

Annual Report 2024

SOS Children's Villages Ukraine

February, 2025



**SOS CHILDREN'S
VILLAGES**

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LIST OF ABBREVIATIONS

AAP	Accountability to Affected Population
BMZ	Federal Ministry for Economic Cooperation and Development of Germany
CFS	Child-Friendly space
CHS	Core Humanitarian Standards
CM	Case-management
CP	Child Protection
CYS	Child and Youth Safeguarding
CSO	Civil Society Organizations
CVA	Cash and Voucher Assistance
CWG	Cash Working Group
DANIDA	Danish International Development Agency
De-I	Deinstitutionalization
ERP	Emergency Response Program
FFC	Foster Family Care
FSC	Family Strengthening Centers
GDP	Gross Domestic Product
GSC	General Secretariat
HFP	Humanitarian Funding Pool
ICT	Information Communication Technology
IDPs	Internally Displaced Persons
IO	International Office
IOR	International Office Region
IPD	Institutional Partnership Development
IP(s)	Implementing Partner(s)
MDT	Multi-Disciplinary Team
M&E	Monitoring and Evaluation
MHPSS	Mental Health and Psychosocial Support
MPC	Multi-purpose Cash
ND	National Director
NFI	Non-Food Items
NGOs	Non-Governmental Organizations
NPDD	National Programme Development Director
OCHA	UN Office for the Coordination of Humanitarian Affairs
OHCHR	UN Office of the High Commissioner for Human Rights
PSAs	Promoting and Supporting Associations
PR	Public Relations
RF	Russian Forces
SGH	Small Group Home
SOS CV UA	SOS Children's Villages Ukraine
UASC	Unaccompanied and Separated Children
UNICEF	United Nations Children's Fund
YC	Youth Center

PROJECT OVERVIEW

Starting date:	1/01/2024
Planned ending date:	31/12/2024
Target Country:	Ukraine
Project funded by:	PSA, institutional and corporate donors
Submitted by:	Serhii Lukashov
Date of submission:	07/03/2025
Reporting period:	2024
Total HFP budget spent in 2024:	9.265.293 EUR due to the budget rate in 2024, where 1 EUR=37,08 UAH. It may differ from FX rate set in Partnerships agreements (Agreements with donors).
Total budget spent in 2024: 2024 budget (total amount spent) HFP+other projects:	14.306.380.25 EUR according to the budget rate in 2024, where 1 EUR=37,08 UAH. It may differ from FX rate set in Partnerships agreements (Agreements with donors).

GENERAL DESCRIPTION

The year 2024 was a pivotal period for SOS Children's Villages Ukraine (SOS CV UA), marked by both strategic operational and development adaptation to the evolving humanitarian landscape. Due to the war in Ukraine impacting millions, the organization was committed to providing emergency relief, strengthening families, and ensuring children's protection and psychosocial well-being.

The humanitarian situation in Ukraine remained severe, with continued missile attacks, large-scale displacement, and worsening socio-economic conditions. SOS CV Ukraine adapted its programs to meet both emergency needs and long-term resilience-building efforts.

Throughout the year, several major projects were successfully completed, while new initiatives were launched to address the growing needs of children and families affected by the war. The organization continued to operate across multiple regions, providing a comprehensive range of services, including child protection, mental health and psychosocial support (MHPSS), financial aid, and alternative care development.

In 2024, SOS CV Ukraine further expanded its engagement with governmental and non-governmental partners, actively participating in national child protection reforms and humanitarian coordination efforts. The organization played a key role in the National Coordination Headquarters on Child Rights, advocating for policies supporting family-based care and preventing the re-establishment of institutional orphanages.

At the regional level, collaboration with local NGOs and municipalities ensured that services reached internally displaced families, vulnerable children, and those with disabilities. Stronger partnerships with donors and international humanitarian agencies also helped in securing additional support for emergency and recovery programs.

At the beginning of the year, key managerial staff participated in an extensive training on the Result-Based Management (RBM) approach, which laid the foundation for developing a three-year strategy (2025-2027). This initiative allowed the organization to refine its goals, ensuring a transition from emergency response to more sustainable long-term development programs. Understanding that 2025 would be a transitional year, a significant focus was placed on designing new emergency and development grant projects to secure future sustainability. Thanks to the effective collaboration of the fundraising team and key managers, additional funds were allocated to support critical activities in 2024, creating financial relief and enabling better planning for emergency interventions in 2025.

A significant development in 2024 was the introduction of the D365 system as the new finance and HR management system for SOS CV Ukraine. This upgrade enhanced operational efficiency, improved financial oversight, and streamlined HR processes, ensuring better support for staff and resource allocation across various projects.

Additionally, the organization underwent several audits and an external evaluation of its 2023 activities, providing valuable insights into its impact and areas for improvement. These assessments reinforced the credibility of SOS CV Ukraine’s work, demonstrating its commitment to transparency, accountability, and continuous enhancement of service delivery.

Through strategic planning, strengthened partnerships, and an adaptive approach to challenges, the organization remains dedicated to creating a safer and more supportive environment for children across Ukraine.

MAJOR PROJECTS IMPLEMENTED BY SOS CV UKRAINE IN 2024

Type	Funding donor	Project Name	Participants	Actual spendings, thousand EUR
EMERGENCY	SOS Federation (HFP)	Emergency Response Project	46 509	9 586
		<i>Family Strengthening centers</i>	23 989	
		<i>Supporting families with children via implementing partners</i>	3 271	
		<i>Psychosocial support to families with children</i>	11 476	
		<i>Cash assistance to families with children</i>	4 885	
		<i>Development of alternative care</i>	1 580	
		<i>Support to children injured in course of war</i>	879	
		<i>Youth center</i>	379	
		<i>Advocacy of De-I reform</i>	50	
	Mercedes	Rebuilding hope in Ukraine. Assistance to war-affected families with children of the Buchansky district	5 587	785
	Denmark MFA	Integrated Cross-Sectoral Child Protection Response to the Devastating Consequences of War and Floods in Southeastern Ukraine	7 134	450
	AICS	KEEP ME SAFE - Support for war-affected children and caregivers in the Chernihiv, Kharkiv and Kherson Oblasts	1 356	318
Canadian Ukrainian Foundation	Improving the mental health and psychosocial well-being of Ukrainians affected by the war in Kharkiv oblast, especially children, through a mobile MHPSS unit	1 437	109	
Ukrainian Humanitarian Fund (UN OCHA), in partnership	Securing access to protection services and cash assistance for children at risk in Chernihiv and Kharkiv	871	261	

	with Terre des Hommes			
	SOS Italy	14-day programme for children's wellbeing	406*	211
	RTL	Winterization by support of RTL (investment project)	0	18
	HGFD	Emergency Support	8 504	1 259
DEVELOPMENT	HGFD	Facilitation of Deinstitutionalization process in Chernivtsi region of Ukraine	376	96
	BMZ	Socio-economic strengthening of vulnerable Ukrainian families	100	118
	BMZ	Addressing systemic gaps – Support to child welfare system reforms in Albania, Armenia, Belarus, North Macedonia and Ukraine		588
	VELUX and others	Children's Living Places	0	118
	Swedish lottery	On the Road to Recovery	185	120
	UNICEF	SPIILNO	529	3
	UNICEF	The minimum package of integrated social services for families with children	207	268
	UNICEF	Scaling up Better Care Reform in Poltava oblast by strengthening alternative childcare system, providing integrated social services and benefits and return and reintegration		
	UNICEF	Supporting Better Care Reform in Volyn oblast by strengthening social services and childcare system		
	TOTAL		72 795	14 306

Budget calculation rate **1 EUR=37.08 UAH** was applied in this table. It may differ from FX rate set in Partnership agreements (Agreements with donors)

406*This number shouldn't be considered as unique participants, and they are included into the figure 11 476 showing Psychosocial support provided to families with children

PROJECT LOCATIONS

10 regions were covered either through partners or through SOS Centers:

Western Ukraine: Ivano-Frankivsk, Chernivtsi, Zakarpattia, Lviv regions.

Central and Northern Kyiv, Chernihiv, Poltava regions.

Eastern: Kharkiv region.

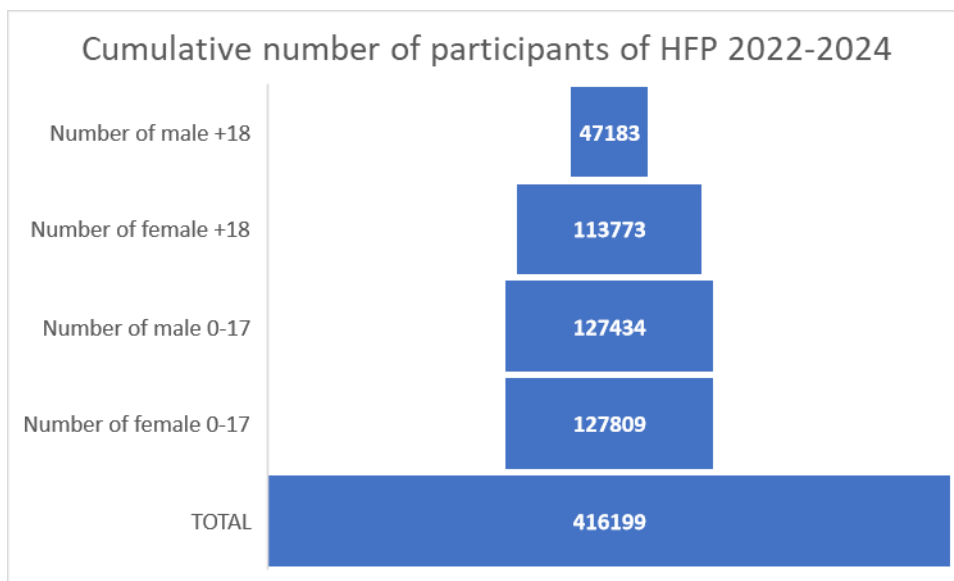
Southern: Mykolaiv and Zaporizhia regions.



HUMANITARIAN RESPONSE STATISTICAL KEY FIGURES 2024

	Cumulative number of Humanitarian Response Project (HFP) Unique Participants	Cumulative number of Humanitarian Response Project (HFP) Unique Participants with a disability	Cumulative number of Single Services delivered
0-17 male	16083	770	109089
0-17 female	17097		
0-17 other	-		
18+ male	4113		
18+ female	9216		
18+ other	-		
Total	46509	770	109089

TOTAL PROGRAM PARTICIPANTS COVERED BY HFP IN 2024



SAFETY AND SECURITY OVERVIEW 2024



The overall security situation throughout Ukraine was very complex and highly volatile in 2024. The people of Ukraine continued to pay the highest price for the ongoing war, as every day attacks took lives, destroyed homes and brought more suffering. During 2024, Russian Forces regularly conducted long-range missiles and kamikaze drones' attacks against Ukraine, ranging from single strikes to complex country-wide attacks involving over 200 air munitions. Those strikes continued to focus on civilian infrastructure, mainly on energy, industrial and logistic facilities. Damage to power generating facilities and transmission systems led to increased restrictions of energy consumption across the entire country, which resulted in power cuts and water supply outages in many regions across the country.

On Monday 8th of July 2024, the Russians conducted a massive combined missile attack on Kyiv where 33 people were killed including four children and another 121 people were injured. Besides, they damaged the largest children's hospital Okhmatdyt with a cruise missile, which was within walking distance from SOS CV UA National Office. A block of flats and a Maternity hospital were also among the hit targets. On 21 November Russia conducted the largest and most powerful missile against Ukraine since Feb 2022 in Dnipro city by an intermediate-range ballistic missile "Oreshnyk" - a rocket with six warheads, where each carried six submunitions. Currently, Ukraine has no air defense system capable to intercept such a munition.

The use of loitering munitions (LM) increased sharply in 2024, rising from 364 launched in January to 2434 in November increasing the risk of falling debris and their devastating impact.

Russians began to use guided aerial bombs more actively, in particular, in Kharkiv, Sumy and Kherson regions and increased intensity of mortar shelling and drones' attacks of border areas in Sumy and Chernihiv regions.

Fighting in front-line communities, especially the enemy's attempt of a major offensive in Kharkiv region in May, led to new displacements. Attacks in large urban centres of Kharkiv, Odesa, Dnipro, Kyiv, Kryvyi Rih and other cities caused multiple civilian casualties and damage to homes, hospitals and schools. In Donetsk oblast (region), hostilities which aggravated humanitarian needs also resulted in shrinking humanitarian access. Wildfires spreading across Donetsk and Kharkiv oblasts destroyed hundreds of homes and triggered new displacements. Thousands of people from Sumy, Kharkiv, Donetsk, and Kherson regions continued to leave their homes and move to the western regions of the country.

