



International



NEEDS ASSESSMENT SURVEY AND CAPACITY GAPS ANALYSIS OF SOCIAL SERVICES IN CHERNIHIV OBLAST'S HROMADAS

RESEARCH REPORT

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This survey was implemented by the Charitable Fund "Right to Protection" under the framework of the project "**Emergency Aid Ukraine/Chernihiv: Resilience Assistance to Social Service Institutions in Chernihiv Oblast**" supported by AWO International with the funding provided by Aktion Deutschland Hilft. The survey was carried out in cooperation with the research agency Info Sapiens over April-June 2023 in five communities of the Chernihiv oblast (Horodnya, Kozelets, Nizhyn, Pryluky, Chernihiv).

Kyiv 2023

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ABBREVIATIONS AND SPECIAL SYMBOLS

| | |
|------------|------------------------------|
| CF | charity fund |
| pp | percentage points |
| IDP | internally displaced persons |
| IDE | in-depth interview |
| PO | public organization |
| TH | territorial hromada |
| FGD | focus group discussion |
| TA | target audience |

Indicators that are statistically significantly higher / lower than the indicators for sample in general are marked with green/red frames on the graphs presented.

CONCLUSIONS AND RECOMMENDATIONS

Overall, it is worthwhile to state that the system of social services in the Chernihiv oblast stays resilient and functions, at least, in the territory of the hromadas covered by the survey.

Round 1/3 of the quantitative survey's respondents stated that they received social services over the last 12 months. Distribution among recipients in numbers by hromadas is uneven. The largest share of the social service recipients was found in the Pryluky urban hromada (over 60%) while the minor was found in the Kozelets and Nizhyn hromadas (about 20%).

Central type of the social services currently rendered in the hromadas is in-kind assistance (provision of food, clothing, shoes, personal hygiene items, detergents, etc.). Approximately 60% of the respondents receiving social services have reported this type of assistance. Another third of the respondents while referring to the social service named financial aid, i.e. one-time payments.

Meanwhile, only 3.3% of the quantitative survey respondents reported that they received other basic social services, such as "care at home", "physical support", "supported accommodation".

For that, many more people have **the features of potential social service recipients**: 63% of the population possess one or more features, such as age over 60, diseases requiring long-term treatment, disability, etc. At the same time, only 20% of these are elderly without any additional features, while the rest have one or more features. Distribution of households having the features of potential social service's recipients across the hromada is also very uneven: the largest share of such households is recorded in Chernihiv hromada (50%, on the account of IDPs and conflict-affected population) and Pryluky hromada (61%, mainly on the account of the people suffering chronic disorders).

However, the population's **need for social services** is much higher. To identify the need for social services, we used an indirect method of assessing situations where the need for social services may arise. Respondents were to report if they had encountered such situations before in general, and whether they encountered such a situation for the first time over the last 12 months.

For the majority of situations, potential needs have intensified over the last 12 months. The situation where people need help with getting food, personal hygiene items, care products, clothes, shoes, definitely, the list of priorities (this need is mainly covered by humanitarian aid). In general, 18% of the respondents faced such a need, while 12% of them faced it for the first time over the last 12 months. Second comes the situation when support is needed with employment (8% encountered it generally and 6% encountered it for the first time over the last 12 months). The third comes the situation where assistance is required with the arranging of meals, psychological care, help with understating the information about how the social services system for hromada residents is organized and how, and what conditions are to receive social services

(7% encountered such a scenario in general, 5% faced it for the first time over the last 12 months). Residents of the Chernihiv hromada encounter majority of the above situations more often or are more often aware of them (for example, psychological assistance): over the last 12 months breakdown of TOP 5 problems encountered in the Chernihiv urban hromada were as follows: 30% — provision of in-kind assistance; 12% — support with employment, 16% — assistance with arrangement of meals and 11% — assistance with psychological care and need to learn about how the hromada's system of social services is organized. In general, almost half of the sample (47%) encountered at least one of the proposed situations, and most of them encountered this situation for the first time over the last 12 months. Therefore, 47% of the respondents may need social services to solve these issues. It is remarkable that people with features of the potential recipients of social services encounter these situations much more often, i.e. 2/3 of this audience encountered at least one of the situations.

Some of the current and potential recipients of the social services are **households with children**. In general, such households make up 37% of the respondents; 15% of the respondents have children under 6 years. Conflict-affected children and children with chronic illnesses or disorders amount to 4% of households having children with the features of potential recipients of social service. In a group of households with children with the features of the potential recipients of social services, the minor number of the respondents is unaware of the possibility of receiving social services in the hromada (4% vs. 25% in a group of households having children in general). But the share of current social service in this group is only 46%. The rest of the respondents only heard about the possibility of receiving social services.

To determine the need for social services, we also used an indirect method of assessing situations where a need for social services can arise. Respondents whose families have children with signs of potential recipients were offered three additional situations:

- A family needs home care for a child with a disability
- A need to establish a relationship with a child
- Assistance in accompanying the child while engaged into inclusive education

The three situations above belong to the top highlights in such families. Unlike other situations, these three haven't occurred for the first time over the last 12 months, and families faced them before.

Among other situations, priority is given to the assistance with getting food, personal hygiene items, care products, clothing, shoes: in fact, need covered by humanitarian aid. Share of households with the children having experienced such a need does not differ from the sample estimated in general (18% (in general) vs. 13% (over the last 12 months)).

Regarding the **quality of social services**, recipients are generally satisfied with the quality. However, it is difficult for them to judge impartially, since the main factor for high quality rating is some feeling of gratitude. Another crucial observation that the vast majority of social services are provided free of charge (there is only standalone evidence

of some partial payment for services, though a small part of service cost is paid) plays an important role. And, therefore, the issue of quality is not of paramount importance.

For households which are not receiving social services but have a need and/or features of potential recipients, the main **barrier to accessing** social services is their low awareness. For those who are already in the care of the social support system, the main barrier is transport — both for recipients (i. e. lack of “social taxi” for low-mobility groups, buses for transporting children, etc.) and for providers alike (i. e. lack of vehicles or funds for their maintenance for institutions, lack of travel tickets for social workers, etc.).

To create **conditions necessary for the service providers to ensure sustainable and high-quality social services**, the following needs must be catered to:

- If possible, higher financing of institutions;
- Improvement of **supply support** to institutions. Priority areas: computer equipment and office equipment (printers, scanners, consumables for them); expansion of area, increase in number of offices; current repairs and overhaul, including upgrade of the heating and air conditioning systems; upgrade of professional equipment (rehabilitation devices, simulators, sports equipment for gyms); provision of ramps for visitors with children and wheelchair-bound residents;
- Improvement of **working** conditions: arrangement of dining areas for employees to have lunch at work during lunch break, resolving hot water availability in bathrooms (hot water is often available only during the heating period);
- Ensuring basic security, setting up shelters (bomb shelters) where they are not available (Kozhelets TH);
- Provision of **transportation means**: assistance with “social taxi”, public transport tickets for social workers, purchasing and maintaining own vehicles (starting with buses for childcare institutions through electric bicycles for social workers);
- Advocacy for facilitation and de-bureaucratization of reporting;
- Clarification of current opportunities offered by the **Law “On Social Services”** for hromadas, advocacy for the development of the requisite by-laws; facilitation of improvement and simplification of the procedure on filling out registries of providers and recipients of social services;
- Prevention of fatigue and professional burnout for social workers.

Resource qualities worthwhile supporting include:

- Dedication and courage of social workers (both at the line and managerial levels);
- Willingness and ability of social workers to learn, master new professional knowledge and skills;
- Team support of working spirit;
- Horizontal connections both within the hromada (between the social services system, public organizations, charitable foundations, local businesses) and among different hromadas.

Regarding Chernihiv oblast, **resilience assessment of the system** of social services, according to the Connor-Davidson scale, proved that personal resilience of the social workers within the system is higher than in Ukraine in general (84% vs. 69%, respectively).

Resilience of the system of social services is rated even higher than personal resilience (91% — manager's rating, 95% — average rating of line staff). It is interesting that experts rate the system's resilience sharply lower than the resilience of managers and employees of institutions and establishments of the Chernihiv oblast (65%). This may indicate both that Chernihiv oblast is indeed more resilient than Ukraine in general (taken that experts assessed the general social services system across all Ukrainian oblasts), and more skeptical than specialists in situ.

To maintain resilience, it is necessary to ensure sustainability of the core values shaping this resilience (team support e, belief in achievement of goals despite obstacles, quick recovery after illness, injury or other difficulties), as well as to develop values which have received the lowest ratings (maintaining an ability not to lose clarity of thinking under pressure, believing in one's own strength and ability to cope with difficulties, overcoming stress, and ability not to lose heart due to failure).

Therefore, it is noteworthy to single out **several areas of support for the institutional capacity of the system of social services** in the target hromadas of the Chernihiv oblast. But, first of all, it should be noted that the support should be systemic and long-term, and then it will be effective.

1. Identifying needs of institutions and establishments rendering social services to specialists in certain areas (for example, social workers, psychologists, lawyers) and ensuring long-term work of such specialists;
2. Advocacy for the development of regulations regarding the possibility of taking all the advantages provided for the hromadas by the Law **On Social Services** (these are not yet tangible for the social workers), simplification of reporting, improvement of the registry of providers and recipients of social services;
3. Facilitation to the improvement of support base for the social service providers, primarily, in resolving transportation concerns (including service issues), as well as improvement of the current situation with the computers and office equipment;
4. Development and implementation of the professional training for employees of the institutions providing social services. The goal of such training should be not only building up of certain skills and learning certain techniques, but demonstration of the broader context of social work in general; training should include elements of methodical support and coaching:
 - a) One of the training lines can be training for the management of institutions and establishments providing social services on the the detection and prevention techniques of professionalism burnout for the staff.

5. Development and implementation of programs teaching employees to the techniques of self-support, self- assistance, preservation of mental health, psychological relief:
 - a) Such techniques should be focused on supporting the core values forming resilience, as well as on formation and development of traits and values that received the lowest ratings (preserving an ability not to lose the clarity of thinking under pressure, faith in one's own strength and ability to cope with difficulties, overcoming stress, ability not to be discouraged by failure);
 - b) Programs should strengthen and develop the resources available: maintain the values of humane treatment for supervisees, their support in difficult times; develop mutual support in the work team between the colleagues; promote the development of horizontal connections. Such programs, inter alia, should be suitable for the distribution among teams through the system of horizontal training.

SURVEY OBJECTIVES, TASKS AND METHODOLOGY

SURVEY OBJECTIVES AND TASKS

The survey objectives are assessment of the needs, capacity gaps and resilience analysis in the social service sector of the Chernihiv oblast. The results of the study will help local self-government bodies and social service providers to understand their needs and opportunities, and they will also help CF Right to Protection to develop further activities for 2023–2026 with regard to current risks and crises. Application of results yielded due to the resilience analysis will help to expand the strengths, potential and capacity of public/municipal sector for the sustainable provision of social services to the individuals/families belonging to the vulnerable groups of population and/or in difficult life circumstances.

Survey objective:

- to clarify changes in the demand for social services at the level of hromadas under the conditions of a full-scale war and reduction in number among the recipients of social services compared to 2021, determine the types of social services where the demand is the highest among the residents in hromada and IDPs;
- to determine whether the needs of public/municipal providers of social services have changed after the war outbreak on February 24, 2022, clarify what needs (including capacity building) are the priority for them to ensure the sustainable provision of quality services to their supervisees under the martial law;
- to carry out hromada resilience analysis in the social security sector under the martial law, to determine the main factors affecting resilience;
- to obtain initial data for the strategic planning and development of the future hromada support programs carried out by the Right to Protection.

Survey tasks:

- to make lists of the social services available and unavailable in hromadas, analyze to what extent the range of social services provided satisfies/covers the recipients' needs;
- to identify the potential recipients of social services (both among residents of target hromadas and IDPs who have received an IDP Certificate after February 24, 2022);
- to clarify whether the number of applications for social services has changed after the introduction of the martial law;

- to assess how well satisfied the recipients are with the quality of the social services;
- to identify problems with the provision/access to the social services in hromadas, highlight the main difficulties in obtaining social services (barriers, accessibility assessment, remoteness, etc.);
- to assess resilience and quality of social services provision; to find out which factors affect resilience of provision and quality of social services;
- to assess the extent to which service providers are satisfied with the conditions for providing social services (for example, whether social service providers have necessary facilities and resources for quality provision of social services), determine resources and capabilities/capacity for providers of social service and what mechanisms have been used by the providers, if the number of requests for social services has changed;
- to assess the needs/problems of social service providers (additional funding, need for training, psychological support, equipment, etc.) for the sustainable provision of social service;
- to investigate whether providers have implemented their own social service programs, what support they provide to their own staff to help them adapt to work under the martial law;
- to determine basic needs where the satisfaction will help to ensure resilience of the social security sector in hromadas.

GEOGRAPHY AND TARGET AUDIENCES

Survey geography

Five united territorial hromadas of Chernihiv Oblast:

- Horodnya urban TH (pre-war population — 21,000 people);
- Chernihiv TH (pre-war population — 283,000);
- Nizhyn urban TH (pre-war population — 67,000);
- Kozelets village TH (pre-war population — 16,000);
- Pryluky urban TH (pre-war population — 52,000).

Target audiences

TA1. Potential recipients of social services and their families (residents of target hromadas and IDPs who have received IDP Certificate after 24.02.2022).

TA1.1. Current recipients of social services and their families (residents of target hromadas and IDPs who have received IDP Certificate after 24.02.2022).

TA2. Social service providers and line staff (social workers of institutions, establishments and authorities rendering social services in the target hromadas).

TA3. Heads of institutions (administration), establishments and authorities rendering social services in the target hromadas; local self-government authorities in the target hromadas (social security administrations and departments of different levels, family and youth departments), experts.

SURVEY STAGES

Quality stage

Quality stage includes several parts:

- Online **focus group discussions** with TAs 1.1 (current recipients of social services, one for each target hromada) and TAs (social workers, one for each hromada) — total of 10 FGDs. Number of participants: 6–8 for each FGD.
- Online **in-depth interviews** with key informers. 30 IDIs with TAs2.

Quantitative stage

Quantitative stage covers the population aged 18+ where TAs1 and TAs1.1 are pooled, and their share compared to adults in general is estimated. Survey method: personal interviews with respondents at home.

Total of 1,050 interviews were conducted (i. e. at least 200 interviews per hromada). Maximum statistical error for the sample in general is $\pm 3,1$ pp. where maximum statistical error at the hromada level is ± 6.9 pp.

Quantitative and qualitative stages were carried out simultaneously at one and the same time over April-May 2023.

Introduction

POPULATION OF TARGET HROMADAS AND LIVING CONDITIONS

In total, quantitative survey covered 1050 respondents in approximately equal shares in 5 target communities:

- Horodnya urban TH 213 respondents
- Chernihiv urban TH 212 respondents
- Nizhyn urban TH 209 respondents
- Kozelets village TH 215 respondents
- Pryluky urban TH 201 respondents

RESPONDENTS' AGE AND SEX

Among the survey respondents, women predominate (66%). Approximately half of the sample is made of the respondents over 50, while more than a third of the respondents (35%) are aged 60+. The largest share of women was surveyed in the Pryluky urban TH (72%). The largest share of male respondents was surveyed in the Chernihiv urban hromada (40%).

Chernihiv and Nizhyn hromadas have the largest share of the young people under 40 (about 40%). Pryluky urban TH is distinguished by a sharply larger share of the elderly people, i.e. 28% of the respondents aged 70+.

Figure 1. **Respondents' age and sex**

S4. Respondent's sex. S5. Respondent's age [% of responses, all respondents]

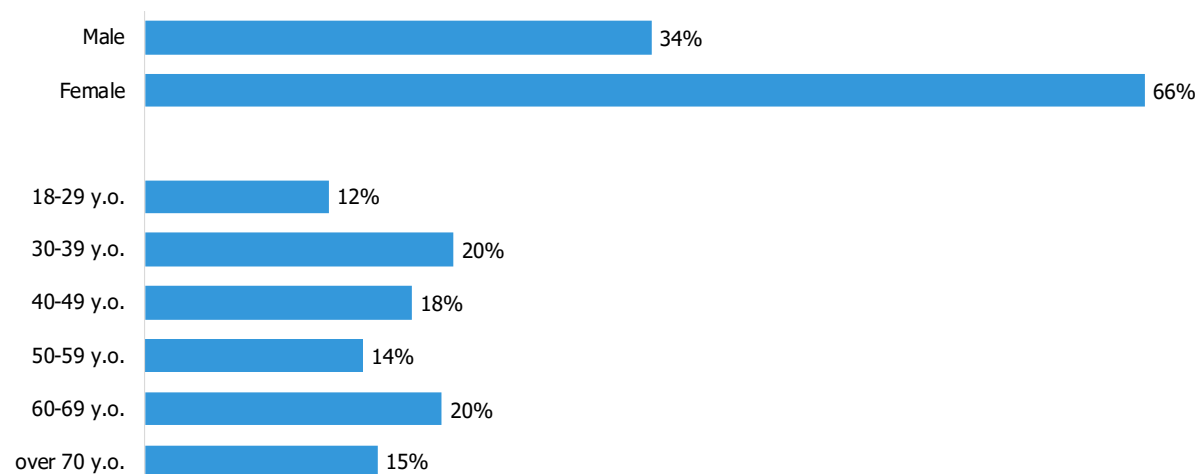
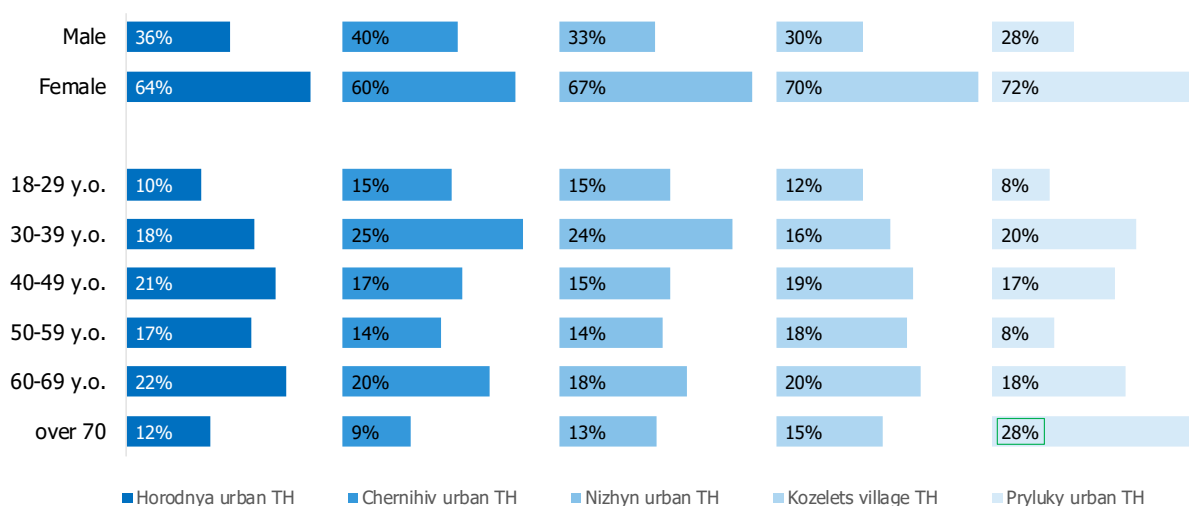


Figure 2. **Respondents' age and sex by hromada**

S4. Respondent's sex. S5. Respondent's age [% of responses, all respondents]



RESIDENCE

Vast majority of the respondents live in the same house (apartment) as before February 24, 2022 (90%). However, in the Chernihiv hromada, this share is the minor among all other oblast hromadas and amounts to 78% only (while in other hromadas it exceeds 90%).

Accordingly, among the respondents from the Chernihiv urban hromada, the share of the displaced persons is the largest, both in the city and in the oblast. Share of IDPs from other oblasts is approximately the same across all the hromadas and amounts to 4–5% (the only exception is Horodnya urban hromada, where the share of IDPs from other oblasts is 1% only).

Figure 3. **Residence**

S6. Which option best describes the place where you live now??
[% responses, all respondents]

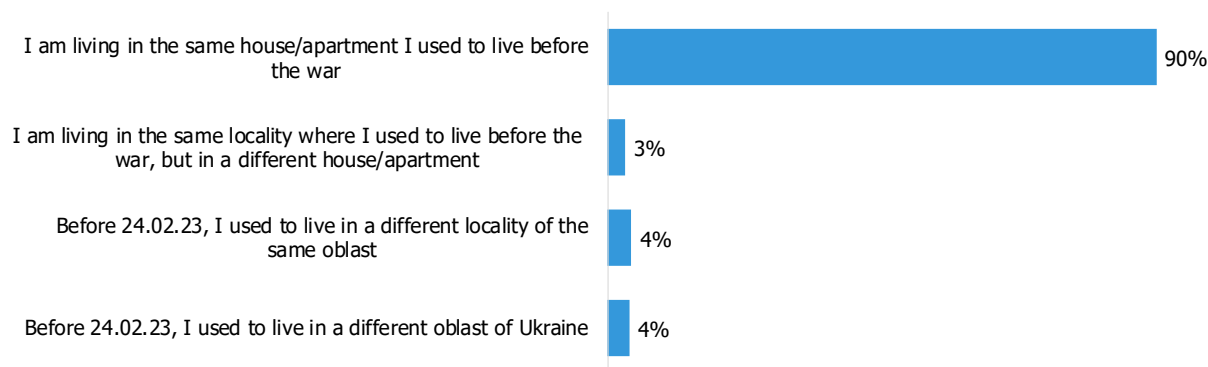
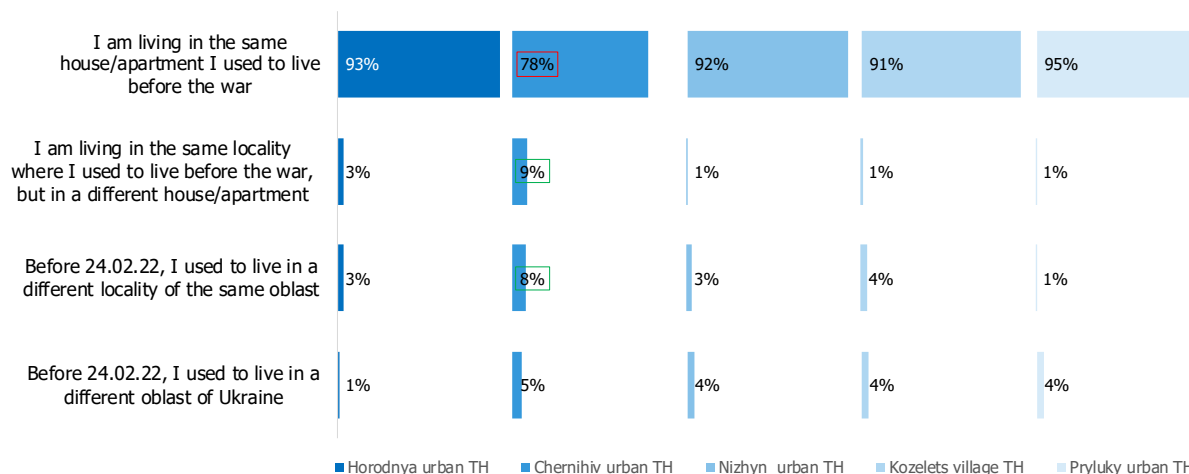


Figure 4. **Residence by hromada**

S6. Which option best describes the place where you live now?
[% responses, all respondents]



However, moving to a new place of residence is not always associated with either hostilities or destruction. Thus, in general, 73% of the respondents (those who have moved) were made to change their place of residence due to war-related reasons. The most common reasons are:

- Settlement under the threat of shelling 23%
- Destroyed housing 22%
- Frontline (border) settlement 18%
- Damaged housing 16%
- Temporarily occupied settlement 8%

Approximately one in four respondents has moved due to the reasons related to work, family affairs, etc.

It is pivotal that the share of the respondents which have moved to the hromada specifically because of current hostilities after the beginning of a large-scale invasion varies dramatically in different hromadas: the major share of the people displaced by the war resides in Chernihiv (reminder: the largest share of the displaced people in general stay in this locality). The minor share of those who have moved because of the war reside in Horodnya urban and Kozelets village communities:

- Horodnya urban TH 47%
- Chernihiv urban TH 89%
- Nizhyn urban TH 75%
- Kozelets village TH 53%
- Pryluky urban TH 73%

FAMILY COMPOSITION

Within the framework of the survey, the concept of “family” was defined as “people living together in the same living space and running a joint household, regardless of kinship degree.” With such an expanded interpretation of a “family’s” concept, almost every fifth respondent lives alone. The major share is represented with the two-person families (32%).

This situation is endemic for the majority of hromadas, and differences between them are minor. The sharpest differences are the smaller share of one-person families in Chernihiv (13%) and the larger share of large families in Kozelets vilage TH (7% of the respondents are living in families consisting of 6 or more people).

Figure 5. **Family composition**

Q1. How many people in total live together in the same living space and run a joint household? [% responses, all respondents]

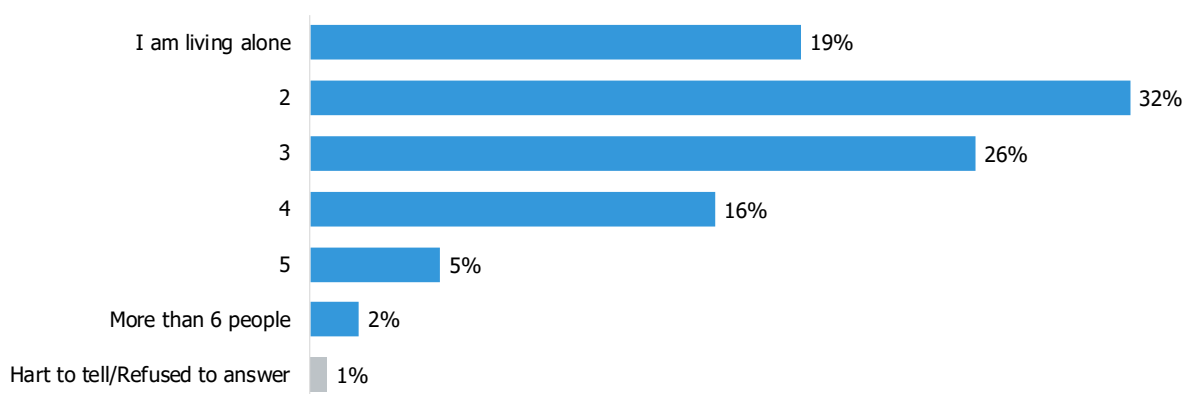
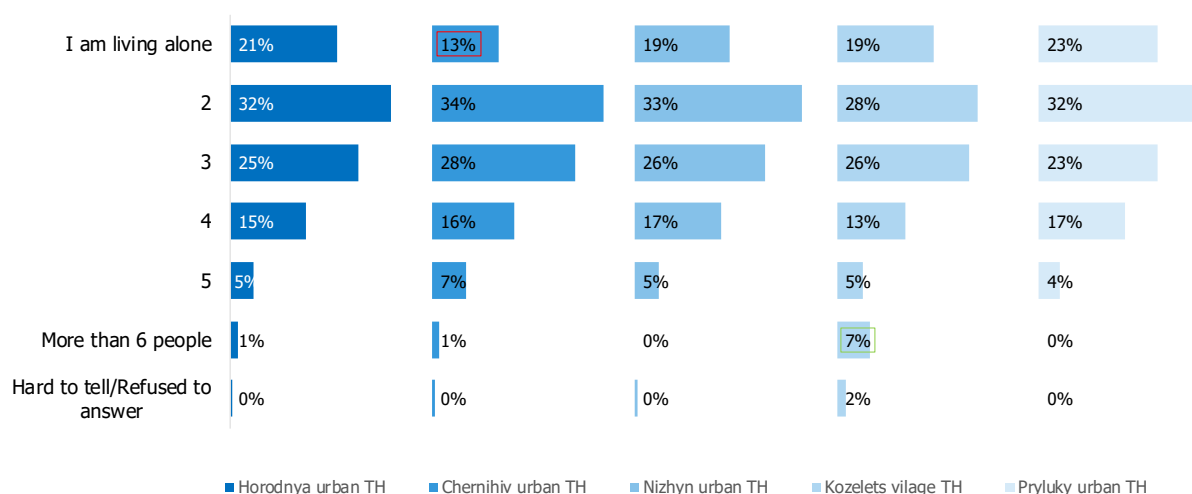


Figure 6. **Family structure by hromada**

Q1. How many people in total live together in the same living space and run a joint household? [% responses, all respondents]

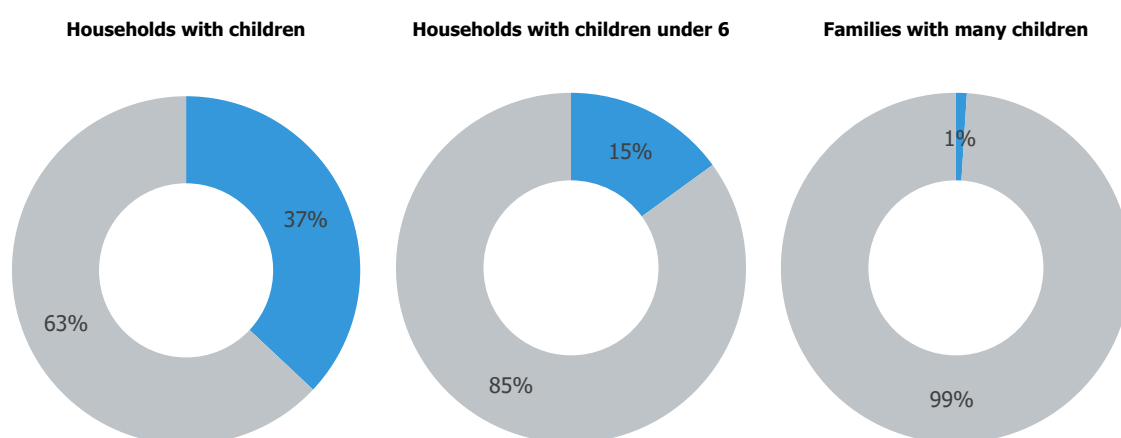


Vast majority of families do not have children under the age of 18. So, in general, households with children make only 37% of the sample. Only 15% of families from the general sample have children under the age of 6 (in case of several children, at least one is under the age of 6).

Large families (three or more children under the age of 18) represent a little over 1% of the general sample.

Figure 7. **Children**

Q2. How many children under the age of 18 are there in the pool? Q3. How many out of them in this pool are under the age of 6? [% responses, all respondents]

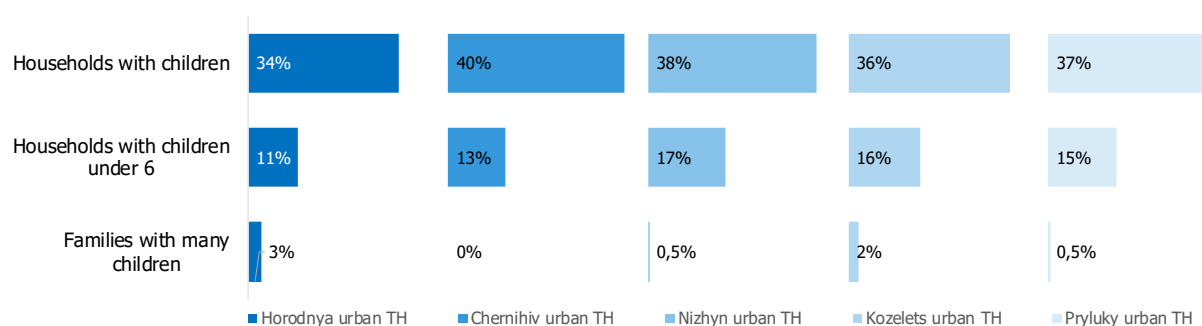


Chernihiv urban hromada is a leader in the number of households with children where their share makes 40% (reminder: this hromada has the largest share of young respondents).

