Regional Refugee Response
for the Ukraine Situation

MULTI-SECTOR NEEDS ASSESSMENT

August 2023

Global Metrics Ltd.

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I. Intro

Since the full-scale invasion of Ukraine in February 2022, more than 6 million refugees from Ukraine have been recorded globally[1], most of them in countries in Europe (96.6%)[2]. The number of refugees who have applied for asylum, temporary protection or similar national protection schemes in Bulgaria as of 15 August 2023 are more than 166,000 people[3].

UNHCR commissioned this analysis in 2023 to obtain up to date information on the displacement patterns, needs regarding general and child protection, health and mental health needs, basic needs and food security and livelihood and inclusion of refugees from Ukraine to Bulgaria.

This assessment is implemented through a face-to-face structured multi-sectoral survey among refugees from Ukraine and third-country nationals fleeing the war in Ukraine who are in Bulgaria and have the status of temporary or international protection (or have applied for protection and are awaiting a decision), who arrived in Bulgaria after 24 February 2022. The survey questionnaire pertains to both the individual and the household (HH) needs of the refugees from Ukraine.

In line with the Regional Refugee Response Plan (RRP) for the Ukrainian situation, the UNHCR, UN Refugee Agency representation in Bulgaria, together with other UN agencies and inter-agency RRP partners, is assisting the Government to respond to the humanitarian needs of the refugees.

The purpose of this Multi-Sectoral Needs Assessment is to identify the needs, intentions and capacities of the refugees with temporary protection status. The survey is designed by UNHCR, and conducted by Global Metrics Ltd., in collaboration with UNHCR. The study provides information on the demographics and displacement patterns, household (HH) composition, needs for protection, education of children, health and mental health needs, food security and basic needs, as well as the refugees from Ukraine's livelihoods and socio-economic inclusion.

II. Methodology

The current assessment was conducted on behalf of the UNHCR Representation in Bulgaria. It is a multi-sectoral quantitative survey that aims to summarize the needs of the refugees from Ukraine in key public sectors.

In order to maximize the representativeness and similarities of the sample to the general population, the sample design was implemented based on the following steps:

1. Information on the distribution of the general population (Ukrainian citizens with temporary protection status in Bulgaria aged 18+) by settlements was obtained from the State Agency for Refugees (SAR).

[1] UNHCR (2023) - Ukraine situation Flash Update #54, 01-08-2023

[2] Ibid

[3] According to the State Agency for Refugees, there are 67,768 valid TP registrations as of end-2023.

2. The locations were sorted in descending order by the number of Ukrainian citizens with temporary protection status in Bulgaria aged 18+. Locations with less than 100 Ukrainian citizens with temporary protection status in Bulgaria aged 18+ are excluded from the sample selection. The reason for this is that with population movement due to the summer months and the fact that there are on average 2.5 Ukrainian citizens living within a household (according to MSNA 2022), the likelihood of not finding at least 10 households to conduct the survey is high in such settlements. After excluding settlements with less than 100 Ukrainian citizens with temporary protection status in Bulgaria aged 18+, the survey covers 91% of the general population. The decision to exclude locations with less than 100 Ukrainian citizens deprives only 9% of the general population from being included in the survey. This gives a rather good coverage of the general population within the sample design.
3. For each location, the proportional number of persons to be sampled was calculated. The number of interviews is set at 10 (or more) in the localities that proportionally account for fewer than 10 interviews. In contrast, the number of interviews in localities with the most Ukrainian citizens is slightly reduced to compensate for the adjustment (overestimation) made in localities with a small number of Ukrainian citizens.
4. The following approach was used to further cluster the interviews within the numbers thus defined by locality:
    a. For locations with up to 20 interviews, interviewers looked for different points and places where Ukrainian citizens meet, shop or live and interview one member per household until the full number of surveys for the settlement is completed.
    b. For locations with more than 20 surveys - the interviews are divided into nests of 10 interviews. The territory of the location is divided among the respective number of interviewers, each interviewer having to make a maximum of 5 nests (total of 50 interviews), which may be in one or several settlements. The areas of each nest were determined by the outlets (information points, service points, accommodation, shops, etc.) where Ukrainian citizens are likely to frequent. The sites (information points, service points, accommodation places, etc.) were provided to Global Metrics by UNHCR and the information was collected through their volunteers and partners.
    c. After defining these outlets, a step was used within each nest every third party (in case of services and centers) and every third household (in case of shops, residential neighborhoods, and accommodation). In areas that are sparsely populated with Ukrainian nationals, an exception to the step and interviewing all people who fall within the scope of the general population is allowed (example a large metropolitan district where there are refugees from Ukraine).

In order to avoid duplication of individuals and households on the one hand, or non-random selection of respondents, on the other hand, fieldwork is distributed in "sample nests". Each interviewer is obliged to work only in his or her nest to ensure that the data collected are reliable and to avoid interfering with other interviewers.

Total number of interviews (households)	1054
Total number of household members (number of people within the households for which information was collected)	2258

The assessment was conducted face-to-face. The maximum stochastic error applicable to the studied population is ±2.987% for individuals (respondents or head of households) and ±2.015% for all household members for which information was collected. The study was carried out between 22 July 2023 and 18 August 2023.

The assessment includes questions grouped into the following modules:

1. **Demographic module**: The module collects information on the age and gender composition of the household (HH), as well as the education HH members have obtained, citizenship, spoken language, region of origin and ethnic groups the refugees from Ukraine have indicated they belong to. The module also gathers information on the displacement patterns of refugees from Ukraine.
2. **Household composition:** This module aims collects information on the number of people living within the same HH, the HH composition, number of babies within the HH, number of babies born in Bulgaria in said HH and number of women who are currently pregnant within the HH.
3. **Protection module:** This module collects varied information on the availability of personal documentation, needs for general protection, specific needs, child protection needs, gender-based violence, safety and security and accountability to affected people.
4. **Education of children:** This module obtains data for the enrollment rates of children refugees from Ukraine within the Bulgarian education system, as well as the nutrition at school of children enrolled within the Bulgarian educational system.
5. **Health module:** This module explores the access to healthcare of all HH members, gathers data on children's health and the nutrition of children.
6. **Mental health and psychosocial support:** This module collects information on the current mental health of HH members, their access to mental healthcare professional, reasons for not getting mental health care and/or support.
7. **Basic needs and food security:** This module aims to record the conditions in which HH live – the type of their accommodation, expenditure, security and adequacy of the accommodation. It also explores the HH consumption, coping strategies. Data in this module is used to compute two indexes – a Food Consumption Score and a Reduced Coping Strategies Index.
8. **Livelihood and socio-economic inclusion:** This module of the study explores data within two main topics – 1) Livelihood and inclusion and 2) Economic capacity. While the first topic explores the capabilities and challenges that refugees from Ukraine face in Bulgaria, the second topic is focused on their current economic situation – income, expenditure, affordability of goods and services, socio-economic needs, etc.

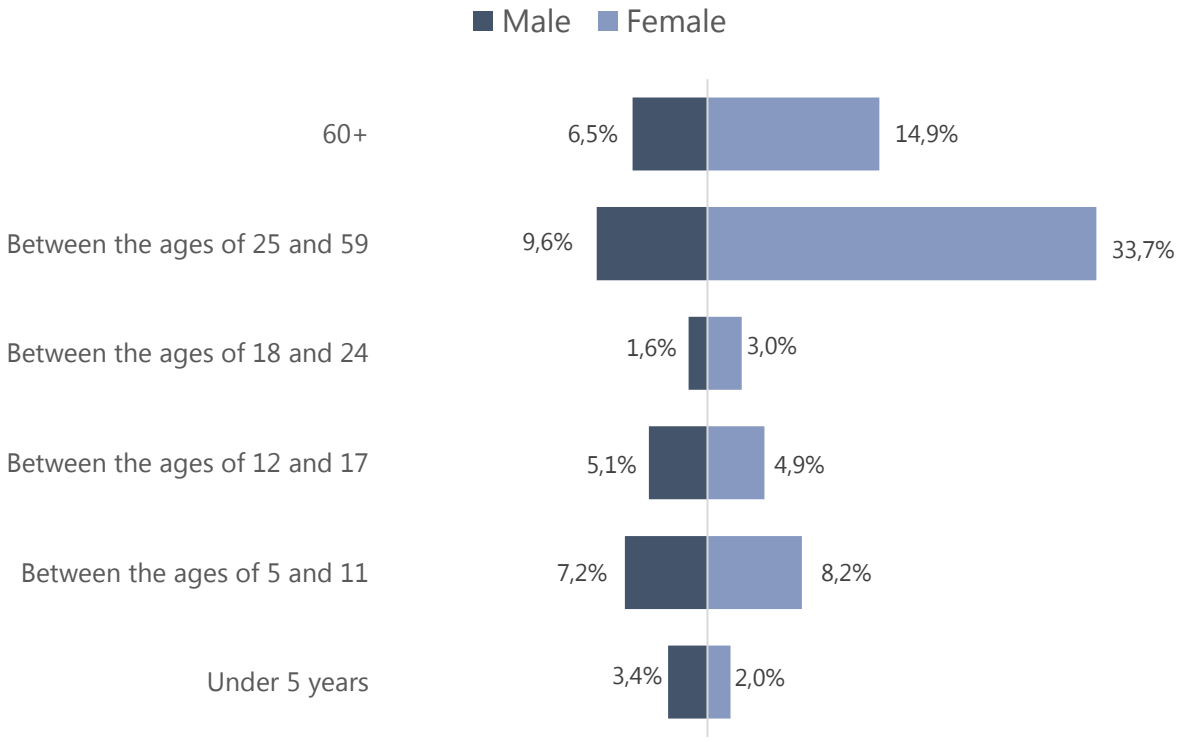
To guarantee the implementation of the research design, the team of interviewers underwent extensive training on the methodology and sampling design, as well as the ethical principles of the study. The security and rights of the people participating in the research are protected by anonymization and data aggregation procedures. All requirements for working with data, according to Regulation (EU) 2016/679 and the application of Art.9, paragraph 2, item "j" for academic research and the requirement for the ethical code of the Bulgarian Sociological Association and ESOMAR were met during all phases of the study.

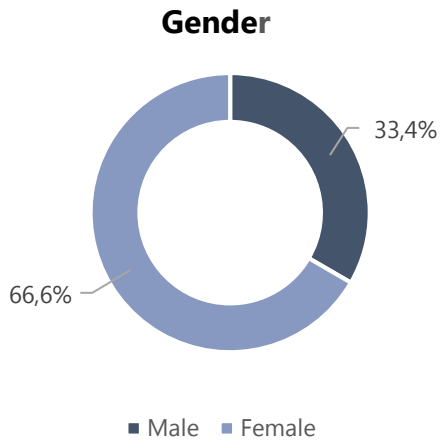
III. Demographics

1. Demographic Profile

The refugees from Ukraine currently living in Bulgaria are mostly women aged between 25 and 59 (33.7%). Among men, there is a more even age distribution, with the highest proportion of those aged between 25 and 59 (9.6%). The proportion of women aged 60 and over is nearly 15% - against 6.5% of men in the same age group. The other group of refugees from Ukraine who have received a temporary protection status in the country are children aged under 5 years (5.4%), children aged between 5 and 11 years are 15.4% and children aged between 12 and 17 years make up about 10% of the refugee from Ukraine population. Young people aged between 18 and 24 are just under 5% of refugees from Ukraine in the country.

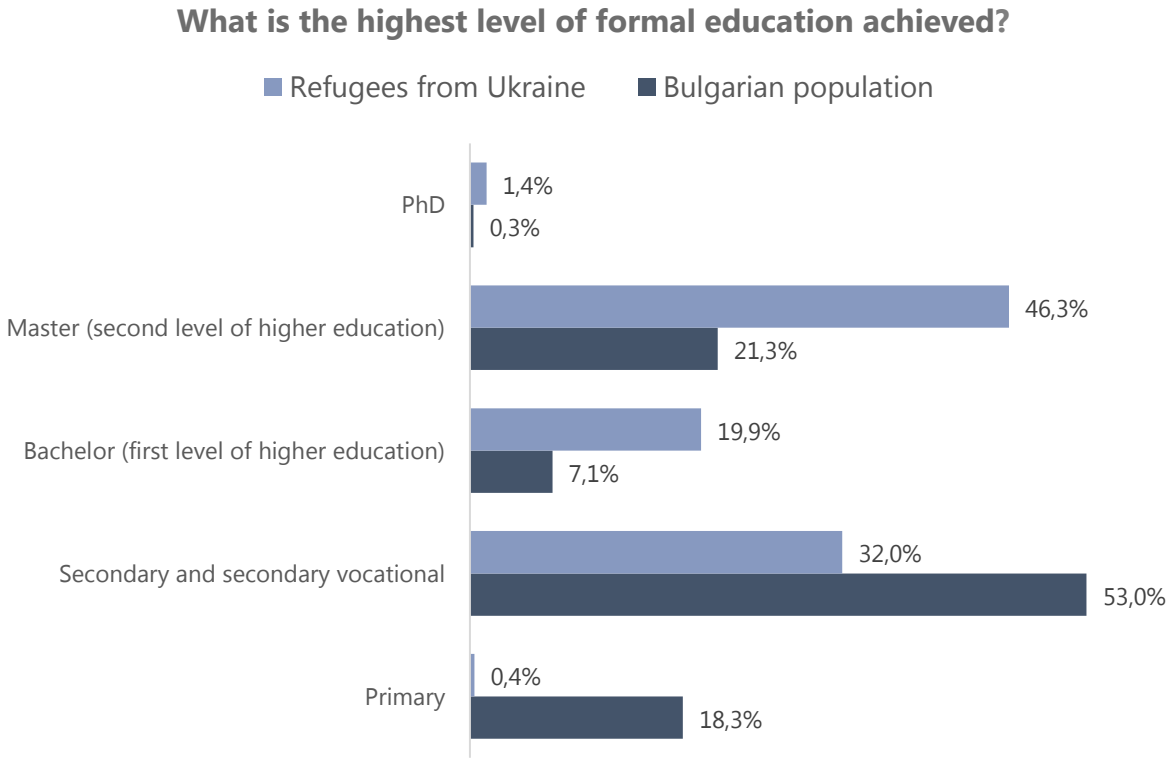
Structure of population of refugees from Ukraine living in Bulgaria (percent of total population)

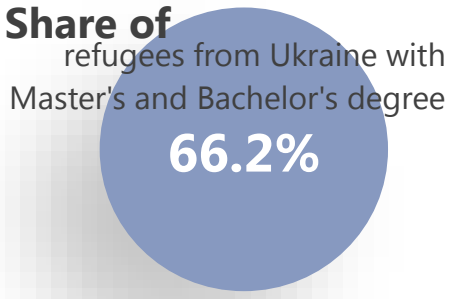




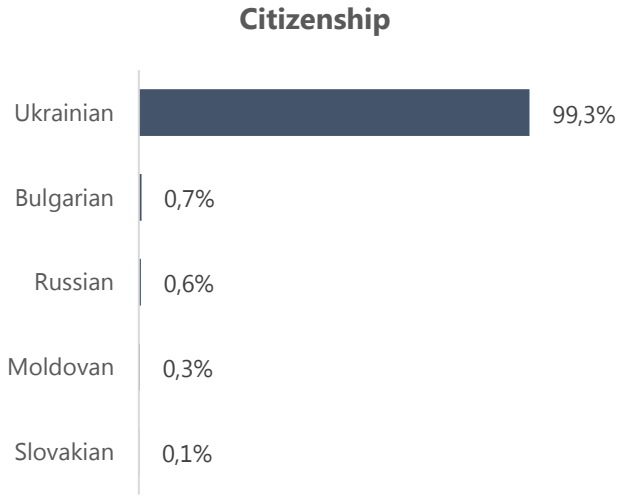
A statistical breakdown by gender of the refugees from Ukraine granted temporary protection in Bulgaria shows that approximately two thirds of the refugees are women (66.6%), while the share of men who have received temporary protection status is 33.4%.

The refugees from Ukraine who have received protection in Bulgaria are mainly people with a high level of education. According to the data, nearly half of the refugees from Ukraine in the country have a master's degree (46.3%). About 20% have a bachelor's degree, and about a third have a secondary or vocational degree.



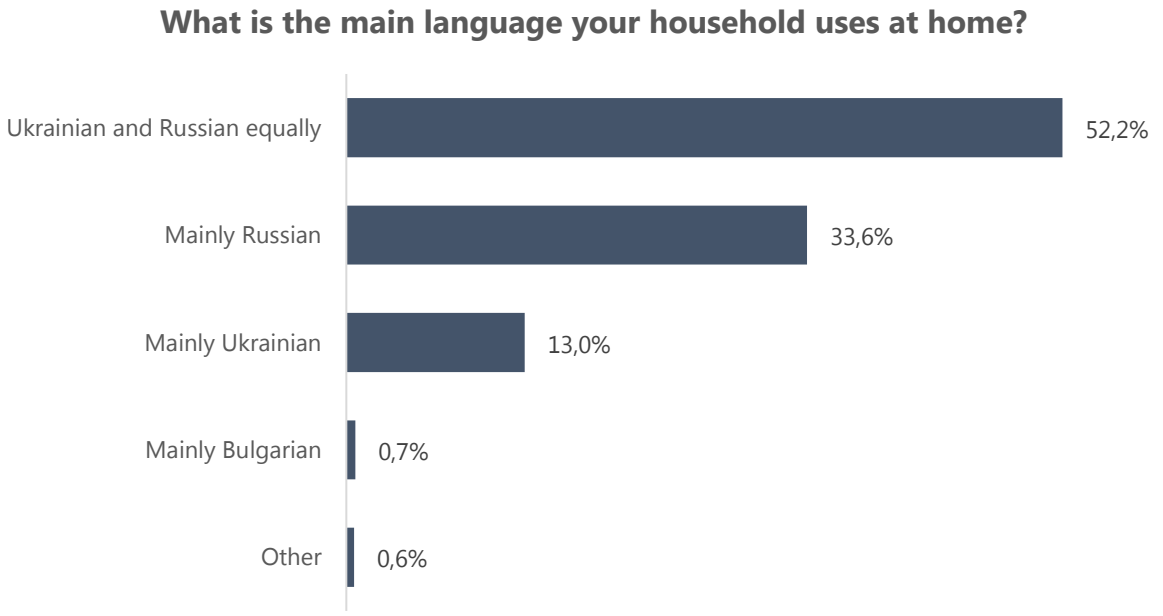


The share of citizens with a bachelor's or master's degree in Ukraine is 40%[4], while the overall share of graduates among those granted protection in Bulgaria is just over 66%.



Almost all refugees from Ukraine granted protection in Bulgaria have Ukrainian citizenship. The share of refugees with Bulgarian, Russian, Moldovan or Slovak citizenship is less than 1%.

In most refugee households, both Russian and Ukrainian are spoken (52.2%). In about a third of households, Russian is spoken predominantly, and in 13%, Ukrainian is the main spoken language. Ukrainian citizens who speak Bulgarian are just under 1%.



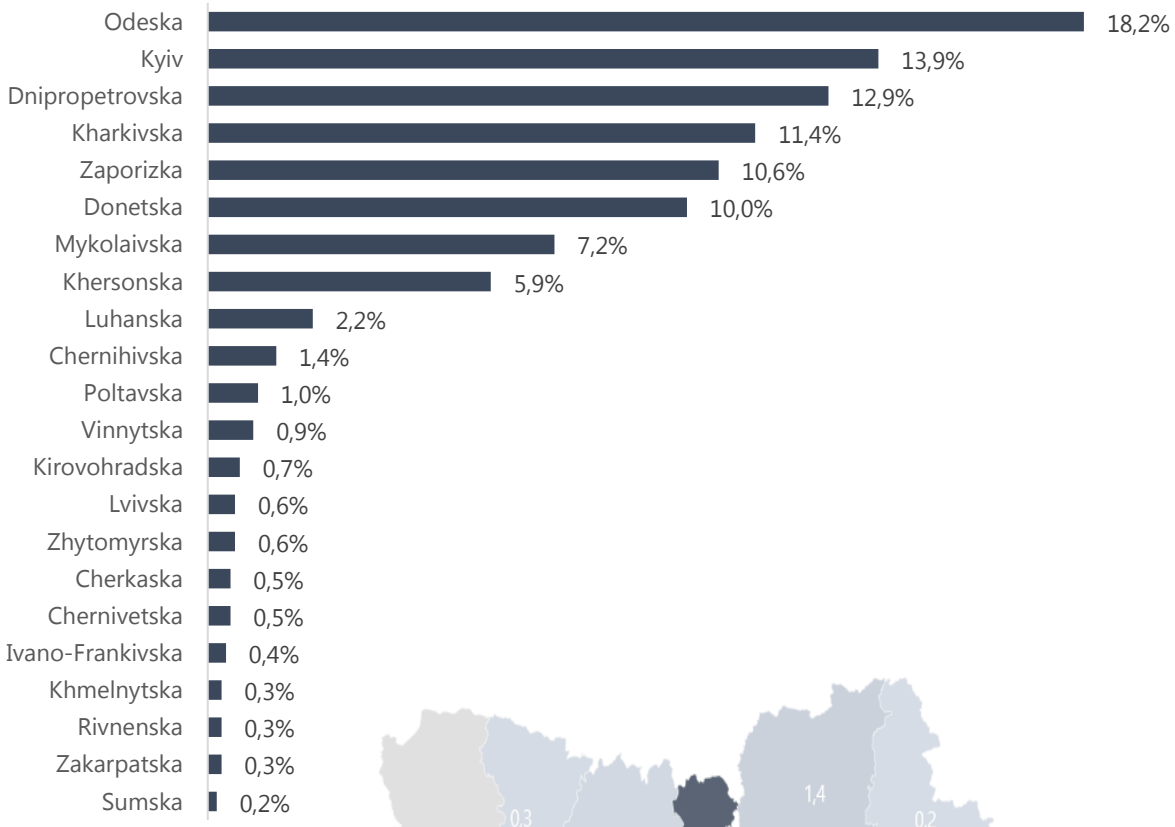
The highest share of Ukrainian citizens is from Odeska oblast[5] (18.2%). Those coming from Kyiv (13.9%), Dnipropetrovska (12.9%), Kharkivska (11.4%), Zaporizka (10.6%) and Donetska (10%) have lower, but similar shares.

