



DEMAC

DIASPORA  
EMERGENCY ACTION  
& COORDINATION

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DIASPORA  
ORGANIZATIONS  
AND THEIR  
HUMANITARIAN  
RESPONSE IN  
UKRAINE

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**USAID**  
FROM THE AMERICAN PEOPLE

**DRC** DANISH  
REFUGEE  
COUNCIL

# ACKNOWLEDGEMENTS

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# ABOUT DEMAC

The mission of DEMAC is two-fold:

- 1) to enable inclusive coordination and collaboration among diaspora organizations providing humanitarian assistance, and across diaspora organizations and institutional humanitarian actors
- 2) to facilitate higher levels of engagement and visibility for diaspora organizations in the humanitarian system

The objective is to contribute to transforming the humanitarian ecosystem by laying the groundwork for a deeper understanding of diasporas as humanitarian actor groups with different modus operandi for the implementation of aid in practice, identifying and opening potential spaces for engagement and cross-fertilization, and improving coordination between diaspora and institutional relief providers.

# DEMAC AIMS AT

01

Enhancing knowledge  
between diasporas  
and humanitarian  
institutions

02

Increasing awareness  
on diaspora's  
humanitarian  
interventions

03

Improving coordination  
communication and  
coherence of  
humanitarian response

# WHY DIASPORA?

Work with diasporas has shown that diaspora organizations are multi-sectoral, fast responding actors who work transnationally, including in countries facing humanitarian crises. Having a connection and understanding of their country of origin or heritage plays a vital role in humanitarian assistance where diaspora organizations often are part of the first response in the aftermath of a disaster.

They are also key actors when it comes to raising the alarm in times of crisis. The ease and frequency of communication between local communities and diaspora organizations means that they can be alerted in real-time, and their capacity to collect and disperse funds rapidly ensures that they are a key factor in unlocking the first responses in crisis settings. In hard-to-reach places where access may be an issue, diaspora organizations have a unique advantage due to their local connections and ties. They use their transnational position to respond to the growing demands for remote management and cross-border response in countries where international actors have a limited presence, and to advocate on behalf of crisis affected populations in the policy arenas of their countries and regions of residence.

Supporting diaspora as part of a broader humanitarian ecosystem to play a key role in humanitarian responses and provide vital support to communities in countries of origin, contributes to the relevance, effectiveness and sustainability of humanitarian responses. In light of their transnational identity and close local ties, it is also strongly linked to the localization agenda, one of the main commitments under the Grand Bargain. Localization aims to strengthen the resilience of local communities and to support local and national responders on the front line. UNOCHA has called furthermore for an indispensable opening of the resource base of humanitarian action by integrating 'non-traditional actors' - such as diasporas - to enhance the effectiveness of the humanitarian response and render it interoperable.

Diaspora organizations are part of and playing a central role in localization. Many can be considered frontline responders themselves, making direct and concrete contributions to emergency responses in their home countries. Others work closely with local authorities, local organizations and community groups, providing technical and financial support, playing a role in advocacy and linking local actors with additional sources of support.

Diaspora organizations are heterogeneous - they have different capacities, values and approaches and as part of a broader humanitarian community can play a valuable and agile role in humanitarian responses. However, assistance provided by diaspora organizations and the formal humanitarian actors often follow parallel tracks, resulting in a lack of mutual understanding and recognition, and thus a lack of coordination and collaboration that would be of benefit to the overall response.

# WHAT NOW?

Building on expertise gained since its inception in 2015, DEMAC is further consolidating itself as a permanent platform – a one-stop-shop – for enhancing mutual knowledge and coordination between diaspora humanitarian actors and the international humanitarian system.

DEMAC's work has been a key factor behind stronger representation and visibility of diaspora organizations in the humanitarian eco-system – a first and core example hereof being the coordination of joint messaging and participation of diasporas as a stakeholder group to the World Humanitarian Summit in Istanbul in 2016, which was a key factor to putting diaspora humanitarianism on the map.

DEMAC has also piloted concrete liaison structures between diaspora and institutional humanitarian actors towards improving operational coordination in specific crisis settings. Another core contribution to the role of diaspora humanitarianism has been continuous knowledge development: DEMAC has conducted a number of studies aiming to increase understanding of motivations and modus operandi of diaspora humanitarian engagement, replacing assumptions with evidence on diaspora contributions<sup>1</sup>.

<sup>1</sup>DEMAC conducted research to increase knowledge on diaspora humanitarian engagement. These studies can be found on the DEMAC homepage under resources.  
[Creating Opportunities to work with diasporas in humanitarian settings, May 2018](#)  
[Diaspora Drought Response - Somaliland and Puntland, March 2017](#)  
[Diaspora Humanitarianism: Transnational Ways of Working, March 2016](#)

Building on these experiences and the past and present research, DEMAC will develop an operational framework for diaspora and humanitarian actors, to improve future responses to humanitarian emergencies. Through the development of a standardized approach for the international humanitarian system to assess and document the role and impact of diaspora in selected emergency responses, DEMAC will enhance the knowledge and awareness of the nature and significance of the diaspora followed by the facilitation of internal discussions on how the system could and should relate to and coordinate with diaspora emergency actors.

Furthermore, DEMAC will use the documentation from selected diaspora emergency responses to engage with diaspora humanitarian actors to enhance the generation of lessons learned and self-reflections from diaspora-led emergency responses with a view to adjust their approach and discuss how to engage with the international humanitarian system.

DEMAC will develop guidelines, tools and resources in support of diaspora emergency engagement, with a view to remain prepared to support diaspora organizations' engagement in new emergency responses and facilitate coordination among responding diaspora organizations and between diaspora organizations and the humanitarian system.

Finally, DEMAC will enhance the knowledge among diaspora organizations about the humanitarian system to enhance probabilities of coordination between the two.

DEMAC is currently working with five selected emergency-prone focus countries, while at the same time remaining prepared to engage with and support diaspora from additional countries should a humanitarian crisis unfold in their country of origin.

## Acronyms and abbreviations

CBO	Community-based organizations
CUF	Canada Ukraine Foundation
DRC	Danish Refugee Council
EU	European Union
GBV	Gender-based violence
GCA	Government-controlled area
HCT	Humanitarian Country Team
HRP	Humanitarian Response Plan
ICRC	International Committee of the Red Cross
IDP	Internally displaced person
IFRC	International Federation of Red Cross and Red Crescent Societies
INGO	International non-governmental organization
L/NNGO	Local/National non-governmental organization
NGCA	Non-government controlled area
PPE	Personal protective equipment
UUARC	United Ukrainian American Relief Committee
UN	United Nations
UN OCHA	United Nations Office for the Coordination of Humanitarian Affairs
URCS	Ukrainian Red Cross Society
UWC	Ukrainian World Congress
WASH	Water, Sanitation and Hygiene

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# EXECUTIVE SUMMARY

## **This case study is part of the Diaspora Emergency Action and Coordination Platform's (DEMAC) „Research study on diaspora humanitarian response and engagement“.**

Ukraine has been blighted by unrest and conflict for decades with many Ukrainians leaving to seek a better life elsewhere. Over 1 million people have received humanitarian assistance in 2020, with the focus on the conflict-affected eastern Ukraine, in addition to the COVID-19 response.

Recent estimates put the size of the Ukrainian diaspora at some 7 million, although other estimates consider 12-20 million to be more realistic. There are approximately 1,000 Ukrainian diaspora organizations around the world.

This case study identified 23 Ukrainian diaspora organizations that were regularly active in humanitarian response.

Nearly half were based in North America and the other half in Europe, Israel and Australia. The majority of diaspora organizations were created spontaneously after the unrest of 2013-14. Older diaspora organizations were initially created in order to promote Ukrainian culture in their countries of residence, with little focus on humanitarian response in Ukraine, with the exception of small-scale provision of support. With the outbreak of conflict in 2014, the main motivation for the humanitarian response was a wish to preserve the territorial integrity of Ukraine, driven by patriotism and empathy for fellow Ukrainians.

Most diaspora organizations focus their humanitarian response on health and rapid assistance such as providing food, cash, and clothes to those in need. A key feature of Ukrainian diaspora organizations' humanitarian response is that they have tended to follow an initial response by those on the ground. Diaspora individuals have then picked up on the momentum from abroad and formed groups to firstly send cash to purchase basic assistance, before following this up with more complex forms of support, such as medical training and equipment.

The humanitarian response of diaspora organizations can be characterized as small-scale, ad-hoc and punctual. The support was seen as responding to urgent needs often with little distinction made between civilians and military as beneficiaries. The majority of diaspora organizations support the families and children of killed or wounded soldiers and/or directly support the military and consider this support as humanitarian.

Diaspora organizations mostly implement activities through local/national non-governmental organizations (L/NNGOs) or directly themselves with volunteers, local institutions and community groups. Approaches to implementation have ranged from transferring funds to volunteers on the ground to cover immediate basic needs, to the shipment of containers of medical items to local partners for onwards distribution, to establishing offices in Ukraine for short periods to oversee a specific project or linking with a recognized humanitarian actor such as Caritas for implementation.

Although diaspora organizations often coordinate with local authorities, communities and medical institutions, there was limited coordination with institutional humanitarian actors. This coordination only took place through the few who partner with L/NNGOs linked to global networks and international NGOs (INGOs).

Diaspora organizations are mainly funded by diaspora supporters with very few receiving funds from institutional donors. Their humanitarian assistance is rarely based on an established set of selection criteria or formal assessments but more on requests coming directly from Ukraine.

Diaspora organizations are transparent in reporting their activities via social media and on their websites, but tend not to use more formal, structured or detailed accountability mechanisms as this is not required by their supporters.

Gaps and challenges identified in the humanitarian response of diaspora organizations included a lack of time/capacity and regular funding, limited collaboration with institutional humanitarian actors, challenges in respecting the humanitarian principles of neutrality and independence and difficulties in adhering to common humanitarian standards.

## **Future diaspora response and engagement**

Research for this study highlights some differences in how diaspora organizations and institutional humanitarian actors implement and define humanitarian response. The reactive and spontaneous approach to cover the basic needs during the unrest of 2013-14 was also followed when conflict broke out in the east of the country in 2014.

As the conflict has continued, diaspora organizations have adapted their approach. They have built up longer-term relationships with partners and communities on the ground and developed links with health facilities, providing them with ongoing support in the form of equipment and sometimes training.

The COVID-19 response of diaspora organizations also largely supported health facilities. Coordination between diaspora organizations and institutional humanitarian actors is often limited because of the low capacity and resources of the diaspora organizations. Different motivating factors and principles also hinder collaboration in terms of actual implementation.



#### **Recommendations**

It is proposed that DEMAC strengthens its role in leading and supporting greater engagement between institutional humanitarian actors in Ukraine and the Ukrainian diaspora globally.

These recommendations require further inputs and validation from the diaspora organizations, their partners and other humanitarian actors. Recommendations are organized around the humanitarian program cycle and contain specific action points listed at the end of the case study

#### **Alerts and needs assessment:**

Diaspora organizations tend not to undertake structured humanitarian needs assessments. They primarily base their responses on requests coming from communities in Ukraine and sometimes on targeted assessments linked to their area of expertise. Diaspora organizations and partners should be approached to gauge their interest in participating in inter-agency needs assessments and training opportunities.

#### **Strategic planning:**

Diaspora organizations do not have systematic planning processes in place but are instead driven by requests for support which they respond to when they have sufficient funds raised or commodities ready to ship. Opportunities to support the involvement of diaspora organizations and their partners in institutional humanitarian processes should be identified.

#### **Resource mobilization:**

Funding for Ukrainian diaspora organizations is not continuous in nature, limiting their ability to forward plan humanitarian response. There are several areas where institutional humanitarian actors could further engage with diaspora organizations to strengthen their access to more predictable forms of financing. These include supporting the partners of diaspora organizations with integrating their response data within the Financial Tracking System; targeting funding towards diaspora organizations in their countries of residence, including by providing matching funds; and strengthening fundraising capacity.