SECURITY SITUATION (SOS CV UA)

No accidents involving SOS CV UA personnel have been reported since the beginning of 2024. Based on the Security Risk Assessment, all the required Security Plans were developed in 2024 (Emergency Communication Plan, Crisis Management Plan, Contingency Plan, Travel Security Plan, Vehicles and Drivers Security Plan, Office Security Plan including Fire Security, Medical Support Plan).

SOS CV UA Safety and Security Advisor successfully completed the regional 2023–2024 Online Security Training and Certification Program. Upon completion of the program, SOS CV UA developed all the required security planning documents and later in 2024 was recognized as the Security Certified Member Associations.

SOS CV UA continued round-the-clock monitoring of the country's security environment, focusing on the organization's operational areas providing services and assistance to the organization's beneficiaries in strict accordance with safety and security rules and procedures and takes care about safety of its personnel and beneficiaries. SOS CV UA personnel were periodically briefed on safety and security related issues (e.g. procedures to follow in case of missile attacks, fire safety, travel safety, etc.).



Travel Safety Program for international visitors was practically implemented in 2024. SOS CV UA hosted a number of international visitors' teams throughout the year. The teams used different means of transportation and visited SOS CV UA offices across the country. All the visits were conducted in strict accordance with the established safety procedures.

Due to persistent risk of missile and kamikaze drones' attacks SOS CV UA completed a construction project in the Children's Village in Brovary (Kyiv oblast). Three shelters with a capacity of up to 40 people each were constructed. Now these shelters protect staff and beneficiaries during aerial strikes. The shelter construction project was developed in strict accordance with the modern Ukrainian National Standards and requirements for prefabricated protective structures of civil protection of modular type.

Due to increased intensity of missiles strikes on Kharkiv and Kharkiv oblast and mortar shelling of Chernihiv oblast, all mobile teams' activities within the regions were coordinated with Safety and Security Advisor on a daily basis. All travel plans were reviewed from a security perspective. Activities of the SOS CV Ukraine Mobile Teams within 20 km to the state border in Chernihiv, Sumy and Kharkiv oblasts as well as in Kherson and within 20 km to the front line are strictly prohibited.

SOS CV UA continued developing its liaison program. In addition to OCHA, SOS CV UA established cooperation with International NGO Safety Organization (INSO) Ukraine receiving security updates and reports as well as participating in security related meetings and roundtables. Moreover, SOS CV UA got access to the training opportunities provided by INSO Ukraine that provided corresponding security services to the NGO community.

SOS CV UA personnel continued to undergo First Aid Trainings, Mine and Unexploded Ordnance Risk Awareness Trainings as well as Fire Safety Trainings. Thus, 9 Fire Safety Trainings with practical use of fire extinguishers were conducted in different locations across the country.

All SOS UA personnel are aware of the established safety and security procedures in case of missile attacks. The missile strike warning system is well established and practically functioning. All SOS CV UA vehicles are equipped with appropriate safety and security stuff (first aid kits, fire extinguishers, light-reflecting vests, etc.). Taking all necessary precautions, SOS CV Ukraine is going to continue services of local SOS Family Strengthening Centers, whenever the security situation allows, and if necessary, will evacuate colleagues out of the most endangered locations.

STAKEHOLDERS

The work related to child's rights protection was conducted regularly in 2024 engaging the highest level, mainly the Office of the President, Vice Prime Minister, through participation in regular working group meetings. SOS CV Ukraine performed activities in close cooperation with Parliament Commissioner for Human Rights (Human Rights Ombuds). On the Ministry level SOS CV Ukraine cooperated with Ministry of Social Policy and Ministry of Health. The representatives of organization actively participated in a number of events with such key stakeholders as Council of Europe, Office of the General Prosecutor, Commissioner of the President of Ukraine for Children's Rights of Ukraine, Secretariat of the Ukrainian Parliament Commissioner for Human Rights etc. Moreover, SOS CV Ukraine is present in key child rights protection groups: National Coordination Headquarter on Child Protection in Martial Law (inter-ministerial coordination platform), working groups of Child Protection Cluster etc. Joint activities with these coordinating bodies contributed to further development of mechanisms necessary for the implementation of appropriate, tailored, inclusive and accessible services.

SOS CV's NPDD Darya Kasyanova continued her work in the National Coordination Headquarter for Child Protection in Martial Law with Ukrainian officials on adjusting the legislation to the new circumstances, coordinating evacuation of residential institutions, documenting cases of child's rights violation and violence to children, returning children from forced evacuation to Russia, etc. Such participation allows the organisation to coordinate its efforts on evacuation and further children care more efficiently and in a wider perspective defining and filling in the gaps in services.

SOS CV UA continued active participation in the humanitarian coordination process headed by OCHA at the national and regional levels in the general Coordination and Protection cluster – Child Protection Sub-cluster. In addition, SOS CV Ukraine is the active member of Cash Working Group. When needed, the organization communicates with other clusters and groups, which are relevant for its emergency response activities: Education Cluster, Food Security, Water & Sanitation (WASH), Shelter, Early Recovery, and Health. Humanitarian coordination was performed through Ukrainian Child's Rights Network, agreements with local authorities and contacts with communities. Moreover, SOS CV Ukraine cooperates with Ministry of Social Policy, Coordination Center for Family Upbringing and Child Care Development (inter-ministerial body), local and regional administrations on the development and implementation of De-I reform strategy.

CHILD AND YOUTH SAFEGUARDING

In 2024, the scope of activities within the Child and Youth Safeguarding section included the following:

- Adaptation and implementation of the new Child and Youth Safeguarding (CYS) policy including regulations and the Incident Management regulations in line with the peculiarities of national legislation and context;
- Establishment of the National Incident Management team;
- Providing of onboarding training and orientation regarding new CYS policy and regulation to all those working for or on behalf of SOS Children's Villages Ukraine, including partners organizations;
- Upskilling National Incident Management team on IM procedure;
- Development and introduction of the new channel for CYS complaints and concerns, mainly the form for anonymous and rapid reporting on SOS CV Ukraine website;
- Carrying out annual National and local (programme) CYS risks assessments;
- Revision of the annual National and local (programme) analyses of the local context (CYS mapping);
- Development and distribution of the child friendly version of the Child and Youth Safeguarding Policy in the form of interactive book among all SOS CV Ukraine programs (locations);
- Successful implementation of the Ombudsman approach by signing of the memorandum with the Ukrainian Parliament Commissioner for Human Rights (Ombuds of Ukraine);

- Conduction of trainings for SOS CV Ukraine beneficiaries, SOS CV Ukraine staff humanitarian workers, social specialists, education specialists, parents, foster families via open YouTube and Facebook platforms;
- Providing training on trauma-informed approach for all staff directly working with children.

OPERATIONAL STATUS

STATUS OF ACTIVITIES IMPLEMENTATION

MHPSS – MENTAL HEALTH & PSYCHOSOCIAL SUPPORT

In **2024**, psychologists from mobile teams delivered psychological services to **10,556 program participants**. **493 community specialists** (PSS, teachers, tutors, social workers, etc.) underwent professional training to enhance their expertise in various thematic areas. Moreover, **25 food parcels and 146 non-food item (NFI) parcels** were distributed by the MHPSS mobile teams to crisis-affected families as part of material support interventions.

A total of **920 children** participated in psychological support camps receiving structured psychological assistance and guidance. The camps operated in 12 shifts from May to December 2024. 7,696 recreational and child well-being activities were facilitated by PSS specialists, ensuring a holistic approach to mental health and psychosocial support.

Regional Interventions and Focus Areas

PSS mobile teams were actively engaged in Ivano-Frankivsk, Lviv, and Zakarpattia regions, conducting short-term interventions in educational institutions. These activities were designed to:

- Equip children with self-regulation skills and strengthen psychological resilience.
- Provide training sessions for non-PSS specialists working with children.

However, the primary focus of interventions remained long-term psychosocial support for war-affected families, foster families in both Western and Eastern Ukraine.

In Kharkiv region, the efforts of the two PSS mobile groups were primarily directed towards communities affected by military actions and occupation. These interventions followed a long-term approach, ensuring sustained psychosocial recovery and resilience-building.

Key Achievements & Collaboration

Psychologists from the Lviv mobile team were invited to participate in a monitoring visit by the Office of the Parliamentary Ombudsman of Ukraine to a residential institution in Velyky Lyubin village, strengthening coordination and advocacy for children's rights.

Regular online and in-person (f2f) group and individual long-term support sessions were conducted for children from internally displaced families (IDPs) and war-affected children, aiming to alleviate anxiety, tension, and address trauma-related experiences such as grief and loss.

1420 individual consultations and 1945 group psychological activities for children/teenagers were provided throughout the year. Additionally, 38 group activities for caregivers were organized to enhance parental capacity in managing children's psychological well-being.

Lessons Learned & Recommendations

1. Tailored Interventions for Different Regional Needs

- PSS mobile teams must account for regional diversity in psychosocial support needs. In Kharkiv region, specific adaptations were required to address the unique challenges faced by war-affected communities, particularly in different age and social groups.
- Flexibility and adaptability remain critical to effectively responding to evolving psychosocial demands across different regions.

2. Psychological Well-being of PSS Teams

Prioritizing the mental well-being of psychologists is essential in preventing burnout among mobile team members. Implementing regular staff supervisions and emotional support strategies proved to be effective in maintaining professional resilience.

3. Capacity Building & Demand for PSS Training

- The majority of program participants demonstrated a need for basic skills and knowledge in stress management and coping mechanisms.
- Training sessions for both PSS and non-PSS specialists were highly effective and in high demand, underscoring the importance of expanding these initiatives.

4. Challenges in Accessing Vulnerable Groups

- Limited access to high-need populations due to the remoteness of certain locations and the security situation in conflict-affected regions remains a significant challenge.
- Effective logistical planning and security risk mitigation strategies are necessary to ensure the continued delivery of psychosocial support in hard-to-reach areas.

Conclusion

In 2024, the PSS mobile teams provided comprehensive psychological services, addressing both immediate and long-term mental health needs of children and families affected by the war. The program demonstrated the importance of regional adaptability, staff well-being, and capacity building, while also highlighting the ongoing logistical and security challenges that require strategic solutions

CHILDREN WITH INJURIES

In 2024, the scope of help to injured children included medical, psychological, legal assistance, social and educational support contributing to the processes of their recovery and adaptation. SOS CV UA provided necessary support and assistance to **879 children and their family members**.

Medical and Rehabilitation Assistance

- 165 people (children and their family members) received qualitative rehabilitation assistance aimed at restoration of their body functions in the best medical institutions of Ukraine.
- One of the key areas of activity in 2024 was cooperation with the leading national children's hospital "Okhmatdyt". Despite significant damage resulted from the missiles attack, the hospital continued to treat children with severe injuries. The organization took part in the restoration of the rehabilitation department that helps children to recover after severe injuries and illnesses. The hospital was provided with medical equipment and a heat pump for the rehabilitation water pool purchased with the additional financial support of SOS CV Denmark. Besides, two children's spaces for socio-pedagogical support were renovated from the HFP budget.
- Children with injuries were provided with needed high-quality personal medical equipment for recovery and surgery, including titanium plates, prosthetic components, wheelchairs and prostheses. Moreover, children were transported to specialized medical institutions for surgery and received hygiene products for their comfort and care. In addition, children were provided with sports goods certificates to support their rehabilitation at home.

Psychological Support

- In 2024, children with injuries and their parents received 613 individual psychological sessions helping to cope with encountered childhood trauma, recover emotional balance and adapt to new living conditions.
- Parents were provided with therapeutic group sessions creating a safe space to discuss difficult topics, receive support and gain new relationship experiences. The group participants developed skills in effective interaction with children, learnt how to support them in difficult life circumstances and how to find resources for their own emotional recovery.

Legal Support

- Efficient cooperation established with the Lawyers' Association and the Prosecutor General's Office ensured the protection of rights of war-affected children.

- Developed infographics-roadmaps provided parents of children with injuries with step-by-step instructions on legal issues and helped to understand the processes related to the registration of documents and statuses and receiving of benefits.
- Children with injuries and their family members were supported in restoration of documents; registration of statuses, social assistance and benefits; representation of interests in courts and legal counselling. During the reporting year, 19 children and their parents registered the status of “Persons with Disabilities” (PWD) that enables them to receive additional social support, benefits and compensation necessary for health recovery, rehabilitation and improvement of living conditions.

