



2024

**Overview of needs and challenges
of the specialist of helping
professions who provide
assistance to the victims of war**



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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 Russia's war against Ukraine. The information provided is based on the results of surveys among representatives of the public and non-governmental sectors who have been providing psychological and/or legal assistance in the conditions of military hostilities after the full-scale invasion of Russia into the territory of Ukraine. The surveys have been conducted by the NGO «Human Rights Vector» in early 2024.

This publication might come in use to psychologists, psychotherapists, the medical community, social workers, lawyers, attorneys, mediators, representatives of Ukrainian and foreign non-governmental organizations, state authorities, local governments, donor organizations, researchers, and all interested parties.

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Introduction

At the time of writing of this report, the people of Ukraine have been in a full-scale war against Ukraine for the third year, and it has been ten years since the occupation of the Autonomous Republic of Crimea and the territories of the Luhansk and Donetsk regions. It was the beginning of this bloody war.

The UN Human Rights Monitoring Mission in Ukraine (UNHRM) has reported over ten thousand civilians dead and almost twenty thousand wounded as a result of the war in these two years. The real numbers are likely to be much higher. Millions of people across the country have lost their homes and been forced to flee or have suffered other hardships due to lack of access to basic services. The hostilities led to damage and destruction of hundreds of medical and educational facilities, which significantly affected children's access to education and the population's ability to receive medical services. Damage to critical infrastructure facilities related to energy and grain exports threatened livelihoods, especially during winter. Cities have been destroyed.¹

Millions have become internally displaced in Ukraine or have been forced to escape abroad.²

1 Two-year update. Protection of civilians: impact of hostilities on civilians since 24 February 2022 – <https://bit.ly/4aMp4C3>

2 Ukraine – Area Baseline Assessment (Raion Level) – Round 33 (February 2024), IOM – <https://bit.ly/4c15sLo>

Thousands of men and women have been conscripted to defend Ukraine in the army, and many are no longer with us – almost 31,000 soldiers since the beginning of the full-scale war.³

In two years of full-scale war, we heard 33,700 air raid alarms.⁴

And yet, we continue to live and fight.

A crucial part of the invincibility of the Ukrainian people is the ability to help each other, even if those who help experience all these horrors of war themselves. Therefore, it is important to be attentive to oneself, to understand one's capabilities, needs, and challenges, to seek system solutions to problems, and to cooperate. This is what this publication is dedicated to.

This publication presents the results of surveys among providers of assistance to war victims, in particular psychological and legal assistance, from the public and non-governmental sectors, conducted by the NGO «Human Rights Vector» within the framework of the «Helping Those Who Help» project⁵:

1. Online survey «On the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine» which the respondents

3 «War in Numbers: How Ukraine and Ukrainians Have Changed Over the Past Year», BBC Ukraine, Anastasia Zanuda, February 23, 2024: <https://www.bbc.com/ukrainian/articles/cv28871qdv8o>

4 Anthology of Lies / VoxCheck, <https://t.me/voxcheck/4822>

5 The project «Helping Those Who Help» was implemented by the NGO «Human Rights Vector» with the financial assistance of the European Union within the framework of the «Resilience» Program. The Resilience Program is a 30-month project funded by the European Union and implemented by ERIM (Equal Rights & Independent Media) in partnership with Black Sea Trust, Eastern Europe Foundation, Human Rights Houses Foundation and Human Rights House in Tbilisi. The project is aimed at strengthening the resilience and effectiveness of war-affected CSOs and members of civil society affected by the war in Ukraine, including independent media and human rights defenders. More about the project: <https://hrvector.org/podiyi/23-12-14-14.12.23>

participated in by filling out a Google questionnaire ⁶. The survey lasted from April 3 to April 23, 2024.

2. Online survey during the conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance»⁷ which the respondents participated in by using the Mentimeter program on April 3, 2024.

The purpose of the research is to identify general trends in the provision of assistance to victims of the war between Russia and Ukraine in 2024, in particular, the kinds of assistance and its beneficiaries, as well as the challenges and needs of the assistance providers.

In the summary of this report, one may also find a comparison with last year's research conducted by the NGO «Human Rights Vector», the results of which are presented in the report «Online Psychological and Legal Assistance During the First Year of the Full-Scale Invasion of the Russian Federation into Ukraine. A Brief Overview of the Needs of Psychological and Legal Assistance Providers. Part 1.» ⁸.

Human Rights Vector's team did not aim to get answers from all or most of the providers of psychological, legal, and other assistance to the victims of war. However, we have attempted to inform as many specialists in helping professions in the public and non-governmental sectors about the surveys as possible. The

6 <https://bit.ly/4aMLP8L>

7 More about the results of the conference: <https://hrvector.org/podiyi/24-04-05-03.04.24>

8 Online Psychological and Legal Assistance During the First Year After the Full-Scale Invasion of the Russian Federation into Ukraine. A Brief Overview of the Needs of Psychological and Legal Assistance Providers. Part 1. / Rybak V. — Kyiv: NGO «Human Rights Vector», 2023. — 36 p. — <https://hrvector.org/zviti/23-03-15-1>

announcements were posted on the information platforms of the NGO «Human Rights Vector»⁹, as well as the information portals «Gurt»¹⁰ and «Prostir.UA»¹¹. We have sent the information to partners, media, and all regional state administrations, inviting them to participate in the survey, conference, or distribution of the relevant announcements.

Specialists in helping professions that provide various types of assistance, primarily psychological and legal, in the conditions of Russia's war against Ukraine, took part in the surveys. Some respondents represent the same institution or organization, however, we processed and considered each response, considering each person's vision and experience.

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67 responses were received during the survey «On the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine.»

69-94

During the conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance», depending on the question, 69 to 94 participants responded.

9 «Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine» – <https://hrvector.org/podiyi/24-05-07-25.03.2024>,

Conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance» – <https://hrvector.org/podiyi/24-03-11-3.04.24>, as well as in other publications in the News section: <https://hrvector.org/podiyi/>

10 <https://gurt.org.ua/news/informer/98030/>

11 <https://bit.ly/4aNIsi>

The use of publication data will contribute to:

- improving the quality of assistance to people affected by the war in Ukraine
- spreading the experience of helping victims of war in Ukraine and abroad;
- development of joint solutions in the conditions of newly arising challenges;
- further in-depth research;
- implementation of programs that help victims of war, particularly useful to representatives of helping professions.

This publication might come in use to psychologists, psychotherapists, the medical community, social workers, lawyers, attorneys, mediators, representatives of Ukrainian and foreign non-governmental organizations, state authorities, local governments, donor organizations, researchers, and all interested parties.

This report was preceded by the publication «Helping Those Who Help: Psycho-Educational, Educational, Psychological and Supportive Aid in the context of Russia's full-scale war against Ukraine» prepared within the framework of the project «Helping Those Who Help» which supplements this report with an example of the implementation of the program for specialists in helping professions. We invite you to familiarize yourself with the publication:

- 1) in Ukrainian: <https://bit.ly/3Vtk5lq>
- 2) in English: <https://bit.ly/3Rg1si9>

This publication is available in Ukrainian and English.

We invite you to use and distribute both publications, analyze different practices, and join forces to help those in need.

Together, we are stronger!