**Implementation:**

Diaspora organizations implement humanitarian response through L/NNGO partners on the ground or directly. There remains potential to increase engagement between institutional humanitarian actors and diaspora organizations in implementation. Establishing a dialogue between institutional humanitarian actors and diaspora organizations in relation to humanitarian principles and standards is a critical gap which needs addressing.

**Peer review and evaluation:**

Assessment and evaluation of diaspora humanitarian response tended to be informal and not systematic. Diaspora organizations are not required by their supporter base to put more effort into assessment and accountability and would not necessarily have the current capacity to do so. Nevertheless, there are potential opportunities in this area to increase their involvement and motivation through an engagement and exchange with the institutional humanitarian actors.

**Coordination:**

The research found that coordination with institutional humanitarian actors was almost entirely absent. Coordination could be further strengthened through initiatives of both diaspora organizations and institutional humanitarian actors in order to facilitate two-way information sharing on humanitarian needs and priorities with the aim of implementing complementary responses.

**Information management:**

The sharing of information by diaspora organizations and their partners was limited. This could be strengthened by reinforcing mechanisms to share information between diaspora organizations and institutional humanitarian actors, in order to ensure that a clear picture of humanitarian response data is available to all.





# 1. INTRODUCTION

The Diaspora Emergency Action and Coordination platform (DEMAC) was launched by the Danish Refugee Council (DRC) in 2015 and is currently supported with funding from USAID's Bureau for Humanitarian Assistance.

In line with the objective to facilitate increased common ground between diaspora and formal humanitarian action and enhance mutual knowledge and coordination between diaspora and humanitarian actors and the international humanitarian system,

DEMAC has conducted three case studies.<sup>2</sup> These aim at contributing to strengthening the DEMAC platform by providing insights into the current modalities of diaspora humanitarian interventions and develop recommendations, resources and tools to support enhanced operational and strategic communication, and cooperation between diaspora and institutional humanitarian actors.

The findings of this study will be shared with Ukrainian humanitarian actors including diaspora organizations and groups, as well as more broadly within the humanitarian sector.

The case study is retrospective, covering the period 2014-2021, providing an analysis of the emergency humanitarian response of Ukrainian diaspora organizations and groups during that time. The research looked at the methods used to mobilize diaspora resources and the means used to provide humanitarian response as well as implementation arrangements and forms of interaction with the international humanitarian system.

<sup>2</sup>This case study focuses on Ukraine with research carried out by Dina Volynets with the support of Glenn O'Neil and Lois Austin of Owl RE, research and evaluation consultancy. The other two case studies focus on Pakistan and Somalia.

# 2. METHODOLOGY

The research approach was based on an initial desk review, which mapped the structure and activities of 23 Ukrainian diaspora organizations that could be identified as active in humanitarian response.<sup>3</sup>

The mapping was followed by the collection of primarily qualitative data through further desk review and semi-structured interviews with diaspora organizations and groups, the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), international non-governmental organizations (INGOs), local and national Ukrainian NGOs (L/NNGOs) and Ukrainian community-based organizations (CBOs). In total 22 people were interviewed.<sup>4</sup>

Due to COVID-19 movement restrictions, data collection was all undertaken remotely. Some basic data on the activities of diaspora organizations was also gathered on issues such as their structure, activities and partners.

The qualitative and quantitative data were collated and analyzed to identify major trends and findings that form the basis of this case study.

## Limitations:

A small number of limitations to the research should be highlighted as follows:

- Within the research timeframe, it was not possible to identify, describe and analyze all diaspora organization humanitarian response from 2014-2021. In recognition of this, the research focused on information from the 23 identified diaspora organizations and the 11 interviewed, with the aim of highlighting the different approaches adopted.
- The case study is not fully representative of diaspora organization humanitarian response and has focused on the most visible diaspora interventions. This has still allowed for the drawing of conclusions and recommendations to support future engagement.
- It was not possible to hold discussions with any diaspora organizations providing support in the non-government controlled area (NGCA). Ukrainian organizations are not engaging in the NGCA for political and legislative reasons. It is likely that Russian diaspora organizations or groups are providing assistance in the NGCA but the desk review was unable to provide concrete evidence of this.

<sup>3</sup>Please see Annex B for those diaspora organizations covered in the mapping.

<sup>4</sup>Please see Annex A for the list of stakeholders spoken to.



# 3. CONTEXT

**Ukraine has been blighted by unrest and conflict for decades. The result has been Ukrainians leaving their homeland in order to seek a better life elsewhere, either permanently or with the intention of one day returning.**

Eight years since the eruption of the conflict, some 3,000 civilians have lost their lives and over 3.4 million people continue to be exposed to the consequences of what can now be considered a protracted crisis. There have been numerous ceasefires (29 in total) which have been consistently violated, negatively affecting the lives of those living near the 427km-long contact line which was established in September 2014 and has split the Donbas region in two.

The contact line and its surrounding area, which is heavily populated and where civilians and military intermingle and live side-by-side, is riddled with landmines and other unexploded ordnances, possibly across 7,000 square km.<sup>5</sup> One side of the contact line is government controlled, whilst to the east of the line lies the NGCA. The affected population on both sides of the contact line is in ongoing need of humanitarian assistance.<sup>6</sup>

The contact line has forced a physical, economic, and social separation between the government-controlled area (GCA) and the NGCA, disrupting lives, livelihoods and markets, and causing incredible difficulty for those who need to cross the line. The existing five official crossing points will be increased to seven in 2021; however, restrictions of movement risk exacerbating vulnerabilities on both sides (although more so in the NGCA).

A recent statement by the UN Humanitarian Coordinator in Ukraine called for increased humanitarian access to those in the NGCA, stating that the almost complete closure of all crossing points along the 'contact line' for ten months (due to COVID-19 restrictions) has resulted in a 97 per cent decrease in crossings. This is devastating, particularly for the hundreds of thousands of people who depend on access to social benefits and services which they only receive in the GCA.<sup>7</sup>

The conflict has provoked a more professional approach to the receipt and distribution of humanitarian aid by state authorities (for example by the Ministries of Foreign Affairs, Health and Social Policy). This phenomenon gained momentum during the COVID-19 pandemic and much international humanitarian support in the form of personal protective equipment (PPE) and medical equipment was organized by diaspora organizations, and then distributed by the state authorities.<sup>8</sup>

According to UN OCHA, the armed conflict is likely to continue throughout 2021 but with low intensity. Fighting flared up again in March 2021 breaking the already fragile ceasefire.<sup>9</sup> The impact of COVID-19 will continue to be felt until at least mid-2021, and the humanitarian situation is expected to continue to worsen during the winter months. Those most affected by the crises are the elderly, people with disabilities, female-headed households and children, including some 340,000 internally displaced persons (IDPs) living in undignified conditions.<sup>10</sup> In addition to the conflict in the east, seasonal flooding in western Ukraine creates recurring humanitarian needs.

The 2021 Humanitarian Response Plan (HRP) gives an indication of the scale of these humanitarian needs in Ukraine. It seeks financial support to meet the needs of 1.9 million conflict-affected people, asking for USD \$168 million to provide humanitarian aid and protection to the most vulnerable. Recent years have seen a decrease in funding through the HRP with the 2018 HRP being only 37 per cent funded and less than half of the targeted 2.3 million beneficiaries actually reached.<sup>11</sup>

**3.1. Humanitarian actors and coordination**  
**The institutional UN humanitarian coordination system in Ukraine was launched in late 2014. Although some UN agencies and INGOs were present in Ukraine before the conflict, their focus had been on longer-term development work. The UN coordination structure is headed by a Humanitarian Coordinator and a Humanitarian Country Team (HCT) which is composed of a number of UN agencies and INGOs and one national NGO.<sup>12</sup>**

<sup>5</sup>Landmine Monitor 2020: <http://www.the-monitor.org/en-gb/reports/2020/landmine-monitor-2020.aspx>

<sup>6</sup>OCHA (2021), Ukraine: 2021 Humanitarian Response Plan: [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hrp\\_2021-eng\\_-\\_2021-02-09.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/hrp_2021-eng_-_2021-02-09.pdf)

<sup>7</sup>UN Ukraine (February 2021), Humanitarian Coordinator in Ukraine calls for the improvement of humanitarian access to people in need in the conflict-affected areas: [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/2021\\_02\\_hc\\_statement\\_eng.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/2021_02_hc_statement_eng.pdf)

<sup>8</sup>Kyiv has received the biggest humanitarian cargo from China to counter the spread of COVID-19: <https://www.kmu.gov.ua/news/do-kiyeva-pribuv-najbilshij-za-obsyagami-gumanitarnij-vantazh-z-kr-dlya-protidii-poshirennyu-covid-19>

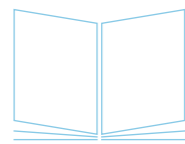
<sup>9</sup>Fighting Escalates in Eastern Ukraine, Signalling the End to Another Cease-Fire: <https://www.nytimes.com/2021/03/30/world/europe/ukraine-russia-fighting.html>

<sup>10</sup>OCHA Ukraine: <https://www.unocha.org/ukraine>

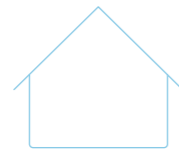
<sup>11</sup>Ukraine: 2018 Humanitarian Response Plan(HRP) - End Year Report: <https://www.humanitarianresponse.info/en/operations/ukraine/document/ukraine-2018-humanitarian-response-planhrp-en-end-year-report>

<sup>12</sup>UNHCR; OHCHR; UNOCHA; WHO; IOM; UNICEF; FAO; UNDP; ACTED, DRC, Norwegian Refugee Council, People in Need (PIN), Première Urgence Internationale (PUI), Save the Children, Caritas Ukraine, and Right To Protection.

## The cluster system in Ukraine is set up as follows:



Education



Emergency  
Shelter/Non-  
Food Items



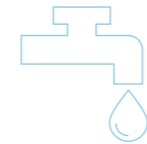
Food Security  
& Livelihoods



Health  
& Nutrition\*



Protection\*



Water,  
Sanitation  
& Hygiene  
(WASH)

There are additional working groups for the coordination of cash assistance and information management. Coordination offices are situated in Kyiv, Donetsk, Kramatorsk, Luhansk and Sievierodonetsk.

In 2020 an HRP for the COVID-19 pandemic was developed as an addendum to the existing HRP. It set out additional humanitarian activities in eastern Ukraine with a focus on the public health impact of the pandemic as well as the indirect impact on people's wellbeing.

The 2021 HRP indicates a total of 120 operational partners, including 69 L/NNGOs. Diaspora organizations are not mentioned.<sup>13</sup>

Outside the HRP, the International Red Cross and Red Crescent Movement is represented in Ukraine by the Ukrainian Red Cross Society (URCS) which is supported by the International Committee of the Red Cross (ICRC); the International Federation of Red Cross and Red Crescent Societies (IFRC); and a number of fellow National Societies.

\*supported by a number of technical working groups

<sup>13</sup>OCHA (2021), Op. Cit.

Categorizing organizations providing humanitarian assistance into INGOs and L/NNGOs is complex in Ukraine. In order to be given the status of a local organization (which can facilitate both implementation of activities and access to funds which are only available to local organizations), a number of INGOs have registered offices in the country. Examples include ADRA; Caritas Ukraine; and HelpAge. The ACCESS Consortium provides another example of this.<sup>14</sup>

In addition, some INGOs have created independent L/NNGOs as seen with Right to Protection (R2P) which is the operational successor of the INGO HIAS. R2P is a member of the HCT.<sup>15</sup>

The previous Ukraine NGO Forum, which has not been functioning since 2019, was also registered as an L/NNGO. It was launched in 2015 with ECHO's support as a project of Save the Children, DRC and People in Need (PIN), focusing on both humanitarian and development response.

However, it struggled to engage with local actors as all meetings were held in English. In addition, L/NNGOs had difficulty in understanding the need for this additional coordination platform on top of the cluster system.

The diversity of conflict-related humanitarian needs and the complexity of providing assistance close to the control line is challenging for both international and local actors. In addition, GCA areas are the focus of development-oriented actions. Development approaches in the NGCA are not supported by the Government of Ukraine.

