations.



Nyugati InfoPoint

The Budapest Helps! Information and Community Centre has served almost 12,000 people since it opened its doors, and has become a central hub for information, social inclusion activities, and most importantly – community. Assistance has come in the form of crucial information and counselling, a sense of community in their temporary home, and various educational and recreational activities. The Center also offers guidance and support with access to social services like education, health care, the job market, financial support, accommodation, housing and mental health services for adults and children. As a point of information for displaced people from Ukraine in Budapest, staff regularly answer pressing questions about life in Hungary.



Budapest Helps! Information and Community Centre

INTERPRETATION

BUILDING BRIDGES THROUGH LANGUAGES

Recognizing that language poses a significant barrier to accessing public services, IOM Hungary initiated its interpretation service in 2023, starting with two interpreters offering their services in Ukrainian, English and Hungarian. Language barriers often impede refugees in various contexts, where interpreters play a vital role in bridging communication gaps between needs and available services and support, particularly in official administration and healthcare settings.

Since the introduction of our interpretation services, 1,805 individuals have gained advantages from the provided assistance. IOM interpreters have been instrumental in supporting organizers of public events, including skills development workshops and career counselling sessions. Responding to the increasing demand, IOM Hungary tripled its interpretation capacities by February 2024.

“I must highlight the challenges of mediating between cultures,” Olena, an IOM Interpreter emphasizes. “Our role goes beyond raw interpretation, serving as a bridge between the host culture and those deeply affected by the war. Creating an atmosphere of acceptance and comfort is a shared responsibility.”

IOM interpreters frequently provide support in medical settings, with over half of the bookings related to examinations, therapies, or healthcare visits. In many other cases, they assist in public administration, school settings, or facilitating access to other essential public and private services. Olena finds motivation in the gratitude expressed by individuals whose needs are met, and daily routines are facilitated.



I must highlight the challenges of mediating between cultures: Our role goes beyond raw interpretation, serving as a bridge between the host culture and those deeply affected by the war. Creating an atmosphere of acceptance and comfort is a shared responsibility.”

- Olena, an IOM Interpreter

SOCIO-ECONOMIC INCLUSION

Addressing the needs of those fleeing Ukraine goes beyond providing immediate emergency assistance; it requires a shift towards a comprehensive, long-term, and socially inclusive strategy. IOM Hungary's Social Inclusion programme is dedicated to promoting the successful and sustainable socio-economic integration of both Ukrainians and third-country nationals in their host communities within Hungary. Recognizing the multifaceted nature of inclusion, IOM Hungary acknowledges that it encompasses various dimensions, including social, economic, linguistic, psychological, and navigational aspects. Moreover, it emphasizes that inclusion is a multidirectional process, involving the mutual adaptation of migrants and the host society. This process is guided by principles such as the protection of fundamental rights, respect, tolerance, and non-discrimination.

Within its social inclusion programming, IOM Hungary has offered a comprehensive set of services to beneficiaries. This includes a cash-based housing support and subsistence allowance, individual case work based on needs assessments and environmental studies with the primary objective of facilitating financial resilience.

To enhance economic integration, IOM Hungary aimed to promote safe employment, career development, and labour rights through conducting individual and group counselling sessions, covering topics such as learning about labour rights, CV and motivation letter writing and job interview preparation.

A Job Fair, organized by IOM and its partners, provided a safe platform for refugees and migrants, as well as companies to meet, connect and explore employment opportunities and possibilities for their mutual benefit and interest. More than 150 Ukrainian and other third-country national migrants participated actively IOM Hungary's very first Job Fair, whose success shed light on the vast needs for similar initiatives in the future.

With a specific focus on children's integration and school enrolment, various activities such as school catch-up sessions, Hungarian language courses, and community engagement initiatives were provided directly by IOM Hungary and its collaborating partners. Moreover, 25 children had the chance to engage in IOM Hungary's Autumn Camp, creating lasting friendships and memories.