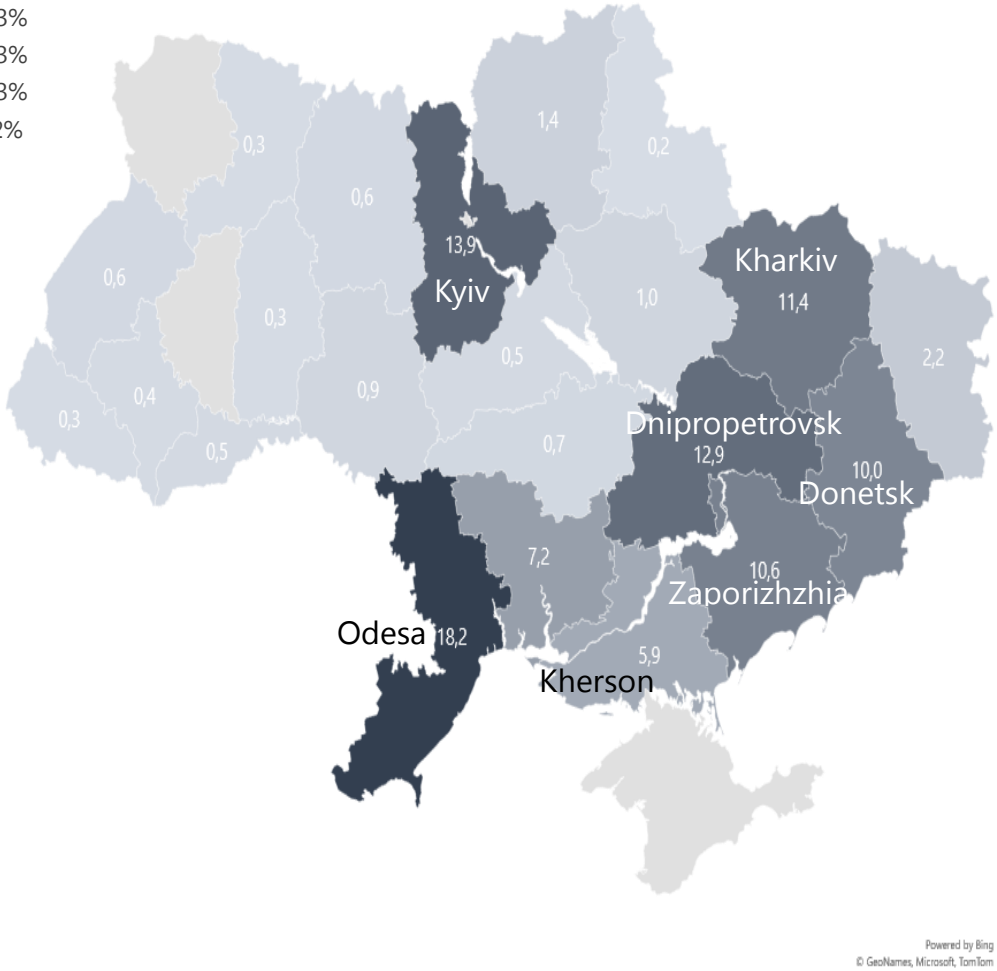
The other regions from which refugees from Ukraine come from are Mykolaivska (7.2%), Khersonska (5.9%) and Luhanska (2.2%).

[4] Gresham, James & Ambasz, Diego & Parandekar, Suhas & Moreno, Juan & Autores, Varios. (2019). Review-of-the-Education-Sector-in-Ukraine-Moving-toward-Effectiveness-Equity-and-Efficiency-RESUME3. 10.13140/RG.2.2.24484.83841.

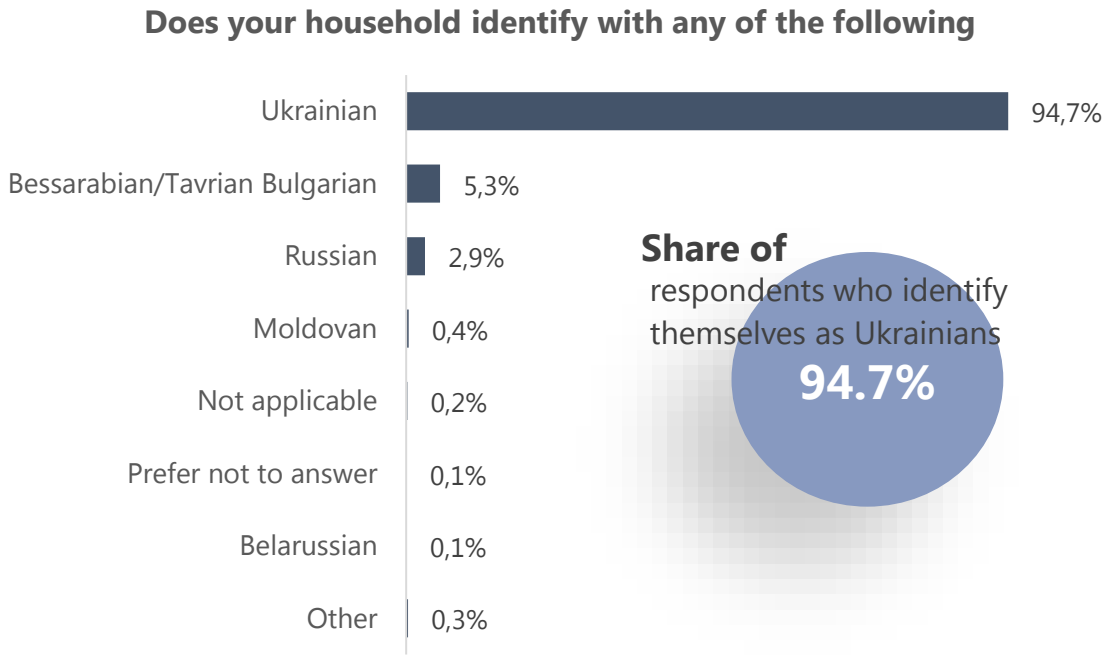
[5] The original term, used in the study is "oblast" from which the refugees originally travelled to Bulgaria. The term "oblast" is sometimes translated as region or province and is the main type of first-level administrative division of Ukraine. The country's territory is divided into 28 oblasts.

Region (Oblast) of origin



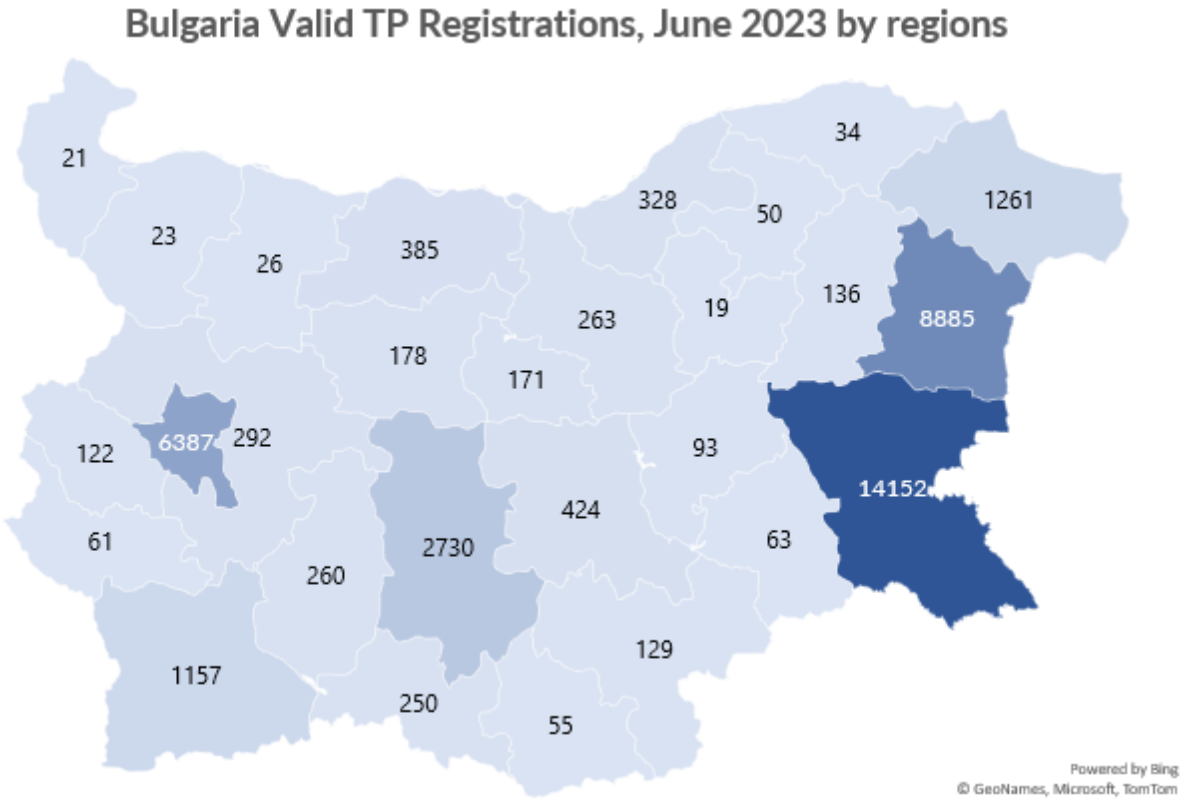


The majority of refugees from Ukraine who were granted temporary protection in the country identify themselves as Ukrainians (94.7%). Just over 5% identify themselves as Bessarabian/Tavrian Bulgarians and just under 3% identified themselves as Russian. The lowest proportions have identified themselves as of Moldovan and Belarusian ethnicity.



2. Displacement Patterns

At the end of August 2023, there were 5,834,100 refugees from Ukraine residing in Europe[6]. For the same period, 86,490 persons were reached and registered on the territory of Bulgaria, with 57,000 being reached through the 5 operating Blue Dot Centers in the country. After reaching Bulgaria and deciding to stay on the territory of the country, the largest share of persons granted Temporary protection choose to reside in the regions of Burgas, Varna, Sofia and Plovdiv, and this trend has been observed and maintained since March 2022[7].



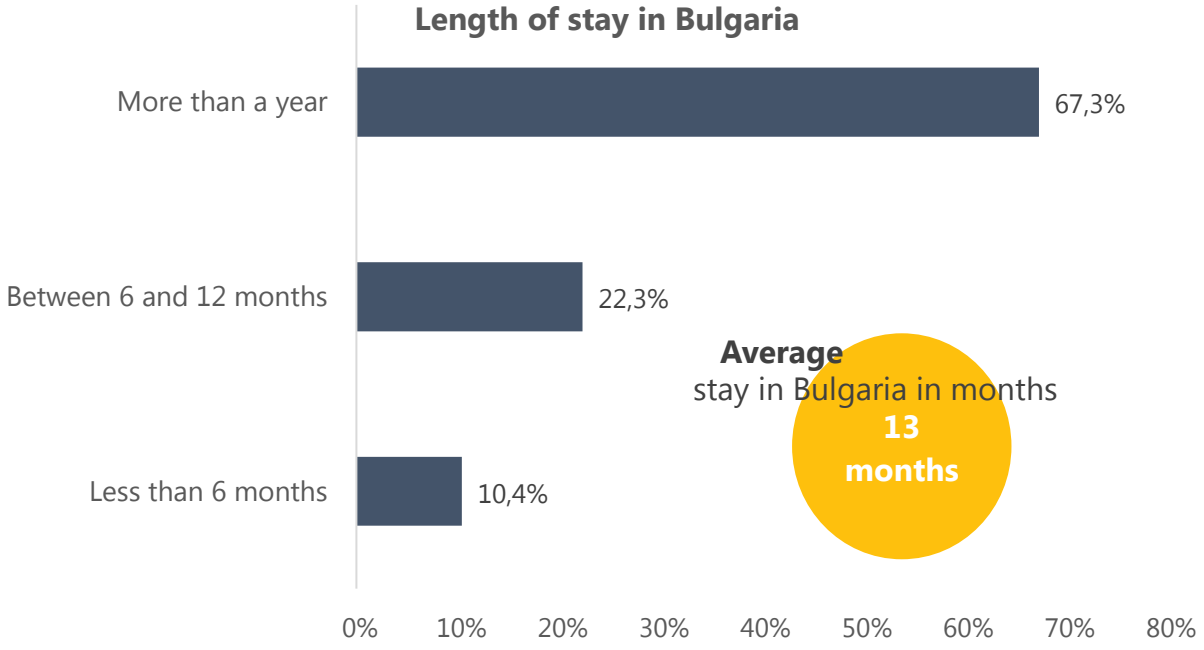
In order to maximize the representativeness and similarities of the sample to the structure of the general population, in the study are covered 32 settlements (in the mentioned regional cities, municipalities and resort complexes in them) with over 100 Ukrainian citizens with temporary protection status in Bulgaria aged 18+ for which data have been provided by SAR to UNHCR.

[6] Ukraine Situation Flash Update #54, 01 September 2023 (https://data.unhcr.org/en/documents/details/103134)
[7] Ukraine Situation in Bulgaria, Temporary Protection Registration, 30 June 2023 (https://data.unhcr.org/en/dataviz/313?sv=0&geo=0)

For each locality, the proportional number of persons to be sampled is calculated, taking into account various factors such as population movement due to the summer months or departure to Ukraine, as well as other factors included in the sampling methodology and selection of respondents.

According to the data collected, refugees from Ukraine in Bulgaria spent an average of 13 months in the country at the time of the study.

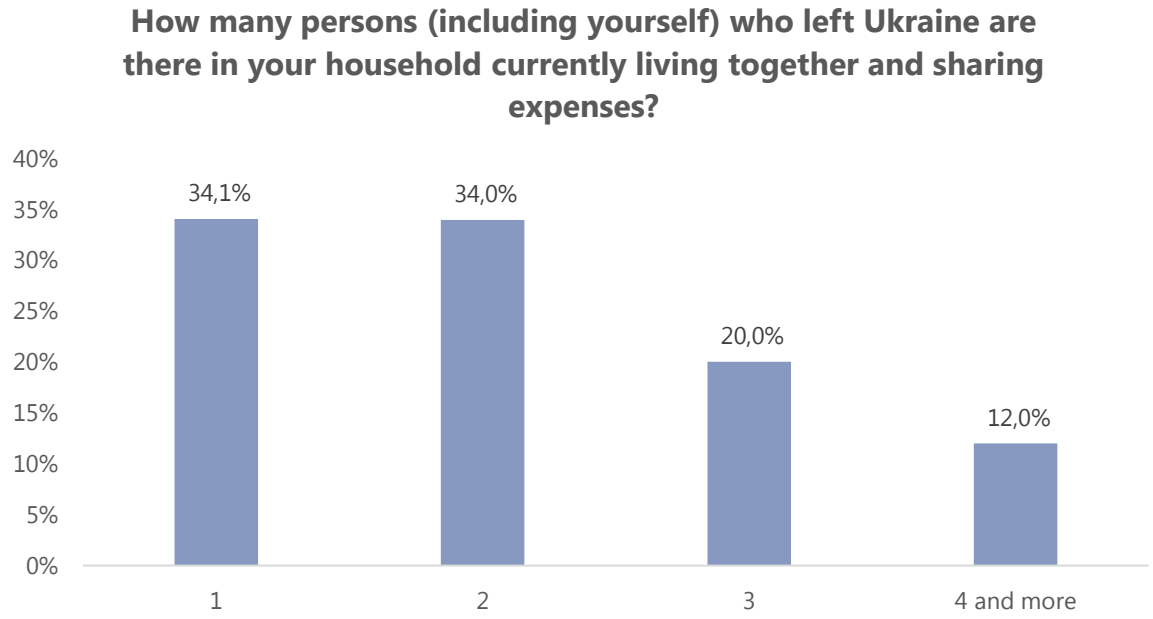
Among refugees from Ukraine in Bulgaria 67.3% state that they have been in the country for longer than a year. The majority have been in the country for 15, 16, or 17 months, implying that they arrived shortly after the start or during the early months of the war escalation in Ukraine. 22.3% have been in Bulgaria for 6 to 12 months, while 10.4% have been in the country for less than 6 months.



IV. Household Composition

Based on the information collected about the structure of households, it can be concluded that the percentage of individuals who arrived alone is similar to that of households with two members. The number of households that consist of one or two adults totals 60% of all those surveyed. A majority of the rest of the households consist of extended families, which consist of three members (20%), and 12% of the households have four or more members.

A household consists of an average of 2,14 individuals.



There are single cases (0,9%) of children who arrived and stayed in Bulgaria with a person who is not their parent or relative. The share of children under 3 years of age is about 6,5% of all children up to 18 for whom responses were received. More than three quarters of them arrived in the country after their birth, and over a quarter were born in Bulgaria.

The share of pregnant or lactating women as a percentage of all refugee women from Ukraine represent 2,94%.

V. Protection

1. Documentation

In August 2023, 99,7% of respondents reported having a Ukrainian identity document (ID), passport, or birth certificate. The presence of documents is a requirement for applying for and registering for temporary protection, residence on Bulgarian territory under a visa-free regime, or transit through the country's borders. Possession of identity documents by almost the entire studied population implies secure and free access to various rights and services (e.g., access to health care, education, labor market, legal aid, social assistance, etc.) for the majority of Ukrainian citizens who are on the territory of Bulgaria at the time of the research.

Share of Ukrainian refugees who have an ID document (national ID, and/or passport and/or birth certificate)?

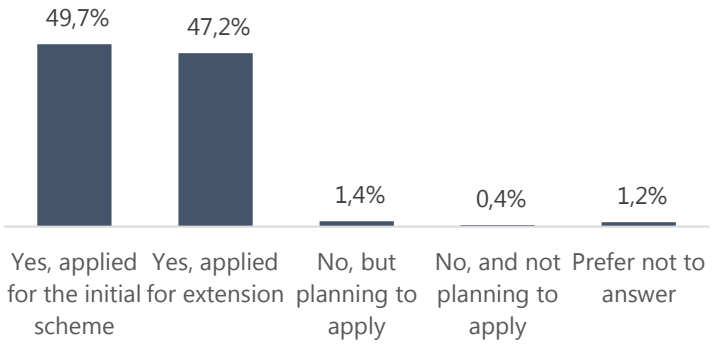
2. General Protection

A total of 96.9% of the households that were surveyed in the country have the status of Temporary Protection in Bulgaria. 49.7% of them indicated that they applied under the initial scheme, and 47.2% applied for an extension of temporary protection within the country.

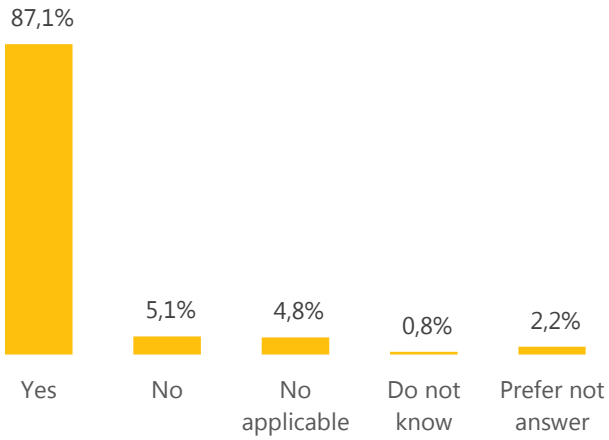
87.1% of refugees from Ukraine who had initially registered for a temporary protection status re-registered after February 2023 in order to extend their temporary protection in Bulgaria. That also shows that the majority of refugees from Ukraine once registered in Bulgaria, decide to stay on its territory and receive new registration cards after the expiration of the validity period of the first ones (registration cards are issued by the State Agency for Refugees under the Council of Ministers, in 2023 the validity was extended until 4 March 2024[8]).

[8] Decision No. 95 of February 1, 2023 amending/updating Decision No. 144 of the Council of Ministers.

Has your family applied for Temporary Protection in Bulgaria?