An additional challenge for working in the NGCA, where there are ongoing widespread humanitarian needs, is the requirement to obtain specific accreditation from the authorities on that side of the control line. When the accreditation system was introduced in 2015 a number of local organizations formed informal community groups to bypass the system, but this only facilitated the implementation of small-scale humanitarian activities.

<sup>14</sup>The European Union-funded ACCESS consortium is composed of a mix of INGOs and L/NNGOs of People in Need (PIN); Medicos del Mundo (MDM); ACTED; Right to Protection (R2P); and IMPACT Initiatives.

<sup>15</sup>R2P began working with refugees in 2001 and since 2014 has focused on internally displaced persons.



### **3.2. Humanitarian response** **Over one million people have received humanitarian assistance in 2020 with the focus on conflict and pandemic-related needs.**

According to UN OCHA, the humanitarian response in Ukraine significantly scaled up each year from 2014 through to 2017. However, since 2017 humanitarian response has plateaued at roughly the same level.<sup>16</sup>

The 2021 HRP summary<sup>17</sup> highlights that during the first nine months of 2020, over 1 million people in Ukraine received humanitarian assistance, more than half of whom were women and close to ten per cent were people with disabilities. 2020 saw additional humanitarian action to respond to needs emanating from the COVID-19 pandemic.

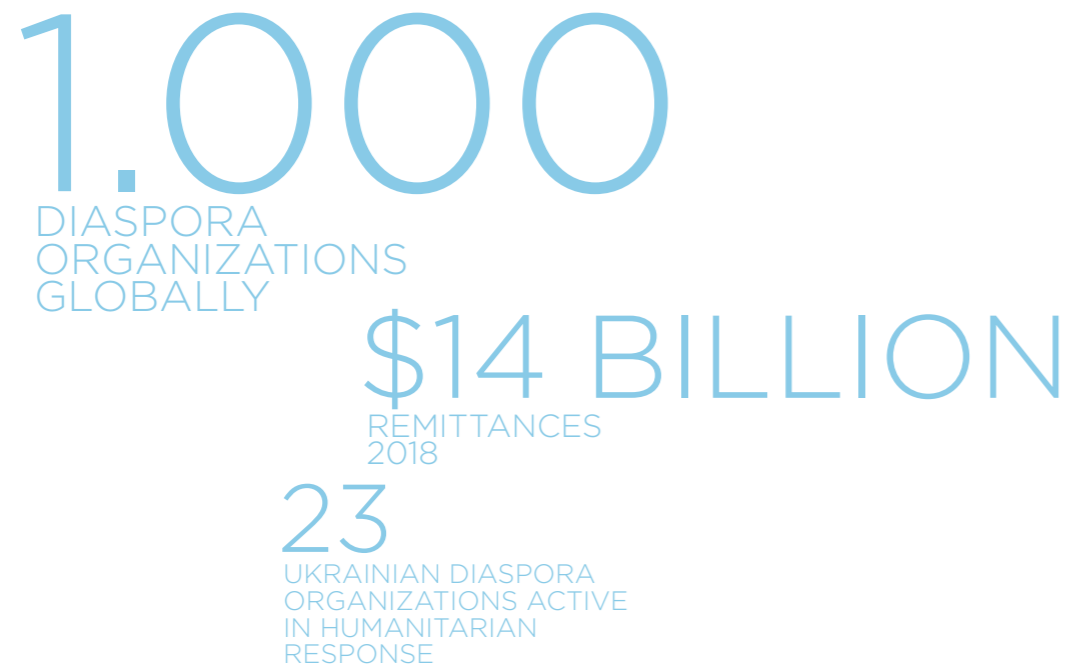
The focus of the pandemic response in the conflict-affected part of Ukraine was primarily on public health and WASH activities including the provision of laboratory support (by the World Health Organization); procurement and distribution of medical and hygiene items including PPE and test kits for both sides of the contact line; online training, including for specialists in local state institutions in relation to gender-based violence and the principles of psychosocial care; contact tracing; mobile health units; mental health and psychosocial support; infection prevention and control; hygiene promotion; and distribution of hygiene items.

The COVID-19 response allowed institutional humanitarian actors to reach more people in the NGCA than before as the pandemic provided the opportunity to negotiate for increased access. The Government of Ukraine also took on a number of services within the GCA previously undertaken by institutional humanitarian agencies, such as the reconstruction of conflict-damaged homes.

A number of institutional humanitarian agencies continued to contribute to the humanitarian response in 2020 outside the HRP. For example, the URCS together with the IFRC and ICRC, focused on raising awareness and preventing the spread of the pandemic, distributed PPE and provided local hospitals with the medical equipment needed; the URCS continued its previous projects focused on blood donation, psychological support, mine security, first aid training, providing assistance to emergency-affected people (after seasonal floods in western Ukraine and fires in eastern Ukraine); and the ICRC continues to be active with a number of assistance and protection programs on both sides of the control line.

<sup>16</sup>OCHA (2021), Op. Cit.

<sup>17</sup>OCHA (2021), Ukraine HRP- at a glance:  
[https://reliefweb.int/sites/reliefweb.int/files/resources/2021\\_hrp\\_launch\\_at\\_a\\_glance\\_-\\_2020-11-25.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/2021_hrp_launch_at_a_glance_-_2020-11-25.pdf)



### 3.3. Ukrainian diaspora

**The Ukrainian diaspora is estimated at between 7-20 million with over 1,000 diaspora organizations globally.**

Official records of the diaspora go back to 1709. Since the 1800s there have been different waves of migration across the globe both to neighboring countries as well as further afield. Between 2014 and 2016, as a result of the conflict in the east of the country and the associated economic downturn, there was a sharp increase in emigration from Ukraine, in particular to European Union (EU) countries.<sup>18</sup>

Recent estimates put the size of the Ukrainian diaspora at some 7 million<sup>19</sup> although other estimates consider 12-20 million to be more realistic.<sup>20</sup> The largest (and the oldest) communities reside in the Russian Federation, Canada, and the USA.<sup>21</sup> Traditionally, Ukrainians living and working abroad send significant funds back to Ukraine. Although it is difficult to make an accurate calculation, in 2018 these remittances were reported to amount to USD \$14 billion.<sup>22</sup>

<sup>18</sup> „Why we are leaving Ukraine“: <https://commons.com.ua/uk/chomu-mi-vsi-valimo-migratsiya-z-ukrayini-do-yevropejskogo-soyuzu-v-chasi-vijni/>

<sup>19</sup> EUDiF (2020), Diaspora Engagement Mapping - Ukraine:

[https://diasporafordvelopment.eu/wp-content/uploads/2020/04/CF\\_Ukraine-v.4.pdf](https://diasporafordvelopment.eu/wp-content/uploads/2020/04/CF_Ukraine-v.4.pdf)

<sup>20</sup> IOM (2013), Migration in Ukraine: Facts and Figures: [https://iom.org.ua/sites/default/files/eng\\_ff\\_f.pdf](https://iom.org.ua/sites/default/files/eng_ff_f.pdf)

<sup>21</sup> Ibid

<sup>22</sup> „Ukraine has received a maximum record of wire transfers from abroad“: <https://ua.112.ua/ekonomika/ukraina-otrymala-rekordni-14-mlrd-dolariv-hroshovykh-perekaziv-z-za-kordonu-v-2018-rotsi-487256.html>

According to the Global Ukrainians Network, there are currently more than 1,000 Ukrainian diaspora organizations around the world. They are diverse in size, focus, status, structure and activities. This case study identified 23 Ukrainian diaspora organizations that were regularly active in humanitarian response with nearly half (9 out of 23) based in North America and the other half based in Europe, Israel and Australia. This research has identified three main categories of Ukrainian diaspora organizations as follows:

#### **Formal diaspora organizations that have existed for more than 50 years.**

They include:

- Ukrainian World Congress (UWC) – an association of Ukrainian diaspora organizations from over 60 countries.
- United Ukrainian American Relief Committee.

These diaspora organizations link with government bodies both in Ukraine and in their countries of residence. They often provide support to formally structured organizations in Ukraine (such as Caritas Ukraine) on a grant/project basis.

They tend to be formally structured and require approval from their governing bodies before engaging in humanitarian response, thus limiting their ability to be involved in rapid or spontaneous responses. Instead, they provide regular support to charitable interventions.

#### **Post-2014 formal diaspora organizations**

which often started as groups on Facebook, providing spontaneous food, cash and non-food support in the conflict-affected east of Ukraine, and have later applied more formal project management systems to their work. Staff of these diaspora organizations often do not work full time for the organization but have developed systems to engage with local businesses and with the older diaspora organizations in their countries of residence.

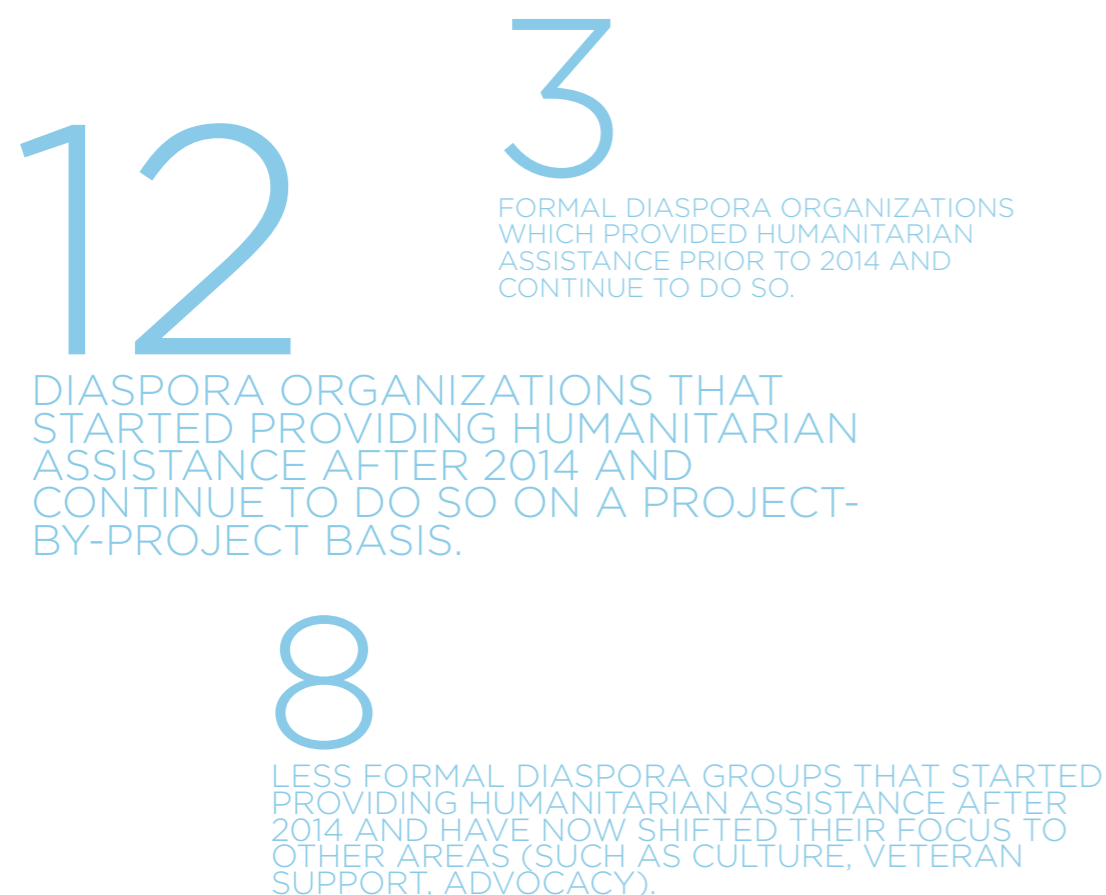
An example would be the Razom for Ukraine which provides funding to support the training of military veterans. Their project planning cycle is relatively short, normally 3 to 12 months. These organizations usually implement both development and humanitarian projects focusing on vulnerable people across Ukraine, including in the GCA.

