




EASTERN PARTNERSHIP
CIVIL SOCIETY FORUM



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Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation

**Part I. An overview of the needs and challenges
faced by psychological and legal aid providers**



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This publication provides a brief overview of the needs of Ukrainian psychological and legal aid providers and the challenges they face in the context of the Russian Federation's war against Ukraine. The information was prepared based on the results of a survey conducted by the NGO Human Rights Vector at the beginning of 2023 among representatives of the public and non-governmental sectors, which provide psychological and/or legal aid in circumstances of war after the full-scale invasion of the Russian Federation into the territory of Ukraine.

This publication will be helpful to representatives of online help lines, representatives of Ukrainian and foreign non-governmental organizations, state authorities, local governments, donor organizations, lawyers, attorneys, mediators, psychologists, psychotherapists, representatives of the medical community, social workers, researchers and anyone interested in this topic.

The publication uses a photo from the website https://www.canva.com/uk_ua

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INTRODUCTION

After February 24, 2022, Human Rights Vector NGO, like many other organizations, rapidly reformatted its work. Having analyzed where and how we could be most useful, we have organized the online helpline providing psychological and legal aid. The helpline for psychological and legal assistance by Human Rights Vector NGO was launched on April 12, 2022 in response to the consequences of the full-scale invasion of Ukraine by the Russian Federation. Initially, it was called “Psychological and legal assistance for persons with disabilities under martial law”, which reflected our main target audience, and later, responding to the requests we received, we expanded the circle of people who could benefit from our assistance because the persons affected by war, unfortunately, is increasing every day.

This year resembled a very fast hurdle race, and sometimes it was hard to see those running next to us beyond an arm’s reach, what challenges we faced and what more could be done. For instance, many organizations and initiatives may be providing a similar type of assistance at the same time, but each of them has special features and important achievements. By understanding the big picture, we can join forces and analyze different practices to better help those in need.

For this reason, in early 2023, the team of Human Rights Vector NGO surveyed representatives of initiatives, organizations, institutions, individual specialists, and activists who provide psychological and legal aid. We held a two-day conference “Psychological and Legal Aid to Survivors of War: One Year after the Full-Scale Invasion of Ukraine by the Russian Federation and Current Challenges», which has been evaluated by the participants as an important and helpful event. On February 17-18, 2023, the conference gathered Ukrainian and foreign speakers and 117 participants from Ukraine and abroad from various professional communities, including legal, psychotherapeutic, medical and

other experts, who represented both governmental and non-governmental sectors.

The conference helped many to exchange experiences, establish new partnerships, look at their activities from a new angle, analyze the challenges faced by representatives of different communities, discuss their own achievements and the experience of others during this extremely difficult crisis period, and find new solutions and inspiration in each other's example. After all, people in Ukraine and abroad are doing incredible things that help so many people and bring our Victory closer.

We would like to help disseminate further the important experiences of providing psychological and legal aid online during the war of the Russian Federation against Ukraine and share an overview of the needs of Ukrainian providers of psychological and legal aid and the challenges they face. We have prepared the publication “Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation”, which consists of two parts:

- “Part I. An overview of the needs and challenges faced by psychological and legal aid providers”,
- “Part II. Directory of Psychological and Legal Aid Providers Assisting Survivors of the Russian Federation’s War against Ukraine”.

These publications can assist in:

- providing better assistance to people affected by the war in Ukraine, e.g. by sharing additional information about the services of various initiatives;
- finding a helpline or initiative that provides relevant aid;
- finding partners for cooperation in Ukraine and abroad;
- sharing experiences in Ukraine and abroad;
- summarizing and recording different experiences of assistance provision;
- looking for joint solutions to the new challenges;
- developing and conducting further in-depth research.

Part I¹ is a report based on the research outcomes. Part II² is a guide that can be used by both the aid-providers and those seeking assistance for themselves or their families.

We invite you to actively use and distribute both publications.

I express my sincere gratitude to the team of the Human Rights Vector NGO, psychologists, lawyers, helpline operators – all those who are working together to help us survive these terrible events and bring Ukraine's Victory closer!

Together we are stronger!

*Valeriia Rybak,
Director, Human Rights Vector NGO*

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- 1 Providing Online Psychological and Legal Aid During the First Year of the Full-Scale Invasion of the Russian Federation to Ukraine. Brief Overview of the Needs and Challenges Faced by Psychological and Legal Aid Providers. Part 1/Rybak V. — Kyiv: NGO Human Rights Vector, 2023. — <https://hrvector.org/en/reports/23-03-20-p1>
 - 2 Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation. Directory of psychological and legal aid providers assisting survivors of the Russian Federation's war against Ukraine. Part II. /V. Rybak, O. Bondarenko. — Kyiv: NGO "Human Rights Vector", 2023. — <https://hrvector.org/en/publications/23-03-20-p2>

METHODOLOGY

This publication presents results and conclusions of a survey conducted by the NGO Human Rights Vector with the purpose of preparation of publication about initiatives which provide psychological and/or legal aid in the conditions of the war of the Russian Federation against Ukraine.

The main objectives of the survey:

- A) to collect experiences of providing psychological and legal aid online in the conditions of the war of the Russian Federation against Ukraine;
- B) to conduct a brief overview of the needs of Ukrainian providers of psychological and legal aid and the challenges they face.

The survey was conducted online using a questionnaire³ developed specifically for this research. The respondents described their activities, achievements and challenges that emerged in 2022, as well as discussed the help they need to continue and improve their activities.

The survey was conducted from January 17 to February 5, 2023. The team of Human Rights Vector NGO did not intend to survey all existing providers of online psychological and/or legal aid. Yet, we made every effort to reach as many initiatives and helplines working after the full-scale invasion as possible. The announcement was through the channels of Human Rights Vector NGO⁴, information portals “Gurt”⁵ and “Hromadskyi Prostrir”⁶.

