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INTERNALLY DISPLACES PERSONS AND REFUGEES' NEEDS AND EXPECTATIONS FROM FUTURE ASSESSMENT

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INTRODUCTION

Since the beginning of the Russian full scale invasion more than [10 million](#) of Ukrainians were on move from their homes according to the various assessment. Partially they fled across the borders but the majority has stayed in Ukraine while moving to the relatively safe regions.

The large-scale resettlement, exacerbated by war and economic problems stress, poses a humanitarian challenge for Ukraine that the country has not yet faced in modern history. That is why both rapid operational analysis to identify the key needs of internally displaced persons (IDPs) and refugees and in-depth strategic research with recommendations for a long-term solution is needed. This analytical report is a quick analysis option and is designed to prepare recommendations for a partial solution to the problem in the short term, which does not underestimate the relevance of in-depth and large-scale research in the future.

The report is focused mostly on the problems and requests of the internally displaced persons as we do not have enough information about refugees settled in other countries to systemize the data. Moreover, problems and needs can change depending on the country of settlement.

RESEARCH METHODOLOGY

The research was implemented by holding 15 focus group studies (5 with internally displaced persons in relatively safe regions of Ukraine, 5 with local authorities in relatively safe regions of Ukraine, 5 with Ukrainian refugees in European countries) and 6 in-depth semi-structured interviews with volunteers, activists and representatives of local authorities. Focus groups were held both online through video means and in-live.

Focus groups and in-depth interviews were conducted during March-April 2022 according to the guides developed in several versions for each of the target groups (Appendices №1, №2, №3). Respondents were assured their confidentiality. Audio recordings of focus group discussions and interviews were transcribed into text format with the removal of personal data. All these quotes are impersonal for the impossibility of identifying the respondent.

All recommendations are based on data collected during the study and do not necessarily reflect the views of the research organizer.

1. EVACUATION FROM PLACES OF DANGER

Most respondents who shared their memories about their psycho-emotional state on the eve of the Russian invasion felt anxious and uncertain, but few have imagined such a scale of hostilities. Some respondents admit that they were careless about the probable start of the war, despite numerous signals and warnings.

FGD-5_Ir. A week later, when it all started, it was clear that the situation was not easy, but my attitude to it was lighthearted. I underestimated the full scale of the tragedy, what might happen. I have not packed things, nor collecting documents. It was my denial and rejection of the situation.

FGD-11_OI: I'm in Norway. ... Until the last day, I did not believe in the reality of war. I believed that a war was impossible in the 21st century. But when it all began, I believed that the war would not take this form: with many civilians killed, huge destruction of cities and villages and large-scale invasions. I thought it was more of a way of political pressure from Russia. On February 23, I went about my daily business. I was very surprised that people around me panicked a lot and, apparently, were already preparing to leave Kyiv. But a month before these events, I began to experience unreasonable anxiety. I tried to find the cause of this condition, but could not.

1.1. Replacement within Ukraine

Respondents generally have different experience and reasons for evacuation. **The majority has evacuated in difficult conditions, when their locations were under fire and battlefields.** Meanwhile it is possible to differentiate two categories of respondents: those who left their places of living in the first days (event hours) of war, and those, who could not stay longer in their dwelling due to the threat of danger or impossibility to live under war.

FGD-1_Ch3. We are from the Kherson region. We were at the hospital for an examination in Kyiv on February 23, we had to go home on February 24, but woke up from the explosions. We went home, but on the way we were told that fighting was already going there. We live near the Crimea and there has already been a battle. So we turned around halfway and went to the current place. Here we are never getting home.

FGD-1_Zh7. I'm from Kharkiv. We arrived here late, March 8. We have left Kharkiv under very heavy shelling, first moving to Pervomaisk. But when the plane flew overhead there, we left. We drove in five cars, with a child, almost without things, because there was no place to get things. The car was someone else's, friends gave. No driver licenses, no documents, but, thank God, we arrived, God have mercy.

FGD-1_Zh3. I have been sitting, of course, to the last minute. My mother and I [were sitting]... My mother and my whole family stayed in Chernihiv. And when the planes were already flying, even in the afternoon, dropping these huge bombs. As it turned out, these first bombs were 500 kg each, on a residential area. And my mom and I were just saying goodbye to each other, and that was probably the last point when I decided I had to go.

FGD-1_Zh3. *Our decision was not spontaneous, because on February 28 a rocket hit the fourth block entrance of our house. We live in the second entrance.*

FGD-3_Zh6. *We moved by private transport. We were fired upon. We went 7 people and three children. Part of the road to the Dnipro we drove under fire. We arrived in Dnipro, and my friend, who was leaving on the 11th ... I was leaving on March 6 or 7, we started leaving at this time, but the way was very difficult. But my friend was hit by a direct hit by a car between Rubizhne and Kreminna on March 11 ... Her husband died, the car burned down with all the documents and everything that was there. But they survived - she, her daughter and two-year-old granddaughter. Well, it's called horror. And the man stayed there. And at this time there are heavy fighting, no one can go there and pick up the body. It's also very hellishly scary.*

FGD-2_Zh2. *At 10 o'clock in the morning, when we realized that it was a war, my mother and son and I went down to the subway and stayed there all day. But then my child got sick, runny nose, cough. So we decided to go to the basement of the house. I hoped that all this would pass quickly, that the first negotiations would be successful, then I waited for a second chance, but when after the second chance they did not succeed, I'm just ... And when 40 people in one basement, aviation, and in that day they bombed near our house, when they bombed a military unit ... And when the windows shook, and all 40 people fell to the floor from this horror. Then panic attacks began at home. My mouth is dry, I'm still pulling. My sister and I had a call then decided to come here, to flee. Because I no longer had the strength.*

FGD-3_Zh2. *The air strikes have started nearby. I have a small child. We had a road broken near our house, on the railway. It turned out that I had to leave. Because my child's mentality has been disturbed since 2014. I climbed out of the cellar, which is in my house, but it is unreliable. And my friend, she was going to her husband in the Czech Republic, she says, let's get out, we're going after you, and on the train. I wasn't going to leave, but I knew it would happen someday. I grabbed everything that was nearby, at hand, and went just to the final [train] destination. It was Uzhghorod.*

FGD-4_Zh1. *We live in a few kilometers from the Gostomel airport, and on February 24 they have already started active hostilities. Every day Russian troops moved around our house. So we sat until March 3, we could not leave with the children. The military came to our house, our Armed Forces, and since they were going to ambush there, they asked everyone to leave the house. They took us out a little, shielded us, because there was a Russian troops column. And they protected our cars with grenade launchers.*

FGD-15_T. *And I left... First of all, what they shoot is a matter of course. My power bank is already discharged, the phone is discharged. Running to the basement at night - I knew I could fall somewhere along the way because it was dark. There was no water there for two weeks. No light, no gas, nothing. I realized that I could not even illuminate*

with a flashlight. The pills are over, which I take every day. And it was impossible to leave, because the transport had not been running for a long time. And so I heard the girls say that there was an evacuation today. The guys came and took the first walker those, who wanted to evacuate. Well, they will also evacuate today. And I quickly went through the things, well, they were collected. I threw something away because it was like collecting a suitcase. And it turned out that I put everything in a backpack, because how to get, where to crawl, where to go - is unknown. And so - I thought, I'll come, recharge the phone, buy pills, wash and come back. And it turned out that I fled, fled and came here. But I did not observe any time or number. It's just that life went on, went, went, went, went and I found myself being here

The **other part of respondent has been evacuated earlier** to escape the worst scenario in the case of Russian troops invasion. This relates to the respondents from Kyiv, Zaporizhzhya, Odesa and partially Mykolaiv and some towns of Donetsk and Luhansk oblasts.

FGD-1_Zh5. *We are from Zaporozhye. We left on March 2. Why we are here, because our husbands are here too. We do not want to go abroad, at least while it is quiet here. ... Because the shelling started near the airport, and we live nearby, and it was very audible. Children are small. The husbands told us that better to leave. Where to go, we did not know until the last.*

FGD-1_Zh2. *I arrived on the 25th because, so to speak, I was better prepared for war. Even before the start of hostilities, I decided for myself that as soon as I heard the first explosions, I would leave because I simply could not work actively.*

FGD-5_L. *We left on the third day, in fact, when the battle began on Victory Avenue, where the Beresteyska bridge was demolished. And I can see it all from the window. And before that, this Bucha, Irpin, Vorzel was constantly roaring, and I could constantly hear it, because I live nearby.*

The other group of Ukrainians are those who has not needed to flee but were abroad at the time of war start. Many of them decided not to return until the situation in the country is normalized.

FGD-12_B: *Before the war, I went to Sri Lanka on February 22. We gathered there with all our friends. I arrived on the 24th and learned in half an hour that the war had begun. We were there for a month. Worried a lot. Heard all the sirens remotely. And return tickets were to Kiev. But the sky was closed and we could not get there.*

Almost all respondents who have evacuated from “hot” spots keep contact with relatives that remain at the dangerous territory (if the connection is available).