Report Summary

1. This report presents surveys in which most of the respondents were represented by the public sector. However, we were also able to analyze responses from the non-governmental sector and compare the results. In the «Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia’s War Against Ukraine» (hereinafter referred to as a remote survey), 85% represented the public sector, and in the survey during the conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance» (hereinafter referred to as a in-conference survey) – 86%. Last year, the publication «A Brief Overview of the Needs of Psychological and Legal Assistance Providers»¹², prepared by the NGO «Human Rights Vector», presented the results of a survey that contained an almost equal number of representatives of the public sector (44%), and the non-governmental sector (56%).
2. Most bodies, institutions, organizations, and private initiatives primarily assist internally displaced people (IDPs). This trend has been kept since 2023. Thus, in the remote survey of the current year, 87% of all respondents answered that they define IDPs as their beneficiaries. The conference survey’s figure was 63%, and last year it totaled 64%.

¹² Online Psychological and Legal Assistance During the First Year of the Full-Scale Invasion of the Russian Federation into Ukraine. A Brief Overview of the Needs of Psychological and Legal Assistance Providers. Part 1. / Rybak V. — Kyiv: NGO «Human Rights Vector», 2023. — 36 p. — <https://hrvector.org/zviti/23-03-15-1>

3. This and last year, the majority of respondents indicated that they provide psychological assistance: personally or through initiatives, bodies, institutions, or organizations representing the public or non-governmental sectors. In the remote survey of the current year, such responses were received from 75% of all respondents, during the conference — 62%, and last year — 42%. Also, this kind of assistance can be combined with other types of aid. It is worth noting that, in general, among the participants of the «Helping Those Who Help» project, the majority are specialists who provide psychological assistance.
4. We were able to analyze the formats of assistance to beneficiaries in the «Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine», where respondents from the public and non-governmental sectors noted that they mostly combine offline and online work formats (54%). This question was not asked during the conference, and last year the survey was primarily conducted among those who provide online assistance.
5. During the analysis of the territorial coverage of assistance, it is worth remembering that most of the respondents to the «Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine» where this question was asked, were representatives of various local state bodies, institutions, and organizations, which have the opportunity to assist to the people located in their vicinity due to certain administrative peculiarities, for example, in terms of funding. 89% of public sector respondents indicated that they provide assistance to the beneficiaries located in their proximity. In some cases, they provide their services throughout Ukraine (7% responses), in some cases including

beneficiaries from certain priority regions (in regard to offline help) and citizens of Ukraine who are abroad. From the non-governmental sector, the majority of respondents noted that they provide assistance throughout Ukraine (70% responses), including assistance to Ukrainian women and Ukrainians abroad (4 responses out of 7). In all cases, coverage of a larger area such as all of Ukraine, multiregional assistance, or assistance abroad requires the presence of an online component.

6. Like last year, the participants of the surveys conducted by Human Rights Vector believe that the assistance they provide to victims of war will be in demand for a long time. Last year, there were opinions that the beneficiaries would need such kind of assistance until the end of the war or for a significantly long period afterward, and now the majority of responses say that it will be necessary on a permanent basis (58%). Majority of public sector responders (44%) plan to provide assistance permanently, or for a long time, as long as there is a need for it. From the non-governmental sector, the answers were almost equally divided between the options: permanently (10%), undefined period of time (20%), as long as there is a need (10%), throughout 2024 (20 %), until the end of the war (10%), and another 30% could not answer the question. In last year's survey, the respondents reported that they are mostly actively determined to continue their activities, although now they cannot decide on specific timeframes. The non-governmental sector, for example, reported that it is difficult to determine the terms of the assistance provision, but the cessation of activity is currently not planned – 40%, permanent basis – 27%, from the public sector the responses reported the need of assistance on a permanent basis – 40% of responses. Another 44% could not answer this question.
7. In the current year, based on the results of the remote survey and the in-conference survey, the challenges of professional burnout

and emotional exhaustion ended up being the most widespread – 51% and 53%, respectively. The psycho-emotional state of beneficiaries was also among the factors that caused difficulties (52% and 38%, respectively). Among other challenges, the following were mentioned: troubles in satisfying the requests of the beneficiaries, gaining the trust of beneficiaries, loss of motivation to provide help, constant increase in the number of requests, insufficient funding, and lack of specific knowledge. It is noteworthy that during the conference, the second place went to the challenge of establishing multi-level assistance to clients with the participation of various services, agencies, and bodies (39%). This will be further confirmed in the answers regarding the cooperation of specialists who provide psychological and legal assistance. In the remote survey, this challenge received 22% of responses. If we compare the responses of the public and non-governmental sectors, we can see that this challenge was primarily emphasized by the respondents of the non-governmental sector – 50%. From the public sector, 18% of the respondents consider it a challenge. Last year, the three most common challenges included: power outages, professional burnout, and outreach to the beneficiaries, having received 25% of all responses. Therefore, it is crucial to continue supporting representatives of helping professions in preventing and reducing the consequences of professional burnout, and emotional exhaustion, and increasing motivation to continue their work in assistance.

8. This year's remote and in-conference survey showed that the greatest need is to share experiences with colleagues – 60% and 62% of all responses, respectively. Additionally, the interest in experience-sharing opportunities was showcased by a unanimous positive answer to the question «Do you think it is necessary to organize similar events?» during the conference. It is noteworthy that one of the challenges is the lack of specific

knowledge. It took fifth place during the remote survey. As a need, it took second place, receiving 57% of responses. Also, the need for prevention or help in case of professional burnout and emotional exhaustion took the first place by the number of answers – 49% and 48%, respectively. Respondents also emphasize the need to promote the expansion of partnerships and improve financing. There is a need to attract specialists to work in a team, improve information about activities, and attract beneficiaries.

If you look at the results of last year's survey, the scale of needs can be formed from the largest to the smallest according to the number of answers: informing about the activity and attracting clients; training for the team; technical support, financing (operational costs of the project and its scaling, payment of the team's work); sharing experience with colleagues; expansion of partnership; involvement of specialists; prevention of burnout, etc.

In the third year of a full-scale war, there is a need to prevent and overcome the effects of burnout as the emotional exhaustion is growing.

9. In the «Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine», we also devoted several questions to highlighting the work results. Unfortunately, most respondents do not know or cannot provide links to public announcements, articles, etc. about their activities. Only two respondents provided links to informational messages about the assistance provided by the local self-government body and the humanitarian organization they represent. 21% of respondents provided links to Facebook pages or groups, and 16% – to the website of the body/organization/institution, etc., 2 noted that they have a Facebook page and website. Results

and achievements are the important factors of motivation to work, and the ability to attract external resources, including human resources. Therefore it is crucial to showcase the results, to be able to determine, analyze, and present them. In the current survey, there were few answers about achievements that the respondents would like to share. The answers where the respondents gave such examples can be combined into groups: introduction of new types of services; new projects; examples of quick, stable, qualitative work done; and establishing cooperation that helped in assisting the beneficiaries. Only in one case, we have received a public link with a publication about achievements, namely a successful case of solving a beneficiary's problem.

Therefore, we consider it necessary to develop educational and mentoring assistance projects to improve work monitoring skills and highlight its results.

