



CONCEPT NOTE ON NGO REFERRAL MECHANISMS FOR RETURNING AND DISPLACED UKRAINIANS

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The views expressed herein can in no way be taken to reflect the official opinion of the Council of Europe.

INTRODUCTION

The full-scale war has caused mass forced migration of Ukrainians abroad. According to the Commissioner of the Verkhovna Rada of Ukraine for Human Rights, as of the end of 2024, since February 24, 2022, more than 6.3 million Ukrainian citizens have been registered in European countries as persons in need of temporary international protection. Almost 560,000 more Ukrainian citizens are outside Europe.

According to research conducted by Cedos, a significant proportion of Ukrainian refugees—namely 25%—plan to return home, while 16% plan to live between two countries (abroad and in Ukraine). At the same time, 38% have adapted in their host countries, found employment and education for their children, and are not currently considering returning. Another 21% remain in a state of uncertainty due to instability both in Ukraine and in their host countries.

Despite the gradual adaptation of Ukrainian refugees abroad, there is now an urgent need to create a support system for safe and dignified return home, especially for people belonging to vulnerable population groups. One of the components that can contribute to building such a system is a referral mechanism within non-governmental organizations for returnees and displaced Ukrainians.

The concept of the referral mechanism was developed to flexibly respond to the diverse needs and risks of each category of returnees and to ensure a truly individualized approach. Each case is accompanied by a specialist with the necessary expertise, which guarantees that specific needs are taken into account and that support is provided in line with international human rights standards.

Each organization involved in the referral mechanism must promptly inform partner entities about any changes, including updates to the list of available services (expansion or reduction), contact details, and physical location, to ensure effective coordination with beneficiaries.

Whenever possible, it is recommended to collaborate with Ukrainian embassies and consulates abroad. These institutions can assist in disseminating information about the referral mechanism — for example, through consular registration or community information events.

NGOs should also systematically incorporate feedback by collecting questions and common challenges faced by individuals planning to return. This feedback should be used to revise informational materials and support procedures accordingly.

The updating of official information on return procedures (such as border crossing rules or changes in legal regulations) is coordinated by designated organizations within the mechanism or by an appointed moderator for the information component. This responsible organization is determined through a partnership agreement or regional coordination group.

Both formal and informal communication within the network (information updates, responses to inquiries, dissemination of clarifications) is carried out through agreed channels — such as a shared platform, newsletters, or messaging apps — under the moderation of an authorized representative responsible for the communication flow.

PRINCIPLES OF THE REFERRAL MECHANISM

- ✓ **Continuous communication.** We — Ukrainian and European NGOs working together to support safe return and relocation — maintain real-time communication with each individual. Even a short interruption in contact can lead to the loss of documents or access to assistance.
- ✓ **Personal responsibility.** Each case is assigned to a dedicated specialist. A case is transferred further only after confirmed acceptance, preventing gaps in support and ensuring continuity.
- ✓ **Prioritizing vulnerable groups.** Persons with disabilities, older adults, and other vulnerable individuals receive priority support and protection within the mechanism.
- ✓ **Two-way cooperation.** The mechanism functions in both directions — EU ↔ Ukraine — and involves the capacities of partner NGOs on both sides of the border.
- ✓ **«Nothing about us without us».** All decisions are made together with the displaced individuals themselves, respecting their needs, choices, and voices. The final relocation plan is confirmed only after it is approved by the individual, in line with humanitarian standards that promote beneficiary participation in decision-making.
- ✓ **Principle of voluntary and safe return.** The individual has the right to change their mind at any stage of the preparation process. If, after the risk assessment or during the planning process, it becomes clear that return is unsafe or undesirable, the NGO will support the person in identifying alternative solutions rather than encouraging or pressuring them to return.

DESCRIPTION OF REFERRAL MECHANISMS

A. Algorithm for Facilitating Return from the EU to Ukraine (from European NGOs to partners in Ukraine)

This algorithm ensures a seamless and supported transition for Ukrainian individuals and families returning from EU countries, with particular attention to vulnerable populations.