FGD-1_B. *Do you keep in touch with the people who stayed there?*

FGD-1_Wict. *Inevitably. My phone is red.*

FGD-5_L. I keep in touch with my colleagues from all regions. This is Chernihiv, this is Kharkiv, Berdyansk, Kherson. Just sorry for everyone. In Kherson, our colleagues show that they are streaming from these rallies when they go out every day and resist the occupiers. Coming out with flags. It is difficult. But they must also be supported, at least every day in touch with the rest of Ukraine.

FGD-13_Zh4. We keep in touch. I know directly what is happening. Because many of my employees joined the Armed Forces. 5 days after I left, my husband also went to the Armed Forces. My morning starts with opening my eyes and looking at whom I have messages from: my parents, my husband. If there is no message from my husband - over, I'm nervous.

1.2. Evacuation through the border

Among those respondents who remained in Ukraine, **a significant number had the opportunity to evacuate abroad, but have not done so.** The reasons for this are quite different. Some of them did not leave for patriotic reasons - they want to be useful for the country here and now. Another part - they do not want to separate families (given the ban on travel for men who may be subject to mobilization), another part - believe that the resources for refugees abroad are exhausted, and you need to look for opportunities to live in Ukraine.

FGD-1_Ch1. I asked to leave for the sake of the children. But they did not want to, and then we had gathered things in half an hour and came here. It is possible to go to Poland and Germany, but they do not want to. And I'm 63 years old, I think it would be a shame if I sit here and do nothing. Because we have guys buried who are 30 years and 40 years.

FGD-2_Zh5. No, I didn't consider it, because my husband serves here. Not considered at all.

FGD-3_Zh5. No. We could leave because one daughter has a child with disability, and the other daughter has three children, but we don't see ourselves there. I want to go home, because at home we are at home.

FGD-2_Zh4. Honestly, as I studied, my profession allows me to move abroad. And I even planned to finish my studies somewhere, live in Ukraine for a few years and move somewhere in Europe. I am a photographer. Now I understand that I will not go anywhere. I will stay here in Ukraine. Because Ukraine needs the young generation of my age. So I will stay here.

FGD-5_Vol. The wife also said that she will go nowhere without me. Because she knows that if she goes abroad, I will be in Kharkiv tomorrow.

FGD-5_Zh7. I did not consider the issue of foreign countries, because I understand that there is a large influx. And maybe also because I think there are people who need it more. Those whose children are sick, those who need to be under care. I currently consider going to dacha (countryside) because it is the season.

Among **those respondents who are considering going abroad**, but have not yet done so, the main position is that you need to leave with specific prospects and expectations, and not urgently. Such a prospect, for example, may be the offer of professional work in a particular country.

FGD-4_Zh7. *In the first two weeks I was a freelancer, I wrote, I volunteered, I added interviews with volunteers who work abroad. I am currently looking for a new job, but I do not want to go to Poland or the Baltics, for example, because I have already been displaced twice and I believe that these countries are also dangerous now. And I consider such countries as Germany, Spain, Italy, Great Britain. I do not want to leave Europe. But I am looking for options in these countries. But I just don't want to leave as a refugee, I want to go to a certain vacancy.*

The majority of respondents who fled abroad have done this in the first days of war. The destination was mostly chosen spontaneously, often due to the presence of family, relatives or acquaintances in certain locations outside Ukraine.

FGD-12_O: *We are now in Portugal. We crossed the border by car. Crossed across the Hungarian border. There were no problems at the border. Volunteers met us in Hungary itself. They offered all kinds of help, food, water, information. But since we were in the car, we just took some water, some sandwiches and drove on.*

FGD-13_Zh3: *Let me tell you. I am from the city of Zaporozhya. We left on March 4, when Russian soldiers captured the Zaporozhe NPP, the city of Energodar. My child started having panic attacks from air alarms. It was very difficult. (Cries) But I left my husband and parents there. I left. We were in Romania for a week. But they did not provide any legal assistance. And we decided, after reading various public, telegram channels that Belgium provides status, temporary protection. We decided to go here. At random. There is no one here, no relatives or acquaintances. Now we have settled in the city of Duffel. And we are preparing for a new life.*

FGD-15_P. *Yes. We now live with relatives. That is, we do not need to look for or rent housing and this is a big plus.*

2. ASSESSMENT OF THE PSYCHO-EMOTIONAL (MENTAL) STATE OF INTERNALLY DISPLACED PERSONS AND REFUGEES

2.1. General picture of the psycho-emotional state

Most of the respondents have a satisfactory psycho-emotional state at the time of the focus group study (according to their own assessment), but some of them report about mood swings and sometimes depressive or panic states. However, only a small proportion of respondents have the opportunity to consult a psychologist and monitor their mental health. A significant number of respondents did not think about the need for psychological support, but tried to overcome difficult psychological states on their own.

FGD-1_Zh3. My emotional state is normal, I have the opportunity to consult a professional psychologist. I sought this help in my journalistic community when I realized that I needed it. Emotional state depends on what is happening in the city where my relatives and friends are. That is, I am constantly in contact with Chernihiv, in contact with Kyiv. And it also depends very much on the news, because I'm very worried about what the Russians are doing to Ukrainian civilian population.

FGD-1_Ch2. Well, the emotional state - you can hear me now. I usually stutter once a year. Now I have straight ... I can not gather myself. You also understand how... You go with women, you have to be strong in front of them, you can't afford to stick together. Because if I stick to what will happen to them? And that's why you try to be strong and keep everything to yourself. You can hide as much as you can, but I haven't learned to put up with my speech.

FGD-1_Vol. You know, as we talk, I realize that I live for one day in this regard. Does anyone have an understanding for tomorrow? I have something today and think it is good. I can't think what will happen in a month. And I think that's pretty pointless. This is my personal opinion. I woke up, I have a plan for the day, everything is a good day. If there are no plans - I do not know: you sit, panic.

FGD-5_OI. The first time the condition was alarming because we didn't know as it was an unusual situation we had never been in. And it was unclear how to react. Inwardly, the forecast was more pessimistic than what had actually happened. Reading the news, it seemed that there was a really serious army with serious weapons and a serious level of personnel training. But practice has shown otherwise.

FGD-4_Zh2. Well, again, I really want all to be fast. On Sunday there will be four weeks as we are here. And every week that was, I said, here's another one and that's it. We didn't buy a pan. I just recently wiped the shelves and put there the T-shirts I was washing. Before that, everything was in the bag. I think so: the pan is already a settlement. I don't want that. I don't know if I want to live in Kyiv anymore, honestly. I do not know.

FGD-13_Zh5. *Do I feel safe: physically - yes, morally - no. I have been in Belgium for two weeks now, but I still haven't disassembled my things, I have them packed. I hope to go home soon. Would you turn to a specialist? At the moment, when I communicate with my mother, with my husband, my father, there is no need for that. But if something terrible happens, I will probably turn to a specialist. Here in the municipality we were given a memo about psychological assistance, and were told that you can call and you will be provided with assistance at any time if you need.*

Some respondents report an extremely unstable psycho-emotional state. It is demonstrated by constant anxiety, inability to get used to a normal life and depression. For some of them, it is complicated by emotional distress about relatives and friends who remain at the territories of hostilities (especially in Mariupol).

FGD-2_Zh2. *I confess honestly, I still sleep dressed, I sleep in pants and a sweater. We arrived at the same time when planes bombed Ivano-Frankivsk. I heard this plane, we were sitting in the corridor. These panic attacks. My mouth is insanely dry. My leg started to fall off, I just had leg cramps. I went here to see a doctor because I couldn't get to my feet. I also have a small child of 6 years, and it's scary for him. I hope that all this will end, it will end soon. I want to go home*

FGD-3_C. *But I remember the next morning we left and I cried. I cried because I was in pain. Before that I didn't cry, I held on. And then at some point I realized that it would not give me anything, I wiped away my tears and decided that I believed in the army, that everything would be fine. And from that day I had no panic or anxiety until the 14th day. I had a girlfriend, she was near Kyiv, and she didn't get in touch. We also have friends in Mariupol, and my boyfriend's parents are in Mariupol. And since then my hands have been shaking again. I calm my mother down. Because my mother reacts very emotionally to everything. She cries every night, she reads the news, she winds herself up, I just try to calm her down and I try to be some kind of stabilizer.*

FGD-11_O: *I'm with a child. Well, there are a lot of us Ukrainians here. We don't sleep much here. Yesterday was the child's birthday, she inflated the ball, the ball burst and our neighbors rushes to see what happened. Needless to say, people are emotionally unstable.*

FGD-14_Zh5: *If we talk about my psycho-emotional state, it is a state of despair and anxiety, which has been going on for 50 days. I can control my emotions, but it is a state that internally does not allow me to do it fully.*

2.2. Changes in psycho-emotional state

The psycho-emotional state of a large part of the respondents can be described as **uncertainty about the future and lack of a clear understanding of how to build their lives**. Respondents assess this situation extremely negatively and try to understand what will happen next. As a result, respondents' attempts to understand perspectives, which are often based on mythical or non-scientific concepts (such as predictions of spiritualists and fortune tellers), are typical.