The minor share of households with children was reported in the Horodnya urban hromada — 34%. At the same time, this hromada has the largest share of families with many children — 3%.

Figure 8. **Children by hromada**

Q2. How many children under the age of 18? Q3. How many of them are under the age of 6? [% responses, all respondents]



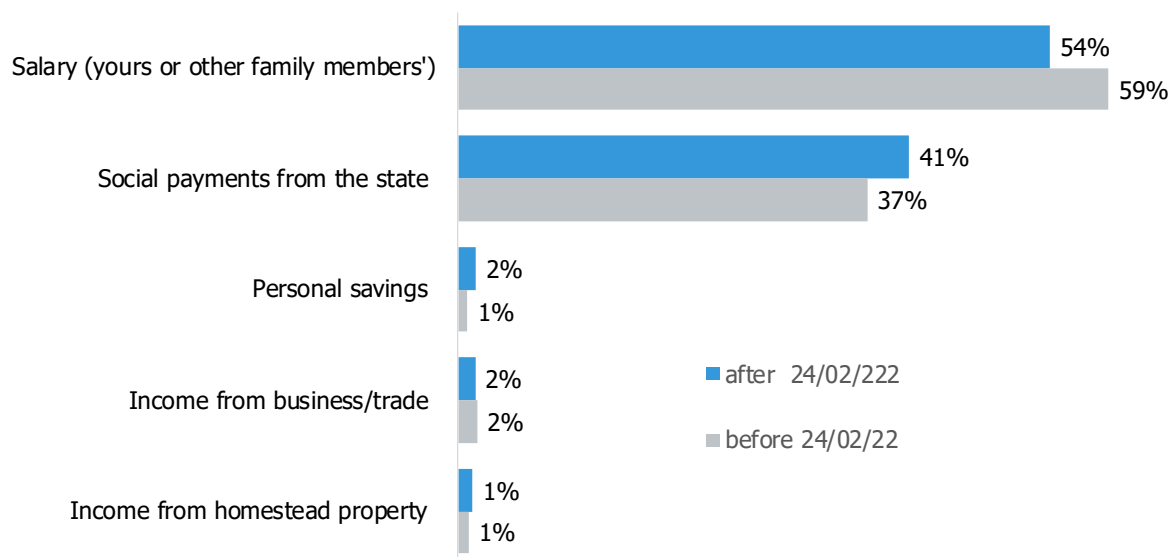
SOURCE OF INCOME AND WELLBEING

Structure of the main income sources per household has changed since after the beginning of the full-scale invasion on February 24, 2022: share of households relying mainly on the wages of a family member has fallen from 59% down to 54%. Accordingly, the share of households where the main source of income falling on the state social payments (pension, unemployment benefits, child benefits, etc.) has increased from 37% up to 41%.

Shares of other income sources (own savings, income due from business or homestead property) do not exceed 1–2%, both before and after the large-scale invasion.

Figure 9. **Source of income**

Q7. What was the main source of your family income before 24.02.2022? Q8. What is the main source of your family income now? [% responses, all respondents]



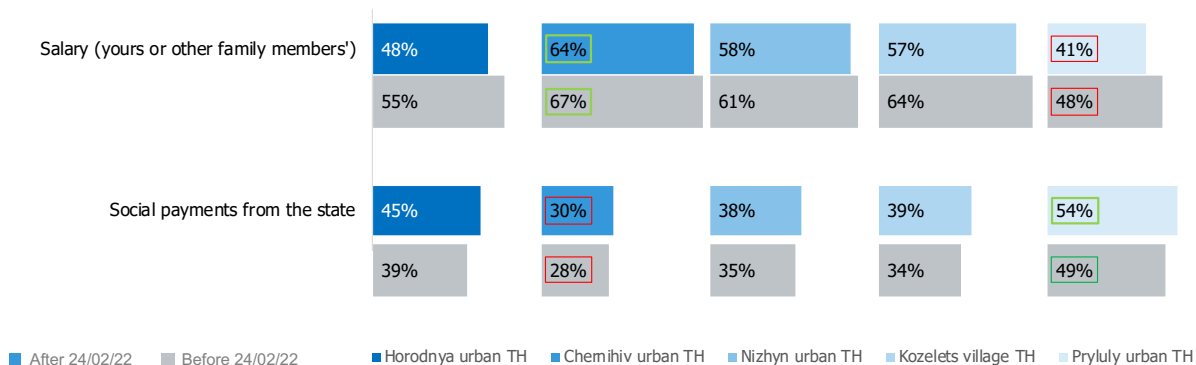
In general, hromadas differ by their main source of income, but the trend towards decrease in the number of households living primarily on their wages and increase in the number of families relying on social benefits was reported across all the hromadas reviewed.

In Chernihiv urban hromada, one of the «youngest» hromadas, the largest share of families where salary is the main source of income was reported (67% before the large-scale invasion and 64% afterwards).

In the Pryluky hromada, with the largest share of the elderly population, the share of households living on social benefits is the largest across all the hromadas (54%). After the beginning of the full-scale invasion on 24.02.22, the share of such households in this hromada exceeded the share of those where someone in a family receives salary (54% and 41%, respectively).

Figure 10. **Main source of income by hromadas**

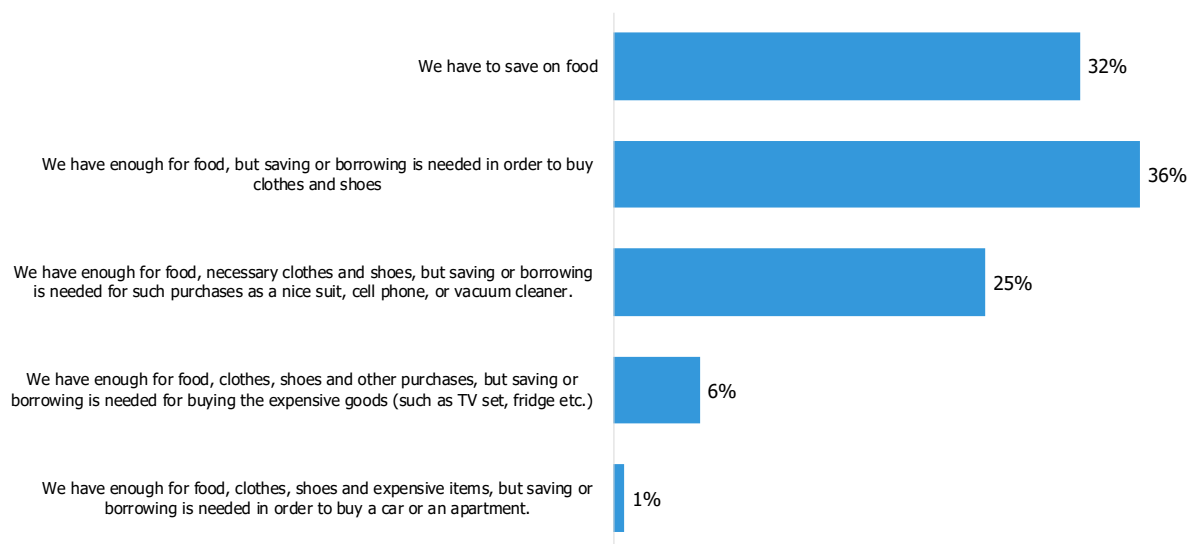
Q7. What was the main source of your family income before 24.02.2022? Q8. What is the main source of your family income now? [% responses, all respondents]



The financial situation of households remains extremely difficult: almost a third of the respondents reported that they had to save on food. Another 36% reported that they only have enough for food, but buying other things like clothes or shoes is a problem.

Figure 11. **Financial situation in a family**

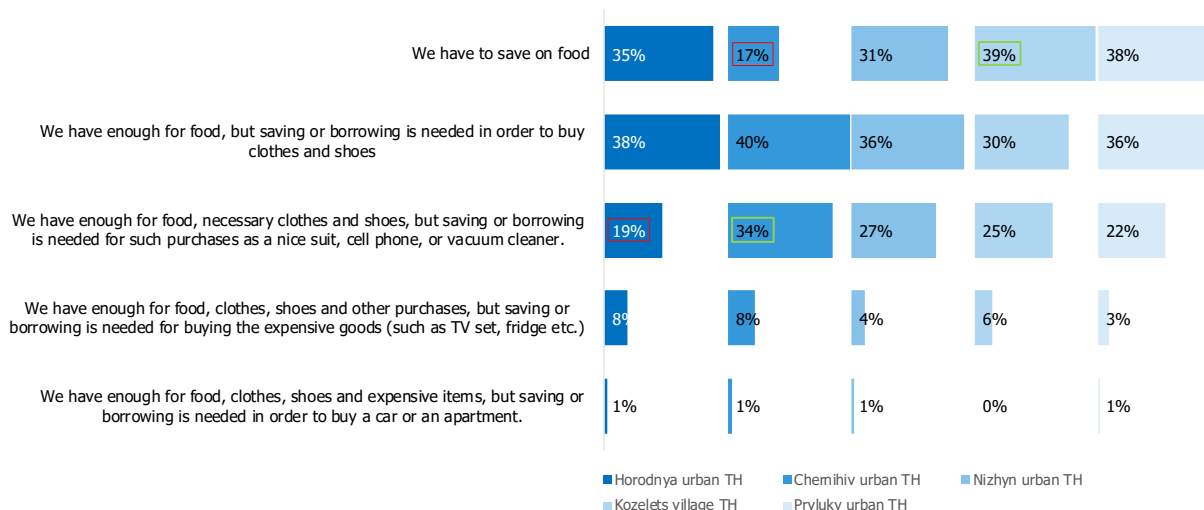
Q9. What could you say about your family's financial situation? [% responses, all respondents]



Residents of the oblast center have found themselves in a better financially resilient standing- only 13% of families in the Chernihiv urban hromada have to save on food, which is 2.5-fold less than in the sample in general. On the other hand, in the Pryluky and Kozelets hromadas, this indicator amounts to 38–39%

Figure 12. **Financial situation in a family by the hromada**

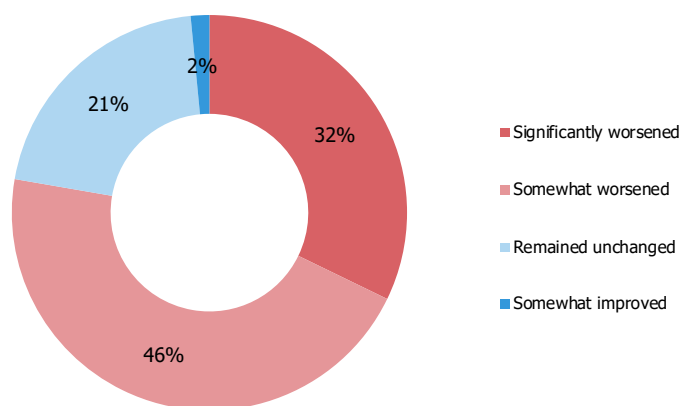
Q9. How would you comment on your family's financial situation?
[% responses, all respondents]



The majority of the respondents (78%) report that the financial situation of their family has worsened compared to that before February 24, 2022. At the same time, almost every third person reports "sharp" worsening of the financial situation.

Figure 13. **Change in family financial situation**

Q10. How did the financial situation of your family change compared to 24.02.2022?
[% responses, all respondents]

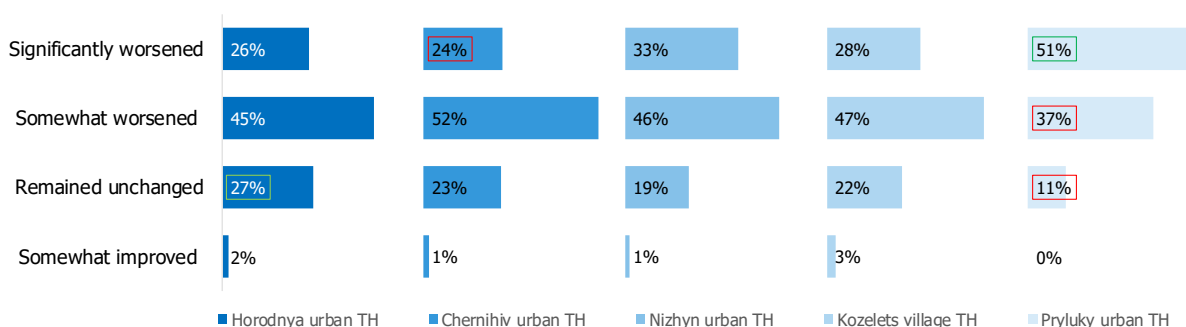


Analyzing answers to this question by hromadas, we can once again recognise the Chernihiv hromada as a leader and Pryluky hromada as an outsider. Despite the fact that the same percentage of the Chernihiv respondents as in the general sample reported that their financial situation worsened, only 24% of them qualify worsening of their financial situation as "significant".

At the same time, more than half of the respondents from the Pryluky urban hromada report the significant worsening of their financial situation. Overall, 89% of the respondents report worsening of the financial situation.

Figure 14. **Change of family financial situation by hromada**

Q10. How has your family financial situation changed compared to 24.02.2022?
[% responses, all respondents]



LIVING CONDITIONS

Vast majority of the respondents (90%) live in their own apartment. This indicator even exceeds 90% across all the hromadas, except for Chernihiv. In Chernihiv, only 77% of the respondents live in their own apartments or houses.

On the other hand, Chernihiv hromada has the largest share of those living in rented separate housing (18%), and only 2/3 of these respondents pay rent, while the rest do not pay at all or pay very little.

Also, Chernihiv has the largest share of those living together with their host family (5%, compared to 0–1% in other hromadas).

Figure 15. **Living conditions**

Q11. What is the best description of your family's living conditions over the last month?
[% responses, all respondents]

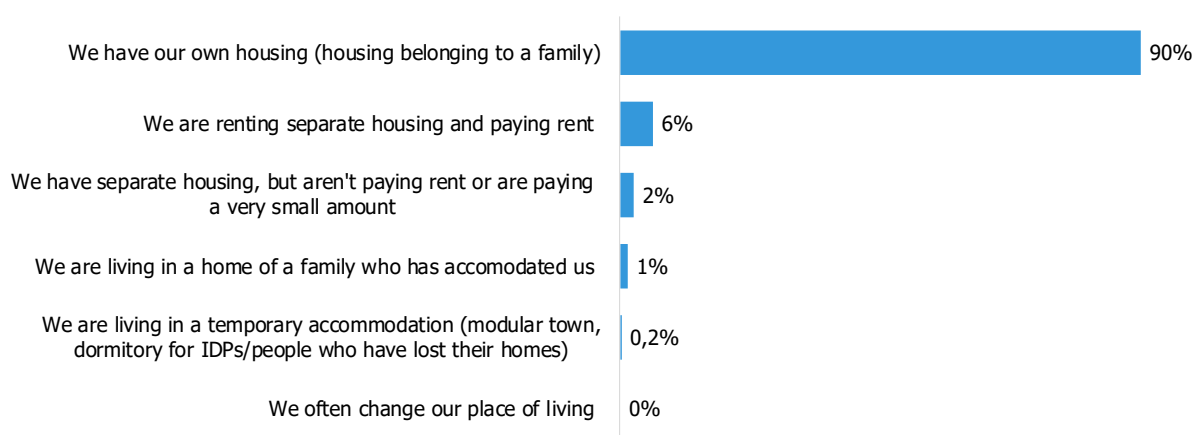
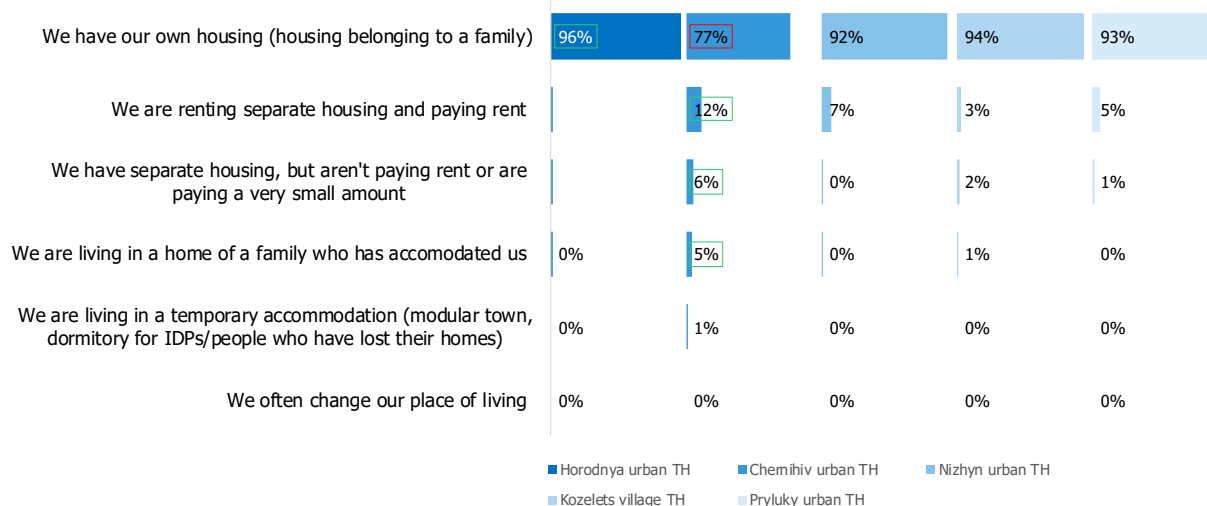


Figure 16. **Living conditions by hromada**

Q11. What is the best description of your family's living conditions over the last month?
[% responses, all respondents]



For the majority of residents in target hromadas (75%), living conditions have not changed compared to the situation before February 24, 2022. Accordingly, almost every fourth respondent reports that his family's living conditions have worsened.

Residents of Chernihiv and Nizhyn urban hromadas reported worsening of living conditions more often. For that, Chernihiv oblast has the largest share of IDPs. In terms of the reasoning for the worsening of living conditions in the Nizhyn hromada (where every tenth person reports significant worsening) it is worthwhile to dwell on it separately.

Figure 17. **Change of living conditions**

Q12. How have your living conditions changed compared to the situation before 24.02.2022? [% responses, all respondents]

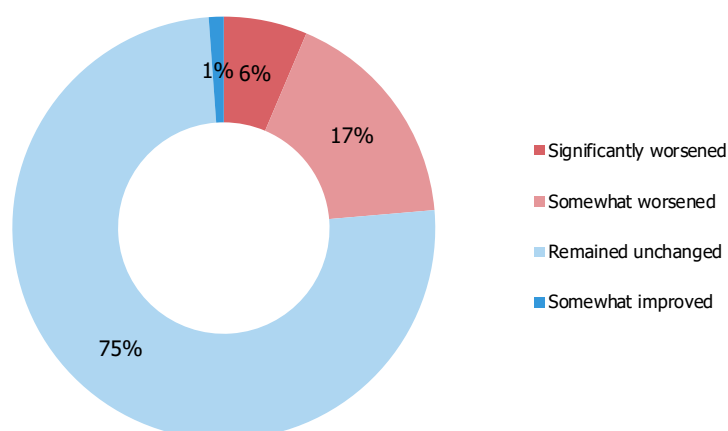
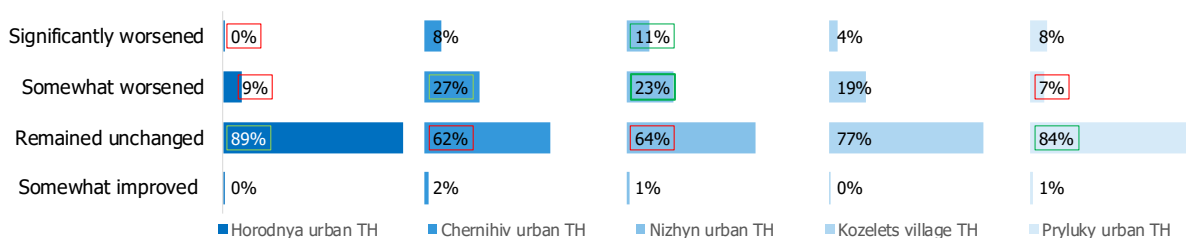


Figure 18. **Change of living conditions by hromada**

Q12. How have your living conditions changed compared to the situation before 24.02.2022? [% responses, all respondents]



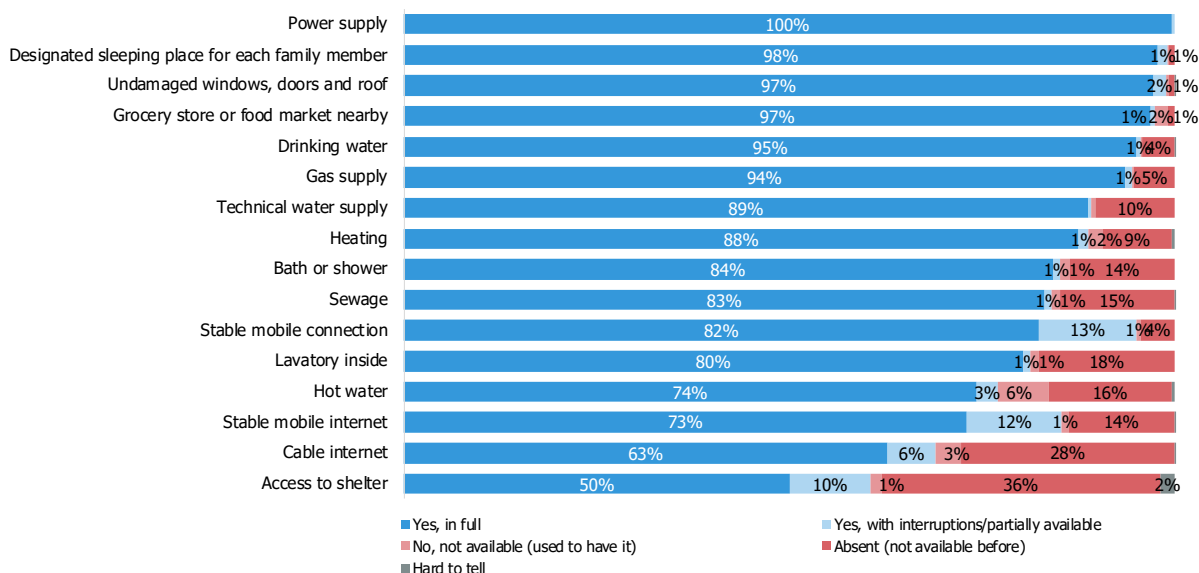
As for basic household conveniences which should be available in the residential space, most of the respondents have well-equipped households. No access to a shelter is ranked as the top concern, and half of the respondents documented this issue.

Availability of conveniences was practically unaffected by the large-scale invasion, i.e. if they were not available before, this situation did not change after the war outbreak. On the contrary, there occurred opposite cases when these conveniences were available before the war, but after the war broke out where access to them was no longer available. First of all, problems with access to household conveniences are related to the water supply and sewage (sewage, bath or shower, toilet and hot water). From 14% to 22% of the respondents report unavailability of these conveniences, and the most common complaint is missing hot water. In general, hot water supply is one of the most wanted conveniences, especially considering the fact that a relatively large share of the respondents reported hot water availability before, but no hot water supply for the moment.

Almost every tenth apartment has no heating or access to even technical water.

Figure 19. **Availability of basic conveniences (in general)**

Q13. Please, mark basic conveniences available in your residence [% responses, all respondents]



Hromadas slightly differ from one another in terms of availability of basic conveniences in respondents' homes.

Thus, residents of the Horodnya urban hromada more often than others report absence of water supply and sewage, gas supply, and fixed Internet. Mobile communication and mobile Internet are available, but with interruptions.

Chernihiv residents are better equipped with basic conveniences than those from other hromadas but for the following exceptions: damage to windows, doors, roofing; availability of a grocery store or market nearby.

Nizhyn residents have better than others access to shelters (81%). However, no technical water and heating is more often reported there than in other hromadas.

Kozelets village and Pryluky urban hromadas have the worst access to shelters (25% and 33%, respectively). Also, Kozelets village hromada has the same problems as Horodnya hromada: residents most often complain about the lack of running water and sewage (showers, toilets, etc.), as well as gas supply, mobile communication and Internet.

Figure 20. **Availability of basic conveniences (Horodnya urban TH)**

Q13. Please, mark basic conveniences available at your residence
[% responses, all respondents]

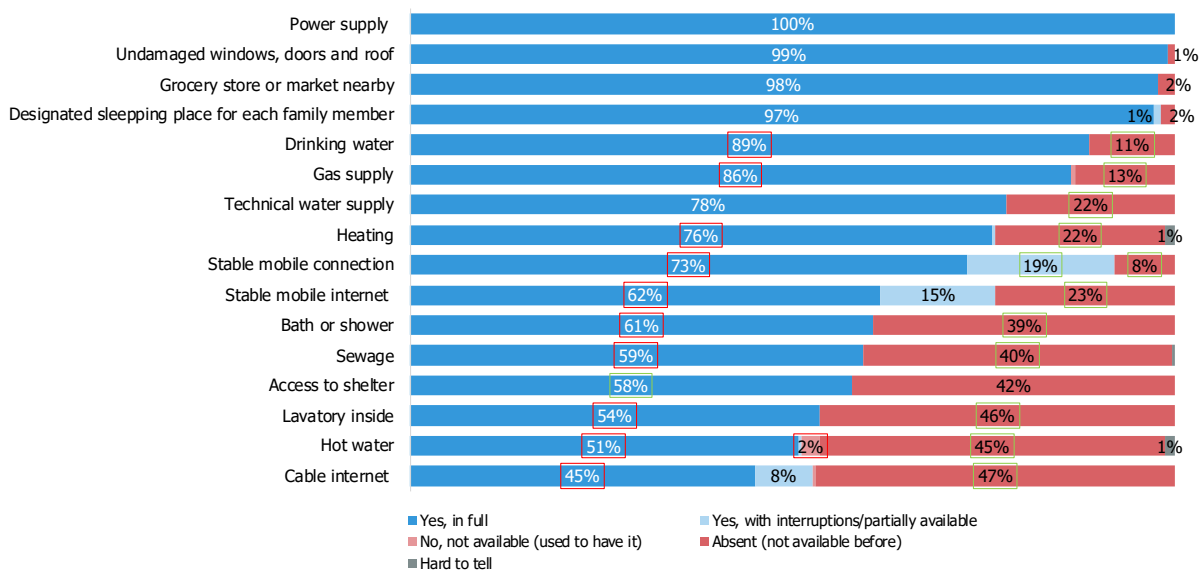


Figure 21. **Availability of basic conveniences (Chernihiv urban TH)**

Q13. Please, mark basic conveniences available at your residence
[% responses, all respondents]

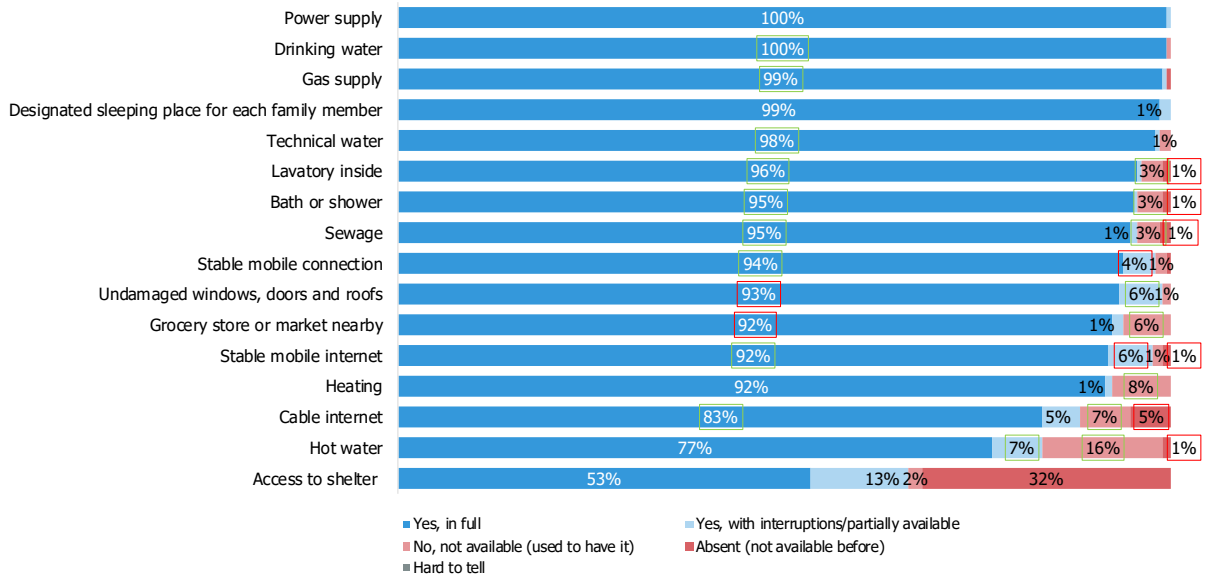


Figure 22. **Availability of basic conveniences (Nizhyn urban TH)**

Q13. Please, mark basic conveniences available at your residence
[% responses, all respondents]

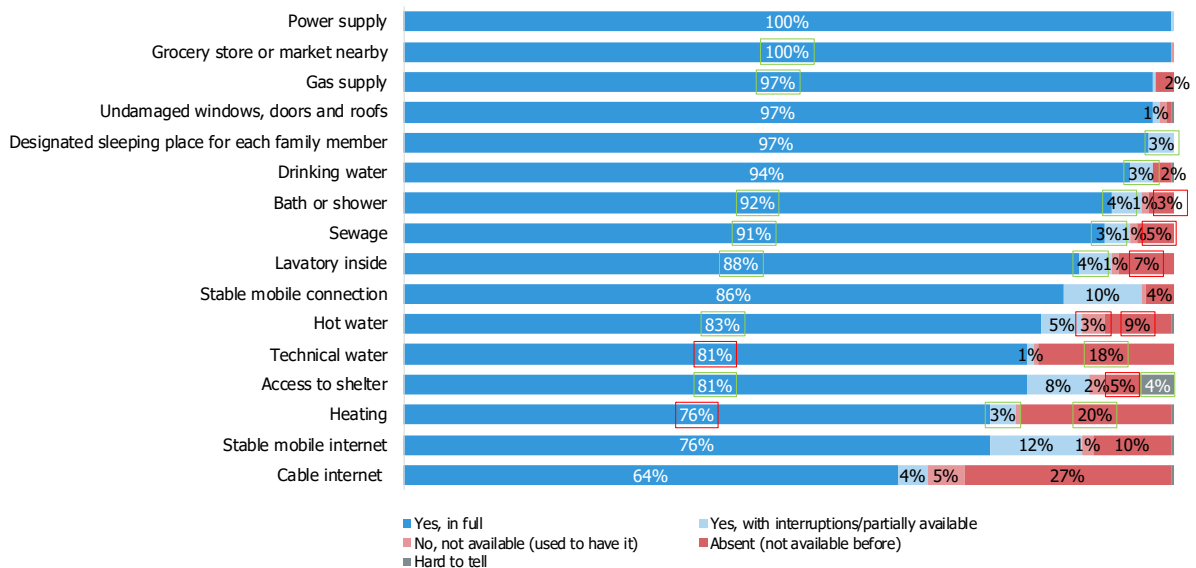


Figure 23. **Availability of basic conveniences (Kozelets village TH)**

Q13. Please, mark basic conveniences available at your residence
[% responses, all respondents]