#### **Informal diaspora organization initiatives**

which were formed in 2013-14 based on Facebook groups helping Euromaidan protestors in Kyiv during this period in an ad-hoc way. As humanitarian needs have become less urgent, they have shifted their focus to veterans and children on a small scale (supporting two or three families for example), as well on cultural life in their communities.

Their humanitarian engagement is short-term and reactive, but they have often proved to be able to respond rapidly to urgent needs – transferring goods within one month, and a few weeks, for financial transfers. These organizations tend to provide small-scale, spontaneous support (whereas the post-2014 diaspora organizations above provide larger-scale support on an ongoing basis). Examples include the Association of Ukrainians in Ankara.

## Overview of structures of 23 mapped diaspora organizations



The following is an overview of the structure and modus operandi of six of the more formal diaspora organizations engaged in humanitarian response identified through this research.

Bevar Ukraine - Volunteer Association	Ukrainian World Congress (UWC)
<b>Residing country:</b> Denmark	<b>Residing country:</b> Canada
<b>Active since:</b> 2014	<b>Active since:</b> 1967
<b>Structure:</b> Registered as association, covers administration costs by membership. Each project has a volunteer manager.	<b>Structure:</b> Global association with membership fees and national branches; has just created an endowment fund. The leadership consists of the Executive committee, vice presidents, Board and Audit committee.
<b>Description:</b> Total USD \$1.7 million raised since 2014. Focuses on supporting orphanages, schools, hospitals and hospices (nursing homes for elderly), shipping used medical equipment and supplies. Works directly with Danish medical institutions and charitable foundations.	<b>Description:</b> International coordinating body for Ukrainian communities across the diaspora. The UWC was recognized in 2003 by the United Nations Economic and Social Council as an NGO with special consultative status and obtained participatory status as an NGO with the Council of Europe in 2018. More often coordinates rather than implements projects.
<b>Main areas of intervention:</b> Health, education, support to the elderly.	<b>Main areas of intervention:</b> Economic development, education, livelihoods, health.
<b>Main partners:</b> Ukrainian Ministry of Health, Local charitable foundations.	<b>Main partners:</b> Caritas, UWC branches in different countries.
<b>Funding:</b> Diaspora and business donations, grants from Danish foundations.	<b>Funding:</b> Diaspora and business donations.
<b>No direct engagement with humanitarian system</b>	<b>No direct engagement with humanitarian system</b>
<b>Geographic focus:</b> Eastern Ukraine (in terms of conflict affected territories), Ukraine (in terms of COVID-19 response).	<b>Geographic focus:</b> Ukraine

<b>Nova Ukraine</b>	<b>United Ukrainian American Relief Committee</b>
<b>Residing country:</b> USA	<b>Residing country:</b> USA
<b>Active since:</b> 2014	<b>Active since:</b> 1944
<b>Structure:</b> Registered organization, no staff, volunteer organization.	<b>Structure:</b> Registered in USA, has two offices - in Philadelphia, USA and Kyiv, Ukraine.
<b>Description:</b> Dedicated to raising awareness about Ukraine in the USA and throughout the world, in addition to providing humanitarian aid to Ukraine. They organize fundraising events, meetings with high-profile Ukrainians, round table discussions dedicated to Ukraine and Ukrainian culture and participate in various cultural events. Since December 2013, Nova Ukraine has collected over USD \$500,000 in donations.	<b>Description:</b> Created to help Ukrainians leaving Ukraine after World War II. Provides humanitarian aid to Ukrainians in Ukraine, Romania, Poland, Kazakhstan, Brazil, Argentina and the USA. In addition to humanitarian response focused on education, they are often the first to respond to victims of natural disasters such as floods or mine accidents.
<b>Main areas of intervention:</b> Health, economic development.	<b>Main areas of intervention:</b> Health, education, elderly support.
<b>Main partners:</b> Patients of Ukraine L/NNGO.	<b>Main partners:</b> Caritas, Dzherelo Children's Rehabilitation Center.
<b>Funding:</b> Diaspora and business donations.	<b>Funding:</b> Diaspora and business donations.
<b>No direct engagement with humanitarian system</b>	<b>No direct engagement with humanitarian system</b>
<b>Geographic focus:</b> Eastern Ukraine (in terms of conflict affected territories), Ukraine (in terms of COVID-19 response).	<b>Geographic focus:</b> Ukraine

<b>Support Hospitals in Ukraine</b>	<b>Razom for Ukraine</b>
<b>Residing country:</b> USA	<b>Residing country:</b> USA
<b>Active since:</b> 2014	<b>Active since:</b> 2014
<b>Structure:</b> Not formally registered, functions as a project; no staff, only volunteers.	<b>Structure:</b> Registered in USA, has a Board consisting of eight members.
<b>Description:</b> The organization is committed to supporting Ukrainian hospitals with modern (but used) medical equipment and supplies shipped from the USA. Their main US partner is US-based CURE project that accumulates used medical equipment for charity. USD \$3.8 million is the value of the medical equipment delivered to hospitals in Ukraine in 2014-2021.	<b>Description:</b> Unites various Ukrainian activists throughout the USA and maintains a global network of over 2,000 people. Annual budget was USD \$110,000 for 2019. Focuses more on advocacy and development support, but still helps the conflict-affected population and war veterans.
<b>Main areas of intervention:</b> Health	<b>Main areas of intervention:</b> Health, veteran support, education, culture.
<b>Main partners:</b> Project CURE, Razom for Ukraine (diaspora organization), Patients of Ukraine (L/NNGO).	<b>Main partners:</b> Nova Ukraine, United Help Ukraine, Support Hospitals in Ukraine, Ukrainians in Germany.
<b>Funding:</b> Diaspora and business donations.	<b>Funding:</b> Diaspora and business donations.
<b>No direct engagement with humanitarian system</b>	<b>No direct engagement with humanitarian system</b>
<b>Geographic focus:</b> Eastern Ukraine (in terms of conflict affected territories), Ukraine (in terms of COVID-19 response).	<b>Geographic focus:</b> Eastern Ukraine (in terms of conflict affected territories), Ukraine (in terms of COVID-19 response).



# 4. DIASPORA HUMANITARIAN RESPONSE

**4.1. Motivations for humanitarian response**  
**Older diaspora organizations were initially created in order to promote Ukrainian culture in their countries of residence, with little focus on humanitarian response in Ukraine, with the exception of small-scale provision of support. With the outbreak of unrest and conflict, the main motivation was a wish to preserve the territorial integrity of Ukraine, driven by patriotism and empathy for fellow Ukrainians.**

The older diaspora groups were originally created to promote Ukrainian culture abroad with little focus on humanitarian response back home. During the Euromaidan protests in 2013-14, in a demonstration of solidarity, the diaspora was motivated by the upheaval in the country and became more active, organizing protests and embarking upon advocacy campaigns on the political and human rights situation in Ukraine.

This then developed into the provision of in-kind and financial support to those caught up in the protests. This form of support continued when conflict broke out in the east of the country. All interviewees for this research highlighted that the main motivation for providing humanitarian aid to Ukraine was a wish to preserve the territorial integrity of Ukraine, driven by patriotism and empathy for fellow Ukrainians.

Analysis from this research shows that Ukrainian diaspora organizations consider their help as an act of patriotism. This partly explains why most of them consider military support and supplies to military volunteers as a type of humanitarian aid. Only a couple of diaspora organizations identified make no mention of supporting the military and/or their families and focus only on affected populations such as displaced persons or the wounded.

**4.2. Diaspora response activities**  
**Building on the initial ad-hoc support to cover the basic needs of the 2013-14 Euromaidan protestors, in 2014, diaspora organizations shifted their focus and their approach to humanitarian engagement as attention moved to the conflict in the east.**

A key feature of Ukrainian diaspora organization responses is that they have tended to follow an initial response by those on the ground. Diaspora individuals then pick up on the momentum from abroad before forming groups to firstly send aid (often in the form of cash to purchase basic assistance such as food) and then follow this up with more complex forms of support, such as medical training and equipment.

For example, during the Euromaidan protests, a diaspora coordination center was established in New York, where volunteers that now form the Razom for Ukraine, Nova Ukraine and United Help Ukraine started to rally people from all over the world to support protesters in Ukraine. They used social media, creating a Facebook group called "Foreign Ukrainians of the Euromaidan"<sup>23</sup>, aiming to raise funds to cover the basic needs of the protesters, and calling for volunteers.

The money received from Ukrainians living abroad covered most of the needs in 48 hours. Money was sent to volunteers in Ukraine who delivered the items where they were needed. Volunteers from the Ukrainian diaspora also set up video calls with Euromaidan protestors to provide support through the night.

The mapping undertaken as part of this research identifies diaspora organizations as focusing their humanitarian response in the following areas of intervention, with most engaged in health, food security and/or livelihoods. The latter came in the form of more rapid assistance such as providing food, cash, and clothes to those in need.

<sup>23</sup><https://www.facebook.com/groups/ukrainians.abroad/>

**Health:**

The provision of medical support is one area in which diaspora organizations are heavily involved as seen in the examples below. This area of their work is that which is most closely linked to institutional humanitarian actors. Since the beginning of the conflict in 2014, this support, coming from diaspora individuals and organizations, has focused on providing local organizations and hospitals with in-kind items such as hygiene kits and medical equipment. Diaspora medical personnel have also been deployed to train Ukrainian medical staff.

In 2020, diaspora organizations have continued providing medical support in response to the COVID-19 pandemic. Two of the largest diaspora organizations that have focused on medical assistance are Support Hospitals in Ukraine (US based, not formally registered) and Bevar Ukraine (Danish, formally registered). Both have memoranda signed with local and/or national authorities.

Support Hospitals in Ukraine reports sending some USD \$3.8 million worth of medical equipment (which it calls humanitarian cargo) from the USA to Ukraine since 2014. Support Hospitals in Ukraine has a USA-based partner that collects surplus medical supplies and equipment from hospitals in the USA.

The diaspora organization then sends a volunteer to Ukraine to assess hospital needs, subsequently raising funds (some USD \$25,000) from the diaspora to fund the operational expenses of sending a container of items. The packing list is sent to the customs broker of the Support Hospitals in Ukraine, a registered non-profit Ukrainian partner organization, and the partner is able to obtain a customs exemption for the consignments on humanitarian grounds.

Similarly, Bevar Ukraine has been sending trucks of medical equipment to Ukraine (43 trucks and two planes since 2014) from Denmark to the value of some USD \$1.7 million. Both diaspora organizations are however sending this assistance not only to the conflict-affected east of the country but throughout Ukraine, and both organizations send the assistance as and when a truck or container is full.

This therefore follows a supply-driven as opposed to needs-driven approach. When the focus is on distribution of commodities, diaspora organizations tend to wait until they have sufficient cargo to send support, making planning of distribution and implementation timeframes difficult.

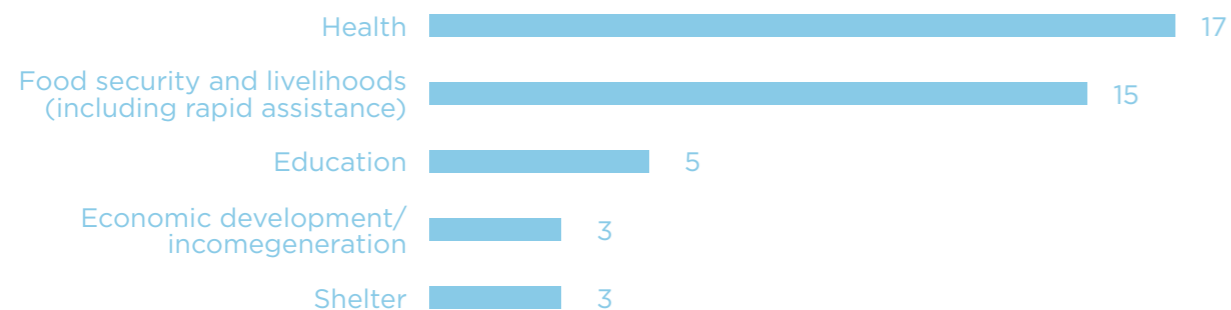


Figure 1: Main areas of intervention where diaspora organizations have been active (23 organizations – multiple responses)

**Rapid assistance:**

The provision of rapid assistance involves the immediate provision of basic items during the acute phase of a crisis (e.g. Euromaidan protests and displacement of population in the east in 2014). In these instances, diaspora organizations connected with volunteers on the ground, transferring cash to them to enable the purchase of basic items for those in need. This diaspora organization explained the nature of its support:

„We set up a hostel of apartments not too far from Maidan for people to go and sleep and shower and have a hot meal, so it was quite hands-on. As the crisis evolved then we had to change with the crisis.”