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1. IDENTIFICATION AND INITIAL CONTACT:

European and Ukrainian NGOs jointly ensure the dissemination of information about safe return opportunities through official websites, informational brochures, announcements in areas of concentrated refugee residence, and other communication channels.

An additional access point to information is **the Unity Hubs** — consultation centers for Ukrainians. These hubs provide initial consultations on voluntary return, employment, and social services, and individuals can leave their contact information for further support. NGOs may also place their informational materials about return support programs at these centers.

A European NGO receives a request from an individual or family planning to return to Ukraine and immediately explains the conditions of return, available support, and possible risks.

If the person has internet access, they are provided with a link to the «Ukraine is Home»[1] platform.

If digital tools are unavailable, the NGO provides verbal information and a short printed leaflet; if needed, the organization offers access to a computer or tablet in the office or at a partner center so the person can review the information independently.

2. VERIFICATION OF VOLUNTARINESS AND RISK ASSESSMENT:

At this stage, the referring organization provides the individual with complete and reliable information about the return process — including legal requirements, security situation, and available services upon arrival — so that the person can make an informed decision. The information is presented in clear and accessible language, taking into account the needs of persons with disabilities and other vulnerable groups, in line with international standards for voluntary, safe, and dignified return.

- ✓ Short consultation. The European NGO engages in a conversation with the individual or family to:
 - confirm that the decision to return is voluntary;
 - clarify key needs (housing, health, documentation) and possible risks during travel and after arrival;
 - identify the Ukrainian partner organization best suited to provide further support.
- ✓ Psychosocial support. If needed, the referring organization involves a psychologist or social worker to help the person emotionally prepare for the transition.
- ✓ Documentation of outcomes. The results of the conversation are recorded in a brief profile without sensitive data. This allows the Ukrainian partner to clearly understand the request and prepare support in advance, reducing the risk of repeated displacement.
- ✓ Forms and consent. The individual independently completes a short initial request form (basic contact details and preliminary needs). If a more detailed assessment is required, the returnee fills out an additional questionnaire. If the individual cannot fill out the form themselves, the NGO staff may enter the data only with written consent and must document this. Before completing any form, informed consent for the processing and transfer of personal data must be provided.

[1] This is a platform that provides information to refugees and internally displaced Ukrainians about their right to continue their stay in host countries or communities, explains opportunities and answers questions about voluntary return home, and facilitates support for the recovery and reconstruction of homes.

- ✓ Decision on referral. The European NGO assesses whether there are any grounds to deny the referral; only if none are found is the summarized information forwarded to the Ukrainian partner. The case is temporarily withheld if any of the following refusal criteria are identified (list to follow). Referral is temporarily withheld if any of the following criteria for refusal are met:
 - Lack of voluntariness – there is no signed informed consent or signs of coercion are identified.
 - Confirmed serious danger – active hostilities or other proven threats along the route or at the arrival location.
 - Legal obstacles – travel restrictions, ongoing criminal/administrative proceedings, or unresolved temporary protection status.
 - Critical documentation issues – no valid travel document can be issued in a timely manner, including a certificate of return.
 - Medical condition incompatible with travel – need for 24/7 hospital care or complex life-sustaining equipment that cannot be provided during transit.
 - No minimum option for temporary housing after border crossing – and housing cannot be arranged before departure.
 - High risk of trafficking or sexual/gender-based violence – e.g., unaccompanied minors, return to a known abuser, «employer» intermediary controls documents, no safe route or crisis accommodation available – and risk cannot be mitigated through available protection measures.

Case acceptance confirmation.

The Ukrainian NGO must confirm its readiness to accompany the case – this aligns with the principle of personal responsibility. Without such confirmation, departure preparations do not proceed. Further steps for planning the route, housing, and support services are outlined in the section «Case planning.»