3 You can find the questionnaire at the link: <https://bit.ly/3QOQfnw>

4 Links to the site and pages of social networks of the Human Rights Vector NGO – <https://hrvector.org/contact>

Examples of published announcements:

<https://hrvector.org/podiyi/23-01-19-publ>; <https://bit.ly/3D1Dmkj>;

<https://fb.me/e/2EpdBCCiN>; <https://bit.ly/3XjSBML>; <https://bit.ly/3XchKsA>;

<https://bit.ly/3jFdYKL>

Only the mentioned publications received a reach of 102,035 internet users.

5 <https://gurt.org.ua/news/informator/83727/>

6 <https://www.prostrir.ua/?news=dodajtk-svoyu-initsiatyvu-pro-nadannya-onlajnovojipsyholohichnoji-ta-pravovoji-dopomohy-v-umovah-vijny-do-zbirky-publikatsij>

It was disseminated among partners, media, all regional state administrations, inviting them to participate in the survey and/or distribute the announcement.

We received 43 responses: 32 responses to the online form and 11 responses by email and regular mail. Respondents presented various types of online psychological and legal aid provided by state bodies, institutions, civil associations, foundations and private individuals. Seven responses from the local authorities and local self-government bodies informed about the absence of such helplines and aid initiatives or the distribution of the survey announcement. **Thus, 36 responses are considered 100% in this report.**

Public sector

16 responses (44%)

State and municipal agencies	10
Executive authorities	4
Local self-governance	1
Representative of the Government Commissioner in the regional administration	1

Non-governmental sector

20 responses (56%)

Non-governmental organizations	12
Private individuals	4
Charity foundations	3
Private entrepreneurs	1

For the most part, specialists in the field of law, psychology and psychotherapy are involved in the initiatives for aid provision (33 responses). There are also descriptions of the volunteer community initiatives which provide psychoemotional support, public activities of private individuals in the form of support groups and efforts to share their own experience in solving legal issues.

A detailed description of the initiatives presented in the survey is provided in the second part of the publication “Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation: Directory of

Psychological and Legal Aid Providers Assisting Survivors of the Russian Federation’s War against Ukraine”⁷.

1. Launch of help lines and aid initiatives

Most of the aid providers who took part in the survey began their activities as a reaction to the full-scale invasion of the Russian Federation on the territory of Ukraine and were established after February 24, 2022. The help lines and initiatives which had been functioning before that day, have expanded their activities, in particular by increasing the range of issues for which the aid is provided, the range of beneficiaries or the volume of responses to requests.

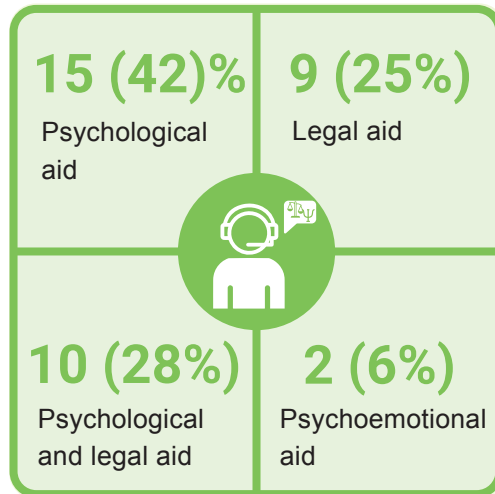
Providers have launched their activities:

after February 24, 2022	20 (56%)
before February 24, 2022	16 (44%)

⁷ Psychological and Legal Aid Online during the First Year of the Full-Scale Invasion of Ukraine by the Russian Federation. Directory of psychological and legal aid providers assisting survivors of the Russian Federation’s war against Ukraine. Part II. / V. Rybak, O. Bondarenko. — Kyiv: NGO “Human Rights Vector”, 2023. — <https://hrvector.org/en/publications/23-03-20-p2>

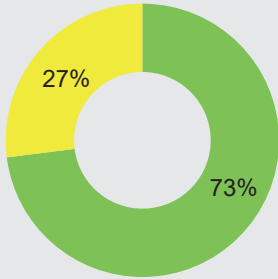
2. Types of aid

Most of the providers represented in the survey specialize in psychological aid (15 – 42% of all respondents), legal aid is provided by 9 (25%), comprehensive – psychological and legal aid is also provided by 10 (28%).



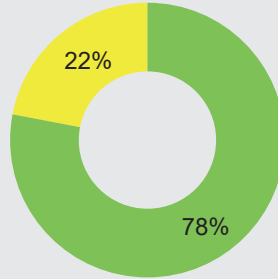
Psychological, legal and psychoemotional aid in some cases are combined with others, such as: humanitarian, medical, educational, informational, aid related to the social protection of the population.

Psychological aid
15 (42%)



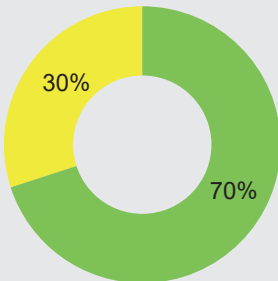
- Exclusively psychological aid – 11 (73%);
- Psychological or other aid, services – 4 (27%)

Legal aid
9 (25%)



- Exclusively legal aid – 7 (78%);
- Legal and other aid, services – 2 (22%)

Psychological and legal aid
12 (28%)