Educational Initiatives

- 56 children with injuries who could not attend school received access to remote learning, allowing them to continue their education in comfortable conditions.
- 96 sets of educational materials and gadgets for learning were distributed among children to facilitate their education.
- SOS CV Ukraine developed the guide for parents with recommendations on how to support children having speech disorders due to stressful events giving instruments to cope with this problem.
- Children were engaged in awareness raising sessions devoted to risks of explosive devices.
- Children with injuries were consulted on how to identify their strengths, choose future profession and develop key skills.

Partnership and Redirection

- Established cooperation with civil society organizations ensures the referral of war-affected children and their families to specialized institutions and services.
- The program coordinator took part in working group meetings, round tables and seminars related to support of the victims of explosive devices, inclusion of persons with disabilities, development of a National Action Plan for Victims.

Emotional Support

A motivational event “My dreams are stronger than any obstacles!” was held for children with serious injuries engaging 19 families from different regions of Ukraine. The program included participation of speakers, conduction of creative master classes and interactive activities inspiring participants for new achievements, discovering their capabilities and fostering their belief in their own strength.

Lessons Learned

In 2024, the comprehensive approach to assistance proved to be the most efficient, but it still requires constant improvement. There is a need to expand access to qualitative rehabilitation services, especially for children from remote regions, and introduce innovative approaches for coping with post-traumatic stress disorder. Moreover, to reduce barriers for families in need, the financial support levels should be improved and legal procedures should be simplified.

CASH AND VOUCHER ASSISTANCE (CVA)

In 2024, CVA (Cash and Voucher Assistance) team provided cash assistance to 4885 people. The Department worked in two main directions: conditional cash assistance and multipurpose cash assistance (MPCA).

Conditional cash was provided to 5791 beneficiaries. The main categories of recipients were:

- children placed in alternative care in 2024 (3628 beneficiaries);
- adopted children in 2024 (769 beneficiaries);
- families with injured children – support for treatment and rehabilitation (906 beneficiaries);
- alternative care families returning children from abroad in 2024 – support for travel expenses (337 beneficiaries);
- Internally displaced large foster families - support for rent (151 beneficiaries).

Beneficiaries for conditional cash applied to SOS CV Ukraine either independently, filling out an online form or calling the hotline, or through SOS CV UA Family Strengthening Centers (FSC). In 2024, CVA team established fruitful

cooperation with the authorities, who forwarded requests for cash support to it. Cash team verified each request, collected necessary documents, and only after that the payments were made.

1354 beneficiaries redirected by SOS Family Strengthening Centers (FSC) were provided with MPCA. As all beneficiaries were new IDPs, they were provided with the case management in FSC.

According to the PDM reports, the majority of beneficiaries were satisfied with the amount of cash assistance, understood the mechanism of getting it and did not face any difficulties in process. Almost all beneficiaries were satisfied with their participation in the program. During the monitoring, a lot of positive feedbacks were received.

In 2024, SOS CV Ukraine introduced a united database that simplified significantly the accounting of beneficiaries and payments, helped to detect duplication in time, and improved the efficiency of the department. The database is also used in other projects with cash component (UHF, AICS, HGF) allowing high-quality tracking of beneficiaries through various projects.

In 2024, the CVA team continued to be a member of the Cash Working Group, participating in meetings providing activity reports and post distribution monitoring reports on a regular basis. Besides, the cash team manager is a member of Cash and Child Development Local NGOs' Community of Practice for exchange of experience between local organizations and took part in peer-to-peer exchange on CVA, presenting the results of work and main achievements. The team activities were coherent and well-coordinated, where each member showed high productivity.

The main priorities for work in 2025 will be: further development of the database, harmonization and unified approach to cash assistance procedures in different projects, capacity building for staff, timely monitoring of activities and making changes if necessary.

SELF-EMPLOYMENT

In 2024, the self-employment team continued to support and assist grantees from 2023, fostering their professional growth, efficient usage of grant resources and successful development of business initiatives. Thus, the year contained a number of activities aimed at monitoring, training, mentoring and information support for the participants. New participants of the project were covered by BMZ funded project "Socio-economic strengthening of vulnerable Ukrainian families".

KEY PERFORMANCE AREAS

1. Monitoring visits to grantees

To assess the efficiency of grant expenditure and analyse the current situation of businesses, the monitoring visits were conducted to entrepreneurs in the regions of project implementation (Poltava, Kyiv, Lviv, Chernivtsi and Ivano-Frankivsk regions). Those visits included:

- review of purchased equipment and resources;
- analysis of compliance of business project implementation with the business plans;
- individual consultations devoted to further business development and coping with the challenges;
- recommendations to improve the efficiency of enterprises.

2. Filming of success stories

Successful stories of the grantees were filmed and shared to show positive results of the program and inspire others to develop their own entrepreneurial initiatives. As part of this direction, the following activities were conducted:

- 13 video interviews with successful entrepreneurs;
- thematic articles and publications for social networks and YouTube.

3. Mentoring meetings and support

To ensure the long-term program impact and increase the competence level of grantees, the following activities were carried out:

- group mentoring meetings, where entrepreneurs received professional advice and shared their experience;

- personal mentoring support including individual consultations, assistance in strategic planning, analysis of business processes and selection of optimal solutions for business development.

Considered as a key method, mentoring support helped entrepreneurs to overcome various challenges including marketing, finance management, and customer search issues.

4. Review of semi-annual and annual reports

Analysis of the financial and operational reports submitted by the grantees included:

- checking the compliance of expenses with the approved budgets;
- assessing the implementation of business plans and achievement of set goals;
- providing feedback on possible improvements and cost optimization.

51 beneficiaries participated in reporting: 46 participants coped with the task, 4 persons are still in reporting process, and 1 person stopped his business activity of growing mushrooms after the first grant tranche. This beneficiary returned the second transfer as he was not able to launch his business due to his mobilization to the army.

Among main challenges reflected in annual reports the following should be mentioned:

Mobilization restrictions:

- difficulties in hiring employees due to mobilization;
- decrease of orders due to changes in the business environment caused by mobilization.

Financial difficulties:

- decrease of the population purchasing power;
- increase in tax load/burden.

Social factors:

- lack of time due to childcare that consequently slowed down business development processes.

Energy challenges:

- increase of energy costs.

RESULTS AND IMPACT

The implemented activities resulted in the following:

- about 90% of beneficiaries successfully continued their business;
- 20% of entrepreneurs have achieved significant results. They received new grants, engaged additional financial resources, and information about their activities was disseminated in the media. The production of one of the beneficiaries was visited by the President of Ukraine;
- created businesses employed from 1 to 6 people that considered as the main criterion for stability and indicates the business sustainability;
- 15% of the supported entrepreneurs used seasonal civil contracts;
- 70% of entrepreneurs reported profit increase in 3-4-times compared to the initial figures;
- other entrepreneurs work stably and their income is sufficient to cover the basic needs of their families and support their business without any active scaling.

In general, significant results were achieved in 2024 due to systematic approach applied in supporting of grantees from 2023, as according to the agreement the support should last not less than 1 year, mainly:

- increased level of financial literacy and management skills among program participants;
- ensured efficient use of grant funds and resources;
- fostered sustainable development of small businesses in various sectors of the economy;
- created positive information image of the program through sharing of success stories and experience of entrepreneurs;
- increased economic capacity of families participating in the project (all grantees noted an increase of family income due to participation in the project).

ALTERNATIVE CARE

In 2024, the activities were focused on:

- Training of 17 groups with 350 candidates for adoptive parents, foster caregivers;
- Family camp “Restart” organized and conducted for foster care families. There were 9 shifts with the participation of 107 families involving 911 parents and children from 18 regions of Ukraine, who received the opportunity of short family vacations and gaining necessary resources due to 24/7 engagement in camp activities. Participating parents were provided with group psychological support applying “peer-to-peer” method, leisure activities (yoga, swimming pool, cinema). Children were grouped according to the age and had a program with games, sports, leisure and recreational events aimed at mastering communication skills, developing new soft skills and cognitive activities.
- Need assessment of children in the Orshivtsi residential sanatorium-type children's home (Orshivtsi, Chernivtsi region). This project was aimed to assess the perspectives of children’s relocation from residential setting to family care. The assessment team psychologists conducted 41 interviews with all children in this institution to assess their needs and determine the possibility of their placement in alternative care forms or return to the biological families. In order to get a comprehensive survey of each child’s story, the key staff of the institution was interviewed, including a director, a deputy director, a doctor, educators and a psychologist. The collected information contributed to the development of individual recommendations/hypotheses as to the placement of each child/family group in foster family care forms, considering their physical, psychological and emotional state, affection for each other and other peculiarities. To find foster families for the children and share their cases in anonymous way during this process, the specialists obtained written consents from the children or their legal representatives, depending on their age. Besides, children’s vision of future parents was included in the developed cases about them.

During the assessment team operation, the following dynamics is observed: 7 (17%) children were placed in alternative care forms: 3 children of family group were placed to the large foster families, 2 siblings – to kinship care, 2 children were separately placed in foster families. Moreover, 2 children left the institution and entered vocational educational establishments in Chernivtsi; 1 child was registered as a person in difficult life circumstances; for 21 children the process of acquiring of the legal status of “child, deprived of parental care” was started (that gives them chance for family placement). In cases with received consents, all necessary materials were collected for development of stories for public dissemination.

Lessons Learned

- The development of foster family care directly depends on the activities of state partners from children's services and social work specialists. Unfortunately, the professional competence level of these specialists is often low, they have poor understanding of their own professional functions and do not follow legislative changes.
- Development of social services for families with children at their places of residence were slowed down due to the unfinished decentralization process within the third year of full-scale invasion.

FOSTER FAMILY CARE

The FFC program provided support to 23 families in 2024 covering 159 beneficiaries: 119 children and 40 caregivers. The most important Foster Family Care activities during 2024 were the following:

- Continued comprehensive support of children and carers in foster families, both in the Children’s Village setting and in communities.
- Admission, accommodation and assistance in rehabilitation and integration of two new foster families, evacuated from the war-affected regions.
- Continued operation of complex foster care system sharing this experience as a best practice example for professional community of the country (through the range of presentations on professional fora, study visits, media publications).

- Construction of shelters on the territory of Children’s Village in Brovary (Kyiv Oblast). In 2024, due to constant security challenges connected with missile and kamikaze drones’ attacks, shelters were constructed on the Children’s Village territory in Brovary providing reliable protection for children and staff in case of emergencies. The new shelters are equipped enough to stay for a certain period of time, including water supplies. The project was implemented as a result of joint efforts of the village team, donors and partner organizations.
- Efficient work of the child and youth safeguarding team. In 2024, the team concentrated on ensuring the children’s rights by providing free access to education, medical services and legal protection. New programs were introduced for reunification of children with their parents, only if the interests of children were met. Spreading awareness of the Child and Youth Safeguarding Policy among beneficiaries is considered as a special merit.
- Team retention. Despite the challenges associated with financial and organizational difficulties, the team of professionals was retained. Due to internal training sessions, motivation programs and opportunities for professional enhancement, employees remained motivated and efficient in performing their duties, ensuring stability and quality of services provided in all areas.

Lessons Learned

1. Raising awareness about Child and Youth Safeguarding Policy among beneficiaries is still important to continue. Such approach provides necessary knowledge to a greater amount of people and creates better conditions for the protection of children rights.
2. Information campaigns about foster family care help to find candidates for foster parents and significantly increase the database of couples interested in creating families for children in need.
3. Strengthening of partnerships with state and international organizations attracts additional funding to support the main areas of work.

IMPLEMENTING PARTNERS

Under **HFP funding**, two key projects were aimed at supporting children’s spaces in Mykolaiv and Zaporizhzhia, implemented by the NGOs "Resource Center for Community Initiatives" (RCCI) and "Ukrainian Women" (UW) – both cities are an endangered locations, with lack of supporting services for families and children.

Key achievements:

- 288 group activities including creative workshops, interactive games, and educational sessions.
- 513 individual psychological consultations and 48 group therapy sessions for children and parents.
- 60 speech therapy consultations and 24 educational sessions for parents on family values and online safety.
- 59 joint activities with international partners, expanding project opportunities.

Additionally, NGO RCCI carried out partial renovations of its facility to improve safety and comfort. The spaces operated 354 days a year, providing continuous support even during air raid alerts. These centers became not only learning hubs, but also emotional support environments for children and families.

Conclusion

HFP initiatives were designed to support war-affected children, enhance their social adaptation, and ensure psychological well-being. The funding prioritized direct support through child-friendly spaces enabling sustainable impact and long-term change.