10. Another block of in-conference questions was about the cooperation of specialists who provide psychological and legal assistance. Conference speaker Nataliya Marchuk, deputy director of the Coordinating Center for Legal Assistance, asked a question «How often do beneficiaries seeking primary psychological help need legal services?». The majority (46%) answered that this need arises sometimes or very often (24%), and the minority (12%) said that it is rare. Most conference participants (91%) found it important to set up a reference system between psychological and legal assistance specialists, and only 9% did not see the need to do so. The results of the survey confirm that the beneficiaries cannot always accurately determine their own needs, therefore the professionals from different fields must provide support in cooperation. Specialists in helping professions who assist war victims also see this need.

«Survey on the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia's War Against Ukraine»

General information about survey participants

A total of 67 responses were received from specialists in helping professions representing various initiatives, organizations, and institutions of the public and non-governmental sectors (Table 1).

Table 1. Statistics of responses from specialists in helping professions

Public sector 57 respondents — 85%		Non-governmental sector 10 respondents — 15%	
Municipal bodies	43 (75% of all respondents from the public sector)	Non-governmental organization	5 (50% of all respondents from the non-governmental sector)
Self-governance body	11 (19%)	Private practice	3 (30%)
Government agency	2 (4%)	Charitable foundation	2 (20%)
Local body of executive power	1 (2%)		

Respondents who represent the public sector and took part in the survey work in social service bodies of city and village councils, services for children and families of regional state administrations and city councils, departments of labor and social protection of the population of city councils, departments of social and veteran policy of city councils, institutions of secondary and preschool education,

the system of providing free legal aid, medical institutions (hospitals, rehabilitation centers, centers of primary health care, etc.). The non-governmental sector is represented by public organizations, charitable foundations, and specialists who have private practice and work as individual entrepreneurs.

Beneficiaries

The majority of respondents indicated that they provide assistance to all victims of war in Ukraine, without distinguishing additional categories: 38 responses, which is 57% (Table 2). Almost all respondents named several groups of people to whom they provide assistance. Also, only three respondents work with one population group: children — 2; social workers and other providers of social services of territorial communities of the region — 1.

Answering the question «**Who do you help?**» (Table 3), respondents were able to choose several options, including «People who suffered from the war in Ukraine, without distinguishing categories.» Thus, the respondents could select several options or only the first one. Below are the results with all responses taken into account, as well as without the option «People affected by the war in Ukraine, without distinguishing categories».

Table 2. Respondents and/or initiatives, organizations, institutions, bodies that provide assistance to beneficiaries (including all responses)

Beneficiaries	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Internally displaced people	58 (87%)	49 (86%)	9 (90%)
People with disabilities	37 (55%)	33 (58%)	4 (40%)
Children	42 (63%)	34 (60%)	8 (80%)
Elderly	37 (55%)	33 (58%)	4 (40%)
People with reduced mobility	20 (30%)	19 (33%)	1 (10%)
LGBTQI+	8 (12%)	4 (7%)	4 (40%)
People who lost their homes as a result of hostilities	30 (45%)	25 (44%)	5 (50%)
People who were injured as a result of hostilities	24 (36%)	22 (39%)	2 (20%)
Servicemen	32 (48%)	30 (53%)	2 (20%)
Families of servicemen	48 (72%)	42 (74%)	6 (60%)
OTHERS (families in difficult life circumstances - 2; women who find themselves in difficult life circumstances with children up to 18 months old; war veterans - 2; members of families of the deceased, large families and families with children with disabilities; social workers; other social service providers; victims of domestic violence - 2; low-income families, children in conflict with the law)	10 (15%)	8 (14%)	2 ¹³ (20%)

¹³ One of the respondents clarified her answer, noting that she is included in the register of psychologists who are involved in procedural actions involving a child, and also conducts psychodiagnostics at the request of the children's service within the framework of the cooperation of the representing foundation with the police regarding interviewing a child before the opening of criminal proceedings.

Table 3. Respondents and/or initiatives, organizations, institutions, bodies that provide assistance to beneficiaries¹⁴

Beneficiaries	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Internally displaced people	23 (34%)	22 (39%)	1 (10%)
People with disabilities	18 (27%)	17 (30%)	1 (10%)
Children	17 (25%)	17 (30%)	—
Elderly	15 (22%)	13 (23%)	2 (20%)
People with reduced mobility	14 (21%)	13 (23%)	1 (10%)
LGBTQI+	12 (18%)	11 (19%)	1 (10%)
People who lost their homes as a result of hostilities	8 (12%)	8 (14%)	—
People who were injured as a result of hostilities	2 (3%)	1 (2%)	1 (10%)
Servicemen	6 (9%)	5 (9%)	1 (10%)
Families of servicemen	1 (1%)	1 (2%)	—
OTHERS (families in difficult life circumstances - 2; women who find themselves in difficult life circumstances with children up to 18 months old; war veterans - 2; members of families of the deceased, large families and families with children with disabilities; social workers; other social service providers; victims of domestic violence - 2; low-income families, children in conflict with the law)	6 (9%)	6 (11%)	—

¹⁴ Only those answers where the respondents indicated that they provide several types of assistance without the answer option «People who suffered from the war in Ukraine, without distinguishing categories» were taken into account, (29, respectively 43%)

Types of Assistance

Answering the question «**What kind of help do you provide?**» (Table 4) most (64%) respondents noted that their beneficiaries are provided with one type of assistance, including psychological, legal, financial, social, or medical assistance. 24 respondents (36%) reported that they combine several types of assistance, both those already mentioned, as well as informational, counseling, asylum, educational services, resilience building, etc.

Table 4. Respondents and/or initiatives, organizations, institutions, bodies provide the following assistance

Type of assistance	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Psychological	50 answers (75% of all answers)	41 (72%)	9 (9%)
Legal	17 (25%)	13 (23%)	4 (40%)
Social assistance and services	14 (21%)	13 (23%)	1 (1%)
Educational services	9 (13%)	5 (9%)	4 (40%)
Financial	5 (7%)	3 (5%)	2 (20%)
Medical	4 (6%)	4 (7%)	—
Information and consulting services	3 (4%)	3 (5%)	—
Methodical assistance to social workers	1 (1%)	1 (2%)	—
Provision of asylum	1 (1%)	1 (2%)	—
Resilience building	1 (1%)	1 (2%)	—

Formats of Assistance to Beneficiaries

In the majority of answers (36–54%) to the question «**How is assistance provided to beneficiaries?**» respondents report that they and the initiatives, bodies, organizations, and institutions they represent provide assistance to beneficiaries both online and offline (Table 5). A minority work exclusively online (8–12%).

If we analyze the state and non-governmental sectors of assistance providers, the state sector has almost an equal number of specialists/organizations/institutions/bodies that combine the two formats of work and also provide services exclusively offline. In the non-governmental sector, there are no examples of work exclusively offline, and most respondents provide assistance in online and offline formats or only online.

Table 5. Formats of assistance to beneficiaries

Formats of assistance to beneficiaries	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Online and offline	36 (54%)	29 (51%)	7 (70%)
Offline	23 (34%)	23 (40%)	—
Online	8 (12%)	5 (9%)	3 (30%)

Territorial Coverage of Assistance

This research mostly included representatives of various local state bodies, institutions, and organizations, which, due to their peculiarities, for example, in funding have the opportunity to assist people located in their vicinity. 51 (89%) respondents from the public sector noted the territorial coverage of aid provision (Table 6). In some cases, the initiatives, organizations, institutions, and bodies whose representatives took part in the survey provide their services throughout Ukraine (4 (7%) responses), including

beneficiaries from certain priority regions (offline help) and citizens of Ukraine abroad.