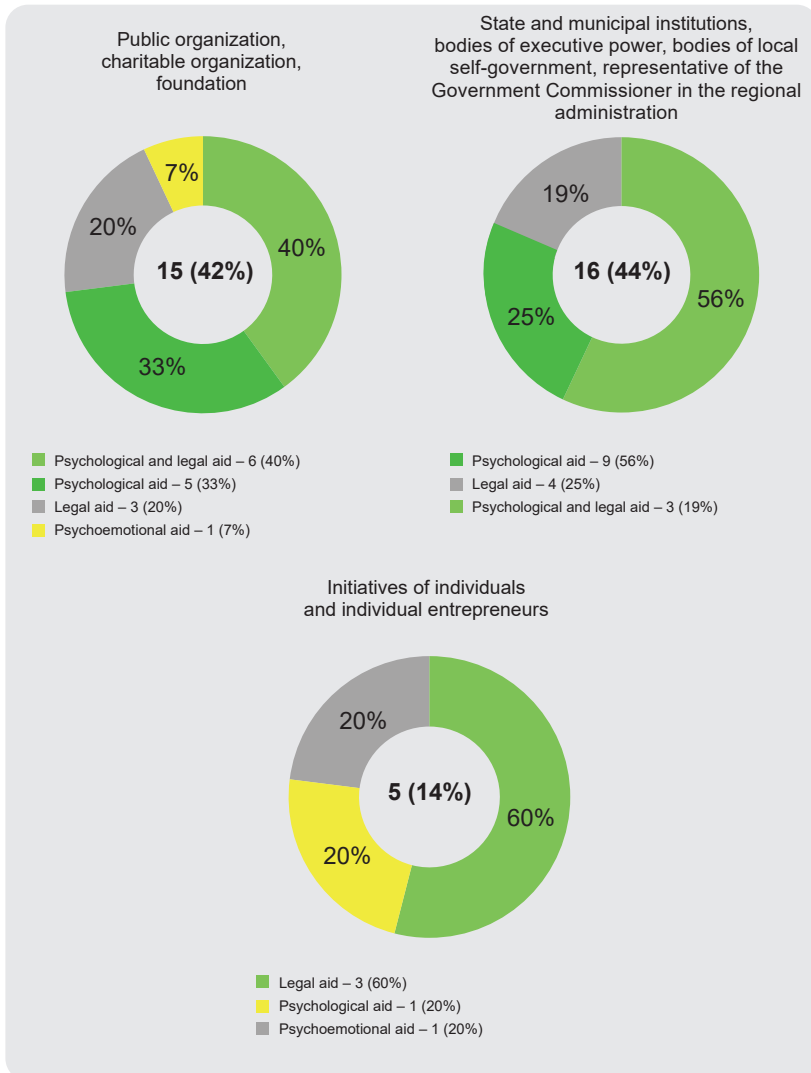


- Exclusively psychological and legal aid – 7 (70%);
- Psychological, legal and other aid, services – 3 (30%)

Psychoemotional aid
2 (6%)



Creators of initiatives and helplines, as well as species assistance:



3. Ways of communication with the applicants for aid provision

The initiatives described by the respondents provide aid in a variety of ways, including providing one-off advice or long-term aid, interacting with a person directly, or creating a dedicated online product.

In 33 (92%) cases out of 36 respondents described initiatives where a person can get legal or psychological aid by directly talking to a relevant specialist:

- accepting requests by phone calls – 20 (56% of all respondents);
- accepting requests in calls by using chatbots, messengers, Google forms, e-mail – 8 (22%);
- accepting text requests via chatbot, messengers, Google form and providing further advice – 5 (14%).

The survey has received 3 answers about the bot, thanks to which, with the help of algorithms, it is possible to find a template answer to legal questions for Ukrainians who were forced to flee abroad from the consequences of war; 1 vlog on YouTube, where in several videos a private person records recommendations on current legal issues; 1 Facebook page which contains blog-posts about community activism and mutual aid to overcome the effects of war.

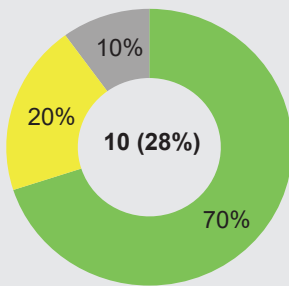
4. Territorial coverage of aid provision

The majority of providers of psychological and legal aid who took part in the survey provide aid to beneficiaries from the entire territory of Ukraine (25 – 69% of all respondents), more than half of them (16 – 64% of initiatives that provide assistance to applicants from the entire territory of Ukraine) belong to the non-governmental sector. At the same time, their aid often extends to the beneficiaries who are abroad, individual providers define priority regions, but are not limited to them.

In more than half of cases (17 – 47% of all respondents) help lines and aid initiatives accept applications and provide aid to beneficiaries who are abroad. In this case, these are mostly initiatives founded by non-governmental, charitable organizations, foundations, and private individuals. As already mentioned, these initiatives combine the provision of aid throughout the territory of Ukraine.

Less than a third of online help lines extend their activities to certain regions. Most of them belong to the public sector.

10 (28%) aid providers identify specific regions to which their aid extends. The specified regions: Kharkiv, Khmelnytskyi (2), Vinnytsia (2), Kyiv, Lviv, Odesa, Ivano-Frankivsk, Dnipropetrovsk and Sumy.



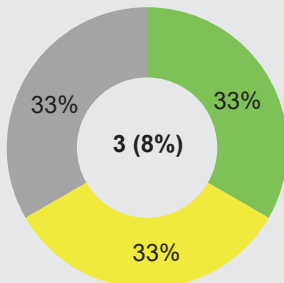
- State and municipal institutions, bodies of executive power, bodies of local self-government, Representative of the Government Commissioner in the regional administration — 7 (70%)
- Non-governmental organizations — 2 (20%)
- Volunteer initiative — 1 (10%)

Type of aid:

- Psychological aid — 7 (70%);
- Psychological and legal aid — 2 (20%);
- Legal aid — 1 (10%)

3 (8%) aid providers indicate that they have priority regions, but they can also provide aid to people throughout Ukraine and abroad.