Other forms of response which diaspora organizations considered as humanitarian that fall outside of the traditional areas of institutional humanitarian intervention include:

**Support to families and children of killed or wounded soldiers:** Frequently mentioned by diaspora organizations as humanitarian aid is the support they provide to families and children of killed or wounded soldiers. Similar to military aid described below, this support was organized on a “someone who knows someone” principle. An individual from the diaspora receives an email or a call from a relative or friend in Ukraine whose family member or friend has suffered and now needs help.

Diaspora organizations then adopt different modalities for providing support, ranging from direct individual financial support and presents for Christmas, to organizing camps and foreign retreats for veterans and their children. The latter is usually undertaken in coordination with local authorities and businesses as seen with the Ukrainian diaspora in Turkey. For example:

- In 2017 the Turkish Ukrainian Family NGO organized for 12 children from the Poltava region whose parents were wounded or killed in the conflict to travel to Turkey for a 10-day summer vacation where the children were hosted by the Ukrainian diaspora living in Turkey.<sup>24</sup>
- In 2017, the Ukrainian volunteer association Wings organized a 10-day trip to the Baltic Sea for more than 50 children from Luhansk.<sup>25</sup>

<sup>24</sup><http://np.pl.ua/2017/06/ukrajintsi-turechchyny-vlashtuvaly-dityam-zahyblyh-bijtsiv-ato-vidpochynok/>

<sup>25</sup><http://kryla.org.ua/shlyahamy-bezvizu-dity-donbasu-zdijsnyly-zahoplyuyuchy-tur-krayinamy-baltiyyi-latviya-estoniya-finlyandiya-lytva/>

#### Support to the military:

As support from diaspora organizations began to center on the situation in the east of the country, the assistance they provided became directed towards the Ukrainian Army, volunteer battalions and, later, veterans (according to interviewees, an estimated 70 per cent of diaspora aid was focused in this direction).

This support tended to be provided unofficially and to an extent ,under the radar', particularly at the beginning of the conflict, both because of the mixed reputation of the Ukrainian military system and the legal restrictions in diaspora organizations' countries of residence, which mostly forbid the provision of support to the military of other countries.

Despite the ad-hoc nature of the support and the absence of alignment with common humanitarian standards and principles, most diaspora organizations would classify their response as humanitarian because in post-Soviet countries "humanitarian" meant "free".<sup>26</sup> As this diaspora organization explained:

„Ukrainian diaspora has a distorted understanding of humanitarian aid - everything that is free - is called humanitarian.”

#### Community level development:

A number of ongoing diaspora organization projects have focused on supporting community-level development, providing support to children and adults living along the contact line. For example, United Help Ukraine has supported selected communities since 2014, recently raising USD \$5,000 to provide a tractor to the church in Pervomaiske village (Donetsk oblast) to ensure that residents living along the contact line were able to continue farming.

**Activities not undertaken:** Diaspora organizations did not report being involved in protection activities nor was there any focus on integrating gender-sensitive approaches.

**Types of crises:** Diaspora organization humanitarian engagement in Ukraine since 2014 has focused primarily on providing support during times of unrest, violence and conflict. With the continuing conflict in the east of the country, this engagement is also ongoing (albeit only in the GCA).

Diaspora organizations also regularly respond to annual floods in the west of the country and other small-scale crises as they occur. However, many diaspora organizations are not only responding to these crises but tend to provide assistance across the country, including in locations not experiencing humanitarian crises.

<sup>26</sup>For example, in the early 1990s Ukraine received humanitarian aid as a "third world country" due to the Chernobyl disaster. Many Ukrainians who are now in their 30s and 40s remember receiving stationary, toys and clothes from humanitarian or diaspora organizations.



**4.3. Coordination and implementation  
Diaspora organizations mostly implement  
activities through L/NNGOs or directly them-  
selves using volunteers, local institutions and  
community groups.**

The 23 formal diaspora organizations identified in this case study implemented humanitarian activities both with partners and directly themselves, often using volunteers based in Ukraine or visiting diaspora individuals.

The most commonly seen partners were L/NNGOs although these were mostly not humanitarian NGOs but NGOs focused on a range of social and cultural issues. Community and religious representatives were also often key intermediaries in Ukraine and connected diaspora organizations with partners such as L/NNGOs.

Very few diaspora organizations were known to have partnered with INGOs or UN agencies, possibly reflecting the nature of the diaspora's response and the other challenges they face in working with the institutional humanitarian actors and system, as described below. Several of the L/NNGOs they partnered with were part of global networks, such as Caritas Ukraine and ADRA as mentioned above.

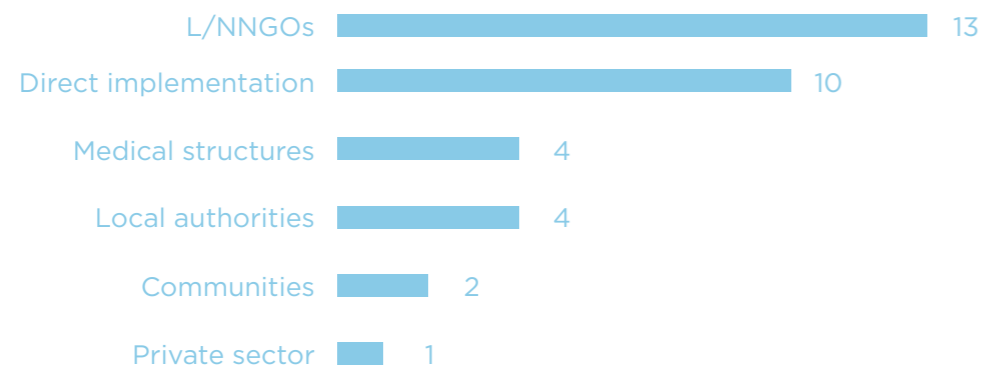


Figure 2:  
Implementation approaches (23 organizations - multiple responses)

Person-to-person support was also increasingly possible directly for diaspora organizations, as this interviewee explained:

„In the age of digital democracy any Ukrainian citizen living abroad can find a community or people that need help in Ukraine via the Internet without any intermediaries. Technologies also help to produce transparent reporting and visibility without any bureaucracy.”

The diaspora organizations highlighted the following approaches to implementation:

- For immediate provision of basic items during the acute phase of a crisis (Euromaidan protests and displacement of population in the east in 2014), diaspora organizations connected with volunteers on the ground, transferring money to them so that they could purchase basic items for those in need.
- For one-off projects diaspora organizations have worked with registered local humanitarian NGOs including Caritas Ukraine and ADRA, who have acted as implementing partners. This approach is used less frequently.
- Connecting with specific institutions such as schools, orphanages and medical institutions and shipping commodities, primarily non-food items and medical equipment, directly to them. Sometimes this is overseen by volunteers on the ground or visiting diaspora individuals.
- Partnering with L/NNGOs on the ground in order to facilitate the import and distribution of humanitarian goods. These L/NNGOs are usually not part of the institutional humanitarian sector (in the way that Caritas Ukraine is for example) – they are, though, registered charitable organizations in Ukraine.
- Person-to-person or family-to-family whereby diaspora organizations send aid to specifically selected individuals, such as a veteran or his/her family, and families, often providing basic assistance over a period of years (funds for clothes, toys, books, healthcare and so forth).

Partners on the ground, as seen with Support Hospitals in Ukraine, facilitate the initial assessment and distribution of commodities (such as medical equipment) as well as allowing diaspora organizations to take advantage of humanitarian customs exemptions. However, not all Ukrainian partners are connected to the institutional humanitarian coordination system. They instead coordinate with local authorities and other relevant bodies such as hospitals.

A few diaspora organizations do have a stronger link with humanitarian agencies that are part of the institutional humanitarian system in the country. For example, Caritas Ukraine, part of the global Caritas network and the institutional humanitarian system, is the implementing partner for a number of diaspora organizations including the US Ukraine Foundation, the United Ukrainian American Relief Committee and the Ukraine Crisis Appeal.

Discussions revealed that some diaspora organizations adopt a cautious approach to partnering, in an effort to ensure that their local counterparts are credible and reliable. One diaspora organization reported that they will now only partner with CBOs with whom they have had a relationship since 2014. This is because of concerns regarding fake CBOs created purely for financial gain. As this diaspora organization explained:

“As an organization we decided on the philosophy that if we don’t know them [the partner on the ground] since 2014 then we won’t invest any more money as we don’t know if they are a sham CBO. We are putting in seed money to create a number of CBOs.”

Another approach has been for diaspora organizations to open up their own offices in Ukraine. This was seen in 2014 as a way to facilitate the oversight of specific projects that diaspora organizations have implemented (in the health sector, for example). When projects are completed the offices are sometimes closed. As this organization explained:

“We had a branch in Kyiv many years ago and shut it down when the project ended.”

Three organizations are currently known to have had a presence in Ukraine: Global Ukraine, Canada-Ukraine Foundation, and the United Ukrainian American Relief Committee. Diaspora organizations were also known to have volunteers in Ukraine or use visiting diaspora individuals for overseeing the delivery of assistance, such as medical equipment.

Diaspora organizations have also adopted a combination of approaches to implementation. The nature of implementation depended on the activity in question. They combined a less formal approach in some areas of work, directly linking with recipient communities, and developed more formal partnerships for other activities as illustrated by the approaches of Nova Ukraine, highlighted in the box below.

From a coordination and engagement perspective, the two key forms of potential connection with the institutional humanitarian system are:

- Engagement in Ukraine (with or through the UN cluster system or with other institutional humanitarian organizations) by providing direct assistance and/or working with partners on the ground;
- In the countries of residence where institutional humanitarian stakeholders (INGOs; UN agencies; donor governments; and Red Cross/Red Crescent bodies) can engage with diaspora organizations.

However, discussions for this research revealed that neither of these forms of coordination exist in any meaningful way in the case of Ukraine. One reason for this is the lack of a permanent presence in Ukraine of most diaspora organizations, and therefore their inability to attend any institutional humanitarian coordination meetings. Further, many of their partners on the ground, such as volunteers, CBOs and medical institutions were not part of the institutional humanitarian coordination system. Some diaspora organizations reported linking with L/NNGOs in order to receive information on the situation (Canada-Ukraine Foundation (CUF) for example), as well as visiting UN agencies informally when on short-term missions to the country. As this diaspora organization explained:

“We never ‘broke’ into the formal humanitarian system as we were not there permanently, so we used Caritas and it was through them that we knew what was going on. We did visit every time and dropped in and talked to UN [staff] but we never formally ‘sat at the table’.”

Diaspora organizations spoken to for this research stated that given the scale of the support they provide, there is little motivation for them to engage with the institutional humanitarian coordination system. The bureaucracy of the system was noted as an additional key disincentivizing factor. As this diaspora organization explained:

“The humanitarian system is too bureaucratic. We operate at a different level and we are at the grassroots and under the radar.”

Stakeholders representing institutional humanitarian agencies were not fully aware of diaspora humanitarian responses. They did voice skepticism in relation to the potential for increased coordination with diaspora organizations primarily due to their perceived lack of impartiality, whilst acknowledging that such organizations were often faster in their response precisely because of the lack of need to coordinate.

Diaspora organizations have also coordinated activities with state authorities. This approach increased during the COVID-19 pandemic when humanitarian support in the form of provision of PPE and medical equipment was donated by diaspora organizations to state authorities for distribution.