3. INFORMED CONSENT: WHEN IT IS NEEDED AND WHAT IT SHOULD INCLUDE:

If the European NGO only informs the person about return conditions and does not transfer their data further, a minimal set of information (name, surname, gender, and age group) is sufficient. In this case, written consent for personal data processing is not required, as the data is collected solely to provide an informational service.

However, if the NGO intends to refer the request to a Ukrainian partner or other organizations, written consent for the transfer of personal data is required. The consent form must clearly specify:

- ✓ which data is being collected;
- ✓ for what purpose and how long it will be stored;
- ✓ who will have access to the data;
- ✓ how the person can withdraw their consent (including the contact person).

In this way, only data necessary for the specific service is collected, and consent is requested only when the information is shared beyond the initial NGO.

4. SELF-COMPLETION OF THE FORM:

To avoid transferring excessive personal data, the individual or family is offered to independently complete a short online form for the Ukrainian NGO. The European NGO provides a secure link or access to a tablet/computer on-site.

Mandatory fields (for initial contact):

- ✓ Full name
- ✓ Phone number or another preferred contact method
- ✓ Family composition and specific needs (e.g., medical, mobility)
- ✓ Current location
- ✓ Desired destination point in Ukraine

Optional fields (filled in only if necessary):

- ✓ Passport details – only if truly needed (e.g., for booking transportation or verifying status at the border)
- ✓ Information about previous assistance received, legal status, critical medical data, etc.

A note in the form explains why each data point is collected and how it will be protected. If passport details are not required at this stage, the individual may leave that field blank and provide the information directly to the Ukrainian partner later.

5. DATA TRANSMISSION:

5.1. Upon completing the form, the data is transmitted to the Ukrainian NGO through a secure folder in Google Workspace for Nonprofits or another cloud platform recommended by the local TechSoup partner.

The platform provides:

- ✓ Secure data storage (servers located in the EU or Switzerland)
- ✓ Access limited to authorized personnel
- ✓ Access and action logs
- ✓ Two-factor authentication (2FA)

How to connect a data-sharing platform:

Ukrainian NGOs verify their status via TechSoup Ukraine (techsoup.org/uk-UA).

Foreign NGOs register at google.com/nonprofits and verify via their national TechSoup partner (e.g., TechSoup Polska, Stifter-helfen in Germany).

Once verified, the organization creates work accounts, secure folders on Google Drive or another platform (e.g., Proton Drive, Tresorit), and sets up 2FA.

5.2. Backup procedure (if platform access is unavailable):

- ✓ The form is exported as a file (CSV or PDF)
- ✓ The file is encrypted (AES-256, 7-Zip)
- ✓ It is emailed, and the password is sent via a separate channel (Signal, WhatsApp, SMS)

5.3. In exceptional cases (e.g., no internet in the field), it is permitted to transmit only minimal data by phone (name, contact, location, key need) after verbal consent. Full information is uploaded once internet access is restored.

6. CASE PLANNING:

After receiving the profile, the Ukrainian NGO appoints a case manager based on the return region and specific needs. The manager reviews the received information, clarifies any necessary details with the individual (either directly or through partners in the EU), and prepares a preliminary individual plan. This plan covers accommodation, transportation, medical support, border pick-up, and a list of involved partners. After the first conversation with the beneficiary, the plan is adjusted and finalized in coordination with them.

The plan must include clear border pick-up instructions, specifying:

- ✓ who will meet the person (e.g., a Ukrainian NGO representative wearing a branded vest);
- ✓ the exact meeting point (specific border crossing location);
- ✓ a method of communication with the European side;
- ✓ the phone/messenger contact of the person meeting the returnee, as well as a backup contact.

A representative from the Ukrainian (or, if needed, European) NGO accompanies the beneficiary from the border or hands over the case to colleagues if the place of residence is far from the border crossing. Then, transport is arranged to a safe location in Ukraine (temporary shelter, accommodation center, etc., according to the agreed plan).