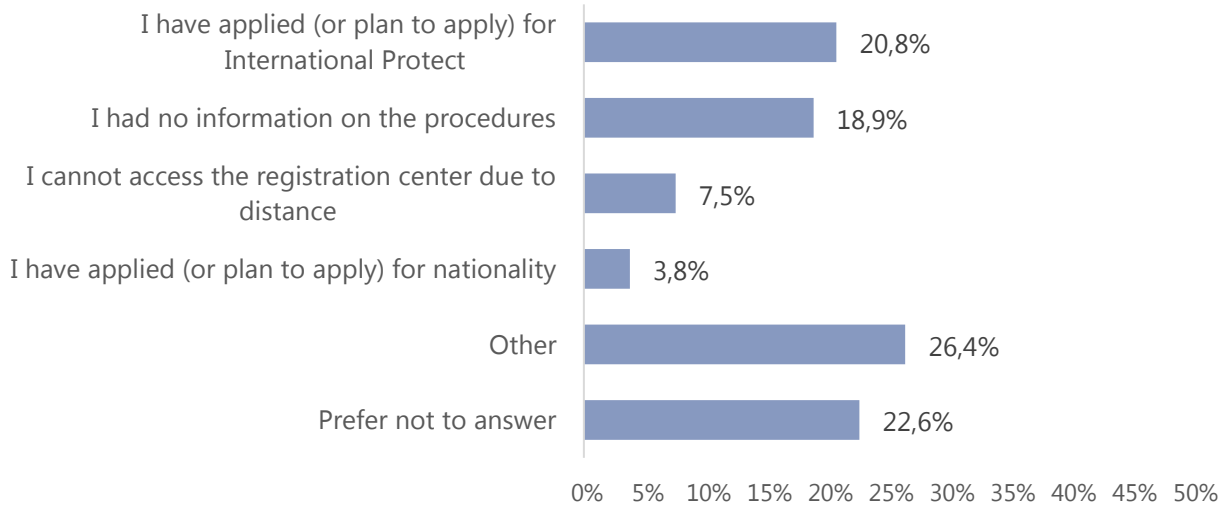


Did you re-register for Temporary Protection in Bulgaria after February 2023?



Those who have submitted an application or plan to apply for International Protection are the majority of persons who have not applied or have not extended the validity of their temporary protection status in Bulgaria. In rarer cases, the reason for not extending the length of their temporary protection status is related to a lack of information about the procedure or difficulty in accessing the registration centers.

If you did not apply or re-register for Temporary Protection in Bulgaria, what were the reasons?

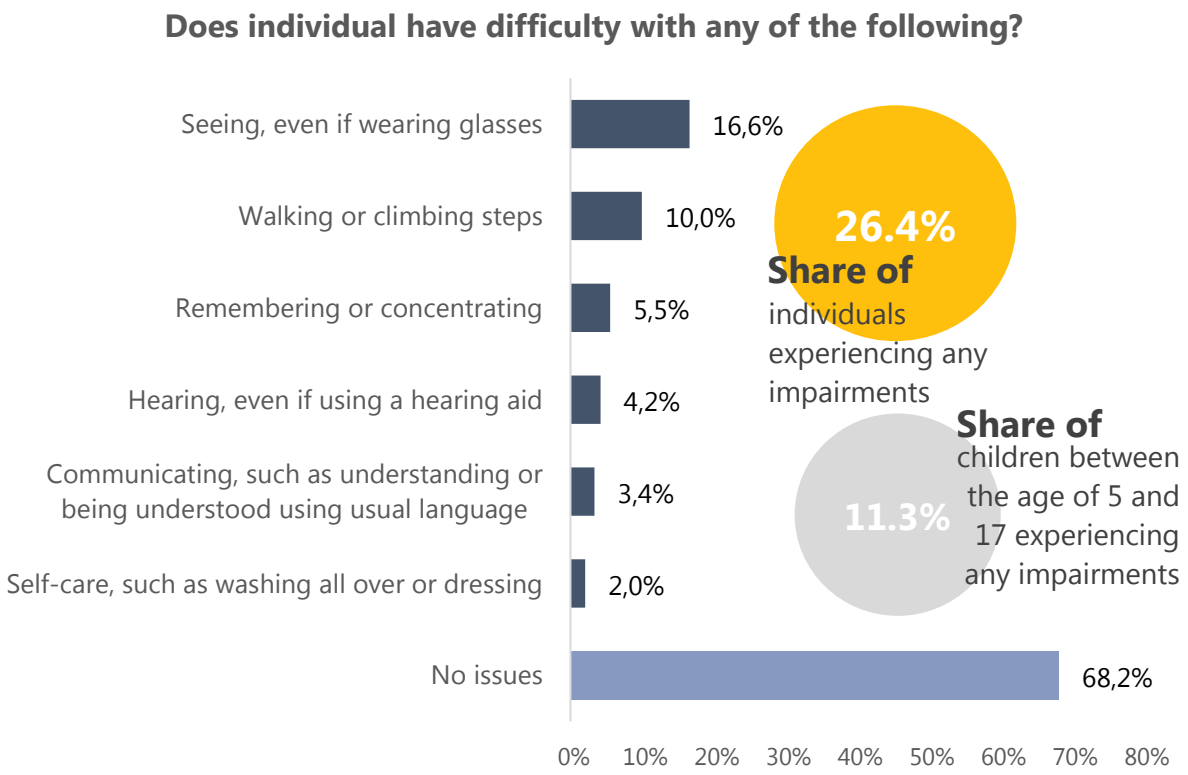


**Distribution of responses among refugees from Ukraine who did not apply or did not re-register for Temporary Protection in Bulgaria, base: 53 people*

3. Specific Needs

A total of 26.4% of the refugees from Ukraine experience at least one difficulty related to a disability or chronic illness. 11.3% of all children between the ages of 5 and 17 in the study also experience some difficulty.

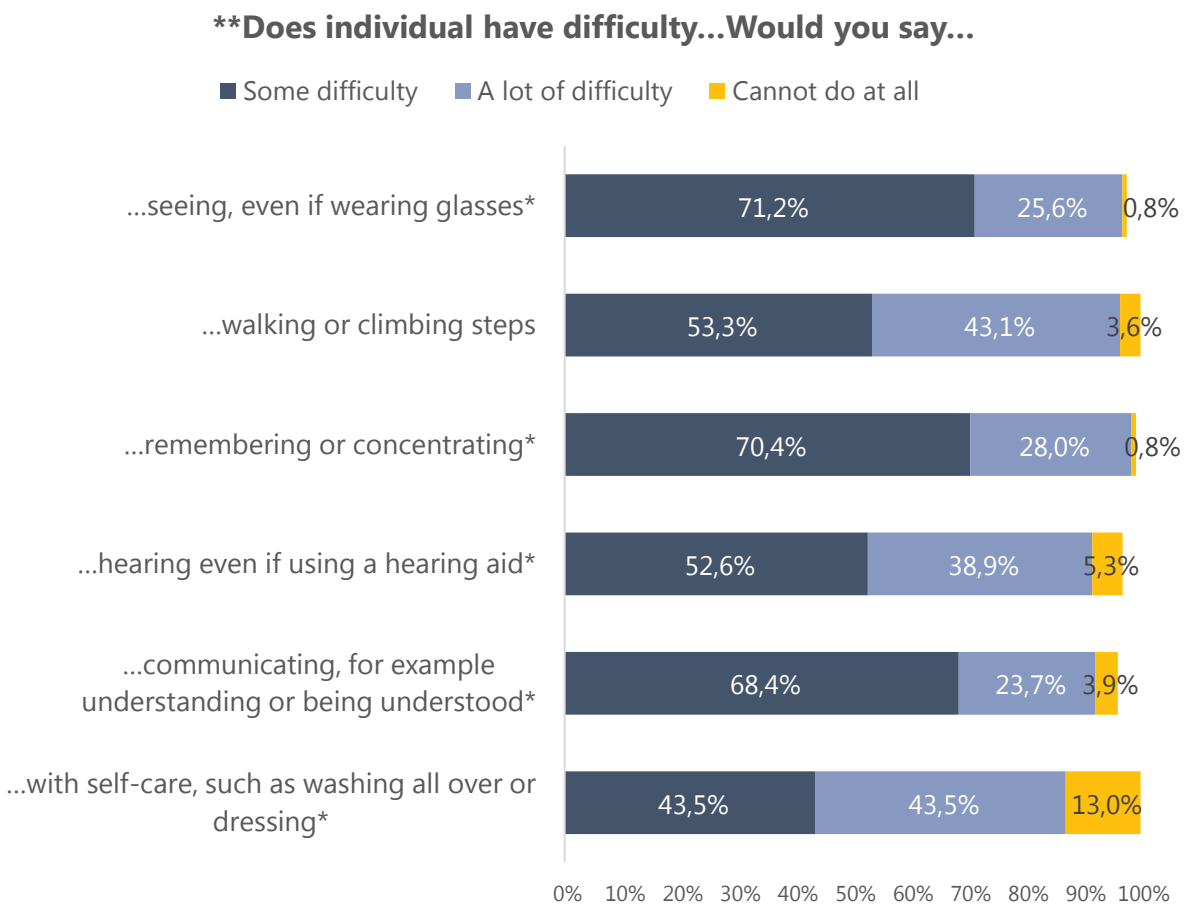
Overall, 16.6% of refugees from Ukraine experience vision difficulties despite wearing glasses, most of them over 60 years old. Difficulty walking or climbing, or hearing problems even when using a hearing aid, also appear to be among the problems accompanying the oldest refugees from Ukraine. Difficulties with memory and concentration, self-care (such as washing or dressing), and communication problems are more commonly experienced by both children between ages of 5 and 11 and by people over 60 years of age.



One-fourth of those with vision issues said they had severe trouble seeing even with their glasses on. The percentage of those who have severe communication, memory, and concentration problems is comparable. The percentages of those who have a lot of difficulty increase to 40% when it comes to walking, climbing steps, or hearing even using hearing aid.

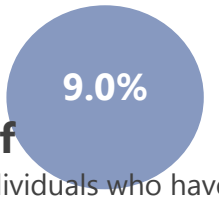
The majority of people who are experiencing difficulty, however, continue to give a moderate appraisal of their personal wellbeing and typically admit to having some struggles.

Overall, 9.0% of all respondents say they have a lot of difficulties and 0.8% say they are completely unable to do at least one of the specified activities.



**The difference up to 100% is due to answers in "Do not know" and "Prefer not to answer" options*
***Distribution of responses among those who indicated that the individual had some of the listed difficulties*

Share of individuals who cannot do at all at least one of the listed activities



Share of individuals who have a lot of difficulties with at least one of the listed activities

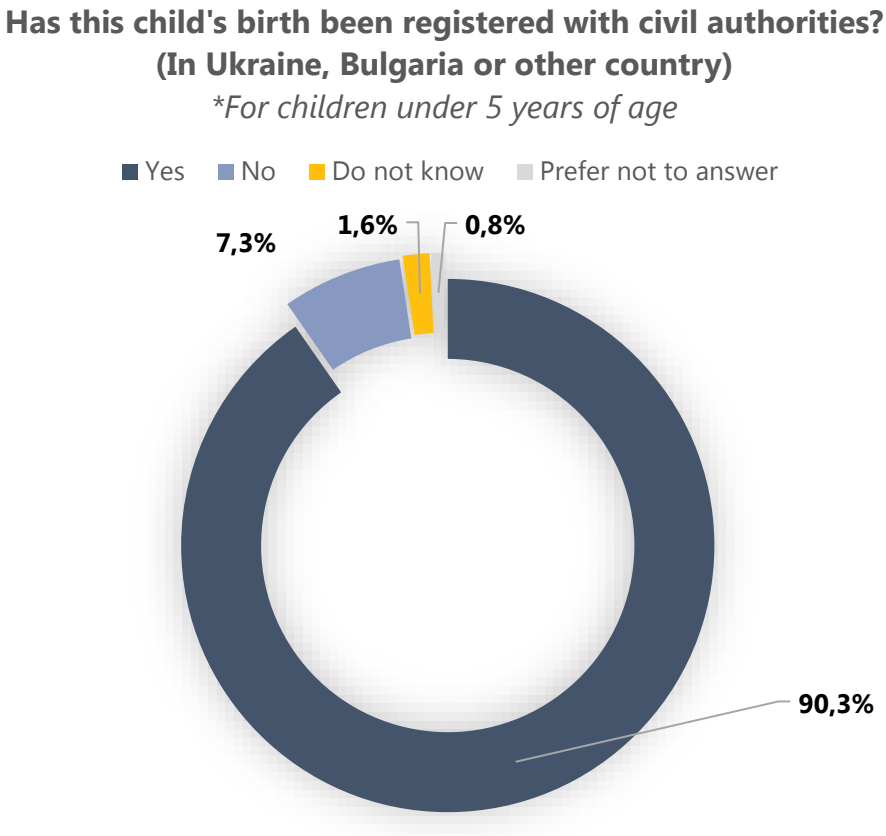
4. Child Protection

4.1. New born children and babies

97.7% of the children who arrived from Ukraine are part of a nuclear or extended family, in which the head of the household or at least one member of the household is accompanying them in Bulgaria.

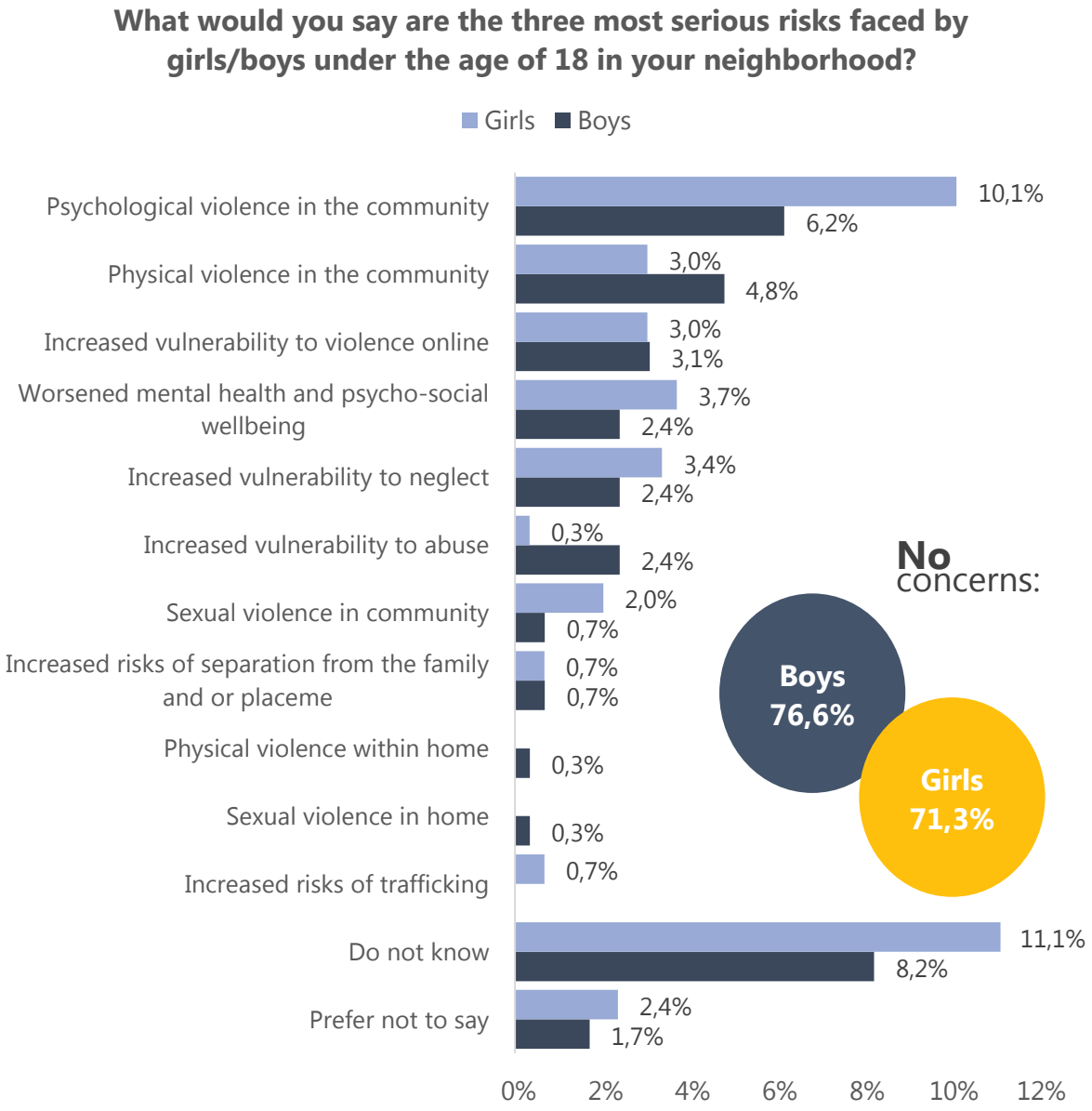
The children born in the last three years are about 6.5% of all children up to the age of 17-year-old. Approximately 70% of them were born in Ukraine, 26.7% were born in Bulgaria, and 4.4% were born in a third country.

More than 90% of the children under the age of five are registered by the state authorities in Ukraine, Bulgaria or third country, immediately after their birth.



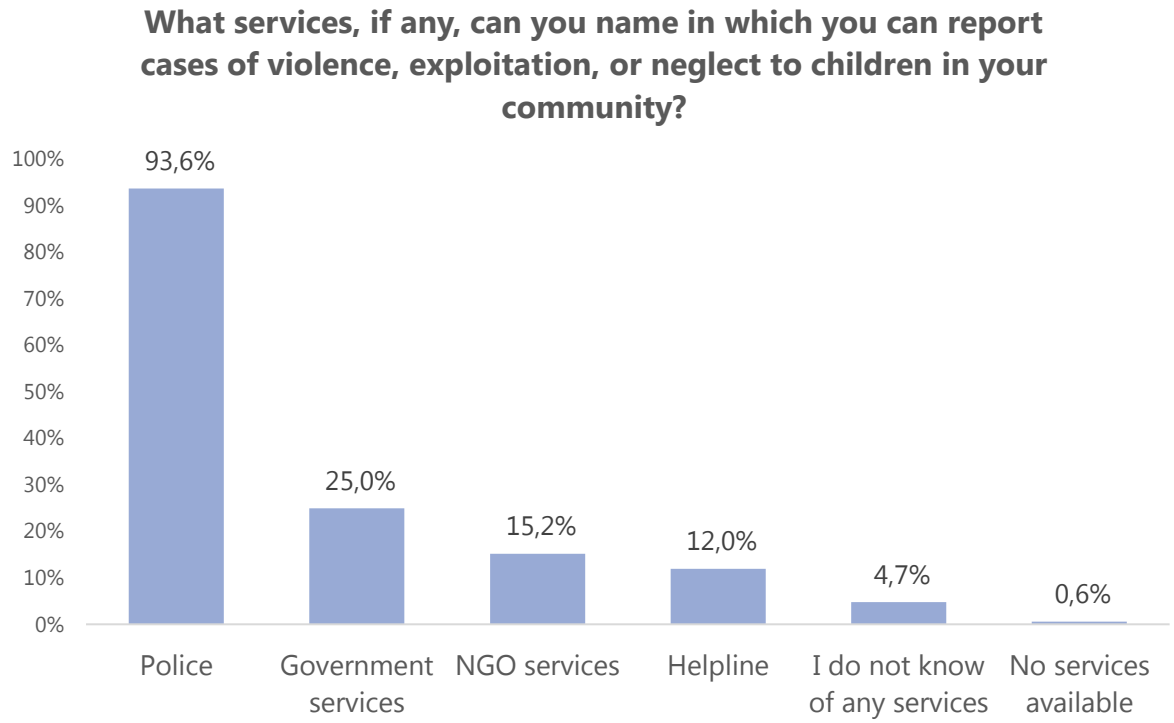
4.2. Safety and Security Concerns for Children

Although the majority of the refugees from Ukraine who participated in the current assessment have been residing in Bulgaria for more than a year, a small number of them still feel certain concerns related to their own safety and security, as well as that of the persons with whom they live. The most common concerns refugees from Ukraine share for children under 18 are related to the risk of psychological and physical violence within the community or becoming a victim of online violence. Psychological harm, including impaired psychosocial well-being, is considered a bigger risk for girls, while physical abuse and vulnerability to abuse were considered a bigger risk for boys. There are some concerns that children under 18 may be neglected by their guardians/primary care-givers. That concern is not gender specific.



4.3. Services in Case of Children at Risk

In cases of violence, exploitation, or neglect to children in the community the refugees from Ukraine to Bulgaria will suggest to go to the police (93.6%). The other public services are familiar to less than a quarter of the refugees from Ukraine. In generally 40% of people mention other institution in addition to the police as a place where they would seek for help in the event of child abuse, exploitation, or assault. A quarter will search for Government service, 15% would contact an NGO, and 12% would call a hotline.



5. Gender Based Violence

This part of the study explores the extent to which refugees from Ukraine in Bulgaria are familiar with institutions that could provide support in cases of gender-based violence (GBV).