HGFD EMERGENCY PROGRAM

The **HGFD Emergency Program** supports 4 different sub-projects for SOS CV Ukraine:

- “Emergency accommodation of the evacuated population from the North-Eastern Ukraine”
- “Staff Support Strengthening”
- “Cash Assistance”
- “Implementing Partners “

Each project has its own budget, targets, staff, but all of them aimed to provide a humanitarian and psychological support to war-affected population in Ukraine, to strengthen efforts and enhance social and economic resilience of the communities, and ensure capacity building of local NGOs.

Project “Cash Assistance”

In 2024, the Cash Assistance Project made significant strides in providing financial and in-kind support to vulnerable families, internally displaced persons (IDPs), and children in alternative care settings across Ukraine. The project focused on three main areas:

1. Cash for Rent Support – financial aid for rental costs.
2. Equipping Houses for large foster families – providing necessary household items.
3. Vocational Education and Skills Development – supporting young IDPs with training and employment opportunities.

Despite operational challenges, including staffing shortages, bureaucratic delays, and cyberattacks on state registers, the project successfully streamlined processes, expanded outreach, and improved beneficiary engagement at the end of 2024. The main activities are expected in 2025.

Project “Emergency accommodation of the evacuated population from the North-Eastern Ukraine”

In reaction to the escalation of battles and destruction of several settlements in the North of Kharkiv Oblast in May 2024, SOS CV Ukraine played a key role in coordination of the evacuation of families with children from high-risk areas. Partnering with the Ministry of Reintegration, UNICEF, and regional authorities, SOS CV UA facilitated the safe relocation of 75 families (187 people) to a sanatorium in Volyn Oblast for nearly 100 days.

A separate evacuation plan was developed for schoolchildren, in agreement with Kharkiv Oblast Administration, leading to 299 children being relocated to a camp in Ivano-Frankivsk Oblast for three rotations of 21-25 days each. Over 85% of these children had lost one or both parents/caregivers due to the war. During their stay, IDPs received psychosocial support, three daily meals, and safe accommodation. A dedicated mobile team provided MHPSS services for 269 children and caregivers.

Observing economic hardships of the evacuated families, SOS CV Ukraine provided targeted financial assistance through Multi-Purpose Cash (MPC) support. While other humanitarian actors covered cash assistance for Kharkiv evacuees during the summer, SOS CV Ukraine initiated cash distribution after three months to ensure that those families, who were still in need, received aid.

To prevent duplication, the organization verified beneficiaries' tax numbers through the Building Blocks (BB) System, coordinated by OCHA and the Cash Working Group. As of August 2024, 52 families received financial support, with each beneficiary receiving 10,800 UAH (three payments of 3,600 UAH).

Project “Implementing partners”

This program was focused on strengthening the capacity of local NGOs to expand access to social and humanitarian services for children and war-affected families using short-term projects at the end of 2024.

Key results:

- 90 organizations submitted their proposals for the grant competition, out of which 9 partners were selected to implement initiatives across 6 regions of Ukraine.
- The total funding allocated was UAH 10,968,795.75.
- 10 children’s spaces were supported, including 4 newly established centers.
- 947 children benefited from educational services, including additional classes in mathematics, Ukrainian, and foreign languages.
- 393 children participated in creative and sports clubs, contributing to their social integration.

- 7,525 beneficiaries received assistance, including 3,212 people with non-food humanitarian aid and 1,020 people with food aid.
- 1,425 individuals received psychological support, including individual therapy, art therapy, and body-oriented practices.

In addition to humanitarian aid, SOS CV focused on developing the professional capacity of local organizations. A capacity-building training and a series of online consultations were conducted, equipping partner organizations with essential skills to operate effectively in crisis situations.

Conclusion

HGFD initiatives were designed to support war-affected children, enhance their social adaptation, and ensure psychological well-being. In this framework, SOS CV focused on capacity-building for local NGOs, enabling sustainable impact and long-term change. By integrating education, psychosocial support, and humanitarian aid, these projects significantly improved access to essential services and fostered a stable and supportive environment for children and families during the times of crisis.

FAMILY STRENGTHENING CENTERS

The multidisciplinary teams of the Family Strengthening Centers (FSC) located in **eight regions** of Ukraine: **Kyiv (Kyiv, Brovary, Fastiv), Poltava, Chernihiv, Mykolaiv, Ivano-Frankivsk, Lviv, Chernivtsi and Zakarpattia (Uzhgorod) regions** kept running their efficient and large-scale work and were focused on improving the living conditions of vulnerable social groups, strengthening family relationships, child development and increasing the level of children's social security. They implemented the following activities:

- Assistance to IDP families with underage children to cope with difficult life circumstances; fostering their socialization and adaptation to new living conditions meeting their basic needs (target in-kind and cash assistance). Based on the families' needs assessments, the cases were opened and necessary assistance (psychological, socio-pedagogical and speech therapy) was provided. As a result of such comprehensive support for families, each child remained to grow up in a family environment, and most families reached the level of self-sufficiency.
- Systematic support of foster families in various fields (psychological, social educational, medical, etc.) including priority family needs and comfortable living conditions.
- Renting of accommodation for the displaced foster families, and participation in interdepartmental coordination councils considering the issue of providing large foster families and IDP families with housing under a subvention.
- Providing multi-purpose cash assistance as a component of comprehensive support to families under case management, evacuated in the period from May 2024 or to foster families (in this case in cooperation with children's services).
- Medical support as a component of comprehensive family support (partial payment for medicines, medical examinations, orthopedic devices, glasses, etc.).
- Organization of additional educational services for children to overcome educational losses acquired during occupation period, evacuation, online learning under martial law or those caused by the institutionalization consequences when children were placed in alternative care forms (tutors in school curriculum subjects, equipment for learning)
- Settlement of the self-help groups for enhancement of parental potential. This activity is considered as very efficient as participants had the opportunity to share experiences, receive support and find effective ways to solve family problems by applying peer-to-peer approach.

- Carrying out activities focused on comprehensive personal development and development of children and young people’s abilities, formation of their life skills, preparation for independent living through the development of the cognitive, emotional and social spheres as well as professional orientation.
- Ensuring the activities of the Child-Friendly Spaces and conducting trainings, information and educational campaigns, meetings, celebration of holidays and significant dates and other leisure activities for children on their basis.
- Holding master classes during the year related to emotional relief, self-expression, development of creative potential, attention, imagination, and fine motor skills of participants.
- Settlement of beneficial and long-lasting cooperation with various charitable Foundations and non-governmental organizations, regional and local administration bodies in the region of activity.

The most remarkable activities and events during 2024 were:

- In December 2024, Alain Berset, the Secretary General of the Council of Europe, and Vyacheslav Chaus, the Head of the Chernihiv Military Administration, visited children's spaces and Family Strengthening Center of SOS Children’s Villages Ukraine in Chernihiv location. This event was essential for raising awareness and attention to the rights of children and families in the region.
- For Ivano-Frankivsk location a significant event in 2024 was the purchase of a house for a large foster family, evacuated from the war zone, in the city of Gorodenka. The family with 7 children (now the family has expanded to 9 children) received accommodation with comfortable conditions that enables harmonious development and upbringing of their children. Moreover, this activity attracted attention of Ivano-Frankivsk communities and contributed to the introduction of a positive attitude towards foster family care among citizens of the region. This case shapes public opinion about the importance and necessity of implementing and supporting foster family care in the community.
- Company Procter&Gamble through the Charities Aid Foundation supported IDP families and foster families in all locations by providing certificates for sports equipment. As a result, 3,302 children received various sports goods that they had chosen by themselves.
- In 2024, two Mother and Child Rooms were opened at 2 customs checkpoints on Polish-Ukrainian border in Rava-Ruska and Krakovets (one per each) in Lviv region. The purpose is to create a comfortable and safe space for families/women with children, who are crossing the border between Ukraine and Poland and often spend long hours in awaiting. In addition, these rooms contain important information about the fundamental rights and freedoms of a person/child, ways to protect children and other important social themes.
- Sensory rooms in the Lviv location of SOS Children’s Villages Ukraine provided 9681 rehabilitation services to 730 children (345 boys and 385 girls), children with special educational needs and seriously ill children. Among them 213 were IDPs (114 boys and 99 girls).
- Award for Efficient Activity – The Fastiv location of SOS Children’s Villages Ukraine received gratitude for its active civic position and significant contribution to social support of Fastiv community residents during full-scale invasion.

Besides, in 2024, 4 FSC’s (Kyiv, Poltava, Ivano-Frankivsk and Mykolaiv) professionals successfully adapted transitional activities from the emergency response format to development programs operation; from the humanitarian case management approach to long-term family support within the project activities under the RBM approach, that will be implemented in 2025.

All indicators of the above-mentioned activities are represented in the report section “Outcome and Output Achievement”

Lessons Learned & Recommendations - Consolidated Information

- A comprehensive approach and flexibility were the key instruments for providing families with efficient services in 2024. Thus, it is important to strengthen cooperation with local partners and extend the variety of educational and psychological support services to ensure more personalized approach to families and sustainable development of beneficiaries.

- Implementation of efficient digital tools to improve the mechanisms for effective communication and monitoring results directed to adapt assistance strategies due to real needs of the community.
- Preservation of the staff potential, its resourcefulness by providing upskilling and professional development programs, supervisory support, seminars, exchange of experience and ensuring psycho-emotional support, recovery and prevention of burnout (team building, stress management trainings, supervision) together with a competitive salary is essential in times of "human resource shortage" and stressful conditions of life during the wartime;
- Preventing duplication of services, territories and beneficiaries during implementation of standard and grant projects on the territories of the region by means of planning.
- The mobility of the FSC teams enabling visits to families and organizing events, activities with specialists on spot of family residence resulted in a significant improvement of work with foster families and foster children.
- Joint effort of professionals showed positive outcomes in solving family problems.
- Settlement of close networking between territorial hromadas (communities) and representatives of state authorities establishes partnership assuring family visibility in the community with better access to services at the place of residence.
- Strengthening educational programs on child and youth safeguarding and violence prevention.
- Enhancing individual and collective planning skills among the team that contributes to more efficient use of resources and helps to avoid professional burnout.
- Establishment of self-help groups with peer-to-peer approach and increase of parental capacity in order to strengthen the community and reduce dependence on external assistance.
- The organization of early development groups contributes to the successful integration of children into school environment that is vital for future learning.

Kyiv location is also represented by the activities of the Youth program and Youth Center.

Youth Program (Kyiv)

The activities conducted within Youth Program in 2024 included:

1. Participation of young people in forums and events:

- Forum "United for Change" gathered young people to discuss current social challenges and search for solutions. Participants could exchange their viewpoints, experiences, present their initiatives and receive support for the implementation of their ideas.
- Event "How to Protect Yourself in Modern Reality" was dedicated to raising awareness on personal safety and human rights tools. Young people received practical knowledge and skills to ensure their safety.
- International Leadership School "Speechless Reconciliation", Czech Republic, where young participants mastered skills in leadership, intercultural communication and conflict resolution that contributed to broadening their outlook and building tolerance.
- Webinar "Discovering innovative approaches to support the mental health of forcibly displaced Ukrainians" (Belgium, Sweden, Italy) built a space for sharing experiences on psychological support, where young people acted as initiators of changes, SOS voices and lawyers for their rights.

2. Career guidance events

Through the organized career guidance events in 2024, 90% of young people involved in youth program managed to find permanent jobs or continue their studies. Besides, participants received practical tools for building their future career and personal development. The total number of young people engaged in these events in 2024 was 39.

Lessons Learned

1. Building trusting relationship between a mentor and a young person is key to success. Consequently, it is important to improve mentors' communication skills on a regular basis and teach how to create a safe environment for communication.
2. The efficiency of staff performance could be ensured by the increasing the number of teamwork activities and professional development of mentors.

Youth Center (Kyiv)

General Information:

As of December 2024, the number of beneficiaries of the Youth Center comprised of 510 young people, where 115 were FSK and FFC clients, 16 – youth that started to receive the services in 2023, and 379 – new unique beneficiaries.

Main Activities & Achievements:

- 517 individual and 37 group psychological support sessions for youth and parents;
- 168 recreational events;
- 100 educational activities.

In total, 305 activities were implemented and 2287 services were provided during the year.

Lessons Learned & Recommendations:

1. Improvement of the Instagram page to increase youth involvement.
2. Establishment of partnerships with similar centers and organizations for exchanging experience to strengthen the activities and information dissemination among the target groups.
3. Increase of the participation of the Youth Center’s employees and members in activities related to the implementation of Ukrainian National Youth Policy.