The choice of transportation is made individually: standard cases use regular routes (bus, train), while persons with disabilities or limited mobility are provided with special transport. Before departure, the case manager discusses with the person any alternative options (such as another route, overnight stay along the way, or emergency contact numbers).

Step-by-step case preparation (This scheme can also be provided to the beneficiary for clarity):

- ✓ Initial contact and data collection – consultation, short form, and informed consent.
- ✓ Information exchange between NGOs – decision by the European NGO, profile transfer, and confirmation of acceptance by the Ukrainian NGO.
- ✓ Joint planning – assignment of a case manager, development and approval of an individual action plan.

- ✓ Travel preparation – closing of matters in the host country, purchasing of tickets (independently or with donor support), preparation of documents and belongings.
- ✓ Accompanying letter – the European and Ukrainian NGOs prepare a letter with contact details and a brief description of the support; this letter is given to the beneficiary in case of checks or questions.

Travel with a large animal. If a person is traveling with a large animal, the case manager:

- ✓ verifies the presence of a veterinary passport, vaccinations, and an EU Animal Health Certificate (or arranges urgent issuance);
- ✓ books certified transport (luggage compartment, livestock trailer) and coordinates the border crossing point with veterinary control;
- ✓ ensures a pre-arranged temporary placement for the animal after arrival (shelter, private stable).

The cost of transportation and veterinary procedures is included as a separate line in the return assistance program budget.

7. JOURNEY HOME:

Once logistical details are agreed upon, the individual or family travels by regular public transport (bus or train). The Ukrainian and European NGOs:

- ✓ Provide clear instructions on the route and border crossing
- ✓ Assist in reaching the departure point
- ✓ Remain in contact 24/7 via phone or messaging apps to remotely resolve any difficulties during the journey (delays, schedule changes, border control issues)

Communication is ensured through:

- the personal phone number of the case manager (calls, SMS, WhatsApp/Signal);
- a backup 24/7 hotline of both NGOs;
- a shared chat (beneficiary + European and Ukrainian case managers) with scheduled checkpoints such as «departed / crossed border / arrived».

The person receives an accompanying letter in Ukrainian and the language of the host country. It includes NGO contacts, a brief program description, and a request for assistance in case of delays or checks. The letter (along with a QR code containing the same information) can be presented to border guards, transport staff, or police to confirm the legality of the journey and quickly connect with responsible parties.

NGOs provide a pre-departure checklist, which includes:

- a list of required documents (passport, children's birth certificates, medical certificates, pet documents if applicable);
- a list of essential items for the trip;
- contacts of responsible persons on both sides.

During trip preparation, the case manager verifies that the person has all necessary documents (travel, medical, authorization). If any documents are missing, they assist in advance—for example, by coordinating with the embassy to issue a return certificate or replacement documents if the passport is lost.

Usually, tickets are purchased by the individual or family. If needed, costs may be partially or fully reimbursed by partner organizations, donors, or national/municipal return programs.

In more complex cases (e.g., persons with limited mobility), special transportation is arranged.

At the border, the individual or family is met by a representative of the Ukrainian NGO, assisted with formalities and luggage, and escorted to a safe accommodation—whether returning to their own home or settling temporarily as internally displaced persons in another community.

The entire route is monitored in real time: the European NGO notifies about the departure, and the Ukrainian partner confirms reception. This ensures a smooth handover without disruptions.

8. RECEPTION AND REINTEGRATION:

Preparation Before Arrival

When the return date is known in advance, the NGO escorting the repatriation informs the receiving community about the family composition, specific needs, available documents, and expected requests. The community appoints a responsible focal point — usually a social worker or another authorized specialist. Together they agree on **a starter package of services for the first 72 hours**, which includes temporary accommodation, routes to the Administrative Service Center (CNAP), primary healthcare facilities, schools or kindergartens, and social services.

If there is no local NGO present, the community immediately prepares a referral map to regional institutions and partners. In such cases, all subsequent steps are executed directly by the community, while maintaining remote contact with the NGO that accompanied the family to ensure targeted consultations.