From the non-governmental sector, most respondents mentioned the possibility of assisting Ukraine (7, respectively 70%), including assistance to Ukrainian women and Ukrainians abroad (4 responses out of 7).

In all cases where there is wide coverage of assistance (all of Ukraine or assistance abroad, coverage of several regions), there is a component of the online format of assistance.

Table 6. Regional coverage of assistance to beneficiaries

Regional coverage of assistance to beneficiaries	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
The entire territory of Ukraine	5 (7%)	2 (4%)	3 (30%)
Entire territory and priority areas	1 (1%)	1 (2%)	—
Entire territory, priority areas and abroad	2 (3%)	1 (2%)	1 (10%)
The entire territory of Ukraine, Ukrainian women and Ukrainians abroad	3 (4%)	—	3 (30%)
Abroad and priority areas	1 (1%)	1 (2%)	—
The region in which the body/institution/organization is located	52 (78%)	51 (89%)	1 (10%)
Several regions of Ukraine	3 (4%)	1 (2%)	2 (20%)

Terms of Work of Assistance Providers

In this section, we included several questions regarding the initiation of assistance to war victims, whether the organization, institution, or initiative was founded in response to wartime events, and plans or forecasts for providing this assistance in the future (Table 7).

As mentioned earlier, the survey primarily involved representatives from the public sector, so the bodies and institutions they represent were created independently of wartime events (47 – 82% of responses from public sector respondents). Respondents from the non-governmental sector also indicated that war did not catalyze the creation of the represented organizations (6, or 60% of responses from non-governmental sector respondents).

Table 7. Establishment of initiatives, organizations, institutions, bodies

Period	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
The organization/initiative/helpline was created independently of the events of the war	53 (79%)	47 (82%)	6 (60%)
The organization/initiative/helpline was created in response to the events of the war between 2014 and February 24, 2022	5 (7%)	3 (5%)	2 (20%)
The organization/initiative/helpline was created in response to the of the war phase from February 24, 2022	8 (12%)	6 (11%)	2 (20%)

In most cases, assistance to war victims began after February 24, 2022 (31 responses – 46%). In the same way, a large part of the answers indicates that the aid was provided from the moment of the entity's foundation (27, i.e. 40%) (Table 8).

Table 8. Period of initiation of assistance to war victims

Period	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Since the foundation	27 (40%)	23 (40%)	4 (40%)
After February 24, 2022	31 (46%)	27 (47%)	4 (40%)
During the war until February 24, 2022	6 (9%)	5 (9%)	1 (10%)
No answer	3 (4%)	2 (4%)	1 (10%)

Within the survey, we offered respondents the opportunity to answer open-ended questions about how long they believe their current assistance work will remain relevant and whether they or the initiatives, bodies, institutions, or organizations they represent have planned specific timelines for continuing this assistance (Tables 9, 10). We summarized the responses and found that the majority from the public sector intend to assist indefinitely or for a prolonged period, as long as needed. This aligns with respondents' views on the relevance of this assistance, with the majority (39-58%) indicating that they believe this assistance will be necessary indefinitely now.

Table 9. Plans regarding the period of assistance

Planned term of assistance	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Permanently	26 (39%)	25 (44%)	1 (10%)
The work continues and there are currently no plans to stop it	10 (15%)	8 (14%)	2 (20%)
As long as needed	10 (15%)	9 (16%)	1 (10%)
During 2024	3 (4%)	1 (2%)	2 (20%)
Until the end of the war	1 (1%)	—	1 (10%)
No answer	17 (25%)	14 (25%)	3 (30%)

Table 10. Answers to the question «How long, in your opinion, will the help you provide be relevant?»

The opinion of the respondents about the terms of relevance of assistance	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Permanently	39 (58%)	35 (61%)	4 (40%)
For an indefinite long time	7 (10%)	7 (12%)	—
As long as needed	2 (3%)	2 (4%)	—
Until the end of the war	3 (4%)	1 (2%)	2 (20%)
During martial law and the country's recovery period	3 (4%)	2 (4%)	1 (10%)
Up to three years	1(1%)	1 (2%)	—
Ten years or more	4 (6%)	3 (4%)	1 (10%)
Fifty years	1 (1%)	1 (2%)	—
As long as people who have seen the war, live	1 (1%)	1 (2%)	—
There is no answer	6 (9%)	4 (7%)	2 (20%)

Challenges in the Work of Assistance Providers

Respondents were offered the opportunity to choose one or several response options and propose their answer to the question: «**What is currently the biggest challenge for your work?»** (Table 11).

Considering all responses from both the public and private sectors, the options that received the highest number of votes were: clients' psycho-emotional state — 35 (52%), professional burnout, emotional exhaustion — 34 (51%), meeting clients' requests — 25 (37%), inadequate funding — 19 (28%), legislative gaps — 19 (28%), lack of specific knowledge — 17 (25%). The situation was similar in terms of the number of responses among representatives specifically from the public sector.

Among respondents from the non-governmental sector, the same number of responses indicated challenges with professional burnout and emotional exhaustion, clients' psycho-emotional state, lack of specific knowledge, and coordinating multi-level client assistance involving various services, agencies — 5 responses (50%), with meeting clients' requests and legislative gaps in second place with 4 responses (40%).

Table 11. Challenges in the work of assistance providers

Challenge	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Satisfaction of beneficiaries' requests	25 (37%)	21 (37%)	4 (40%)
Constant increase in the number of assistance request	17 (25%)	14 (25%)	3 (30%)
Informing about activities and attracting beneficiaries	9 (13%)	7 (12%)	2 (20%)
Gaining the trust of beneficiaries	16 (24%)	14 (25%)	2 (20%)
Blackouts	6 (9%)	5 (9%)	1 (10%)
Insufficient funding	19 (28%)	16 (28%)	3 (30%)
Lack of specific knowledge	17 (25%)	12 (21%)	5 (50%)
Legislative gaps	19 (28%)	15 (26%)	4 (40%)
Establishment of multi-level assistance to beneficiaries with the participation of various departments, services, bodies	15 (22%)	10 (18%)	5 (50%)
Psychoemotional state of beneficiaries	35 (52%)	30 (53%)	5 (50%)
Professional burnout, emotional exhaustion	34 (51%)	29 (51%)	5 (50%)
Loss of motivation to help	7 (10%)	6 (11%)	1 (10%)
Other (need for equipment for high-quality provision of social services and bringing services closer to recipients, improving the quality of Internet communication)	2 (3%)	2 (4%)	—

Some respondents also provided comments and additional insights to supplement their responses, so below are some quotes.

«A challenge lies in the fact that children are too busy at school which makes it hard to work with them to prevent burnout. Education is a priority, not the well-being» noted a psychologist and corrective pedagogue working in a school and a civic organization in Donetsk Oblast.