INSTITUTIONAL PARTNERSHIP DEVELOPMENT PROJECTS

SOS CV UA carried out efficient implementation of 11 IPD-funded projects in 2024. The list of them together with key information is provided in the table below:

№	Project Title	Funding Donor and implementation period	Short Description
1	The minimum package of integrated social services for families with children	UNICEF January 2, 2024 – June 30, 2025	The project pilots the minimum package of integrated social services to develop standards of these services at the state level. Main tasks: 1. To develop the capacity of local authorities and social workers to provide qualitative and sustainable social services. 2. To strengthen the capacity of professionals working in child-friendly spaces. 3. To support and expand social services for children and women acc. to the municipality /community needs (case management, referrals to social services, etc.). Targeted hromadas (communities/municipalities) in Kyiv region: Borodyanka, Bucha, Vyshgorod, Velyka Dymerka, Gostomel, Dymer, Irpin, Ivankiv, Makariv
<p>Achievements in 2024</p> <p>During the year:</p> <ul style="list-style-type: none"> - the project team was established; - 55 training sessions were conducted for 298 social workers and other professionals providing social services to families with children; - 15 representatives from target communities’ government bodies got information about advocacy policy of SOS Children’s Villages Ukraine; - 9 Protocols of interdepartmental interaction were developed and 8 of them were updated; - 9 communities were covered by consultations/trainings/activities for developing /increasing public influence capacity; - 47 training/seminars were carried out for targeted local authority bodies; - 61 supervisions and individual consultations were provided for community specialists; - in total 372 participants from targeted communities participated in trainings/round tables. <p>As a result, 2076 members of families with children received qualitative services provided by the specialists trained within the project.</p>			

2	Scaling up Better Care Reform in Poltava oblast by strengthening alternative child care system, providing integrated social services and benefits and return and reintegration	UNICEF October 1, 2024 to October 30, 2025	The project is to be fulfilled in 5 hromadas of Poltava region: Myrhorodska, Shcherbanivska, Shyshatska, Kremenchutska, Lubenska. The implementation strategy for Better Care Reform in Poltava Oblast involves several key components aimed at strengthening the alternative childcare system and ensuring the effective transition from institutional care to family-based care. The project will focus on promoting and strengthening of alternative care, enhancing the coordination and capacities of relevant authorities and professionals, developing and implementing a package of social services and benefits, coordinating the overall Better Care Reform policies and procedures and supporting the community-based reintegration of returned children and their families.
<p>Achievements in 2024</p> <p>The project started only at the very end of 2024 as the funds were transferred to SOS Children’s Villages Ukraine on December 25, 2024. All project activities will be implemented in 2025.</p>			
3	Supporting Better Care Reform in Volyn oblast by strengthening social services and childcare system	UNICEF October 18, 2024 – September 30, 2025	The project concentrates on the support and development of family forms of care in the Volyn region by: - conducting information campaign for promotion of foster family care in the communities; - increasing the capacity of specialists in reintegration of children into biological families or placing in family forms of alternative care; - supporting new and existing family-based forms; - carrying out program to prepare graduates from institutions or family-based alternative care for independent living.
<p>Achievements in 2024</p> <p>The project started practically at the end of 2024 and consequently, no activities were conducted in 2024, except settlement of the project team and development of detailed project implementation roadmap.</p>			
4	Securing access to protection services and cash assistance for children at risk in Chernihiv and Kharkiv	UHF FONDAZIONE TERRE DES HOMMES ITALIA – ONLUS (TDH ITALY) 01-Apr-2024 - 31-Mar-2025	The project aims to provide specialized child protection services (case management, PSS and cash for protection) to at least 1,450 vulnerable children living in Chernihiv region (Novgorod-Siversky district) and Kharkiv region (Pervomaisky district). In addition to the child protection services, parental training, awareness campaigns and community-based activities, capacity building program will be conducted for protection and non-protection actors. In addition, the project includes multi-purpose cash assistance intervention dedicated to highly vulnerable and IDPs families living in Izyum district of Kharkiv region.
<p>Achievements in 2024</p> <p>Due to the delay in funding, the project started on July 16, 2024. Till the end of the year the following activities were conducted:</p> <ul style="list-style-type: none"> - signing of cooperation agreements with other project partners – NGO’s “Women for Development” and “Prowomen”, and meetings to discuss future collaboration; - consultations devoted to the peculiarities of cash assistance in the field of protection; - after consultations with the protection cluster, SOS CV Ukraine settled the procedure for providing cash assistance in the field of protection, relevant standard documents and methodology of calculating cash assistance. Based on those developments, online training was conducted for partners; - 64 beneficiaries redirected by the project partners were provided with ‘cash for protection’ assistance; - in relation to multi-purpose cash assistance (MPC) to the affected population in the Izyum district of the Kharkiv region, the project team established close cooperation with the SOS CV Ukraine mobile team in the Kharkiv region that carried out in-person registration for MPC . In total, 9 in-person registrations were fulfilled during 2024 and 701 beneficiaries received cash assistance when all the necessary documents had been collected; 			

- the organisation joined the “Building blocks” platform for deduplication and inter-organizational cooperation.			
5	Children’s Living Places	Multiple donors (coordinated by SOS CV Denmark): Viessmann Foundation, Villum Foundation, Bitten & Mads Clausens Foundation, Poul Due Jensen-Grundfos Foundation July 16, 2024 – May 31, 2025	The project concentrates on three main outcomes: thriving of foster families in sustainable living spaces; implementation of DI reform by the local authorities; incorporation of the family-like care as the desired alternative to institutional care by lawmakers
Achievements in 2024 <ul style="list-style-type: none"> - Settled stable working relationships with the new city councils (Kalush city council, Lviv city council); - established working group with the local authorities; - analysis of about 40 potential land plots. The full package of the documents regarding each land plot was collected and short legal and technical due diligence was prepared; - the project was presented and working meetings were held with about 10 communities in 7 regions of Ukraine; - the needs of 10 communities in social services and their financial capacities for joint project implementation were analyzed; - representatives of state administrations and institutions were involved in the implementation of the project (including The Coordination Center for Family Upbringing and Child Care Development). 			
6	Improving the mental health and psychosocial well-being of Ukrainians affected by the war in Kharkiv oblast, especially children, through a mobile MHPSS unit	Canada-Ukraine Foundation and Ukrainian Canadian Congress April 1, 2024 – March 31, 2026	The overall project objective is to improve the mental health and psycho-social well-being of Ukrainians, especially children, affected by the war in Kharkiv Oblast. The efforts are focused on providing: in-kind support (food packages, hygiene materials, basic health supplies, etc.) for 1150 individuals in need of emergency in Kharkiv oblast; training sessions on key MHPSS approaches and techniques to 160 mental health and psychological support specialists and non-specialists (psychologists, teachers, community-based organization staff, social workers, pedagogues, etc.) in Kharkiv oblast; provision of professional mobile MHPSS services to at least 2500 children and adults living in Kharkiv oblast.
Achievements in 2024 <ul style="list-style-type: none"> - Psychologists conducted 519 group psychological support sessions and 370 individual consultations with children and parents in Kharkiv region, who suffered from traumatic events caused by military aggression, including internally displaced persons, people living in de-occupied territories or those who recently returned home; - psychologists worked with alternative care families: 9 kinship families and 3 foster families; - social specialists conducted consultations at the request of families, carried out and completed 343 needs assessments for adults and children and provided humanitarian assistance to families based on the needs assessment results; - 742 people from communities of Kharkiv region, who required in-kind emergency assistance were supported by 242 sets, namely 60 sets of textiles, 28 sets of dishes, 40 sets of food and 114 sets of hygiene products; - 29 specialists working in Kharkiv center for social services and for 15 teachers of the village of Natalyne, Krasnograd community were conducted two trainings devoted to self-help skills and psychological resilience; - 2 one-day trainings were conducted for specialists related to self-help skills, psychological resilience and trauma-informed approach, mainly for: <ul style="list-style-type: none"> • 13 teachers of the village of Zachepylivka, Zachepylivska settlement community, Krasnograd district; • 29 teachers and social workers of the Balakliyska community; • 22 foster families from the Kharkiv region; 			

<ul style="list-style-type: none"> • 21 social workers of the Krasnogradska community; <p>- two one-day training sessions related to self-help skills, psychological resilience and prevention of professional burnout were held for:</p> <ul style="list-style-type: none"> • 12 teachers from the Preschool Education Institution, urban-type settlement Donets; • 12 teachers from Vovkivska gymnasium, Vovkivka village, Krasnogradsky district. <p>The feedback of conducted trainings was positive underlining the proficiency specialists and benefits of gained knowledge and skills.</p>			
7	Keep Me Safe - Support for war-affected children and caregivers in the Chernihiv, Kharkiv and Kherson Oblasts	AICS (lead applicant is TdH) Jan. 1, 2024 – Jan. 31, 2025	The project aim is to provide assistance to 6,958 people (including 4,574 minors) affected by the war and in a situation of vulnerability and/or exposed to risks. The services provided include educational activities, specialized protection services and economic assistance. In addition, the intervention includes capacity building actions for local service providers and teachers. The intervention will take place in the regions of Kharkiv, Chernihiv and Kherson with the support of two local partners: Associajia and MRIYDIY.
<p>Achievements in 2024</p> <p>The project consists of 2 main components MPCA and PSS that are provided in the following locations: Lymanets, Dariivska community, Oleksandrivka, Oleksandrivska community (Mykolaiv region), Myroliubivka, Bilozerska community; Klapai, Chornobaivska community, Shidne, Muzykivska community, 3 CFS in Kherson (Kherson region). During the reporting period 235 families and 813 recipients received multi-purpose cash (including 480 children); psychosocial assistance was provided to 971 participants, including 658 children.</p>			
8	Socio-economic strengthening of vulnerable Ukrainian families	BMZ via HGFD May 1, 2024 – May 31, 2027	The project aims to strengthen the self-employment of at least 432 vulnerable families affected by the war in Ukraine by the development of their entrepreneurial skills, support of the establishment, renewal or expanding their business and settlement of 40 coordinated local actors that will learn the measures to foster their efforts towards self-reliance activities. All project activities are implemented at ten locations in three Ukrainian regions: Poltava (Poltava, Kreschuk, Myrgorod, Lubny); Kyiv (Kyiv, Brovary, Fastiv, Irpin); Lviv (Lviv, Drogobych)
<p>Achievements in 2024</p> <p>A number of business training sessions were carried out during the reporting period for a total of 120 hours engaging three groups of beneficiaries from the target regions in total 109 participants, where 94 were women (86%) and 15 were men (14%) (32 people aged 26 to 35, 62 people aged 36 to 45, 14 people aged 46 to 55, and 1 person 56+). In addition, 33 grants were issued - 24 small grants (77,868 UAH) and 9 large grants (179,838 UAH).</p>			
9	Addressing systemic gaps – Support to child welfare system reforms in Albania, Armenia, Belarus, North Macedonia and Ukraine (funding donor - Federal Ministry for Economic Cooperation and Development Germany)	BMZ 2021 - 2025	The project was launched in 2021 with the main goal to achieve macro level changes in the legislation, policy objectives, regulatory and financing mechanisms enabling effective development of family and community-based care & support services on municipal (Hromada) levels. 6 communities were selected to participate in the project.
<p>Achievements in 2024</p> <p>- Media coverage - more than 5 188 024 people;</p> <p>- 5 renovated and equipped social centers (Boyarka, Velyka Snitynka (Fastiv), Kolomyia, Ivano-Frankivsk, Horodenka). Visitors who benefited from the renovated centers: 807 children without parental care, high-quality community-based support and prevention services are available for 2651 children at risk of losing parental care, and 2366 parents were supported with prevention services;</p> <p>- 2 guidelines (reintegration of children to biological families and case-management methodology) for social work professionals were developed, printed, and distributed;</p> <p>- 381 decision-makers and stakeholders participated in round tables to share experiences and models of excellence in community needs assessment and inter-agency cooperation to acquire new knowledge;</p>			