The specified regions: Dnipropetrovsk (2), Poltava, Donetsk, Kyiv and Lviv regions

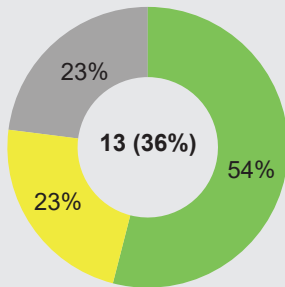


- Municipal institution — 1 (33%)
- Non-governmental organization — 1 (33%)
- Initiative of a natural person — 1 (33%)

Type of aid:

- Legal aid — 2 (67%);
- Psychological aid — 1 (33%)

13 (36%) initiatives provide aid to beneficiaries throughout Ukraine and abroad.

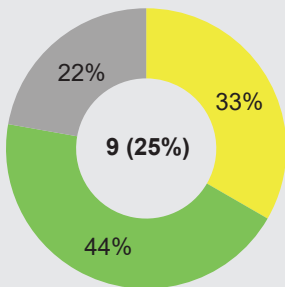


- Non-governmental organizations, charitable organizations, foundations — 7 (54%)
- State, municipal institutions — 3 (23%)
- Initiatives of natural persons, individual entrepreneurs — 3 (23%)

Type of aid:

- Psychological aid — 5 (38%);
- Legal aid — 4 (31%);
- Psychological and legal aid — 3 (23%);
- Psychoemotional aid — 1 (8%)

9 (25%) initiatives provide aid to beneficiaries throughout Ukraine



- Non-governmental organizations, charitable organizations, foundations — 4 (44%)
- State, municipal institutions — 3 (33%)
- State bodies — 2 (22%)

Type of aid:

- Psychological and legal aid — 4 (44%);
- Psychological aid — 4 (44%);
- Legal aid — 1 (11%)

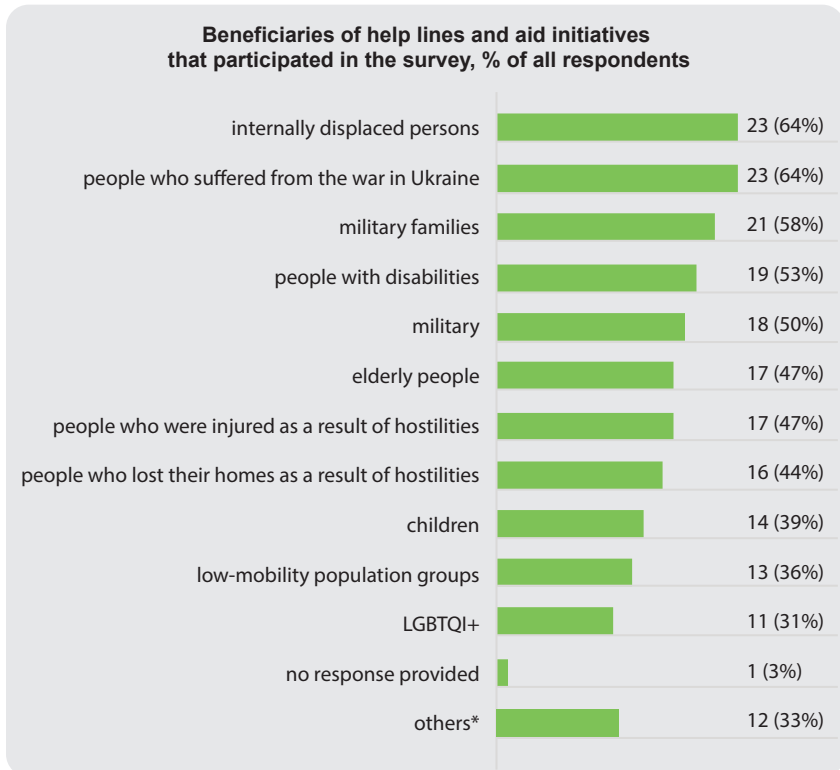
1 (3% of all initiatives) public organization provides psychological and legal aid only to Ukrainians who are abroad.

5. Categories of aid-recipients

When answering the question about who is receiving the aid, the respondents could choose one or more of the proposed options, as well as indicate their own.

First of all, the attention of help lines and aid initiatives is focused on internally displaced persons (64%), as well as people

who suffered from the war in Ukraine in general without any specific details (64%). 10 (28%) help lines and aid initiatives did not select the general category of people who suffered from the war in Ukraine, but defined a certain target audience of beneficiaries to whom they provide aid.



* victims of sexual violence; lonely people who are in social isolation; volunteers; representatives of non-governmental organizations and foundations; everyone who needs legal advice; people with mental and behavioral disorders; families of POWs, families of missing persons and people who survived captivity; veterans and members of their families, families of fallen defenders, POW's and missing persons; people with suicidal behavior; victims of gender-based violence; the population of the de-occupied territory; witnesses or victims of violence or threats of such violence.

