



Rokada
Charitable foundation

ANALYTICAL NOTE

Analysis of the Needs of Internally Displaced Persons Requiring External Care in Temporary Accommodation Facilities



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Conducted within the framework of the Foundation's activities as an implementing partner of the **UN Refugee Agency**, aimed at supporting internally displaced persons, affected populations and other vulnerable categories of citizens. The views expressed in this study belong to its authors and do not necessarily reflect the official policy of the **UN Refugee Agency**.

The research focuses on **analyzing the needs of internally displaced persons (IDPs) for external care in temporary accommodation places (TAPs)** and identifying the main issues in providing this assistance. The field study covers the following regions: Rivne, Khmelnytskyi, Volyn, Ivano-Frankivsk, Ternopil, Kharkiv, Sumy, and Lviv regions. The results of the study can be used to develop new programs and initiatives aimed at improving the living conditions of IDPs and ensuring them a decent quality of life.

The Charitable Foundation "Rokada" is an implementing partner of the **UN Refugee Agency** and has been operating for over **20 years**. Until February 2022, the Foundation's team consisted of twenty people who helped refugees from more than forty countries: Afghanistan, Sudan, Syria, etc., to arrange their lives in Ukraine.

On February 24, 2022, everything changed: for Ukrainians, for refugees, for CF "Rokada". Since the beginning of the full-scale invasion, relying on 20 years of experience and the support of international organizations, our Foundation has expanded its network of regional representations to 13 regions of the country. Today, hundreds of specialists help the affected population on a daily basis, internally displaced persons and asylum seekers.

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Introduction

The war between Russia and Ukraine has led to massive displacement of the population, creating serious challenges for social services and organizations providing assistance to internally displaced persons (IDPs). Those IDPs who, due to disability, illness, or other factors, require external care and cannot take care of themselves in temporary accommodation facilities (TAFs) are particularly vulnerable.

Many of these individuals lack proper access to necessary medical, social, and psychological assistance, significantly reducing their quality of life and worsening their health. Insufficient awareness among TAF managers about their responsibilities in providing care for IDPs complicates the situation, leading to delays or failures in making necessary referrals to state authorities and social services.

Lack of effective communication and collaboration between social services, authorities, and non-governmental organizations complicates the provision of necessary assistance. Inefficient coordination leads to either duplication of efforts or gaps in service provision. Social services often face resource shortages, limiting their ability in providing quality services and support. The absence of timely assistance can have serious health consequences for IDPs, including fatalities.

This emphasizes the need for conducting the research to identify the existing problems and to develop the effective solutions. The purpose of this research is to analyze the needs of IDPs in external care in TAFs, to identify key issues in providing assistance, evaluate the interaction among all stakeholders, and to develop recommendations in improving the quality and accessibility of social services.

Research objectives:

- 1 Analyze the needs of IDPs for external care in TAFs, including medical assistance, social services, and psychological support, and determine which services they need the most.
- 2 Identify specific problems faced by IDPs due to disability, illness, and other factors that complicates self-care.
- 3 Examine the types of assistance received by IDPs requiring external care and its impact on improving their quality of life and health.
- 4 Analyze the interaction between TAF managers, authorities, and non-governmental organizations.
- 5 Develop recommendations to improve the quality and accessibility of social services, including proposals for legislative changes to reduce access barriers and enhance service delivery efficiency.

The research results can serve as a basis for developing new programs and initiatives to improve living conditions for IDPs, promoting better integration and ensuring dignified living conditions.

Research Methodology

In this research there was used a quantitative method of data collection through online surveys. Standardized questionnaires with closed-ended questions and response options were prepared for each group of respondents. The respondents filled out the questionnaires independently in an online format, and their participation was anonymous and voluntary. Personal data, such as phone numbers or email addresses, were not collected to ensure participant confidentiality.

The received responses underwent the statistical processing and were presented in an aggregated form to ensure the objectivity of the study. The report includes quotes from respondents with minimal editing to convey their opinions accurately.

The study serves as an intermediate stage and aims to identify trends through quantitative analysis. It focuses on a specific set of key indicators and may not cover all aspects of the situations faced by internally displaced persons (IDPs) in accessing social services. To obtain a complete picture, further research, including qualitative analysis and an expanded set of indicators, is recommended.

The target audience of the research includes managers of temporary accommodation facilities and social workers from the charitable organization “CF Rokada,” who work with internally displaced persons.

Field Data Collection:

- survey of managers of temporary accommodation facilities, conducted from May 16 to July 5, 2024.
- survey of social workers from CF Rokada, conducted from May 28 to July 5, 2024.

Coverage:

- managers of temporary accommodation facilities – 85 respondents.
- social workers from CF Rokada – 30 respondents.

Sampling Method: Convenience sampling, method of the accessibility.

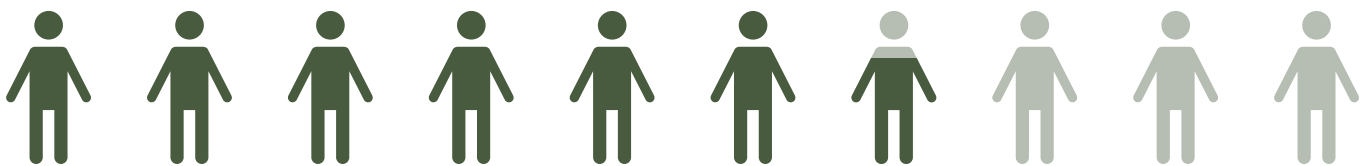


Socio-Demographic Characteristics of the Respondents

The research included **85 managers of temporary accommodation facilities** from six regions of Ukraine.