FGD-1_Zh5. I would say that somehow it is not clear. Somehow it is difficult to describe your condition. Because it's just unknown, you don't know what will happen tomorrow.

FGD-2_Zh5. Psychological state - I'm afraid. Somewhere something slams, something flies - and the heart begins to beat. You remember that nightmare when we were sitting there in the basement, how it exploded there, and the children are crying, and you are trying to calm them down, and you have to hold on. Therefore, this condition still persists. And now, when something flies by, it immediately withdraw those memories.

FGD-3_Zh2. Well, somehow calmer, but there is such confusion, you do not know what to do next, how to continue to live, what to do next, where to go. The acceptance of the situation has already passed. And now - how to live.

FGD-13_Zh5. Uncertainty. And what you say - a change of emotions - yes. I try to distract myself a little with my sister. Try to watch some comedy, sorry, but it doesn't work. It on screen, so...

Respondents' psycho-emotional state improves over time or when they have the opportunity to plunge themselves in work or organize appropriate therapeutic sessions. Communication with new people and residents of towns or villages where they were evacuated is also helpful.

FGD-1_Zh2. We are more or less holding on. There is some hope. And when my daughter and I went to help weave nets in the Lyceum #1, and there was communication, people like us, we share emotions with them, and somehow it became easier.

FGD-2_St. Well, everything is fine now. We have been here for two weeks, here quiet but, of course, after Kyiv ... And it was constant in Zhytomyr ... But now, too, when there is a sound, I shudder. This persists even now, although everything is quiet here.

FGD-4_Zh4. Well, at the moment my condition is normal. But in the early days it was so disturbing. I didn't eat or drink anything at all, but then I started to get distracted and everything became normal. I feel safe here, but I can't stand sharp noises. But the main thing is not to read the news.

FGD-4_Zh6. *Well, now my emotional state is much better. I was very worried in the first days. My daughter and I were together. My older daughter was in the center of Kharkiv, and there have been constant shelling, and the baby is two years old. She now says, I don't want to go to Kharkiv, there are bombs. You see, they were under fire every day. But now, of course, much easier. I'm calmer here. I feel much better here. Maybe because it's the city of my youth. My husband and I met here, I studied here. I am very calm here.*

FGD-13_Zh3. *I'm sorry, it's really hard really. In the first days they could not eat at all, could not sleep. Heard these sirens. Then something had to be done. And the volunteers should provide escape.*

Respondents also noted a change in their emotional state over time. Many people have gone from fear to hatred of Russia and Russians. Some have other repeated changes in emotions. Many respondents also notice that their psycho-emotional state is changing both for the better and for the worse.

FGD-1_Zh4. *Well, at the beginning of the war there was such anger, aggression. I thought, well, here 2-3 days and all, now we will win and all. And when things started to drag on and three weeks passed, and it's already the 20th, and it's getting worse and worse, when they started bombing civilians, that's when I really, it seemed, had to support my mother, and I started to panic, I lay stupidly and cried, my hands began to shake ... It turned out that I had to calm her down, but in fact she unsoldered me. And then I took myself in hand and said - no, I have to be strong. Gathered myself in a pile, thanks to the volunteers - taken out. But I still react. The car is driving or the plane is flying - I have no sense of calm. But, of course, do not compare with what happened.*

FGD-1_Zh7. *Well, probably the desire to do as much as I can in this situation. Well, and of course, hatred. Because, as they say, fear then grows into hatred. If I was given someone now and told to tear it off with my bare hands and something would change, I would do it without thinking. There would be enough strength and stupidity.*

FGD-2_St. *Well, how do you say. It's been two weeks of listening to these explosions, when something incomprehensible flies over you, whether it's a rocket or a plane ... Now I still react to the knock on the door, the sound of the refrigerator. It's all in my subconscious. When something flies somewhere in the sky, you look. Not so now, but in the first days when I went to Berezov, I looked where the ditch was. Because as they said, you need to dress so that you can fall into the ditch and under the fence. So I walked and watched - aha, if something will fly, then here is a ditch, here is - a wall, here is a fence. And it somehow turns on the subconscious that it is necessary to know this. It still remains.*

FGD-3_EI. *By no means do I think that war is a good thing, it should not have happened. But in the beginning I had a certain passion that we will defeat them all now, and I wanted to do something - donate blood, volunteer. But then there was fear when I realized that the situation was serious. And then, when I moved to a safe place, here, and in Mariupol the connection was completely lost, everything was lost there, and the light, and everything, was a great fear for my parents. Because of this, I just sat and stared at the wall.*

FGD-13_Zh7. *My father lives near Moscow. He also hasn't called yet and hasn't asked how I'm doing. And he greeted me on all holidays, so kind. And on the seventh day, I just wrote him everything I think about Russia, about them and about him, called them murderers. And just blocked it. I just deleted it from my life because it is the same biomass as all Russians. And you don't need to interact with them at all. They simply do not exist for me as human beings.*

FGD-15_T. *The fact is that I understand my condition. The more I think about it, the more... I calm myself down. I want to forget everything. But it is impossible to forget. And it will never be forgotten. Emotional state? Now I calmed down. At that moment, if I saw a Russian or a soldier, I would grit my teeth at him and bite. And I want to say - everything. I stopped all communication with relatives, with friends who were in that area. I can't deal with them... I have no forgiveness for anyone. And I will not forgive. And no excuses, and nothing. I believe there is no forgiveness at all. Do the same with our country. I was deprived of my home once, I was deprived of my home a second time. There is no forgiveness.*

Some respondents also talk about apathy, which at some point became the main emotion they feel. At the same time, emotional fatigue is demonstrated by almost all respondents.

FGD-3_B. *... And now... I had such a state then - I wanted to rush forward. Well, now I will say that some emotional fatigue, exhaustion. Just some apathy.*

It is worth noting the work with the psycho-emotional state of children who are acutely aware of the war. Parents often do not have the opportunity to pay enough attention to their children, forgetting that children are not isolated from the information flow, but perceive it intensively, as a result of which they also experience serious stress without being able to work on it.

FGD-7_N: *It seems to everyone that children are also safe. In fact, this is not the case, because the lives and daily life of children much focused on phones, smartphones and other gadgets. Our children also have their own fears of war, they learn a lot through gadgets, and parents pay little attention to the topic of war when talking to their children.*

FGD-15_T: *I am a psychologist myself. I can stop for crying, cry out. As an adult, you already understand. It's scary for children, mostly for children. Here it is a necessary to work with children. Because for them it is a very difficult emotional state.*

3. ASSESSING THE NEEDS OF INTERNALLY DISPLACED PERSONS AND REFUGEES

Some respondents are well provided for and do not need significant assistance from the state or volunteers, except in certain situations. However, the share of IDPs with this level of security is insignificant and cannot be extrapolated to all IDPs.

FGD-1_Ch3. No, we have money, there are no such issues for us. As long as there is money, we can buy it here, everything works. We went to look through pharmacies, found what was needed. And what else do we need. Medicine and eat something.

FGD-1_Zh7. We try. The only thing we needed about the child, yes, objectively we needed help. Because not everyone can get what they need. This is not what I would like, but what I need. Really meet the needs. And we... What we went with - we are fine.

FGD-1_Zh6. We don't need anything here. The village council called us and offered us help, but we didn't need anything. We have.

Those respondents who have specific needs, mostly mention the following:

1) **All-inclusive housing for long-term living.** At the beginning of the full-scale invasion, many migrants settled in schools and other infrastructure facilities not designed for long-term accommodation. Due to limited housing and resources, local authorities and volunteers are also unable to provide housing for all those in need. (More on the housing situation of migrants in a separate section).

2) **Seasonal clothes,** due to the change of seasons. At the same time, according to volunteers and local authorities, clothes are often available, but there is a problem of informing and providing things to people who really need it.

FGD-2_I. We, for example, left with only one bag, but now it's warmer, and we didn't take any sneakers, nothing. All winter's. I don't know if we will have to buy now or seek some humanitarian aid. At least for children.

FGD-2_Zh5. We just left with one bag, straight from work, well, someone has some money, for example, my husband gave it to me. And if all this were not available, it should be the problem. I went in all winter garments, and I, for example, need to go to work here and earn money to buy a light jacket. Or seek some humanitarian aid points

3) **Psychological aid** is also extremely necessary for all including for children. Representatives of local authorities note that such psychological assistance is very useful immediately after the reception of IDPs in temporary accommodation: people need to speak out and share their experiences.