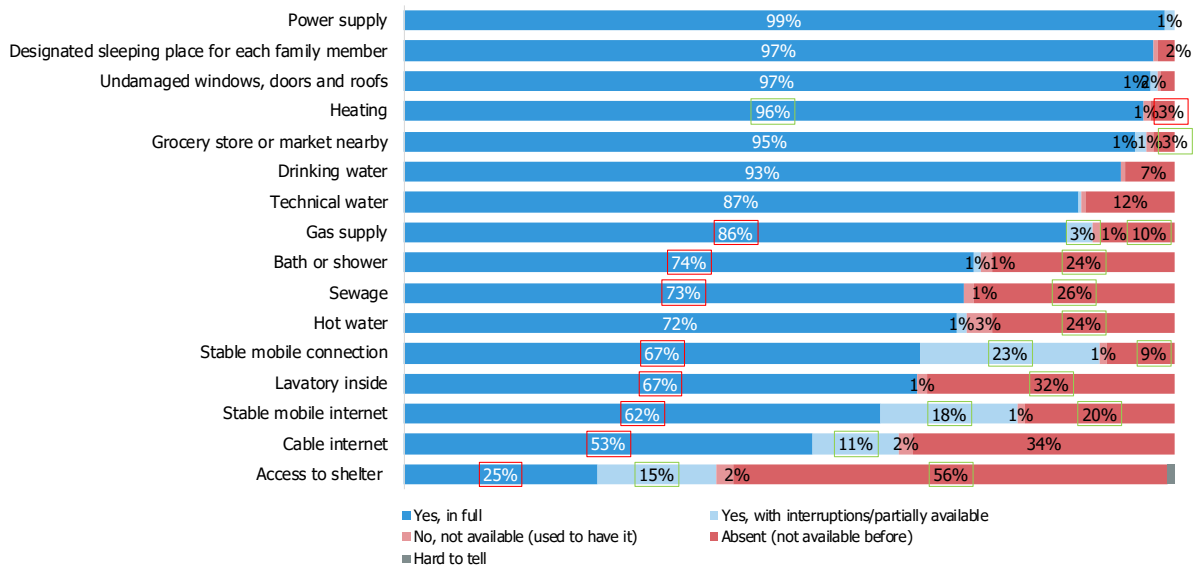
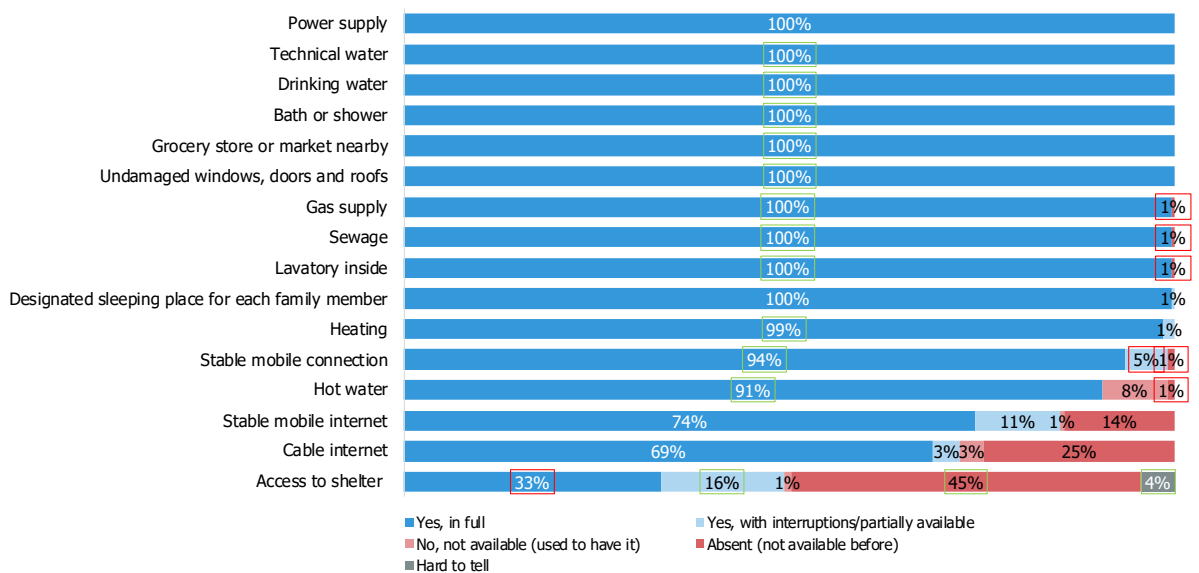


Figure 24. **Availability of basic conveniences (Pryluky urban TH)**

Q13. Please, mark basic conveniences available at your residence
[% responses, all respondents]



Section 1

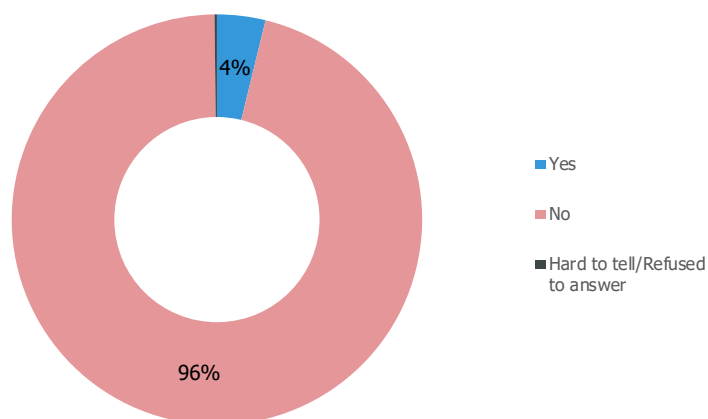
ASSESSMENT OF DEMAND FOR SOCIAL SERVICES

1.1. CURRENT RECIPIENTS OF SOCIAL SERVICES

According to the data of the quantitative survey, 4% of the respondents said that someone on their family (or they themselves) are registered as providers of social services to their family. Therefore, we believe that these families can be representative as recipients of social services. If we add the share of those receiving social services outside the family (such as supported living, physical support, psychological support, see detailed analysis in Section 1.3), then the recipients of social service will increase up to 5% (with variations from 4% in the Pryluky hromada to 7% in Nizhyn).

Figure 25. **Providers of social services**

Q6. Is there anyone at the household to qualify as registered providers of social services to family [% responses, all respondents]

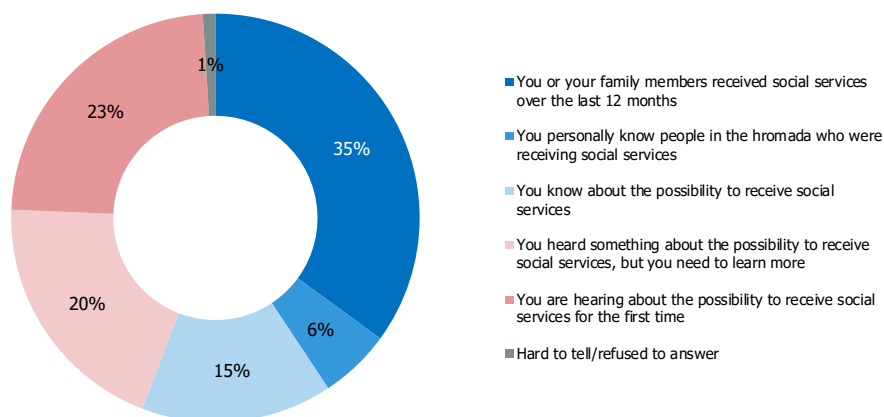


However, 35% of the respondents answered affirmatively to the direct question of whether they or their family were receiving social services.

This difference in estimates (5% and 35%) is explained by the fact that people often perceive humanitarian aid as a social service, and, as shown in Section 1.3, it is the humanitarian aid that accounts for the largest share of social services reported as received. However, almost every fourth respondent first heard about availability of social services during the survey.

Figure 26. **Awareness about social services**

Q14. Are you aware that social services are available in your community?
[% responses, all respondents]

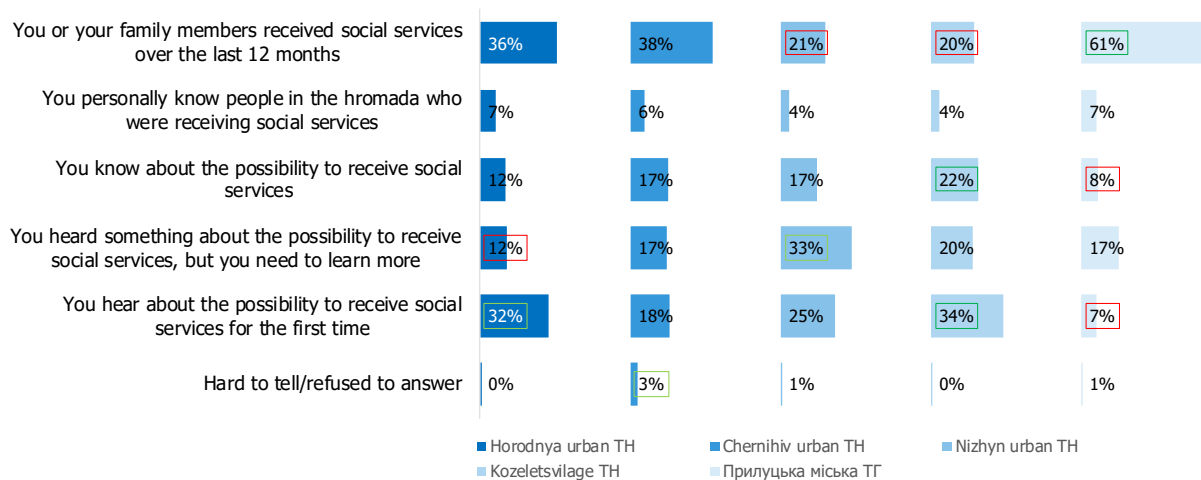


The largest share of unaware respondents was reported in the Horodnya and Kozelets hromadas (32 and 35% respectively).

The largest share of recipients of social services (in terms of respondents' self-determination) was recorded in the Pryluky urban hromada (over 60%), minor — in Kozelets and Nizhyn (around 20%).

Figure 27. **Awareness about social services by hromada**

Q14. Are you aware that social services are available in your community?
[% responses, all respondents]



However, it has become trendy that respondents keep confusing humanitarian aid and social services, a wholesome community of experts also often do not distinguish between these types of aid, and they emphasize that social workers are often involved into the distribution of humanitarian aid. Both experts and managers, and employees of social security institutions say that “our girls carry bags and unload cars.” According

to experts, this problem has always existed, but it dramatically aggravated right after the beginning of the full-scale invasion when humanitarian aid.

Distribution of humanitarian aid and its perception by the respondents as a social service, on the one hand, hinders the analysis of social services as they are. But, on the other hand, this advances campaigns promoting raising awareness of other basic social services. After all, as it has been already mentioned before, humanitarian aid is often distributed through the territorial centers, social security administrations and other institutions, where potential recipients of social services can find some information about other options offered by the system.

For further analysis, we pooled respondents where they indicated that, apart from humanitarian and financial aid, they were receiving basic social services. Here belong assisted living, physical support, psychological support, etc. Such services are more often provided by the social security administrations or social service centers. However, even among the respondents receiving such basic social services, there is a significant share (30%) of those who have applied to non-state institutions (charity funds, public organizations). Besides, among those receiving social services "by self-determination", 40% have applied to non-state institutions.

As for the place where social services are received, more than half of the recipients of basic social services receive them at home. Among all the social service recipients, share of those receiving these services "in the community" prevails (37%), however, which is also significant among the recipients of basic social services (32%).

The role of social services is meaningful in satisfying the people's vital needs: almost half of the respondents indicated that social services play a decisive or vital role. Recipients of basic social services (apart from humanitarian and financial aid) rate their importance even higher.

Figure 28. **Institutions providing social services**

Q18. Where exactly did you or your family apply for social services?
[% responses of those who have received social services]

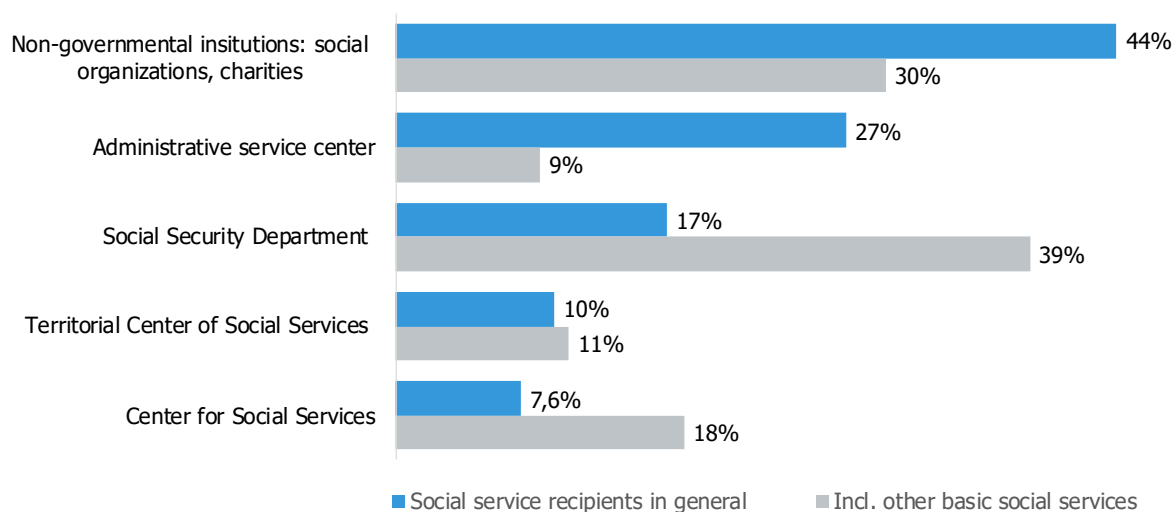


Figure 29. **Places where social services are received**

Q19. Where exactly did you or your family members receive social services?
[%responses of those who have received social services]

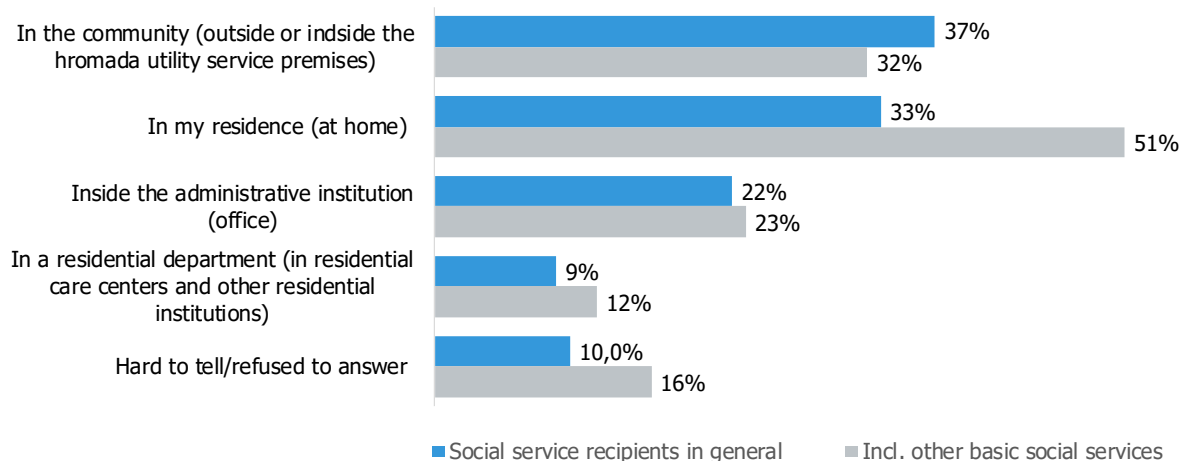
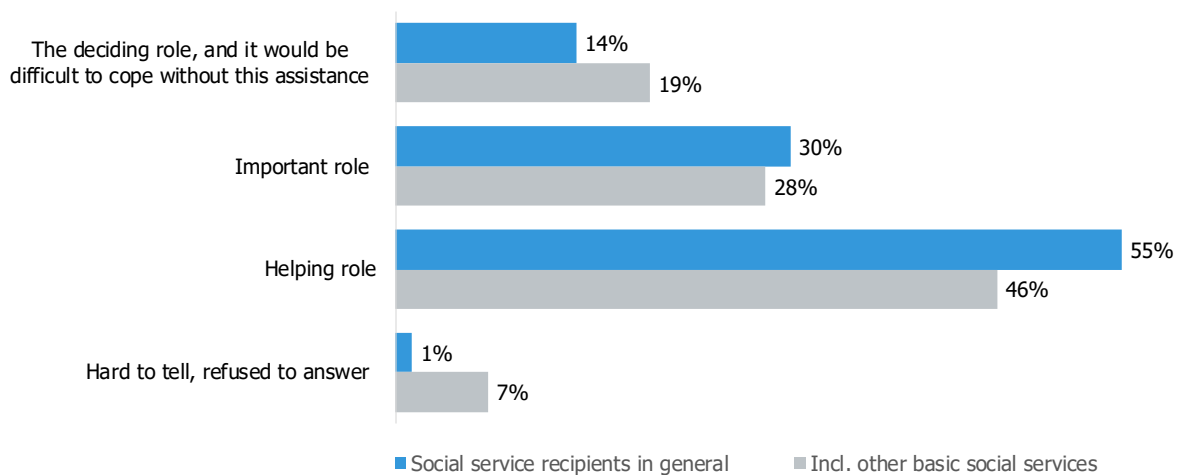


Figure 30. **Role of social services in satisfying basic life needs**

Q23. What role did social services received by you or your family members play in satisfying your family's basic life needs? [%responses of those who have received social services]



1.2. POTENTIAL RECIPIENTS OF SOCIAL SERVICES

It is difficult to overestimate the role of awareness among the general population about the possibilities of obtaining social services. Currently, communication impresses to have covered mostly those who have been enlisted into the system of the social services. Both management and providers of social services claim that they render services to everyone applying to them. Therefore, if a person remains “within the visibility ambit” under the

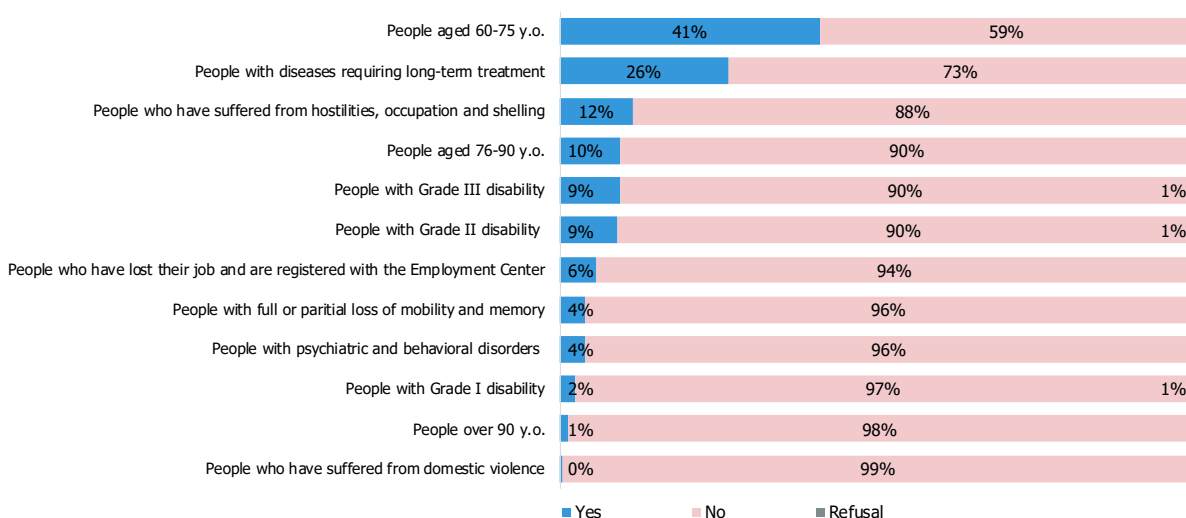
social services, s/he has a chance to receive requisite support. If a person is unaware of such a possibility, this person's chances of receiving support will drop sharply.

The results of interviews with managers and employees of institutions providing social services indicate that assessment of hromada needs in social services is carried out mainly in relation to the needs of those citizens that have already applied for assistance, or are "within the visibility ambit" under the system of social services (IDPs, children deprived of parental care, adults and children with disabilities, people released from penitentiary institutions, etc.). As for other citizens in need of social services, the system can trace them at random, for example, through their neighbors. The Law On the Social Services envisages a fairly broad list of eligible groups qualifying for the state support (elderly people; people with chronic diseases; conflict-affected population etc.). In this survey, we developed a methodology for identifying targets with potential traits of recipients in case of social services and qualifying for the state support in the future.

The results of this survey in the sample generally are shown in Fig. 31. As we can see, more than 40% of households have elderly people aged 60–75, and every fourth family has people suffering diseases qualifying for long-term treatment. It is evident that these categories will overlap to a large extent, but, in general, the range of potential recipients is very large even by these two traits. About one in ten households (9–12%) has either someone aged over 76, or someone with a disability, or a victim of war aggression.

Figure 31. **Traits of potential recipients (in general)**

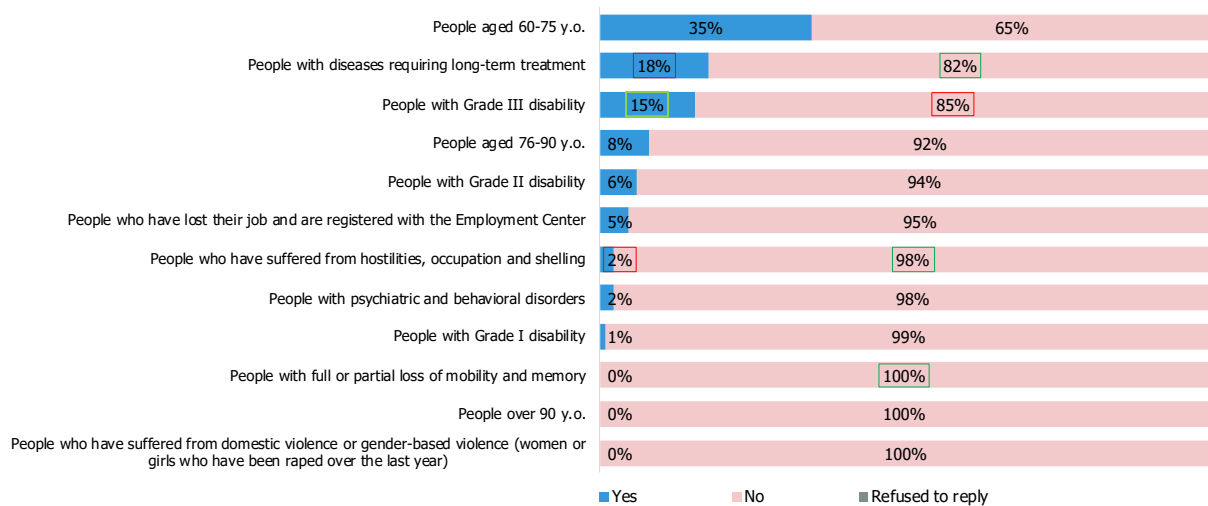
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



In the aftermath, hromadas will differ by profiles of the potential recipients. Thus, in Horodnya hromada, there is a larger share of people with disability grade III but a smaller share of conflicted-affected population.

Figure 32. **Traits of potential recipients (Horodnya urban TH)**

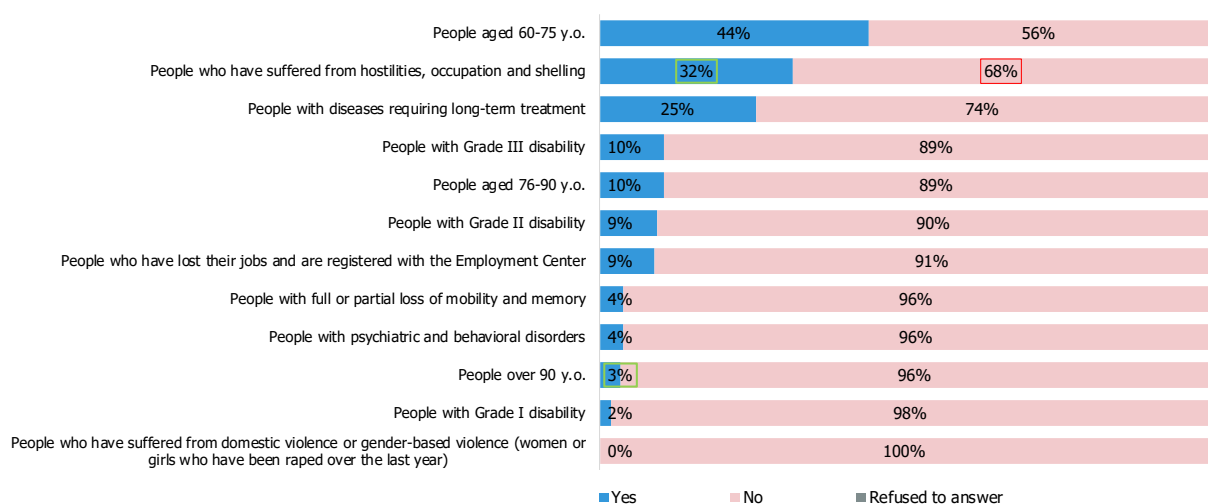
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



In Chernihiv hromada (reminder: it has the largest share of IDPs), almost a third of households consider themselves victims of hostilities and occupation.

Figure 33. **Traits of potential recipients (Chernihiv urban TH)**

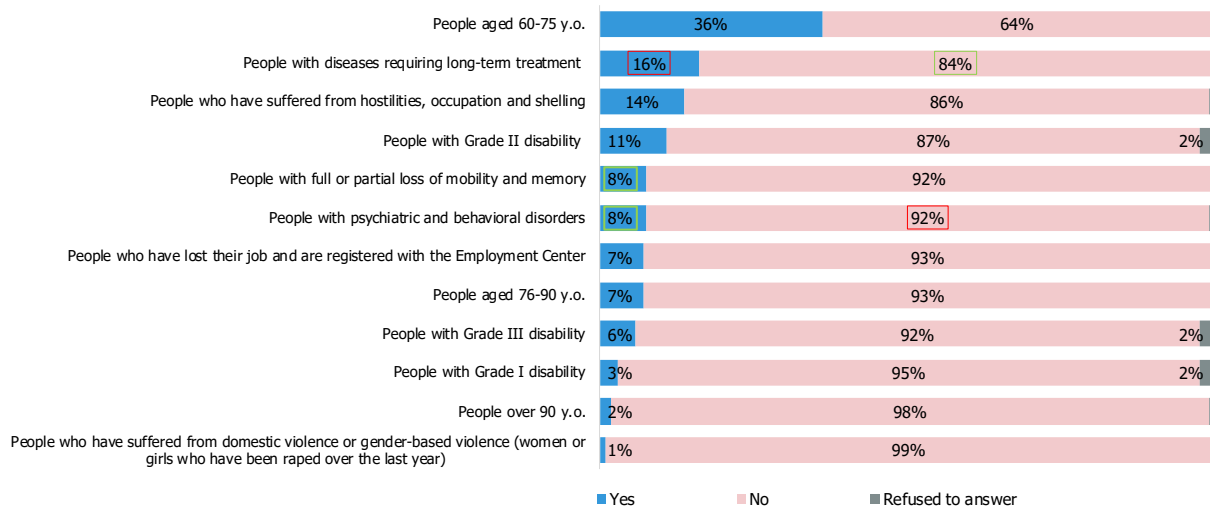
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



In Nizhyn hromada, there is a relatively larger share of households where families suffer mental and behavioral disorders, or have lost motor function or memory (partially or completely).

Figure 34. **Traits of potential recipients (Nizhyn urban TH)**

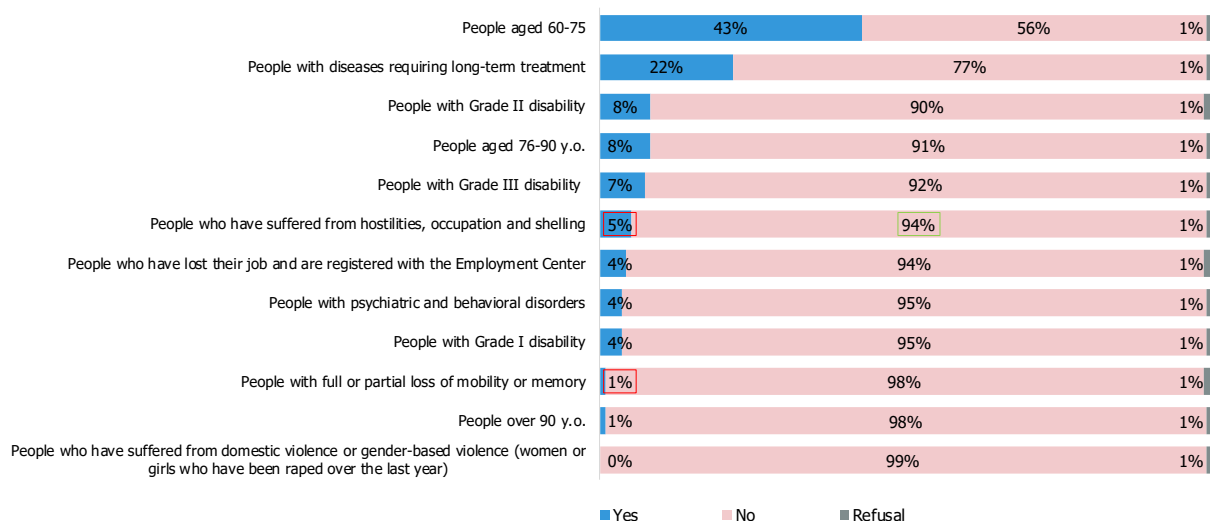
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



In Kozelets village hromada, there is a smaller share of victims of hostilities, but one of the largest shares of elderly people aged 60–75 (43%).

Figure 35. **Traits of potential recipients (Kozelets village TH)**

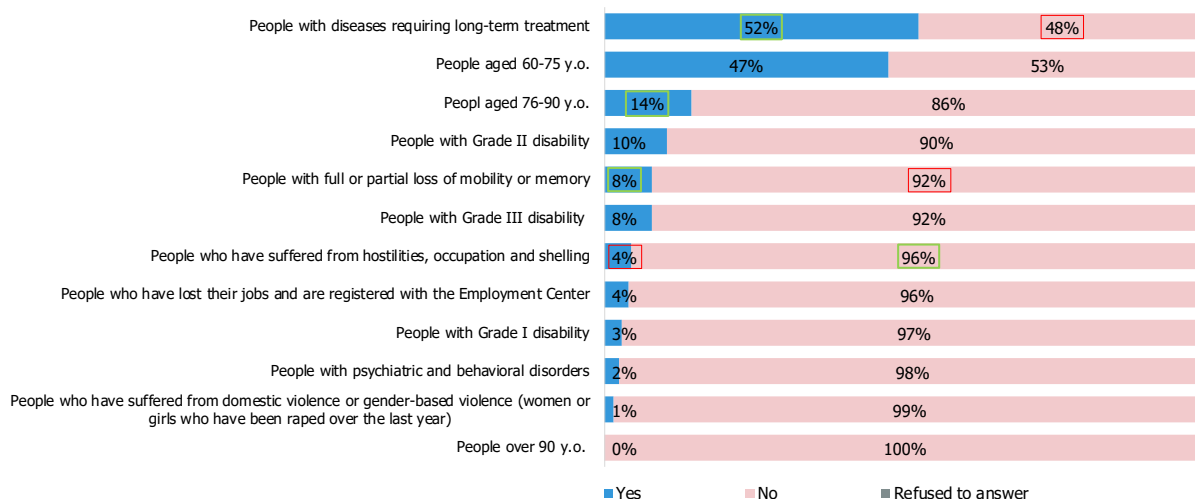
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



More than half of the Pryluky hromada households have someone in a family that is in need of some long-term treatment. Besides, this community is one of the communities with the oldest population. Therefore, the share of households with people aged 60–75 and 76–90 years is the largest here among other communities.