If someone in your community is subject to gender-based violence and asks for your help, would you be able to tell this person about the following services in this area?	Health services	Psycho-social services	Safety and security services? (police, safe shelters)	Specific helpline to call and request a service?	Legal assistance
Yes	51,2%	38,9%	62,9%	32,1%	40,5%
No	26,2%	30,6%	21,5%	33,1%	30,4%
Do not know	17,9%	26,5%	11,5%	30,8%	25,2%
Prefer not answer	4,6%	4,1%	4,1%	4,0%	3,9%

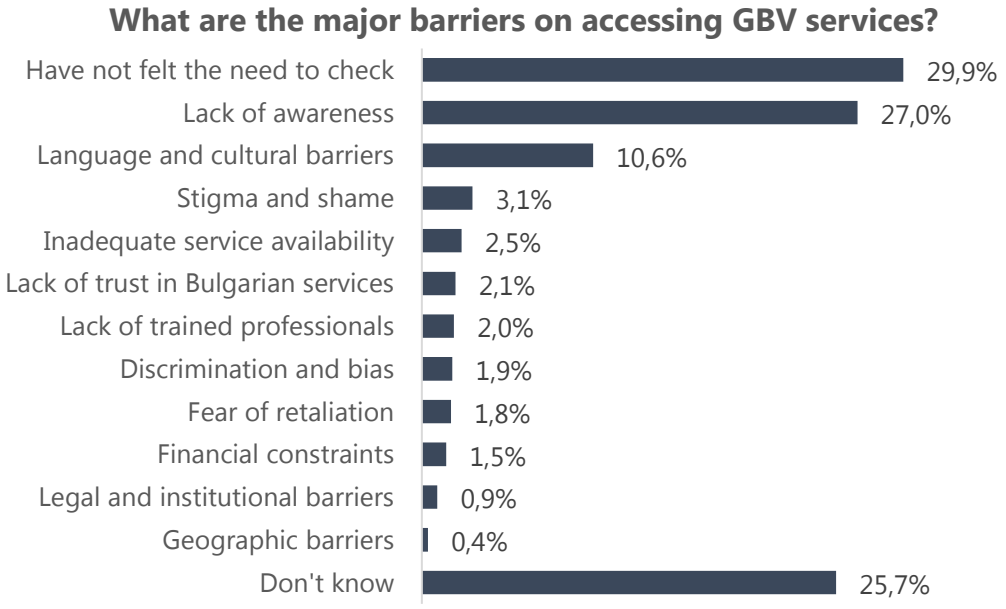
According to the study, refugees from Ukraine are mostly informed about the available safety and security services (police, safe shelters) and less informed about how they could benefit from the services of institutions that offer psychological support. About half of the refugees from Ukraine that have received temporary protection in the country believe that if a member of their community asks for their help, they will be able to give them information about health services. Approximately a quarter, however, are adamant that they do not have such information.

About 40% of refugees from Ukraine know how and where to seek psychosocial help in case of GBV. At the same time, more than 50% (those who answered 'no' and 'do not know') are not aware of where to refer people in need of psychosocial support. Refugees who have received

temporary protection are most often familiar with the available safe shelters and police stations in the area where they live. More than 60% are confident that they have information about this type of services in the area where they live. Least information is available regarding emergency telephone lines in the country. However, approximately one in three refugees from Ukraine know how to help if they needed to assist someone in finding a specific helpline.

Although a major share of refugees from Ukraine know how to seek legal assistance in cases of gender-based violence (40.5%) - approximately one-third said they do not know where assistance with GBV could be obtained.

- Families who rely entirely on their finances in the country are much more likely to be aware of how to seek health services in cases of gender-based violence. On the other hand, those living in rented accommodation are more often aware of safety and security services.
- According to the survey data, refugees from Ukraine who were interviewed in the Pleven, Blagoevgrad and Burgas regions - significantly less often than others felt that they could provide information about the listed services if necessary.
- There is no difference in the level of awareness on GBV issues between men and women.
- Those in shared accommodation and in collective accommodation are much less likely than others to feel confident that they can help someone in their community to access GBV services.



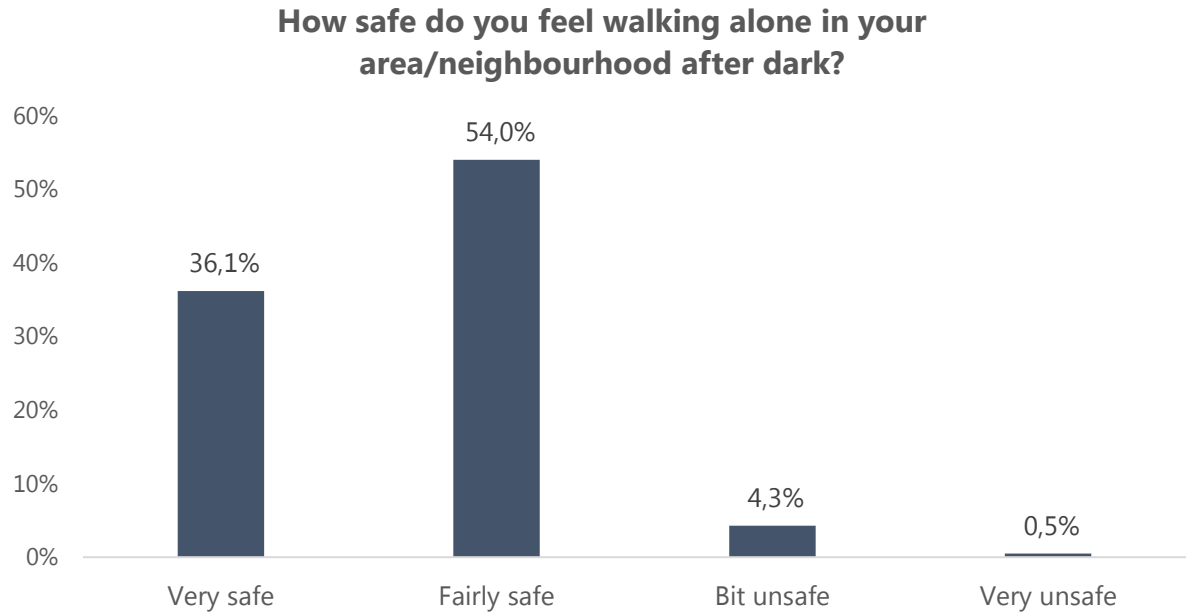
The main barrier to accessing GBV services is not the access to the institutions, but lack of awareness and the fact that people do not feel the need to get the authorities involved on this topic. Around 10% of refugees from Ukraine believe that the difficulty in accessing GBV services is a result of language and cultural barriers. They were mostly interviewed from the regions of Burgas and Pleven, where awareness on the services provided by the institution is also lower than in other regions. Respondents in the region of Varna attributed the existence of barriers

in accessing GBV services to the community's a lack of interest in this type of support much more often than others.

6. Safety and Security

In general, the majority of refugees from Ukraine feel safe in the area or neighbourhood where they live. There are only a few cases where walking alone during the dark hours is considered to be dangerous.

However, when it comes to women's/men's safety and security, in general, a minority of respondents share concerns about being robbed, verbally harassed or threatened with violence.



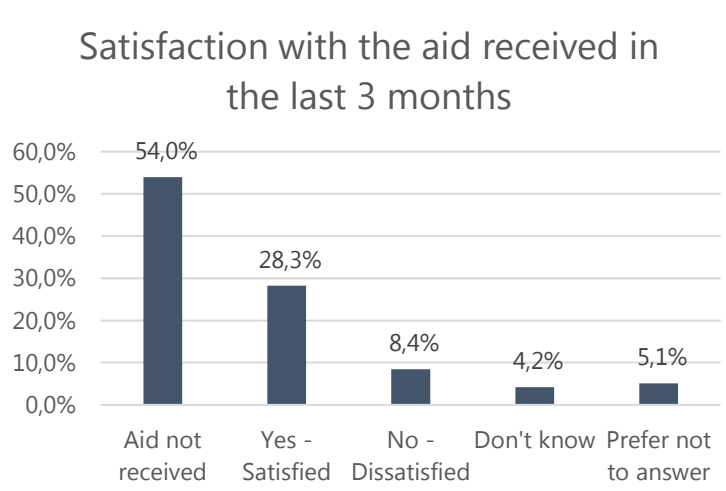
What do you think are the main safety and security concerns for women/men in the area of residence, if any?		
	Women	**Men**
No concerns	**68,1%**	**70,1%**
Being robbed	**14,5%**	**12,0%**
Suffering from verbal harassment	**7,7%**	**6,4%**
Being threatened with violence	**3,5%**	**3,2%**
Suffering from economic violence	**1,8%**	**-**

Discrimination or persecution (because of ethnicity, status, gender identity or sexual orientation etc.)	1,6%	1,1%
Being kidnapped	1,4%	0,5%
Suffering from sexual harassment or violence	1,3%	2,1%
Suffering from physical harassment or violence (not sexual)	1,1%	0,8%
Confiscation of ID papers (if relevant)	1,0%	0,8%
Being exploited (i.e. being engaged in harmful forms of labor, including sexual exploitation, for economic gain of the exploiter)	0,9%	1,1%
Violence in the household	0,8%	0,5%
Increased vulnerability to violence online	0,3%	-
Trafficking	0,2%	-
Detention	-	0,3%
Do not know	8,9%	10,9%
Prefer not to say	2,1%	2,7%

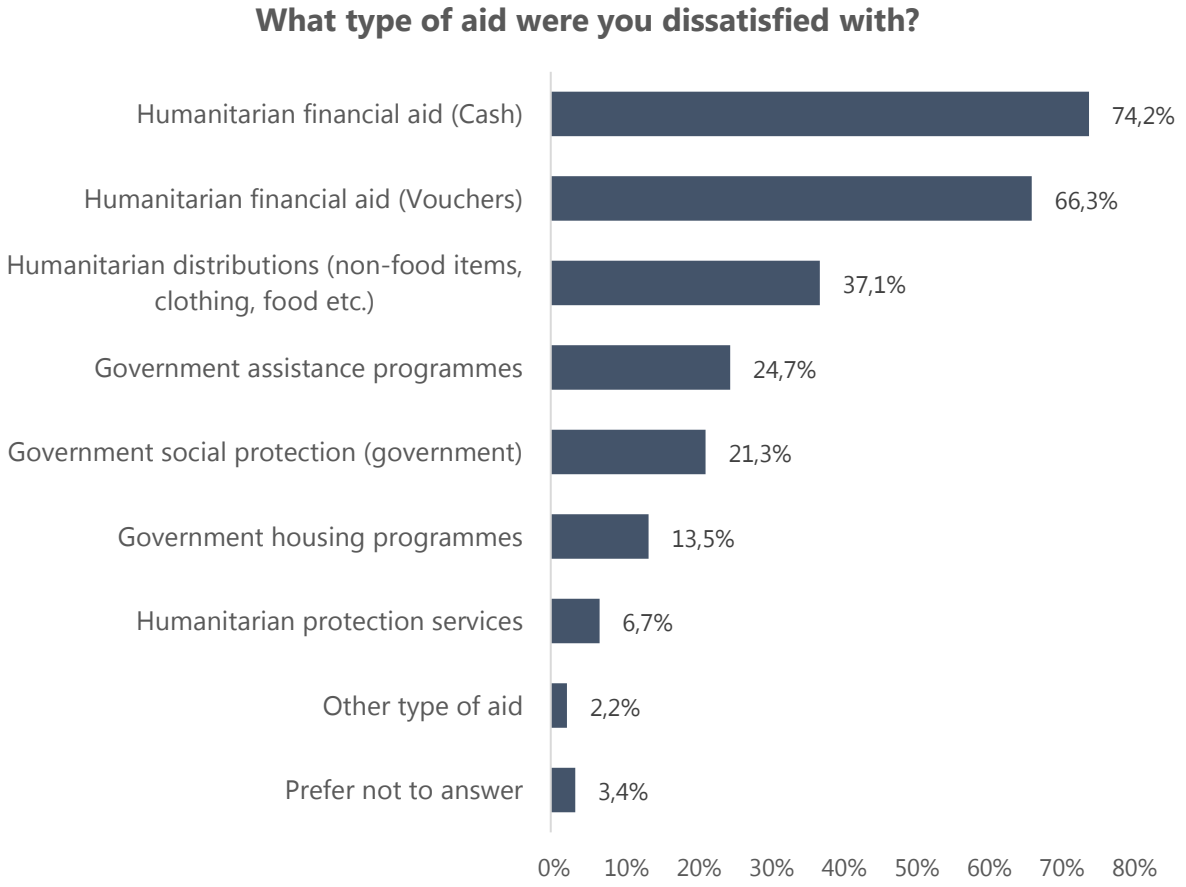
7. Accountability to Affected People (AAP)

7.1. Satisfaction of Aid Received

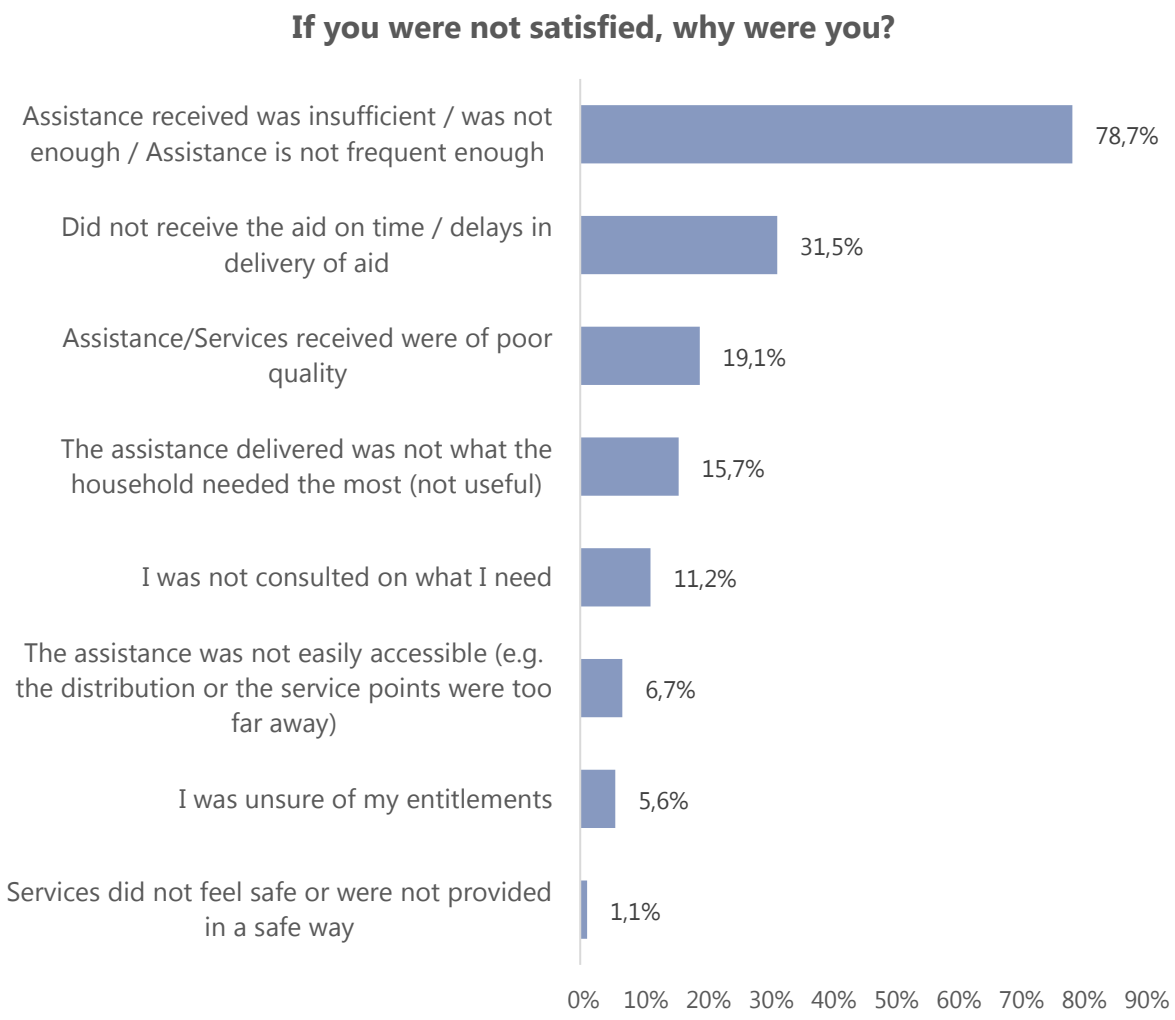
More than half of the surveyed refugees from Ukraine indicate that they have not received any aid in the last 3 months. 28.3% are those who have received some kind of support and express high satisfaction with it. The opposite opinion is shared by 8.4%, who express dissatisfaction with the support received. These results show that the level of dissatisfaction is low, but still approximately one fifth of those received aid are dissatisfied.



The greatest degree of dissatisfaction is observed towards the humanitarian financial aid, received in the form of cash or vouchers. To a lesser extent, there is dissatisfaction with the received humanitarian distributions (non-food items, clothing, food, government assistance and government social protection programs).



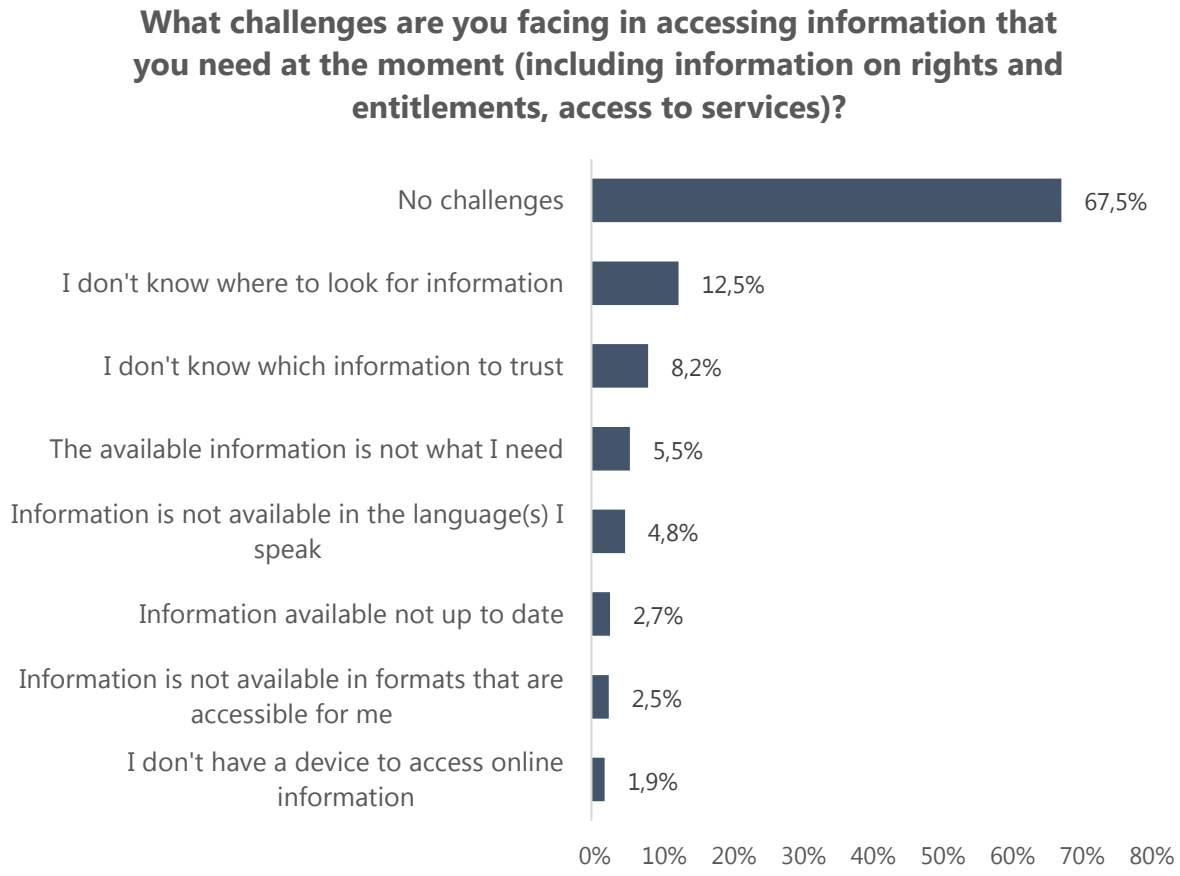
The main reasons for dissatisfaction with the received support were due to the insufficiency of it or that the aid was not received on time. Other, less frequently observed reasons for a negative assessment of the assistance provided are the poor quality of the service itself, irrelevance of the support provided or the lack of consultation with the households about what assistance they needed in particular.



7.2. Information

At the time of the survey, nearly 70% of the refugees from Ukraine residing in the country do not experience difficulties in accessing the information they need, including information on rights and entitlements or access to services. The challenges that are encountered are related to not knowing where to look for information or not knowing which informational sources to trust. Similar concerns are seen to a greater extent among refugees from Ukraine who live in private accommodation. Those who are accommodated in government-sponsored-accommodation under the humanitarian program, shared accommodations or collective site feel more confident in their sources of information and their up-to-datedness and credibility.

There are rare cases in which individuals do not need additional information than what was already available to them through their sources. There are some cases in which refugees from Ukraine fail to access information due to a language barrier. There are also few cases in which respondents experience technical difficulties (they do not have a device to access information online or cannot find information in an accessible format) to reach the information they need.



When refugees from Ukraine in Bulgaria need to provide feedback about the type, scope, and appropriateness of the aid, they prefer to do so through the same channels they use to get information. The three most popular social media platforms for communication amongst refugees from Ukraine are Viber, Telegram, and Facebook. The second most preferred way of communicating is via face-to-face interaction or direct interaction through phone call, helpline, or face to face.