FGD-1_Zh5. It seems to me that there is a lack of psychological help. Well, that's something I haven't personally seen. That is, in terms of livelihoods, everything is enough: food, housing, clothing - all this can be found. I see that a lot of people need psychological help, and they may not really acknowledge it, but their condition shows it. But it is actually very expensive. Psychologists are very busy. And some, for example, information to be offered somewhere ... Basically everyone offers food and clothes.

FGD-1_Zh6. *More often than not, they don't even realize how much this psychological support is needed now. And it is very important that a person understands himself, because it can lead to some threshold.*

FGD-1_Zh5. *And children really need it. Some kind of engagement and some games, through which they also somehow unload and show themselves. It seems to me that we need to pay attention to this now.*

FGD-7_R. *At the beginning of this journey, it was really very difficult for us to organize settlements and teachers' shifts. It was difficult not only on the physical level, but also on the psychological one. It is psychologically difficult to accept such people, to listen to their stories about how they fled the war. So far, we have overcome this barrier because there is a psychologist in the school. We realized that those people who settled in our neighborhood needed the advice and help of a psychologist.*

4) Local authorities also add by emphasizing the **lack of medicines, especially for treating chronic diseases.**

FGD-6_Ch2. *Mostly medicines. These are cardiovascular drugs, medicines for diabetics and others. Yesterday I called the Ministry of Health three times and asked about these important medicines.*

FGD-8_Zh3. *Let me strengthen you a little more and I will say that in our field of health care all people who have moved may not sign a declaration with a family doctor. It is enough for them to apply for medical care (if they lived in schools), then there are directly medical workers on site, or in a children's clinic. Adults go to any clinic, outpatient clinic for advice from the doctor on duty and, if necessary, electronic prescriptions for free medicines.*

FGD-8_Zh3: *Here we must take into account the fact that these children take substantial and such expensive and rare drugs. And on the first day of the war... I also have a group of about 40 mothers raising children with disabilities, our locals, so first of all there was a need for these drugs. And immediately, there are doctors I work with, they write prescriptions. We immediately ordered, purchased and delivered these drugs. Because it is a priority for every mother. This is the fear that the medication will run out and the child will give some kind of reaction, the regression is appropriate. Lactose-free food was also specially brought. There are a lot of allergy sufferers now. This also considers pampers, because you only need a certain type. Well you know this whole problem. That's why on the spot we do just that among our locals. Because they do not have the opportunity, they have lost their sources of income. Those who come also apply. As for rehabilitation specialists, our city was highly praised. They said they were good specialists.*

3.1. Financial state of internally displaced persons

Most IDPs are extremely pennywise, spending little. There are several reasons as the majority is now provided with free housing and sometimes food. At the same time, most of them are rundown of work, so despite the low costs, they are forced to resort to significant savings in order not to run out of small reserves. If the status quo is maintained, most respondents can live in this state for several months (from one month to six months).

FGD-2_B. We now live in an economy regime. We spend money only on food. I think that will be enough for the first months. We hope that we will not be here for all two months, I think we will return sooner.

FGD-4_Zh7. Well, resources, it depends on how to spend them on. In principle, resources for a month or two, plus self-sufficiency. I used to grow salads and everything else, that is, garden products, and give them to my friends who need it. And that's why I really want to have this opportunity to work on the ground.

FGD-5_Ch3. Well, there are still enough resources. A month, maybe two months, so we can still hold on with the savings. As for the job, I am looking for opportunities to transfer it here. There are such plans. Now I'm analyzing how long it can take. If it's for a long time, I think if I can move this business and open something here, do something here. So far, I'm not looking for a job.

FGD-4_Zh8. Well, if you do not work, then for a month. Now I will explain why. We had invested into a large manufacture. It is completely woodworking equipment, stone processing. And it all remained frozen there. That's why we are looking for a job. Didn't find anything yet. We are ready to work at any job, so that at least some income brings us. We are thinking about transporting equipment here, but these are not small machines.

FGD-1_Zh6. If the son-in-law will have some work, although very shaky, then yes. If not, we will not live on two pensions for seven.

FGD-5_An. For a couple of months, I think, will be enough, if in this provision for free retains. If you have to rent an apartment or something there, then not much.

Some of the respondents who have a financial reserve are not looking for a job and plan to return to their usual employment after settling in the liberated territories. They mostly do not intend to change their professional activities.

FGD-3_Zh. No. Now I don't even want to look for this job. I go here, I volunteer here and that's it. I don't want anything more.

FGD-2_Zh5. *I work at a large Motor Sich plant that works. This one and Zaporozhstal are now working. I have just taken a vacation while I bring the children here. So far, I have enough money for the next three months. And if I return, I will continue to work there.*

There is a very small layer of internally displaced persons who have significant financial resources. Some of them settled in expensive hotels in Western Ukraine, especially in the Carpathians. They are able to cover all their needs for a long time. At the same time, the share of such people is insignificant and cannot serve as a depiction for the general sample. Such people were often in the first wave of migrants, and with each subsequent one the financial situation of migrants decreased. It is also worth noting that some wealthy Ukrainians moved to the western regions before the start of the full-scale Russian invasion, securing themselves and their families.

FGD-6_Ch2. *I was in Bukovel and without exaggeration I will say that Ukrainian "Las Vegas" is there. The average lunch check for two is 2,000 hryvnias there. People are settled there and are ready to live there for ages, they have a significant financial reserve. There is such a town for VIP refugees.*

FGD-6_Ch1. *Those who has arrived first, through phone calls informed that they were ready to buy from us housing, houses, apartments. But it's not fatigue. The fact is that those who come now by bus, trains really do not have the funds. About 3,000 people passed through our community. We provided housing to temporarily displaced persons who lived with us for 2-3 days, some a week and a half and left. Today we have 1,500 IDPs, those who have already settled here. These people will not be able to pay or rent housing.*

FGD-6_Ch3. *Speaking about time when all started, it seems to me that it was a week before the active hostilities. There were cases when people came on February 18 and 19. I already had information that people are already buying up houses in villages and transporting their relatives. That is, that part of the people on the other side of the Dnieper already knew approximately that this attack was not minutes away and that active hostilities would take place, so it was necessary to take care of themselves and r relatives and transport them here. That is, those wealthier Ukrainians bought houses from us in advance, which are inexpensive in our villages.*

3.2. Employment requests

Quite large proportion of migrants lost their jobs. This could have happened due to the occupation, as well as due to the general situation in the country and the destruction of the business supply chain, and so on. At the same time, the employment situation of some respondents is still unclear: the company may be in the state of temporarily stop, but with the prospect of resuming its activities

FGD-1_Zh5. *Stopping. We had the orders at our plant. We are in nonworking condition. We do not know what will happen next. The lists, who left the city, were collected to decide. Maybe they will fire, maybe they will leave.*

FGD-2_Ir. *There are still enough resources. Our owner is a holy person, she doesn't take anything from us, so there are still enough resources. I have not officially lost my job. I am a civil servant. Although my building is no more exists, it was the regional state administration (Kharkiv Regional State Administration - ed.), Which was bombed. My office does not exist any more, because there is a hole from the sixth to the bottom floor. But officially I am still working. And even we still have some salary coming to the credit card.*

FGD-2_Zh5. *I did not lose my job, our company is stopped. Something is damaged, but repairs are underway and everything is being restored. These are preventive repairs, on machines that produce cardboard and toilet paper. I've been called to go to work for a week now. I keep my job, position. Now I live for what I managed to do before that. And we are paid in installments. That's what we live for. They have been calling for work for a week now, but if there is fighting there, I can't go back yet. But they are waiting for me. I am now on my account, but I kept everything, and the position. Just temporarily on your account.*

FGD-5_Oleg. *Well, work, so to speak, on a long pause. But I guess it's over. And this pause is unlikely to end. So I'm already looking for some options. So far unsuccessful. But I'm in the process.*

FGD-5_St. *A construction company in Sumy. I used to work there. That is, there is no work as such, everything was closed from the first day. What we had we took and left. I gave part of this reserve to my wife abroad. I left the rest for certain needs for a month. And I think that in a month I will return to Sumy, if it will be safe to go there. Currently is not possible. Work is a priority.*

The situation with self-employed persons is similar. Thus, private entrepreneurs who are involved in retail trade have also largely lost their jobs and sources of funding. Some of them hope for state support.