Figure 36. **Traits of potential recipients (Pryluky urban TH)**

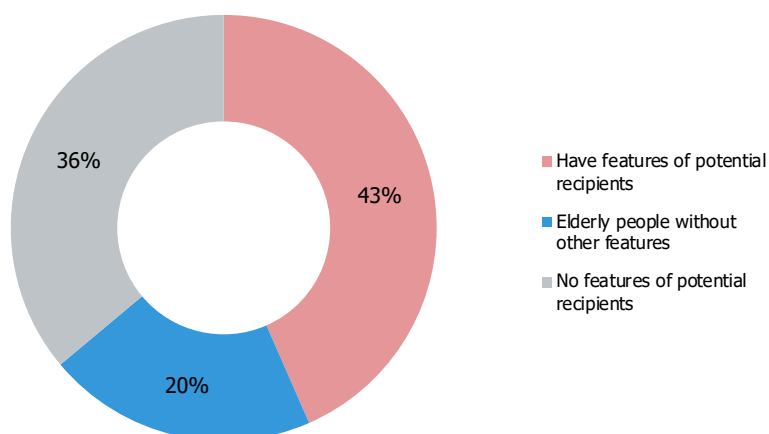
Q5. Are there any people (including children) from the groups listed below in your household? [% responses, all respondents]



Thus, summarizing the obtained data, we see that only a third of households are not representative in terms of formal traits of potential recipients of social services (which, by the way, does not mean that these households do not need support). 43% of families are representative traits endemic to the potential recipients of social services, and every fifth family has an elderly person (elderly persons) aged over 60 years, but no other features.

Figure 37. **Potential recipients of social services**

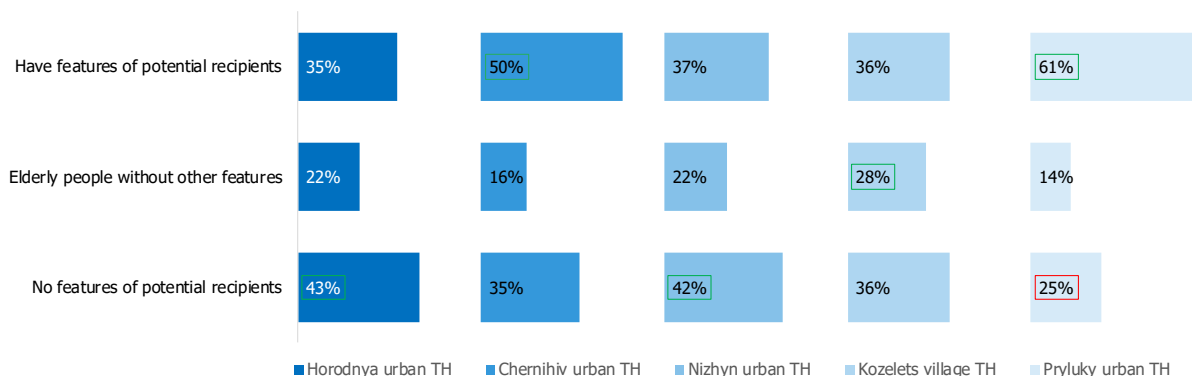
Analysis of results [% responses, all respondents]



Distribution of households with traits of potential recipients by the hromada is very uneven: thus, the largest shares of such households are reported in the Chernihiv hromada (50% for account of IDPs and conflict-affected people) and Pryluky hromada (61%, mainly on account of people with chronic diseases).

Figure 38. **Potential recipients of social services by hromada**

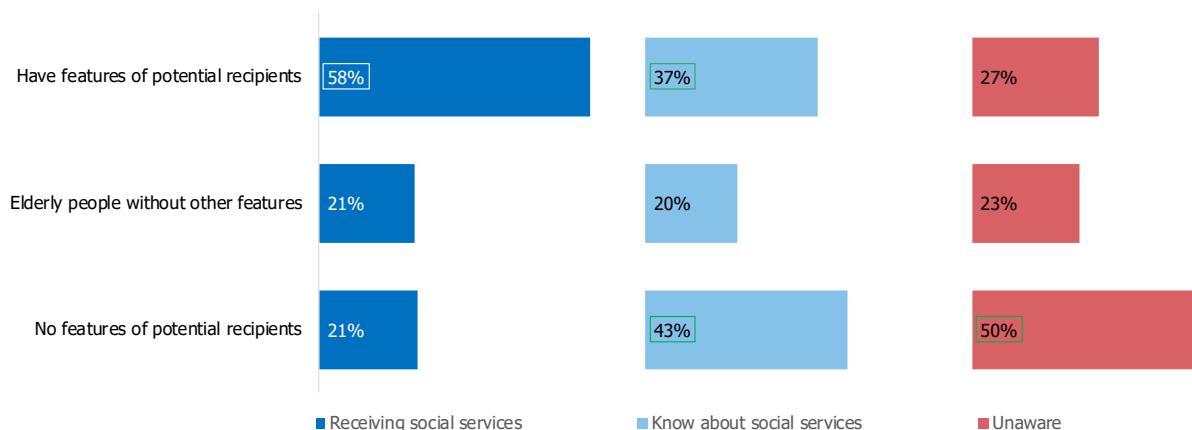
Analysis of results [% responses, all respondents]



As mentioned above, level of awareness about the social services is an important factor in receiving them: almost half of the respondents that are not aware about the possibility of receiving social services have traits of the potential recipients. Among those aware of social services, but not receiving them, more than half are representative as regards to the traits of the potential recipients.

Figure 39. **Potential recipients by awareness of social services**

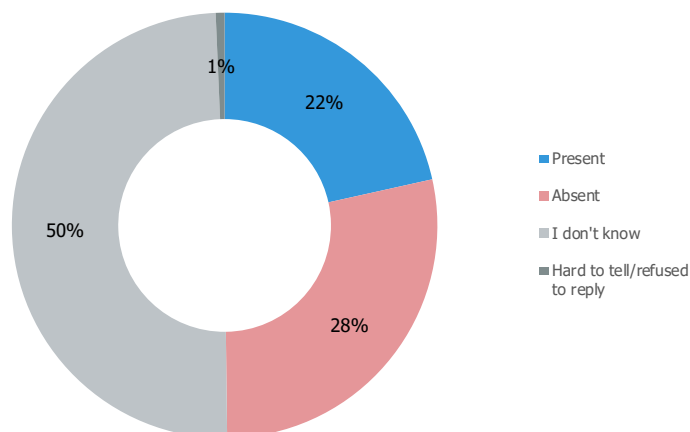
Analysis of results [% responses, all respondents]



Regarding the possibility of holding lectures and discussions on a range of topics (for example, healthy lifestyle, prevention of socially dangerous diseases, unlawful behavior, discrimination, civil protection, first-aid training, etc.), only 22% of the respondents indicated that there were in place some amenities for such events in their hromada. Half of the respondents do not know how to answer this question, which indicates poor awareness of the hromada's capacity.

Figure 40. **Capacity to hold lectures and discussions**

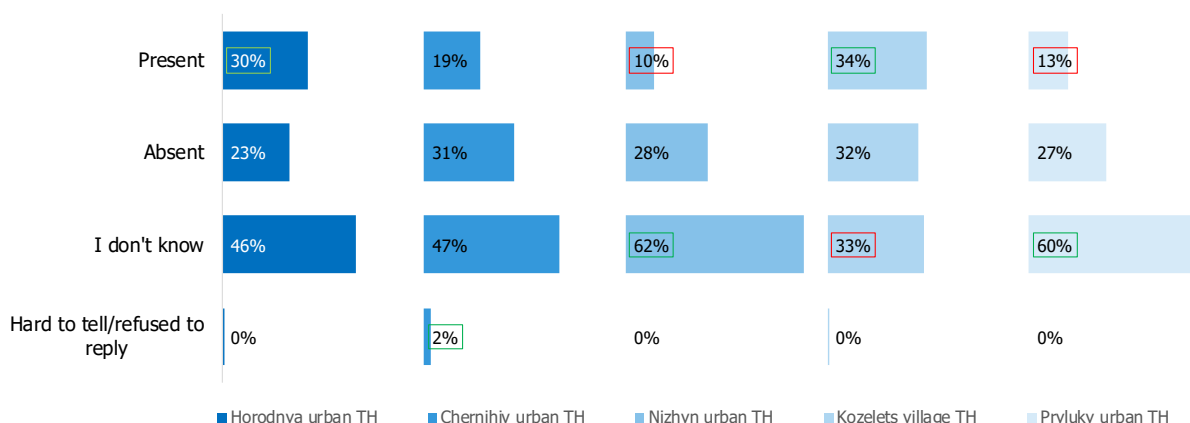
Q27. Is there any amenities in place within your hromada to hold lectures and discussions about healthy lifestyle, prevention of socially dangerous diseases, unlawful behavior, discrimination, civil protection, first-aid trainings? [% responses, all respondents]



Horodnya and Kozelets hromadas are bestaware of the possibility to hold lectures/discussions (breakdown by 30 and 33% respectively).

Figure 41. **Hromada's capacity to hold lectures and discussions**

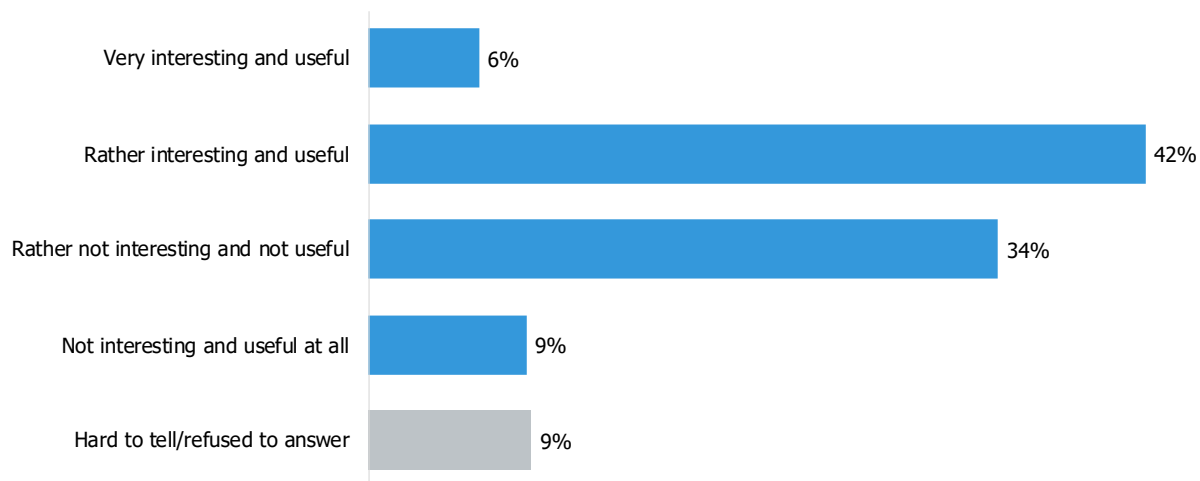
Q27. Is there any amenities in place within the hromada to hold lectures and discussions about healthy lifestyle, prevention of socially dangerous diseases, unlawful behavior, discrimination, civil protection, first-aid trainings? [% responses, all respondents]



In fact, interest in lectures on similar topics is not very high all across the hromadas. Only 6% of the respondents indicated that it would be interesting and useful for them. Although 42% said that such lectures would be more interesting and useful, the respondents could simply choose a socially acceptable option.

Figure 42. **Demand in lectures and discussions**

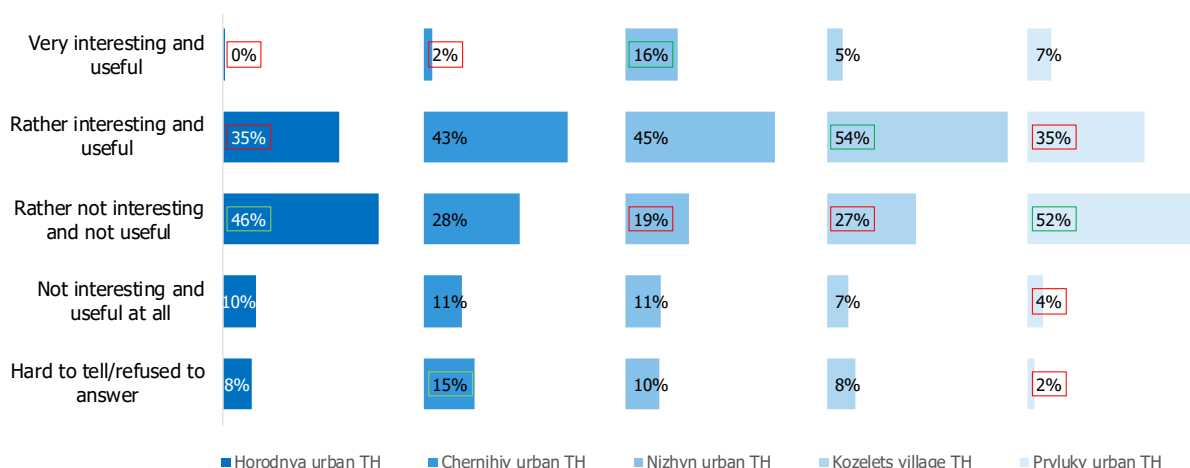
Q28. How interesting and useful would it be for you or anyone of your family to attend such lectures (if they were held)? [% responses, all respondents]



Demand in lectures and panel discussions varies by hromada. Therefore, the highest interest is shown by the residents of the Nizhyn hromada, and the least by the Horodnya and Pryluky hromadas.

Figure 43. **Demand in lectures and panel discussions across hromada**

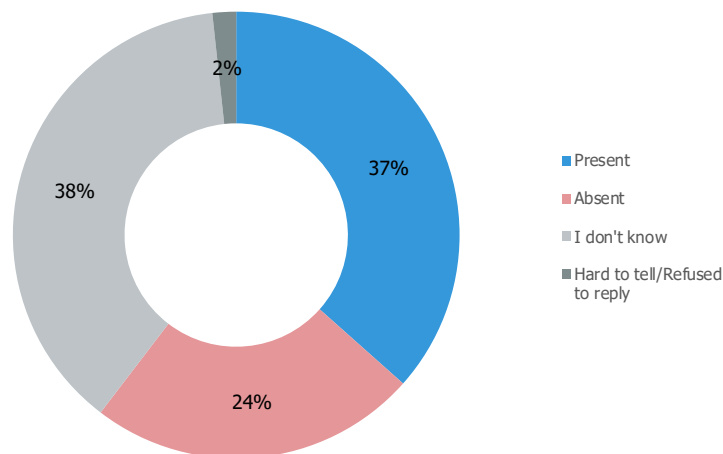
Q28. How interesting and useful would it be for you or any of your family members to attend such lectures (if they were held)? [% responses, all respondents]



On the other hand, the respondents are more aware of an opportunity to engage in health, creativity, self-development (clubs, courses, groups, cinema, reading club, etc.): 37% report to have place across the hromada, and only 38% hesitate to answer the question (which indicates higher awareness of such opportunities compared to the possibility of holding lectures and panel discussions).

Figure 44. **Possibility of organizing clubs, courses, study groups**

Q29. Is there any safe space within your hromada where people of any age can take care of health, engage into creative activities and self-development (clubs, courses, study groups, cinema, reading club etc.) [% responses, all respondents]

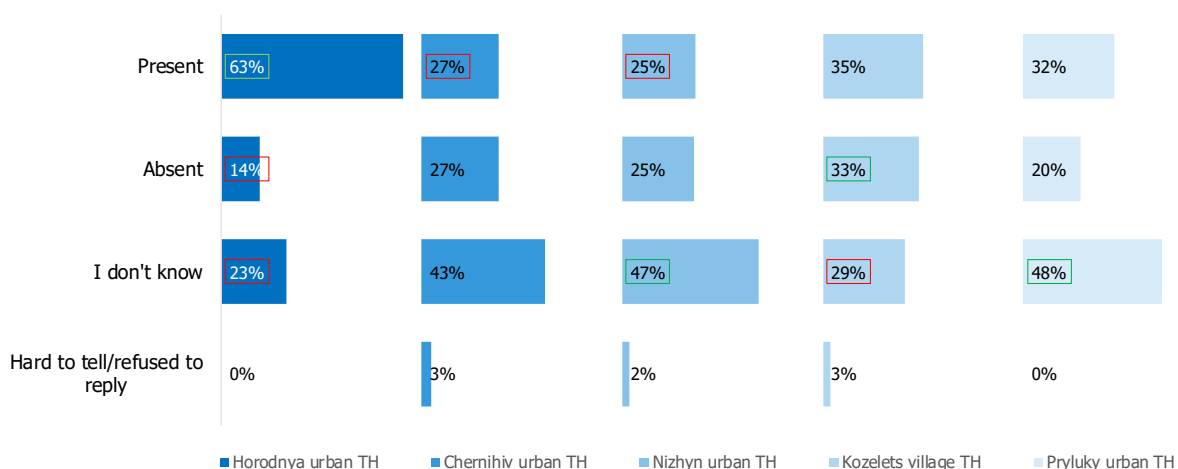


Horodnya hromada steps in as a leader here as well: 63% of its residents confirm availability of a place for hobby clubs and groups. Residents of the Nizhyn and Pryluky hromadas are less aware than others — almost half of them do not know an answer to this question.

Every fourth respondent from the Chernihiv and Nizhyn hromadas report that there are no such amenities in place.

Figure 45. **Possibility of organizing clubs, courses, study groups by hromada**

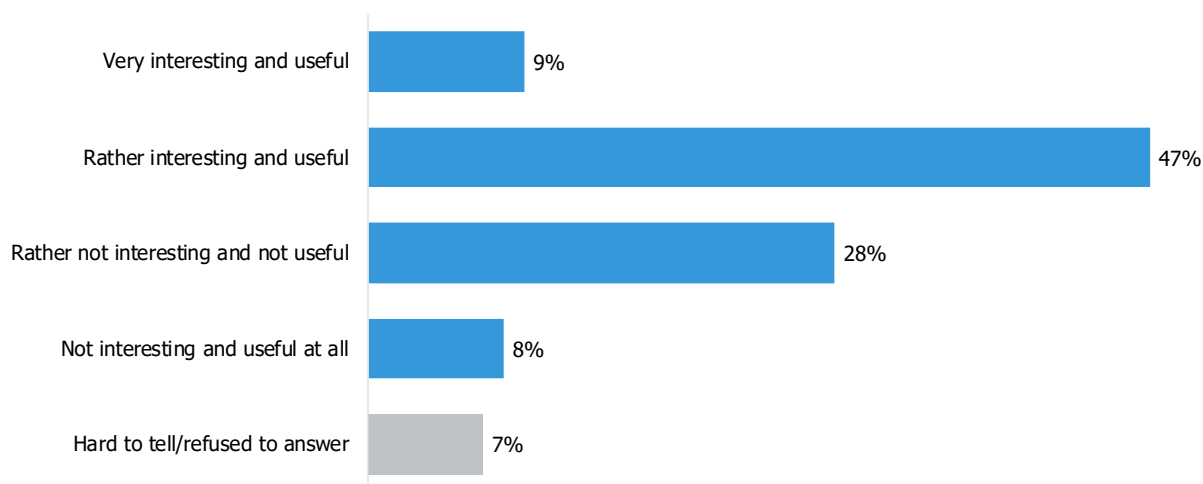
Q29. Is there any safe space within your hromada where people of any age can take care of health, engage into creative activities and self-development (clubs, courses, study groups, cinema, reading club etc.) [% responses, all respondents]



Demand in health maintenance, creativity development, and self-development classes is slightly higher than in attending lectures: 9% said that it would be very interesting and useful for them, and another 47% said that it would be rather interesting and useful.

Figure 46. **Demand in organizing hobby clubs, courses, study groups**

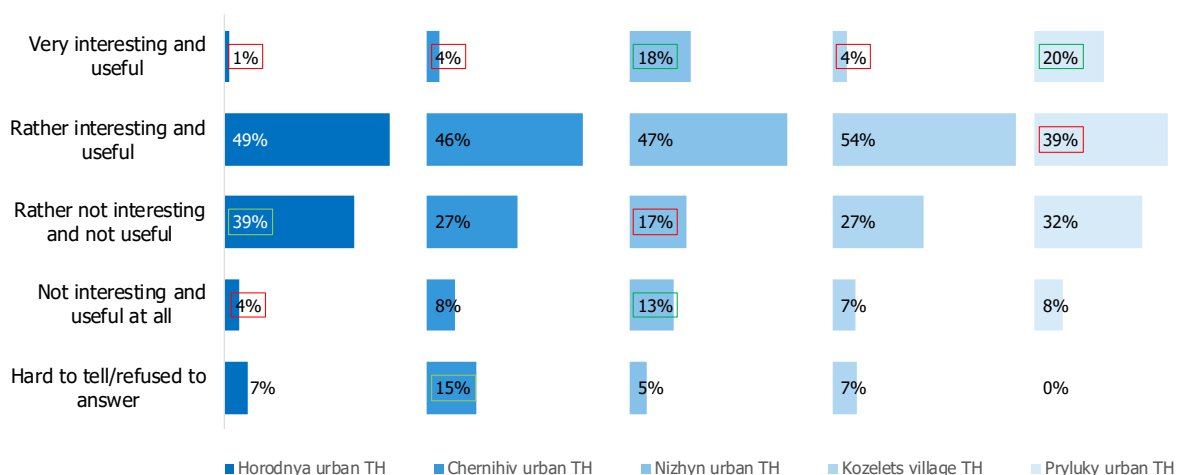
Q30 How interesting and useful would it be for you or your family to attend clubs, groups and courses (provided they were available)? [% responses, all respondents]



Analysis by hromada demonstrated that residents of the Nizhyn urban hromada once again shown their highest demand: 18% said that they would be highly interested. Also, the residents of the Pryluky hromada expressed interest in such activities, and this is the “oldest” hromada by age of its residents, as well as the one with the largest number of households with the traits of the potential recipients.

Figure 47. **Interest in organizing clubs, courses, study groups by hromada**

Q30 How interesting and useful would it be for you or someone on your family to attend hobby clubs, groups and courses (provided they were available)? [% responses, all respondents]



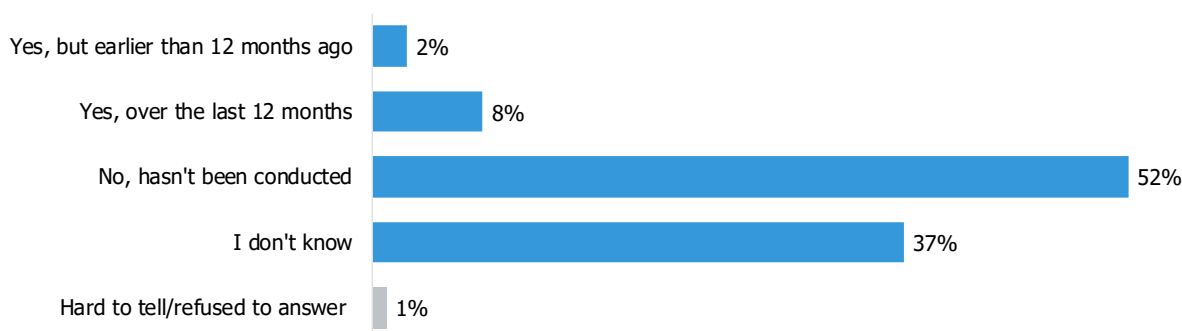
However, it should be noted that assessments of interest in the lectures or creative and sports activities are rather theoretical. In reality, a lot will depend on the topic, personality of the lecturer or teacher, conditions of the event, etc.

1.3. DEMAND FOR SOCIAL SERVICES

With the view to the above, social security authorities and institutions rendering social services focus on assessing the needs of those citizens which have already become a staple of the system of social services. Regarding general hromada polls, only 10% of the respondents reported that such polls were conducted.

Figure 48. **Survey aimed at assessment of people's needs**

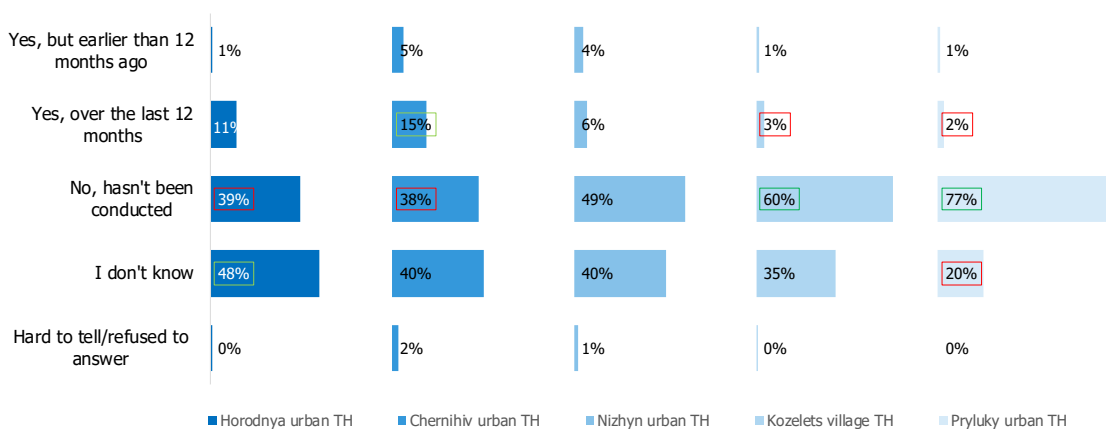
Q31. Over the past 12 months, was there any public survey in place (any similar to R2P's pattern) to assess public needs in social services (in person, over the phone or online)? [% responses, all respondents]



Chernihiv residents more often report that polls were carried out in their hromada. Residents of the Kozelets and Pryluky hromadas are quite sure that no polls have been held.

Figure 49. **Survey aimed at assessment of people's needs by hromada**

Q31. Over the past 12 months, was there any public survey in place (any similar to R2P's pattern) to assess the public needs for social services (in person, over the phone or online) conducted? [% responses, all respondents]

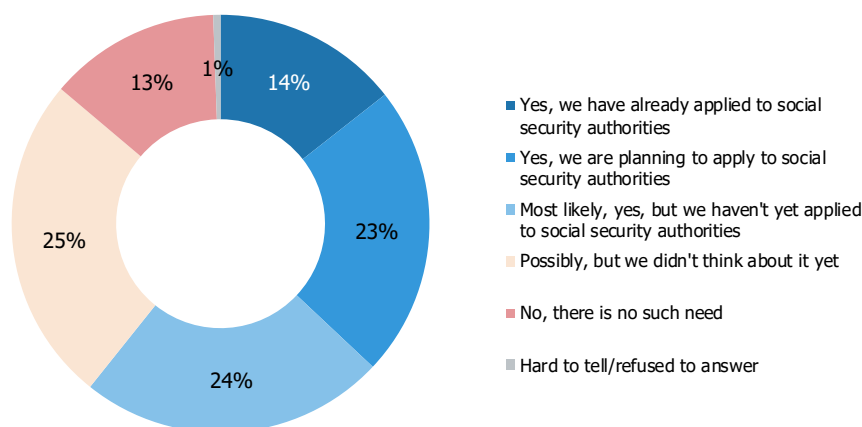


Managers and employees of the institutions rendering social services confirm that, for social services, need assessment by hromada is often carried out sparingly. In this study, we tried to assess target hromadas residents' needs in general.

Therefore, among those who were receiving social services over the period of 12 months (both basic social services, humanitarian and financial aid), only 13% indicate that they will not need social services in the future, and almost one in three has either already applied or plans to apply to the social security authorities.

Figure 50. **Self-estimate of future need for social services: respondents who have received social services**

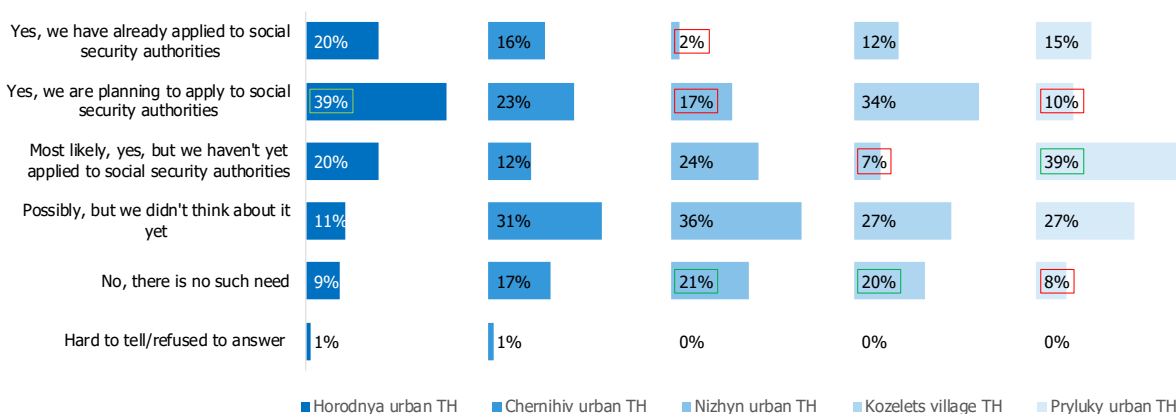
Q24. Will you need any social services over the next 12 months? [% responses of those who have received social services]



The results of the survey demonstrate as follows: assessment by hromada shows that residents of the Nizhyn and Kozelets hromadas most often answer that there will be no such a need (about 20%). Residents of the Pryluky hromada are more interested in further receipt of the social services, however, they have not yet applied to the relevant authorities.

Figure 51. **Self-estimation of future need for social services by hromada: respondents who have received social services**

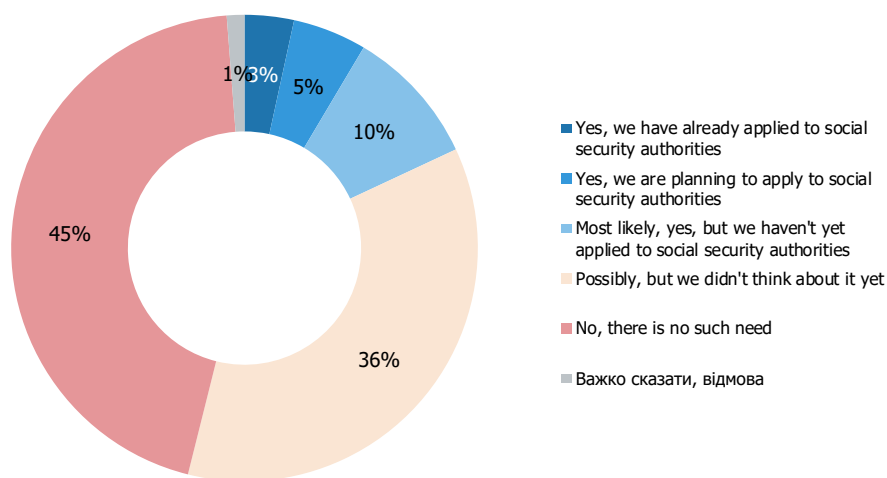
Q24. Will you need any social services over the next 12 months? [% responses of those who have received social services]



But the results of prospective need assessment of the respondents which have not received social services, but are aware of such a possibility, are truly indicative. More than half of these respondents do not rule out the possibility of applying to the social security authorities for support.