Help lines and aid initiatives which provide psychological aid identify beneficiaries such as (% of all initiatives in this category)	
people who suffered from the war in Ukraine	13 (87%)
internally displaced persons	12 (80%)
military families	11 (73%)
people with disabilities	10 (67%)
people who lost their homes as a result of hostilities	9 (60%)
people who were injured as a result of hostilities	9 (60%)
military	9 (60%)
low-mobility population groups	9 (60%)
children	9 (60%)
elderly people	8 (53%)
LGBTQI+	5 (33%)
Others: veterans and members of their families, families of fallen defenders, POW's and missing persons, people with mental and behavioral disorders, victims of gender-based violence, people from de-occupied territories, people with suicidal behavior.	5 (33%)

Help lines and aid initiatives which provide psychoemotional aid identify beneficiaries such as (% of all initiatives in this category)	
internally displaced persons	6 (67%)
people who suffered from the war in Ukraine	5 (56%)
military families	5 (56%)
people with disabilities	4 (44%)
elderly people	4 (44%)
people who lost their homes as a result of hostilities	4 (44%)
LGBTQI+	4 (44%)
people who were injured as a result of hostilities	3 (33%)
military	3 (33%)
low-mobility population groups	3 (33%)
children	1 (11%)
others: volunteers, representatives of non-governmental organizations, foundations, any person in need of legal advice.	2 (22%)

Help lines and aid initiatives which provide psychological and legal aid identify beneficiaries such as (% of all initiatives in this category)	
internally displaced persons	5 (50%)
people who suffered from the war in Ukraine	5 (50%)
military families	5 (50%)
military	4 (40%)
people who were injured as a result of hostilities	4 (40%)
people with disabilities	4 (40%)
elderly people	4 (40%)
children	4 (40%)
people who lost their homes as a result of hostilities	3 (30%)
LGBTQI+	2 (20%)
low-mobility population groups	2 (20%)
other: victims of sexual violence, volunteers, families of POW's, families of missing persons and people who survived captivity, witnessed or those who suffered from violence or the threat of such violence.	5 (50%)

Help lines and aid initiatives which provide psychoemotional aid identify beneficiaries such as (% of all initiatives in this category)	
in one case: people with disabilities, elderly people, lonely people and people who are in social isolation	1 (50%)
in the other — an undefined circle of persons	1 (50%)

6. Timeframes of work of aid providers

As part of the survey, we asked the respondents to answer an open question about how long, in their opinion, the work of the help line or the aid initiative they represent, will be relevant. Most believe that psychological and legal aid will be needed by the target audiences with whom they work both during martial law and for a long time after the war.

Help lines and aid initiatives which provide psychological aid (% of all initiatives in this category)	
During the martial law and for a long time after the war	8 (53%)
During martial law	2 (13%)
Always	2 (13%)
During the martial law and 1 year after the war	1 (7%)
1–5 years	1 (7%)
10 years	1 (7%)
Did not respond	1 (7%)

Help lines and aid initiatives which provide legal aid (% of all initiatives in this category)	
Always	3 (33%)
During the martial law and 1 year after the war	2 (22%)
During martial law	1 (11%)
During the martial law and for a long time after the war	2 (22%)
Did not respond	1 (11%)

Help lines and aid initiatives which provide psychological and legal aid (% of all initiatives in this category)	
During the martial law and for a long time after the war	5 (50%)
During the martial law and 1 year after the war	1 (10%)
3 years	1 (10%)
Always	1 (10%)
Did not respond	2 (20%)

Help lines and aid initiatives which provide psychoemotional aid (% of all initiatives in this category)	
During the martial law and until the request remains	1 (50%)
Did not respond	1 (50%)

In the survey, we also included a request to share thoughts about the duration of the help line and/or aid initiatives' operation. For the most part, the respondents are actively determined to continue their activities, although at the moment they cannot specify the particular terms.

Non-governmental organizations, charity foundations (% of all initiatives in this category)	
It is difficult to determine, but the cessation of activity is currently not planned	6 (40%)
Constantly	4 (27%)
1 year (currently 2023) and as long as there is funding	2 (13%)
1–5 years	1 (7%)
During the martial law	1 (7%)
Did not respond	1 (7%)
State and municipal institutions, bodies of executive power, bodies of local self-government, representative of the Government Commissioner in the regional administration (% of all initiatives in this category)	
Constantly	4 (25%)
1 year (current 2023)	2 (13%)
As long as there will be funding	1 (6%)
It is difficult to determine, but the cessation of activity is currently not planned	1 (6%)
During the martial law	1 (6%)
Did not respond	7 (44%)
Individual initiatives of natural persons, individual entrepreneurs (% of all initiatives in this category)	
It is difficult to determine, but the cessation of activity is currently not planned	3 (60%)
Constantly	1 (20%)
During the martial law	1 (20%)

Help lines and aid initiatives which provide psychological aid (% of all initiatives in this category)	
It is difficult to determine, but the cessation of activity is currently not planned	5 (33%)
Constantly	4 (27%)
1 year (current 2023)	2 (13%)
1–5 years	1 (7%)
As long as there will be funding	1 (7%)
Did not respond	2 (13%)

Help lines and aid initiatives which provide legal aid (% of all initiatives in this category)	
Constantly	3 (33%)
It is difficult to determine, but the cessation of activity is currently not planned	3 (33%)
During the martial law	1 (11%)
Did not respond	2 (22%)