«When it comes to assisting, people can often be aggressive right from the start and not open to communication: ‘Others didn’t help me’, ‘What do you need from me?’, ‘I don’t need anything’, ‘How can you help me? Give me an apartment.’ People’s reactions are quite understandable as they were left without support, without a home, and had to change their place of residence. It’s tough for the emotional health of an organization’s workers when a person arrives to help and isn’t even given a chance. Various state bodies and other organizations don’t always communicate easily, although cooperation with them is necessary to find people in need of assistance, spread information about oneself, and get locations where this assistance can be provided. At the same time, workers from other organizations (not all of them) may not facilitate the establishment of this communication. There are cases where dormitory administrations where IDPs reside don’t allow access to these dormitories to prevent people from receiving assistance because something was done wrong by the administration. If contact with management is easily established, there is a constant flow of people, so they receive the desired assistance. As a lawyer, I can say that legislation is currently changing very rapidly, but these changes do not always proceed normally. For example, VPO payments are a burning issue. Changes were adopted at the beginning of the year, but most changes were not made to the decision, but an additional decision was passed, which was published three days after adoption. The same thing is happening now: changes are adopted, and everyone is discussing them, but the changes themselves practically do not exist. People call

and ask questions, but they cannot answer anything specific because they might inadvertently lie without reviewing the resolution that has not yet been published. It should be noted that these changes to the resolution are adopted very quickly and there are still many gaps. Initially, it was done so that people could submit applications for payments in February-March, but the forms of these applications were distributed among the administrative bodies only at the end of February, so now people are standing in line at 5:00 a.m. and are given a limited number of tokens and they do not have time to submit applications. If the application form has already been provided, the list of necessary documents is often absent. Administrative workers independently make decisions on which documents they need, so they do not accept an application until you bring something that they have decided, so you need to sit in line again. I also faced another very «interesting» situation. Many IDPs from a certain dormitory stopped receiving payments back in November-December 2023 because they were forced to sign agreements with the dormitory administration, which was referred to as the fund for temporary accommodation of internally displaced persons, and were issued orders for resettlement. Due to the receipt of this housing, people stopped receiving payments, but they paid for utilities, which reached 2-3 thousand UAH. So where can resettlers get funds to pay for utilities if they are deprived of material assistance? Yes, they do not pay rent, but the conditions they have do not correspond to what should be paid for rent. At the same time, if IDPs temporarily reside in a dormitory without payment and order, payments continue for them. It is not clear on what principle this was done,» shares a lawyer from a humanitarian organization operating throughout Ukraine.

«One of the consequences of PTSD is dependence and manifestations of domestic violence. Unfortunately, the legislation does not provide for criminal punishment (only administrative and occasionally community work), and forced psychiatric treatment (court decisions take a long time) and the offender remains in the family and continues violence,» adds a social services center employee in the village of Poltava region.

«I liked the educational and supervisory sessions within the ‘Helping Those Who Help’ project. I would like them to continue regularly. Educational events – once every 3 months, supervisions – once a month,» notes a private psychologist-consultant, family psychologist from Konotop, Sumy region.

Needs of Assistance Providers

Respondents were asked to choose one or more answer options or propose their answer to the question: «**What are the current needs for assistance to you and the team of the initiative, organization, institution, or body to carry out activities?**» (Table 12).

In the overall scale of responses, the first place was occupied by the need to experience exchange with colleagues – 40 (60%). Interestingly, the challenge of lack of specific knowledge ranked fifth, but as a need, it ranked second, receiving 38 responses (57%). Next, 33 (49%) respondents identified the need for prevention/assistance during professional burnout and emotional exhaustion, while 27 (40%) saw the need to expand partnerships.

The next block of responses is dedicated to the need to improve funding to cover operational costs of projects, their scaling, team payment – 26 (39%), client assistance – 25 (37%), improvement of technical support (premises, communication tools, and devices that will operate independently of the availability of electricity, mobile communication, and internet, provision of modern gadgets, etc.) – 21 (31%). Remarkably, 21 (31%) of respondents’ answers related to the need to recruit professionals to work in the team, 12 (18%) – informing about activities and attracting clients.

If we consider the answers of representatives of the public and non-governmental sectors separately, we can see some differences. Thus, the first three places among the needs in the public sector

were occupied by: exchange of experience with colleagues 36 (63%), training 32 (56%), prevention/assistance during professional burnout, emotional exhaustion – 28 (49%). In the non-governmental sector: partnership expansion – 7 (70%), training – 6 (60%), prevention/assistance during professional burnout, emotional exhaustion – 5 (50%), increase in funding (operational costs of the project and its scaling, team payment) – 5 (50%).

Table 12. Needs for assistance to specialists and the teams of the initiative, organization, institution, body for carrying out activities

Need	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Informing about activities and attracting beneficiaries	12 (18%)	9 (16%)	4 (40%)
Increased funding (operational costs of the project and its scaling, payment of the team's work)	26 (39%)	22 (39%)	5 (50%)
Increased funding to assist beneficiaries	25 (37%)	21 (37%)	4 (40%)
Technical support (premises, means of communication and devices that will work regardless of the availability of electricity, mobile communication and the Internet, provision of modern gadgets, etc.)	21 (31%)	20 (35%)	1 (10%)
Training	38 (57%)	32 (56%)	6 (60%)
Prevention and help during professional burnout, emotional exhaustion	33 (49%)	28 (49%)	5 (50%)
Sharing experiences with colleagues	40 (60%)	36 (63%)	4 (40%)
Expansion of partnerships	27 (40%)	20 (35%)	7 (70%)
Recruitment of specialists for team work	21 (31%)	18 (32%)	3 (30%)
Other (advisory support, supervision)	1 (1%)	1 (2%)	—

Also, one of the respondents, a lawyer of a foreign humanitarian organization operating throughout Ukraine, adds to the answers:

«Funding is probably never enough because more money is always needed to expand the territory of influence, increase the number of beneficiaries, etc. Partnerships are something you're always working on and something that always needs improvement, so we're doing it too.

Regarding sharing experience with colleagues. There are many trainings and online meetings. At first glance, everything is fine: there is an exchange of experience, but these meetings rarely talk about the practical nuances of the issue or problem, because it is often just theory and unnecessary impractical information. However, the biggest problem of sharing experience appears during competition, when many different organizations, instead of cooperation and mutual assistance, start «racing»: «We were the first to start working here» or something. Of course, no one says this to their face, but rivalry deprives people of help. As a lawyer, I can admit that I do not know everything. This is normal. If I can't help with an issue, maybe another specialist will do it. However, he or she may also not know how to solve the problems that I have already faced. Isn't it better to cooperate? It's not a problem of communication, but a problem of competition instead of helping people.»

Overview of Activities Carried Out by Assistance Providers

As part of the survey, we asked if the respondents could provide links to public announcements and articles about the initiative, body, organization, institution, and the assistance they provide to war victims (Table 13). Unfortunately, most respondents do not know or cannot provide such information. In 40 (60%) answers (36 (63%) answers from the public sector respondents, 4 (40%) from the non-governmental sector) there was no information about public Internet resources where one can find out how a certain organization or institution works and what assistance it provides.

Only two respondents provided links to informational messages about the assistance provided by the local self-government body and the humanitarian organization they represent on news and other Internet resources that are not their own.

14 (21%) respondents provided links to Facebook pages or groups, and 11 (16%) – to the website of the authority/organization/institution, etc., which they represent. Two of them noted that they have both a Facebook page and a website.