Figure 52. **Self-estimation of future need for social services: respondents who have not received social services**

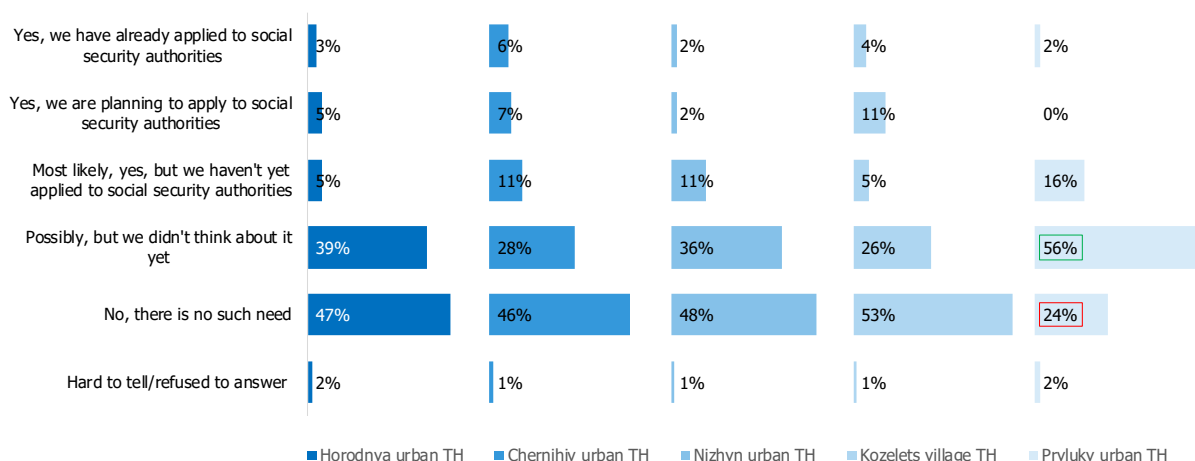
Q24. Will you need any social services over the next 12 months? [%responses of those who are aware of the possibility to receive social services]



While analyzing summarised responses from across the hromada, the highest level of potential needs was recorded in the Pryluky hromada: only 24% of the local respondents reported no prospective need for social services.

Figure 53. **Self-estimation of future need for social services by hromada: respondents who have not received social services**

Q24. Will you need any social services over the next 12 months? [%responses of those who have not received social services]



To identify needs for social services, we also employed an indirect method of assessment for situations where the need for social services can emerge. Respondents were asked whether they encountered such situations generally, and it was also clarified whether they encountered such a situation for the first time over the past 12 months. The results for all similar situations are reflected in Table 1 below.

We would like to point out that it is difficult to assess the impact of the large-scale invasion in this situation since the military action occurred more than 12 months ago from the time of the survey (April-May 2023). Therefore, the situations related to the occupation and most active hostilities happened to the respondents a year before the survey. In general, for most situations, potential needs have intensified over the past 12 months. The situation when people need help with food, personal hygiene items, care products, clothes, shoes, definitely, tops the rating (i.e. these needs are mostly covered by humanitarian aid).

The second place belongs to the situation when support with finding employment is needed.

Third emerge the situations where assistance is required with meal arrangements, psychological assistance, as well as assistance with access to information about how the system of social services functions in the hromada, how and under what conditions social services can be received.

Table 1. **Frequency of encountering situations that might provision the need for social services**

| | Encountered in general | Encountered for the first time over the last 12 months |
|---|------------------------|--|
| Assistance is needed with food, personal hygiene articles, care products, clothes and shoes | 18% | 12% |
| Need for support with employment | 8% | 6% |
| Assistance is needed with arranging meals | 8% | 5% |
| Need to know how system of social protection functions in hromada | 7% | 5% |
| Situations when assistance of a psychologist is needed | 7% | 5% |
| Need to find out terms and conditions for receiving social services | 7% | 5% |
| Need to know where and how information about medical and legal assistance can be found in hromada | 6% | 4% |
| Assistance is needed with document issuance or renewal | 6% | 4% |
| Assistance is needed in communication with public authorities and establishments | 5% | 4% |
| Elderly or disabled person needs assistance with transportation | 5% | 3% |
| Assistance is needed with certain services: clothes and shoes repair, laundry, hairdresser | 5% | 3% |

Table 1 (continuation).

| | Encountered in general | Encountered for the first time over the last 12 months |
|---|---------------------------|--|
| Elderly or disabled person needs assistance with self-care | 4% | 3% |
| Elderly or disabled person needs assistance with daily schedule or nursing care | 4% | 3% |
| Need for socio-psychological rehabilitation for war veterans and their family | 4% | 3% |
| Emergency when comprehensive medical and legal care is needed as well as shelter provision | 4% | 3% |
| Difficult life situation requiring independent analysis, determining priorities and finding ways of their resolving | 4% | 2% |
| Assistance with finding a temporary place of stay (for a night or several days) | 3% | 2% |
| No place to live for lengthy time | 3% | 2% |
| Emergency when urgent psychological intervention is needed | 3% | 2% |
| Need for comprehensive rehabilitation of children, including those with disabilities | 3% | 2% |
| Need for assistance with work on the homestead land | 3% | 2% |
| Need for assistance with cleaning apartment | 2% | 1% |
| Situation when there is no possibility to provide care for the elderly or someone sick on a family at home | 2% | 2% |
| Assistance is needed with searching for close family and friends | 2% | 2% |
| Assistance is needed for strengthening/renewal of a family and socially beneficial ties | 2% | 1% |
| Family or outside-the-family conflicts requiring "third party" moderation for their solution | 2% | 1% |
| Need for temporary stay of a child at an institution | 1% | 1% |

While carrying out analysis of the situations by hromada, Chernihiv hromada residents prove to be more likely to stay vulnerable to the majority of the listed situations (Table 2) or are more often aware of them (for example, this can be related to the psychological assistance).

Table 2. Frequency of encountering situation that might provision the need for social services by hromad

| | Horodnya urban TH | | Chernihiv urban TH | | Nizhyn urban TH | | Kozelets village TH | | Pryluky urban TH | |
|---|------------------------|---|------------------------|---|------------------------|---|------------------------|---|------------------------|---|
| | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months |
| Assistance is needed with food, personal hygiene articles, care products, clothes and shoes | 15% | 15% | 42% | 30% | 11% | 4% | 15% | 7% | 6% | 5% |
| Need for support with employment | 3% | 3% | 12% | 12% | 10% | 5% | 6% | 2% | 11% | 10% |
| Assistance is needed with arranging meals | 4% | 4% | 19% | 16% | 7% | 3% | 3% | 2% | 5% | 2% |
| Need to know how system of social services functions in a hromada | 6% | 5% | 13% | 11% | 6% | 3% | 4% | 3% | 6% | 4% |
| Situations when assistance of a psychologist is needed | 3% | 3% | 15% | 11% | 7% | 3% | 6% | 3% | 5% | 4% |
| Need to find out terms and conditions for receiving social services | 3% | 2% | 9% | 8% | 10% | 4% | 2% | 1% | 9% | 8% |
| Need to know where and how information about medical and legal assistance can be found in a hromada | 1% | 1% | 13% | 11% | 7% | 3% | 6% | 3% | 4% | 3% |
| Assistance is needed with document issuance or renewal | 0% | 0% | 14% | 11% | 7% | 3% | 6% | 4% | 2% | 1% |
| Assistance is needed in communication with the public authorities and establishments | 1% | 1% | 11% | 10% | 7% | 4% | 3% | 1% | 2% | 1% |

Таблиця 2 (продовження).

| | Horodnya urban TH | | Chernihiv urban TH | | Nizhyn urban TH | | Kozelets village TH | | Pryluky urban TH | |
|---|------------------------|---|------------------------|---|------------------------|--|------------------------|---|------------------------|---|
| | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months. | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months |
| Elderly or disabled person needs assistance with transportation | 1% | 1% | 7% | 6% | 6% | 1% | 5% | 4% | 4% | 3% |
| Assistance is needed with auxiliary self-care services: clothes and shoes repair, laundry, hairdresser | 1% | 0% | 13% | 11% | 4% | 1% | 3% | 2% | 2% | 0% |
| Elderly or disabled person needs assistance with self-care | 1% | 1% | 8% | 7% | 5% | 2% | 1% | 1% | 6% | 5% |
| Elderly or disabled person needs assistance with the daily schedules or nursing care | 0% | 0% | 8% | 7% | 4% | 1% | 3% | 2% | 5% | 4% |
| Need for socio-psychological rehabilitation for war veterans and their family | 1% | 1% | 11% | 9% | 5% | 1% | 0% | 0% | 2% | 2% |
| Emergencies when comprehensive medical and legal care is needed as well as shelter | 0% | 0% | 12% | 12% | 3% | 0% | 2% | 2% | 2% | 1% |
| Difficult life situation requiring independent analysis, determination of priority issues and finding ways of their solving | 0% | 0% | 10% | 8% | 4% | 0% | 3% | 2% | 1% | 1% |
| Assistance with finding a temporary place of stay (for a night or several days) | 0% | 0% | 11% | 9% | 5% | 1% | 1% | 0% | 1% | 1% |
| No place to live for a long period of time | 0% | 0% | 10% | 8% | 5% | 1% | 2% | 0% | 0% | 0% |
| Emergencies when urgent psychological intervention is needed | 0% | 0% | 8% | 6% | 3% | 1% | 2% | 1% | 1% | 1% |

Таблиця 2 (продовження).

| | Horodnya urban TH | | Chernihiv urban TH | | Nizhyn urban TH | | Kozelets village TH | | Pryluky urban TH | |
|--|------------------------|---|------------------------|---|------------------------|--|------------------------|---|------------------------|---|
| | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months. | Encountered in general | First encountered over the last 12 months | Encountered in general | First encountered over the last 12 months |
| Need for comprehensive rehabilitation of children, including those with disabilities | 1% | 0% | 4% | 4% | 5% | 2% | 1% | 0% | 2% | 2% |
| Need for assistance with work on the homestead land plot | 1% | 0% | 6% | 5% | 4% | 2% | 2% | 2% | 0% | 0% |
| Need for assistance with cleaning the apartment | 0% | 0% | 5% | 3% | 4% | 1% | 2% | 1% | 1% | 1% |
| Situation when there is no possibility to provide care for the elderly or someone sick on a family at home | 0% | 0% | 5% | 5% | 4% | 2% | 2% | 1% | 1% | 1% |
| Assistance is needed with searching for the close family and friends | 0% | 0% | 2% | 2% | 3% | 0% | 1% | 0% | 4% | 4% |
| Assistance is needed for strengthening/renewal of a family and socially beneficial ties | 0% | 0% | 4% | 3% | 4% | 1% | 2% | 1% | 1% | 1% |
| Family or outside-the-family conflicts requiring "third party" moderation for their solution | 0% | 0% | 3% | 3% | 3% | 0% | 0% | 0% | 1% | 1% |
| Need for temporary stay of a child in an institution | 0% | 0% | 3% | 3% | 2% | 0% | 1% | 0% | 1% | 0% |

The analysis of the proposed situations yields the following results: almost half of the sample (47%) have encountered at least one of the proposed situations, and most of them have faced that for the first time over the last 12 months.

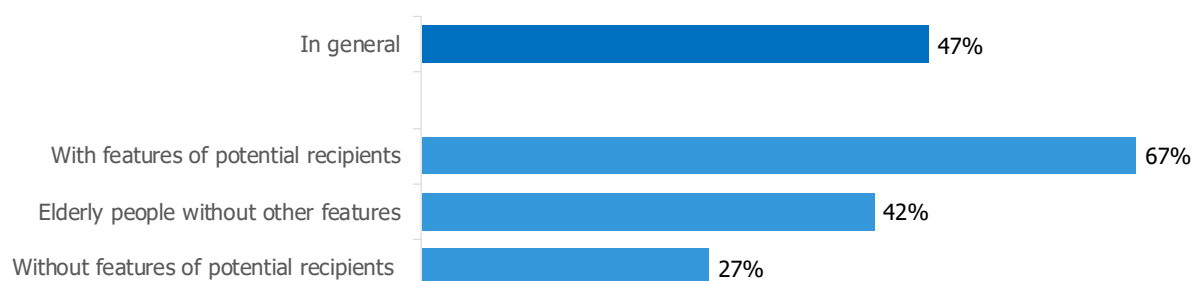
Therefore, 47% of the respondents report to prospectively need social services to resolve these situations and are ranked as the potential recipients of social services.

It is remarkable that people with the traits of potential recipients of social services encounter these situations much more often: 2/3 of this audience have fallen into at least one of these patterns.

However, among those which formally do not have any traits of the potential recipients of social services, 27% have also faced the listed situations. This can indicate that the system of social services has huge potential for expansion among the general public (probably on a commercial basis).

Figure 54. **Share of the respondents who have encountered situations that might provision the need for social services**

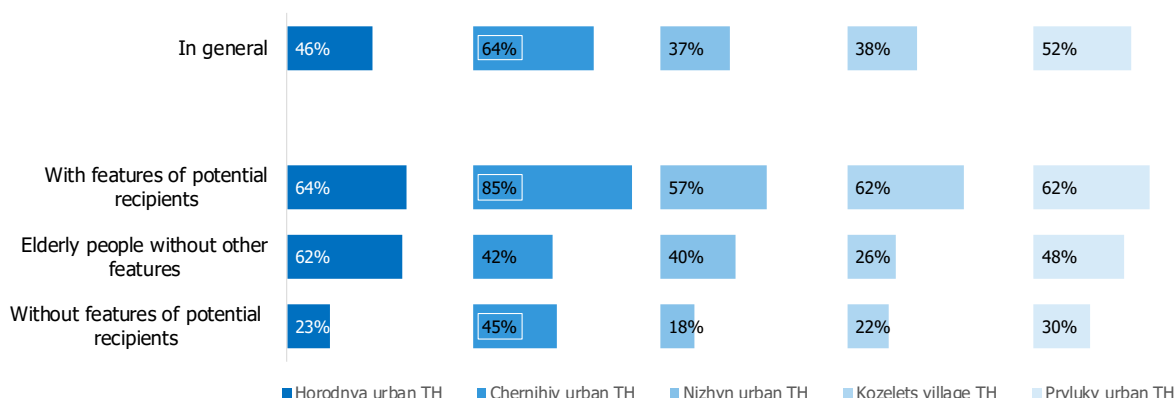
Analysis results [% responses, all respondents]



As mentioned above, Chernihiv residents more often tended to report that they had encountered the listed situations. Therefore, the share of those who have encountered at least one situation is the largest in this hromada (64% in total).

Figure 55. **Share of the respondents demanding the intrusion of social services by the hromada**

Analysis results [% responses, all respondents]

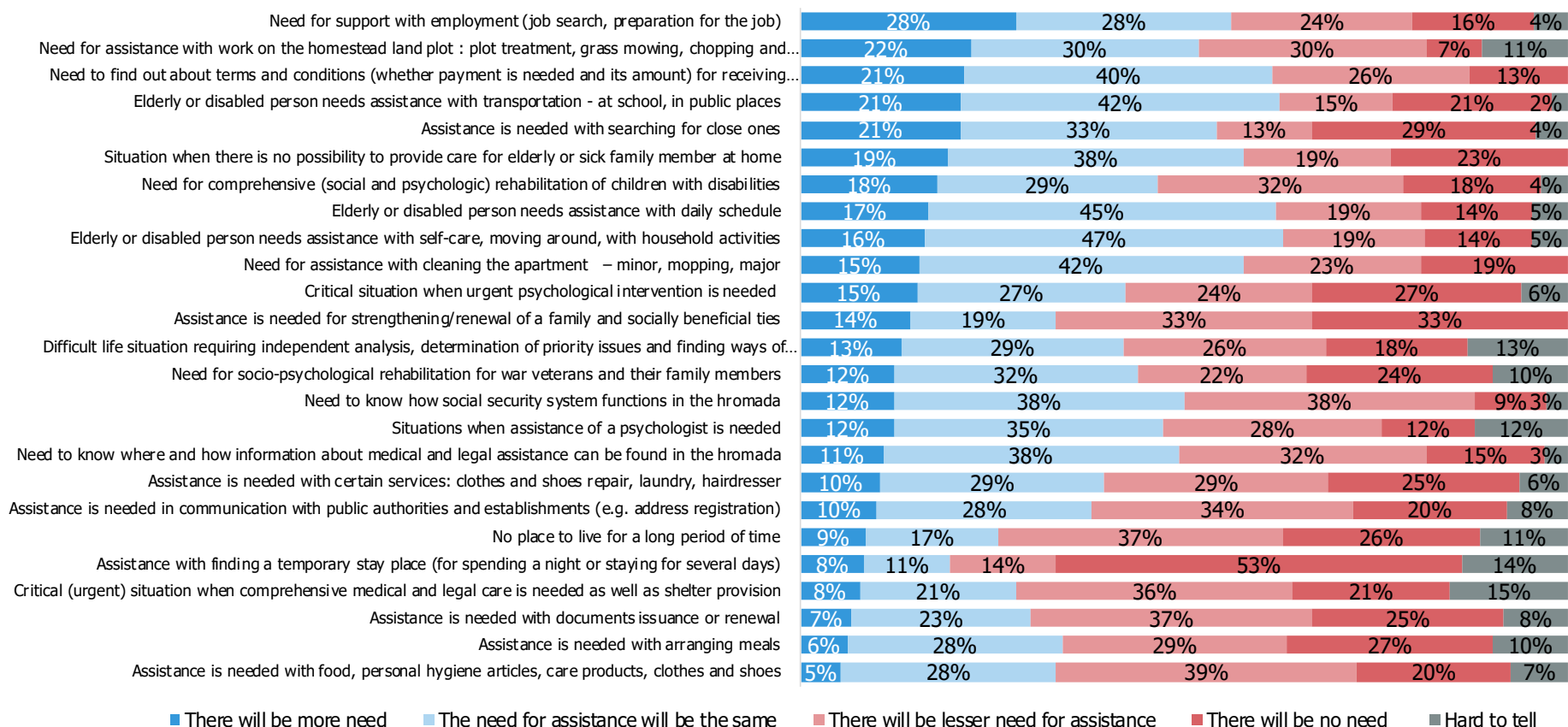


The respondents who have reported having encountered each situation were asked about their estimated need for help over the next 12 months. As it can be seen, the share of answers "there will be no need for assistance" is minor: in other words, respondents expect that these situations will repeatedly occur, and, chiefly to a large extent, they expect that the need for assistance will be broader.

The only exception is a situation when there is difficulty in an overnight place or in a place to spend a couple of days. 3% of the respondents have faced this situation, 2% of them — over the last 12 months. More than half of them hope that this situation will not repeat again.

Figure 56. **Self-estimation of further need of assistance**

Q26. In your opinion, will the need for assistance be greater, lesser or the same over the next 12 months or will the assistance be not needed at all? [% of the responses of those who have faced all the situations]



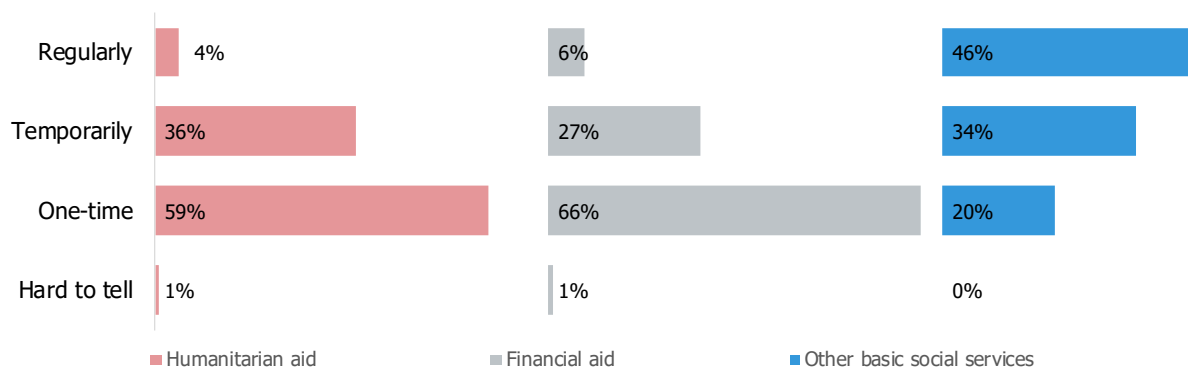
1.4. QUALITY ASSESSMENT OF SOCIAL SERVICES

To assess the quality of social services, the respondents were asked to report what kind of services they received. The respondents answered in their own words, and their answers were analyzed and encoded. One respondent could receive two or more services.

Services that do not relate to either humanitarian or financial aid were split off into a category of “other basic” social services, and a group of the respondents who received them was analyzed separately (see subsection 1.1.). It is noteworthy that financial and humanitarian aid was more often received once, while other basic social services were more often received on a regular basis.

Figure 57. **Type of social services received**

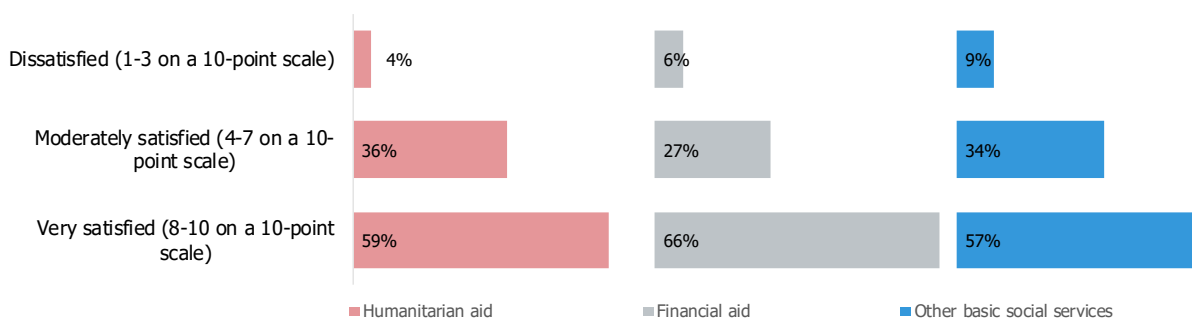
Q17 Did you or your family members receive these services on a regular basis, temporarily or once? [% of responses of those who have received social services]



Almost all services received by survey respondents were provided free of charge. Meanwhile, ratings of social services are mostly positive.

Figure 58. **Satisfaction with quality of services received**

Q20 Please, rate the quality of social services received by you or your family members on a 1–10-point scale where 1 means “very dissatisfied” and 10 — “very satisfied”. [% responses of those who have received social services]



Among the causes of low ratings, the prevailing one is "did not satisfy the needs". There are also some spare complaints about poor organization and bureaucracy at the time of delivery.

The list of reasons leading to the best ratings:

- Gratitude for assistance that the respondents needed
- High-quality, essential help
- Timely help, speed
- Everything is fine, we are satisfied
- Pleasant communication, support, attitude
- Convenience, availability

We would like to point out that the results of focus group discussions demonstrate that one of the reasons for the high rating of social services quality is the nature of the relationship between recipients and providers. Such relationships are often personal or even friendly in nature.

Section 2

INFORMATION CHANNELS

Most people receive information about social services either from their friends by word of mouth or among the local groups in social networks. Official channels of the local authorities are used only by every fifth person.

The share of official channels is somewhat smaller in the Horodnya and Pryluky hromadas (13 and 10%, respectively). On the other hand, in the Kozelets village hromada, informing through the official channels is arranged in a much better way, i.e. 44% of the respondents use it (Kozelets village hromada residents obviously prefer official messages to reports from acquaintances, because the share of such channels as “friends, acquaintances, neighbors” and “local groups in social networks” here is much smaller than in other hromadas).

Figure 59. **Available sources of information**

Q32. From what information sources do you find out about availability of social services in a hromada and possibility of receiving them? [% of responses of those aware of social services]

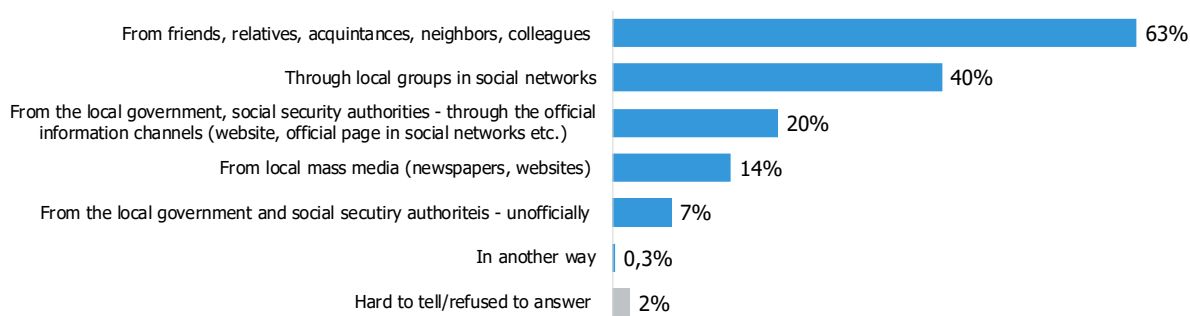
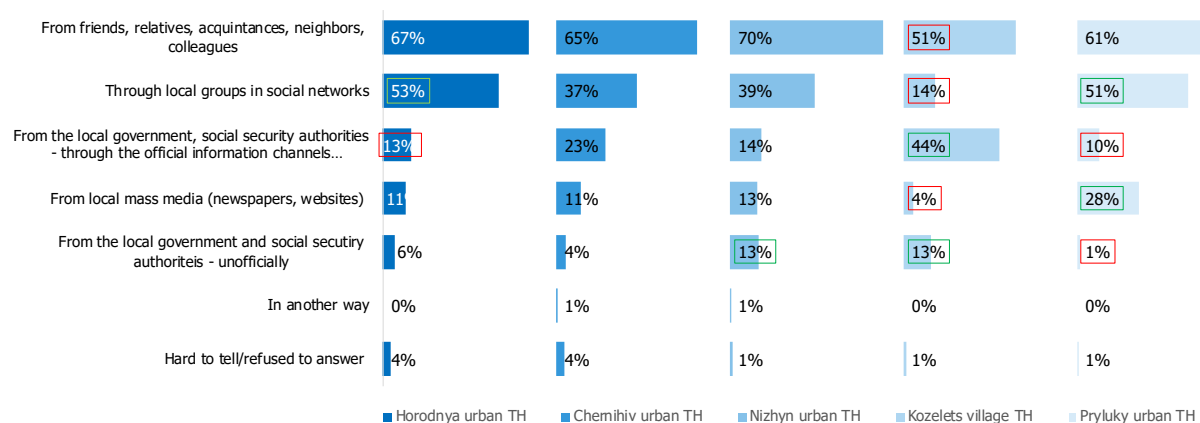


Figure 60. **Available sources of information by the hromada**

Q32. From what information sources do you find out about availability of social services in a hromada and possibility of receiving them? [% of responses of those aware of social services]



When the respondents were asked to choose just one, most convenient information channel, their preferences dominated towards the local government official channels. That means, apparently, that such a channel is given preference even by those respondents which have not used it so far. This trend was an open-and-shut case especially in the Chernihiv urban hromada where while choosing one priority information channel, the local government official channels won recognition as the top first favourites. This can be an indicator to prove that the general public is potentially inclined to vest trust in the information posted by the local authorities. Thus, official information channels have promisingly high potential for the communication with the local general public and while informing, inter alia, about the possibility of receiving the social services.

The only hromada where the share of these official information sources did not increase is the Pryluky urban hromada. One of the explanations is that the hromada's respondents prefer the channels they have already been using (reminder: in this very hromada, the largest share of the elderly respondents was surveyed).

Figure 61. **Most convenient information sources**

Q33. What way of receiving this information would be the most convenient for you? Please, choose one, the most convenient for you, channel even if it is not popular in your hromada [% of the responses of those aware of social services]

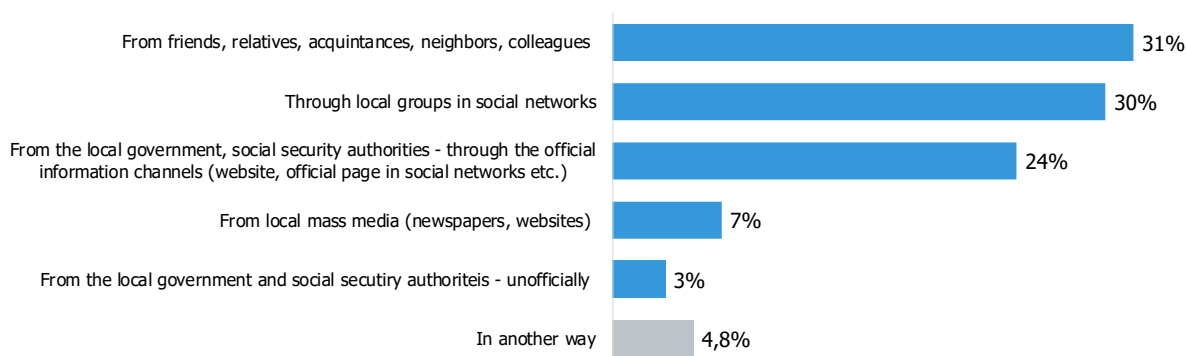
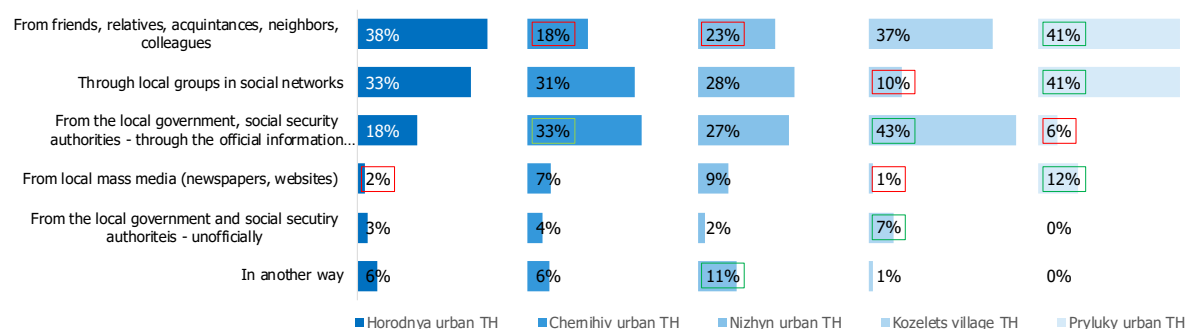


Figure 62. **Most convenient information sources by hromada**

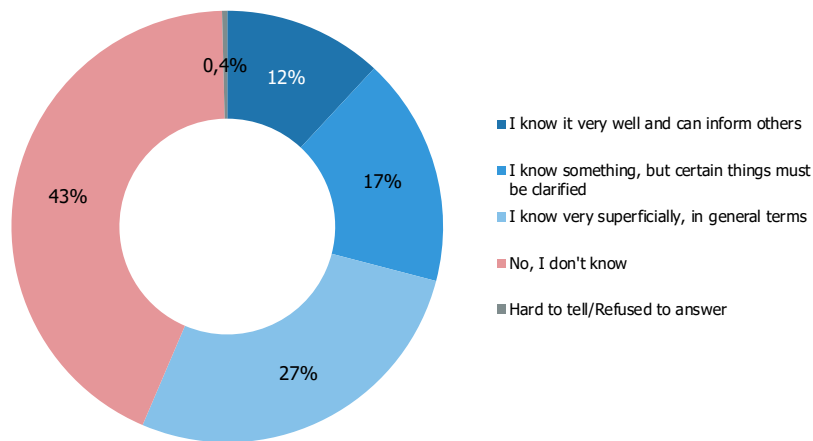
Q33. What way of receiving this information would be the most convenient for you? Please, choose one, the most convenient channel even if it is not popular in your hromada [% of the responses of those aware of social services]



Regarding awareness of the application mechanism in case of social services, a significant share of the respondents (43% of those who are generally aware of the existence of social services in the hromada) do not know how to apply.