<ul style="list-style-type: none"> - 66 managers participated in intersectoral cooperation improvement training; - 156 managers participated in the planning and budgeting of local social services programs; - 128 social work professionals participated in training for the implementation of the methodology of children's reintegration into a biological family; - 9225 registered participants of the webinars; - 8 participants from the targeted communities were delegated for the study visit to Albania. 			
10	Integrated Cross-Sectoral Child Protection Response to the Devastating Consequences of War and Floods in Southeastern Ukraine	Ministry of Foreign Affairs of Denmark July 15, 2023 – October 31, 2024	Project aimed at establishment of Mykolaiv Regional Center for Family Strengthening and provision of humanitarian assistance to affected population and social services for families with children, In addition, project included creation of modern children’s and educational spaces that foster child development, education support and recreation services for children from vulnerable groups; development of cooperation with local and regional authorities, communities, and organizations working in the same field.
<p>Achievements in 2024</p> <p>In 2024, two child-friendly spaces were opened: one - in Kherson city on the basis of a secondary school. It has become an important place of support for children, where they can acquire knowledge, participate in creative activities and develop their abilities. Another space was set up in Voznesensk city at the Voznesensk Vocational Lyceum. It has all the necessary conditions for educational classes, master classes and trainings. This location also provided a safe space for children to communicate, play and socialise.</p> <p>The Center provided such services as:</p> <ul style="list-style-type: none"> - individual psychological support; - individual speech therapy consultations; - organization of self-help groups; - organization of recreational activities for children and parents; - organization of master classes; art therapy activities; - organization of groups for the provision of educational services; - distribution of NFI, etc. <p>During the reporting year, the Center and the created spaces provided services to 7271 unique project participants, incl.:</p> <ul style="list-style-type: none"> - 7271 children and their family members benefitted from case management; - 2134 children received education support; - 5052 children and adults received MHPSS; - 5664 people received in-kind assistance such as food, NFI and WASH. 			
11	On the Road to Recovery	Sweden’s Lotto October, 2024 – September, 2025	<p>The project aims to address four specific challenges:</p> <ol style="list-style-type: none"> 1. The shortage of foster families, which results in children not having access to family-based care and exposing them to the risks of institutional placement where their rights are at risk of being systematically violated and where their physical and psychological development is at risk. 2. Lack of support, and access to support for new and existing foster families which negatively impacts foster families’ capacity to offer quality care for the children under their supervision and limits their willingness or ability to welcome additional children into their care. 3. Inadequate capacity of local community specialists (e.g., social workers at social service departments/children services) and other relevant authorities to provide support to children and foster families during the foster care placement process. 4. The growing movement in Ukraine lobbying for the establishment of new institutions for the country’s “children of war”, which could potentially perpetuate the cycle of poor physical and psychosocial development for children without parental care and stall efforts to transition towards more family-based

		care models, making institutions the default solution after the war has ended.
<p>Achievements in 2024</p> <ul style="list-style-type: none"> Administrative and programme staff were hired and introduced to SOS CV Ukraine work and policies as well as to the objectives and key indicators of the project. A car was purchased for the mobile team to work in Kyiv region. <p><u>Output 1:</u> - Training of six groups of candidates for foster parents, guardians/caregivers, and adoptive parents in Kyiv, Lviv and Chernivtsi regions with 123 candidates. These included 83 adoptive parents, 9 caregivers, 19 foster families, and 12 short term caregivers.</p> <ul style="list-style-type: none"> 19 support meetings were conducted online with 48 participants, both foster parents (70%) and adoptive parents. One webinar on legal questions about foster family care was organised and attended by 27 foster parents. <p><u>Output 2:</u> During 2024, the process of hiring staff for mobile teams was completed, including psychologists, pedagogues, and other specialists, as well as logistical staff such as drivers, and an activity coordinator. There were two meetings with NGOs to synchronise the work of the mobile teams prior their deployment.</p> <p><u>Output 3:</u> The professional competence of 38 specialists was strengthened, including: 20 participants joined four individual supervisions and three group supervisions; 10 people took part in offline trainings; 8 participants attended a webinar on information campaigns in communities to find candidates for foster parenting.</p> <p><u>Output 4:</u> Four coordination meetings were held for regional partners responsible for child safeguarding and the exercise of the child's right to a family in Kyiv, Chernivtsi, Lviv and Mykolaiv regions. During the meetings, the project's goal, objectives and key indicators were presented, and ways of cooperation were discussed.</p> <p>Project activities related to the training of candidates for foster family care, strengthening parenting competence, enhancing the professional competence of social workers and specialists of children's services, and running an information campaign were included in the Regional Plans for implementing the <i>Strategy for Ensuring the Right of Every Child in Ukraine to Grow Up in a Family Environment</i> for the period of 2025-2026 in Kyiv, Chernivtsi, Lviv, and Mykolaiv regions.</p>		

SIGNIFICANT CORPORATE PROJECT

Project Title	Funding Donor and implementation period	Short Description
Rebuilding hope in Ukraine. Assistance to war-affected families with children of the Buchansky district	Company "Mercedes-Benz" via HGFD	Project activity is devoted to <ul style="list-style-type: none"> - comprehensive humanitarian assistance and medical support provided to war-affected families that ensures access to essential healthcare and supplies; -enhanced access to quality education for school-aged children and students that promotes continuity in learning; - social psychological component addressing needs of children and families to support their personal development, integration and well-being; - leveraging of the existing infrastructure (Family Strengthening Centers in Borodyanka, Irpin, and Fastiv, as well as the Children's Space in Chernihiv) eliminating the need for additional capital infrastructure investments
<p>Achievements in 2024</p> <p>967 initial family needs assessments were conducted in 2024. In total 967 families (3,287 beneficiaries) were supported, including 1,619 adults and 1,668 children.</p> <p>Synergy between project activities and other interventions was achieved through close cooperation with local authorities, non-governmental organizations and partners. This made it possible to avoid duplication of activities and provide added value for communities and beneficiaries. For example, the project effectively complemented existing initiatives through mobile teams, the creation of resource rooms and targeted support to families according to their needs.</p>		

Provision of psychological support, educational activities and socio-pedagogical programs created conditions for stabilizing the emotional state of children, developing their social and cognitive skills, which will contribute to long-term rehabilitation and adaptation in new conditions. Of particular importance in 2024 was the implementation of self-employment programs, which were not planned at the beginning of the project. Vocational courses, provision of equipment and further support for participants through business development trainings helped IDP women find sources of stable income. This not only improved the economic situation of families, but also reduced dependence on humanitarian aid, which is important for the sustainable development of the community.

Provided services:

- material assistance - 8672 sets according to individual needs;
- 1062 food sets to beneficiaries;
- 5928 psychological support services;
- 454 services given by mobile team on requests of territorial communities;
- 25 trips - conducted the "Playbus" activity;
- 251 services - purchased medicines/ordered medical services;
- 35 trainings and supervisions for teachers and school psychologists, partners;
- 182 tablets for beneficiaries and laptops for partners;
- 4988 additional classes to prepare for exams;
- 1120 classes for children with special needs (work of a speech therapist);
- 2 child-friendly spaces equipped and launched;
- In 22 families parents developed/enhanced their professional skills.

HUMAN RESOURCES

The overall situation on the labour market is quite difficult. One of the biggest challenges for employers is the shortage of staff caused by the war. Despite the challenges, SOS CV Ukraine managed to recruit 131 new employees for different positions during 2024. All new co-workers were onboarded.

Also, trainings were organized to ensure knowledge of and compliance with key policies and regulations, such as Code of Conduct, PSHEA, Child and Youth Safeguarding Regulation, Misconduct Incident Management Regulation. Almost all employees took part in these webinars online or watched them on record.

Additionally, organization provided the capacity development possibilities for employees aimed at gaining new skills and knowledges mainly in psychosocial field. This is an important part of the daily work of the field workers. The relevant topics for training specialists were Art therapy with children, Brain psychology, Crises and traumas, Basics of CBT, etc.

Supervisions are in great demand among employees, both individual and group. This is an integral part of work processes, allowing to prevent burn-out and reduce secondary psychological traumatization of employees. Working with a supervisor helps to overcome challenges and difficulties that arise in the workplace, as well as to take a professional approach to solving non-standard situations and be effective in helping people. Employees really appreciate the supervisions provided.

To improve the psycho-emotional state of employees, caused by constant work in an emergency response environment and to prevent burnout, offsite retreats were organized for staff working in different teams and locations. This is a very effective stress management and team building tool which helps to establish communication in the team, fills it with resources and has positive impact on further interaction within the team.

The new organizational structure was discussed, developed and approved considering growing organization with different projects and directions. It comes into force starting next year.

Salary survey was conducted which led to the revision of salary bands and an overall increase in salaries across the organization will be implemented starting next year.

A survey of the staff' satisfaction with work condition and emotional environment was conducted at the end of the year, with very positive findings (available by request).

PROJECT ANALYSIS

KEY CHALLENGES AND CORRECTIVE ACTIONS

Challenges	Corrective actions taken
Unstable electricity supply and damaged infrastructure in conflict-affected areas hinder program delivery.	Adaptive equipment to ensure autonomous electricity in offices. Material support for program participants is supplemented with equipment to adapt to blackouts.
Work is interrupted often by alarms that impact all daily activities.	Establishing bomb shelters where program participants could feel safe and comfortable.
Frequent missile and drone attacks disrupt operations, especially in frontline areas. Increased security risks for mobile teams working close to conflict zones.	Implement stricter travel protocols and conduct security drills for staff working in high-risk areas. Enhance security coordination with international organizations (OCHA, INSO Ukraine) for real-time risk assessments. Develop alternative service delivery methods, such as remote psychological support and online case management.
Complex bureaucratic procedures slow down child reintegration, alternative care placements, and access to social services.	Work closely with government bodies and advocacy groups to simplify legal processes. Use strategic litigation and policy recommendations to advocate for faster response times in child welfare cases.
The number of vulnerable families and displaced individuals continues to rise, while available funding and human resources remain limited.	Prioritize the most vulnerable groups using eligibility criteria for assistance. Develop community-based models where trained volunteers can provide low-level psychosocial support. Strengthen public-private partnerships to secure additional resources.
Increased workload and exposure to traumatic situations are leading to higher rates of burnout among staff, particularly those in direct contact with war-affected children and families.	Expand psychological support programs for staff, including regular supervision and peer support groups. Implement mandatory rest periods and rotation schedules to prevent exhaustion. Organize offsite retreats for teams to promote resilience and emotional recovery.
The mobilization law for males has significantly impacted the availability of male staff, particularly in mobile teams, affecting operational capacity and response time in frontline and high-risk regions.	Apply for “booking” (exemption from military service) for key male employees as part of an organization providing strategically important services. Increase the hiring of female professionals and explore alternative staffing models such as part-time contracts or outsourcing specific services. Enhance partnerships with local organizations to ensure uninterrupted service delivery in affected areas.
Many qualified professionals refuse to accept short-term contracts, making it difficult to recruit staff for new projects.	Advocate for longer-term funding agreements to offer more stable contracts. Develop incentive programs for short-term employees, such as priority hiring for future long-term projects. Offer competitive salary packages and additional benefits such as professional development and mental health support.
Some donors have delayed disbursements, causing difficulties in planning and execution of ongoing programs.	Strengthen fundraising diversification, focusing on multi-year grants. Establish financial reserves for emergency funding gaps. Advocate for faster donor approval processes and pre-financing mechanisms.

MONITORING & REPORTING

In 2024, an integrated approach to monitoring and evaluation was applied, combining the **Framework-Based Approach** (utilizing logical and structured models to define goals, outcomes, and evaluation indicators), **Adaptive Management** (a flexible M&E system that allows for real-time adjustments to strategies and activities based on collected data), and **Evidence-Based M&E** (gathering and analyzing quantitative and qualitative data to support decision-making). Monitoring was carried out in accordance with the Monitoring Plan 2024 to collect both qualitative and quantitative data on the implementation of the HA program. Given the distinct advantages and limitations of qualitative and quantitative methods, a mixed-method approach was adopted, combining both to provide a comprehensive understanding of development initiatives. Data management was organized in compliance with the SOPs, Monitoring framework for the HA, emphasizing data collection and evaluation of service quality satisfaction.

PERFORMANCE MONITORING

Monitoring and evaluation efforts focused on collecting quantitative data based on the Logframe HFP, which outlined indicators aligned with the commitments of the Core Humanitarian Standard and the Child Protection Minimum Standards. Data was gathered from various activity sites, including Family Strengthening Centers, other designated spaces such as Child-Friendly Spaces, and mobile teams. Location coordinators were responsible for collecting and systematically recording this information in monthly monitoring tables, which were then integrated into the Matrix of Projects. These indicators played a key role in tracking progress toward predefined targets and ensuring timely and effective responses to any emerging challenges, facilitating continuous improvement and alignment with humanitarian standards. While existing tools and methods used in SOS UA practices remained in place, there was a growing need for approaches that would enable the M&E team to assess the organization's activities by directly gathering feedback from program and project participants. Thus, the objective was not only to validate the achievement of planned targets but also to explore participants' experiences in their interactions with the organization. To understand the level of achievement of targets and timely adjustments to the work of the areas, an analytical review of the implementation of goals for 9 months was carried out.