The largest number of the respondents were from **Rivne** and **Khmelnysk** regions, each representing 21,2%. **Volyn** and **Ivano-Frankivsk** regions accounted 18,8% of respondents in each region, Ternopil region – 17,6%, and **Kharkiv** region – 2,4%.

The largest part of the respondents, **32,9%**, the category of 40-49 years old. The majority of managers, **68,2%**, are women, while men account for **31,8%**.



Women – 68.2% **Men – 31.8%**

The type of locality with TAFs are as follows: cities – **54,1%**, villages – **31,8%**, and towns – **14,1%**.

According to the responses of the managers of temporary accommodation facilities, 94,1% of the facilities are included in the list according to Resolution No. 930 as temporary accommodation facilities, while 5,9% of the facilities are not included in this list.

Another target group of the research were **social workers from the charitable organization “CF Rokada”**, who collaborate with temporary accommodation facilities for internally displaced persons. Their participation in the research helped to understand better the problems and needs of IDPs from the perspective of those who provide direct assistance to them.

The largest part of surveyed workers resides in **Khmelnysk** region (26,7%), as well as in **Sumy** (16,7%), **Ternopil** (13,3%), **Lviv** (10%), and **Ivano-Frankivsk** (10%) regions.

Most of the surveyed workers belong to the category of 30–39 years old – **56,7%**. The group of 40–49 years old is represented in **26,7%** of respondents. Young workers aged 18–29 years are **10%**. Both aged 50–59 years and those over 60 years represent **3,3%**. By gender, the majority of the surveyed social workers are women – **90%**.

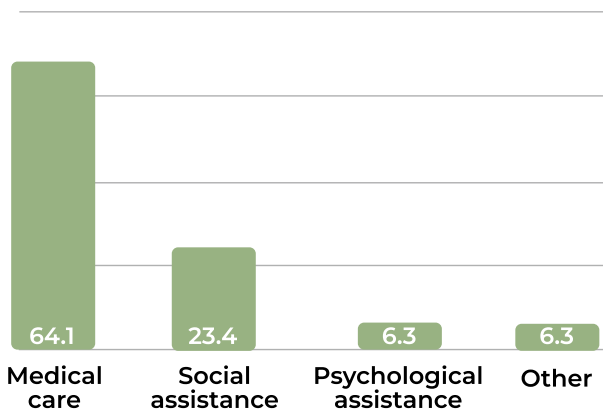
Needs of the Internally Displaced Persons (IDPs) for Care and Additional Services in Temporary Accommodation Facilities

Identifying people who cannot take care of themselves or who need to be taken care of in temporary accommodation facilities (TAFs) and assessing their needs and living conditions are essential for ensuring a dignified life and social protection. This helps to identify the main challenges of these individuals and to develop the effective strategies to solve them, thereby improving the quality of their life and integration into new communities.

According to the survey results, **60%** of TAF managers and **76,7%** of social workers reported that there are people in their shelters who require external care, while **40%** of shelter managers and **23,3%** of social workers indicated that they do not have such individuals.

In the majority of shelters – **78,4%** – the number of such people is up to 5 individuals, in **9,8%** of facilities there are 6–10 individuals, and in **11,8%** of facilities there are more than 11 individuals who need external care.

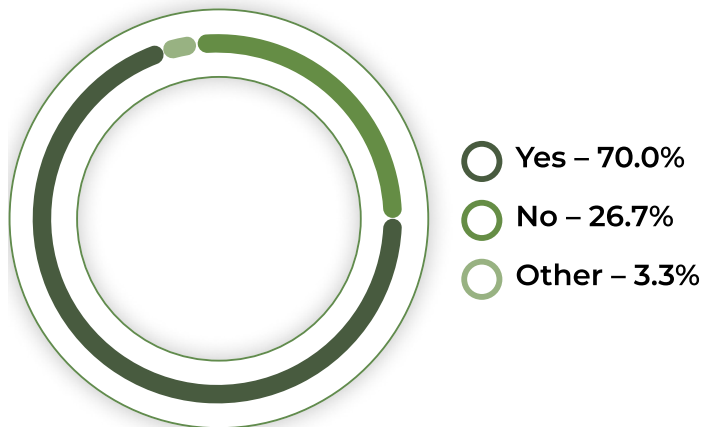
According to the social workers' estimates, the number of people requiring care ranges from 1 to 5 (**61,9%**), from 6 to 10 (**28,6%**), and more than 11 people (**9,5%**).



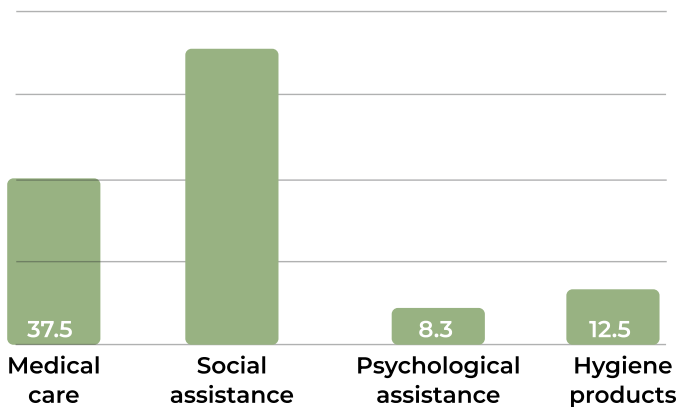
*The main needs of internally displaced persons requiring external care in shelters, according to the TAF managers, are **medical assistance, social support, and psychological support.***

What are the main needs of this category of people in your shelter?

According to social workers, 70% of the managers of temporary accommodation facilities have contacted them for assistance for beneficiaries who require external care. All requests were verbal (100%).