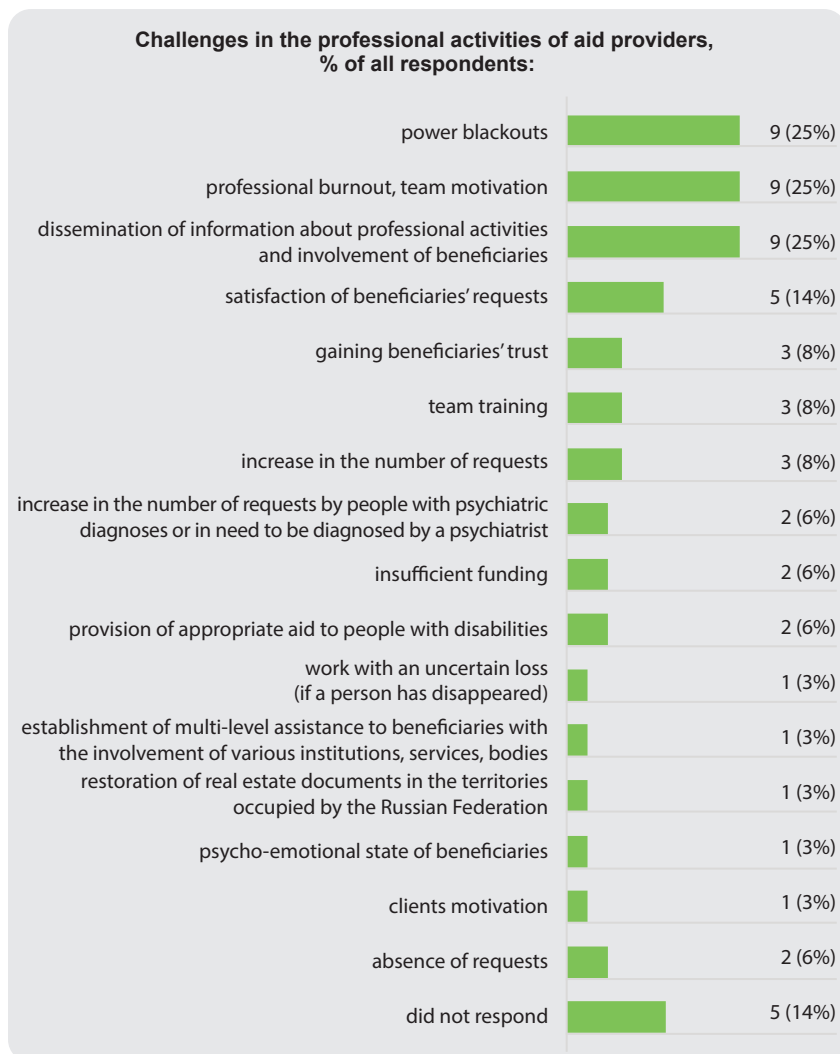
Help lines and aid initiatives which provide psychological and legal aid (% of all initiatives in this category)	
Constantly	2 (20%)
During the martial law	2 (20%)
1 year (currently 2023) and as long as there is funding	2 (20%)
It is difficult to determine, but the cessation of activity is currently not planned	1 (10%)
Did not respond	3 (30%)

Help lines and aid initiatives which provide psychoemotional aid (% of all initiatives in this category)	
It is difficult to determine, but the cessation of activity is currently not planned	2 (100%)

7. Challenges in the professional activities of aid providers

The survey included an open question: «What is the biggest challenge for your work now?» to which most of the respondents answered that for them it is power blackouts, professional burnout,

dissemination of information about their activities and engaging the target audience.



Help lines and aid initiatives which provide psychological aid (% of all initiatives in this category)	
dissemination of information about professional activities and involvement of beneficiaries	5 (33%)
professional burnout	4 (27%)
power blackouts	3 (20%)
gaining the trust of beneficiaries	2 (13%)
team training	2 (13%)
increase in the number of requests by people with psychiatric diagnoses or in need to be diagnosed by a psychiatrist	2 (13%)
increase in the number of requests	1 (7%)
work with an uncertain loss (if a person has disappeared)	1 (7%)
insufficient funding	1 (7%)
establishment of multi-level assistance to beneficiaries with the involvement of various institutions, services, bodies	1 (7%)
absence of requests	1 (7%)
did not respond	2 (13%)

Help lines and aid initiatives which provide legal aid (% of all initiatives in this category)	
satisfaction of beneficiaries' requests	3 (33%)
power blackouts	3 (33%)
building partnerships	1 (11%)
dissemination of information about professional activities and involvement of beneficiaries	1 (11%)
professional burnout and team motivation	1 (11%)
restoration of real estate documents in the territories occupied by the Russian Federation	1 (11%)
psychoemotional condition of beneficiaries	1 (11%)
did not respond	1 (11%)

Help lines and aid initiatives which provide psychological and legal aid (% of all initiatives in this category)	
professional burnout	4 (40%)
dissemination of information about professional activities and involvement of beneficiaries	3 (30%)
power blackouts	2 (20%)
increase in the number of requests	2 (20%)
satisfaction of beneficiaries' requests	2 (20%)
insufficient funding	2 (20%)
gaining the trust of beneficiaries	1 (10%)
team training	1 (10%)
provision of appropriate aid to people with disabilities	1 (10%)
did not respond	1 (10%)

Help lines and aid initiatives which provide psychoemotional aid (% of all initiatives in this category)	
power blackouts	1 (50%)
beneficiaries' motivation	1 (50%)

Non-governmental organizations, charity foundations (% of all initiatives in this category)	
power blackouts	5 (33%)
professional burnout and team motivation	4 (27%)
dissemination of information about professional activities and involvement of beneficiaries	4 (27%)
increase in the number of requests	3 (20%)
increase in the number of requests by people with psychiatric diagnoses or in need to be diagnosed by a psychiatrist	2 (13%)
insufficient funding	2 (13%)
gaining the trust of beneficiaries	2 (13%)
team training	1 (7%)
restoration of real estate documents in the territories occupied by the Russian Federation	1 (7%)
work with an uncertain loss (if a person has disappeared)	1 (7%)