Table 13. Social networks in which initiatives, bodies, organizations, institutions are presented

Information resource	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Facebook	14 (21%)	10 (18%)	4 (40%)
Website	11 (16%)	10 (18%)	1 (10%)
Facebook page and website	2 (3%)	2 (4%)	–
Other information resources	2 (2%)	1 (2%)	1 (10%)
No links are provided in the answers	40 (60%)	36 (63%)	4 (40%)
No response provided or indicated unable to provide links	25 (37%)	21 (37%)	4 (40%)

Information resource	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Indicated that there is a website and/or Facebook page , but did not provide a link	13 (19%)	13 (23%)	—
The specified links do not open	2 (2%)	2 (4%)	—

The majority of respondents (55–82%) provided contacts where you one contact the initiative, body, institution, organization that they represent or them personally if they have a private practice, mostly by specifying a phone number, and in some in some cases, other communication options (e-mail, messengers, online forms, etc.).

Results of Assistance Shared by Survey Respondents

In response to the open question «**What achievements of the initiative, body, organization, or institution in assisting would you like to share?**», in most cases, no answers were provided or they were given without specifying examples (Table 14).

Responses where respondents provided descriptions can be grouped as follows: introduction of new types of services, initiation of new projects (13, 19%), positive changes in clients (5, 7%), successful establishment of work to ensure fast, quality, stable performance (2, respectively 3%), improvement of cooperation that helped in assisting clients (2, respectively 3%).

Only in one case was a public reference provided with a publication about the achievement, specifically a successful case of solving a client's problem ¹⁵.

¹⁵ <https://legalaid.gov.ua/publikatsiyi/dovely-fakt-smerti-oboronczya-mariupolya/>

Table 14. Achievements of the initiative, body, organization, institution, regarding the provision of assistance

The results	All answers (% of all responses)	Public sector (% of all public sector responses)	Non-governmental sector (% of all non-governmental sector responses)
Did not respond or indicated "no achievements"	28 (42%)	23 (40%)	5 (50%)
Noted that there are achievements, but without explanations	2 (3%)	—	2 (20%)
Facebook page is indicated	3 (4%)	3 (5%)	—
Respondents indicated a description of their current duties	12 (18%)	12 (21%)	—
New types of services were introduced, new projects were started	13 (19%)	12 (21%)	1 (10%)
There have been positive changes in the beneficiaries	5 (7%)	4 (7%)	1 (10%)
Respondents noted that the work was managed in such a way that it was performed quickly, qualitatively, and stably (without giving examples).	2 (3%)	2 (4%)	—
Established cooperation that helped in providing assistance to beneficiaries	2 (3%)	1 (2%)	1 (10%)

In-Conference Survey «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance»

According to the results of the project «Helping Those Who Help», a final conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance» was held. The event took place on April 3, in which 910 participants from all regions of Ukraine and abroad took part. The conference was held online on two platforms: Zoom and YouTube. You can read information about the conference on the website of the NGO «Human Rights Vector»

- in Ukrainian — <https://hrvector.org/podiyi/24-04-05-03.04.24>
- in English — <https://hrvector.org/en/events/24-04-12-conference>
- watch the video recording of the event (in Ukrainian) — <https://www.youtube.com/watch?v=pi5jD7oHrKO&t=880s>
- in English — <https://youtu.be/Y47saT9Vqyo>.

During the conference, we invited participants to take part in an online survey on the Mentimeter platform¹⁶. Everyone (participants who participated in Zoom and YouTube) could participate and choose the questions they wanted to answer, so for each question we received a different number of answers – from 69 to 94. The results were automatically processed by the program and were immediately shown on the screen, so during the event there was an opportunity to discuss them. Number of responses in quantitative

16 More about Mentimeter: <https://www.mentimeter.com/>

and percentage formats are given for all respondents, without division into groups, such as responses from the public or non-governmental sectors.

In this section, we will provide the results of the conducted survey to compare them with the previous answers of the respondents and obtain additional information.

General Information About Survey Participants

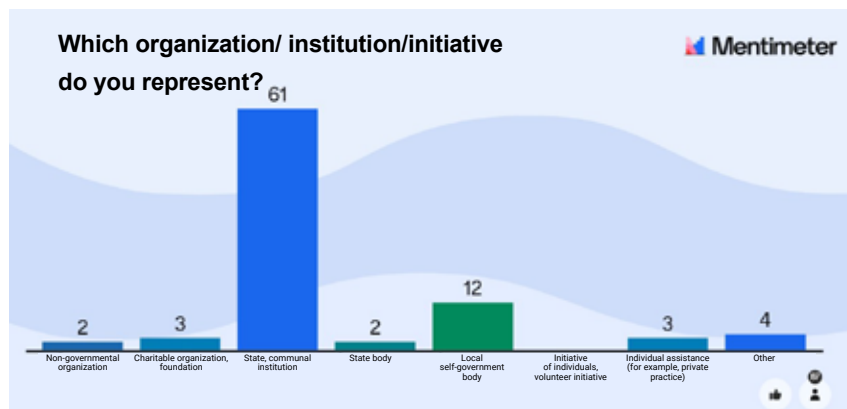
The analysis of previous registration forms shows that the participants represented the public and non-governmental sector: psychologists, psychotherapists, the medical community, social workers, lawyers, attorneys, mediators, representatives of Ukrainian and foreign non-governmental organizations, state authorities, local governments, and donor organizations.

During the conference the question «**Which organization/institution/initiative do you represent?**» (Fig. 1) was answered by 87 participants. They had the opportunity to choose several options from the proposed ones. Most of the participants represented the public sector.

Distribution of answers:

- non-governmental organization – 2 (2%);
- charitable organization, foundation – 3 (3%);
- state, communal institution – 61 (70%);
- state body – 2 (2%);
- local self-government body – 12 (14%);
- initiative of individuals, volunteer initiative – 0;
- and individual assistance (for example, private practice) – 3 (3%);
- other – 4 (5%).

Figure 1. Organizations, institutions, initiatives, bodies representing the respondents



Beneficiaries

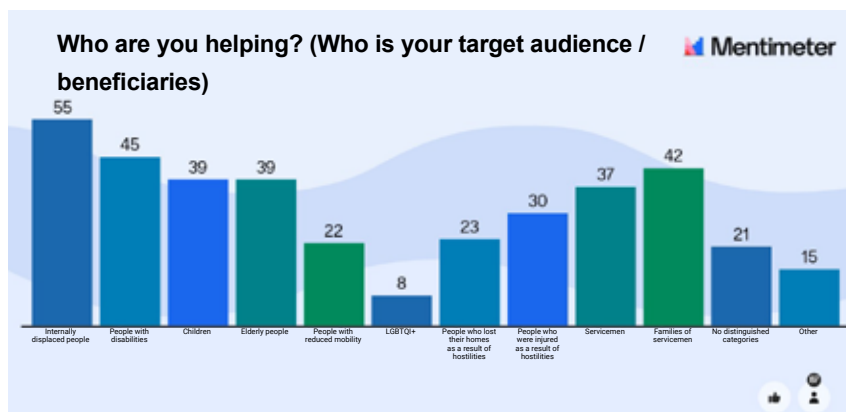
During the conference, the question «**Who are you helping? (Who is your target audience / beneficiaries)**» (Fig. 2) was answered by 87 participants. They had the opportunity to choose several options from the proposed ones. The main groups chosen by the respondents are: internally displaced people (63%), people with disabilities (52%), families of servicemen (48%).