Recognizing that social inclusion extends beyond targeted responses, IOM Hungary integrates diversity, age, and gender considerations throughout the programming. Two cultural events, centred around Hungarian folk dance and Santa Claus, were organized to promote social cohesion with host communities.

As the war persists without signs of de-escalation, robust integration systems will remain pivotal in fostering social cohesion and well-being for displaced individuals from Ukraine and their host communities. While ongoing humanitarian support addresses fundamental needs, IOM Hungary will expand its efforts to empower individuals towards self-sufficiency and agency in finding longer-term solutions.



SECTOR HIGHLIGHTS:



1,217 individuals received educational support



314 individuals attended cultural events



108 individuals received support with their integration to the Hungarian labour market

The Budapest Helps! Information and Community Centre supported Nataliia and her family, linking her up with accommodation options via IOM's partnership with Airbnb, and many activities her children have been engaged in. "We arrived in Hungary from Ukraine in September, and I am so grateful that I can be safe here with my five children and husband. With my kids, we often visit the Budapest Helps! Information and Community Centre for the various activities it offers, and I also recommended it to my friends. We strive to help each other," Nataliia explains. "Today, my sons and daughter are playing board games, meanwhile, I am able to unwind and talk with other parents," she added.





SECTOR HIGHLIGHTS:



92 individuals benefitted from Voluntary Humanitarian Return

TOP THREE DESTINATIONS



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.

VOLUNTARY HUMANITARIAN RETURN

The Voluntary Humanitarian Return is a compassionate initiative to help primarily third-country nationals previously residing in Ukraine to rebuild their lives in their home countries. This programme, led by IOM, supported a total of 92 people in their return and provided subsequent complex reintegration assistance to 18 individuals, showing adaptability to the diverse needs of participants, with destinations including Nigeria (30 returns), Ghana (17 returns), and Turkmenistan (14 returns).

The heart of the programme laid in activities like return and reintegration counselling, pre-departure assistance ensuring basic needs were met, and logistical and financial support for a safe and dignified return to one’s respective country of origin.

Recognizing the challenges individuals face upon returning home, the project focused on tailored reintegration support, from vocational training to housing assistance, medical aid, and the launch of various income-generating activities.

These stories exemplify the human side of return and reintegration programmes, offering displaced individuals the chance to rebuild their lives with dignity and support.

“In Budapest we received the most helpful care and guidance from the IOM Hungary office.”

Like numerous other families, Tamara and Vladimir escaped the Kharkiv region. With assistance and coordination from IOM, local agencies, and the Kyrgyz Embassy, they successfully made their way to Budapest. Ultimately, with the dedicated assistance from IOM Hungary’s team, they reached their home in Osh, unharmed and secure.

“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 you.”



PARTNERSHIPS

Collaboration with implementing partners stands as a crucial foundation of IOM Hungary's operations. The primary objective is to establish effective access to target populations and ensure the efficient delivery of humanitarian assistance. Over the past two years, our Country Office has partnered with approximately 10 local and international organizations, focusing primarily on providing basic needs such as food, essential non-food items, short- and medium-term shelter, as well as education and integration-related services.

The Food Bank Aid Foundation played a dual role as an implementing partner of IOM Hungary. Previously as a service provider, then as an implementing partner from June to December 2023, The partnership did not only provide essential food and non-food items to over 100 households (more than 300 people) each week, ensuring their basic needs are met, but also offered a community space for Ukrainian refugees. This space served as a safe environment for beneficiaries to spend time together, unwind, and network.



Food Bank

Unity Ukrainian Association, another organization IOM has a long working relationship with – both as a service provider, and as an implementing partner throughout 2023, focused on education and social inclusion activities. Collaborating with both kindergarten and school-aged children, Unity provided educational support and facilitates the access and transition of Ukrainian kids to the Hungarian education system. Through their Sunday School programme, participants engaged in various community programs, receiving vital support, including information provision and legal advice.