QUALITATIVE MONITORING

When planning projects, it is important to conduct a needs assessment to identify the actual requirements of the target group, allocate resources effectively, set realistic goals, and ensure the project has a meaningful and sustainable impact. It helps to avoid unnecessary costs, address the most pressing issues, and tailor interventions to the specific needs of the community. At the planning stage and for timely adjustment of the implementation, a needs assessment was carried out.

INTERNAL EVALUATION

The internal evaluation of the humanitarian response project was designed and conducted following the Outcome Mapping approach to effectively address the complexity of the project. During the planning phase, the strategic orientations of SOS were considered, not only in terms of humanitarian efforts but also in relation to early recovery and the transition to development, wherever feasible. Accordingly:

- Post-Distribution Monitoring (PDM) was applied to humanitarian activities.
- Surveys and assessments were conducted in areas involving changes in families and communities.

This Performance Monitoring stage was primarily characterized by systematic self-assessment, which included data collection tools. These tools enabled managers to track goal achievement and adjust activities in real time during project implementation.

The final stage, Evaluation, was carried out based on predefined evaluation priorities, allowing for a deeper review of progress, particularly in the following areas: child protection case management, psychological support (individual and group sessions), comprehensive assistance for children with injuries, group and integration activities, in-kind support for the most vulnerable families (including those evacuated from conflict zones), awareness-raising activities and trainings aimed at developing alternative forms of care.

ACCOUNTABILITY TO AFFECTED POPULATION - FEEDBACK AND COMPLAINTS MECHANISM (FCM)

During 2024, the National Office of the Organization received **7117 appeals/messages**, **1490** of them were repeated. **4864 appeals/messages were received from individuals**, and **2252 appeals/messages were received from legal entities**.

In accordance with the areas of assistance provided by the Organization, received appeals/messages were related to:

- cash assistance - 2133**, where **477 are repeated**;
- humanitarian assistance - 676**, where **171 are repeated**;
- psychological assistance - 44**, where **13 are repeated**;
- other issues - 4264**, where **829 are repeated**.

Other issues include appeals regarding cooperation, the children's psychological support camp and other camps for children and families with children ("Reboot", "Joy"), tax, employment, accounting, complaints, suggestions, gratitude, the self-employment and self-sufficiency project for families with children, grants for NGOs, legal advice, providing contact information for Family Strengthening Centers, etc.

Repeated appeals are usually received to clarify information, specify the place of residence, and include identical appeals, spam mailing, and gratitude for responding.

The message boxes placed on the premises of the Organization's locations received 17 messages from adults and children. In particular, these are gratitudes and children's impressions of classes and events.

During the reporting period, the National Office of the SOS CV Ukraine received:

11 complaints, including **3 repeated** ones (regarding the failure to provide humanitarian aid, denial of access to children's space, bullying in the children's psychological support camp, etc.);

2 suggestions (regarding the establishment of camps for mothers for their recreation and psychological recovery, opening of the SOS Children's Villages Family Strengthening Centre in Cherkasy).

881 gratitude, including **86 repeated** for receiving: cash, humanitarian, psychological assistance; assistance under the projects "Helping injured children" and "Restoring Hope in Ukraine"; cash assistance for returning children to Ukraine; speech therapy; assistance from the Organization as a whole; gratitude to the Organization's employees for their attitude, professionalism, sensitivity, care and understanding, etc.

FUNDRAISING & COMMUNICATION

Fundraising

During 2024, fundraising development continued through the following channels: grant applications to institutional donors (both local and international), corporate fundraising (collaboration with businesses), individual giving (monthly and one-time donations from individuals), and other types of fundraising (events, etc.).

29 263 887,86 UAH were raised via local and international corporate, individual, events fundraising. Donations in-kind from corporate partners, mainly hygiene products, food, clothing, and medicine, amounted to 4 308 254,00 UAH.

Together with the corporate partner Procter & Gamble, 20 Mother and Child Rooms were established in Kyiv, Poltava, and Ivano-Frankivsk regions. Another partner FM Logistics carried out renovation and repair of the house for large foster families in SOS CV Ukraine and provided funds for the implementation of the project devoted to psychological support of socially vulnerable children and their parents in the Kyiv region. As a result, support was provided to 55 children, 75 adults. One more significant project dealing with construction works is "Children's Living Places" project. Its activities include the construction of houses for family-type children's homes, one social center and bomb shelters in three regions of Ukraine. Cooperation was signed with 5 donors to raise the total sum of UAH 24,650,000 for purchasing all necessary materials and equipment to achieve the project objectives.

Communication

The communication activities during the reporting year

- 1456 media publications/mentions of the organization in Ukrainian (Hromadske, LB, УП.Життя, Glavkom, Suspilne, rbc.ua, The page, Focus.ua, NV, The Kyiv Independent, etc.) or international media (Kurier.at, ORF.at, The New York Times, Berlingske, DW, Reuters, etc.) during 12 months of 2024.
- 17th place in TOP 100 public transparent charitable organizations in Ukraine organized by All-Ukrainian charitable organization "Association of Charities of Ukraine" (2nd place in the nomination "Social Services").
- 15th place in the ranking of the TOP-50 largest charitable foundations in Ukraine, according to Forbes Ukraine.

SOS Children's Villages Ukraine actively communicated about the activities and achievements in local, regional, national, and international media. The most requested topics are the return of deported Ukrainian children and further support to them, mental health and psychosocial support to children and their parents affected by war; help to injured children and their stories; deinstitutionalization reform.

List of main events in which SOS CV Ukraine took part or conducted:

- Davos Baukultur Alliance breakfast
- Official opening in Mykolaiv of the Chancellery of the Embassy of Denmark in Ukraine
- International conference «Russia's war on children» in Riga
- Ukrainian national forum «Psychosocial services: current challenges, proposals, coordination system» in Lviv
- Forum «Cafe Kyiv» in Berlin
- Final conference of the SPILNO project financed by UNICEF
- Ukraine Investment Forum in Copenhagen on presenting "Children's Living Places" project
- Presentation of the Strategy for ensuring the right of every child in Ukraine to grow up in a family environment
- Viennese Charity Ball
- Docudays UA - international human rights film festival in Ukraine
- National contest "Charitable Ukraine" 2023, Charity in social sphere, 2nd place
- Charity Festival "Kurazh Bazar" promoted family-based care for children.
- "Masters of Good" Conference by Forbes Ukraine
- Opening and settlement event for the newly purchased house in Horodenka for an internally displaced family-type children's home
- Publication and presentation of an interactive book on the protection of children and youth from violence, developed by the SOS Children's Villages Ukraine team
- Opening of the second Mother and Child Room at the Ukrainian-Polish border, at the international 24/7 border checkpoint "Rava-Ruska – Hrebenne" of the Lviv Customs Office
- Participation in the international forum on child rights protection in Lviv – "When Will They Return Home?"
- "My Dreams Are Stronger Than Any Obstacles!" – a motivational event for injured children by SOS Children's Villages Ukraine.

A series of webinars (40 episodes) for professionals working with children, youth and families was conducted during 7 months of the year.

The nationwide advocacy and communication campaign – "Silenced Voices" reached more than 9 mln people via media and around 700 000 people via social media channels.

Additionally, 51 different video materials were created to promote programmes of organization and show the impact of these programmes.

ADVOCACY

The main goal for SOS Ukraine Advocacy in 2024 was formulated in the following way: The SOS CV Ukraine contributes to state of Ukraine's efforts to ensure that child's right to family and family-like upbringing is upheld (biological, guardian, adoptive, foster family, small group homes) as a priority for the protection of children during the war, in the process of post-war reconstruction and European integration.

To accomplish this task, the teams were directed to develop and advocate for a DI Strategy, where war-affected children considered as one of the key groups.

The most significant and remarkable events related to Advocacy in 2024 are the following:

- SOS CV Ukraine has expanded its interaction with key stakeholders (DI focal points) in the process of developing, expert discussion and approval of the national DI Strategy.
- Key speakers of the SOS CV Ukraine were repeatedly invited to speak at international and national public events during 2024. The most important and impactful of them were meeting of Parliamentary Network on the Situation of Ukrainian Children in PACE conducted in Strasbourg France; International conference "Russia's war on children" Riga, Latvia; the Cafe Kyiv 2024 conference, organized by the Konrad Adenauer Foundation; the conference "Ukrainian children in conditions of war. Needs - hopes - prospects" Berlin, Germany; Ministerial Conference on the Human Dimension of the Peace Formula for Ukraine, Montreal, Canada, where the key messages regarding the need to approve the DI Strategy, international support for the DI implementation, including proper funding and monitoring of its implementation, as a condition for accession to the EU were considered.
- With significant input of SOS CV UA, both in regard to its content and in advocacy efforts, the Government of Ukraine has officially approved the national **'Strategy for Ensuring the Right of Every Child to Grow Up in a Family Environment 2024-2028'** (DI Strategy) on November 26, 2024: <https://zakon.rada.gov.ua/laws/show/1201-2024-%D1%80#Text>.
- SOS CV Ukraine has signed memorandums of cooperation with the DI focal point - the Coordination Center for Family Upbringing and Child Care Development; with regional state administrations in 2 regions of Ukraine -Poltava and Chernivtsi regions, where SOS CV Ukraine is the implementing partner for the new DI Strategy piloting.
- SOS CV Ukraine is included in the board of partners for the DI Strategy implementation and has defined tasks to advocate for legislative changes within the DI Strategy framework. The next step is to support DI strategy introduction by cascading its targets into the regional plans and budgets.

In 2024, more than 9 million Ukrainians were reached with advocacy messages as part of the national Advocacy communication campaign the "Silenced Voices".

In addition, the end of 2024 was marked by the start of the very significant project "Facilitation of Deinstitutionalization process in Chernivtsi region of Ukraine" funded by HGF. The main activities will be fulfilled in 2025 and contribute to the smooth and efficient introduction of DI Strategy at Chernivtsi regional level.

Lessons Learned

- The position of SOS CV Ukraine in Advocacy has been determined - a supporter of the DI focal point and other key stakeholders. In key cases when a need to criticize the development or implementation of policies appeared, SOS CV Ukraine acts in coalition with members of the UMPD, thereby eliminating the risks of losing trust and cooperation with key stakeholders.
- One of the challenging points was that some key points of the approved final version of the DI strategy related to changes in funding mechanisms, monitoring, and the definition of "institutional institution" were excluded.
- Despite of a certain degree of cooperation with key ministries, opaque decision-making was identified regarding discussion and finalizing of plans for changes in legislation and public participation (as professionals and beneficiaries).

Local authorities express poor desire to redistribute funds from the community budget to the development/improvement of social services Lack of understanding/willingness to make decisions leading to qualitative changes in the system of protection and alternative care for orphans, children deprived of parental care can be observed at the regional level. Besides, attempts to preserve institutional establishments are frequently noticed.

- It was surprising to learn that the degree of society's tolerance towards raising children in large residential institutions is rather high and there is a poor understanding of the harm caused by boarding establishments.

The above-mentioned challenges have settled the idea to implement the Advocacy plans assigned for the next 3 years within the framework of the National Advocacy Project and other SOS CV Ukraine projects.

FINANCIAL SITUATION – EMERGENCY RESPONSE PROJECT (HFP funded)

No	Budget line	Approved BUDGET 2024 (EUR), Budget exch. rate 1 EUR=37.08 UAH	Total expenditures as per 12/24 (EUR) Budget exch. rate 1 EUR=37.08 UAH	Total expend. in % as per 12/24 based on the Budget exch. rate 1 EUR=37.08 UAH
(A)	Hum. Inputs (Materials & Supplies & Services) by Commitment/Sector	4 236 254	3 576 022	84%
A.2	Group Activities for Child Wellbeing	1 215 078	837 219	69%
A.4	Education	68 285	207 340	304%
A.5	MHPSS	173 963	134 908	78%
A.7	Food Support	25 566	29 173	114%
A.8	Shelter	65 534	75 097	115%
A.9	Health	407 542	336 864	83%
A.10	Non-Food Items	582 022	550 197	95%
A.11	Cash and Voucher Assistance	1 192 621	948 049	79%
A.12	Other (Advocacy)	130 441	79 049	61%
A.13	Other (Partners)	53 935	61 353	114%
A.14	Other (Economic sustainability sup., other activities and events)	321 268	316 773	99%
(B)	Land, Equipment (Investments)	234 710	311 405	133%
(C)	(Local) Logistics	890 357	661 282	74%
(D)	Human Resources	5 406 932	4 644 989	86%
D.1	National staff	5 126 319	4 434 486	87%
D.4	HR support cost	280 613	210 503	75%
(E)	Evaluation	21 683	430	2%
(F)	Ext'l Communication (visibility, PR)	98 867	61 769	62%
(G)	Other Expenditures	11 197	9 397	84%
(H)	Direct project cost	10 900 000	9 265 293	85%
(I)	Contingency	0	0	0%
(J)	Overall Project Cost	10 900 000	9 265 293*	85%

Financial statements for other projects can be provided upon request.

