



Strong communities, good services

Municipalities affected by the war offer their citizens extensive services and support.

The challenge: Ukrainian communities in need

Communities near the front are particularly affected by Russia's war of aggression. Some have suffered severe damage, while others were temporarily occupied. Almost 6.5 million people have left their home country, and a further 3.4 million have fled to safe areas within Ukraine.

Even before the war, providing services for the population in rural areas was difficult, particularly with regard to medical care and social services. Buildings were old and often in poor condition, and materials and opportunities for staff training were in short supply.

The war has exacerbated these problems. Hospitals and municipal administrations are severely curtailed in their work, with buildings and infrastructure destroyed in some cases. Trained personnel have fled and energy supplies are unreliable. At the same time, the need for services has increased, as vulnerable population groups – internally displaced persons, persons with war-induced physical or psychological injuries, veterans, people looking for work, and children – have grown dramatically in number. There is a huge demand for medical and social services.

Special Assistance Programme Ukraine / EU4ResilientRegions

Project title	Special Assistance Programme Ukraine / EU4ResilientRegions
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Implemented by	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
Lead executing agency	Ministry of Reintegration of Temporarily Occupied Territories of Ukraine
Project region	Oblasts of Lviv, Zaporizhzhia, Sumy, Odesa, Mykolaiv, Kherson, Kharkiv, Dnipropetrovsk, Chernihiv, Chernivtsi, Donetsk, Luhansk
Overall term	2019 to 2025
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Implemented by:

Our approach: take the services to the people

Via the Special Assistance Programme Ukraine/ EU4ResilientRegions (SAP/EU4RR), GIZ is supporting the regions of Ukraine most badly affected by the war in improving their social, health and administrative services for vulnerable groups. GIZ has been commissioned to carry out this work on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). The project is cofunded by the European Union (EU). To provide help quickly and flexibly in wartime, SAP/EU4RR is working with Ukrainian partners throughout the country.

We provide municipalities with equipment such as generators, battery charging stations and heaters to support their services for internally displaced persons. Medical equipment, passport stations and IT systems help ensure that important medical, social and administrative services can remain available. At the same time, we improve access to these services and support the municipalities in including mobile options in their service delivery.

A further focus of our work is the repair of public buildings. We use modular construction solutions to provide temporary accommodation for internally displaced persons and create the necessary capacity for municipalities in social and health care.

Medical, social and administrative staff are trained comprehensively in handling new equipment and addressing relevant topics, such as supporting people who have been traumatized or disabled in the war. We also promote cooperation with local non-governmental organizations in order to improve the services and strengthen civil society engagement.



'The best center of them all'

'I was a gunner in the army, and I lost my leg in the war. Thanks to the specialists at the Unbroken Prosthetic and Orthotic Center, I can now walk on my own again. It's not just the prosthetics they take care of here, they also look after patients' psychological health. In my view, it's the best center of them all.'

Ilyya, a patient at the Unbroken Prosthetic and Orthotic Center in Lviv

Our results: better services

- Thirty-three schools and administrative buildings have been repaired. More than 200 generators, 45 solar power systems and two combined heat and power units are now helping to ensure the provision of energy and heat. Around 225 internally displaced persons have been accommodated in temporary residential units.
- More than 450 social workers and volunteers took part in supervision sessions. A telephone hotline provided 572 hours of advice on social, medical, psychological and legal issues. More than 2,400 people received psychosocial support in overcoming their trauma.
- Nationwide, five modular clinic extensions and a diagnostic centre have been constructed, equipped with state-of-the-art technical medical equipment to enable better patient care.
- Access to essential services has improved through the use of mobile solutions. These include 17 new passport stations and updated IT systems, 45 mobile workstations, 31 social taxis and 300 e-trikes for social workers.
- The range of services has been expanded by bringing in new providers. In centres operated by civil society organisations, more than 5,800 people – most of them internally displaced persons – have received advice on legal issues and vocational training, or implemented joint projects.
- Six thousand schoolchildren are benefiting from newly equipped recreation and training rooms where they can obtain psychosocial support and learn methods for designing their own projects.
- In response to the huge increase in demand for rehabilitation services, we promote acquisition of the necessary skills and provide material support for the people affected. The newly constructed Unbroken Prosthetic and Orthotic Center in Lviv combines the production of prosthetic and orthotic devices with vocational training of experts to international standards. It is the largest facility of its kind in Ukraine. Around 1,200 prosthetic and orthotic devices can be manufactured in the workshop each year, tripling production capacity at the location. At the same time, 60 trainees are completing a range of training modules.

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