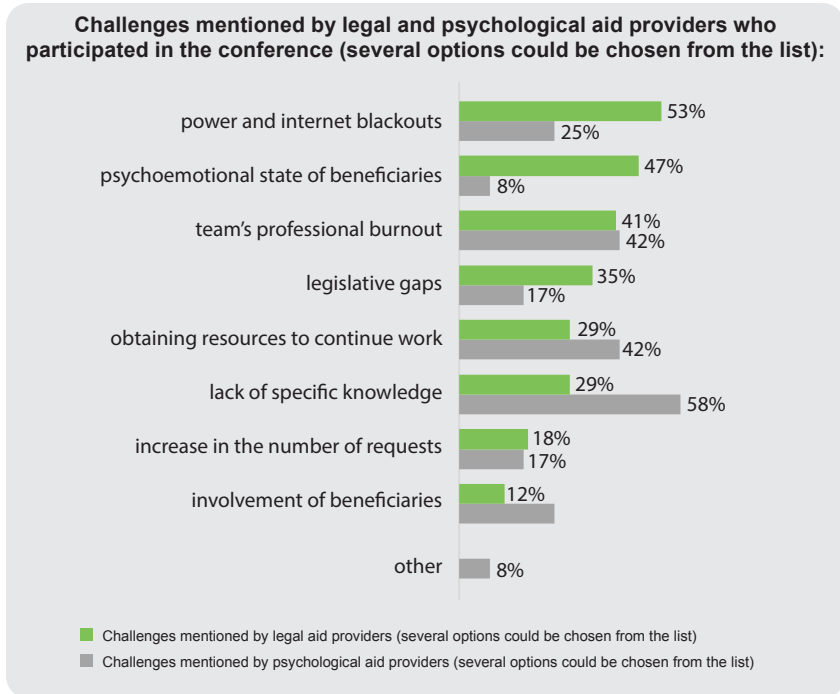
Non-governmental organizations, charity foundations (% of all initiatives in this category)	
establishment of multi-level assistance to beneficiaries with the involvement of various institutions, services, bodies	1 (7%)
psychoemotional condition of beneficiaries	1 (7%)
did not respond	2 (13%)
State and municipal institutions, bodies of executive power, bodies of local self-government, representative of the Government Commissioner in the regional administration (% of all initiatives in this category)	
professional burnout	5 (31%)
dissemination of information about professional activities and involvement of beneficiaries	3 (19%)
satisfaction of beneficiaries' requests	3 (19%)
power blackouts	3 (19%)
establishment of multi-level assistance to beneficiaries with the involvement of various institutions, services, bodies	1 (6%)
gaining the trust of beneficiaries	1 (6%)
team training	1 (6%)
no challenges	1 (6%)
did not respond	3 (19%)
Individual initiatives of natural persons, individual entrepreneurs (% of all initiatives in this category)	
satisfaction of beneficiaries' requests	2 (40%)
dissemination of information about activities and engaging clients	1 (20%)
power blackouts	1 (20%)
team training	1 (20%)
building partnerships	2 (40%)
motivation of beneficiaries	1 (20%)
no challenges	1 (20%)

The NGO Human Rights Vector held a two-day conference «Psychological and Legal Aid to War Victims: One Year After the Full-Scale Invasion of the Russian Federation in Ukraine and Current Challenges» on February 17-18, 2023⁸. Among the goals of the event were also discussions about common challenges faced by different providers of psychological and legal aid and ways to solve these complex issues.

The conference was attended by 117 participants from Ukraine and abroad who represented various professional communities: legal, psychotherapeutic, medical and others. The conference was attended by representatives of governmental and non-governmental organizations. Most of the participants of the event represented the non-governmental sector. Thus, on the first day when the provision of legal aid was discussed, 18% of the participants represented governmental and 82% – non-governmental. On the second day, when the provision of psychological aid was discussed, 10% of the participants represented the governmental sector and, accordingly, 90% represented the non-governmental sector.

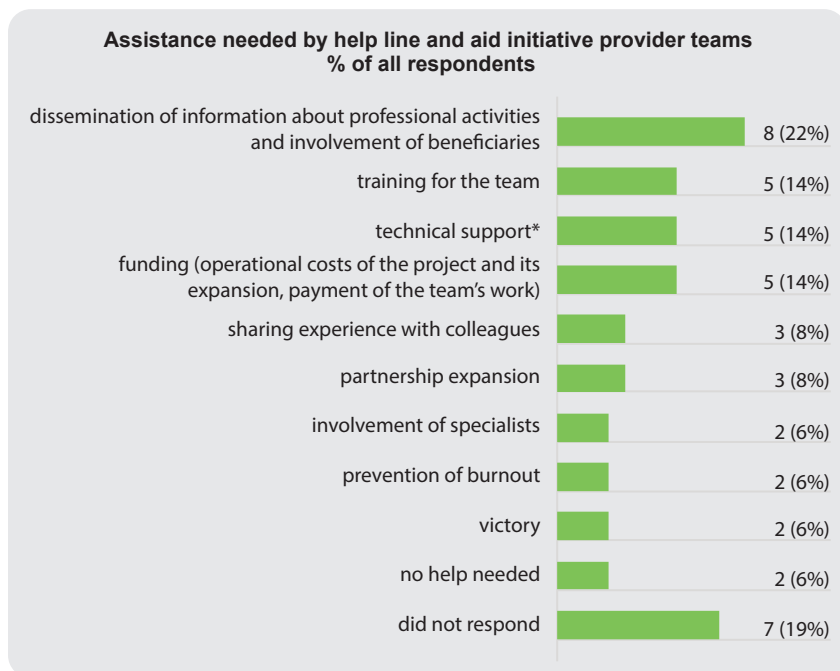
8 The conference “Psychological and legal assistance for war victims: A year of experience following the full-scale invasion by the Russian Federation into Ukraine and modern challenges” – <https://bit.ly/3I5tJE7>
Reflections on the year; the conference “Psychological and legal assistance for war victims: A year of experience following the full-scale invasion by the Russian Federation into Ukraine and modern challenges” – <https://hrvector.org/en/events/23-03-08-ce>

During the conference, polls about the current challenges were conducted, thereafter the following results were obtained:



8. Assistance needed by teams of aid providers

The survey included an open question: «What help does your team need (if any) for the operation of the helpline/hotline?» to which most of the respondents answered that they now need help in dissemination of information about professional activities and involvement of beneficiaries, conducting training for the team on the topics they work in, technical support and funding.