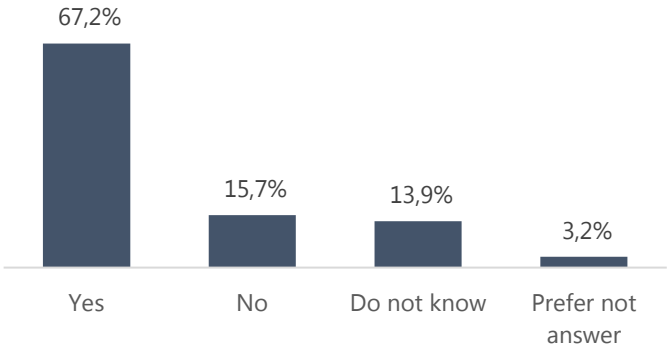
What are the...		
	preferred means (channel) of receiving information?	**preferred means (channel) of providing feedback to aid providers about the quality, quantity and appropriateness of aid?**
Viber	**57,6%**	**60,2%**
Telegram	**50,5%**	**45,4%**
Phone call / Helpline	**32,0%**	**35,5%**
Facebook	**19,3%**	**13,9%**

Face to face (helpdesk, outreach volunteer, community centers)	**14,8%**	**12,8%**
Messenger	**14,1%**	**14,4%**
Official websites	**12,8%**	**6,1%**
SMS	**9,6%**	**11,1%**
WhatsApp	**8,6%**	**9,4%**
Email	**3,1%**	**8,2%**
TV	**2,9%**	**0,6%**
Signal	**0,7%**	**0,4%**
Newspapers, magazines	**0,5%**	**0,3%**
Billboards, posters	**0,4%**	**0,4%**
Leaflets	**0,4%**	**0,3%**

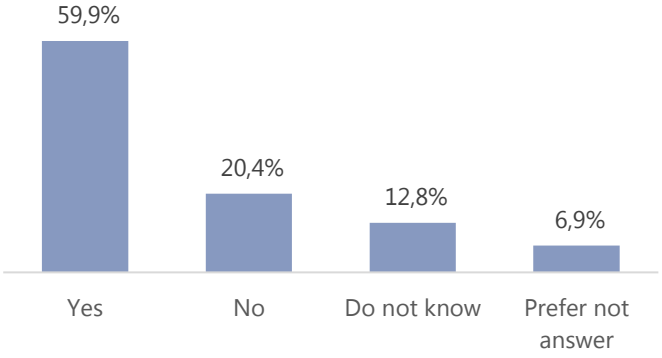
According to 67,2% of respondents, there are secure and confidential reporting channels available in their neighborhood that they may use to acquire information, ask for assistance, or report problems—including those involving sensitive issues. 15,7% of respondents do not agree that they have safe and confidential reporting channels, and 13,9% say they are unaware whether there are any.

The percentage of people who were pleased with the reporting channels' responses has somewhat decreased, according to an evaluation of the response's quality. Those who exchanged information or sought support but were not adequately responded to grow in numbers, compared to those who did not receive an effective response. When evaluating the effectiveness of the reporting channels' work, a significantly higher percentage of respondents say they would prefer not to provide a specific response.

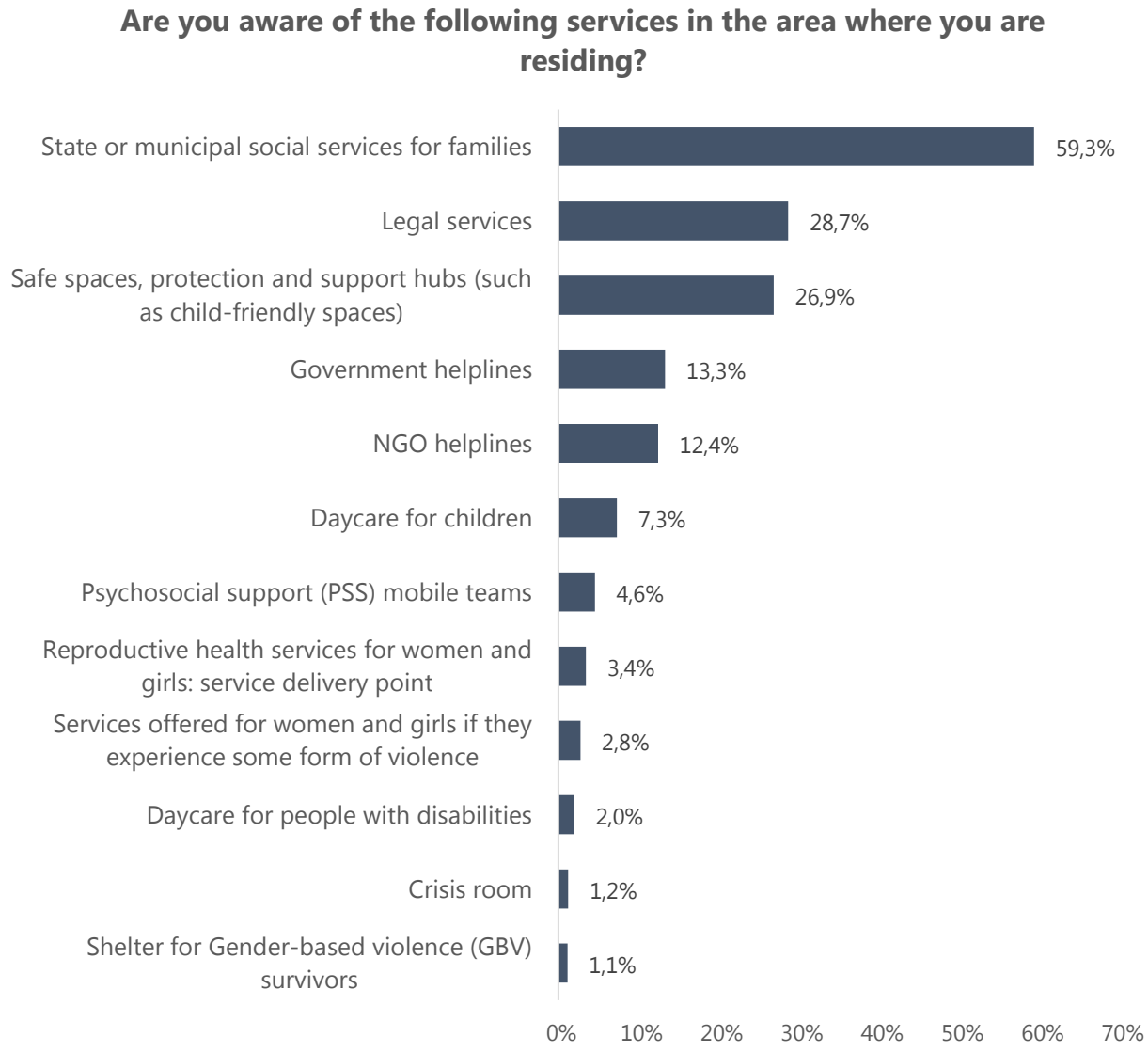
Do you have access to safe and confidential reporting channels to obtain information, seek assistance or report issues including sensitive issues within your community?



Did you receive an appropriate response through reporting channels such as hotlines, community centers, community volunteers, local committees, etc ?



In general, more than half of the surveyed refugees from Ukraine are familiar with social services for families, which are provided at state and municipal level. A little over a quarter are familiar with the legal services and safe spaces, protection and support hubs (such as child-friendly spaces) in the area where they live. There are smaller shares of respondents who indicate that they are aware they could benefit from NGO or Government helplines. There are also small shares of respondents who confirm that they are familiar with services such as psychosocial support (PSS) mobile teams, services offered for women and girls in case they experience some form of violence, shelter for gender-based violence (GBV) survivors and crisis rooms, which does not mean that such are not available, but rather that they are currently not needed.



7.3. Priority Needs

The largest share of refugees from Ukraine shares that the service they mostly need is health services (45,1%). This type of support is needed by both people of active working age and the elderly.

Although the average length of stay in Bulgaria for the population under study is over a year, there is a significant share of persons who are still in need of accommodation and food provision. People in need of food provisions are predominantly privately housed and have not received any financial or humanitarian support in the last 3 months. This means that even refugees who have managed to settle in private accommodation experience difficulties related to the food provision and housing.

Similar shares of refugees from Ukraine indicated that they needed help with finding a job/employment and enrolling in language courses. The majority of this group is currently

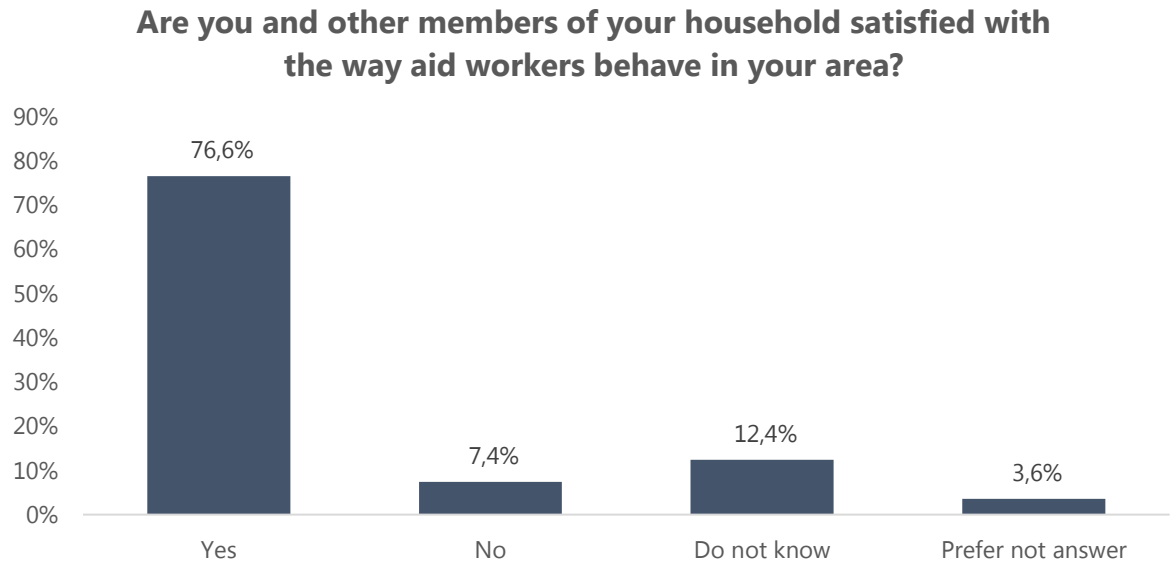
studying or actively looking for a job. This expresses the readiness of refugees from Ukraine to improve their living conditions in the country themselves and to integrate better into the Bulgarian society by entering the labor market and by learning the Bulgarian language.

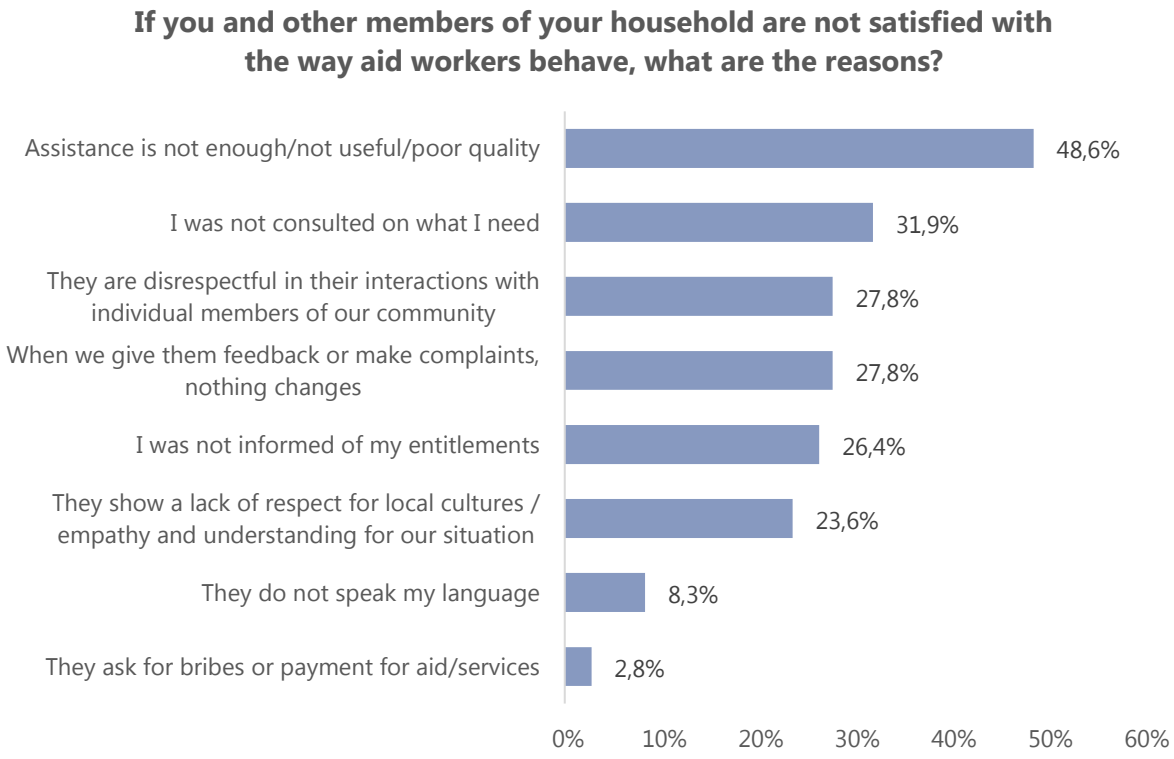
There are small shares of people, who indicate they are in need of medicines, winter clothes, baby goods, help with transport, childcare, providing psychosocial support, etc.

What are currently the top three priority needs of your household?

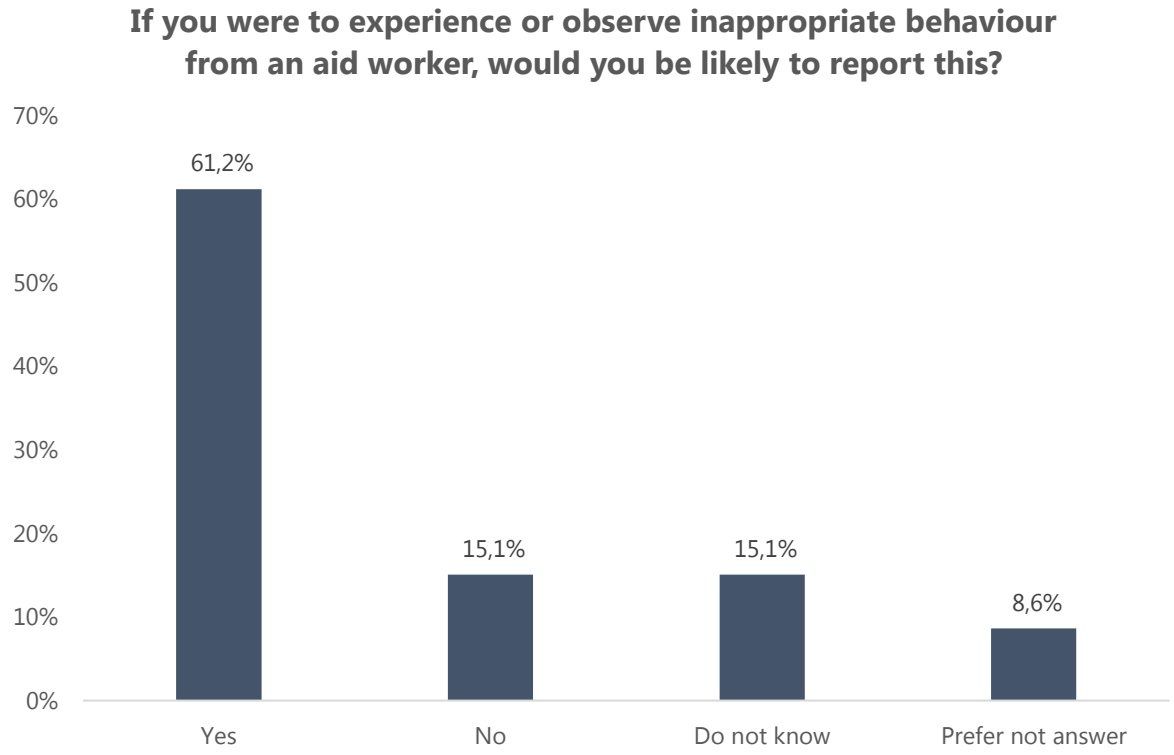
7.4. Satisfaction of Aid Workers` behaviour

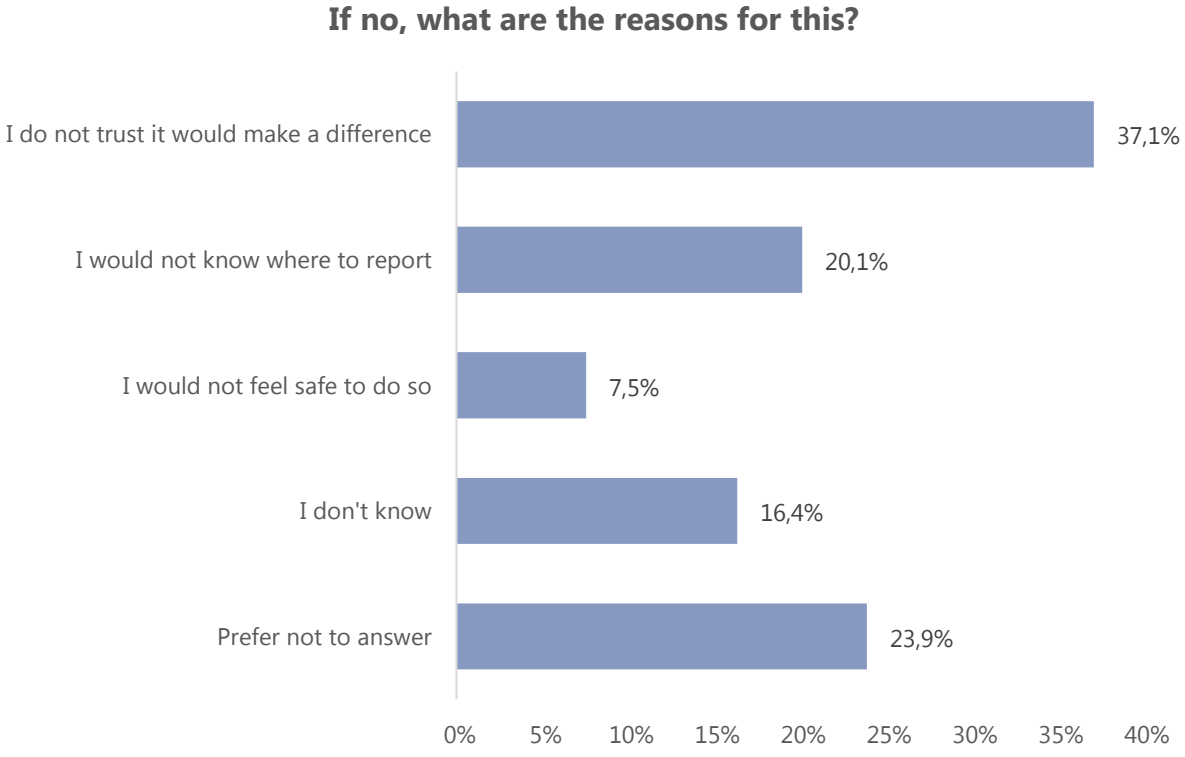
76,6% of all respondents gave a positive assessment of the aid workers' behaviour in their area. 7,4% of respondents are dissatisfied, and the main reasons for their dissatisfaction are related to the quality or insufficiency of the assistance provided. Another reason for dissatisfaction is the lack of communication and consultation with the user himself, so that the assistance provided is relevant to his needs. There are cases where dissatisfaction is related to a disrespectful attitude and lack of empathy on the part of the aid workers towards the service user, as well as a lack of consequences or differences after given feedback.





15% of those surveyed said they would not report inappropriate behavior from an aid worker if they experienced or observed it. Their main reason is that they do not believe reporting would make a difference. Another explanation provided by respondents is that they are unsure of where to report humanitarian workers, and last but not least, some individuals indicate that they would not feel safe reporting them.