Unity

Menedék - Hungarian Association for Migrants, the third main implementing partner, has extended its activities and services to the target population in Szabolcs-Szatmár-Bereg county (HU-UA border area) and Budapest. Offering social work, case management, community events, and workshops, Menedék has also been working on labor market inclusion, providing direct assistance and workshops while raising awareness about preventing the exploitation of refugees and migrants in the Hungarian labor market.



Menedék

In addition to these partnerships, IOM Hungary collaborated with various further actors over the two-year response, focusing on specific vulnerabilities and protection concerns.

Among others, partnerships with Terre des Hommes and RGDTs (Phiren Amenca) in 2022 aimed at addressing these concerns. Lexis Foundation and Next Step Hungary Association provided support with meeting basic needs with considerations for mental health and integration, while the Capital Circus of Budapest offered opportunities for specialized education in circus arts with IOM's financial and in-kind support. ADRA provided crucial accommodation and mobility support for refugees and third-country nationals (TCNs).



Through the Unity Ukrainian Association's Eco Space, Ihor honed his skills under the guidance of a Ukrainian piano teacher, rapidly becoming a star in the Hungarian music scene. His journey highlights the transformative impact of community support and the vital role organizations like Unity play in nurturing talent among displaced individuals.

A WAY FORWARD

In alignment with our 3-year Ukraine Response Strategy covering the period between 2024-2026, IOM Hungary is steadfast in its commitment to saving lives and protecting people on the move, while driving sustainable solutions for displacement and facilitating pathways for regular migration. Our approach is deeply rooted in understanding the urgent need to prioritize protection, particularly for vulnerable groups such as women and children, who constitute up to 90% of the refugees we serve.

Protection remains supreme in our operations. We are aware of the pervasive threat of human trafficking in the region, and we are dedicated to implementing structured measures to prevent exploitation and provide safe pathways to employment and integration for those at risk.

Education stands as a cornerstone in empowering displaced individuals to rebuild their lives. Our initiatives aim for the facilitation of children's enrolment formal education in line with the relevant national legislation, as well as supporting these children in remaining and succeeding in school. Towards these ends, IOM Hungary supports informal education spaces, pop-up schools, language courses, community programs and provides coaching support underscoring our commitment to ensuring every child has access to learning opportunities.

Access to healthcare is a fundamental human right, yet language barriers and limited resources often impede refugees' access to essential services.

Through partnerships and interpretation initiatives, we strive to bridge these gaps and ensure equitable access to healthcare for all.

Information is crucial for individuals navigating unfamiliar territories. Our information hotline and centre continue serving as lifelines, offering vital assistance and guidance to refugees facing language barriers and uncertainty.

Transitioning from emergency response to long-term support highlights the increasing demand for mental health and psychosocial services. Our unwavering commitment to providing these crucial services, particularly for those facing trauma and family separation, remains steadfast.