* premises, means of communication and devices which will work regardless of the availability of electricity, mobile communication and the Internet, provision of modern gadgets)

Help lines and aid initiatives which provide psychological aid (% of all initiatives in this category)	
Dissemination of information about professional activities and involvement of beneficiaries	4 (27%)
Technical support	4 (27%)
Team training	3 (20%)
Sharing experience with colleagues	1 (7%)
Expansion of partnerships	1 (7%)
Funding	1 (7%)
Involvement of additional specialists	1 (7%)
Did not respond	2 (13%)

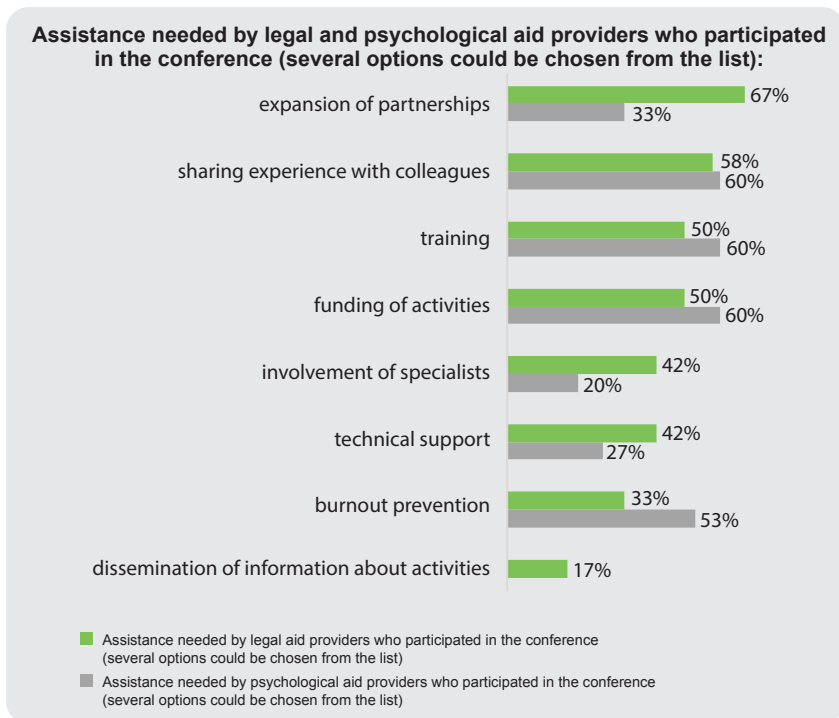
Help lines and aid initiatives which provide legal aid (% of all initiatives in this category)	
Funding	2 (22%)
No help needed	2 (22%)
Involvement of specialists	1 (11%)
Expansion of partnerships	1 (11%)
Prevention of burnout	1 (11%)
Dissemination of information about professional activities and involvement of beneficiaries	1 (11%)
Did not respond	1 (11%)

Help lines and aid initiatives which provide psychological and legal aid (% of all initiatives in this category)	
Dissemination of information about professional activities and involvement of beneficiaries	3 (30%)
Sharing experience with colleagues	2 (20%)
Funding	2 (20%)
Training for the team	2 (20%)
Victory	2 (20%)
Prevention of burnout	1 (10%)
Expansion of partnerships	1 (10%)
Technical support	1 (10%)
Did not respond	3 (30%)

Help lines and aid initiatives which provide psychoemotional aid (% of all initiatives in this category)	
Dissemination of information about professional activities and involvement of beneficiaries	1 (50%)
Did not respond	1 (50%)

Non-governmental organizations, charity foundations (% of all initiatives in this category)	
Dissemination of information about professional activities and involvement of beneficiaries	4 (27%)
Funding	4 (27%)
Sharing experience with colleagues	2 (13%)
Training for the team	2 (13%)
Victory	2 (13%)
Prevention of burnout	1 (7%)
Technical support	1 (7%)
No help needed	2 (13%)
Did not respond	3 (20%)
State and municipal institutions, bodies of executive power, bodies of local self-government, representative of the Government Commissioner in the regional administration (% of all initiatives in this category)	
Technical support	4 (25%)
Training for the team	3 (19%)
Dissemination of information about professional activities and involvement of beneficiaries	2 (13%)
Involvement of specialists	1 (6%)
Prevention of burnout	1 (6%)
Sharing experience with colleagues	1 (6%)
Did not respond	4 (25%)
Individual initiatives of natural persons, individual entrepreneurs (% of all initiatives in this category)	
Dissemination of information about professional activities and involvement of beneficiaries	2 (40%)
Involvement of specialists	2 (40%)
Expansion of partnerships	2 (40%)
Funding	1 (20%)

During the poll conducted among the participants during the conference «Psychological and Legal Aid to War Victims: One Year After the Full-Scale Invasion of the Russian Federation in Ukraine and Current Challenges»⁹ on February 17-18, 2023, mentioned in the previous section, participants were also asked about the help they needed as providers of psychological and/or legal aid. The following results were received:



9 The conference “Psychological and legal assistance for war victims: A year of experience following the full-scale invasion by the Russian Federation into Ukraine and modern challenges” – <https://bit.ly/3I5tJE7>
 Reflections on the year; the conference “Psychological and legal assistance for war victims: A year of experience following the full-scale invasion by the Russian Federation into Ukraine and modern challenges” – <https://hrvector.org/en/events/23-03-08-ce>

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Grants are available for civil society organizations from Eastern Partnership and EU countries. Key areas of support — democracy and human rights, economic integration, environment and energy, connections between people, social and labor policy.

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