First 72 Hours After Arrival

The community organizes basic support to ensure urgent stabilization:

- ✓ Assistance with registration at the CNAP, if necessary.
- ✓ Enrollment with a family doctor and an initial health screening.
- ✓ Referral to social services for access to basic support schemes.
- ✓ Contact with the education department and an introductory meeting at the nearest school or kindergarten.
- ✓ Provision of a short community handbook (addresses, phone numbers, online links).
- ✓ Assignment of a responsible community focal point to coordinate further steps.

Where possible, a local NGO case manager is also involved to strengthen the support process.

First Week: Needs Assessment

A structured needs assessment is carried out jointly by social services and the family, with NGO participation if available. Core domains include:

- ✓ **Housing:** adequacy of current accommodation, barriers to long-term housing, family's financial capacity.
- ✓ **Documentation and Status:** availability of foreign documents (permits, certificates, diplomas), need for legalization or recognition, replacement of lost papers.
- ✓ **Children's Education:** enrollment in schools, diagnostic testing, assessment of Ukrainian language skills via interviews or school screening.
- ✓ **Adult Employment:** skills profile, need for qualification recognition, retraining, resume preparation, readiness for employment or small business start-up.
- ✓ **Health:** access to primary medicine, psychosocial support, and specialized care if required.
- ✓ **Social and Cultural Adaptation:** awareness of local rules and services, mediation needs, participation in community initiatives.

90-Day Individual Reintegration Plan

Developed together with the family, this plan specifies responsibilities, timelines, and clear steps.

- ✓ **Education & Language Support for Children:** school or kindergarten enrollment, class teacher or mentor assignment, supplementary Ukrainian lessons, remedial classes or tutors, individualized learning plans. If places are unavailable, referral to nearby schools or the regional education department.
- ✓ **Employment & Skills for Adults:** registration with the employment center, career counseling, resume and job platform profiles, interview training, retraining courses, diploma recognition, digital literacy training. For those interested — business plan development and microgrant applications. Short motivational sessions with a psychologist may also be included.

- ✓ **Documentation & Recognition:** list of documents requiring legalization or recognition, guidance on where to submit applications, referrals to migration services, CNAP, educational institutions, and relevant ministries.
- ✓ **Health:** registration with a family doctor, planned medical visits, referrals to psychosocial services and specialized clinics.
- ✓ **Housing:** pathway to stable housing — municipal social housing, long-term rental with subsidy, or private rental via NGO/business partners. A responsible party and timeline for reviews are assigned.
- ✓ **Social Integration:** introduction to the community returnee council, youth/women's councils, social facilitators, cultural and sports clubs, or volunteer initiatives.

90-Day Individual Reintegration Plan

- ✓ **Community:** provides basic services within the first 72 hours; appoints a focal point; conducts needs assessments; drafts and reviews the individual plan; works with schools on education and language support; coordinates access to healthcare and social services; maintains a referral registry and ensures services are delivered; maintains contact with the NGO that escorted the family.
- ✓ **NGOs (if involved):** escort families to the community, transfer needs dossiers, participate in initial accompaniment and needs assessment, assist with specialized service referrals, and provide consultations to the community as needed.

Referral Pathways

- ✓ **Education:** local education departments, schools, regional education offices.
- ✓ **Employment:** employment centers, regional retraining programs, partner NGOs, business associations.
- ✓ **Documentation:** CNAP, migration services, consular offices, civil registry bodies, educational institutions for recognition.
- ✓ **Health:** primary care centers, psychosocial services, specialized clinics.
- ✓ **Housing:** municipal housing offices, communal enterprises, partner rental agencies, social housing.
- ✓ **Social Integration:** returnee councils, youth/women's councils, facilitators, cultural and sports groups.
- ✓ **Diaspora Links:** coordination with Ukrainian diaspora abroad for information on the needs of families planning to return.