### The formal and informal approaches of Nova Ukraine

Less formally, Nova Ukraine, a USA-based diaspora organization, has spent a number of years collecting and transporting donated goods (non-food items such as clothes, shoes, hygiene items, diapers and so forth) for those affected by the conflict in the east (in the GCA only) and before distributing them through communities. In addition, Nova Ukraine shipped wheelchairs, specialist support equipment and personal medical hygiene items for Ukrainian Army soldiers who suffered from severe spinal injuries as a result of conflict, directly to the injured individuals. This activity has been ongoing for five years.

In other aspects of Nova Ukraine’s humanitarian response, more formal systems have been put in place. For example, links have been set up with a USA-based NGO which has an ongoing partnership with a military spinal injury rehabilitation center in Kyiv in order to provide similar specialist equipment. This more formal approach was continued in 2020 while addressing some of the needs emanating from COVID-19. Nova Ukraine focused on fundraising, in coordination with partner organizations and other diaspora organizations, to support the renovation of the country’s main COVID-19 reference laboratory and the provision of PPE. Fundraising was carried out via Facebook, PayPal and through corporate donations.



#### **4.4. Coordination in countries of residence There is some coordination between diaspora organizations in their countries of residence.**

In countries of residence, some coordination does take place between the larger, more formal diaspora organizations, as seen in the USA with Razom for Ukraine and Support to Hospitals in Ukraine who coordinate their medical action, with Razom for Ukraine fundraising for the latter.

Although there has been some increased coordination between diaspora organizations themselves since 2014, this is not systematic in nature and has tended to focus more on advocacy in countries of residence as opposed to coordination of the provision of humanitarian aid.

There are also a number of global level coordinating bodies such as the Ukrainian World Congress and the Global Ukrainians Network which facilitate inter-organizational engagement, but again, not with humanitarian actors outside the diaspora.

Generally, coordination between diaspora organizations is informal and has tended to be undertaken through social media, primarily Facebook. Those diaspora organizations interviewed for this research reported no significant coordination between each other.

#### **4.5. Diaspora financing for humanitarian response Diaspora organizations are mainly funded by diaspora supporters with very few receiving funds from institutional donors.**

This research found that the majority of humanitarian aid from diaspora organizations is funded online through websites, crowdfunding platforms, Facebook groups and other social media. According to the diaspora organizations, this is the easiest and least costly way to collect donations; it is estimated that up to 90 per cent of funds are raised online.

Funds are also raised through Ukrainian churches and/or through offline charitable events. Such events are usually organized by older or wealthier diaspora communities that have the resources to invest in this type of activity. However, these types of events were put on hold from March 2020 due to the COVID-19 pandemic.

Research discussions reveal that churches, as centers for diaspora communities, were critical for fundraising, as this diaspora organization highlighted:

“We work with the Orthodox Church of Ukraine and Greek Catholic Church of Ukraine in our country. When the request from Ukraine comes and it is verified, we announce a fundraising campaign in the churches and all the money is wired to an official bank account of the church in Ukraine.”

Very few diaspora organizations covered by this research mentioned submitting projects for funding grants issued annually by the Ukrainian Ministry of Foreign Affairs or by governments in their countries of residence.

According to interviewees, this may be linked to the fact that many diaspora organizations are staffed by volunteers and therefore lack the capacity to draft formal funding proposals and instead rely on less formal efforts.

A number of the diaspora organizations spoken to highlighted that fundraising is becoming more challenging and complicated as the conflict in Ukraine is less and less in the global spotlight. In the last year this is likely to also be linked to the global economic impact of the COVID-19 pandemic. Diaspora organizations were experimenting with innovative approaches to engaging with their supporters as highlighted in the box below.

Diaspora funding was also seen to be supporting the global NGO networks. For example, Caritas Ukraine is being funded by diaspora organizations and it reports this funding to the OCHA Financial Tracking System. This support comes through the Greek Catholic Dioceses from all over the world in addition to funds received by Caritas branches in other countries, Germany for example.

ADRA Ukraine also receives diaspora organization funding through ADRA offices in other countries (for example Poland, Finland, Canada, Switzerland and so forth). These two organizations highlight that diaspora funding is relatively small in comparison to grants they receive from international donors (10% to 30%).

L/NNGOs do not always register aid from diaspora organizations within the Financial Tracking System nor communicate it at cluster coordination meetings, since it is not that substantial and often cannot all be measured in financial terms (as it can include in-kind and training activities).

Although the Ukrainian Ministry of Social Policy has a database of those individuals who have received humanitarian aid since 2014, it does not contain information on who provided the aid, making tracking more difficult.

#### Innovative approaches to engaging diaspora organizations and fundraising

Diaspora organizations are experimenting with new ways to engage their supporters. Nova Ukraine (based in the USA) has launched a “Ukrainian House” on the new social media platform Clubhouse, organizing regular events with high-profile Ukrainians answering questions with diaspora in real time. Global Ukrainians Network (GUN) has also launched a series of talks with Ukrainian diaspora in Clubhouse and conducted around 20 events by April 2021.

As a new approach for fundraising, Global Ukrainians Network have launched a joint project with Visa called “Money touch” (<https://www.global-ukraine.org/en/services>). This allows instant credit card transfers with zero commission from Europe to Ukraine. The Global Ukrainians Network receives a credit from every transfer and uses these funds for financing its humanitarian projects.

#### 4.6. Planning, targeting and selection criteria Diaspora organization humanitarian assistance is rarely based on an established set of selection criteria or formal assessments, according to interviewees.

Humanitarian support tends to be provided on the basis of requests from individuals, families or institutions (such as orphanages and schools or medical institutions).

Discussions with diaspora organizations reveal that in general they do not undertake needs assessments in the same way as institutional humanitarian actors do – in part because they do not have the capacity themselves or they do not have permanent, reliable, skilled partners on the ground to undertake such exercises.

Some of the medical diaspora organizations do, however, undertake initial assessments to ascertain what equipment is needed, but not always. The humanitarian response tended to be more supply-driven, as opposed to needs-driven.

For example, a diaspora organization responds to the call for help from a hospital by collecting used medical equipment and sends it without fully assessing its appropriateness. The example of the Canada Ukraine Foundation below illustrates the planning and targeting approach of diaspora organizations.

#### Canada Ukraine Foundation prioritizing needs and setting criteria

After the slightly chaotic response to Euromaidan and the early days of the conflict, the Canada Ukraine Foundation highlighted its approach to prioritizing needs and establishing criteria for its own response.

The initial focus of support was on injured civilian and military, starting with the Euromaidan unrest. Here, through its volunteers on the ground, CUF was able to create a database of those requiring medical assistance. As the focus moved towards the conflict in the east, in order to identify who to select for assistance, CUF sent a medical team from Canada to Ukraine to identify the best approach to providing support.

The team proposed the deployment of medical missions/teams to military hospitals dealing with craniofacial injuries (the lists of patients requiring assistance were provided by the relevant ministry). CUF’s discussions on the ground with Caritas Ukraine also saw them providing funding for child trauma therapy – targeting those who had been identified by Caritas Ukraine’s own needs assessment processes.



## 5. OVERVIEW OF DIASPORA HUMANITARIAN RESPONSE

**The humanitarian response of diaspora organizations was small-scale, ad-hoc and punctual in nature responding to urgent needs identified by those on the ground.**

The support was seen as responding to the urgent needs with often little difference made between civilian and military beneficiaries, as described above.

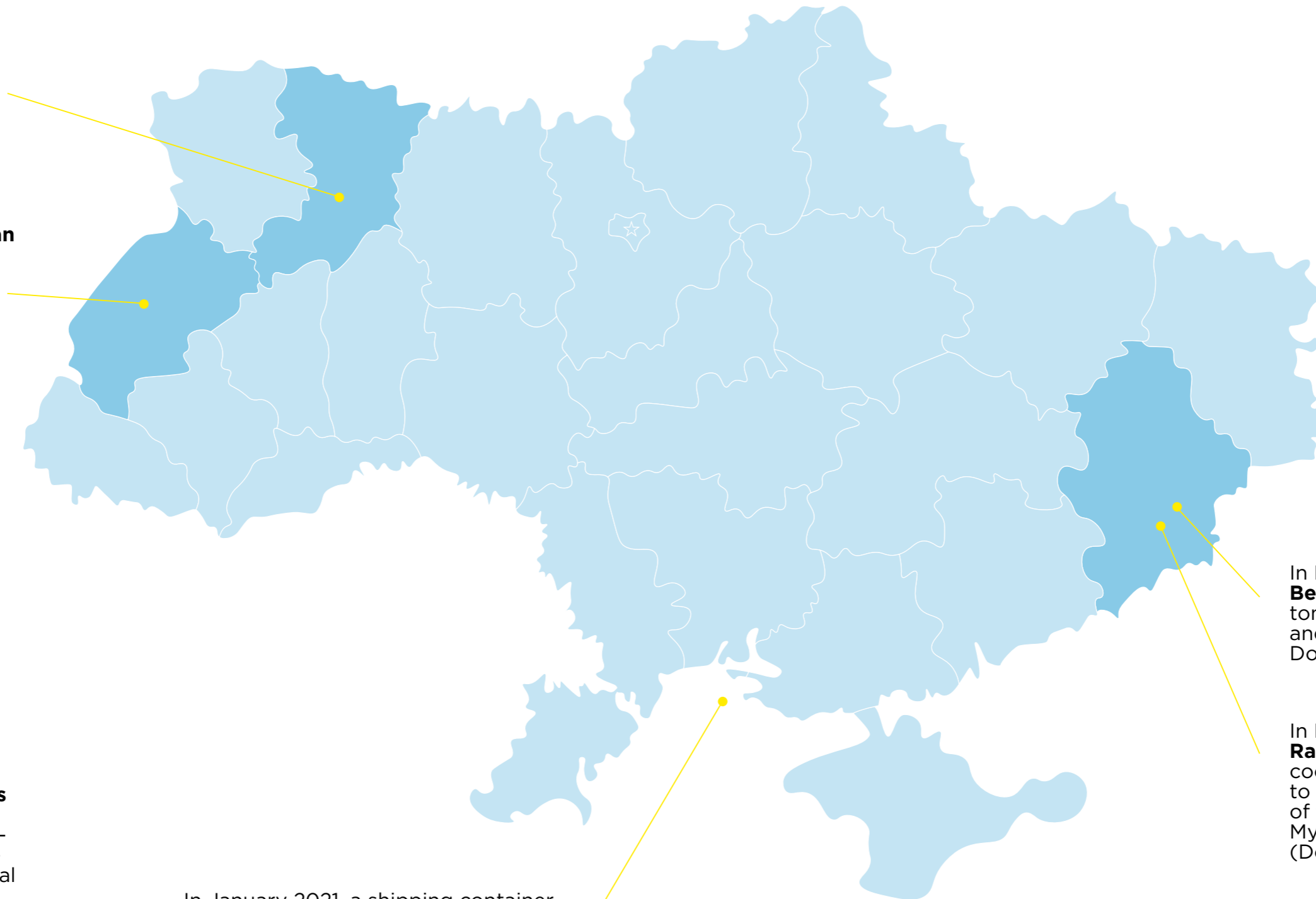
At the same time, diaspora organizations and their partners believed that they were responding to priority needs identified directly by the community and institutions

such as hospitals and schools that would bring immediate relief, even if not always sustainable over time.

As mentioned above, the humanitarian response could be more supply-driven than needs-driven. A snapshot of recent diaspora organization humanitarian response illustrates their activities and initial results.

In December 2020,  
**Nova Ukraine** provided  
equipment for a hospital  
for wounded veterans in  
Rivne oblast.

In July-August 2020,  
**United Ukrainian American  
Relief Committee** raised  
nearly USD \$58,000  
for financial assistance  
for the victims of floods  
in Western Ukraine.



In March 2021,  
**Ukrainian World Congress  
(Latvia branch)** coordina-  
ted shipment of humanita-  
rian cargo to Ukraine con-  
taining supplies for medical  
and social institutions.

In January 2021, a shipping container  
with humanitarian aid for hospitals  
for COVID-19 response was delivered  
from the USA to Odesa by **Support  
Hospitals** in Ukraine.

In February 2021,  
**Bevar Ukraine** shipped nine  
tons of medical equipment  
and supplies to Toretsk,  
Donetsk oblast.