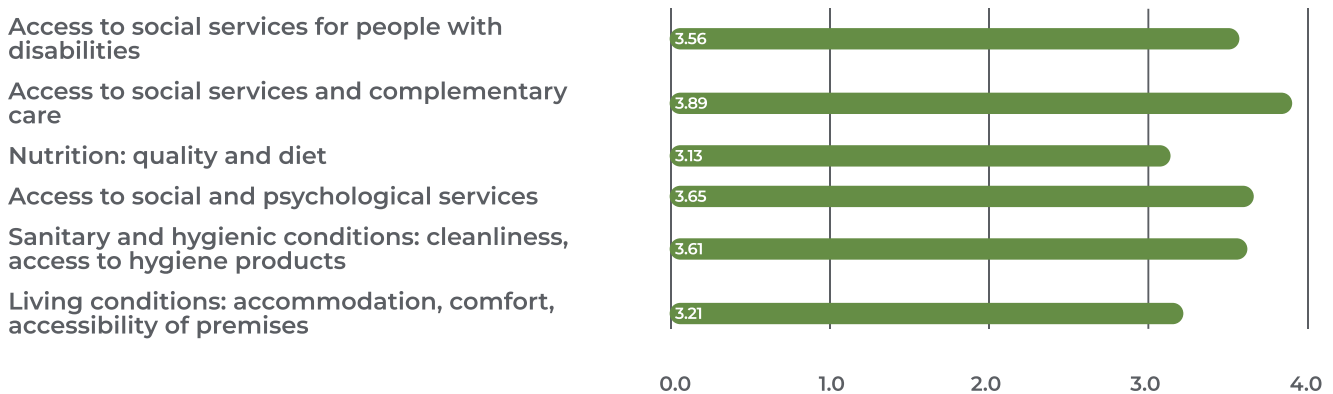
The main requests made by the managers of temporary accommodation facilities:



What kind of assistance did the beneficiary need who requires external care and/or is unable to care for himself/herself?

Heads of the temporary accommodation facilities also evaluated the **living conditions** in their shelters for people who require external care and/or cannot take care of themselves independently, on a scale from 1 to 5, where 1 means 'very dissatisfied' and 5 means "very satisfied".

How do you assess the living conditions for people who need external care and/or cannot take care of themselves in the ICC?



The average rating of living conditions for these people is **3,51**, indicating a **satisfactory** level of conditions, but with significant potential for improvement. The heads of temporary accommodation facilities rated access to social services and additional care as the **highest**. The quality and variety of food, as well as the accessibility of premises for this category of residents, their comfort, and accommodation, were rated as the **lowest**.

Therefore, in many TAFs there are people who require the external care. To improve their quality of life, **special attention should be paid to medical assistance, daily support with household and social-psychological support**. While living conditions may be acceptable, there is a significant potential for improvement.

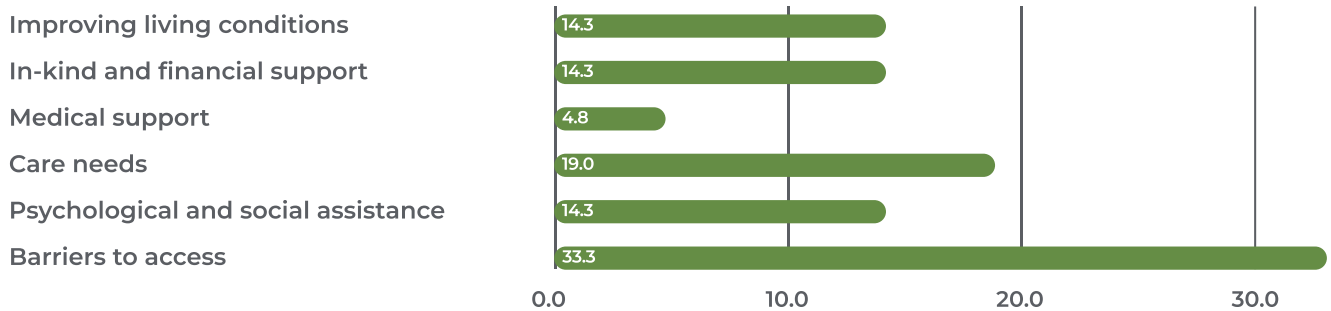
Problems and Challenges in Providing Social Services for IDPs Requiring External Care in Temporary Accommodation Facilities

Internally displaced persons (IDPs) who require external care often face numerous challenges in accessing necessary social services. These problems are caused by a lack of resources, organizational capabilities, and specialists. Studying their needs and living conditions in shelters is crucial for improving social protection and ensuring adequate support.

An important component of this process is identifying the main **challenges** these individuals face and developing effective strategies to address them.

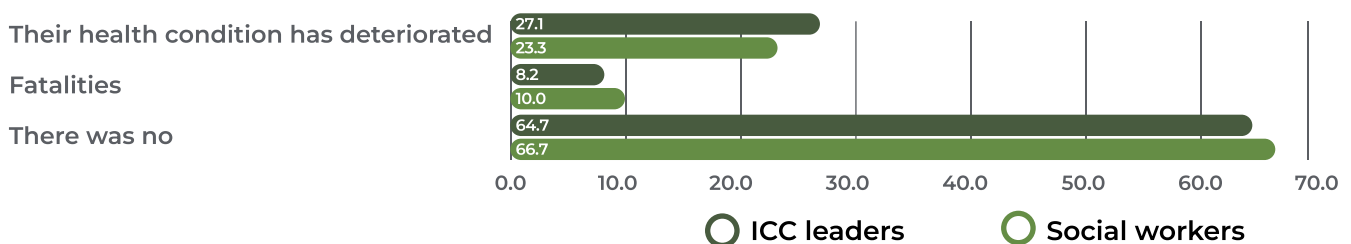
According to the survey, **27,4%** of the heads of temporary accommodation facilities indicated that their shelters **face additional needs** and problems in providing social services to IDPs requiring external care, while **72,6% do not experience such difficulties**. This indicates a significant number of institutions that require additional resources or process improvements to ensure an adequate level of assistance.