FGD-5_B. *I am a private entrepreneur, first group. Let's say that the day before Barabashovo burned down, our trade kiosks were bombed. Our trading stage. That is, at the moment we are left without business at all. In the first group, I don't know, maybe in the second, we have already received 6,500 with my wife. But since we left for winter tires, we immediately changed the tires now. Virtually left on the remnants of this money. Thank God that with the family. But we have been able to solve financial problems all the time. And it has never been the case that we look in our pockets like this and, to be honest, not so. We do not complain, there are some savings from our late business. But we focus on our strengths. But in principle you need to look for a job. I understand that this is the number one issue.*

A minority of respondents, mostly those who can work remotely, have fully retained their jobs. However, **even being able to work remotely does not mean that these people are fully employed.** Sometimes normal work is not possible if the company where the respondents worked cannot continue to operate due to other factors related to the war.

FGD-2_Zh3. Fortunately, my job survived because our governor called on business to support the state, so our employer started the business after this. And I work as a lawyer in the company. And I have more remote work like this. Therefore, in general, I now work as much as possible. For the same amount. With the same salary. The employer did not reduce. He understood that I had left, saving the child's life. But in this case, I try to work and help whenever possible.

FGD-4_Zh2. I have 6 years at work. I worked as a freelance specialist. And so far I still have some foreign projects. And so in search of new ones. So far, I have more or less work.

FGD-5_L. I work, so I am confident in the future. I received both an advance and a salary. Everything is unchanged. Universities work wherever possible. I work in Kharkiv. The leadership left. I know where, to Poltava, but Karazin University works in Kharkiv. I teach all remotely. So this is just fine.

FGD-14_Zh6. As I said earlier, I continue to work in the bank. My position allows me to work remotely, and thanks to that I was able to leave Ukraine. My management agreed to this move.

Respondents who have lost their jobs with no prospect of resuming them are usually willing to change their activities and work to earn some money. However, they acknowledge that there are those among them who are not particularly willing to change their profile and look for work only in the sphere they are and not with worse employment conditions.

FGD-2_I. I don't work, I'm on maternity leave, so I don't have cash flow. The husband also has such a job, he is an architect, and so far, unfortunately, does not work. So far, everything is falling apart. But I hope that the time will come and it will become a needed profession. There are, of course, savings. And rather in the long run. But so far we spend only on food, nothing more. If necessary, I will of course go to any job.

FGD-5_A. Well, I didn't work, so, temporarily in Nikolaev because I had to drive the child to school, to classes. And so, of course, yes, I'm ready. I am a financier by education, but is ready to consider other options. But I say that there is no possibility yet, because it is too far for us to go to Ternopil. If there was housing in Ternopil, I would consider different options.

FGD-8_Ch2. *At present, all internally displaced persons of working age fill in job application forms. There are two points here. First, a large number of people came who have a specific education or a specific profession that is not so popular in Ternopil. Which was in demand, say, at the metallurgical plant in Mariupol. And in Ternopil such a specialist is not needed, because there is no such production. That is, the issue of retraining of employees is present. In other words, we are currently working with our employment center to determine whether any such month or two-month retraining courses are possible.*

At the same time, local government officials noted that a significant number of IDPs moved from large cities, e.g. Kharkiv and Kyiv, where average incomes were higher than in small towns at the West.

FGD-6_Zh3. *First of all, they come from megapolices - large cities, where earnings are clearly not equal to the Kolomyia district. They now have the opportunity to work remotely, as not all cities critically can not work, and are remotely connected to their employers.*

Finding a new job at a new location is complicated by the general unfavorable economic situation in the country, as a result of which companies are forced to reduce their activities even in a relatively safe part of Ukraine.

FGD-7_N. *I had the opportunity to communicate with many entrepreneurs who are at our territory and here's what I want to note. The owners want to keep as many jobs as possible and reduce people to a minimum, but still - reduce jobs, rates. Now I don't have the opportunity to get a job, I asked. It has been explained to me that it is impacting at reducing the number of employees who are already working. But I think the situation should change in the near future. Of course, if the national situation does not worsen.*

FGD-6_Ch3.: *The economy has revived a bit, but in general there is a problem with employment and for locals too.*

GI-2_A.: *I am approached by people, acquaintances of acquaintances, those who know me on Facebook and ask for help in arranging in Transcarpathia or Uzhgorod. But the more time, the less opportunities to get a job in Transcarpathia.*

GI-3_M: *As for the employment in Uzhhorod, Roma are not employed here in peacetime. They can be employed at the employment center, except in communal structures. ... Uzhhorod is a unique city, people live here by working abroad. There is no work in Uzhgorod.*

Refugees abroad are also faced with other circumstances that make it difficult to get paid work.

***FGD-11_OI.** Certainly. Only we do not have the right to work at the moment. This will be possible when we receive the status. This process is ongoing.*

Some respondents hope for financial support from the state. These are primarily pensioners. In addition, some respondents expressed the opinion that residents of areas where hostilities are taking place sometimes need more support than IDPs.

***FGD-2_Zh1.** Many people who remained in Kharkiv, in the region, do not understand why the state pays these funds to internally displaced persons and not to those who remained there. They say that we sit with children in basements, cellars, why our children are not given any help.*

***FGD-4_Zh5.** By the way, today pensioners becoming a resource. Let some minimum, but will definitely receive pensions.*

***FGD-4_Zh3.** So I was generally surprised, I have a pension on the 18th, and I look at the card that it came on the 5th. And also the increased pension. I don't think it's my money. I'm calling a friend, and she says, so you don't know, the pension was raised on March 5.*

3.3. Housing

The majority of focus group respondents lived in private housing provided by volunteers or with relatives or friends. Accordingly, they assessed their living standards as satisfactory or good. The biggest problem for these respondents was the inconvenience and additional restrictions caused by living in their temporary homes with an excessive number of people.

***FGD-4_Zh7.** My conditions are also normal and good. But for me being alone, I'm also unpretentious. But my relatives live... Four of them sleep on the same sofa. Two families. How it occurs. Youth and parents. Of course, I can stay with my girlfriend as long as I want. And she created an atmosphere where you really live and feel that you are not a burden. We accepted many immigrants. And they were lying on the floor first. And we had eight people. Then everything fell apart a little. That's how will be a future for them, I do not know. Because it can't be forever either. That is, the problem of housing for my family is relevant.*

***FGD-4_Zh6.** As one displaced person said, the time will come and you will feel tired of us and we will feel tired of you. That, he says, is normal. This is the human factor. You will not get anywhere from this. Then, he says, it will pass. Such cycle can be observed.*

Schools, kindergartens and other places of current temporary accommodation for internally displaced persons **cannot be used for long-term residence**. Accordingly, people are trying to find housing in private houses and apartments. However, the possibilities of such accommodation in large cities are almost exhausted. The situation is somewhat better in rural areas, but there were almost no vacancies in the suburbs of large cities at the time of the focus groups.

FGD-7_Zh1. The main problem for IDPs is housing. People want to move into houses where they can stay for a long time. This also applies to houses in our village, because it is close to Lviv. At the beginning it was easier to settle people, now it is harder. There are currently no vacancies and vacancies in the private sector.

FGD-9_Zh3. If we talk about the region, then in the first stage, in the first weeks, we were not ready for such a flow. Because it was hundreds of thousands of people. But we still quickly managed to prepare all the communities, all has worked, both the regional military administration, and the regional council. A humanitarian headquarters was established, and a responsible person in charge of resettlement was assigned to each community.

FGD-15_Val. Housing. And it is problematic. Because there is no housing at all. The first people who arrived quickly grabbed everything. And there is another problem - many hosts do not want to accept IDPs with animals. And our cat is fluffy and big and this is also creates a problem.

With regard to refugees abroad, the housing situation varies considerably from country to country, so it is difficult to make specific conclusions. In some countries, the government has provided housing for accommodation, in others - no such assistance.

3.4. Search for vital information

A significant problem for some respondents is **obtaining relevant and reliable information, including opportunities for internally displaced persons**. First of all, it is difficult to separate up-to-date and accurate information in the information array and news flow. Yes, many respondents had difficulty in finding up-to-date information on migrant assistance, registration, and so on. At the same time, some respondents believe that a slightly more proactive position of the migrants themselves is needed here, who can find such information if necessary. Interpersonal communication is also a powerful information channel: in queues, help centers, etc.

FGD-1_Zh3. ... I personally lack this information: what is there. Actually the information itself. So much chaotic information. There are people who, for example, have moved. Here are my acquaintances, they work in government agencies in Chernihiv and they keep some official salary. And you don't understand, if you register here as an internally displaced person, your salary will be saved or not? Roughly speaking, what will it give you? We, for example, decided not to register yet, because we still have housing there, we know. We do not have any such need for social benefits. But I personally, for example, lack this information.