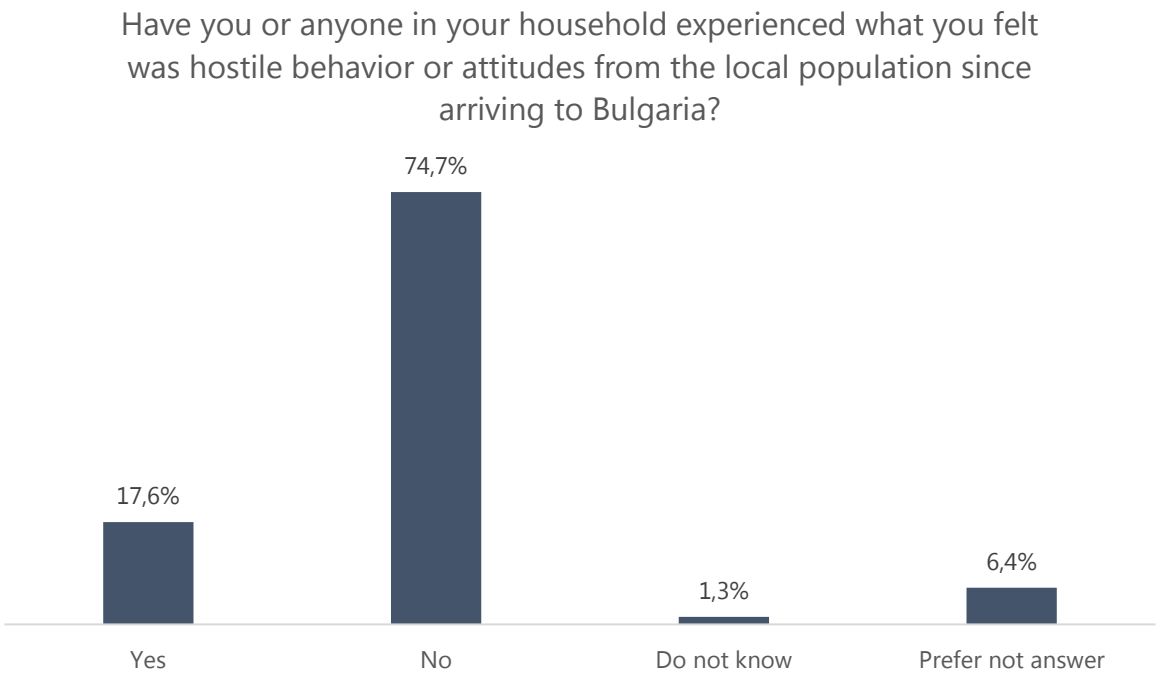




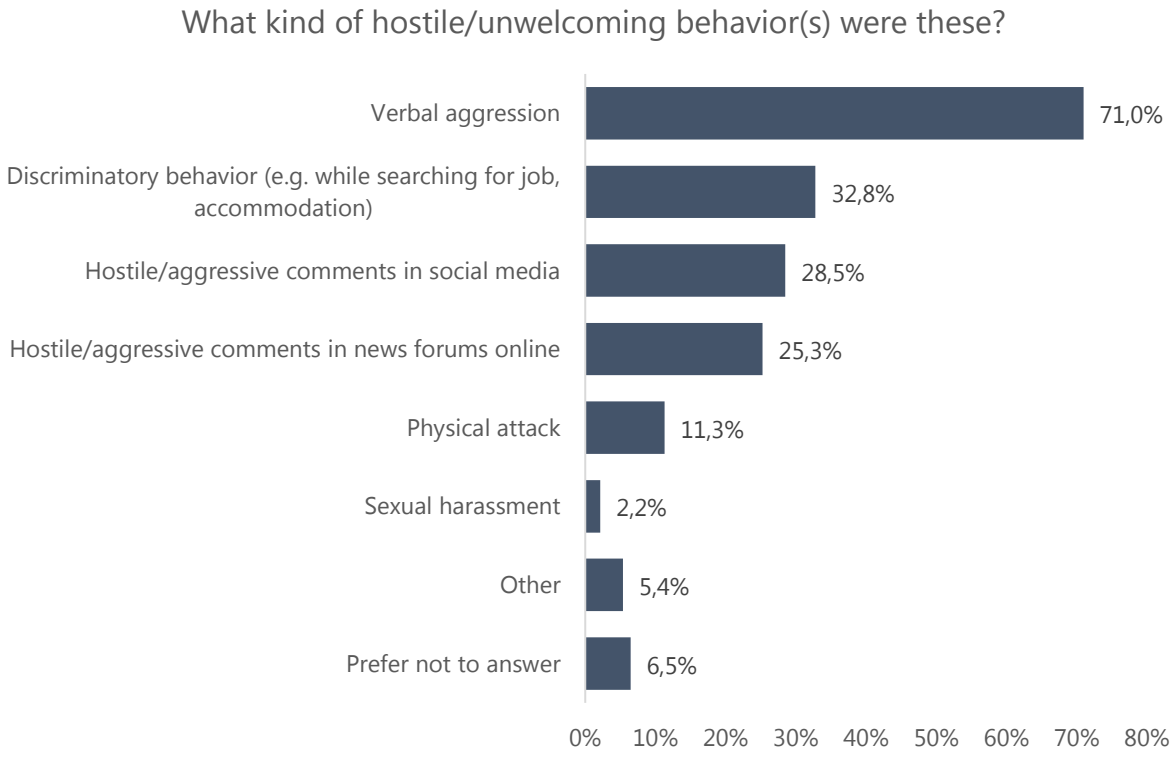
However, the most preferred information channel for providing feedback to aid providers about the behaviour of aid providers and other sensitive issues (e.g., gender-based violence, sexual exploitation and abuse) appears to be social media. Communication via phone call or filling out an online form are other preferred channels for feedback on sensitive topics.

8. Social cohesion

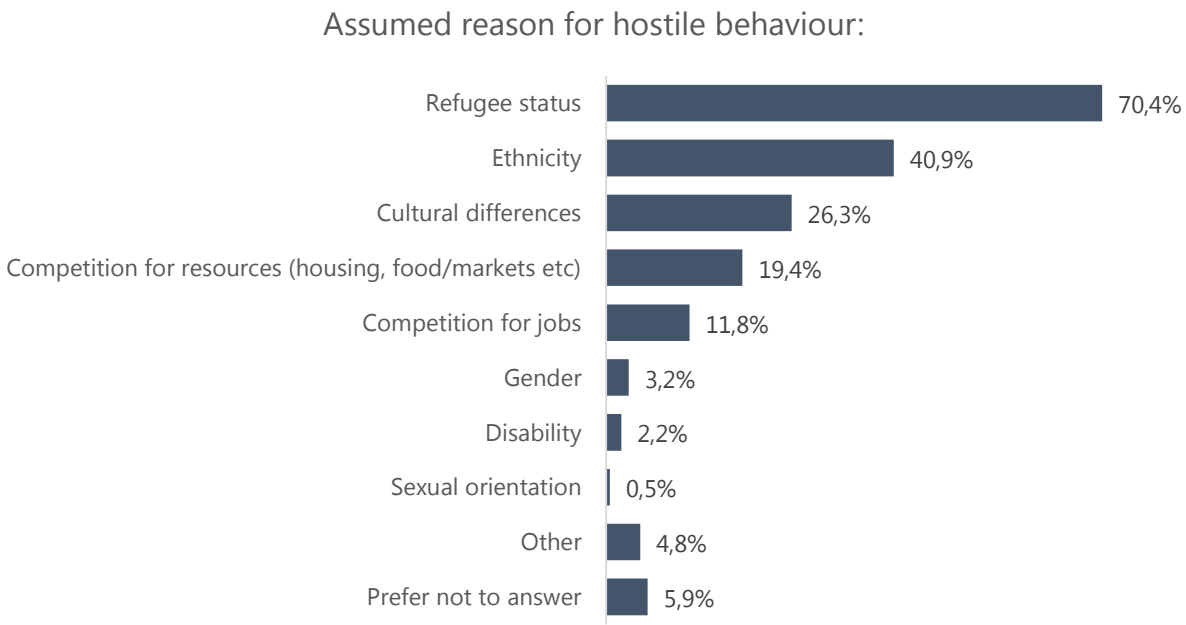
The following part emphasizes on the levels of hostile behavior or attitudes by Bulgarian citizens towards refugees from Ukraine currently living in Bulgaria. Different forms of inappropriate behavior are also examined as well as the assumed reasons for hostility.



The vast majority of refugees from Ukraine currently living in Bulgaria have not experienced any forms of hostile behavior or attitudes. 17.7% is the share of respondents who state that they personally or a member of their household has been treated disrespectfully. The combined share of those who chose options “Do not know” and “Prefer not to answer” is 7.7%. Keeping the delicacy of the topic in mind, we could presume that some of these respondents have also experienced hostile behavior or attitudes, so the share of “Yes” answers might be slightly higher.



Verbal aggression (71%) is the most widespread king of hostile of unwelcoming behavior. 32.8% of the refugees who have experienced disrespectful treatment say that it was in a form of discriminatory behavior. 28.5% of the respondents have experienced hostile or aggressive comments towards them in social medias while one quarter of refugees have experienced such comments in news forums online. Physical attacks (11.3%) and sexual harassment (2.2%) are the least common forms of hostile or unwelcoming behavior towards refugees from Ukraine.



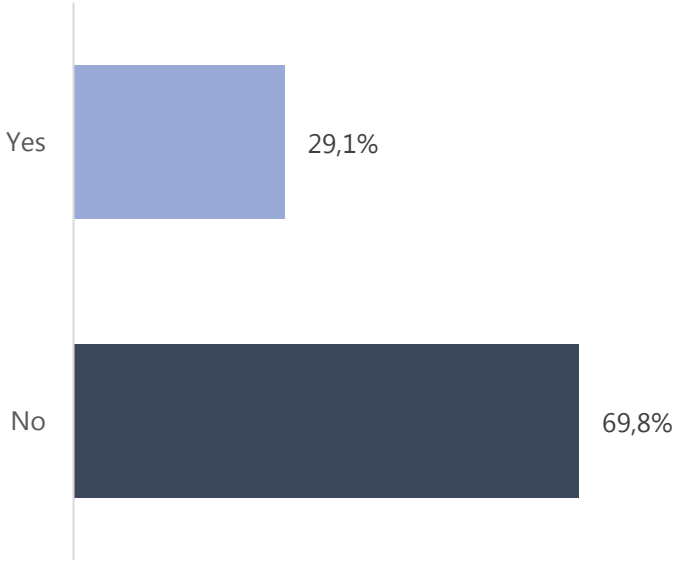
More than 70% of the refugees from Ukraine who have suffered from hostile behavior towards them are confident that it was provoked by their refugee status. A little more than 40% of the respondent think that the inappropriate behavior was based on their ethnicity. Cultural differences as assumed reason for hostile attitudes is highlighted by slightly more than a quarter of the refugees while competition for resources (housing, food/markets, etc.) is the prime reason for aggression according to almost one fifth of the respondent. 11.8% is the share of refugees who think that unwelcoming behavior towards them is provoked by competition for jobs. Gender (3.2%), disability (2.2%) and sexual orientation (0.5%) are far less likely to be assumed as the main reasons for disrespectful treatment.

VI. Education of children

1. Attendance/enrolment

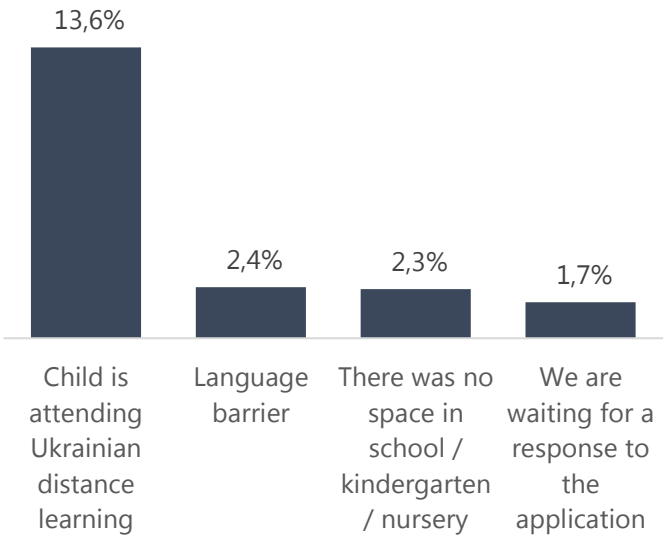
Only about a third of all the children of refugees from Ukraine at school age have been enrolled into the Bulgarian education system in 2022/2023. Most respondents report that children within their HH have not attended school/kindergarten or nursery in Bulgaria, because the child is already attending distance learning classes in Ukraine (13.6%), because there is a language barrier (2.4%), because there was no space available in a Bulgarian school/kindergarten/nursery (2.3%), or because they are still waiting for a response to their application from the institution they applied to (1.7%).

Is/was this child enrolled and attending formal education (school/kindergarten/nursery) in Bulgaria in 2022/2023?



What are the reasons this child does not attend school/kindergarden/nursery in Bulgaria?

Top 4 answers above 1%

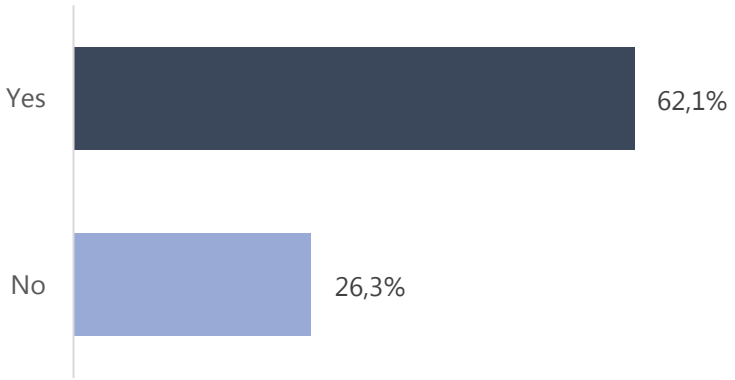


Out of the 29.1% of children, who were enrolled in an educational institution in 2022/2023, 62.1% have received additional lessons in Bulgarian, provided by the school they are attending. Although a few, some open-ended answers indicate that some of the students who were not

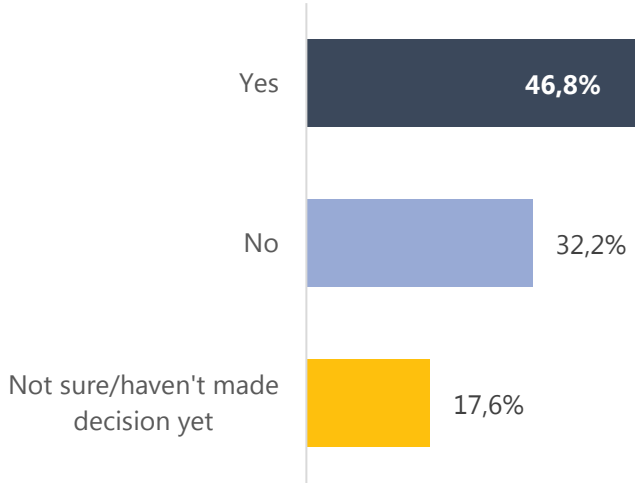
enrolled in school/kindergarten in 2022/2023 were unable to do so due to the language barrier at the schools/kindergartens. Almost half of the interviewed HH (46.8%) have the intention to enroll their child/children into a Bulgarian school/kindergarten/nursery in the 2023/2024 school year. 17.6% of respondents have indicated that they are yet to make a decision whether they will enroll their children into an educational institution in the country[9]. In HH where a decision towards enrolling their child/children in a school/kindergarten in the country has been made, children will be attending mostly regular school classes (9.3%), preparatory classes for children from Ukraine (2.3%) and learning support classes (including language support) (2.4%) through the support of humanitarian agencies.

A third of children of refugees from Ukraine (33.3%) have been attending early childhood and education services (ECES) in Bulgaria, with 58% of HH respondents reporting that their children have not attended any ECES in Bulgaria.

If child is enrolled in formal education in Bulgaria in 2022/2023, are additional catch up classes for Bulgarian language provided in the school?

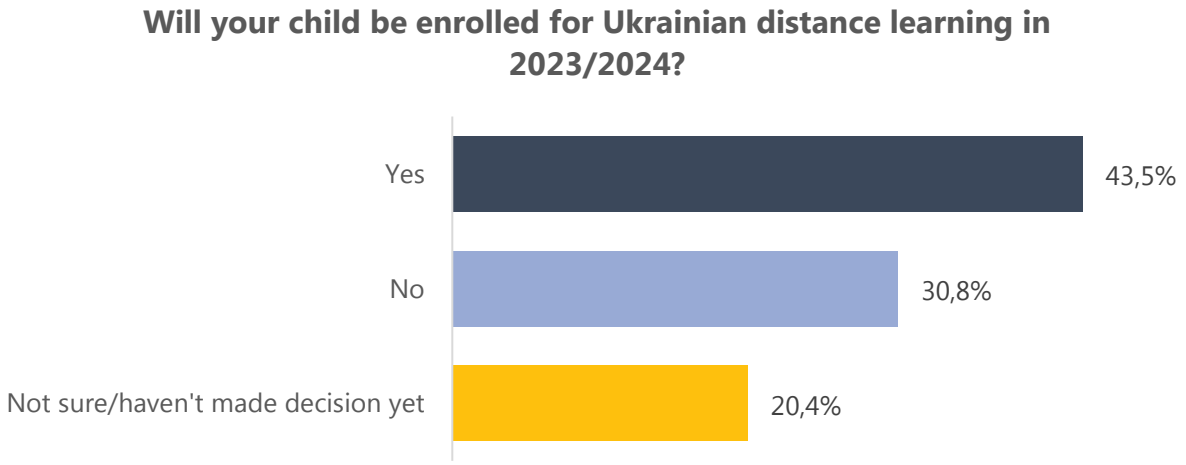


Will you enroll this child in school/kindergarten/nursery in Bulgaria for next year, 2023/2024?



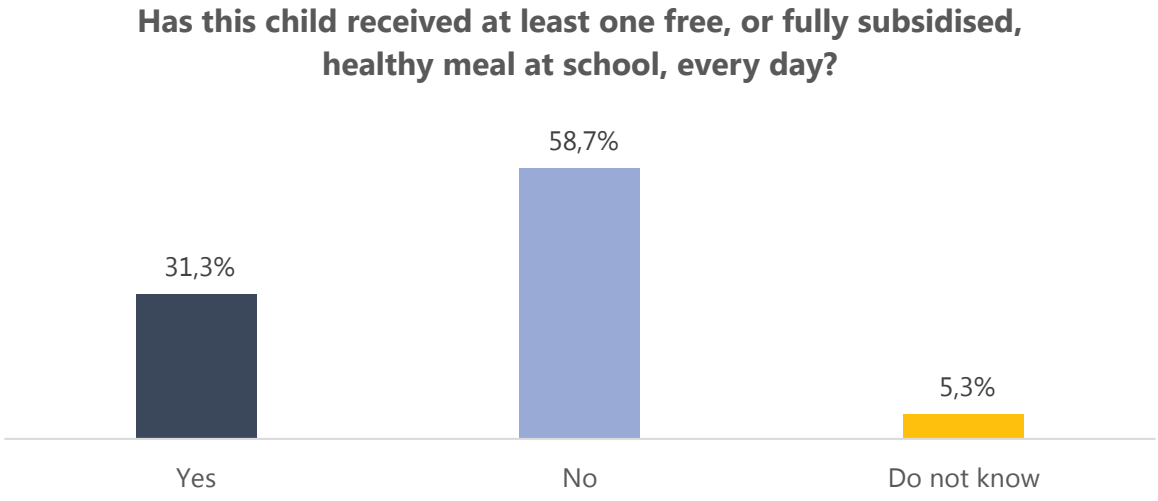
The participation rate of children of refugees from Ukraine is higher within the Ukrainian distance learning platform. About 79% of HH respondents have indicated that their child/children have accessed the Ukrainian School Online platform regularly in 2022/2023, while 18% of households have indicated that their child/children have not attended classes within the Ukrainian School online platform. However, only 43.5% of respondents have made the decision to enroll their child/children in Ukrainian distance learning in 2023/2024. About a third have decided not to enroll their children within the Ukrainian School Online platform (30.8%) and about 20% are still undecided. That trend might result in higher enrollment rate within the Bulgarian educational system. However, if there is a lack of additional language classes to help children of refugees from Ukraine to catch up with their peers, that might result into drop outs of the Bulgarian education system shortly after the enrollment of students.

[9] The difference to a 100% is due to answers "Prefer not to answer".



2. Nutrition at school

School nutrition programs are important within communities with concerns regarding food insecurity and can help alleviate some of the financial burden of parents in providing a health meal for their school aged children daily. About a third of the refugees from Ukraine indicate their child/children have received a free healthy meal at school every day, with about 60% of parents indicating that their child/children have not been provided with a free school meal every day[10]. At the same time, in order to be able to cope with food scarcity, about 38% of households had to rely on less expensive food items for more than 5 days a week. In 18% of the cases, households had to limit their portion sizes to cope with food insecurity.