What needs or problems does your institution face in providing social services to this category of people?



Thus, the biggest problems in temporary accommodation facilities are obstacles in access (**33,3%**) and care needs (**19%**), as well as the provision of psychological and social assistance (**14,3%**), material and financial support (**14,3%**), and improvement of living conditions (**14,3%**). Medical support was noted by only **4,8%** of respondents.

Has your shelter experienced any deterioration in health or deaths among IDPs of these categories?



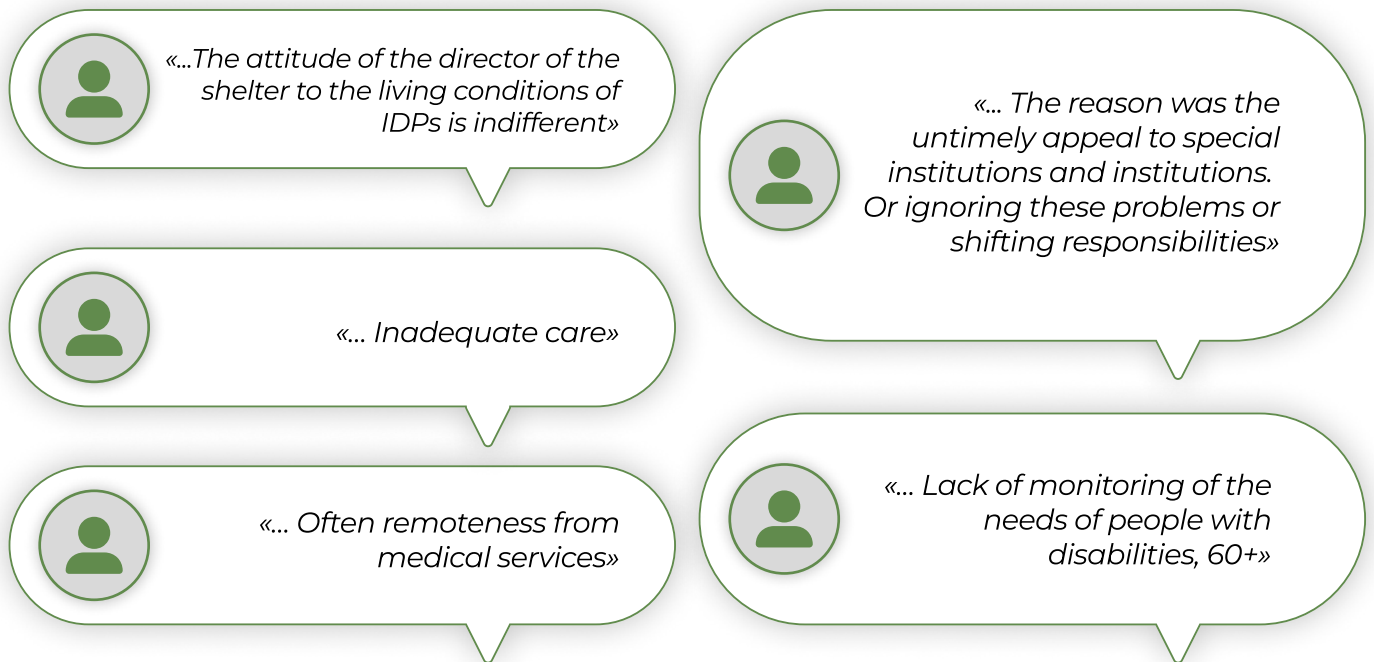
The survey results show that some shelters observed health worsening or fatalities among internally displaced persons requiring external care.

Specifically, **27,1%** of the heads of temporary accommodation facilities noted cases of health worsening, **8,2%** reported fatalities, while **64,7%** stated that there were no such situations. Among the surveyed social workers, **23,3%** reported health worsening, **10%** reported fatalities, and **66,7%** indicated that such situations were not occurred.

The main **reasons** indicated by the heads of temporary accommodation facilities are:

- age and state of health (51,4%);
- delaying seeking of assistance (27%);
- neglect and lack of social support (10,8%);
- unsatisfactory living conditions (2,7%);
- imperfect legislation (8,1%).

Social workers noted the following **reasons**:



«...The attitude of the director of the shelter to the living conditions of IDPs is indifferent»

«... Inadequate care»

«... Often remoteness from medical services»

«... The reason was the untimely appeal to special institutions and institutions. Or ignoring these problems or shifting responsibilities»

«... Lack of monitoring of the needs of people with disabilities, 60+»

Thus, the issues with the access to social services for internally displaced persons (IDPs) requiring external care are multifaceted and require a comprehensive approach.

The main reasons for these problems is age and the state of health, delayed seeking of assistance, neglect, lack of social support, unsatisfactory living conditions, and imperfect legislation.