FGD-1_Zh5. *This one is missing. We do not understand what this registration gives. This was information that there are 2 thousand hryvnias per person, but are there any, say, special grounds for paying them. And I see from my acquaintances that this information is missing. It's about work.*

FGD-3_Zh4. *As a lawyer and a person who can use Internet resources, when I saw such elderly people in the queue, they were collecting rumors. And there was no information. No visual information was posted. I'm a girl, I understand this service, because I opened the door twice and asked someone to come out in this big queue and still announce two words from start to finish. Because rumors were gathering in this queue. And one did not understand what to do. The other one became, because everyone is standing. As we walked, as we tried to understand what to do, laws were passed, presidential decrees. We were already starting and in line, I was trying to explain to people what they needed to do. Plus registration on the website of the Uzhgorod administration is very good, easy to do. And it is necessary to make this.*

FGD-4_Zh. *Well, in the queues. People in queues get acquainted. Phone numbers are exchanged. And they already know where to go and what. And I know that my girls have it on the phone or in the Telegram. And even, in my opinion, Chernivtsi City Council. And they, too, are constantly post something if anything opens. Here I recently saw that something was organized event for children in the central square at 5 o'clock. And the movies were shown. And they also say that it is free for migrant children.*

FGD-4_Zh4. *We currently go to online schooling. We downloaded a lot of different programs that are now available for free. Those that were paid before the war are now all free. There is Optima, so, many more very different spheres. They are all open now. Different courses. There is a lot of information and everything is free. Therefore, children can learn. Both languages and books. It should only be a desire to learn. Because remotely, of course, it is difficult to control. And so there is enough information.*

FGD-8_Zh3. *We have many different channels, but mostly IDPs learn information through "word -of-mouth". We have sources. First, it is the official website of the city council, Telegram, Facebook page. Many migrants are now subscribing to the mayor's website. We have a very active page of the mayor on social networks - in Viber, in the Telegram, on Facebook. There are already more than 100,000 subscribers, and they learn a lot from these sources. In addition to informing about the beginning and end of the air alert, it also disseminates information and explanations, such as how to register, where you can get help. That is, we have made such hand outs showing to IDPs in Ternopil how and where they can apply step by step. Such social media groups focus on specifics.*

***FGD-8_Zh3.** I would like to add that we have a hotline in the urgency points at the train station where migrants come, people there receive round-the-clock phone calls, and they have all the reference information there. Plus, the city council has an information line “15-80”, this is also a round-the-clock consultation.*

There are some differences in the situation with administrative services and assistance to IDPs' provision in urban and rural areas. Despite the fact that the main volunteering activities are concentrated in cities, it possible to better supply IDPs in rural areas due to lower density of the population.

***FGD-3_Zh5.** Since I live outside Uzhgorod, we have no problems with registration there at all. There are no people in the queue. We arrived, and we were immediately registered with the village authorities. But before that we registered in the “Owl's Nest”. It was a completely different situation. And then there was no such law, it came into force recently.*

Complications with the realization of the right to education for the children of internally displaced families were escaped due to the distance education system tested during the COVID-19 epidemic. At the same time, the issue of preschool education and the work of kindergartens is still pertinent.

***FGD-4_Zh6.** And my child goes and is now engaged in additional classes with a local teacher. And online lessons started slowly. Well, for me so far, I understand, the kindergartens are closed. But there are also many children here. Already all the neighbors have become friends. Well, it's easier for children.*

***FGD-6_Zh3.** We had a two-week vacation. Distance learning began in all educational institutions on March 14. ... Communities worked with internally displaced persons and included lists and information about arriving children, and teachers contacted children from IDP families to involve them in schooling. Some children work remotely with teachers from their schools where possible, some students study on a nationwide accessible educational platform. But 85% of the total number of children who come to our primary schools study remotely with our teachers. As for kindergartens, they do not work and are on forced vacation.*

Some local authorities' respondents point out that **information dissemination by local authorities will be most effective when combined with an integrated centralized approach:** the unified information resource for IDPs that provides accurate and up-to-date information on social infrastructure and support programs.

FGD-7_O: *It seems to me that booklets will not solve this problem. To do this, you need to create a centralized website for IDPs, where people can browse along points of interests. For example, how to get medical care in Lviv, you can go to the following list of hospitals; in Ivano-Frankivsk - in such hospitals. The same applies if a person wants to go abroad, i.e. to Poland, or other European cities. The person also chooses a category and looks where exactly to go. Creating such a site will simplify the work for volunteers.*

FGD-9_Ch1. *We currently subscribe about 200,000 active people. This is our administration's Telegram channel, separate Telegram channel of the head of the administration, Facebook page, these are the pages of district state administrations, these are Telegram channels of district state administrations, these are volunteer services, TV channels that are now actively working. That is, they all together cover about 200,000 active consumers, plus radio stations. There is also always information at the checkpoints that refugees cross when they visit the region. It is clear that we cannot cover everyone. And always in this polyphony the voice of the person who could not find the information will be heard the most. That is, out of 100 people who heard the information, they will not say it, but one person who did not receive it, she will always talk about it.*

4. EXPECTATIONS FROM THE FUTURE AND ASSESSMENT OF SCENARIOS

The majority of respondents are firmly convinced of Ukraine's victory. However, opinions differ as to what can be determined as a victory. In general, opinions differ from the possibility that this may be a return to the status quo on February 23, 2022, to the belief that it should be a complete liberation of Ukrainian territories, including ORDLO and Crimea.

FGD-5_St. *I think that the most important thing will be to restore the territorial integrity of Ukraine. This is the first. The second is the armament of the population. Like in Israel, where everyone has a machine gun. Then there will be no such, not that sudden attacks, there will be no tanks coming to Sumy in an hour. Any man can then...*

FGD-5_Vol. *Since it has been said many times that Russian army is a talentless, but it is very long, I give some time to our guys and our people for the active phase from three weeks to a month. I believe in them, as we all believe in them, and so on. What will be the victory for me? My wife still has a Ukrainian passport from the age of 14 and is registered in Ukrainian Crimea. And there were claims that it was the wrong passport. How much it was bitten, change, there is no such topographical name "Crimea. Ukraine". She still believes. For me, the victory is obviously Crimea and Donbas.*

FGD-5_O. *What will I consider a victory? I have two points of view on this problem, one as a real political scientist. You know, there is a subjective... For me, a subjective victory would be a return to the situation on the evening of February 23. It was a particular victory for me. But objectively, realizing that, leaving the problematic situations in the Crimea, in the east, it's just a time bomb that will explode in a relatively short time.*

Some respondents are a little more pessimistic, but they also rather choose the stand point of Ukraine's victory.

FGD-5_OI. *Well, I think my forecast is more pessimistic. I think it will last for a few more months for sure. Because if you analyze even the last weeks, you can see that the dynamics are falling. Not like the first week - they climbed, climbed and climbed. They, too, have done some work about the mistakes and understand that this is how they will not be sufficient for a long time. Therefore, they are already fixed somewhere. Here are the parts they can take. That's where they are fixed. Undoubtedly, it is difficult for our army to advance. Because defending is always easier than attacking. If you go out into the open, you can repeat the mistake that the Russians made in the first week and get artillery from above and lose all advantages. Therefore, the situation, in my opinion, is moving towards a stalemate: when they can no longer attack, we will become so strong that we will fight back calmly. But it will be difficult for us to advance. And this will be the situation in the clinch when we stand: they can't and we can't. And here, more likely, the economy and diplomacy will come into play. And the economy is a very dangerous front for us. Everyone present here admitted that they live for their reserves. They are all different and they will end if you do not restore the revenue side. And when people stop eating what they have and need to replenish resources, it will be difficult. And then*

even bigger problems in society can begin, and the situation for us can become more difficult. So, first, I think the active phase will last for a few more months, at least three so for sure. And then look at the situation. And it is important to restart the economic part, so that people can at least minimally, but earn.

Most respondents plan to return to their place of residence after the end of the war (or at least after the end of active hostilities) in their home regions. At the same time, for many the urgent question is whether there will be a place to return to. This means that the return to the regions of residence directly depends on the availability of (not ruined) housing.

FGD-1_Zh7. If the house we lived in, the house we lived in, is destroyed, we will simply have nowhere to return. Either rent there or rent here

FGD-1_B. I have another interesting story. In general, in October of this year, I bought a mortgage apartment in Kharkov. A week ago, a neighbor below sent me a photo. This is generally a five-story brick house. And the front wall fell from the first to the fifth floor. Here.

FGD-1_B. Yes. And given that my family is growing up, I don't know how long it will take to rebuild it all. And I don't know if it makes sense to go back there. So, do I have a plan? No. I do not know. So far I live one day and well. But globally we need to think of something, because there is nowhere to go, in fact.

GI-2_A: If the war ends tomorrow, we understand that not all migrants will leave us. After all, many homes have been completely destroyed, and some, due to the fact that we are safe, will stay here.

FGD-12_Zh. Well, our thoughts on the future are only that the war should end soon and we will all return home. It's just that if we think about it as a future, it's like realizing for ourselves that we're here for a long time. And I don't want to be here for long, I want the war to end, I want to go home.