Figure 63. **Awareness of application mechanism in case of social services**

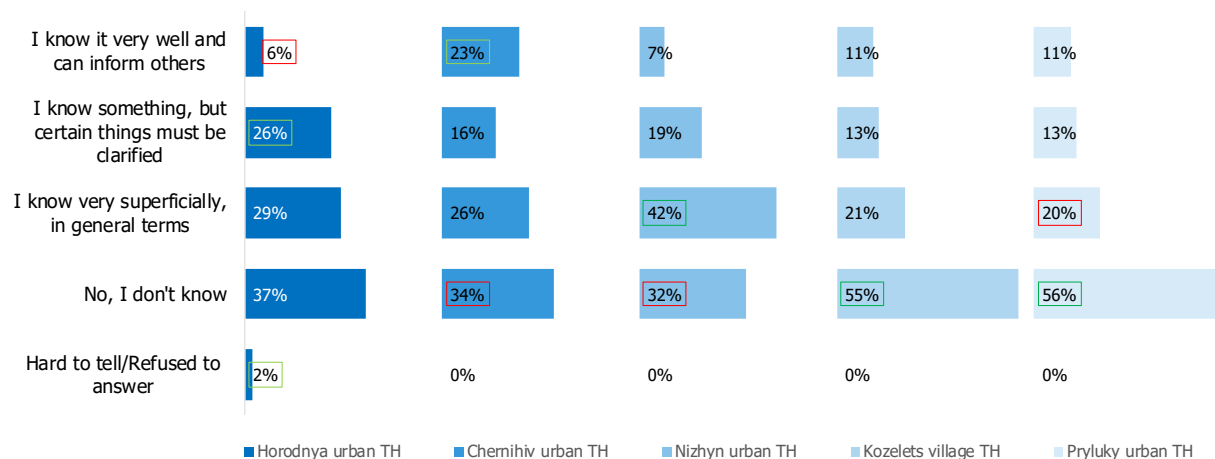
Q34. Do you know how to apply for social services? [% of the responses of those aware of social services]



Chernihiv and Nizhyn hromadas were the most aware of the application mechanism in case of social services (2/3 of the respondents here know about it at least in general terms). The least informed respondents are living in the Kozelets and Pryluky hromadas: less than half of the respondents here know how to apply for the social services.

Figure 64. **Awareness of application mechanism in case of social services by hromada**

Q34. Do you know how to apply for social services? [% of the responses of those aware of social services]

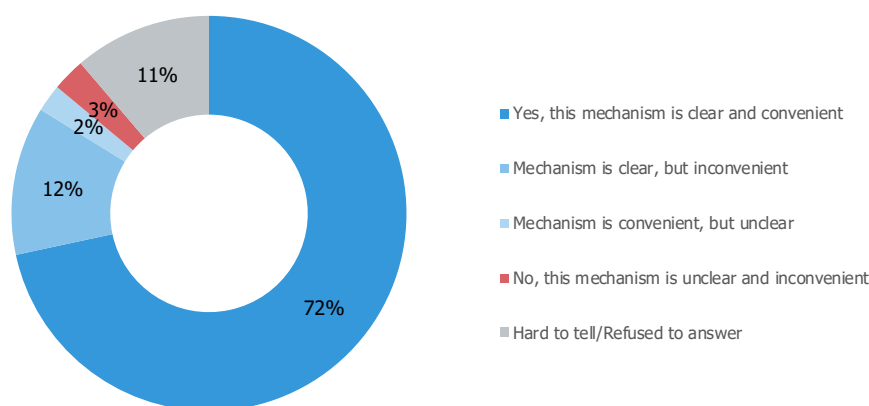


Majority of those who are generally familiar with the application mechanism in case of social services find it absolutely clear and quite convenient. However, there are respondents considering it either inconvenient or hard to understand (12% and 2%, respectively) and another 2% consider this mechanism both inconvenient and hard to understand. Therefore, the total share of those who are not satisfied with the application mechanism in case of the social services makes 17%. Another 11% could not come up with any assessment.

It is significant that among the respondents receiving social services the share of those considering the application mechanism convenient is lower and amounts to 63%.

Figure 65. **Clarity and convenience of service application mechanism**

Q35. Is this mechanism clear and convenient? [% of the responses given by those aware of the service application mechanism]



Specifically, the respondents complained about the bureaucracy, difficulties with collecting documents, low loyalty of the employees admitting documents, and permanent need to update the application.

Section 3

HOUSEHOLDS WITH CHILDREN

3.1. AUDIENCE PORTRAIT

Separate target audience for the survey is households (h/h) with children. In general, such households make up 37% of all the respondents, and out of them, 15% of the respondents have children under the age of 6 (see Fig. 7).

We also singled out households with children with features of potential recipients of the social services: children that suffered from hostilities, children with chronic diseases or disabilities. Number of such households in the sample is 41, and the distribution of the traits among the social service recipients is as follows:

| | |
|---|--------|
| Children that suffered as a result of hostilities, occupation, shelling | 21 h/h |
| Children with disorders demanding long-term treatment | 15 h/h |
| Children with disability grade II | 7 h/h |
| Children with disability grade III | 7 h/h |
| Children with mental and behavioral disorders | 6 h/h |
| Children with disability grade I | 6 h/h |
| Children that have suffered from the domestic or gender violence | 3 h/h |
| Children having full or partial loss of motoric activity or memory | 2 h/h |

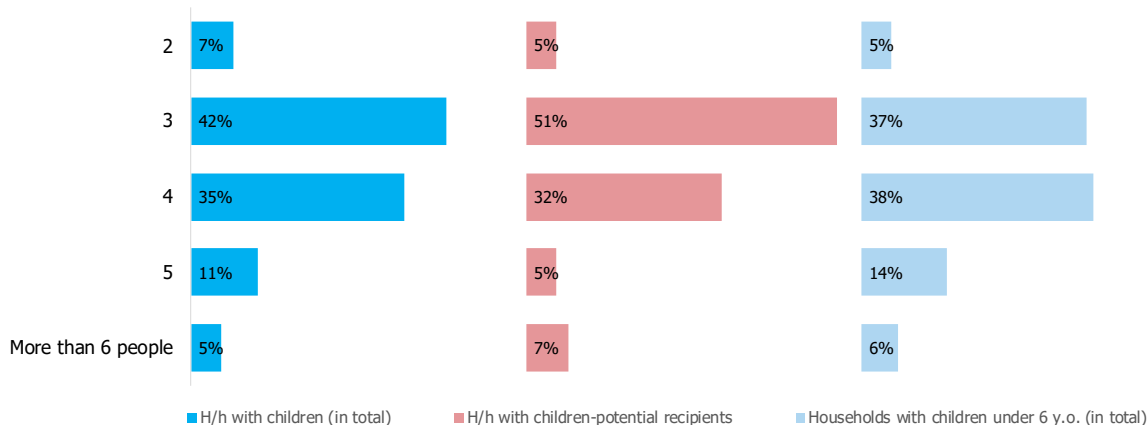
At the same time, 12 households out of 41 respondents (29%) have children with several endemic traits or several children with the traits endemic to the recipients of the social services.

Further on, data are presented as reflected in a breakdown by the following groupings: households with children under 18 in total (N of respondents — 387), households with children having the traits of potential recipients of the social services (N of respondents — 41), and households with children under 6 (N of respondents — 153).

Unlike other groups of respondents, where a significant number were one and two-person families, families with children chiefly consist of 3–4 people. Large families of more than 5 people are found more often in this category than in the sample as a whole (12%-20% in various groups of households with children compared to 7% in the sample in general).

Figure 66. **Family structure [H/h with children]**

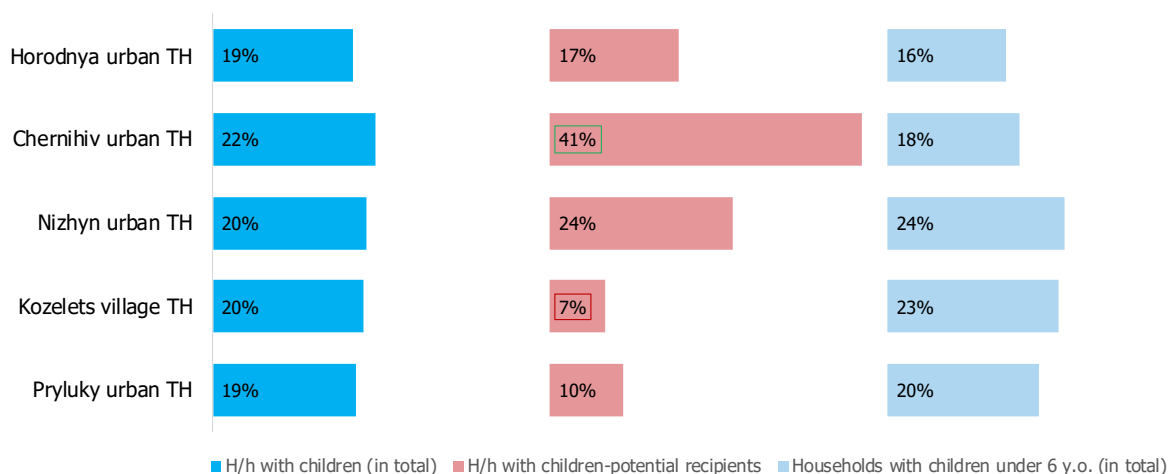
Q1. How many people in total do reside in one living space and run the joint household? [% of responses, all respondents]



In general, distribution of households with children is quite even in the target hromadas. However, the fact that households having the children bearing the traits of the potential recipients of social services are more concentrated in the oblast center (41%) draws broad attention. The reason, probably, is that rehabilitation and medical support services for such children are more accessible in a big city.

Figure 67. **Distribution of households with children by hromada**

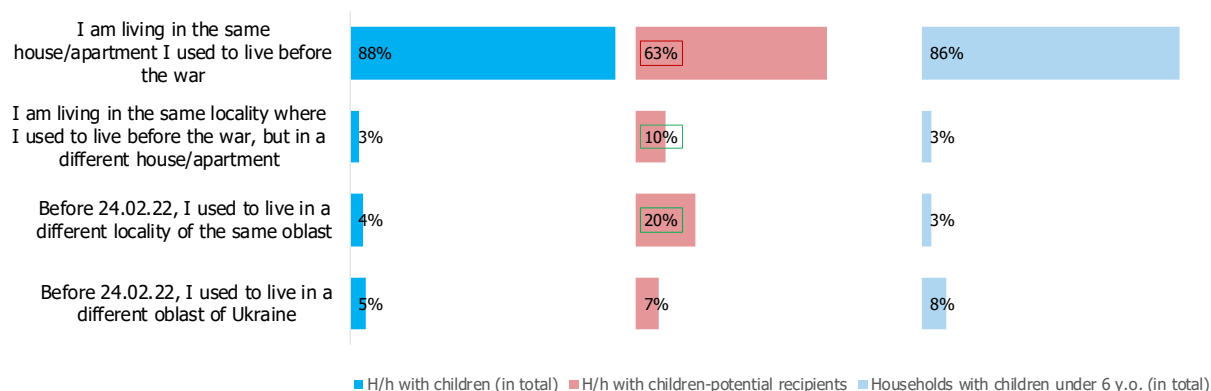
S2. Interviewer, please, specify the hromada where survey is carried out [% of responses, all respondents]



According to the survey data, a significant share of households with children having the traits of potential social service recipients are internally displaced persons: only 63% of them are living in their own homes compared to 86–88% among other groups. Most of the IDPs are displaced within the oblast.

Figure 68. **Residence [H/h with children]**

S6. What is the best description of the place where you live now?
[% of responses, all respondents]

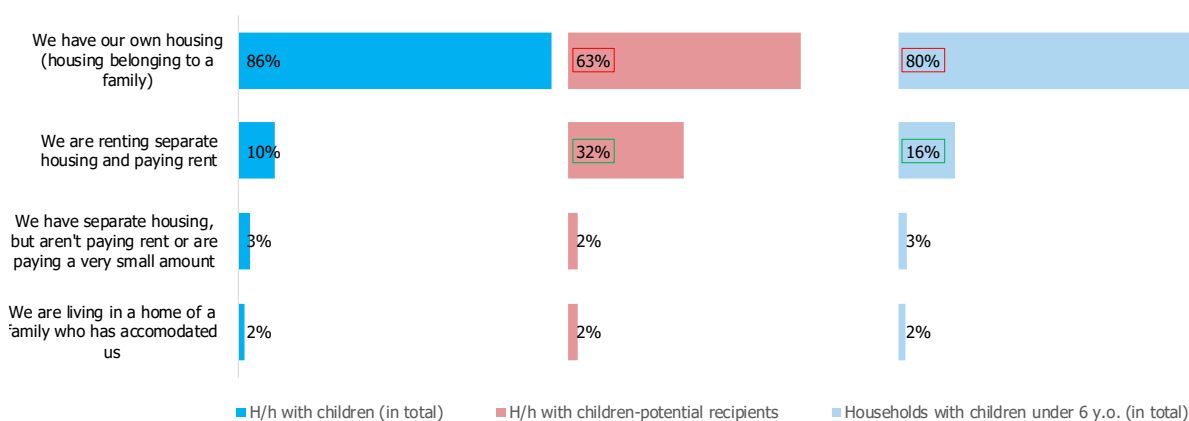


Accordingly, households with the children having the traits of potential recipients of the social services are less likely to live at home and more likely to have been made to rent housing (32%). At the same time, free housing options (even if available) are not always suitable for such families and they rent housing and pay rentals.

A similar trend, but not as pronounced, is observed for households with children under 6: 80% of them are living in their own homes (compared to 90% in the sample in general), 16% are paying rent (compared to 6% in the sample in general).

Figure 69. **Living conditions [H/h with children]**

Q11. What is the best description of your family's living conditions over the last month?
[% of responses, all respondents]



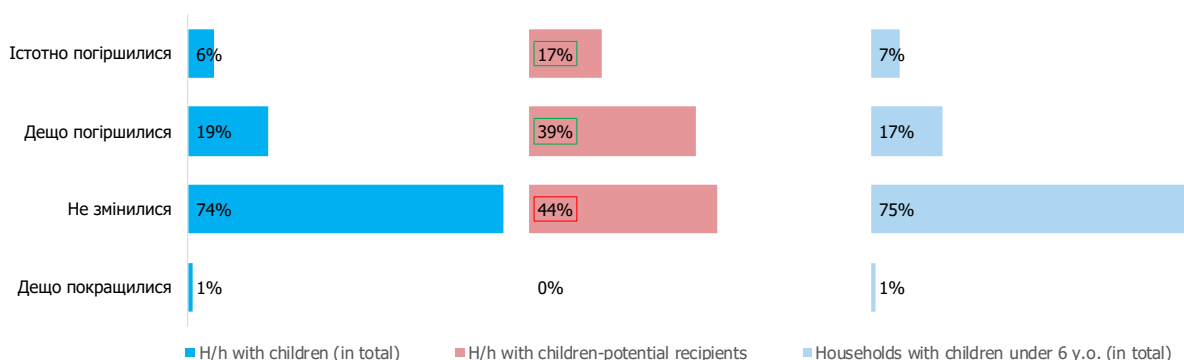
As findings confirmed, moving to a safer place had a negative impact on the living conditions of the families having children with traits of some potential recipients of social service. Only 44% of the respondents document that their living conditions have not changed, and, in more than a half of cases (56%), living conditions have worsened. At the same time, every sixth respondent from this group (17%) reports that living conditions have significantly worsened. In particular, this group of respondents, to a lower extent than

others, has access to such basic conveniences as gas supply (83% vs. 93% in households with children in general), hot water (63% vs. 79%), a grocery store or market nearby (93% (typical for Chernihiv) vs. 98%), some place to sleep for each on a family (93% vs. 98%).

Responses of other groups of families having children in case of the questions regarding changes in living conditions do not differ from the indicators in the sample in general.

Figure 70. **Change of living conditions [H/h with children]**

Q12. How did your living conditions change compared to the case before 24.02.2022? [% of responses, all respondents]

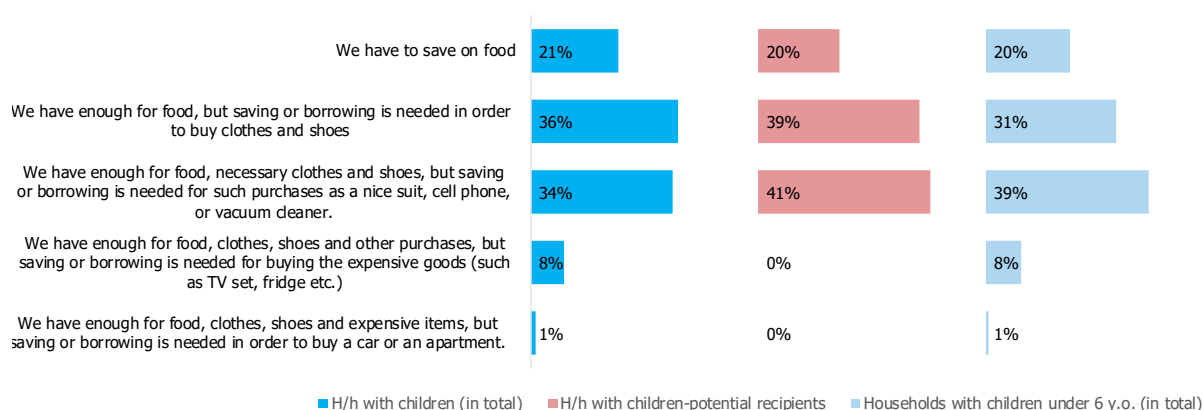


The financial situation of households having children is slightly better than in the sample in general: “only” every fifth family saves on food compared to 32% in the sample in general. Families with children are more likely to be able to afford food, clothing, and shoes without having to borrow or save (34–41% among families with children compared to 25% in the sample in general).

However, it is noteworthy that among families having children with the traits of potential recipients of the social services, not a single respondent reported that there was enough money for something other than necessary payments, food, clothes and shoes.

Figure 71. **Financial status of families [H/h with children]**

Q9. What can you say about your family’s financial status? [% of responses, all respondents]

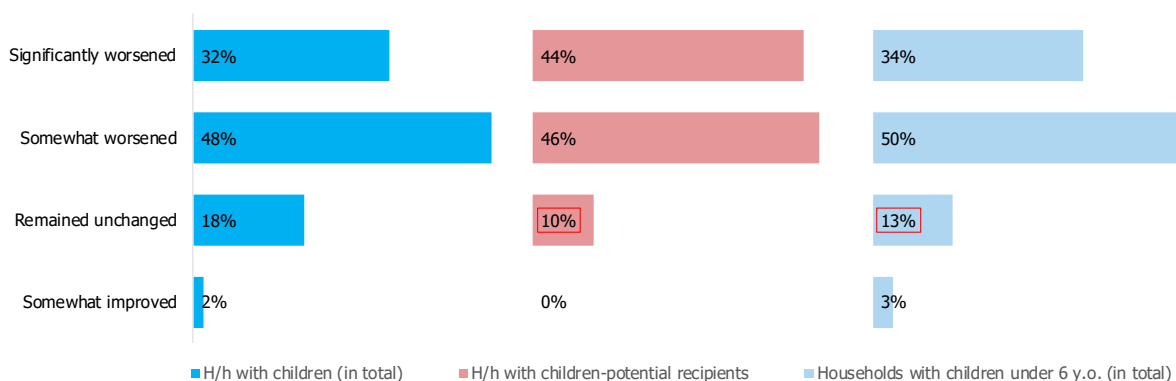


Changes in the financial situation of households with children are evaluated in the same way as respondents of the general sample in general. As for the families having children with the traits of potential recipients of social services and children under 6, their situation is worse — here a smaller share chooses an answer “it has not changed” (10% and 13% compared to 21% in the sample in general).

Families having children with the traits of potential recipients of social services are more likely to report that their financial situation has significantly worsened (44% vs. 32% in the sample as a whole).

Figure 72. **Change in the family’s financial status [H/h with children]**

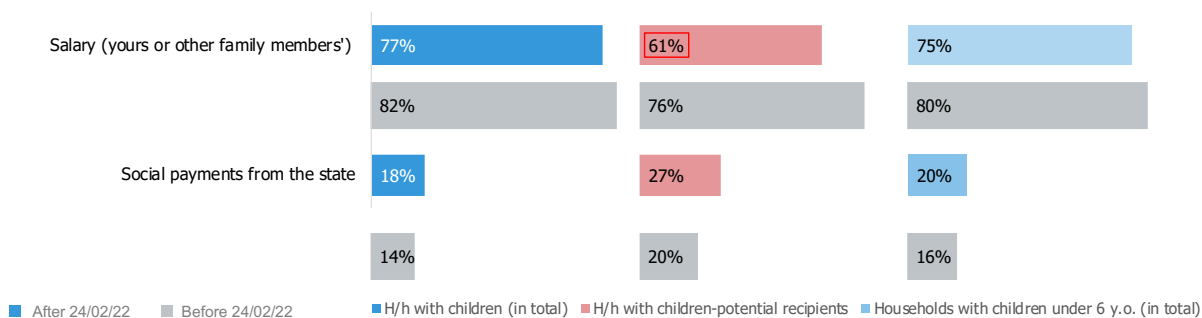
Q10. How did your family’s financial status change compared to what you had before 24.02.2022? [% of responses, all respondents]



Further to the findings of the current survey, worsening of the financial situation of such families is obviously related to the loss of work by an adult on a family member. Only 61% of households having children with traits of potential recipients of the social services have paid jobs, and 15% have lost their jobs after the beginning of the full-scale invasion. If before, the difference in the number of families with employed adults was 4–6 pp (not in favor of families having children with traits of potential recipients of the social services), then after February 24, 2022, this difference increased up to 14–16 pp.

Figure 73. **Main source of income [H/h with children]**

Q7. What from the list below was the main income source for your family before 24.02.2022? Q8 What from the list below is the main source of your family’s income now? [% of the responses, all respondents]

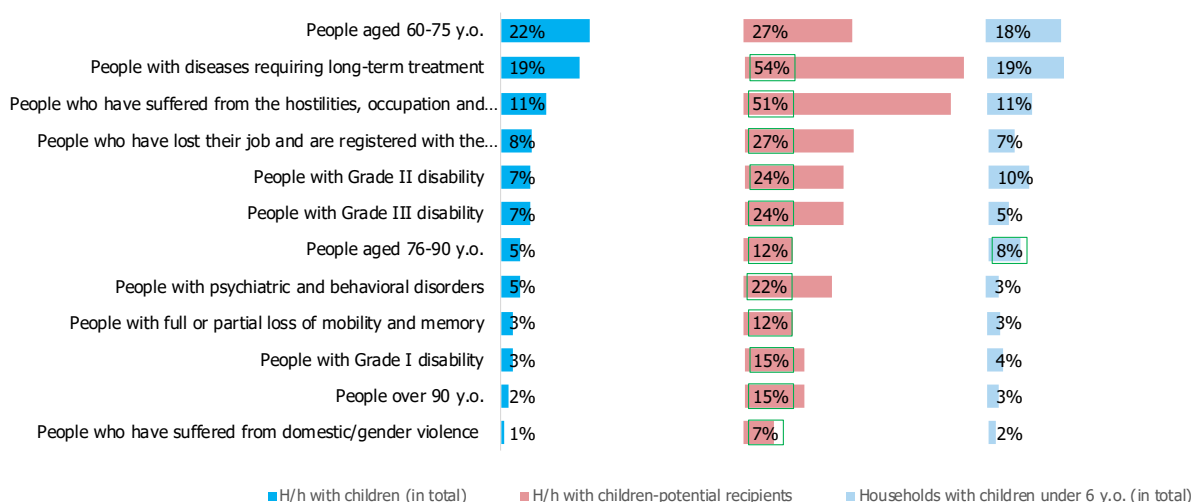


3.2. CURRENT AND POTENTIAL RECIPIENTS OF SOCIAL SERVICES

In households with children, the number of people aged 60–75 is twice lower than in the sample in general. As for other features which are unrelated to age, their distribution in households with children is almost the same as in the sample in general. Statistics in the group of households having children with traits of potential recipients of the social services are expected to be much worse because of these children. However, in such families there are also adults on family memberi that have disabilities, mental and behavioral disorders, or suffering full or partial loss of motoric activity or memory.

Figure 74. **Traits of potential recipients of the social services [H/h with children]**

Q5. Are there any people (including children) to qualify by the following groups in the household? [% of responses, all respondents]

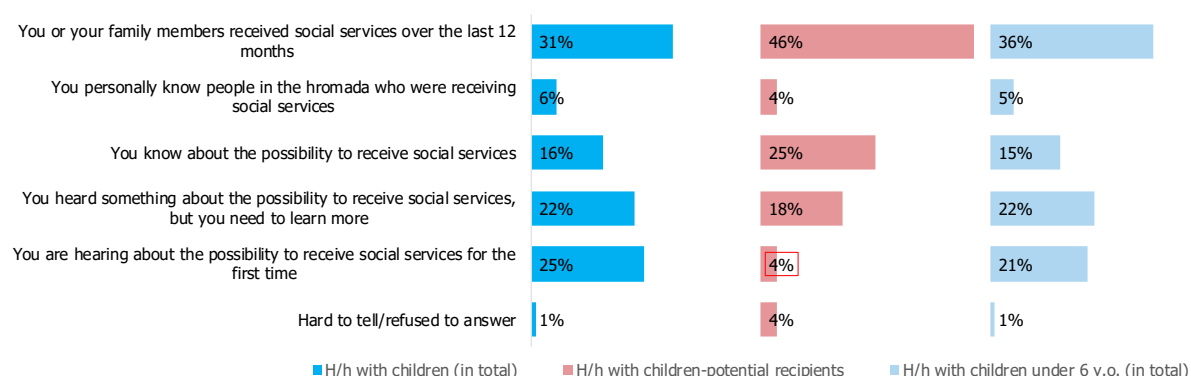


In the group of households having children with traits of potential recipients of the social services, the minor number of respondents unaware of the possibility of receiving social services in the hromada was recorded (4% vs. 25% in the group of households with children in general). But the share of actual recipients of social services in this group is only 46%. The rest of the respondents have only heard about the possibility of receiving social services.

The distribution of replies among questions about awareness of social services in the group of families having children in general is almost no different from the like distribution in the sample in general.

Figure 75. **Awareness of social services [H/h with children]**

Q14. Are you aware of any possibility to receive social services in your hromada? [% of the responses, all respondents]



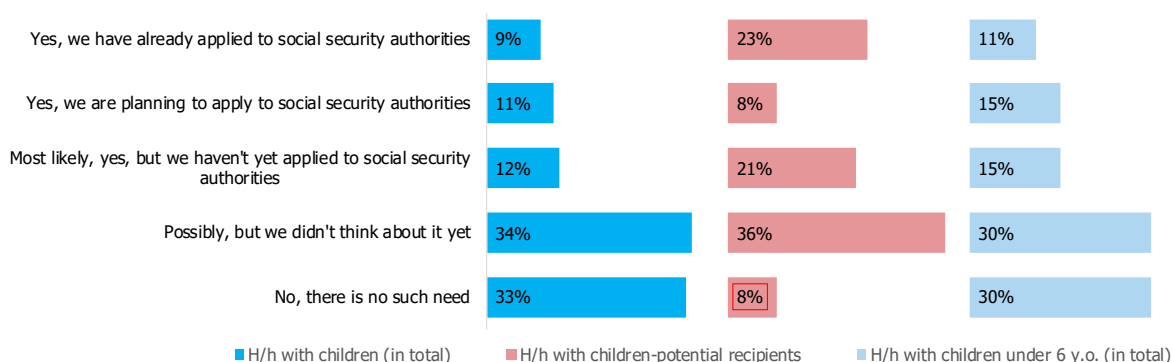
The main “social services” (i.e. a mix of social services and humanitarian aid) received by families having children are the same as in the sample in general: the majority (55–63%) of the respondents received food and other humanitarian aid where 21–30% were receiving financial aid. The share of other basic social services amounts to 10–18%, which is slightly higher than in the sample in general (7%).

3.3. DEMAND FOR SOCIAL SERVICES

As for the future need for social services, the subgroup of families having children with traits of potential recipients of the social services has turned out to be the most active: almost every fourth respondent from this group has already applied to the social security authorities. At the same time, 92% of the recipients from this group do not deny any possibility of some future application. For comparison: among families having children, 33% of the respondents have reported no need for the social services generally, and among families having children under 6 years old 30% reported no need for the social services at all.

Figure 76. **Self-estimation of future needs for social services: respondents that have received social services [H/h with children]**

Q24. Will there be any need for social services over the next 12 months? [% of responses of those aware of the possibility to receive social services]



To identify a need for social services, an indirect method of assessing the current situations was deployed where there can emerge a need for the social services.

Respondents from the families having children with traits of potential recipients of the social services were offered three additional situations:

- Family needs home care for a child with a disability;
- Need to build a relationship with a child;
- Assistance in accompanying a child during inclusive classes.

These three situations were mainly chosen in such families. It is noteworthy that, unlike other situations, these three did not arise in the last 12 months since the families faced them before.

Among other situations, the first ranking position is given to the assistance in obtaining food, personal hygiene items, care products, clothes, shoes. In fact, the needs are covered by the humanitarian aid. The share of households having children that have experienced such a need does not differ from the sample in general (18% have experienced it in general and 13% have experienced it for the first time over the last 12 months).

As for support with employment, in this situation, families having children need more help than residents of target hromadas in general. This is caused mainly due to the fact that adults in such families are more likely to be of working age.

It is noteworthy that households having children with traits of potential recipients of the social services are much more likely than other families with children (and other families in general) to encounter all the proposed situations.

In general, 45% of households with children in general and 46% of households with children under the age of 6 face (which is almost equal to an indicator in the sample in general, i.e. 47%) have encountered at least one situation listed. But among households having children with traits of potential recipients of the social services, 88% (!) of the respondents faced at least one situation from the list.

If an average family with children under 6 faces 1,2 situations, then the average family having children with traits of potential recipients of the social services has difficulties with 4,4 situations.

A detailed list of situations is given in Table 3.