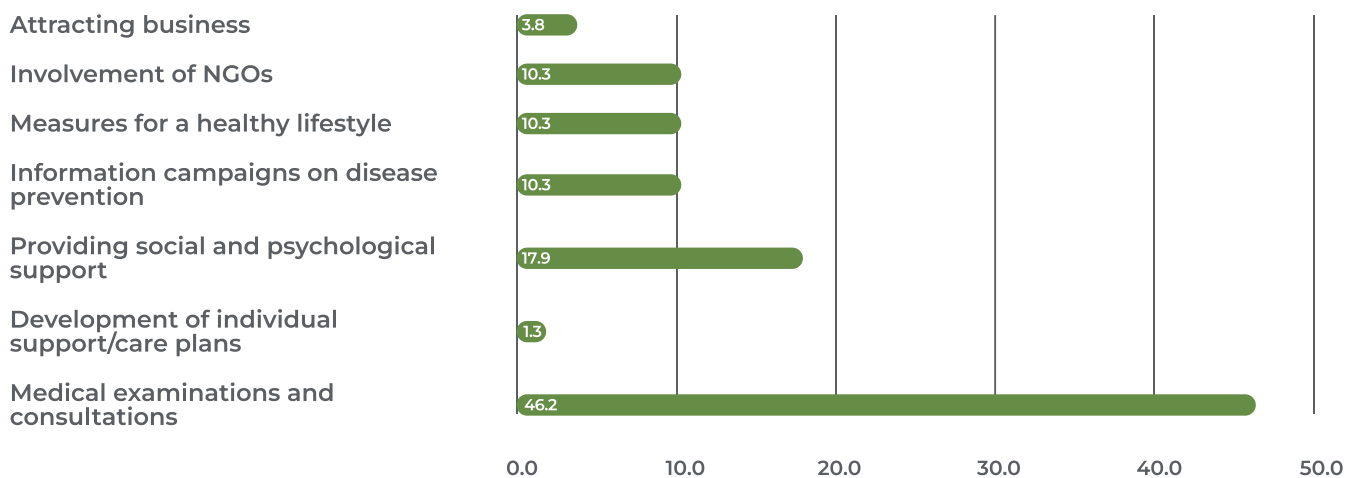
These factors significantly complicate access to necessary social services and support, impacting the quality of life for IDPs.

To provide the adequate support for this vulnerable category, it is necessary to improve social services, ensure timely medical assistance, and to improve living conditions.

Supporting individuals requiring external care in temporary accommodation facilities

The heads of temporary accommodation facilities provide various activities to support the needs of individuals requiring external care and to prevent worsening of their health or fatalities.

What measures have been taken to ensure that the needs of these people are met and to prevent deterioration in their health or death?



Thus, the heads of temporary accommodation facilities paid the **most attention** to medical examinations and consultations (**46,2%**). Social and psychological support accounted for **17,9%**, while informational campaigns on disease prevention and healthy lifestyle activities each accounted for **10,3%**. The involvement of NGOs constituted **10,3%**, providing additional resources and support.

Less attention was given to developing individual support/care plans (**1,3%**) and involving businesses (**3,8%**), indicating a need to strengthen these areas.

76,3% of the surveyed heads of temporary accommodation facilities believe that additional services or programs are necessary to improve the quality of life for individuals requiring external care. Only **23,8%** of heads believe that such services are not needed.

Those who believe that the additional **services** are necessary indicated the following:



«... It is advisable to accommodate persons in need of outside care in institutions where such care is provided»



«... As for improving living conditions, the community has such a program, but it is not financially provided to meet all needs»



«... We believe that elderly IDPs should be dealt with by a specialized institution»



«... We need housing, support, treatment and rehabilitation»



«...Such people cannot live in the ICC, so conditions must be created for them where there will be special care. And ICCs are created in the dormitories of educational institutions. We need to change the approach»



«... Expansion of geriatric nursing homes, or creation of new ones. Non-discrimination, that IDPs do not have money for their maintenance»



«... We need a social worker»

Thus, the majority of the heads of temporary accommodation facilities believe it is necessary to expand and to improve support for individuals requiring external care to ensure better living conditions and to enhance their quality of life.

According to the survey results of social workers, **81,5% of respondents** also **believe that the additional services or programs are necessary** to improve the quality of life for people in temporary accommodation facilities. This high percentage indicates an urgent need for further actions to ensure decent living conditions for internally displaced persons and other vulnerable groups. Only **18,5%** of respondents **do not consider it is necessary**.

What additional services or programmes are needed to improve the quality of life of people in temporary accommodation?

A full-time social worker, a health worker (in the local community there is only a paramedic), possibly a facilitator

Ensure accessibility – install an elevator, ramp

Increasing the competence of shelter staff and social workers of the CF on algorithms of actions in such situations

Care, cooking, covering household needs

Involvement of state social workers

There is a lack of social workers in rural areas

Comprehensive approach to solving the problem at the regional and/or national levels

People in need of care should be placed in appropriate conditions

Programmes that help prevent strokes, cardiovascular diseases, and addiction treatment programmes

Repair work, arrangement of personal space (where many people live in the room)

Systematise and establish a single mechanism for resolving issues with geriatric institutions at the state level

Thus, the survey results indicate an urgent need of the additional services and programs to improve the quality of life of people in temporary accommodation facilities, especially for those requiring external care. Heads and social workers emphasize the importance of medical examinations, socio-psychological support, and a comprehensive approach to addressing issues at the local and state levels.



