



**CORE**



# IDP Information Centers in Dnipro Region

W4UA MATCHMAKING PROGRAM

# SUMMARY

## GOAL

- **What?** Build information capacity of state informational centers for IDPs
- **Where?** Dnipro region
- **What?** Provide updated and relevant information on available assistance, services, opportunities, and minimum specialized social and legal support

## TARGET AUDIENCE

~1,000 IDPs per month in Dnipro region including the most vulnerable

## BUDGET

170,000 USD (6 month period)

## LOCAL PARTNER

NGO “Digital Dnipro Region”

NGO “Unity of responsible citizens”

## GOVERNMENTAL PARTNER

Dnipro State Military Administration

# BACKGROUND

Since the war has started, **230 000 IDPs** have applied to Dnipro State Military administration for information and services

Dnipro State Military administration has organized **177 points** for provision services to IDPs

IDPs lack information on:

- available services provided by the government/INGOs/local NGOs
- IDPs' rights and available opportunities
- legal and technical assistance in bureaucracy routine (for ex. filing documents for gaining IDP status).



Photo credit: Official [website](#) of Kryvyi Rih Local Administration

# PROBLEM STATEMENT

Dnipro State Military administration is **struggling to cover the needs of all arriving IDPs** as the warfare persist in the nearing territories

Dnipro State Military administration has assessed the needs for covering IDPs with services and information, and identified considerable **gaps in technical capacity** as well as lack of trained personnel to deliver services

**Vulnerable IDPs require special technical assistance** and attention of trained personnel especially when applying for state services or humanitarian aid



Photo credit: [Vgoru.org](https://vgoru.org)  
Line to the Humanitarian Headquarter in Kryvyi Rih



# SOLUTION

## Ensure availability of information for IDPs

### HOW

- **Built capacity** of state Informational centers for IDPs; ensure provision of technical online/offline consultations of a social services/legal adviser
- **Support multi-format platform** for dissemination of information via telephone line (for people who prefer verbal communication, especially elderly), and via digital format solutions (with built-in connection to messengers), e-mail – for those being confident with digital tools to address IDPs' requests
- **Provide technical assistance** for local administration including procurement of special equipment to ensure smooth swift document workflow for provision of services for IDP, especially vulnerable ones; repair of state premises for administrative services

# PROEJCT INFORMATION

TA: IDPs arriving to Dnipro Region  
~1000 people to be assisted monthly

3 IDPs centers in Dnipro Region



<b>Cost Category</b>	<b>Total USD</b>
Consultants to provide services for IDPs (legal/social)	60,000
Special Equipment	60,000
Maintenance of IDPs centers	30,000
Administrative costs	20,000
<b>Total Cost</b>	<b>170,000</b>



# RISK MITIGATION

**RISK #1** - black out or shortage of electricity resulting in impossibility to access digital information

**Mitigation:**

- printing and distribution of leaflets with information in the centers for administrative services
- engagement of more social/legal consultants to provide offline consultations
- ensure additional power supply via generator

**Risk #2** – Lack of partner capacity

**Mitigation:**

- ensure strong collaboration with the local government so that the activities are implemented with their full support and capacity





# IMPLEMENTORS

## CORE

<https://www.coreresponse.org/>

Crisis response organization that brings immediate aid and recovery to underserved communities.

- Since March 2022, CORE has provided support for more than 200,000 people in Ukraine addressing emergency humanitarian needs (food, NFI, shelter assistance)
- Since July 2022, the CORE has supported "Humanitarian center Hospitable House" - the biggest IDPs hub in Odesa city providing informational services for IDPs and first humanitarian aid items. During that time "Humanitarian center Hospitable House" has helped more than 50,000 IDPs

## NGO Digital Dnipro Region

Charity foundation aiming to develop digital tools for services in Dnipro region in close cooperation with Dnipro State Military administration

## NGO Unity of Responsible Citizens

NGO Unity of Responsible Citizens NGO aiming to help the most vulnerable and people with disabilities Since the beginning of the war, NGO supports IDPs in collaboration with the local authorities



**Access to information empowers IDPs and citizens to obtain comprehensive and vitally important assistance and services**

**It equips them with knowledge and a right to request and receive information**

**With timely and update information, IDPs and citizens are prepared to respond to the drastic challenges caused by the war**

**CORE**

Community Organized Relief Effort

[www.coreresponse.org](http://www.coreresponse.org)