Table 3. **Frequency of encountering situations that might provision the receipt of social services [H/h with children]**

| | H/h with children (in general) | | H/h with children — potential recipients | | H/h with children under 6 | |
|---|--------------------------------|---|--|---|-----------------------------|---|
| | Have encountered in general | Have encountered for the 1st time over the last 12 months | Have encountered in general | Have encountered for the 1st time over the last 12 months | Have encountered in general | Have encountered for the 1st time over the last 12 months |
| Family needs home care for a disabled child | - | - | 24% | 10% | - | - |
| Problem in building a relationship with a child | - | - | 20% | 12% | - | - |
| Assistance with obtaining food, personal hygiene articles, care products, clothes and shoes | 18% | 13% | 39% | 27% | 18% | 14% |
| Assistance in accompanying a child during inclusive classes | - | - | 12% | 2% | - | - |
| Need for support with employment | 12% | 9% | 24% | 20% | 10% | 7% |
| Situations when assistance of a psychologist is needed | 7% | 5% | 29% | 20% | 8% | 8% |
| Need to know how system of the social services functions in a hromada | 7% | 6% | 17% | 7% | 5% | 3% |
| Need to find out terms and conditions for receiving social services | 7% | 6% | 12% | 5% | 7% | 6% |
| Assistance with arranging meals | 6% | 5% | 20% | 15% | 5% | 3% |
| Assistance with documents issuance or renewal | 6% | 4% | 22% | 15% | 4% | 3% |
| Need to know where and how to get information on medical and legal assistance in a hromada | 5% | 3% | 17% | 10% | 5% | 4% |
| Assistance with self-care services: clothes and shoes repair, laundry, hairdresser | 5% | 3% | 15% | 10% | 3% | 3% |
| Assistance in communication with the public authorities and establishments | 5% | 4% | 15% | 10% | 5% | 4% |
| Need for comprehensive rehabilitation of children, those with disabilities incl. | 5% | 3% | 24% | 17% | 6% | 5% |
| Difficult life situation requiring independent analysis, determination of priority issues and finding ways of their solving | 4% | 3% | 20% | 12% | 3% | 2% |
| No place to live for a long time | 4% | 3% | 22% | 17% | 3% | 3% |

Table 3 (continuation).

| | H/h with children (in general) | | H/h with children — potential recipients | | H/h with children under 6 | |
|--|--------------------------------|---|--|---|-----------------------------|---|
| | Have encountered in general | Have encountered for the 1st time over the last 12 months | Have encountered in general | Have encountered for the 1st time over the last 12 months | Have encountered in general | Have encountered for the 1st time over the last 12 months |
| Elderly or disabled person needs assistance with self-care | 4% | 3% | 5% | 2% | 3% | 3% |
| Need to find a place for an overnight stay or to stay in for several days | 4% | 3% | 12% | 7% | 3% | 3% |
| Need for socio-psychological rehabilitation for war veterans and their family | 4% | 2% | 20% | 10% | 3% | 3% |
| Elderly or disabled person needs assistance with daily schedule or nursing care | 3% | 3% | 10% | 5% | 2% | 2% |
| Elderly or disabled person needs assistance with transportation | 3% | 2% | 10% | 5% | 3% | 3% |
| need for an emergency demanding urgent psychological intervention | 3% | 2% | 7% | 2% | 2% | 2% |
| Emergency when comprehensive medical and legal care and shelter are needed | 3% | 3% | 12% | 10% | 3% | 3% |
| Assistance is needed with searching for close family and friends | 3% | 2% | 5% | 2% | 3% | 3% |
| Need for assistance with work on the homestead land | 3% | 2% | 5% | 2% | 1% | 1% |
| Assistance is need to strengthen/renew family and socially beneficial ties | 3% | 2% | 7% | 5% | 3% | 3% |
| Situation when there is no possibility to provide care for elderly or sick family member at home | 3% | 2% | 2% | 0% | 3% | 3% |
| Need for temporary stay of a child at an institution | 2% | 1% | 7% | 2% | 3% | 2% |
| Family or outside-the-family conflicts requiring "third party" moderation for their solution | 2% | 1% | 5% | 2% | 1% | 1% |
| Need for assistance with cleaning the apartment | 2% | 1% | 5% | 2% | 1% | 1% |

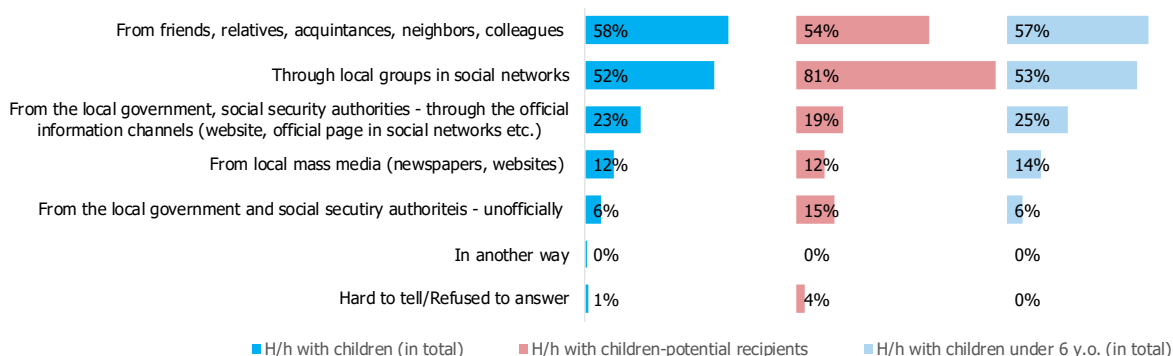
3.4. INFORMATION CHANNELS

Preferences in terms of sources of information about the social services will differ for households having children in contrast to the general sample. For the respondents that took part in the survey, generally buzz from friends, acquaintances and relatives came first, the younger generation of families having children, meanwhile, preferred social media.

However, friends are an important channel for the families having children with features of potential recipients — 81% of the respondents have reported this.

Figure 77. **Available information sources [H/h with children]**

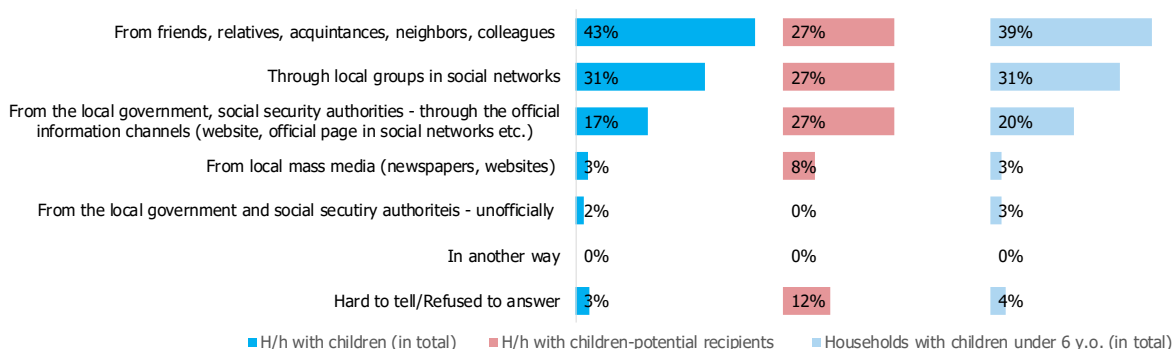
Q32. From what information sources do you find out about availability of social services in a hromada and possibility of getting them? [% of responses of those aware of social services]



However, where the answers to the questions about the most convenient channel are analyzed, the finding is that families having children with traits of potential recipients of the social services, use “word-of-mouth” due to missing alternatives. This brings in some demand among a broad share of such respondents to receive official messages through the verified official channels. Regarding the group of respondents having children in general, social media will come first (unlike the general sample, where social media are inferior to “word of mouth”).

Figure 78. **Most convenient information sources [H/h with children]**

Q33. What way of receiving this information would be the most convenient for you? Please, choose one, the most convenient for you, channel even if it is not used in your hromada [% of responses of those aware of social services]



As for awareness of the service application mechanism, families having children with traits of potential recipients of the social services have turned out to be the best aware of it. Meanwhile, only 19% do not know about this mechanism, which is half as much as among the families having children in general.

But, as in the sample generally, the most knowledgeable group least of all finds this mechanism convenient and comprehensible.

Figure 79. **Awareness of the service application mechanism [H/h with children]**

Q34. Do you know how to apply for social services? [% of responses of those aware of social services]

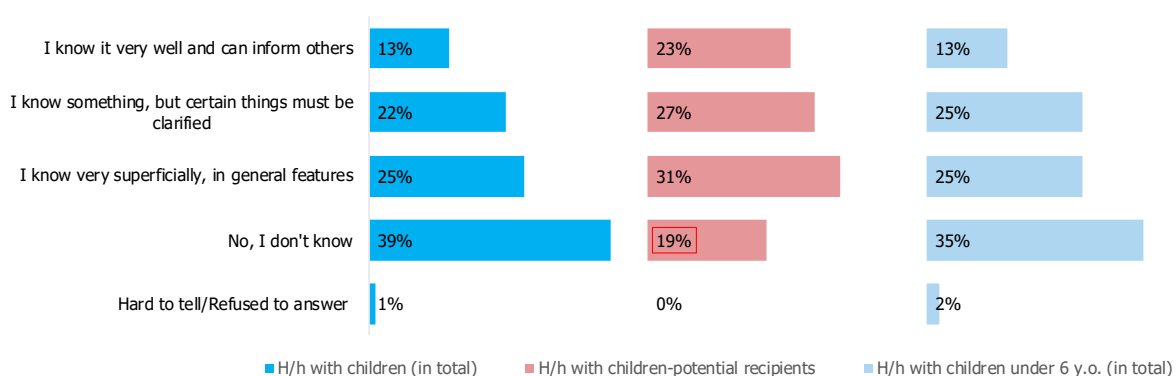
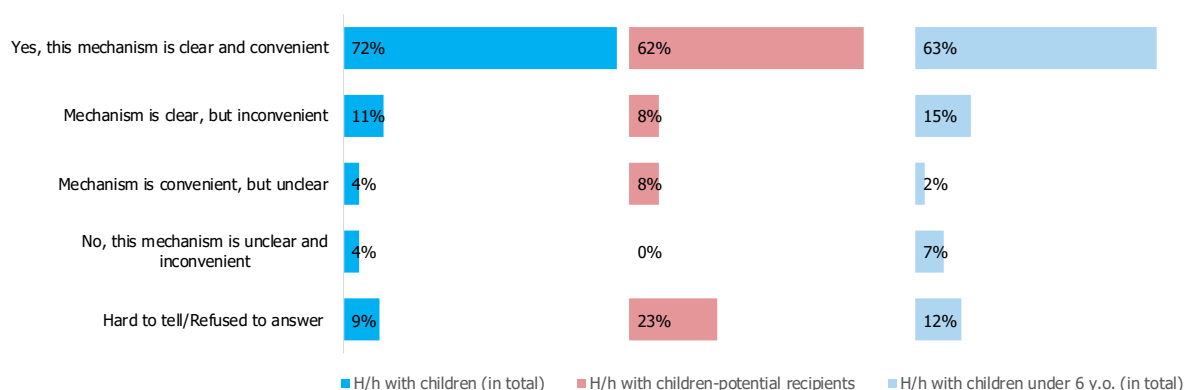


Figure 80. **Clarity and convenience of the service application mechanism [H/h with children]**

Q35. Is this mechanism clear and convenient? [% of responses of those aware of the mechanism of applying for social services]



Section 4

NEEDS ASSESSMENT AND CAPACITY GAPS ANALYSIS OF SERVICE PROVIDERS

In this section, analyzed are the results of qualitative research, i. e. in-depth interviews (IDIs) with experts and managers of institutions rendering social services, as well as focus group discussions with the providers and recipients of social services.

4.1. GENERAL SITUATION

In general, the situation with provision of the social services in the Chernihiv oblast is rated as satisfactory by experts, providers and recipients. It is noteworthy that external experts find more opportunities for development and improvement of the system of social services.

For example, heads of social security departments and institutions often refer to the following indicators that the system satisfies in provision of the social services in a hromada:

- 100% staffing;
- all the services specified in the Regulation and the Charter are rendered;
- everyone who applies receives services;

Therefore, positive evaluation of the system is achieved if judged by offer, that is, from within the system.

Instead, external experts assess the current situation in a more criticized way. Specifically, the following problems are singled out¹:

- few assess the condition of provision of social services from the point of view of demand;
- social services are atomized, and comprehensive social work / social service as a solution of the problems of vulnerable groups is not arranged in a proper manner;
- even if all services are provided in a hromada, far not all of them are provided to all the entirety of the recipients' groups: for example, a hromada shelter may be functional, but its capacity is clearly insufficient. However, following the assessment "from inside", the service is provided;
- leadership of territorial hromadas are often not interested in the development of the system of the social services in a hromada and do not understand its importance;
- hromada chairs are not interested in social legislation and focus on the law On the Local Self-Government as "their" law.

¹ Evaluation in Ukraine in general is meant here.

The chair of a territorial hromada does not see powers, does not have an authority to do so, which are to be specified in his law, not in the law on social work and social services, but in his law, which is called the law On the Local Self-Government. These people do not live by other laws and are not interested in social legislation at all.

IDI No. 1, experts

It's not very clear to territorial hromadas what a social work is aimed at and why it is needed and what the effects are.

IDI No. 2, experts

But the main factor underscored by all the experts is that the state of social services development in the level of hromada fully depends on hromada leaders. In addition, hromada specifics itself have the greatest influence on which services may be more in demand.

In general, it can be stated that Chernihiv oblast's social services system is preserved and functional, at least in the hromadas reviewed.

The main service provided by social security bodies after the beginning of the large-scale invasion is in-kind aid (food, clothing, personal hygiene products, etc.). The aid itself was largely provided by the charities, humanitarian organizations and volunteers, but, in the most hromadas, social security bodies were to take up current arrangements and logistics: it was "our girls" from the social security bodies that were engaged in unloading, distributing and, in some places, transportation of humanitarian aid. As evidenced by the results of the quantitative survey, the need for assistance with the obtaining of food, personal hygiene items, care products, clothes, and shoes still remains the most urgent among the general population. However, there is a risk that specialists' engagement with humanitarian aid does not allow social workers to focus on other basic social services, such as social support, etc.

Among other services that are provided in full, prevailing are information services, consulting, etc., i.e. services that do not require more than just having a qualified employee on staff. The "care at home" service is also widely provided.

Services that require more than the presence of a social worker are available to a lesser extent. For example, these are the services that require availability of premises (day care, assisted living, shelter). However, in the places where these residential facilities do function, they are the main providers of social services. Moreover, some experts emphasize that residential facilities are the institutions providing the highest quality social services in a hromada.

In our country, as before, and no matter how strange it may sound, 80% of quality social services are concentrated with the boarding-type institutions, residential facilities...

IDI No. 1, experts

... out of the 15 services that are clearly specified in the regulations on the social services, i. e. as regards to the provision of social services in general, we, as a city center of social services, with an approval of the oblast center, chose 11 those that we work with actually, in other words, we provide them, because we have chosen the ones we will be really working with.

IDI No. 19

As for the assessment of the extent to which the Chernihiv oblast's hromadas meet the people's need for social services generally, and the share of the population uncovered by the system of social services, the respondents' opinions have split. Some respondents independently monitor the situation in situ and claim that they control the current situation.

I think, yes. I have been in the system of social services since 2004. I live by this work and so does my team. We have quite numerous staff and we are trying to be in line with the times. We have a multidisciplinary team that visits villages, which includes a hairdresser, a specialist for distribution of humanitarian aid to the general public. Specialists are from different fields. And that's why we are trying to listen and hear the people, study their needs and work with them.

IDI No. 18

We always study the people living next to those we already take care of first. We cooperate with the medical workers and self-organization committee of employees. And we do our best to find out whether there are such people who could become our clients in the future. This is the kind of work we are doing at present."

FGD No. 5, Pryluky TH

However, not a single respondent mentioned that a survey of the general population had been conducted in the hromada to determine the hromada's needs in social services. For the most part, the system is limited to assessment of the needs of those recipients who are covered by it.

The respondents of some hromadas focus on the fact that after the beginning of the full-scale invasion, the number of potential recipients has increased significantly, and the system is simply physically unable to cover all those in need. In some hromadas, where the state system is unable to cope, the non-state sector gets involved in providing assistance, i. e. charitable and public organizations (both Ukrainian and international), religious centers, volunteer organizations.

I think, no. No, no way possible. There are too many people who need these services... These are mostly elderly people. If a family went abroad and were temporarily abroad for the time of a full-scale war and left these people to themselves, then this is just the case. There are such types of people, you know, and they will apply through their neighbors, or neighbors will ask to do them

a favour: "There is a lady, and no one helps her. She is sick and cannot buy medicine, and she has no food," and so on and so forth. Therefore, we find ways to help this person through various organizations, volunteers, and some church groups. And social security attempts to help such people through volunteers. In other words, they provide such social services altogether in cooperation with one another.

IDI No. 13

Another problem the experts draw the attention to is the lack of awareness, among the general public, of the system of social services due to insufficient information. In order for a person to be noticed by the system of social services, s/he must proactively declare him/herself and his/her needs. And if, in the case of IDPs, people are at least aware of their status and more or less understand where to turn (including due to the fact that humanitarian headquarters are often located in the premises of the social security administrations), then, in opposite cases, other groups even not know that they have the right for the state support.

A person arrives: "I am an IDP. — Have you applied to the Social Security Administration? — No." But how can we know about your needs if you haven't turned to anyone?

FGD No. 3

For example, this applies to sick people in need of some long-term treatment. Specifically, an expert mentioned tuberculosis patients who could benefit from the social support.

Often, our people do not even know what would be better for them — some kind of consulting, this or that way of support, or something with a social worker. Therefore, when a person does not know and does not need it, is it a need or not? I clearly understand that for every person who is cured of tuberculosis, it would be better to have it treated with social support. Let's put it this way. But not everyone knows this and not everyone wants to.

IDI No. 3, experts

4.2. IMPACT OF THE WAR AND MARTIAL LAW ON THE NEEDS AND WAY OF SOCIAL SERVICES PROVISION

Expansion of cooperation between the state and the public sector after the beginning of the full-scale invasion of the Russian Federation on February 24, 2022 is one of the key factors influencing the system of social services.

First of all, this concerns the already mentioned humanitarian aid. But cooperation continues in other areas as well: the non-public sector sometimes takes over the provision of the services which require specialist providers. These are, primarily, the services of psychologists, lawyers, sometimes, doctors, and other specialists. In this context, the respondents mentioned "Caritas", CF Right to Defense, Red Cross.

Apart from the possibility of attracting qualified specialists, charitable and public organizations have an opportunity to respond more flexibly to the needs of the conflict-affected population. Heads of the social security institutions report that they are made to act pursuant to the Regulations and Charters limiting their activities to clearly defined frameworks, while the non-public sector has an opportunity to apply an individual approach in each case.

... as a state institution, we have our own instructions — and we follow them. If we suffer a headache, we take Zitramon pain killer: we cannot use anything else. But as for the civic organisations, they can do much more than institutions as we are. In our case, financing or a necessary specialist can be a problem... As for volunteers, they will find a requisite specialist, money to pay for fuel, or invite a requisite doctor here, or take in a person there. And, eventually, it will turn out that they will have more financial opportunities than we will.

IDI No. 19

Close cooperation between the public and non-public sectors in the field of social services has both advantages and challenges.

Among the advantages one can name an opportunity to engage specialists from the non-public sector in the social services for the hromada residents, an opportunity to undergo training (both professional for the narrow focused specialists and for employees learning psychological self-support methods and adopting the best management practices; see section 4.4 for more details on this), an opportunity to attract financing.

Thanks, perhaps, for this situation, the war that started, it raised a lot of funding from abroad. The same UNDP... There are various projects where we can participate and receive funds for the development of a territorial center for rendering and improving our services. We have already mentioned the mobile service, social laundromat as well as the university for the elderly.

FGD No. 3

Among the current challenges it is worthwhile to mention outflow of specialists from the public to non-public sector, where there are more opportunities (in particular, flexibility) and more financial incentives.

And why did the problem emerge now? Big international donors arrived, opening their representative offices, creating their projects, and they started buying since their budget and salaries are higher than in the domain where we have been working here for a long time. My colleagues claim that up to 20–30% of people from their organizations simply left the work since they came along without their staff, opened their offices and brought in all this for the sake of money. If a person was working in an organization as a social worker or senior social worker, they became project coordinators there or similar. And, additionally, the salary is two or three-fold higher.

IDI No. 3, experts

Among other impacts of the war on the hromada's needs and their correlation with the state of social services provision, the following aspects were named:

- increase in the number of recipients because of IDPs (unlike permanent hromada's residents, they "get into" the system of social services almost automatically, at the time of registration);
- profile of recipients of the social service changes because of IDPs, emergence of needs for some new services (work with trauma, losses);
- shift in the needs of the "local" recipients towards psychological support (line workers of the system of social services are often mentioned in the focus group discussions that their supervisees have a continuously growing need to "talk");
- rise of the social workers' burden due to already mentioned multiple increase in the in-kind (humanitarian) aid;

Oh, I forgot to mention the load. Workload of social workers doubled, and this is important. So, we delivered milk even bought bread there since it was very difficult to buy it in a store. They were giving out two loaves of bread per person. And, even with a certificate, it was difficult to prove that you needed to buy 20 loaves. Then we delivered the flour and also delivered humanitarian aid. And our workload increased.

FGD No. 3

- impossibility to render certain types of services due to the closing of the residential facilities or shelter's (bomb shelter) unavailability in the day care facilities. In particular, because of this, condition of the recipients where they did not have an opportunity to receive the needed services can deteriorate;

After the beginning of the full-scale war, the situation became very complicated since we cannot work during the day as we used to work before the war: children arrived, received services they needed...and [now] we keep on in a belief that

we each do work individually, we make arrangements, visit them at home since stay in standby, and we cannot work every day the way we used to work before the war. And this made the situation even more complicated. Children, on the contrary, need more help due to the fact that they already had problems, and psychological problems emerged on top of that: with all this despair, they started to spend more time at home, not understanding why they have to stay at home all this time and never move to other places. They need socialization — they lack it so much. And it is very difficult for both parents and children.

FGD No. 4

- (individually) in hromadas with a significant share of IDPs (in particular, in the city of Chernihiv), conflicts with them sometimes arise, so service providers should be able to work with such situations; although respondents mainly recall manifestations of solidarity of the local hromadas and IDPs, rather than conflicts.

In my opinion, the minor will happen. I myself observed such a situation when internally displaced persons arrived at a hospital. Certainly, they lost all their documents, i.e. medical cards, documents, everything. They need to renew it all now. But sometimes, my apologies, they will just rush in and shout out louds: I am an IDP, I need to be here first, without any waiting, and...no delay please. I will need it all right here and right now. Then, later, of course, conflicts will arise.

FGD No. 2

However, many of the respondents share an opinion that the work and responsibility for the supervisees was one of the factors of personal resilience among the social workers, which allowed the system of social services in general to survive.

I want to say a couple of things personally about myself. I think that this is also an opinion of many of my colleagues who stayed in the city during the hostilities. Work saved us. Maybe it was work that pulled us out of that stress and numbness that we suffered.

FGD No. 2

4.3. ASSESSMENT OF SERVICE PROVIDERS' RESOURCES AND NEEDS

Different types of service providers' resources and needs were assessed for the study.

4.3.1. Financing

Funding of the state and budget institutions during martial law remains the key and insurmountable problem. According to the respondents, only the necessary expenses are financed, such as wage funding (without any allowances and bonuses) and utility

payments. Low salaries of social workers remain a problem, especially with the view to the already mentioned outflow of personnel to the non-public sector and missing narrow focused specialists.

Considering the city population, only 70 percent of the needs available financed pursuant to the law. But there won't be any more at the moment, we won't get anymore, we can't, because there will be no more funding. It is, of course, difficult. While a person should supervise six cases, we can supervise 10–12 per year. This is quite a lot. Besides, there are other services to be provided. This is a common problem of our time, country, modern way of life, but we have no complaints. We can. It's hard for people. Salary increases. If they had been paid more, it would have been very good, and they would know why they have been working so hard.

IDI No. 24

4.3.2. **Staffing and labor productivity**

Thus, funding directly affects the staffing of institutions rendering social services, in particular, distribution of workload.

However, according to the leadership of such institutions, there is no critical shortage of personnel. And, compared to the situation in spring 2022, when many workers left the border of the Chernihiv oblast, the current picture has improved sharply since many specialists have returned home. "Narrow focused" specialists such as psychologists, physiotherapists, etc. are missing.

In general, work teams are rather a source of resources for the employees. As cynical as it may sound, it can be assumed that low salaries facilitate teaming of people sharing common values.

Our work requires great self-sacrifice. That is why it is very difficult. One must have a good heart and love for people, patience, and compassion for them. We pledge such a belief.

FGD No. 5

And, meanwhile, after the beginning of the large-scale invasion, the employees (more precisely, female employees, since the teams are mainly made of women) have become even more supportive of each other. Interviews and focus groups did not reveal any evidence of conflicts inside the team. Instead, there was a lot of evidence of mutual support, both at the horizontal levels and from the side of the direct management.

However, mutual support practices are not institutionalized and remain spontaneous. Burnout prevention is also practiced spontaneously. For that, burnout stays still a paramount concern under higher workload even taken the personnel shortage). Only in some institutions, female employees have an opportunity of regular psychological counseling to prevent some professional burnout and for the recovery purposes. These are mainly institutions with a staff psychologist rendering services to both the recipients

of social services and his/her colleagues, or institutions which were able to attract a psychologist from the non-public sector for a more or less long term.

The rest of the institutions resolve problems on their own, e.g. by providing vacations, days off, reduced working hours. However, professional measurements of fatigue and professional burnout were not conducted in any of the institutions that participated in the study.

We do monitoring unofficially, of course. There is no official questionnaire or identification. It's just the case where every manager talks to the employees daily and reacts accordingly.

IDI No. 26

As for the labor productivity, some respondents recall a surge in productivity against the background of stress in spring of 2022. As of now, the work has once again become more routine.

4.3.3. Supply support and daily working conditions

In case of reduced funding, the problem of supply support appears especially acute. Moreover, according to experts, decent working conditions are very important not even from the point of the providers' comfort, but rather that of social adaptation for the recipients.

After all, the recipients often belong to the most vulnerable groups, and social service center can appear to be just the only place where they can feel the "taste" of a more settled life and review their own life prospects.

This has a great impact everywhere — not only in the social sector. But it is in the very social sector that this arrives as concern of paramount importance since the place where you receive social services should be better than the place where you usually live — you should have at least a slightly different perspective on life

IDI No. 2, experts

However, both domestic and professional comfort of social workers is an important condition for the prevention of professional burnout and guarantee of effective work.

Office equipment is one of the lines where supply support is the worst. Some institutions received laptops from benefactors, but the rest are made to work on computers loading documents in minutes. At the same time, according to the reports, the institution or given department is "computerized".

Well, it would be great to have modern office equipment. I wouldn't say that what we have works very well. We use what we have. But sometimes it takes a few minutes for a document just to be opened. The computer's technical capacity is not so good.

FGD No. 1

Other equipment is also problematic, i.e. **printers, scanners, consumables**. Often, this equipment is used by several departments at once, therefore, to scan a document, one should go to another department.

Besides, ludicrous problems also arise. For example, line workers told that they had a problem with the document templates where the treasury does not allow to purchase. So, the workers had to print out these forms on a printer wearing it out and wasting quite expensive cartridges.

Now we have it all, but there was a problem during the war: our treasury does not process the payments for the templates. We can buy paper, we can buy some stationery we need, but they will not process everything and far not everything will be financed. Otherwise, for example, as we were told back then, since they would explain it upfront quite fast that the forms we need are not an essential. In other words, we were not allowed to order them. And we were made to spend the same money on the ink because we were running out of it very fast. Many people were coming to us, we had to register people for the service, and there were no proper templates in place. That is a problem that we had.

FGD No. 3

Employees also complain about some **insufficient premises and small number of office rooms**. For example, one office can be shared by a social worker and a psychologist, and when visitors come to a psychologist, other colleagues have to leave the room.

According to the respondents, very often the premises need repair. Sometimes, it is just minor (cosmetic) renovation. And sometimes major repairs are needed, as, for example, in the Horodnya psychoneurological residential facility where the roof has not been overhauled for 50 years (since 1973).

But more acute than repairs is the problem of heating and air conditioning. Most respondents report that there are no air conditioners in the premises. Heating is usually present, but sometimes it is "weak".

Some hromadas lack **professional equipment**, i.e. rehabilitation devices, simulators, sports equipment for gyms. **Missing ramps** are also often mentioned.

Premises are not always equipped with either kitchenettes or places where employees can make themselves tea or coffee, or eat during their lunch break. For the most part, such places are available in the residential institutions (where kitchens and dining rooms for residents are available), but they are absent in the "office" premises.

And another problem is the lack of such basic conveniences as **hot water and toilet paper** in the lavatories.

Working conditions will certainly affect work efficiency. A specialist can provide any high quality services if s/he feels himself comfortable, and let's say, where service recipients feel themselves comfortable as well, i.e. if one can turn on the air conditioner in summer, rather than suffocate in a room, or if it's not cold in winter, or if there is a lunch break and a person can eat. We must not forget that

we are also human beings and we all have certain needs. In other words, if such comfortable conditions are created where specialists will feel good, and, let's say, patients, or those seeking services, will feel comfortable, then the quality of services will improve accordingly.

FGD No. 2

4.3.4. Transportation support

Transportation support was raised as a separate concern since transport connection or non/availability of such conveniences impact the work's efficiency directly, just the same as availability of the basic conveniences.

Situation around the transportation support varies in different hromadas, but the assessment options tend to range from "satisfactory", "poor" to "very poor". Evidence of truly high-quality transport support was not recorded.

Transport support has two main lines: support of social workers and support of recipients, but they overlap at times.

Most hromadas dream of a "**social taxi**" service. After all, the recipients who have lost mobility have to interrupt the rehabilitation courses due to an impossibility of getting to a place where service is provided even if the locality is minor. For recipients living in some remote areas, the problem stays even more acute.

As for the social workers themselves, the situation here differs among institutions: some of them have vehicles (received, for example, from benefactors), but some do not have funding for their maintenance. Sometimes other benefactors take care of transport maintenance expenses. Only in some cases, both the vehicle and its maintenance are covered by the budget. The rest of the institutions have to use their own transport for the work purposes (most often, female employees ask their husbands to drive them to work).

Banal **transportation of social workers within the community** appears to be also problematic. Only in some communities there was a possibility to organize free travel tickets for the social workers, and the rest travel by public transportation at their own expense.

No. We drive our own cars. Well, ...our own cars. You will ask, and your husband will come and drive you. In other words, here and there, if you need to go elsewhere...it is your own car that saves the life. And, generally, in the past money was issued at least to buy some public transportation trips, but now there is no financing for that at all... The only thing that helps is a mobile group: we get an approval for it and a city council car is offered then. They offer it for the public transportation of some staff mobile groups. But these are scheduled trips. Once a month. And even when they go, ... you have 40 minutes, you have no more than an hour. It never works to take a car and resolve all the problems available all at once. A car...At least once a month, but no, it won't work. No, no way. Capacities are very limited.

GI No. 24

In some communities, **bicycles** are used for this (i.e. they are also often donated by benefactors). But, they have to be repaired at own expense.

We would like to point up that respondents of one focus group with the recipients suggested providing social workers with **electric bicycles** to facilitate the solution of the transportation problem.

Meanwhile, the transportation problem of institutions taking care of children is somewhat different. Often, they don't need a car, **but a bus for the transportation of children.**

4.3.5. Horizontal connections

Horizontal connections can be a powerful resource for the institutions providing social services. Here we refer to the ties within a community among the social institutions, business and non-governmental sector, and around the ties in-between the social institutions in different hromadas of the same oblast and even in different oblasts.

As for the ties between the social institutions in different hromadas, such co-operation has mainly been established before 2022 and became a powerful source of support after the beginning of the full-scale invasion.

If we take our former Kozelets'ky rayon, four hromadas were created in it. The War progresses. Before that, we constantly socialized, met, held some meetings. Consider our social sector. Even until 2022, we jointly celebrated the Social Sector Day with Kiptyi and with Oster, altogether as one. It was very crowded here. It's not the right time for holidays now. But, apart from this, we always talk on the phone. Someone will call me and I will call someone else. It is always that way If any kind of consultation or assistance is needed. Everyone always reacts. And the same can be said about the Chernihiv department, and our administration, and the social security center. In other words, the Chernihiv city social security service, they are always available for help and advice and never refuse

IDI No. 25

As for the horizontal connections in the hromada, non-public sector, as already mentioned, provides powerful support to the system of social services. Examples of such support have already been mentioned, i.e. assistance with transport, training, financing. For the most part, charitable organizations proactively identify the needs of social institutions and provide assistance. But there are some cases when institutions themselves take up the initiative: they look for benefactors, send applications, and find out how another side can help. However, everyone agrees that coordination work at the hromada level is not properly established. Unifying measures could optimize the system of institutions support by philanthropists.

We usually ask the things we may need. They won't ask a thing, they are never the first to contact us. Everything depends on us and our initiative. It is possible to improve this cooperation on a horizontal level through organizing round

tables and face-to-face meetings where we can see each other. We don't talk in person, we hardly talk live. But nothing can replace human communication. It is mostly just over the phone that I ask for something and something is brought in. But it would be great to have round tables, work groups, certain events that would unite people from different sectors. But we never hold such events.

IDI No. 15

The nature of social institutions is centered on business connections: also it focuses mainly on sponsorship by business taken that these connections were established even before 2022. If charitable organizations and public sector intend to help where help is mostly needed, business often helps within its scope. For example, motor transport companies can provide a bus for the social institutions (for a one-time trip, at least). And cultural enterprises can be invited to their events (theater, cinema or zoo).