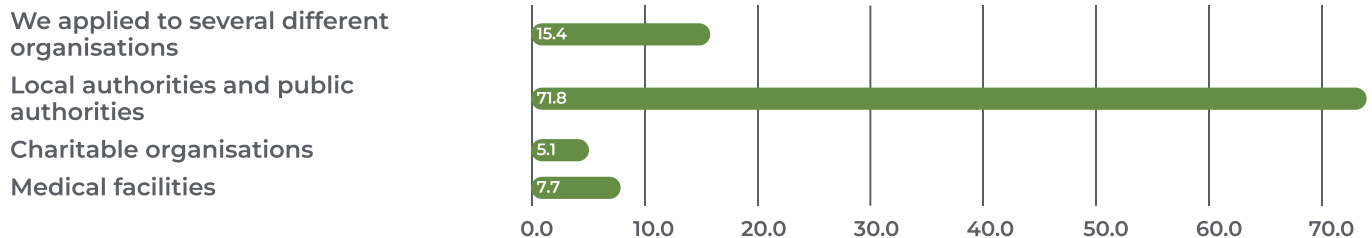
Collaboration with the organizations on providing social services and resettlement of IDPs needing external care

The analysis of the collaboration between the heads of temporary accommodation facilities and government authorities, non-governmental organizations, and charitable foundations helps identify challenges and improve communication and service delivery efficiency. It is also crucial to resettle IDPs in appropriate facilities and create suitable living conditions, including physical accommodation, a safe environment, and social integration. Collaboration with various organizations facilitates the mobilization of resources to furnish housing, meet basic needs, and provide psychological support. Studying these aspects will help develop effective support mechanisms and improve living conditions for IDPs.

Most heads of temporary accommodation facilities **(96,5%) know** where to turn if they identify individuals requiring external care and/or unable to care for themselves. Only **3,5%** of the heads **do not have this information**.

According to the survey, **51,8%** of the heads of temporary accommodation facilities **contacted** relevant services to get assistance with resettling persons needing external care, while **48,2% did not do so**.

Organizations contacted by heads of temporary accommodation facilities:



The distribution by type of the organization shows that most requests were directed to local government and state authorities, highlighting the significant role of these institutions in providing assistance.

Most of these requests were made **orally (88%)**, while **12%** were made in **writing**.

According to the survey, **80%** of the heads of temporary accommodation facilities reported that their issue **was resolved**, while **20%** indicated that the problem remained **unresolved**.

The main reasons for unresolved issues included the person's refusal **(35,7%)**, lack of available spaces **(35,7%)**, insufficient number of social workers **(7,1%)**, and refusal without explanation **(21,4%)**.

These data indicate significant challenges in the social services sector that require further attention and resolution.

Based on the survey of social workers, before turning to charitable foundations, **30%** of the heads of temporary accommodation facilities **contacted** regional or district state administrations regarding the resettlement of beneficiaries to facilities equipped with necessary means of unimpeded access. This indicates that a significant portion of the heads of temporary accommodation facilities consider it essential to ensure conditions for individuals needing external care.)


However, **13,3%** of the heads of temporary accommodation facilities **did not contact** administrations on such issues. Additionally, **56,7%** of social workers **indicated that they were unaware of such requests from the heads of temporary accommodation facilities**. This points to a certain level of unawareness among social workers regarding the actions of the heads of temporary accommodation facilities in the area of beneficiary resettlement.


Before applying to you, did the ICC managers apply to regional and district state administrations to relocate beneficiaries to temporary accommodation facilities that are equipped with the necessary means of unimpeded access



- Yes – 30.0%
- No – 13.3%
- I don't know – 56.7%

Responses regarding the results of the requests:

 «... Potential beneficiaries refused to move to palliative care facilities, as they have to pay 75% of their pensions and there will not be enough funds for the necessary medicines»

 «... Some applied to the state social services, but were refused due to the lack of vacancies in specialized institutions»


According to the survey results, **67,9% of social workers** also **contacted** social services centres, territorial centres for social services (providing social services), and social-medical institutions for assistance with resettlement of the individuals needing external care. Meanwhile, **32,1% did not contact** such services.

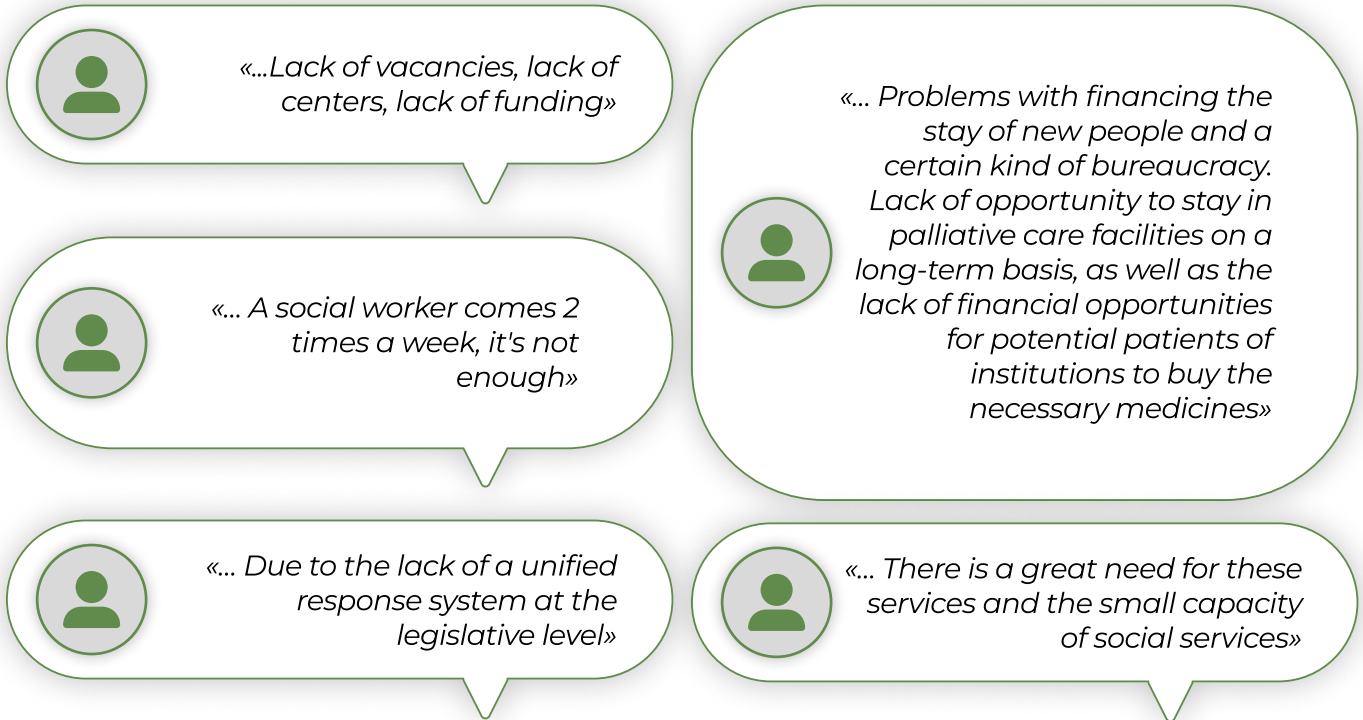
Social workers primarily made these requests **orally (73,7%)**, with some making written requests **(10,5%)** and others using both **oral and written methods (15,8%)**.