EXTERNAL COORDINATION

Name and Location of Cluster /Coordination Group	Name and position of SOS CV UA team member	Date of Meeting
National Headquarter on Protection of Children's Rights in Martial Law (under chairmanship of Vice Prime Minister I.Vereshchuk)	Darya Kasyanova	Regularly
Interdepartmental Coordination Council on Juvenile Justice	Darya Kasyanova	Regularly

Bring Kids Back - initiative of the President of Ukraine related to the coordination of returning children to Ukraine	Darya Kasyanova	Regularly
Ombudsman Advisory Council	Darya Kasyanova	Regularly
Child Protection SubCluster (OCHA)	Galyna Posvaliuk	Regularly
Cash Working Group (CWG) (OCHA)	Maryna Polianska	Regularly
Protection Cluster Vinnytsia Hub (Covering Vinnytska; Khmelnytska; Chernivetska; Zhytomyrska Oblasts)	Anna Babenko	Regularly
Coordinating Council on Issues of Forcedly Displaced Persons at the Chernivtsi City Council	Anna Babenko	Regularly
Coordinating Council on Issues of Forcedly Displaced Persons Chernivtsi Region	Anna Babenko	Regularly
Expert Council at the Ombudsman's Regional Office	Anna Babenko	Regularly
MHPSS Dnipro regional group (both offline and online)	Profatilova Ekaterina	Regularly
Poltava Regional Interdepartmental Working Group on Reforming the Institutional Care System and Education of Children	Profatilova Ekaterina	Regularly
Commission regulating areas and objects to provide subsidies from the state budget to local budgets directed to construction /capital repair / reconstruction of small houses, supported living homes, construction/ purchase of housing for family-type children's homes, social housing for orphans and children deprived of parental care and other related persons, development of design and estimate documentation (Luhansk Regional Military-Civil Administration)	Profatilova Ekaterina	Regularly
Mykolaiv Region Child Protection Cluster	Bondarchuk Ivan	Regularly
Zakarpattia Protection cluster	Natalia Kryvoruchko	Regularly
Protection Cluster of the Western region (offline, conducted in Lviv)	Natalia Kryvoruchko	Regularly
MHPSS Zakarpattia regional group	Iryna Serdiuk, Oksana Yaremenko	Twice a month
Expert Group under the Representative of the Verkhovna Rada Commissioner for Human Rights in Zakarpattia region;	Natalia Kryvoruchko	Regularly
Coordination headquarters of the civilian population defence at Zakarpattia Regional Military Administration	Natalia Kryvoruchko	Regularly
Council for IDP issues at Zakarpattia Regional Military Administration (Head)	Natalia Kryvoruchko	Regularly
Councils responsible for IDP Issues in Uzhhorod and Mukachevo	Natalia Kryvoruchko	Regularly
Coordination Headquarters for IDP Rights of Iryna Vereshchuk	Natalia Kryvoruchko	As needed
MHPSS cluster	Olha Shapoval	Twice a month
Kharkiv Regional Child Protection Cluster	Olha Shapoval	Regularly
MHPSS Eastern Working Group (Dnipro Hub)	Olha Shapoval	Regularly
Ivano-Frankivsk offline Protection Cluster meeting and OCHA meeting	Alla Kotliar	Regularly
Expert Group under the Representative of the Verkhovna Rada Commissioner for Human Rights in Ivano-Frankivsk region	Alla Kotliar	Regularly
Regional Coordination Council Fostering Child's Right to Grow Up in Family Environment at Ivano-Frankivsk Regional State (Military) Administration	Alla Kotliar	Regularly

Civil Society Advisory Panel of the Platform for Ensuring Gender Mainstreaming and Inclusion in Recovery	Shkodenko Nataliia	Regularly
Informal association "Coalition 1325 Poltava Region" (coordinator)	Shkodenko Nataliia	Regularly
GBV Cluster in Poltava region	Shkodenko Nataliia	Regularly
Ukraine security meeting	Volodymyr Postrybailo	Regularly
Ukraine travel safety and security meeting	Volodymyr Postrybailo	As needed
Ukraine security information exchange	Volodymyr Postrybailo	Regularly
Regional Hotspot Security Updates	Volodymyr Postrybailo	Once per 2 weeks
Working group on social services at the Coordination Center for Family Care Development	Skrynnyk Ksenia	As needed
Working group on developing changes to the State Standard for Social Support of Families Raising Orphans and Children Deprived of Parental Care	Skrynnyk Ksenia	Regularly

OUTLOOK

MAJOR NEXT STEPS

Major next steps	Timeline
Work on the quality of services provided to families with children, focus on humanitarian case-management approach with MHPSS component (short-term services for vulnerable families with children)	Ongoing
Enhance mental health and psychosocial support (MHPSS) by establishing permanent centers and integrating services within local healthcare and education systems.	Ongoing
Revision of log-frame for ERP 2026 based on needs assessment conducted end of Q4 2025, available funding and Nexus approach	End of Q4 2025
Expand local partnerships with NGOs, municipalities, and government agencies to ensure continued support for vulnerable families and children	Ongoing
Implementation of SOS CV Ukraine 2025-2027 strategy	2025
Expand the Deinstitutionalization (DI) Reform efforts by scaling up alternative family-based care and reducing reliance on institutional childcare.	2025
Transition to Connect SOS funding system, preparation of applications in RBM approach	2025

NEED FOR THE REGIONAL AND INTERNATIONAL SUPPORT

Financial and Fundraising Support Increased funding for long-term sustainability: SOS CV Ukraine is adapting the number of staff due to budget constraints while still needing to provide essential services. The regional and international offices should:

- Advocate for multi-year funding from institutional donors and government agencies, facilitate communication with PSA's and joint development of applications for institutional grants (both humanitarian and development).

- Facilitate access to EU and UN humanitarian and reconstruction funds. -
- Support corporate and private fundraising efforts through international campaigns.
- SOS CV Ukraine needs flexible funding mechanisms: given the fluctuating security situation, SOS CV Ukraine needs funding that can be quickly reallocated based on emerging needs (e.g., cash assistance, winterization, urgent medical care).

Capacity Building and Staff Development Training for staff:

SOS CV Ukraine faces challenges in retaining skilled staff, requiring leadership and crisis management training for managers. To prevent burnout, regional and international offices should introduce wellness programs and provide psychological support for high-stress roles.

Advocacy and Policy Support Stronger international advocacy on child protection issues:

- The international office should help advocate for policy changes at the UN, EU, and national government levels to ensure children’s rights in Ukraine are protected.
- Continue pressuring for the Deinstitutionalization (DI) Reform and for financial commitments from the Ukrainian government for family-based care. Legal and technical assistance: Assist in lobbying for policy changes that ensure foster care and kinship care are prioritized over institutional care. Provide expert legal guidance on child repatriation and reintegration policies.

Strengthening Operational Support Enhancing coordination and logistics:

- Provide expertise on security and risk management to enhance the safety of staff and beneficiaries.
- Assist in developing a long-term transition strategy from emergency response to sustainable programming.
- Technology and data management: Support adoption of an improved case management IT system to streamline service delivery. Provide technical assistance for digital monitoring and evaluation tools to enhance impact tracking.

Strengthening Partnerships and Networking Engagement with humanitarian networks:

- Facilitate connections with global humanitarian actors, UN agencies, and EU institutions for advocacy and funding.
- Help integrate SOS CV Ukraine into international recovery and reconstruction efforts.
- Strengthening partnerships with corporate donors: Regional and international offices can support corporate partnerships for job training, employment initiatives, and digital learning for affected families.

A Comprehensive Support Package: SOS CV Ukraine requires financial, operational, policy, and staff well-being support to navigate the transition from emergency response to long-term development. Strengthening fundraising, training, advocacy, logistics, and partnerships will enhance resilience and service quality for vulnerable children and families in Ukraine.

OUTCOME AND OUTPUT ACHIEVEMENT

Level of achievement of the qualitative component of the Logframe outcomes in 2024 was:

Case management	
Target	Result
% of children and caregivers who report satisfaction with direct services received and the response actions taken through the CM process (90% of 5,340 SOS CV Ukraine)	91% (of 5,229 SOS CV Ukraine participants)
Target	Result
% of caseworkers trained and supervised in CPCM who demonstrate improvement in knowledge and competence in applying the CM process (80% of 37 SOS CV Ukraine)	90% (of 43 SOS CV Ukraine participants)

MHPSS	
Target	Result
% of children and their caregivers who report improvement in their mental health and psychosocial well-being following programme completion (70% of 5,050 SOS CV Ukraine + 400 IP)	88% (96% children, 63% teenagers, 100% adults of 11,032 SOS CV Ukraine + 94% of 303 IP participants)
Target	Result
% of specialists trained and supervised who demonstrate improvement in knowledge and competence in MHPSS (70% of 300 SOS CV Ukraine)	97% (of 493 specialists)
Children with injuries	
Target	Result
% of cases under holistic support where children and/or their caregivers report satisfaction with the received services (70% of 1,200 SOS CV Ukraine)	95% (of 1,923 SOS CV Ukraine participants)
Cash support	
Target	Result
% of households able to cover their basic needs as a result of cash support (70% of 9,672 SOS CV Ukraine)	81% (of 9,064 SOS CV Ukraine participants)
Alternative care	
Target	Result
% of families' members in alternative care supported by SOS CV Ukraine are protected during the emergency situation (100% of 190 SOS CV Ukraine)	112% (of 213 participants)
Target	Result
% of foster caregivers/specialists trained and supervised who demonstrate improvement in knowledge and competence in alternative care (70% of 480 foster caregivers + 100 specialists)	93% (94% of 370 foster caregivers + 92% of 212 specialists)
Target	Result
# of families' members benefitting from alternative care (1500)	912 of SOS UA participants - 99% of children and their caregivers who report improvement in their mental health and psychosocial well-being
Advocacy	
Target	Result
The adopted state budget for 2025 includes funding for DI (at least 80 % of SOS CV Ukraine agenda goals incorporated into state policy documents)	To be indicated in the next stages of Advocacy initiatives in SOS CV Ukraine
Economic empowerment	
Target	Result
% of caregivers of children who demonstrate improvement in knowledge after receiving business training support (70% of 150 SOS CV Ukraine)	0* *Economic empowerment component was transferred into separate project in 2024
Target	Result

% of caregivers of children living in vulnerable situations surveyed who report earning a stable income after receiving livelihoods support (70% of 40 livelihoods)	0* *Economic empowerment component was transferred into separate project in 2024
Educational, integrational, recreational services	
Target	Result
% of children and young people who received non-formal education increased knowledge and skills (70% of 4,950 SOS CV Ukraine + 420 IP)	92% (92% of 3,882 SOS CV Ukraine + 91% of 293 IP)
Target	Result
% of children and their caregivers who report improvement in their mental health and psychosocial well-being (70% of 2,350 SOS CV Ukraine)	86% (of 2,466 SOS CV Ukraine)
Target	Result
% of regions of SOS presence where culturally, gender-, age-sensitive group activities are accessible to children (100% of 3,700 SOS CV Ukraine)	95% (of 9,306 SOS CV Ukraine)
Target	Result
% of children and caregivers surveyed who report an increased sense of safety and well-being due to participation in group activities compared to the beginning of the intervention (70% of 9,560 SOS CV Ukraine + 400 IP)	96% (94% of 14,473 SOS CV Ukraine + 99% of 611 IP)
Immediate emergency relief actions	
Target	Result
% of families satisfied with the food support (70% of 1,550 SOS CV Ukraine + 480 IP)	97% (96% of 3,590 SOS CV Ukraine + 98% of 477 IP)
Target	Result
% of families satisfied with NFIs provided through the programme (70% of 1,900 SOS CV Ukraine + 580 IP)	95% (99% of 4,535 SOS CV Ukraine + 92% of 584 IP)
Target	Result
% of children and their caregivers who report stabilisation in their physical health following programme completion (70% of 150 SOS CV Ukraine + 10 IP)	95% (98% of 981 SOS CV Ukraine)