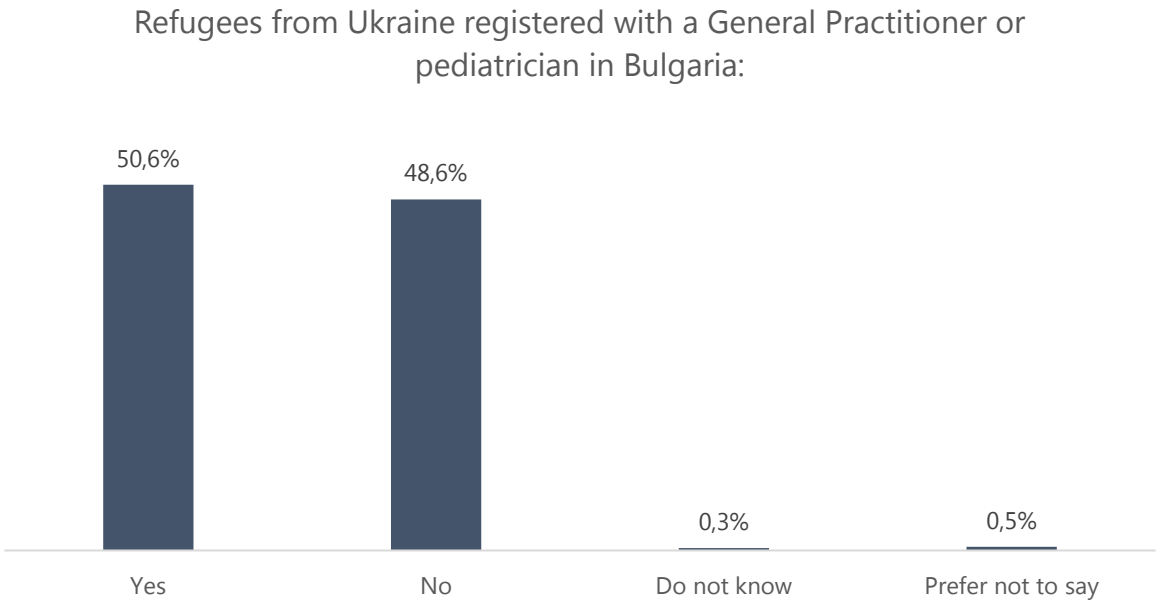
The difference to a 100% is due to answers "Prefer not to answer"

[10] Refugee parents from Ukraine answering for their children aged 6 to 17, who were enrolled in a Bulgarian Educational institution in 2022/2023.

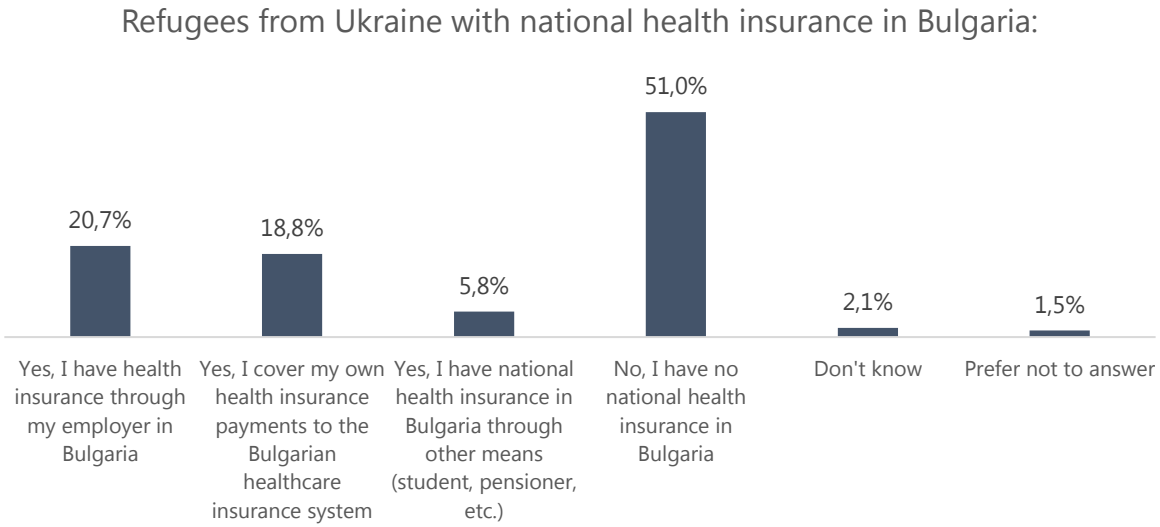
VII. Health

1. Access to Health of all HH members

Slightly more than a half of the refugees from Ukraine currently living in Bulgaria have a registration with a General Practitioner of pediatrician in the country. 48,6% of the respondents haven't registered yet.



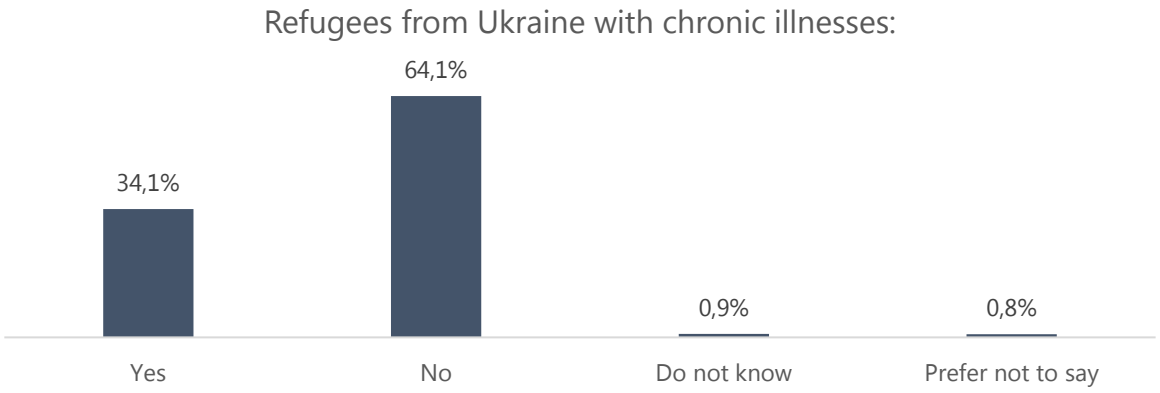
The registration rate is higher among children up to 11 years old and among respondents over the age of 60. Those who arrived in Bulgaria in less than 6 months are far less likely to have a registration with a General Practitioner.



The slight majority of refugees from Ukraine currently living in Bulgaria (51%) do not have national health insurance in Bulgaria which indicates that these persons would have far more

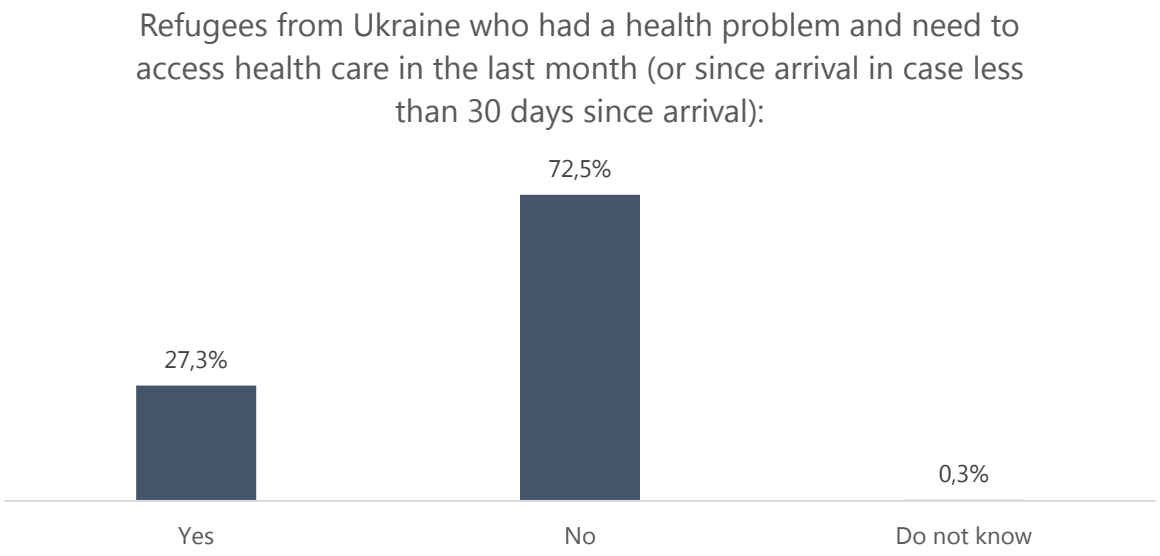
difficulties in obtaining heath care services in a moment of need. 20.7% is the share of respondents with a national health insurance in Bulgarian, which was provided by their employer. 18.8% also have a health insurance covering their payments to the Bulgarian healthcare insurance system on their own. 5.8% of the respondents have a national health insurance in the country based on their status (student, pensioner, etc.).

The share of respondents with a national health insurance is lower among refugee over 60 years old and among those who arrived in Bulgaria less than 6 months ago. Almost 40% of those who are currently employed state that their national health insurance is covered by their employer. This is share is significantly higher but it does not cover the majority of working refugees which could be an indicator for casual or unstable working situation which could result in difficulties in accessing health care services in a moment of need and lack of opportunities for exercising specific rights who are usually at workers' disposal.



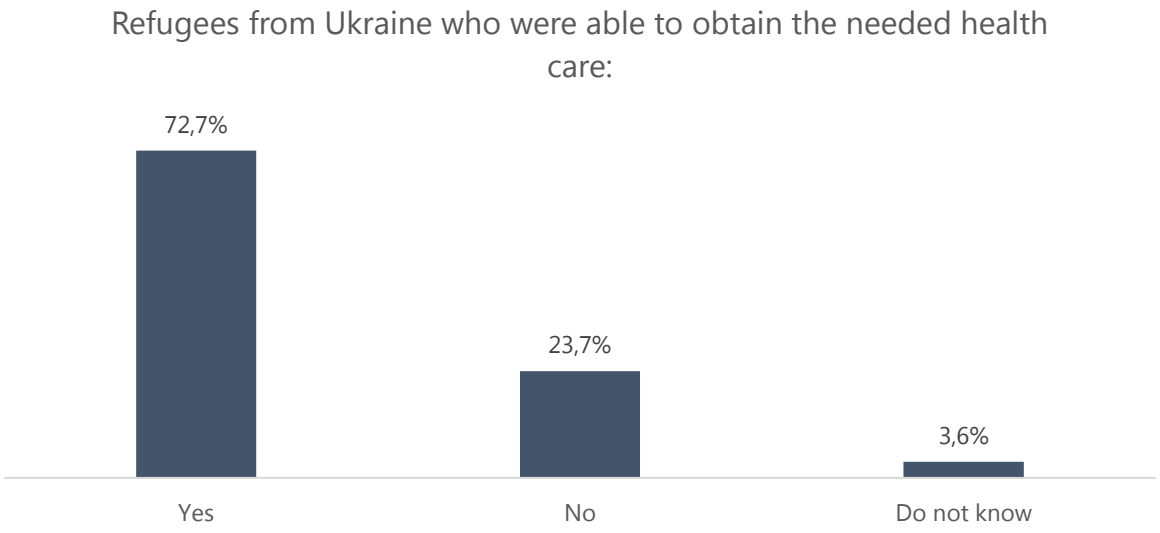
Slightly less than two thirds of the refugees from Ukraine currently living in Bulgaria do not have any chronic illnesses. 34.1% is the share of those suffering from any chronic illnesses.

More than 77% of respondents over the age of 60 state that they have some chronic illnesses. Slightly more than a half of those who are currently not in employment also state chronic illnesses which could be one of the reasons for not joining the labour market.



The majority of the refugees from Ukraine (72.5%) have not experienced any health-related problems in the last 30 days or less (in case of arrival less than 30 days) which resulted in a need for accessing health care services. 27.3% of respondents have had health issues with consequent need for health care in the last month or less.

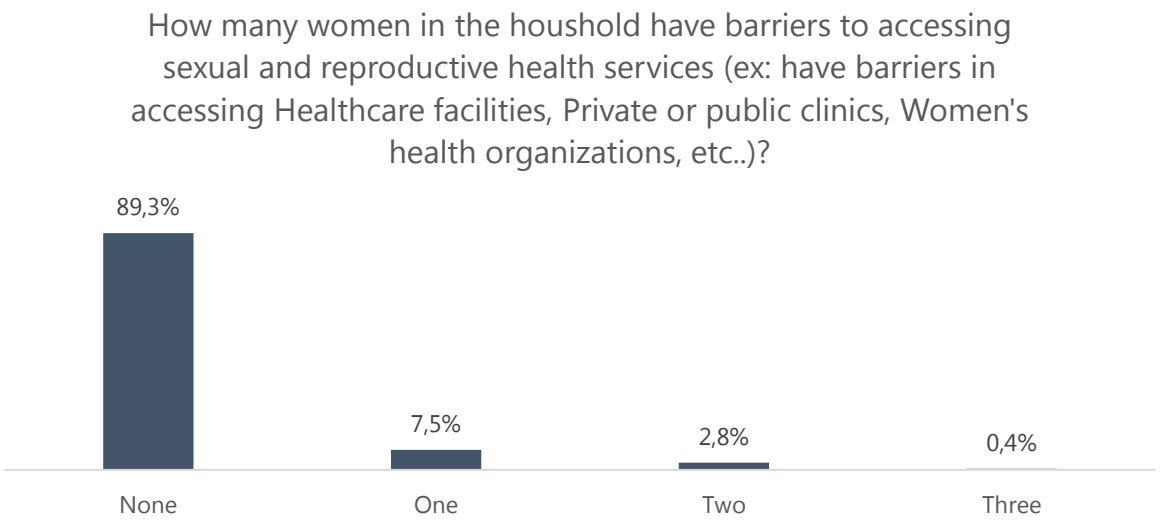
Refugees over 60 years old were more likely to have a health problem which required medical care in the last 30 days or less.



The vast majority of the refugees from Ukraine who needed health care services were able to obtain the required medical support (72.7%). 23.7% is the share of respondent who were in need but were unable to receive what was needed in terms of health care support.

Those who arrived in the country in less than 6 months were more likely to experience some difficulties in obtaining heath care services needed.

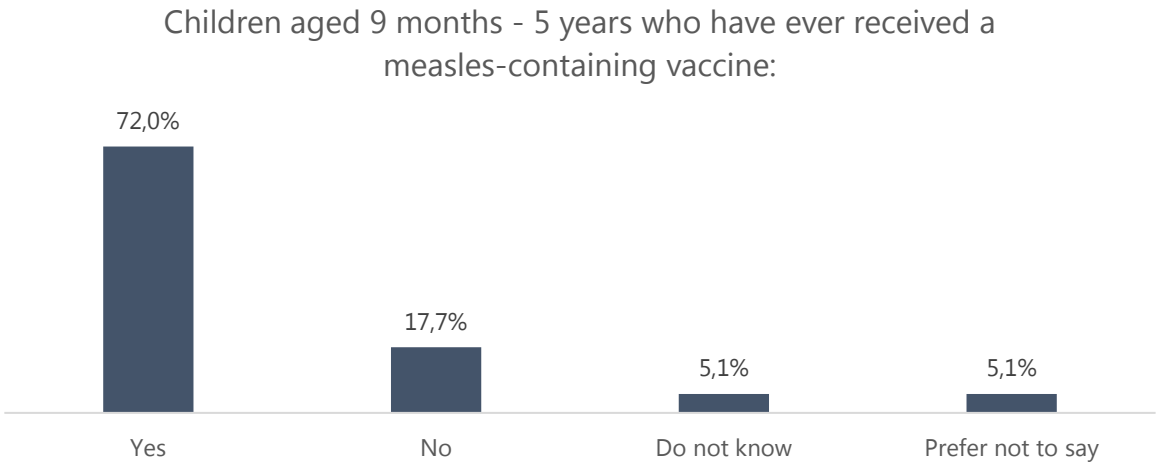
Inability to cover the required fee in the clinic, lack of health insurance in Bulgaria and the expensive transport need to reach the services are the top three reasons for not receiving the needed healthcare. Language barriers and the willingness to wait and see if their condition gets better are also cited by the refugees.



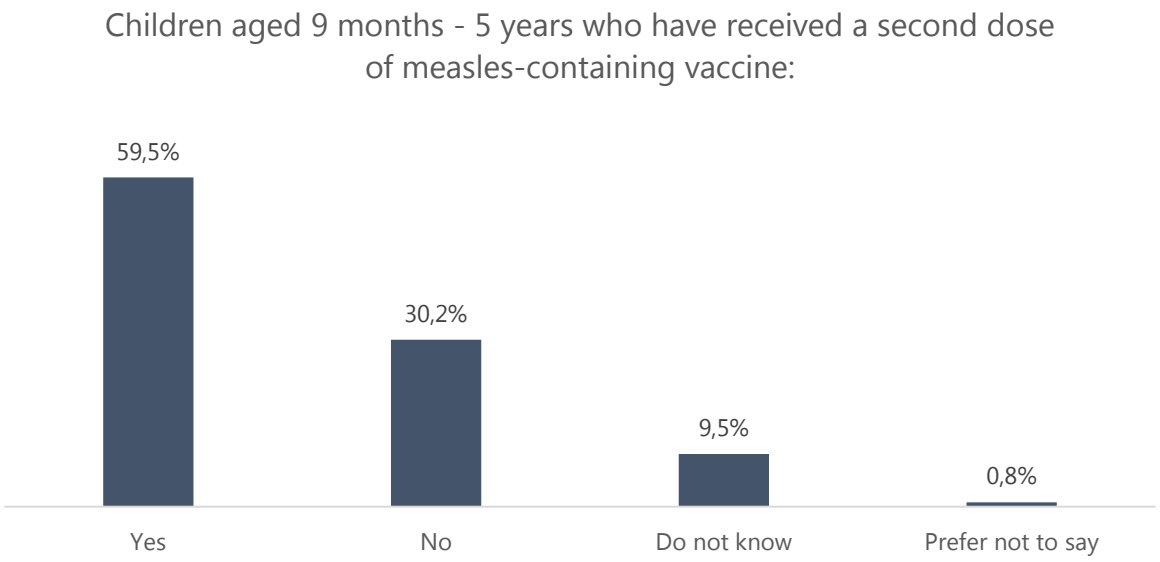
In the majority of the households of refugees from Ukraine there are no women who have any barriers in accessing sexual and reproductive health services (89.3%). 10.7% is the share of households with women experiencing such difficulties. More often it is one woman with such difficulties (7.5%) and less often two (2.8%) or three women (0.4%).

2. Child Health

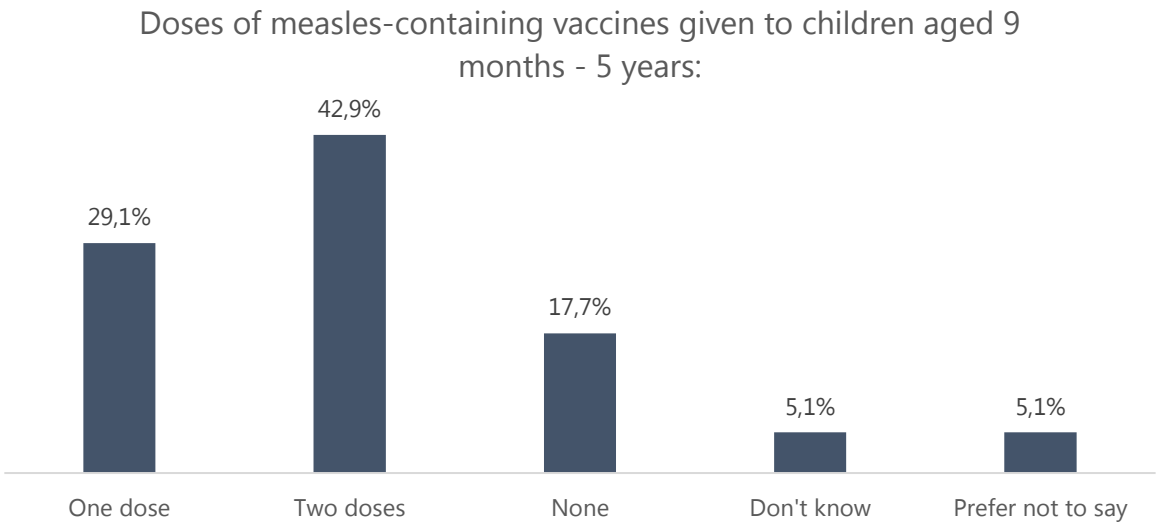
The vast majority of the children of refugees from Ukraine between 9 months and 5 years of age (72%) have ever received a measles-containing vaccine. 17.7% of children have never been vaccinated against measles.



Slightly less than 60% of children who have been vaccinated against measles have also received a second dose of the vaccine. Around 30% have not been immunized for a second time and 9.5% for whom it is unknown whether they have received a second dose or not.

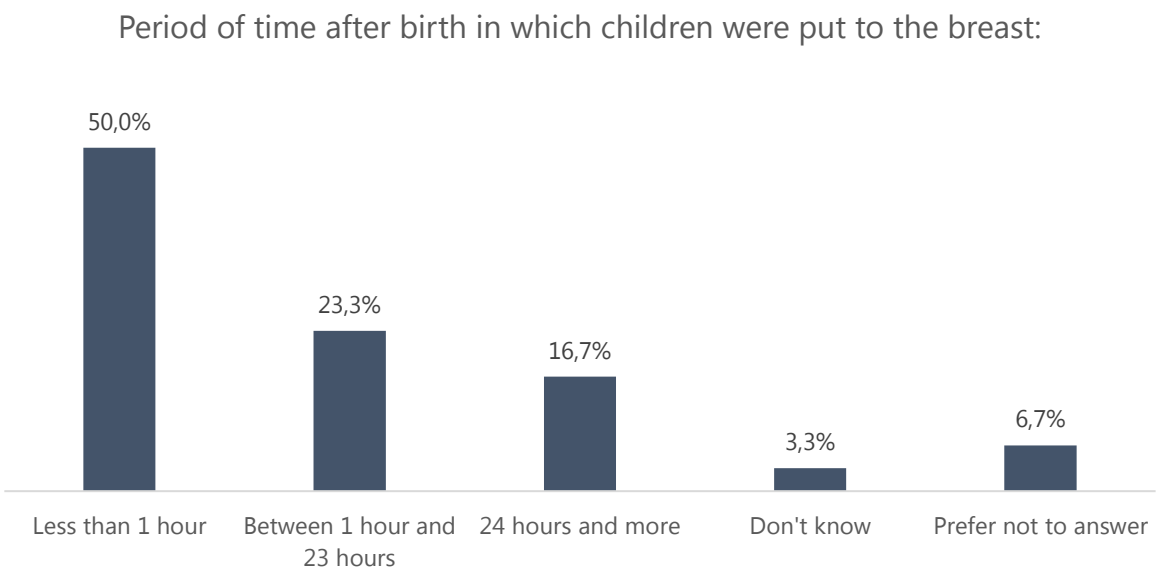


Overall, 42.9% is the share of children aged 9 months - 5 years fully vaccinated against measles (received two doses). 29.1% of children have been immunized with one dose of measles-containing vaccine while 17.7% have not received any vaccination doses.