Issues reported by respondents **were resolved in 41,7% of cases**, while another **41,7%** stated that the issues remained **unresolved. Problems were partially resolved for 4,2%** of respondents, and another **12,5%** reported other outcomes.

Among the **reasons** for unresolved issues, social workers identified:

 «... Social services do not know what to do with such people, they have enough of their locals to accompany them»

 «...Social protection workers said that their task was only to issue certificates to IDPs»



«...Lack of vacancies, lack of centers, lack of funding»

«... Problems with financing the stay of new people and a certain kind of bureaucracy. Lack of opportunity to stay in palliative care facilities on a long-term basis, as well as the lack of financial opportunities for potential patients of institutions to buy the necessary medicines»

«... A social worker comes 2 times a week, it's not enough»

«... Due to the lack of a unified response system at the legislative level»

«... There is a great need for these services and the small capacity of social services»

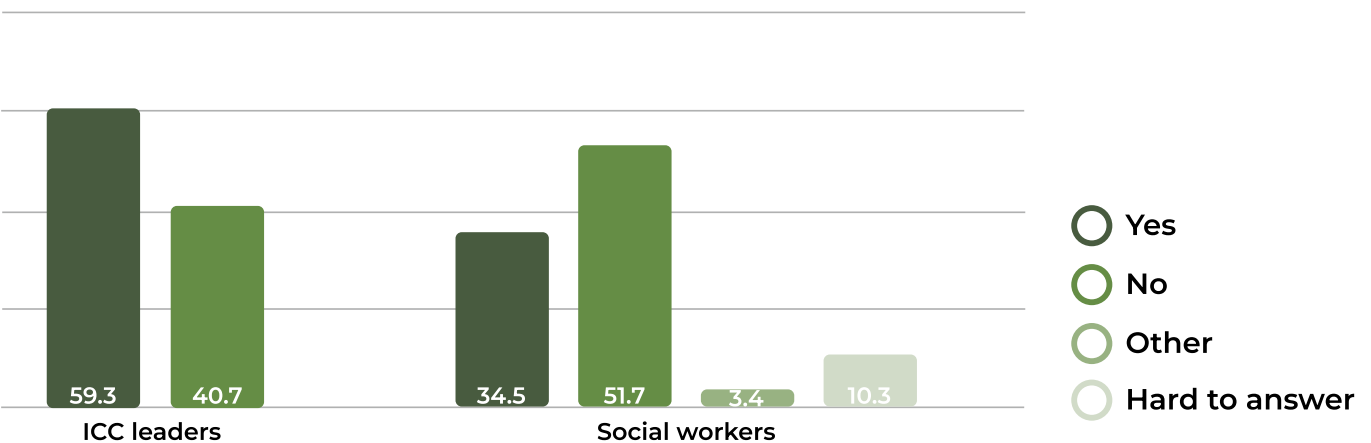
Responses of the social workers and heads of temporary accommodation facilities (TAFs) regarding difficulties in cooperation with local authorities and organizations in providing services to individuals needing external care show significant differences in experience.

Among social workers, **32,1%** reported the presence of difficulties, whereas **64,3%** indicated no such issues, and **3,6%** could not give a definitive answer.

In contrast, only **6,5%** of the heads of TAFs acknowledged the existence of difficulties, while the majority (**93,5%**) reported no problems.

Most heads of TAFs (**59,3%**) believe that having TAF status improves communication with local self-government bodies, social services, and organizations, whereas **40,7%** do not note such an improvement.

Among social workers, only **34,5%** believe that TAFs status improves communication, **51,7%** do not notice any impact, **3,4%** have a different opinion, and **10,3%** find it difficult to determine.





Thus, the analysis of cooperation issues between heads of TAFs and social workers with authorities and other organizations revealed significant challenges, particularly in the area of resettling individuals needing external care. Although most heads of TAFs know where to get assistance, the effectiveness of oral requests remains low.

The main problems include a lack of proper communication, limited resources, insufficient number of social workers, and the absence of an unified response system at the legislative level. This underscores the need of the improved cooperation and systematic support at the legislative level to ensure effective provision of social services and resettlement of IDPs needing care.



Conclusions

During the research there were formulated conclusions regarding the needs, problems, and challenges faced by the internally displaced persons (IDPs) requiring external care in temporary accommodation, as well as support measures to improve their lives and social protection.

The analysis of the needs of internally displaced persons (IDPs) indicates a significant number of people in temporary shelters who require external care, medical assistance, as well as social and psychological support. The assessment of living conditions by the heads of temporary accommodation facilities (TAFs) indicates a satisfactory but not optimal level, highlighting the need to improve conditions and provide quality services to ensure a dignified life and social protection.