In February 2021,  
**Razom for Ukraine**  
coordinated with **L/NGOs**  
to support the renovation  
of the school library in  
Myronivka school #1  
(Donetsk oblast).

The following are brief descriptions of selected diaspora organization responses to further illustrate these results:

**Bevar Ukraine (Denmark) - supporting health facilities in conflict areas:** In February 2021, the organization shipped nine tons of medical equipment and supplies to Toretsk, Donetsk oblast and 10 tons to Lviv oblast. The cargo contained used medical equipment, including medical beds, mattresses, bed linen, dental chairs and other materials.

**Support Hospitals in Ukraine (USA) - supporting health facilities with the COVID-19 response:** In January 2021, a shipping container with humanitarian aid was delivered from the USA to Odesa by Support Hospitals in Ukraine. This was the seventh container sent to date by the diaspora organization to Ukraine. This shipment was to support the local efforts in tackling the ongoing COVID-19 pandemic.

The medical equipment was delivered to the three largest medical facilities in Odesa and the wider region. The cargo primarily consisted of intensive care and emergency beds which were specifically requested by local doctors to expand the capacity of local medical facilities treating COVID-19 patients. All equipment and supplies were provided to the hospitals free of charge. The delivery was coordinated and organized together with funders and partners in the USA, Canada, Ukraine, and included Project CURE (USA) and TIS (local business, Ukraine).

**Razom for Ukraine (USA) - supporting education in conflict areas:** In February 2021 Razom for Ukraine coordinated with L/NGOs Sergiy Zhadan Charitable Foundation and Building Ukraine Together and supported renovation of the school library in Myronivka school #1 (Donetsk oblast). In March 2021, they launched a Facebook fundraising campaign and raised USD \$3,000 to support Ukrainian COVID-19 responders.

They are planning to use these funds to buy the medical equipment needed for treating COVID-19 patients in hospitals (such as oxygen concentrators for rural hospitals and a video laryngoscope for intubation for the Kyiv city hospital).

**Ukrainian World Congress (Latvia branch) - supporting wounded from the conflict:** In March 2021, the organization sent their 49th humanitarian cargo shipment to Ukraine. The shipment contains items for medical and social facilities which will be distributed by a local charitable foundation - Countrymen's Support. The items are intended for sick and wounded people with disabilities. Financial support was provided by Latvian and Swedish diaspora members.

**Nova Ukraine (USA) - supporting wounded from the conflict:** In December 2020, as part of an ongoing project, "Medical Supplies for Wounded Soldiers", Nova Ukraine was able to support the Hospital for Wounded Veterans in Rivne oblast with rehabilitation equipment.

This included a lift that is used to move disabled people in and out of a rehabilitation pool. In March 2021, Nova Ukraine launched a fundraising campaign to buy ten oxygen concentrators for a local hospital in Ivano-Frankivsk. A local NGO - Patients of Ukraine - will purchase and deliver the oxygen concentrators when the fundraising campaign is over.

**United Ukrainian American Relief Committee (UUARC, USA) - supporting flood response:** In July-August 2020, UUARC responded to floods in western Ukraine through a national fundraising campaign in the USA that raised nearly USD \$58,000 and provided cash assistance to support affected farming communities.

They divided support into three categories: those farms that suffered the most damage received USD \$500; those with moderate damage received USD \$250; and farms that suffered the least damage received USD \$100. In December 2020, UUARC delivered 500 pairs of shoes for children from Dvorichne Station Secondary School, Kharkiv oblast, whose families suffered in a fire and/or are in a vulnerable situation.

Other humanitarian responses focused on training and capacity-building. Training or facilitating access to training for the families of the deceased, for veterans and for medical personnel is one area of diaspora organization humanitarian response which has the potential to be more sustainable.

Diaspora organizations such as Razom for Ukraine<sup>27</sup> and CUF have focused on this form of support, with the latter providing ongoing training for Ukrainian medical staff, including the training of trainers. However, there is no measurement or monitoring to assess the longer-term impact of these activities.

Razom for Ukraine has focused on supporting Ukrainian veterans to gain Masters' degrees.<sup>28</sup> Whilst this approach could fall within the Education in Emergencies framework, the monitoring of learning outcomes is not in place thereby limiting the possibility of measuring long-term results.

As seen in the examples above, a number of diaspora organizations have been involved in delivering used medical equipment to Ukraine. The sustainability of this was questioned by interviewees, given the potential incompatibility of medical systems limiting the possible long-term use of such equipment in Ukraine.

<sup>27</sup><https://razomforukraine.org/projects/cpp/>

<sup>28</sup><https://razomforukraine.org/projects/veteranstipends/>

### 5.1. Diaspora transparency and accountability

#### **Diaspora organizations are transparent in reporting their activities but there were limited accountability actions.**

All the diaspora organizations interviewed publish publicly available reports on their activities stating how funds have been used. This is often based on feedback from local volunteers and recipients. Several diaspora organizations mentioned that in comparison to large humanitarian organizations the aid that they provide is of such a small scale that there is no need or capacity to have a more systematic or structured approach to accountability.

Diaspora organizations spoken to for this research frequently mentioned that their activities and reporting are primarily focused at the output level (number of people trained; number of people/organizations receiving medical equipment, and so forth) as this diaspora organization explained. It organizes medical trips for diaspora health professionals to Ukraine:

“There is no formal reporting system and no quality control of the results.

The key performance indicators (KPI) were how many operations did you perform on this trip but no formal KPI system.

We do a pre-treatment and then a post-treatment assessment which is our first attempt at establishing an evidence base.”

The diaspora supporters, primarily providing funds through fundraising drives, Facebook and other social media platforms, have limited accountability requirements, tending simply to request an update on how their donation was used in the form of brief reports, articles and photographs. As this local partner explained:

“Diaspora representatives usually find us by the word of mouth as they look for trustworthy partners. We usually send them photos and videos right after distribution, as well as copies of the handover certificates.”

Diaspora organizations that provide support to local communities and institutions have informal systems for monitoring implementation with many diaspora organizations double-checking information during site visits (undertaken during their visits to Ukraine). This was one way that they also received feedback directly from beneficiaries and their partners working closely with them. If the aid provided was not substantial or regular there tended to be limited or no follow-up, according to interviewees.



## 6. GAPS AND CHALLENGES IN DIASPORA HUMANITARIAN RESPONSE

Gaps and challenges identified in the humanitarian response of diaspora organizations included lack of time/capacity, lack of regular and predictable funding, limited collaboration with institutional humanitarian actors and systems, minimal adherence to the humanitarian principles of neutrality and independence, and difficulties in observing common humanitarian standards.

Key challenges and gaps consistently highlighted during this research included:

**Lack of time/capacity and irregular funding:** Many of those working for diaspora organizations have permanent jobs elsewhere and work on a voluntary basis. The lack of capacity and dedicated staff combined with unpredictable funding often prohibits diaspora organizations from undertaking planned, regular and continuous humanitarian response. As they are based outside Ukraine, diaspora organizations are unable to access funding grants that are available to L/NNGOs and INGOs in-country, such as through the Ukraine Humanitarian Fund.

**Collaboration with the institutional humanitarian actors and systems:** Cooperation or coordination with the institutional humanitarian system and international humanitarian agencies was seen as prohibitive by diaspora organizations. This is as a result of the perceived bureaucracy and slow workings of international humanitarian organizations, combined with the lack of time and resources of diaspora organizations, including their lack of presence in Ukraine.

**Respecting the humanitarian principles of neutrality and independence:**

A key challenge mentioned by diaspora organizations in terms of engaging with the institutional humanitarian system is the requirement of adhering to the humanitarian principles of neutrality and independence. As patriotism is a key motivation for diaspora support, diaspora organizations often find it difficult to apply these principles. As seen with the response in the east of the country, much support has been focused on wounded and active military personnel on one side of the control line.

The distinction between combatants and civilians is not always a key feature for diaspora organization responses. In addition, providing humanitarian support to those in the NGCA is almost impossible for Ukrainian diaspora organizations for reasons of access. It should also be noted that diaspora organization donors generally do not want to provide support to those living in the NGCA. Indeed, some diaspora organizations reported the risk of losing donors if they provided humanitarian aid on both sides of the control line.

“We don’t want to do paperwork and our donor base is not going to support the other side. So, we have to be careful where and how we spend our funds.”

Difficulty in applying humanitarian standards: For similar reasons, diaspora organizations also tend not to apply common humanitarian standards; in addition they are often not aware of them. One diaspora organization did speak of the Sphere standards and the challenges they faced in applying them:

“We tried to introduce the Sphere concept into our work, but it is way beyond us – it is like Google talking to someone inventing in a garage.”



## 7. FUTURE DIASPORA RESPONSE AND ENGAGEMENT IN UKRAINE

**Whilst Ukrainian diaspora organizations have a long and active history of providing humanitarian support to those affected by crises, research for this study highlights some differences in how humanitarian response between the diaspora organizations and institutional humanitarian actors is defined and implemented.**

The reactive and spontaneous approach of transferring money to volunteers on the ground in order to provide immediate support for the protesters at Euromaidan was an approach that was also followed when conflict broke out in the east of the country. Here, similar basic needs of those displaced – and of military personnel – were covered through financial transfers from diaspora organizations to volunteers and partners on the ground.

As the conflict has continued, diaspora organizations have adapted their approach, building up longer-term relationships with part-

ners and communities on the ground (often along the contact line) and developing links with hospitals and medical facilities, providing them with ongoing support in the form of equipment and sometimes training.

Research for this study shows that in Ukraine, there has been extremely limited coordination between diaspora organizations and institutional humanitarian actors. This is often because of limited capacity and resources, but is also due to the different motivating factors and principles in place, hindering collaboration in terms of actual implementation.



## RECOMMEN- DATIONS

The case study aimed to contribute to the strengthening of the DEMAC platform by providing insights into the current modalities of diaspora humanitarian response, and to support potential operational and strategic communication and cooperation between diaspora organizations and institutional humanitarian actors.

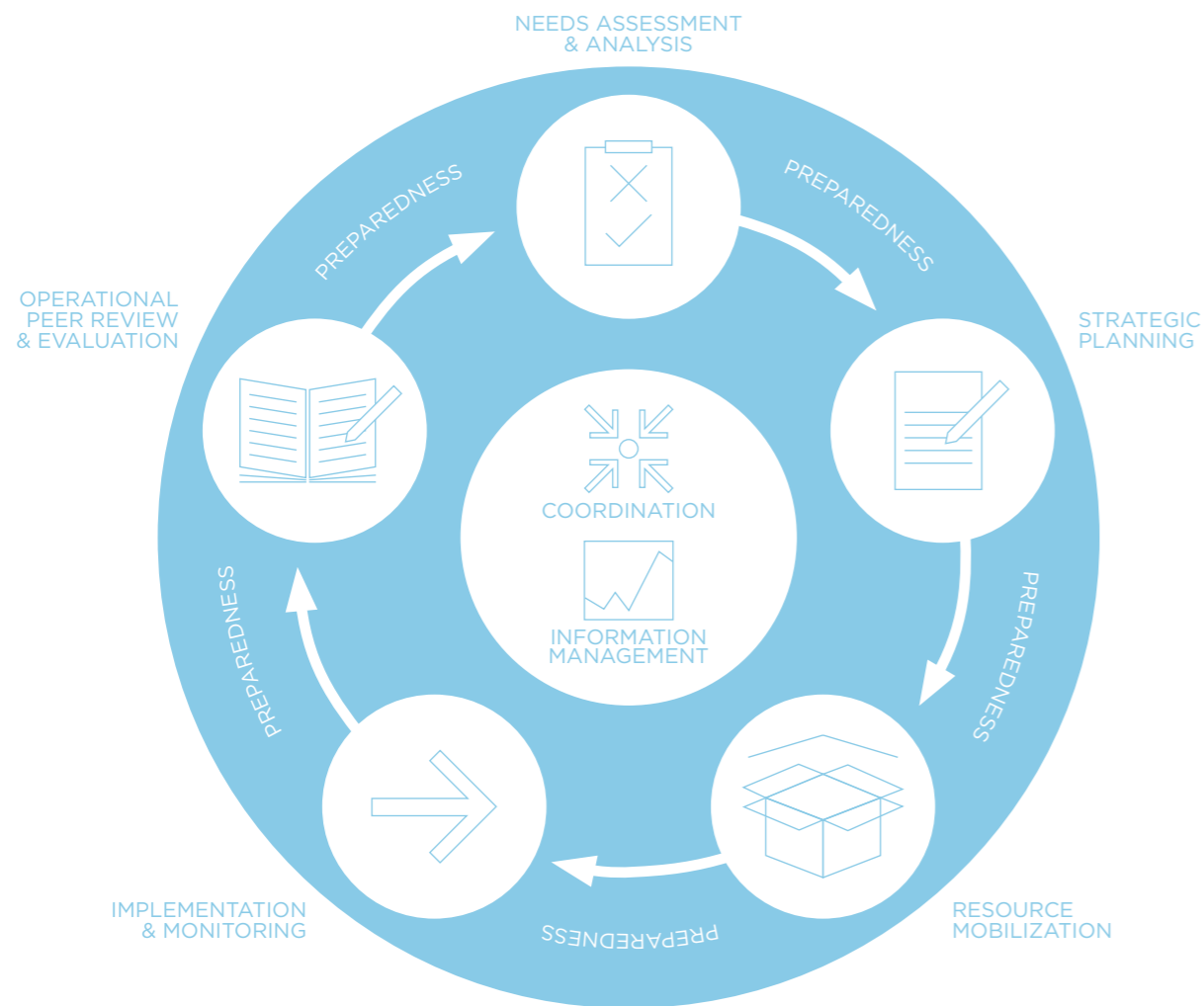
On this basis, building on the feedback and insights gathered, it is proposed that DEMAC strengthens its role in leading and supporting greater engagement between institutional humanitarian actors in Ukraine and the Ukrainian diaspora globally. Recommendations to support this are organized here around the humanitarian program cycle. These recommendations require further inputs and validation from the diaspora organizations, their partners and other humanitarian actors.