Referral Pathways

Checkpoints are set at 14, 30, and 90 days. The responsible focal point verifies whether children are attending school and receiving language support, whether adults are engaged in work or training, whether progress is made towards stable housing, and whether medical and social services are accessible. After each checkpoint, the individual plan is updated. Complex cases are escalated to the deputy mayor or regional service authorities.

9. POST-MONITORING AND FEEDBACK:

Once the case manager has completed the accompaniment and key social support measures (usually 2–3 months after arrival), the individual or family is invited to voluntarily complete a short feedback questionnaire — either online or by phone. With respondent consent, the feedback is combined with internal post-monitoring to identify any unmet needs, evaluate the effectiveness of support, and improve the referral and reintegration model going forward.

Overview of the stages of the referral mechanism (EU to Ukraine)

Stage	Key Actions	Responsible Parties	Key Results
1. Identification and Initial Contact	Identification of person/family, basic information provision	European NGO	Registered request, initial contact established
2. Motivation and Risk Assessment	Brief interview with person/family to assess motivation, resources, and concerns about return	European NGO	Basic assessment of risks and needs for further planning
3. Informed Consent	Explanation of terms, signing of consent form for data sharing	Ukrainian NGO	Officially signed consent to share personal data
4. Self-Completion of Form	Form filled out online or on site with NGO support. Data: documents, family composition, needs, etc.	Individual, European NGO (technical support)	Standardized data form prepared for transfer
5. Information Transfer	Secure form transfer to Rokada via platform or other agreed channel	European NGO	Case received by Rokada for further action
6. Case Planning	Assignment of case manager, data analysis, development of return plan, coordination with partners	Ukrainian NGO	Individual return plan and support measures ready

7. Travel	Route organization, instructions, transport (self or special), border meeting	Individual, European NGO, Ukrainian NGO, partners	Safe arrival in Ukraine with support
8. Reception and Reintegration	Reception, temporary housing, primary services, monitoring, referrals	Ukrainian NGO, partners, state services	Returnee integrated in community, services provided
9. Post-Monitoring and Feedback	Voluntary feedback (online/phone), collection of follow-up info	Ukrainian NGO	Unmet needs identified, recommendations for improvement

Specialized Support for Key Vulnerable Groups: Individualized Assistance Services by Vulnerability Category

Vulnerability Category	Identified Specific Needs	Key Services Provided by 'Rokada' and Partners
Unaccompanied Children	High risk of being lost, need for guardianship, document restoration, psychological trauma.	Assignment of guardian, support in dealing with official authorities, legal assistance, psychological support, medical examination, temporary guardianship.
Families with Children	Housing, reunification with parents, schools/ kindergartens for children, psychological support for children.	Assignment of case manager, housing search (including temporary housing), priority access to humanitarian aid, reunification support, liaison with schools/ kindergartens, psychological counseling.
Persons with Disabilities	Special transport/ accommodation needs, rehabilitation equipment, uninterrupted access to healthcare, disability registration.	Status assessment, medical escort/ special transport, access to barrier-free environments, support worker assignment, family doctor contact, provision of assistive devices.

People with Chronic Illnesses	Continuous treatment, access to medication, psychological support, medical supervision.	Continuity of treatment via Ministry of Health/WHO, registration with a local doctor, prescription renewal, access to psychologist/psychiatrist, specialist referral.
Single Mothers	Socio-economic support, housing, work, childcare, psychological stress.	Priority in receiving benefits, housing or temporary shelter, employment support, legal advice, therapy.
Elderly People	Health and physical condition monitoring, medication access, isolation, document recovery, psychological trauma.	Status review with a social worker, document restoration, psychosocial support, home care (if needed), community integration, primary healthcare access.

B. Referral Algorithm for Transfers from Ukraine to the EU (from Ukrainian to European NGOs)

This mechanism outlines a structured process to support safe and organized relocation from Ukraine to EU countries, prioritizing vulnerable individuals through coordinated action between Ukrainian NGOs and a network of European NGO partners.