The problems in providing social services to IDPs who require external care are multifaceted and require a comprehensive approach. The main problems include barriers in accessing social services, the need for care, psychological and social support, financial assistance, and improvement of living conditions. The causes of these problems include age, health status, untimely requests for assistance, neglect, unsatisfactory living conditions, and imperfect legislation.

Developing effective strategies to address these problems is key to ensuring an adequate level of assistance and improving the quality of life of this vulnerable category of the population.

Supporting individuals who require external care remains important to ensure their dignity and improve their quality of life. The main measures of TAF managers are focused on medical examinations and consultations, social and psychological support, and preventive measures. However, there is a need to expand individual support plans and attract additional resources, including businesses and NGOs.

Most TAF managers and social workers emphasize the need of the additional services and programs, such as specialized facilities, expanding geriatric boarding houses, and creating conditions for treatment and rehabilitation. A comprehensive approach will promote the provision of adequate care and support of vulnerable categories of the population, improving their lives and integration into new communities.

The analysis of cooperation between TAF managers and authorities, public organizations, and charitable foundations revealed significant challenges in the resettlement of IDPs requiring external care. Although most TAF managers know where to get assistance, the effectiveness of these appeals remains insufficient. Oral appeals prevailed among the forms of communication, often leading to ineffective problem-solving.

Survey results indicate problems with communication between social workers and TAF managers. Many social workers were unaware of the managers' appeals regarding the resettlement of beneficiaries. Limited resources, an insufficient number of social workers, and the absence of an unified response system at the legislative level were identified. This underscores the need to improve cooperation and systemic support at the legislative level to ensure the effective provision of social services and the resettlement of IDPs requiring care.

Recommendations

To improve the situation and to solve the identified issues, the following steps need to be taken:

Improving Living Conditions

- Repair and upgrade of the temporary accommodation facilities to enhance safety, comfort and accessibility.
- Equip specialized facilities for people with physical disabilities, including accessible toilets and showers.
- Install heating and cooling systems to maintain optimal temperatures throughout the year.
- Ensure proper ventilation and natural lighting in the premises to enhance overall comfort and health of the residents.
- Create recreational areas to improve the psychological well-being of the residents.

Social and psychological support

- Implement a needs assessment and case management system for IDPs requiring external care.
- Ensure an individualized approach for each IDP to provide the most effective assistance.
- Develop and implement psychological support programs for IDPs requiring external care, including individual and group consultations.
- Organize psychosocial activities and events to enhance integration and social interaction of IDPs.
- Provide financial support for IDPs requiring external care to cover basic needs and expenses.

Medical Support and rehabilitation

- Creation of the mobile medical units to serve IDPs in remote areas.
- Develop and implement telemedicine programs to provide access to medical consultations and examinations for IDPs.
- Ensure regular visits to TAFs by doctors or paramedics/nurses to provide timely medical assistance.
- Develop and implement rehabilitation programs for people requiring external care.
- Trainings for relatives and caregivers on methods of care and support for individuals requiring rehabilitation.

Enhancing the competence of temporary accommodation facility managers

- Organize trainings and educational programs for TAF managers on shelter management, providing support to IDPs, and ensuring their safe and comfortable living conditions.
- Provide specialized training on working with vulnerable populations, including skills in interacting with people requiring external care.
- Train TAF managers in professional writing of requests to obtain additional resources and support for IDPs requiring external care.
- Create a platform for experience exchange among different TAFs to integrate best practices in management and support of IDPs.

Increasing the number of government social workers and enhancing their competence

- Conduct systematic training and educational programs for government social workers on relevant topics, including case management, monitoring, intercultural communication and working with vulnerable groups.
- Organize joint programs and projects with NGOs to increase the effectiveness of social services.
- Provide support and supervision for social workers to reduce burnout.
- Engage volunteers to assist social workers in their tasks.

Improving cooperation between NGOs, businesses, government and local authorities

- Create an unified coordination platform to ensure the effective interaction among all stakeholders.
- Strengthen cooperation with businesses and NGOs to attract the additional financial and material resources.
- Hold regular coordination meetings to improve cooperation and interaction among various organizations involved in supporting IDPs.
- Engage external experts to conduct seminars and workshops to enhance professional skills and improve intersectoral cooperation.

Advocacy and legislative changes

- Develop guidelines for TAF managers on the steps to take when identifying people requiring external care.
- Develop new legislative acts or amend existing ones to improve social and psychological support for IDPs requiring external care.

Information campaign

- Conduct information activities for TAF managers, social workers, government and local authorities, IDPs, and other stakeholders to raise awareness about existing problems and ways to solve them.
- Develop and distribute informational materials to inform IDPs about their rights and opportunities.

Expanding the network of specialized facilities

- Create and expand the network of specialized medical facilities, geriatric boarding houses, and rehabilitation centers for IDPs requiring external care.
- Ensure access to these facilities in remote and hard-to-reach areas.

Engaging the international partners

- Develop strategic partnerships with the international organizations and foundations to obtain additional financial support and resources to improve living conditions and social protection for IDPs requiring external care.
- Exchange experiences and best practices with international partners to implement innovative approaches in providing social services and managing temporary accommodation facilities.
- Participate in international forums and lobby at the international level to raise awareness of the problems faced by IDPs requiring external care and attract resources for their support.

Enhancing the competence of NGO social workers

- Organize specialized trainings on working with vulnerable populations and skills in interacting with people requiring external care.
- Include special courses and practical trainings on drafting written requests to obtain additional resources and support for IDPs requiring external care.

Implementing these recommendations will improve the quality of life for individuals requiring external care in temporary accommodation facilities, ensure timely and quality support, and enhance the efficiency of social services and TAF management.