We received a very moving testimony about the assistance provided by the local tax agency at the time of occupation and shelling:

While we were under occupation, we lived in their shelter. People opened their shelter for us: no one worked there, they used gas for heating, i.e. they spent gas. Total area in this area is about seven thousand square meters, and they heated all these premises just to keep our basement warm. They gave us some hot water, i.e. they gave us everything, they delivered stoves, water. In the end, they arranged milk and bread for children since we practically did not get out of there due to the continuous shelling. We stayed there all the time: forty children, ourselves and our children. We couldn't not leave our children at home, i.e. we were staying there, in their place.

IDI No. 10

There were certainly negative moments during this interaction. According to the respondents, they more often arise while cooperating with the politicians or parties due to the party preferences.

Ineffective partnership with politicians, people's representatives of different levels is widely observed if you work together and accept help from someone, then another one can be offended because you work with a different political force.

IDI No. 15

Head of a residential institution for adults complained that benefactors help supervisees less willingly than the institutions for children.

People would land calls and ask: "Oh, who is speaking? Are you a residential institution? — Right, this is a residential institution. — How many children do you have?". Well, I say: "Our residential institution is not an institution for children, but yeah... — Ah, okay, we work with the residential institutions for children all alone."

IDI No. 11

4.3.6. Administration and reporting

If horizontal connections are a source of a resource, then vertical connections, in particular, reporting, will drain this resource.

According to social workers, reporting takes a lot of time. At the same time, no testimony was received to prove that the generalized analysis of primary reporting was conveyed to those in charge of bringing into the execution the requisite procedures and respective help in their work.

We currently have some maddening problem of de-bureaucratization for the social work in general where de-bureaucratization is directly related to the communication with a client, so that the employees are not to spend 80% of their time on these sheets of paper produced at the central level simply at the speed of sound without canceling the previous is already outdated and so on.

IDI No. 1, experts

4.3.7. Opportunities under the new legislation and regulatory framework

As for the current possibilities of applying the Law On Social Services, line social workers do not see any benefits from the updated legislation for themselves.

Institution leadership is less critical, but most of them admitted that they didn't understand the current legislation thoroughly.

Experts recognize such opportunities as a possibility of bringing in some good order current social cohesion and direct procurement of social services. As an example of the Public Health Center's activities, purchasing the social support for HIV-positive people can be fairly named. An advantage of introducing such mechanisms could be transparent, open and more competitive market of the social services and missing sub-legal regulatory framework, which becomes an obstacle.

As for the obstacles to social work as regards to the current law, line workers refer to the following:

- Complicated registration of the social service recipients;

Who needs all these problems? To collect everything... It's impossible to collect a certificate from the tax office in time, so why are such obstacles created? A person needs a service, a person needs assistance and has to wait for a month or two before the tax office issues a certificate

FGD No. 5

- Third party involvement at the time of registration, which might lead to the disclosure of confidential information.

Well, now clients are applying to us, and I will use specific examples to illustrate the current state of things. They are applying to us to receive the social services,

and there should be an application to the Social Security Administration. Not all the clients have a wish to turn to a third party and disclose their problems. Well, you can come, talk to your specialist and solve problems, and it's all confidential. And here you need to describe why you would like to contact your specialist, what s/he should help you with, and someone decides whether you can contact your specialist or not. Therefore, many people do not proceed because of this.

FGD No. 3

As for filling out the registry of providers and recipients of the social services, institution leadership claim that the Social Security Department takes care of this issue, and they only provide information. At the same time, many institutions keep their own records, their own databases where they report to the higher level (for example, the Ukrainian Society of the Deaf).

Experts give both positive and negative feedback about the registry itself and its role in the system of social services. Negative reviews refer to the need to improve this tool, and experts also have doubts that the system of social services will advance due to introducing the registry.

Its design is not perfect. You register there anyone you like the way you want it. There are a few qualifying flying criteria, for some understanding of the process, we need to be aware of what qualifies to control, what to report and what to stimulate. As a rule, these registries set out one and the same task: either we collect information so that we have reports on millions of services, or we define accurately what precisely to control. This database or register should set out a task: we control, we are informed and we help, we improve the system according to the result. But that won't work so far that way, no, no way.

IDI No. 1, experts

Positive reviews, on the contrary, refer to the fact that an adequate analysis of the information entered into the register could simplify and optimize any operations on the system.

It's just being introduced — it is not yet fully integrated. This is a very good practice, it has some future. The only thing is, and I cannot give any proper assessment at that, because it should be filled out by the providers of social service and it can make their work easier, but since there is no such experience, I cannot shape any attitude to it or analyze it since it is a fairly new experience.

IDI No. 2, experts

In general, experts pay attention to the technical imperfection and difficulty of filling out the register.

4.4. LEARNING NEEDS

As already mentioned, mass involvement of charitable organizations in the social sector made it possible to organize and conduct many training courses of different formats and on various topics. Therefore, prioritizing education as an issue becomes more and more urgent.

We can single out two lines that are most in demand:

- Professional trainings for providers of the social service;
- Trainings aimed at the self-support and prevention of professional burnout.

As for the **professional training**, experts see a wide field for such activities. After all, in Ukraine, social sector development is a very recent history, and specialists need to be trained literally "from scratch". But such work requires a systematic approach and methodological support. Its main goal is not only teaching specific skills and techniques, but also demonstration of a wider context of social work in general.

We look at the list of responsibilities of the social worker and simply see what s/he can do and what they can not. S/he doesn't know 90% of what s/he should know.

IDI No. 1, experts

We simply don't know what we may lack. Therefore, I do not know what is missing. Sustained training of social workers is not just gathering everyone online to talk, i. e. there is enough of such experience, but sustainable support and coaching for specialists are missing. I would like more in-depth work, in-depth support, and methodological support.

IDI No. 2, experts

On the other hand, experts claim that a person in a state of some critical fatigue and professional burnout is simply unable to learn effectively.

But people have no motivation. When they are on a low salary and they are only asked if the ID documents are issued in a correct way and not how you have rendered this assistance, they learn more about the correct way of making the documents to avoid problems but never how to render assistance correctly and qualitatively. And this is my inner voice or some feeling saying as if that people can think so: "why do I need this, if I have it for him...?"

IDI No. 3, expert

Leadership of institutions also add that trainings distract employees from work, so this aspect should be taken into account when evaluating their efficacy. Rationally, at least, in the long run it is worthwhile to evaluate the educational component.

We analyze the topic very clearly and ask what the result will be achieved there, because training after training and certificate after certificate are not necessary.

We do not want to spend life on any time-wasters. We choose some aspects where staff that haven't yet had this training can have gaps.

GI No. 24

However, such reservations were not frequent, and the majority of leadership at the institutions providing social services in the hromadas of the Chernihiv oblast are more optimistic about their staff's learning capacity and use of education in general. There occurred even an opinion that studying was necessary in any case, even if the aspect was only slightly related to the main line of work. Line workers tend to support the second, more optimistic approach. During the focus group discussions, they said that they themselves were looking for courses. Specifically they mentioned the courses on a Prometheus online platform that was of some interest to a respondent (i.e., workshops on mental health and information hygiene).

Leadership of the educational and medical institutions generally evaluate trainings as some necessary routine where each specialist should regularly improve his/her qualifications.

Training topics that are interesting for the social workers from a professional point of view are very different:

- Trainings on palliative care;
- Work with trauma or loss;
- Different areas of children's rehabilitation;
- Pre-medical assistance;
- Non-violent communication;
- Providing services to the families in difficult life circumstances;
- Work with the veterans and their families;
- Psycho- social work;
- Trainings on the domestic and gender-based violence;
- Security situation for the civilians;
- Actions to restore communication with a person prone to suicide;
- Prevention of various addictions and healthy lifestyle skill building in the future;
- First psychological aid;
- Nuances of current legislation.

Regarding the last point, as a successful experience, the respondents mentioned the basis of the so-called "horizontal education" where information is transmitted not only from the trainer to the listeners (vertically), but when professional topics are discussed by the participants.

It helped them a lot since while reading these laws, you ask of merits. If there were changes entered into current legislation, and such workshops were good, many of them, and everyone could raise questions. We had a talk and we discussed it all. And there was more understanding. And yes, each department

head studied the clauses for himself, the way s/he understood them. And there were worries about this.

IDI No. 26

In order for the vocational training to be in demand, it must be for free (i.e. we have already mentioned the difficulties with the funding under the martial law). Besides, another thing to consider is the coach's personality that also plays an important role. As a positive example, the respondents mentioned Iryna Lisovets'ka ("Caritas") and the workshops by the CF Right to Protection.

Yes, they all are very successful! If they are looking for these courses, they are proud of them, and this is advantageous. We have a vocational training teacher that completed a course in the neurographics and right-hemisphere drawing. And now she, so to say, is a practitioner. We pull together in small groups of 2–3 people, and this is neurography, right hemisphere drawing, by the way, that is very interesting. I never thought that there exists such techniques that help us to live through our present condition.

IDI No. 13

Apart from the professional training, social workers appear to be highly interested in the **self-support trainings** on the following aspects:

- Methodology of burnout diagnostics and ways of its treatment
- Trainings on mental health maintenance;
- Trainings on psychological relief;
- Self-assistance.

I came home today, and the house is a mess — and I do want to leave it as it is and do nothing, but I have to. The house is so dirty! And if there were some girl in my head who would say: "Leave it, it won't go anywhere, this is dust and mud." In other words, they need some relaxation. And all women need it now, at present! Something easy for psychological relief.

IDI No. 10

Long-term several-day live trainings usually bring more benefits than several hours of online sessions. However, not all employees can afford it, so the work schedule should be taken into account when planning.

After splitting into groups we had some psychological training. We traveled from Uzhhorod to Chernivtsi. We stayed there for three days. And it was the psychologist that for three days — when I came back from that place, I had an impression that I got recharged for a month and a half, that I had some rest, that I... And that was a very positive thing.

IDI No. 18

4.5. RESILIENCE ASSESSMENT

One of the factors allowing us to talk about the resilience of the system of social services in the Chernihiv oblast is almost complete recovery of its operation after the de-occupation. Another factor is the successful going through the winter period of blackouts.

Winterization was quite successful because of the support by charitable organizations that supplied generators, charging stations, etc. to the institutions. During the focus groups discussions, there was only one testimony stating that employees and visitors had to stay inside in outer clothing, however, even in this case, the provision of services was not terminated.

The successful experience of the 22/23 winter season (as well as the availability of equipment for the autonomous lighting and heating) gives the respondents some reasons to look into the future with more optimism.

For a comprehensive assessment of personal resilience of service providers, Connor-Davidson Resilience Scale was used, and for the resilience assessment of the system in general, there was used an adapted scale developed by the study authors specifically for its purposes.

Each scale consists of a number of statements that are rated on a scale from 0 to 4:

- 0 — Not true at all
- 1 — Rarely true
- 2 — Sometimes true
- 3 — Often true
- 4 — True almost all the time

The number of statements is 11, therefore the maximum score is 44. The resilience score is given as a percentage, where 44 points equals 100%. The results are provided in the relevant subsections below.

4.5.1. Social security providers' personal resilience assessment

In total, the scale contains 10 "canonical" verified statements and an additional 11th statement:

1. I can adapt when changes occur.
2. I can handle anything that comes my way.
3. I make an attempt to see the positive side of things when I face problems.
4. Overcoming stress can make me stronger.
5. I tend to come back to normal after illness, injury or other difficulties.
6. I believe that I can achieve my goals, even if there are obstacles.
7. Under pressure, I stay focused and think clearly.
8. I am not easily discouraged by failure.
9. I consider myself a strong person when dealing with life's problems and difficulties.

10. I am able to cope with unpleasant or painful feelings such as sadness, fear and anger.
11. I receive support from the team in difficult times.

We analyzed answers of institutional leadership and line providers of social services separately (the latter — by communities):

- Leadership 84%
- Employees ... 84%
 - Horodnya urban TH 85%
 - Chernihiv urban TH 88%
 - Nizhyn urban TH 83%
 - Kozelets village TH 87%
 - Pryluky urban TH 76%

According to the study of Ukrainians' resilience level "Social and psychological factors of resilience increase in employees in stressful situations", conducted by Olha Morozova, one of the authors of this survey, employees of the system of social services demonstrate significantly higher resilience than employees of other organizations in general:

- All Ukraine 69%
- Eastern regions 66%
- Central and northern regions 68%
- Western regions 70%
- Southern regions 71%

For reference: level of overall resilience of the U.S. population is 80% (2003 study, Connor-Davidson).

Statements 11, 6, 5 received the highest ratings (more than 90%), and they can be ranked as the core values shaping personal resilience of the system of social services:

| | | |
|----|--|-----|
| 11 | I receive support from the team in difficult times | 96% |
| 6 | I believe that I can achieve my goals even if there are obstacles | 91% |
| 5 | I tend to come back to normal after illness, injury or other difficulties | 88% |
| 1 | I can adapt when changes occur | 87% |
| 3 | I try to see the positive side of things when I face problems | 84% |
| 9 | I consider myself a strong person when dealing with life's problems and difficulties | 84% |
| 10 | I am able to cope with unpleasant or painful feelings, such as sadness, fear and anger | 84% |
| 4 | Overcoming stress can make me stronger | 80% |
| 8 | I don't get discouraged easily because of failure | 80% |
| 2 | I can handle everything that comes my way | 78% |
| 7 | Under pressure, I stay focused and think clearly | 72% |

Below are respondents' comments on individual ratings.

11 I receive support from the team in difficult times

During occupation, I personally had to leave the city to get flour and bring it to the city. We drove for a very long time and arrived late at night. When I came to the city council, almost everyone welcomed me saying: "You are back", " You are alive", and they were almost crying. There was a lot of psychological support in this. I still remember this and understand that support is very important.

IDI No. 26

6 I believe that I can achieve my goals even if there are obstacles:

Sinzel overcame this, and the goals were achieved despite the military operations, I did not lose a nerve, and just moved forward, and I knew that I was responsible for the recipients of our services that made 17 people at that time. I was everyone and everything for them, i. e.their nanny, cook, laundress-I literally took care of their basic needs, and protected them, encouraged them psychologically, emotionally, and raised their spirits. And I believed that we would be able to cope with everything. And we really did. Then, the employees who were there at the time, who did not leave with their families, prioritized their work and helped me in every way they could, and they truly supported me.

IDI No. 17

5 I tend to come back to normal after illness, injury or other difficulties:

I suffered cancer.stage III. I believe that it has changed me for the better, and for me it was the best experience, and a lot of survivors keep talking about this. This disease also taught me not to pay attention to small things, therefore, I recover quickly. And it taught me to achieve your goals.

IDI No. 19

1 I can adapt when changes occur:

I already had to go through different moments since the 90s. I have been working since 1995, and I remember the times when there was no salary for 8 months, when there was no food to share with the children, and we were begging from everyone and where it was only possible, but there was some adaptation. There were no visual aids and no computer equipment, so we made visual aids by cutting them out of medical boxes, drew something on the other side, glued something on them and so on, and made handouts for the children. Therefore, now, compared to what we have been through... The main thing is that no one dies and that everyone is still alive and healthy.

IDI No. 28

8 I don't get discouraged easily because of the failure

Well, we didn't manage to get a "social taxi" under the "Caritas" program, and so what? We will contact other institutions. Someone will help us. And it is already in progress.

IDI No. 14

2 I can handle everything that comes my way

When children were evacuated together with the sports teacher, it turned out that to cross the border, it was necessary to have very many documents. We tried to cross the border twice, lived at the border for a week and a half at a school, but still, during this time we managed to find a computer and all the technical things, make all the ID documents, contact the ministries that were involved in this, and we did manage to evacuate children to Italy eventually. It was very difficult.

IDI No. 30

4.5.2. Resilience assessment of the system of social services

Resilience of the system of the social services was also measured, on the same scale, with 11 statements and ranging from 0 to 4:

1. System of social services renders services in full, at a high level, and completely satisfies its clients.
2. Critical circumstances will not force termination of the social services.
3. Employees of institutions are confident that they can cope with troubles.
4. In a critical situation, employees of institutions do act, rather than wait until everything is over.
5. The system of social services explores to find ways to overcome critical situations to continue working.
6. System employees are proud of their ability to overcome difficulties.
7. System employees support each other at work.
8. Management of institutions keeps under control all aspects of their activity, i.e. employee involvement, supply support and customer satisfaction.
9. Management of institutions monitors the current situation and openly informs about the state of affairs and prospects.
10. Social workers take care of and support their clients when they remain confident, calm, and competent.
11. Management of institutions takes care of their employees, their emotional state, health and safety.

System resilience is rated even higher than personal resilience (91% — rating of managers, 95% — average rating of line personnel). It is interesting that experts rate system resilience significantly lower than managers and employees of the Chernihiv

oblast's institutions and establishments (65%). This may indicate either the fact that the Chernihiv oblast is indeed more resilient than Ukraine in general (because the experts evaluated the general system of social services across all the regions), or the more skeptical attitude of the experts than professionals in situ.

- Experts 65%
- Leadership 91%
- Employees ... 95%
 - Horodnya urban TH 98%
 - Chernihiv urban TH 98%
 - Nizhyn urban TH 98%
 - Kozelets village TH 95%
 - Pryluky urban TH 85%

Below are the average ratings of each statement by the Chernihiv oblast's system of social services (both staff and management=, and in parentheses are expert ratings:

| | | |
|----|--|-----------|
| 7 | At work, employees support each other | 97% (75%) |
| 6 | System employees are proud of their ability to overcome difficulties | 96% (73%) |
| 4 | In critical situation, employees of institutions do act, rather than wait until everything is over. | 95% (70%) |
| 5 | The system of social services learns to find ways to overcome critical situations to continue working | 95% (60%) |
| 9 | Management of institutions monitors the current situation and openly informs about the state of affairs and prospects | 95% (45%) |
| 10 | Social workers take care of and support their clients when they remain confident, calm, and competent | 95% (80%) |
| 11 | Management of institutions takes care of their employees, their emotional state, health, safety | 95% (65%) |
| 3 | Employees of institutions are confident that they can cope with troubles. | 93% (65%) |
| 1 | The system of social services renders services in full, at a high level and fully satisfies its clients. | 90% (35%) |
| 2 | Critical circumstances will not force termination of social services. | 90% (80%) |
| 8 | The management of institutions keeps under control all aspects of their activities — employee engagement, financial support, customer satisfaction | 86% (65%) |

As we can see, the experts gave low ratings to the system's ability to provide social services at a high level (statement 1–35%), as well as to the ability of the management of institutions to control the current situation and openly inform about the state of affairs and prospects (statement 9).

Below are comments on the statements rated the highest by the social workers:

7 At work, employees support each other

When employees apply, we never refuse. Whether it is some kind of consultation or assistance needed, or substitution, we will always support. And it is the same with approaching for a favour: "Can I make a copy? Our copy machine does not work".

IDI No. 12

6 System staff are proud of their ability to overcome difficulties

Certainly. An example. If an old lady faces some kind of emergency, or where food is urgently needed, or if one needs a doctor, I even go to the elderly at night. There were such cases when, so I had to go and see her. And you don't think whether it's work or not, you just go and see her. There were such cases when doors were broken. And I broke them myself. You call the Ministry of Emergency; you call the police. You break the doors, you break the windows, the elderly will need help, either urgently to go to the hospital, or... A person dies, and the body can't just stay unattended

IDI No. 14

4 In emergencies, employees of institutions do act, rather than wait until everything is over

We did not wait for instructions, even under the martial law, when the war started. Even on the 24th of February, we did not wait for an instruction and how to carry it out. We kept together, organized logistics, and only then we were given instructions on what to do and how to act.

IDI No. 20

5 The system of social services learns to find the ways to overcome emergencies to continue working

I mobilize all the ladies, an entire team and all the relevant authorities, public or charitable organizations that will help, therefore, I look for everyone who can help in an emergency, and, as a rule, I find them.

IDI No. 19

10 Social workers take care for and support their clients when they remain confident, calm, and competent

Yes. Here they can be proud since they have something to be proud of. This is something I know for sure. They love their work. They come and solve serious problems of the people who have suffered... for this salary... People are really proud of it. This is true.

IDI No. 4, experts

4.6. RECIPIENT'S POINT OF VIEW

To have a comprehensive picture of the system, we also organized several focus group discussions directly with the recipients of basic social services (except for humanitarian and cash aid) — one FGD in each target hromada.

The **range of services** received by respondents is very wide:

- Social support of large and foster families as well as people with disabilities;
- Sports and creative clubs for the elderly;

We have a women's band. We are laureates of many Ukrainian contests. And we went to Kyiv, and now we participate in contests online. I also dance. There were local publications on such contehere. And also same for the Horodnya newspaper.

FGD No. 6

- In-kind assistance (work on the land plots, hairdressing services, sewing);
- Legal services;
- Services and means of rehabilitation for children with disabilities (hearing aids, lymphatic massage);
- Developmental groups for children with disabilities; day care groups;
- ATO veterans' rehabilitation, including psychologist;
- Psychological support for IDPs;
- Day care for people with disabilities;
- Humanitarian aid.

Across all the hromadas, rendering of social services was not suspended after oblast de-occupation, however, in the Kozelets and Pryluky hromadas, integrated rehabilitation centers for children with disabilities are still not working due to the lack of shelters. According to the manager of one of such centers, their specialists can visit their patients at home, but, according to center visitors, they make appointments for visiting the center on a daily basis in the periods when there are no air raids.

... we can be here on a very rare occasion martial law and no bomb shelter. We can arrive here as if illegally. We agreed to get something that we need: some massage and some speech therapy

FGD No. 9

Services are mainly provided free of charge, only quite recently differentiated fees were introduced for some services (shoemaker, dressmaker, massage) in Horodnya, Chernihiv and Pryluky hromadas. But, according to the respondents, the amount is not high ("it's peanuts").

According to respondents, **the system does not fully meet the hromada's needs for social services**. Among the services that are lacking, the respondents named the following:

- Social taxi;
- Legal support, in particular, recovery of the lost documents for IDPs (Nizhyn TH);
- Children's leisure arrangements, especially in summer (holidays) (Nizhyn and Pryluky THs);
- Assistance with employment, especially for people with disabilities (Nizhyn TH);
- Palliative care, palliative department (Nizhyn TH);
- Extended period of day care stay for children with disabilities (Pryluky TH);
- Lack of humanitarian aid (Pryluky TH);
- Social support and rehabilitation of youth with disabilities — children that turned 18 years old can no longer attend any children's rehabilitation centers (Chernihiv TH).

As for the last item on the list above, parents of such children were involved. After all, according to them, before the full-scale invasion, the public organization Vulyk [The Beehive] was operating in Chernihiv, and it took care of young people with disabilities (up to 35 years old). The NGO was financed from the budget, and after the beginning of the "Great War", funding stopped. Currently, NGO "Vulyk" is operating on a volunteer basis, but, according to the respondents, this is critically insufficient for the rehabilitation of youth with disabilities.

We cannot do anything for this organization to be financed from the budget, so that it is not public, but has a state contract. We are now putting all the effort to find some kind of funding so that social workers, psychologists and everyone that previously worked with children — many specialists — could have some kind of salary for them. Now it's just on a volunteer basis. Our children visit the place once a week. And social workers, as volunteers, work once a week for free so that the child could leave the house at least once a week. This is our problem.

FGD No. 6

As for the **changes in the system of social services over the last 2–3 years**, majority of the respondents agree that there have been no drastic changes. Except that after the beginning of the full-scale invasion, there was more humanitarian aid, and the system responded to the population's need for psychological support and introduced services of a psychologist.

Nizhyn hromada is the only one where recipients confidently report changes for the better. They mention wider range of services, repairs of premises, new furniture, inventory, and simulators.

People are doing their best for us. It is very, very pleasant, very pleasant. And this is my second home here. I wake up, and I go there immediately... When I

came here for the first time, it was a little bit different. And now I look at it with amazement, and what a beauty! People are working here, furniture is new, the yard is gorgeous. We are glad that the ladies here are working at their best.

FGD No. 8

As for the **changes that have occurred after the beginning of the large-scale invasion**, the recipients suffered budget constraining and also complained about the lack of space in the new premises where some institutions were forced to move in.

Before the full-scale invasion, I attended a rehabilitation center. Each psychologist there used to run a separate office. You arrive and no one would interfere. Now, because of the damage inflicted to that place, we moved to another housing for the disabled children. Space is not enough. And more workout stations and simulators are really needed. There are two or three simulators available, but there is no place to put them.

FGD No. 7

IDPs' presence in hromadas was also a remarkable change. This did not have a significant impact on provision of social services in the hromada in general, however, occasional episodes of competition for humanitarian aid and jealousy of local residents about this are recorded in some places (Pryluky TH).

Yes, some changes have occurred. Well, there are IDP's who have come to our town from other regions of our country. They have more benefits... They receive humanitarian aid and other stuff. But as for the locals — "you are at home, you can live without this." I like this. These are the changes.

FGD No. 10

As for the IDPs themselves, who were among FGD respondents, they, for the most part, do not report any difficulties in communication with the system of social services. Two out of three IDP respondents had no experience of receiving social services in their hromadas, and one respondent was receiving it (in the Donetsk oblast).

As for the **announced changes in the system**, all the respondents, except for Nizhyn hromada residents, note that there are no such changes. Residents of Nizhyn, on the contrary, are full of pleasant premonitions: according to the respondents, the hromada has won a grant, so they expect the opening of social laundromat and a computer class for the Third Age University. Following the rumors, social taxi service is already operating, but none of the respondents knows this for sure. Opening of a rehabilitation center for the military is also expected and regarded as a very positive moment.

And I also want to say that there is such a rumor in the mass media as well as information from the verified sources that rehabilitation center for the military will be built in the city. This is very good.

FGD No. 8

As for the quality evaluation of social services, the respondents hesitate to define the evaluation criteria. First of all, human attitude and positive influence, and changes for the better as a result of receiving social services are important for them. After prompting, everyone agrees that formal criteria such as sufficient staffing, equipment, quality of work, conditions and time of service are important, but the attitude of social workers outweighs any possible disadvantages. There were no dissatisfied respondents, and when asked to give some formal rating, for example, on a 12-point scale, the respondents often gave 13 plus.

All the respondents document some willingness to help social workers and they value it very highly. Moreover, one IDP from the Donetsk oblast said that she did not feel the same attitude at home as it was just the case with the new community.

First of all, we can raise any issue, but we don't talk about how it's all done. And some person-to-person attitude among those who have applied. Attitude of a person holding a certain position to a person who has applied with a problem. There problems will occur but they are being solved. But what way? Humanity, first of all. Does a person do it because s/he has to do it, or does he want to help with all his heart. In my opinion, humanity is also a criterion and should be evaluated.

FGD No. 7

Sincere and humane attitude of social workers is a very important factor for their supervisees. All the respondents have agreed that they felt support and care from social workers in difficult times, even if it was just communication rather than service rendering.

...they ran up to help even if you were somewhere else but not in Ukraine, somewhere abroad, and they are trying to support you even from Ukraine. I say this since I left, but abroad I did not feel support from those I lived with. I even called the territorial center and felt their support. So, I packed my bags and went back to the place where I feel more support.

Employees of social institutions, even just calling and asking how you are doing, wished you all a good day — this is very supportive.

FGD No. 10

In addition to social services, respondents highly value the atmosphere created in the service centers and, in particular, among group classes. Staying in such an atmosphere is an additional source of encouraging and motivational resource for the recipients of social services.

If you wait when the day when you come to this center arrives, you can feel just amazing when you start painting at the age of 65, begin making toys or something else. It is about some similar experience that you have never had in my life. If you wait for the day when you will meet these people from your circle, and here different people arrive, they will become one family, and during the war, communication appears to strike you as very important. If you get to know

the people suffering disabilities or any large families, and you meet them, and you see that they are also a part of the family. I think it's the highest estimate of what we have right now.

FGD No. 10

Respondents with children who received help, demonstrated much gratitude, especially in case of the families having children with disabilities, special needs and adopted children. For example, social workers helped to resolve school bullying of such a child in the Kozelet's hromada.

I received some help to solve this issue. After that, it all stopped. And the child is fine because we wanted to change school, the child was crying and it was sad, but the child is very open. She loves people and is a kind child. She wanted to reach out to children, but the children did not want to accept. This issue has been resolved, and it's good. She is already in the 5th grade. They speak all too well when they are together, have friendly relations, and everything is fine. We do not receive any humanitarian aid. We need to apply, but, for some reason, I haven't done it yet.

FGD No. 9

A family with an adopted child in the Nizhyn hromada reports about the positive role of social support and no need of spending an excessive amount of resources when applying for services:

As for me, before I adopted a child, I did not even know that such a center existed. When I adopted a child 8 years ago, I realized what a great role they play. They provide a lot of assistance with "advice", psychological assistance and spiritual care. Spiritual assistance is very helpful I voted 13+ on a 12-point scale. Just as laconic as it can be. Without any extra talks, without all the bureaucratic stuff — they said it and they did it. It's not something that takes 1,000 days, but it was said and done right away, well done!

FGD No. 10

Focus group respondents do not experience any difficulties with applying for social services. But in this case, an important role can be attributed to the fact that almost all of them have already applied to social structures and personally know a social worker who can help them with solving their problem. Preliminary networking with the employee facilitates the subsequent processing of documentation related to social services. It is more difficult for people applying to this authority for the first time.

You can contact her anytime, especially to Masha. Highly advisable. She is responsible for us. You can call her any time and she will arrive. Everything is fine. Only this center. We contacted the Social Security Department many times and no result. They don't even want to talk. This attitude...that comes hard.

FGD No. 8

In general, focus groups confirm the hypothesis that the easiest way to go through all the necessary formalities necessary to receive social service is when a person has already had some experience with this system. The best case is when a person has contact with a social worker capable of informing him/her about the services available and help with the necessary formalities. But even just active friends receiving social services can provide significant help — simply because they already know the relevant details.

I am an excellent enthusiast. And I have already registered many people in the territorial center. Maybe others are not as active as I am. Or I am not very active myself. But, first of all, you must fill out a questionnaire with all the questions to it and hand it over to the girls working there during the day. And then you will file an application to the Administrative Service Center, and a declaration, and then a document permitting to use services of the territorial center, our center, will be issued.

FGD No. 6

As for raising awareness of the possibility of receiving social services, the respondents name different factors, indicating that different options can be convenient for different groups:

- Direct phone communication with a social worker is the most convenient way for those preferring live communication. However, there are people who do not like being disturbed and try not to disturb others;
- Social networks, messengers, Telegram channels. Information channels have hugely developed after the beginning of the large-scale invasion, and a significant number of people appreciated its convenience;
- Traditional media, such as television, radio, local press, are more suitable for the elderly people having difficulties with modern technologies;
- or a combination of all these sources.

I found out from the internet. Besides, my friends told me. There is a page on Facebook. Information there is available all the time. Telegram channels providing information and helping with those same service. Info about presentations, humanitarian aid and everything. Holidays in all the goodies to treat people. All that is very nice. I have a large family. Children work with counselors regularly. Even my children receive phone calls and holiday, so, please, come because it will be interesting; concerts, and gifts for children. And humanitarian aid. A lot of people registered with the center are contacted via Internet, social networks, and by phone.

FGD No. 7

In the era of digitalization, many people already have experience of using online stores, and more and more respondents appreciate the convenience of digital services,

electronic applications and possibility of their status tracking. Therefore, for many, an official web-site with these functions would be the most convenient option.

It must be some website you can go to, read the full list of services available and leave an application. You can also visit the same site online and track your application status. Your application is accepted, approved, you can come at this or that time and get this service. This will be convenient.

FGD No. 8

In summary, the respondents of the most successful hromadas (such as Nizhyn) believe that the social services they are receiving would be useful for the wider population as well. However, they do realize that the system will not bear an yrapid growth in the number of recipients.

It would be great if these services were available for more groups of the population, but the territorial center will not be able to provide quality services, because there will not be enough space and staff.

FGD No. 8