Some refugees, especially from areas of active hostilities, are currently preparing for long stays abroad and possibly emigration.

FGD-11_S. I didn't want to work as much as I wanted to be involved in something and feel needed. As for work, I lost my job, and here it will be unrealistic to restore it. ... At the expense of work, the choice is absolutely great, because you can do a lot. It's as if we're smart, agile, clever, and I think we can handle it. As far as I know, in Norway, even the simplest job allows you to live normally and feel good. Therefore, I have no special fears on this issue. And I think it will be solved somehow.

FGD-12_M. *Regarding the active phase, I think it's another month or a month and a half. But I would not rush to return after the ceasefire, because there is still the issue of mined areas, closed skies. That is, I see only a way for myself to get on a plane, buy a ticket and fly to Ukraine. We don't know when the sky will open. We do not know when it will be safe to travel on our roads. I think we, women and children, need to allow the military to deal with these issues. I think we will still be here in the fall.*

FGD-13_Zh2. *If, for example, I have the opportunity to do something more for Ukraine from Belgium, instead of returning homeless without money. If I have the opportunity to return with some money that I can invest, spend in Ukraine... Because even now ordering from shops, if necessary, i.e. a gift, I try to get it from Ukraine. If given the opportunity, I will not consider myself a traitor. That is, if I have the opportunity to return to Ukraine a little economically... Well, I consider this as one of the options, if I have the opportunity to return, and not just go there and complain about my life, ask someone for help, then I, of course, I will stay and use this opportunity here.*

Local government officials working directly with IDPs also confirm the fact that most IDPs are either returning home or planning to return in the near future.

FGD-6_Ch3. *All the migrants have hope that everything will end soon. People used to plan to stay for a long time, but now everyone wants to come back. Even of our local people who have gone abroad and taken their families away, some are already returning home. Therefore, people have high hopes that the end of the war will come soon.*

However, a significant proportion of respondents are not going to return in the near future and are cautious of this possibility. More pessimistic are those respondents who became internally displaced persons for the second time (for the first time - from the settlements of Donetsk and Luhansk regions in 2014). They point out that in 2014 they also hoped for a speedy return, but the conflict dragged on.

FGD-1_Zh4. *I don't think we'll be back in the next three months. I'm counting on six months coming from my inner feelings.*

FGD-1_Zh2. *After the 2014, I will be careful to talk about our victory, in which, of course, I am sure. In the 14th Year, we also left Luhansk for two weeks, hoping to return*

FGD-2_Zh7. *Well, of course, I believe in victory. So it will be. But it is logical to think, and I understand that it will not be fast. Well, maybe active actions will not be so active, will be suspended or subsided. But I think, somewhere in the summer. I believe that I will return home sooner. But it will take time to expel all these "rushists". So I don't think it will be that fast.*

In general, there are extremely gloomy views on the imminent end of the war and the impossibility of returning to normal state of affairs.

FGD-5_L. I will probably do a pessimistic forecast. The war will end only when Moscow burns down. In the last 300 years, we have had 149 wars with Russia. Only in our textbooks it was not written about it because we listened to the Russian propaganda. I think that finally everyone will open their eyes and will understand that in the 1917th, or rather in the 20th, we were conquered. There was no Soviet Ukraine. This was conquered Ukraine. And we are just beginning to recover. I'm just a historian by profession, so I've always known that, but every time I had to argue, that's why Russian propaganda is so ingrained. Therefore, we will win only when Russia is destroyed.

At the same time, there is a share of more optimistic respondents. At the time of finalizing the report, it is clear that such optimism was somewhat premature.

FGD-4_Zh6. And I'm more optimistic. It seems to me that we will celebrate Easter and victory at the same time. And it will definitely end in victory for Ukraine. Well, I think so. And that we will return home. And everything will be fine with us. They will help us to restore our beautiful city. And everything will be fine. I see and believe that we have already won. Because Ukraine has set such a precedent and such courage of both human and Armed Forces. And it shows that the world has never seen such a thing. And this unity, as I said, God will turn evil into good. I really believe in that. Of course, it is very difficult to predict when this will end, because we do not have such experience. And this is very important. I want to as soon as possible. May 1 or when. Do you know what I'm hoping for? It's like an avalanche, when it starts to move, when a small snowflake overturns and it starts to move. And I'm really looking forward to some kind of event that we can't even predict. That it will be such an deluge of our victory.

Local authorities often understand the **need to prepare for long-term IDP placement and adaptation projects**, as some people will not return. At the same time, local authorities do not yet have formal strategies for their long-term work with internally displaced persons.

FGD-1_Ch1. We have to prepare. Even if our educational institutions are designed for short-term or medium-term stays of internally displaced persons. We need to understand that they need to be completed, at least at a minimum level.

5. ASSESSMENT OF STATE'S SUPPORT OF DISPLACED PERSONS

Some part of the respondents do not expect too much help from the state, but prefer to rely on their own capacity. It is quite big portion of those respondents, who will be able to take care of themselves, especially if their relatives and friends live in relatively safe regions of the country.

***FGD-4_Zh3.** Well, I honestly do not count on the state. Because I understand that resources... Search for yourself, rent something. While there are two months, we can look for something. If we find, we'll rent*

***FGD-6_Zh3.** Probably, now, due to the fact that the government has adopted a resolution that will encourage employers to create jobs - the state pays UAH 6,500 for the employment of IDPs, these people will have jobs. This innovation stimulates the settlement of money on the ground. But due to the fact that we have low wages, those people who came from regions where wages are high, do not want to work for that kind of money. For these people, even if they are fired from their previous jobs, it is more profitable to be registered at an employment center in search of work and receive benefits than to receive a minimum wage. Last week, when the employment service reported on the registration of IDPs who want to find a job and about the situation with employment, only 67 people were registered at employment centers. This is what I am talking about Kolomyia district.*

If we talk about community resources, at the time of the survey, a large part of the communities of Western Ukraine managed to support IDPs without attracting funds from the central budget, although they knew about this possibility. Accordingly, such communities can be expected to seek state support when their own resources are scarce.

***FGD-6_Zh3.** So. Many issues are now regulated by government documents and legislation. Therefore, the state protects internally displaced persons. The relevant resolution of the Cabinet of Ministers of Ukraine has been adopted (we understand that the humanitarian capacity of communities will gradually decline), and the Ministry of Social Policy has opened charitable accounts, to which funds are transferred to all, as well as citizens of Ukraine living in its territory and abroad, and communities have the right to meet the needs of internally displaced persons from this charitable account, through the application to receive funds. As of yesterday, none of our communities in Kolomyia district has taken advantage of this opportunity, but I know that there are communities in our region that have used this opportunity. For example: the Ivano-Frankivsk territorial community itself has already received such funds.*

5.1. Work of the local governments in housing and support of the internally displaced persons

Almost all communities in Western Ukraine began their work by accommodating and assisting migrants from the first days of the war. At the beginning, such work looked chaotic - everyone was doing something, but there was no coordination and understanding of the situation. This state was detected during the first weeks of the war, when the situation on the fronts was changing rapidly.

***FGD-6_Zh6.** We started accepting people in our community on February 26. First of all, people went to relatives, acquaintances, all settled in the private sector.*

***FGD-6_Ch1.** The headquarters was organized from the first day of the war. They started accepting migrants, it seems, on Sunday or Monday, when hostilities began, but I can't remember for sure. The work started chaotically, because no one understood what it should look like in the end, but we quickly got organized. The main group of people in our region settled in the private sector.*

***FGD-6_Zh1.** We, in the Hvizdets Territorial Community, also started working from the first days of the war. The first settlers registered with us on February 28. Most of our migrants live in the private sector. There were 8 people living in the kindergarten who had already left. While people help, with clothes. After the registration of displaced persons, we ask what they need in the first place: clothes, food. We try to help.*

***FGD-9_Zh4.** Primarily, we worked using this approach: our institution provided housing to people who suffered from domestic violence. But due to the possibility of moving them abroad, as there was a danger on the territory of Ukraine from the offenders, so we took the opportunity to transport them with the help of an International Organization for Migration to other countries. Thus, we had the opportunity to free a place in an institution for internally displaced persons.*

The key task of local authorities in the first stage of the war was the short-term accommodation of migrants. This was mainly done through social infrastructure facilities (such as schools), which are not designed to accommodate people in the long term, but can perform this function in the short term.

***FGD-6_Ch1.** If we take the social sphere, then as of today - this is a short-term placement in educational and cultural institutions. If we take the private sector (people living here for a long time), we do not know how long it will be, how long people will be able to help. This will be clear in fact and in time.*

Over time, the work of local authorities and volunteers has become a little more systematic. Authorities say they are able to meet the critical needs of migrants.

FGD-6_Zh1. Well, it has already become more systematic. At first, everything was chaotic, because we did not know how to do it right. We are currently working in an organized manner.