Distribution of answers:

- internally displaced people — 55 (63%);
- people with disabilities — 45 (52%);
- children — 39 (45%);
- elderly people — 39 (45%);
- people with reduced mobility — 22 (25%);
- LGBTQI+ — 8 (9%);
- people who lost their homes as a result of hostilities — 23 (26%);

- people who were injured as a result of hostilities — 30 (34%);
- servicemen — 37 (43%);
- families of servicemen — 42 (48%);
- no distinguished categories — 21 (24%);
- other — 15 (17%).

Figure 2. Target audience, beneficiaries



Types of Assistance

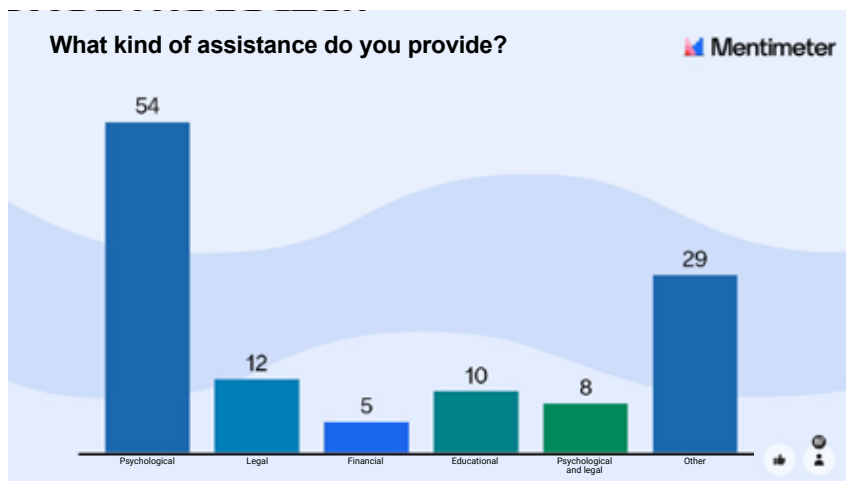
The question «**What kind of assistance do you provide?**» (Fig. 3) was also answered by 87 respondents and most often from the proposed options, they indicated: psychological (62%) and other (33%). In the event chat, the participants mentioned in particular social, rehabilitation, and medical assistance.

Distribution of answers:

- psychological — 54 (62%);
- legal — 12 (14%);

- financial – 5 (6%);
- educational – 10 (11%);
- psychological and legal – 8 (9%);
- other – 29 (33%).

Figure 3. Type of assistance provided by respondents



Challenges in the Work of Assistance Providers

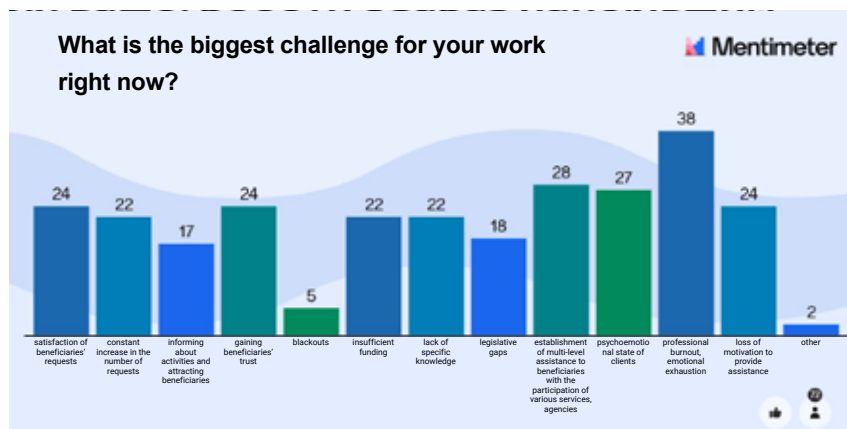
72 participants of the conference shared their opinions answering the question: «**What is the biggest challenge for your work right now?**». Respondents could choose one or more answers from the options offered in the survey. The option «Professional burnout, emotional exhaustion» received the largest number of votes – 53%.

Distribution of answers:

- satisfaction of beneficiaries' requests – 24 (33%);
- constant increase in the number of requests – 22 (31%);

- informing about activities and attracting beneficiaries – 17 (24%);
- gaining beneficiaries' trust – 24 (33%);
- blackouts – 5 (7%);
- insufficient funding – 22 (31%);
- lack of specific knowledge – 22 (31%);
- legislative gaps – 18 (25%);
- establishment of multi-level assistance to beneficiaries with the participation of various services, agencies – 28 (39%);
- psychoemotional state of clients – 27 (38%);
- professional burnout, emotional exhaustion – 38 (53%);
- loss of motivation to provide assistance – 24 (33%);
- other – 2 (3%).

Figure 4. Challenges in the work of assistance providers



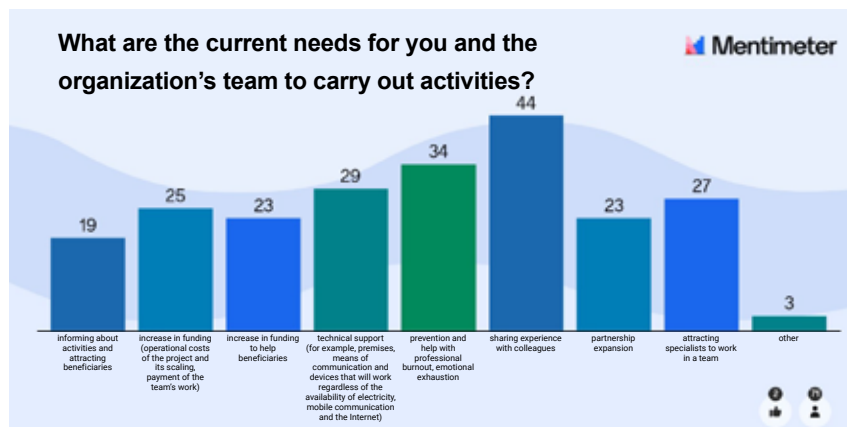
Needs of Assistance Providers

71 participants indicated the needs that need to be tended to in order to continue their work personally and in a team, answering the question «**What are the current needs for you and the organization's team to carry out activities?**». Respondents could choose one or more of the options offered. The majority chose «Exchange of experience with colleagues» – 62% and «Prevention and help with professional burnout, emotional exhaustion» – 48%.