It is important to bear in mind that these recommendations feed into an overarching operational framework which is being developed on the basis of this case study and other country studies undertaken as part of the research. The operational framework sees DEMAC taking on a leading role as a convener of humanitarian diaspora engagement at the global level – a role which should then be mirrored in selected countries, with Ukraine being one.

The recommendations below require leadership and spearheading from DEMAC to steer the entire process. The recommendations also require collaboration with key entities from within the institutional humanitarian system, such as UN OCHA, the HCT, institutional donors, INGOs, UN agencies and L/NNGOs, in addition to buy-in and endorsement from diaspora organizations, groups and their partners.

Although there is limited interaction between diaspora organizations and the institutional humanitarian actors in Ukraine at the moment, there does remain some scope for increased coordination which would potentially result in better-informed humanitarian responses. This could include:





**Alerts and needs assessments:** Diaspora organizations spoken to for this research tend not to undertake structured humanitarian needs assessments. They primarily base their responses on requests coming from communities in Ukraine and on targeted assessments linked to their area of expertise. Most diaspora organizations do not have their own presence on the ground (with the exception of volunteers) but some work with partner L/NGOs. In order to contribute to a more comprehensive assessment of humanitarian needs both in the GCA and during sudden onset emergencies (such as flooding), the following actions are suggested:

- Diaspora organizations and their partners should be approached to gauge their interest in participating in and/or contributing to inter-agency needs assessments and training opportunities;
- Diaspora organizations and their partners should be proactively invited to participate in needs assessments fora and joint analysis processes.

**Strategic planning:** Diaspora organizations do not have systematic planning processes in place but are instead driven by requests for support which they respond to when they have sufficient funds raised or commodities ready to ship. Opportunities to support the involvement of diaspora organizations and their partners in institutional humanitarian planning processes should be identified. This is likely to include:

- Consultation with diaspora organizations and their partners when developing the HRP and cluster strategies.
- Increased and wider sharing of the HRP and other funding appeals directly with diaspora organizations in their countries of residence and their partners in Ukraine in order to provide the opportunity to contribute to these funding plans and thereby improve coordination.

**Resource mobilization:** Funding for Ukrainian diaspora organizations is not continuous in nature, limiting their ability to forward plan humanitarian response. There is potential for institutional donors to further engage with diaspora organizations including:

- Governments and donors in countries where diaspora organizations are based could provide humanitarian response funding which targets diaspora organizations. This could also take the form of matching funds, where institutional donors match funds raised directly by diaspora organizations from their supporters. Depending upon funding and strategic priorities, funds could be used for sudden onset crisis response or to support longer-term responses.
- Supporting the partners of diaspora organizations to integrate data on their responses in OCHA's Financial Tracking System.

**Implementation:** For the most part, diaspora organizations implement humanitarian response through L/NNGO partners on the ground (though rarely humanitarian NGOs) or directly through churches, institutions and community groups. There remains potential to increase engagement between institutional humanitarian actors and diaspora organizations and their partners including:

- Initiating contact between institutional humanitarian actors and diaspora organizations and their partners to determine how the latter's smaller-scale responses can be integrated and support longer-term responses for affected communities.
- Proactively inviting the partners of diaspora organizations to cluster coordination meetings and other fora to facilitate two-way information sharing and potential coordination on responses during acute crises such as floods as well as interventions in conflict-affected locations.
- Encouraging diaspora organizations to evolve their approach to accountability to affected populations through an exchange with institutional humanitarian actors on good practices in this area.
- Establishing a dialogue between institutional humanitarian actors and diaspora organizations to discuss and exchange information about humanitarian principles and standards.

**Coordination:** The research found that coordination with the institutional humanitarian sector was almost entirely absent. In order to strengthen this, the following actions should be considered:

- The HCT and cluster coordinators proactively invite the partners of diaspora organizations to contribute to coordination fora; for major discussions, consider inviting diaspora organizations remotely from their countries of residence.
- Diaspora organizations with relationships with L/NNGOs which participate in institutional humanitarian coordination mechanisms (for example, Caritas Ukraine and ADRA) could seek to support HRPs through these L/NNGOs in order to reduce the risk of duplication and gaps.
- The HCT and cluster coordinators should consider how to ensure that non-English speakers of diaspora organizations and their partners are able to actively participate in cluster and coordination mechanisms.

**Peer review and evaluation:** Assessment and evaluation by diaspora organizations of their humanitarian response tended to be informal and not systematic. Diaspora organizations did not feel a strong push from their supporter base to put more effort into assessment and accountability. Nevertheless, there are potential opportunities in this area with the institutional humanitarian actors:

- Create awareness amongst diaspora organizations by involving them in humanitarian assessment and evaluation, at a minimum as contributors and possibly as partners.
- Encourage an exchange between diaspora organizations, groups and their partners with institutional humanitarian actors in relation to standard approaches to monitoring, evaluation and learning.

**Information management:** The sharing of information by diaspora organizations and their partners with institutional humanitarian actors was limited (although information is publicly available on their websites generally in a mixture of English and Ukrainian). This could be further strengthened by:

- Establishing mechanisms (such as website scanning and proactive engagement with diaspora organizations) to ensure that information is systematically shared. Data on diaspora organization response should then be integrated into humanitarian updates, bulletins and dashboards.
- Donor governments and institutional donors should establish a mechanism through which information and know-how from diaspora organizations can be fed into their own humanitarian analysis and priorities; further efforts could be made to integrate Ukrainian diaspora organizations into such reflections of the Ministries of Foreign Affairs, think-tanks, academia and equivalent.

# ANNEX A

## TABLE OF PEOPLE INTERVIEWED

No.	Type of organization	Organization	Location
1	Diaspora organization	Ukrainians in Portugal Association	Portugal
2	Diaspora organization	Razom for Ukraine	USA
3	Diaspora organization	Ukrainian World Congress	Canada/USA
4	Diaspora organization	Euromaidan - Rome, Ukrainians' Congress in Italy	Italy
5	Diaspora organization	Volunteer Association Bevar Ukraine	Denmark
6	Diaspora organization	London Euromaidan	UK
7	Diaspora organization	Support Hospitals in Ukraine	USA
8	Diaspora organization	Amer. Assoc. of the Crimean Turks	USA
9	Diaspora organization	Asociación Socio-Cultural y de Cooperación al Desarrollo "Ucrania-Euskadi"	Spain
10	Diaspora organization	Association of Ukrainians in Ankara	Turkey
11	Diaspora organization	Global Ukraine	Ukraine
12	INGO	IFRC	Hungary (previously based in Ukraine)
13	INGO	DRC	Ukraine
14	INGO	Triangle Génération Humanitaire	Ukraine
15	L/NNGO	Caritas Ukraine	Ukraine
16	L/NNGO	ADRA Ukraine	Ukraine
17	L/NNGO	Plich-o-Plich NGO	Bakhmut, Donetsk oblast, Ukraine
18	L/NNGO	Tvoya Opora Charitable Foundation	Kyiv, Ukraine
19	L/NNGO	Christian Rescue Service	Ukraine
20	Local community	Christian Church "Word of Life"	Pervomaiske village, Donetsk oblast, Ukraine
21	UN	OCHA	Ukraine

## ANNEX B

# LIST OF DIASPORA ORGANIZATIONS ASSESSED

No.	Name of diaspora organization	Website (where available)	Residing country(s)
1	Ukrainian Finland Society	<a href="http://www.ukrainians.fi/uk/">http://www.ukrainians.fi/uk/</a>	Finland
2	Ukrainians in Portugal Association	<a href="https://www.spilka.pt">https://www.spilka.pt</a>	Portugal
3	Ukrainian Congress of Latvia	<a href="http://ukrkongress.lv">http://ukrkongress.lv</a>	Latvia
4	PROMOUKRAÏNA	<a href="https://www.promoukraina.fr">https://www.promoukraina.fr</a>	France
5	Global Ukraine/ Global Ukrainians Network	<a href="https://www.global-ukraine.org">https://www.global-ukraine.org</a>	Ukraine
6	Ranzom for Ukraine	<a href="https://razomforukraine.org">https://razomforukraine.org</a>	USA
7	Ukrainian World Congress	<a href="https://ukrainianworldcongress.org">https://ukrainianworldcongress.org</a>	Canada
8	EuroMaidan organizational committee - Rome	N/A	Italy
9	Volunteer Association Bevar Ukraine	<a href="https://bevarukraine.dk/uk/page/2/">https://bevarukraine.dk/uk/page/2/</a>	Denmark
10	Volunteer Hundred - Munich	N/A	Germany
11	Nova Ukraine	<a href="http://novaukraine.org">http://novaukraine.org</a>	USA, CA
12	Ukrainian Slovak Initiative	N/A	Slovakia
13	United Ukrainian American Relief Committee	<a href="https://www.uuarc.org">https://www.uuarc.org</a>	USA
14	US Ukraine Foundation (USUF)	<a href="https://usukraine.org/about-us/reports/">https://usukraine.org/about-us/reports/</a>	USA
15	Support Hospitals in Ukraine	<a href="http://www.uahospitals.org">http://www.uahospitals.org</a>	USA
16	United Help Ukraine	<a href="http://unitedhelpukraine.org">http://unitedhelpukraine.org</a>	USA
17	Israeli Friends Ukraine	<a href="https://www.israfriends.org">https://www.israfriends.org</a>	Israel
18	European Frontier Foundation	<a href="https://www.europefrontier.org">https://www.europefrontier.org</a>	USA
19	Ukraine Crisis Appeal	<a href="https://www.ukrainecrisisappeal.org">https://www.ukrainecrisisappeal.org</a>	Australia
20	British Ukrainian Aid	<a href="http://british-ukrainianaid.org">http://british-ukrainianaid.org</a>	UK
21	American Association of the Crimean Turks	<a href="https://kirimny.org">https://kirimny.org</a>	USA
22	Ukrainian National Women's League of America	<a href="https://unwla.org">https://unwla.org</a>	USA
23	Association of Ukrainians in Ankara	N/A	Turkey



# DEMAC

DIASPORA  
EMERGENCY ACTION  
& COORDINATION

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