FGD-6_Zh4. The process of accepting people was initially unorganized, but we quickly developed a mechanism for work. The work got better and we started working as usual.

FGD-9_Ch5. So far, it seems to me that we have everything against other areas. Everything is in comparison. Therefore, it is a sin for us to complain about this. We are closing basic needs, there is no acute deficit. You can always go anywhere and bring anything.

At the same time, local authorities **are currently unable to specify the exact number of internally displaced persons living in a particular community**. First, some IDPs used a certain settlement as an temporary stop for further relocation. Second, after the expulsion of Russian troops from the North, some of the migrants returned to their places of residence. And third, a significant proportion of IDPs live with relatives or friends and, accordingly, do not register. All this complicates the real assessment of the situation and makes it impossible to determine the exact number of internally displaced persons living in a particular town or village.

FGD-10_Zh2. I would like to add the fact that a large number of people came to relatives first and not all of them have even registered today. And not everyone wants to. Because, to be honest, there are a lot of men who directly occupy separate rooms. Unfortunately, there are those who do not want to, because it entails military recruitment lists and, accordingly, at least a return to those areas where they have to go either to the Armed Forces or to the Territorial Defense. But this fact is currently available in our region. This amounts another percentage that has not been officially published and recorded among internally displaced persons.

FGD-9_B. When the state pays now, it will be necessary to register as social protection recipients who officially receive refugee status, so that they can then officially receive the funds on a card account. But there are families who do not want to be known about where they live, so they will not register, and we will not know about them.

GI-4_N: Officially about 220,000 people are registered. However, I say that this figure may be doubled, because many people came to the region and found housing or rent an apartment at their own expense. Some come and live in villages, where they live in houses or move in with families.

5.2. Possibilities of moving business to the relatively safe regions of Ukraine

Representatives of local authorities in general **have high hopes for the state-supported program to move business to securer regions of Ukraine**. This will provide opportunity to partially reduce unemployment and stimulate economic life in the regions. In general, respondents from local authorities are quite optimistic about the relocation of business, but say that while the active phase of the war continues, it is useless to hope for long-term investment, especially from abroad, so the economic situation will remain extremely difficult, even in relatively safe regions.

FGD-6_Zh3. Businesses that want to move, they want non-land areas, they want diverted communications. With regard to land, the possibility of attracting vacant land for construction is being studied more, because we understand that a significant part of those who are now with us will have nowhere to return.

FGD-6_Ch2. I told that large producers are returning to Ivano-Frankivsk. For example, Matralux came to the city from Dnipro, a large manufacturer of mattresses that has many jobs and they are fully operational and are currently expanding production. Also, other manufacturers from the center of Ukraine go to Frankivsk.

FGD-8_Ch2: But, so to speak, business is recovering. And now there are a lot of requests from businesses from the east, from the center of Ukraine, who want to move their production to Ternopil. So now we have gathered a database of free areas of production, free warehouse space. If a business comes in with a request for shops or warehouses, we offer not only our own, that is, we called local businesses. There, one large tobacco company appealed that warehouses needed to be relocated. They are moving their office to Ternopil. We contacted them with another business operating in Ternopil. They are already there agreeing on the use of space. There are, of course, entrepreneurs who do not want to share space, although they have a lot of slowdown. They can rent and sell. I understand that they are waiting for the market price of real estate to rise in order to sell something on more favorable terms. Here is the story. The Ternopil business itself is gradually recovering. There is a problem with the chains. There is a problem because many suppliers of raw materials were from central and eastern Ukraine. Especially when it comes to metal, plastic. For example, now we are faced with the problem of thermal insulation materials. In particular, mineral wool, because the plant, which was located in the east, it was bombed. And it was one of the largest producers of mineral wool in Ukraine. This problem now is particular not only for Ternopil, but for all cities. That is, in almost all cases, businesses need to rebuild supply chains in a new way. Here is another question, because many suppliers who had their production in Ukraine or closed them... That is, we even know that investors, companies with foreign capital in Ternopil, some exported machines, i.e. evacuated their companies from Ukraine. That is, we lost it. Now businesses need to look for options: either look for suppliers somewhere in western Ukraine, there are not so many of them, or abroad.

6. ADVERSE AND POTENTIALLY UNFAVORABLE SITUATIONS REGARDING THE PLACEMENT OF INTERNALLY DISPLACED PERSONS

There are a number of challenges and problems associated with placement of internally displaced persons. Conditionally, they can be divided into several categories, including socio-economic and information-psychological.

The first category includes:

1. Extremely low levels of financial reserves for internally displaced persons, which continue to run out.
2. Inability to provide paid and skilled jobs to a significant proportion of internally displaced persons.

Economic problems may worsen further, as the financial resources of migrants are quite limited, and rapid growth of the labor market in relatively safe areas should not be expected.

The second category includes all the factors that cause interpersonal and intergroup tension among people. Real and imaginary reasons are often used by Russian propaganda and formalized in Russia's information and psychological operations aimed at increasing tensions and escalating conflicts within Ukraine, especially between different groups of people. Accordingly, it is necessary to distinguish the following causes of tension within the communities of cities and villages in the relatively safe territory of Ukraine. Economic unrest is also exacerbating information tensions, as the issue of unemployment has intensified since the start of a full-scale war and for residents of relatively safe regions of Ukraine.

1. There are real ideological and everyday contradictions that need to be overcome through open and civilized dialogue.
2. Contradictions and conflicts between migrants and the local population inspired by Russian propaganda and by agents of influence.

FGD-8_Zh1. *Our work has changed a lot, because the important projects we have been involved in are disinformation projects. By the way, we now see a lot of misinformation aimed at refugees who are in Western Ukraine or have moved to Poland and other countries.*

FGD-9_Ch5. *They were still working hard not to create enmity between the inhabitants and the settlers. Because there are those who will write... Just the car was found on the sidewalk or on the pavement. They took pictures and wrote: "These are migrants, their eyes are glassy, smoky, drunk." And 240 likes, 300 spreads. I say, what are you doing? If such a case occurs, then call 102. And the police immediately will take it away. And (not clearly, maybe something about the court order). Because the three persons in our village of Zarichchya were arrested by police. The guys were festive early, arrested at night, received summons, left (not legible). It is also important to quell such confrontation. Because there are different people. Those who do not particularly communicate with these migrants do not really understand what it is and why they live in the gym or in the assembly hall or in the classroom.*

CONCLUSIONS AND RECOMMENDATIONS

- 1) Through the joint efforts of the authorities and volunteers, **Ukraine has generally managed to accommodate and support the first group of internally displaced persons.** Powerful organization of temporary accommodation, work of volunteers to provide people with everything they need to cope with the extremely difficult humanitarian situation and do not allow a humanitarian catastrophe in the relatively safe regions of Ukraine.
- 2) The de-occupation **of Kyiv, Chernihiv and Sumy oblasts has slightly reduced the problem of the number of internally displaced persons** and partially relieved the capability of local authorities in relatively safe areas and volunteers.
- 3) **Those IDPs who have sufficient financial resources and plan to return to their place of residence in the short term should be more actively involved in volunteering.** The presence of part-time employment, albeit unpaid, has a positive effect on the psychological state of people who feel involved in the common cause.
- 4) At the same time, the **most difficult stage of solving the needs of migrants is probably ahead.** Those migrants who are currently unable to return to their places of residence (because hostilities continue or they have lost their homes as a result of hostilities) are running out of financial resources and the opportunity to live outside their place of residence and without paid work.
- 5) Today, it is appropriate to distinguish those **IDPs who have lost both their homes and their jobs, making them a priority for state support.** If the state does not have the means to renovate houses for such people, it is urgent to support the rent or pay for the accommodation of such people in families who can provide such housing (for example, a private house).
- 6) Given that the financial reserves of the majority of internally displaced persons are practically exhausted, it is necessary to update the issue of providing paid work for IDPs as much as possible. **The relocation program of enterprises from hazardous areas can be the starting point for comprehensive action.**
- 7) **Grant programs to support small businesses, as well as job creation in relatively safe regions, should be non-discriminatory** and should be eligible for both IDPs and local people, as many have also lost their jobs as a result of the war. Positive discrimination against migrants is possible, but the risks of socio-political tensions need to be minimized.
- 8) **Russian propaganda and information and psychological operations are purposefully working to incite hostility between the local population and migrants.** In this context, both real cases that inevitably occur in public life and outright fakes are used. Therefore, it is critical to strengthen the role of informational and educational work, as well as to identify and neutralize Russian-inspired provocateurs.

- 9) Deployment of **accessible psychological support is extremely important**. The psychological state of a large number of migrants is quite unstable. At the same time, people themselves rarely seek psychological help, so such **support should be proactive**. Psychological assistance programs for children should be considered separately, as they are in a particularly vulnerable position and sometimes cannot receive adequate attention from parents. Such support should also be provided proactively.