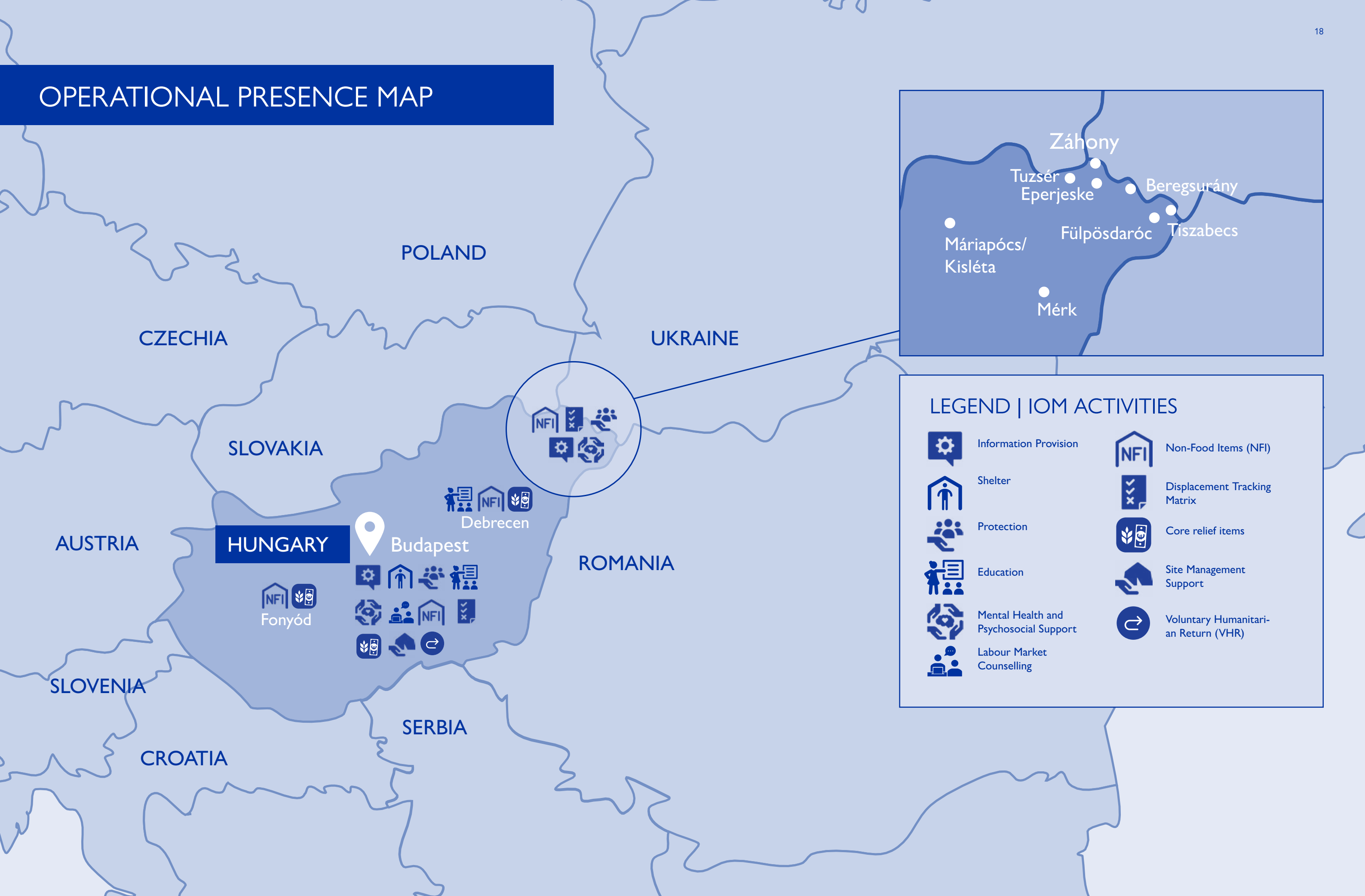
In addressing the unique challenges faced by specific groups such as TCNs and Romani refugees, our approach is deeply rooted in empathy and understanding, as well the universal principles of human-rights. Cultural mediation and tailored support are central to ensuring every individual feels valued and included, while has access to vital assistance and services.

The ongoing war in Ukraine underscores the critical need for support. Through our human rights-based approach, IOM Hungary continues to stand alongside displaced individuals, providing essential resources and assistance to help them rebuild their lives with dignity and resilience.



Through our human rights-based approach, IOM Hungary continues to stand alongside displaced individuals, providing essential resources and assistance to help them rebuild their lives with dignity and resilience.

OPERATIONAL PRESENCE MAP



LEGEND | IOM ACTIVITIES

- | | |
|--|-------------------------------------|
| Information Provision | Non-Food Items (NFI) |
| Shelter | Displacement Tracking Matrix |
| Protection | Core relief items |
| Education | Site Management Support |
| Mental Health and Psychosocial Support | Voluntary Humanitarian Return (VHR) |
| Labour Market Counselling | |



FOR MORE INFORMATION ON IOM AND THE UKRAINE CRISIS RESPONSE



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