1. CASE IDENTIFICATION IN UKRAINE

The process begins when individuals contact a Ukrainian NGO through regional offices or a hotline. Requests may come from internally displaced persons (IDPs) themselves, their relatives, local authorities, or other civil society organizations.

«Rokada» case managers register the request and verify the departure context, including current location, level of threat (e.g. active hostilities, destroyed housing), and availability of resources.

Social and demographic data is recorded in detail: family composition, age, health status, disabilities, and other specific needs. Priority is given to the most vulnerable groups, such as persons with limited mobility, people with disabilities, older adults, large families, single mothers/fathers, and pregnant women.

2. DETERMINING DESTINATION COUNTRY AND IDENTIFYING NGO PARTNER

Based on the case assessment, the optimal destination country is selected. This takes into account personal preferences (e.g. presence of relatives, language skills) and specific needs (e.g. medical, social, educational).

«Rokada» contacts its partner network to identify a competent receiving NGO in the chosen country. The scope and nature of support is agreed upon, including transport logistics, accommodation, and initial accompaniment. Once confirmed, «Rokada» documents all relevant details and shares them with the receiving partner.

3. PRE-DEPARTURE PREPARATION

Once the partner is selected, the Ukrainian NGO prepares all preconditions for travel. This includes verifying and preparing the passport and visa documentation: ID/passports, IDP/refugee certificates, birth certificates, medical records, and exit permits for minors.

Managers assist in document restoration and notarization of powers of attorney if needed. Logistics include route confirmation (bus, train, or air) and passenger escort arrangements. Specialized transport is provided for people with special needs (e.g. disability, limited mobility).

All travel details (departure time, gathering points, contacts) are thoroughly coordinated between «Rokada» and the receiving NGO to ensure seamless reception and ongoing support.

4. ARRIVAL AND RECEPTION IN THE DESTINATION COUNTRY

The receiving organization welcomes people at the agreed location (e.g. border crossing, train station) and provides immediate priority services. This usually includes short-term housing (hotel rooms, dormitories, host families) and humanitarian aid (food packages, clothing, hygiene items, local SIM cards).

Staff provide orientation on registration procedures, available social services, and the rights of displaced persons under the EU Temporary Protection Directive.

Psychological support, legal advice, and medical guidance are provided as needed.

5. ONGOING SUPPORT AND COORDINATION

Following the relocation, the Ukrainian NGO maintains regular contact with the European receiving NGO.

Case managers share updates on beneficiaries' status and current needs (e.g. long-term medical care, community integration, family reunification).

Case management systems are regularly updated to track integration progress and respond quickly to emerging challenges.

This two-way monitoring ensures comprehensive protection and coordinated follow-up for displaced individuals.

Overview of the stages of the referral mechanism (Ukraine to EU)

Stage	Key Actions	Responsible Parties	Key Results
1. Case Identification in Ukraine	Contacting 'Rokada', registering the request, verifying departure circumstances, collecting socio-demographic data, prioritizing vulnerable groups.	Ukrainian NGO	Case registered with complete data and identified needs.

2. Determining Destination Country and Partner	Needs assessment, identification of optimal country, partner selection from EU NGO network, agreement on scope of support.	Ukrainian NGO	Destination country identified and partner confirmed.
3. Pre-Departure Preparation	Documentation (passports, IDs), travel logistics (route, escort), coordination with border and transport services.	Ukrainian NGO	Departure prepared, documents ready, logistics and transport agreed.
4. Arrival and Reception in Destination Country	Reception of beneficiaries, provision of temporary housing and urgent aid, orientation and access to services.	European NGO	Safe arrival, initial accommodation, informed beneficiaries.
5. Ongoing Support and Coordination	Monitoring of needs and status, regular updates in case management, response to new challenges.	Ukrainian NGO, European NGO	Comprehensive protection and consistent follow-up.

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