Distribution of answers:

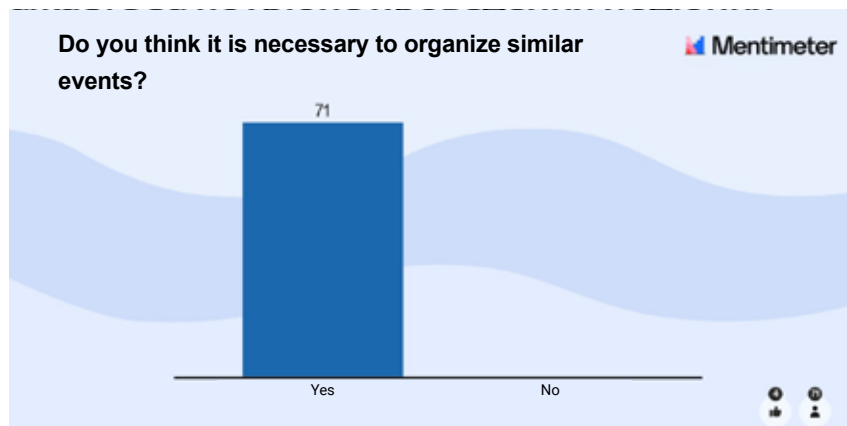
- informing about activities and attracting beneficiaries – 19 (27%);
- increase in funding (operational costs of the project and its scaling, payment of the team's work) – 25 (35%);
- increase in funding to help beneficiaries – 23 (32%);
- technical support (for example, premises, means of communication and devices that will work regardless of the availability of electricity, mobile communication and the Internet) – 29 (41%);
- prevention and help with professional burnout, emotional exhaustion – 34 (48%);
- sharing experience with colleagues – 44 (62%);
- partnership expansion – 23 (32%);
- attracting specialists to work in a team – 27 (38%);
- other – 3 (4%).

Figure 5. Needs of assistance providers



Additionally, the interest in experience-sharing opportunities was showcased by a unanimous positive answer to the question «Do you think it is necessary to organize similar events?» during the conference.

Figure 6. Necessity of events for exchange of experience



Cooperation Between Assistance Providers

The experience of the NGO «Human Rights Vector» has shown that in order to provide quality assistance to victims of war, it is often necessary to involve multidisciplinary teams of specialists. Psychological and legal assistance currently remains the basic need of victims.

As a reaction to the consequences of the full-scale invasion of the Russian Federation on the territory of Ukraine, the NGO «Human Rights Vector» organized the «Psychological and Legal Helpline», which began its work on April 12, 2022. Initially, it was called «Psychological and Legal Assistance for People with Disabilities in Circumstances of Martial Law», which reflected the main target audience. Subsequently, the organization expanded the circle of beneficiaries in response to the increased requests. In 2022, a team of specialists provided individual psychological and legal consultations, psychotherapeutic mutual support groups, supervision groups for psychologists, webinars, prepared informational materials, etc.¹⁷

While working on the helpline, we were convinced of the importance of combining psychological and legal assistance to stabilize the condition of war victims. Beneficiaries often asked for legal help, and after clarifying the requests, it became obvious that psychological help was also needed. There is a need to cope with the psycho-emotional burden after a traumatic event and the need to record facts, obtain statuses, etc. On the contrary, when people sought psychological help, it often turned out that the key to solving their problems lies in the legal realm.

During the conference «Helping Those Who Help», a final conference «Helping Those Who Help: Challenges in the Work and Well-being of Professionals Providing Psychological and Legal Assistance» the team of speakers was joined by Ms. Nataliya Marchuk, deputy

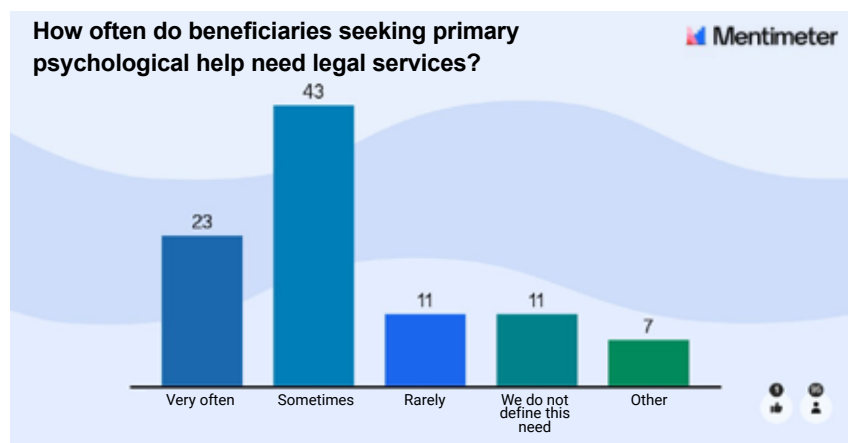
¹⁷ You can find more details about the «Psychological and Legal Helpline» in the report of the NGO «Human Rights Vector» for 2022: <https://hrvector.org/richni-zviti/>

director of the Coordination Center for Legal Assistance. Currently, one of the directions coordinated by Ms. Marchuk is the development and strengthening of the capacity of the single contact phone number of the free legal aid system – 0 800 213 103, and the development of the service component in legal services. She presented the experience of the helpline and raised the issue of cooperation in the provision of legal and psychological assistance, in particular, inviting the conference participants to answer this question. Respondents could choose one or more options.

94 participants answered the question «**How often do beneficiaries seeking primary psychological help need legal services?»**»:

- very often – 23 (24%);
- sometimes – 43 (46%);
- rarely – 11 (12%);
- we do not define this need – 11 (12%);
- other – 7 (7%).

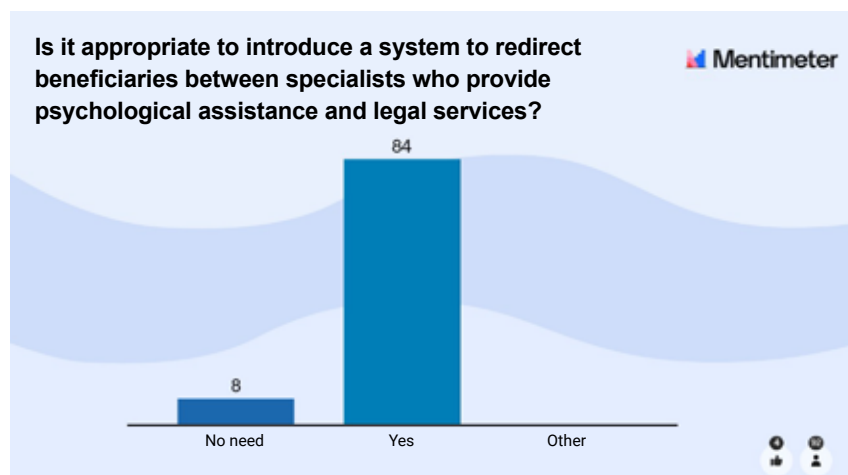
Figure 7. Defining beneficiaries' request



92 participants answered the question «**Is it appropriate to introduce a system to redirect beneficiaries between specialists who provide psychological assistance and legal services?»**»:

- yes — 84 (91%);
- no need — 8 (9%);
- other — 0.

Figure 8. Expediency of introducing a redirection system beneficiaries



Thus, the results of the survey confirmed that the beneficiaries are not always able to clearly outline their needs on their own, so they need to cooperate with specialists of various professions to get them covered. Specialists of helping professions who provide assistance to war victims see this need.

Annex 1

The list of bodies, institutions, organizations and private initiatives, the work of which was presented by respondents in the survey «On the Needs and Challenges of Initiatives, Organizations, and Bodies of State and Self-Government That Provide Psychological and Legal Assistance in the Conditions of Russia’s War Against Ukraine»

If the body, institution, organization was represented by several respondents, the information was combined. If the respondents represented more than one body/institution/organization, the descriptions are presented separately.



You can download the full list at the link:

<https://bit.ly/3Wo8ROa>