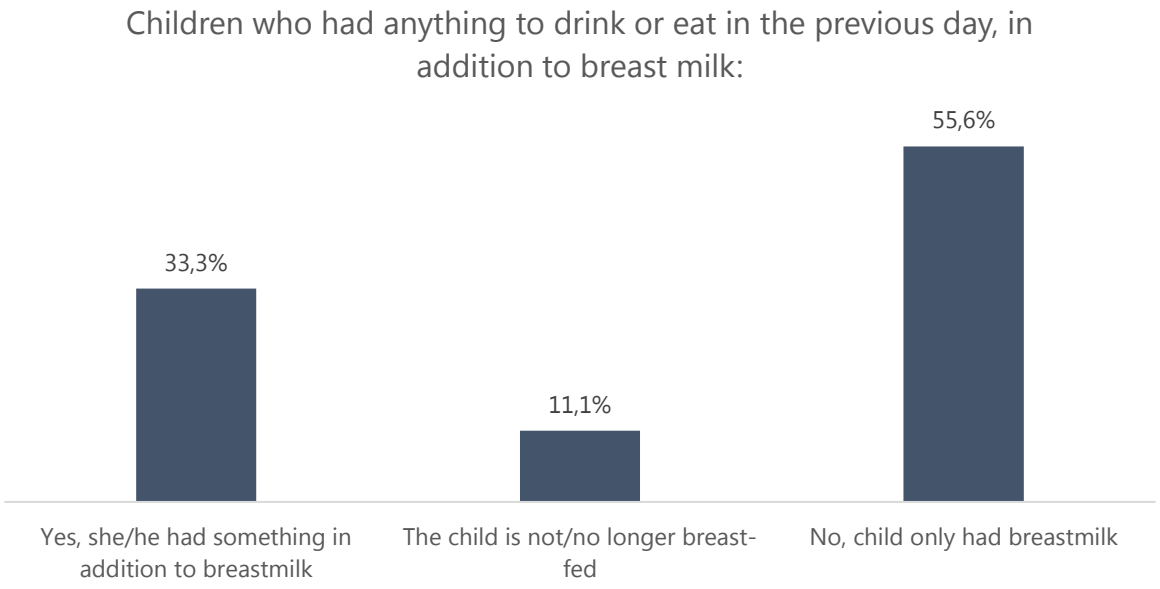


3. Nutrition of Children

A half of children of refugees from Ukraine up to two years of age were breastfed right after their birth (less than an hour). 23.3% were breastfed in a period of time between one hour and 23 hours. The share of those who were put to breast 24 hours or more after birth is 16.7%.



The slight majority of children under the age of 6 months (55.6%) had only breastmilk for food or drink at the day previous to the day of the survey fieldwork. One third of children drank or ate something else in addition to breastmilk while 11.1% were not on breastfeeding anymore.



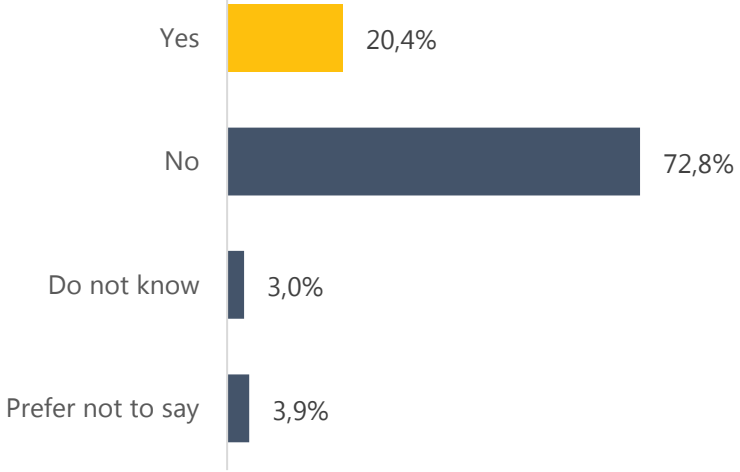
Additional food was mostly in a form of infant formula. Plain water, milk (such as tinned, powdered, or fresh animal milk), juice or juice drinks and solid or semisolid food are also among the mentioned additional types of food.

VIII. Mental Health and Psychosocial Support (MHPSS)

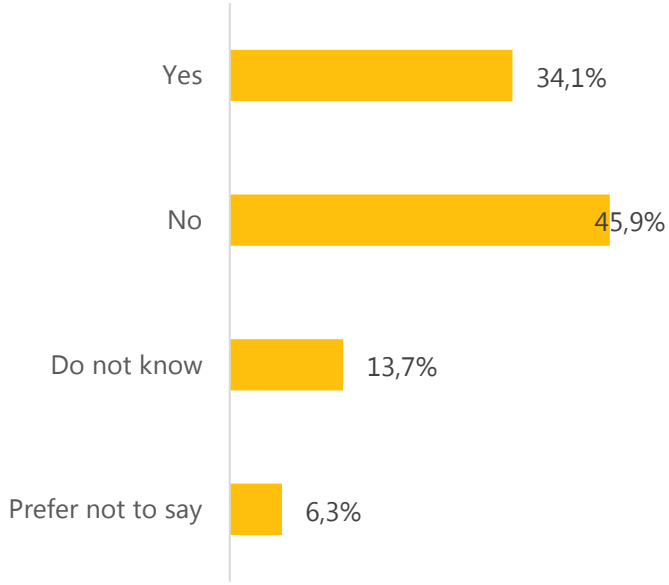
The provision of support for refugees in the country is not only related to ensuring access to services, protection and social assistance, but also to taking care of the mental health of those

granted protection. Over 20% of refugees from Ukraine consider that they or their family members are in a state where they feel so upset, anxious, worried, agitated, angry, or depressed that it affects their daily functioning.

Does the individual feel so upset, anxious, worried, agitated, angry, or depressed that it affects the person's daily functioning?
For example, having difficulty getting out of bed, caring for self or for others in the household, or doing daily household.



Do you think that this person needs mental health or psychosocial support for this problem?

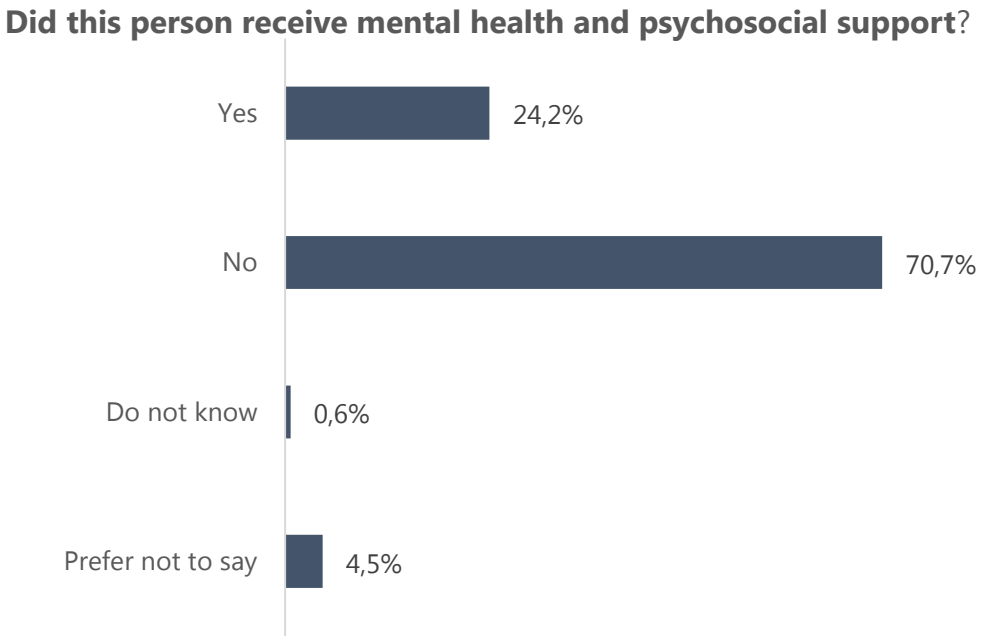


** The total number of people who answered "Yes" to the question "Does the individual feel so upset, anxious, worried, agitated, angry, or depressed that it affects the person's daily functioning?" is 460.*

Approximately one-third of refugees from Ukraine who indicate that they or a member of their family are suffering from psychological or emotional issues believe that they require psychosocial support. The primary reasons for having difficulty obtaining psychological care are the lack of information about where to seek help and the language barrier. According to the data, psychological assistance was received far more frequently in households with children under the age of 18.

People with psycho-emotional conditions that influence their everyday activities are significantly more likely to live with family members who have trouble seeing, climbing stairs, or remembering. These findings suggest that problems with physical activity may have an impact on one's psycho-emotional condition.

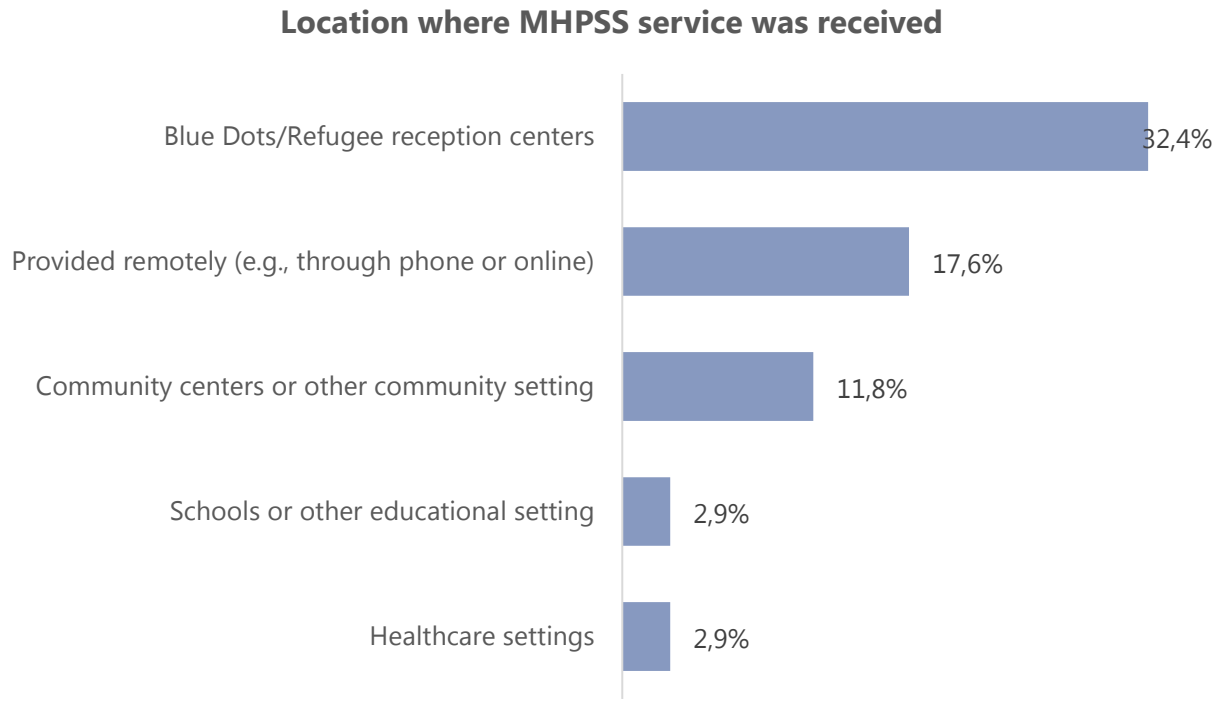
However, nearly 46% of refugees from Ukraine believe that although there is a person with a psycho-emotional problem in their family, no special form of support is needed.



What type of mental health and psychosocial support service was received?	
Psychotherapy (individual or group therapy designed to treat a mental health condition, provided by a professional, such as a psychologist)	1,1%
Psychiatry/medication management (prescription of psychotropic drugs for a mental health condition)	0,3%
Creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements.	0,3%
Group or individual support using a structured intervention designed to improve wellbeing (e.g., group or individual service to support emotional awareness, coping, and exchange of peer support facilitated by an MHPSS specialist or non-specialist, designed to reduce distress but not to treat a particular mental health condition)	0,3%
Training for caregivers about how to support a child in distress [if target person is a child]	0.1%

** The total number of people who answered "Yes" to the question "Did this person receive mental health and psychosocial support?" is 38.*

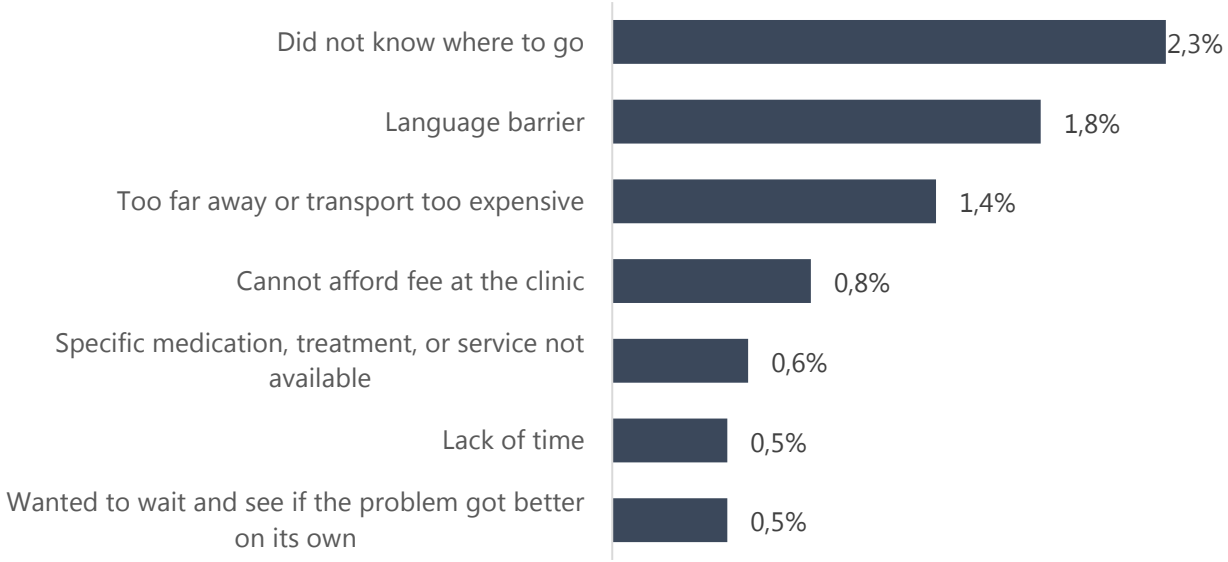
Mental health and/or psychosocial support (MHPSS) was received in about 25% of families. The main support received by refugees from Ukraine that have encountered emotional problems was in the form of psychotherapy. According to the survey data, nearly half of those who reported that mental health and psychosocial support had not been received identified lack of information as the main barrier to accessing the service.



**Difference to a 100% is due to "Don't know" or "Other" answers.*

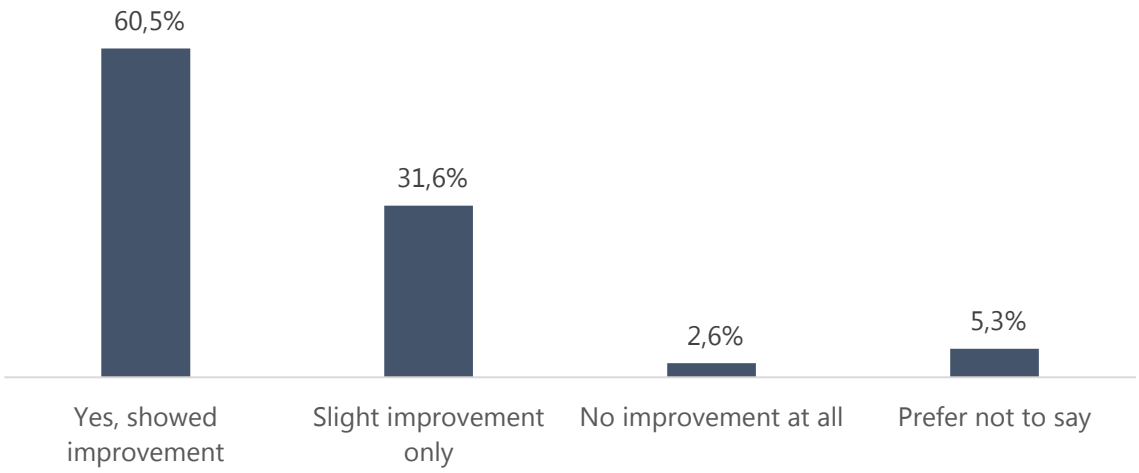
The main location where refugees from Ukraine have received support are the Blue Dots/Refugee reception centers. Nearly 18% received MHPSS service remotely (e.g., via phone or online), and about 12% received support in community centers or other community settings. Some refugees from Ukraine have paid to receive MHPSS privately, at their own home or are participating in a group therapy activity that are organized by other members of the community of refugees from Ukraine. Support was least often received in healthcare settings and schools.

What was the main reason for being unable to access mental health or psychosocial support services? (top 7 answers)



Three significant obstacles have prevented refugees from Ukraine from getting these types of services. Refugees given temporary protection in the country frequently did not know where to go or faced linguistic difficulties. The expensive cost of transportation to the service was also highlighted more frequently.

Did the person who received mental health and psychosocial support services show improvement in their wellbeing?



Most of those who sought mental health and psychosocial support showed improvement in their condition. Reported cases in which the person receiving support showed no improvement were just under 3%.

IX. Basic Needs and Food Security

1. Shelter / Accommodation

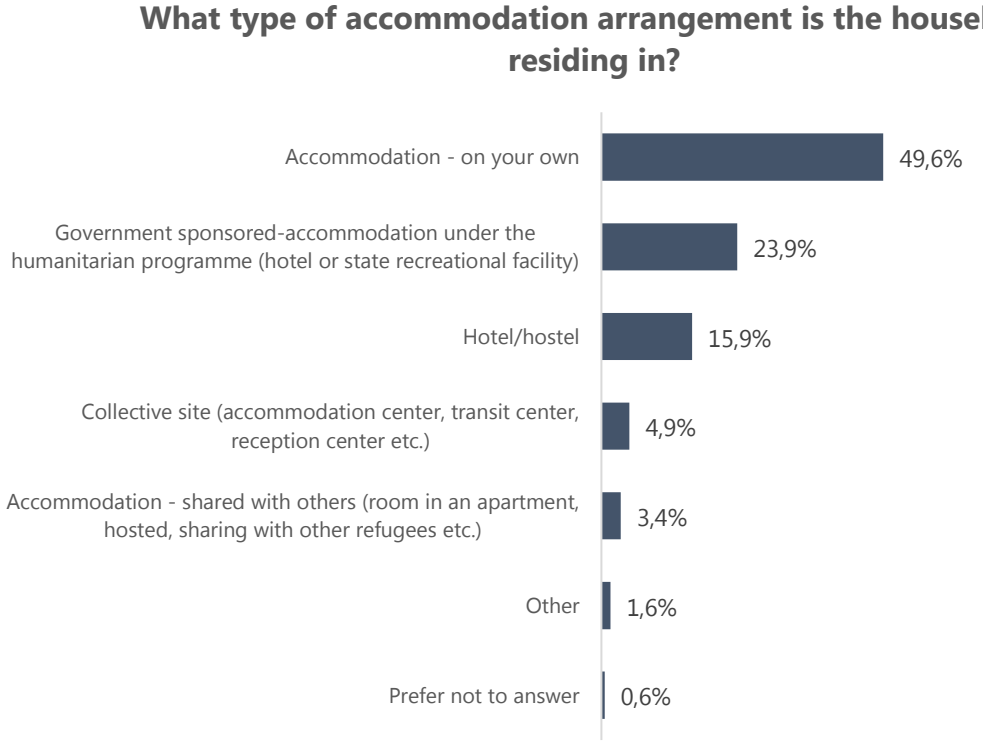
1.1. Type of Accommodation

By type of accommodation, the highest share of the refugees from Ukraine lives in privately rented accommodation at their own expense (49.6%). The respondents, who declare they are residing in Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) are 23,9%. According to the data, 15.9% were accommodated in a hotel or hostel, 4.9% in collective site (accommodation center, transit center, reception center, etc.) and 3.4% in shared accommodation (room in an apartment, hosted, sharing with other refugees etc.).

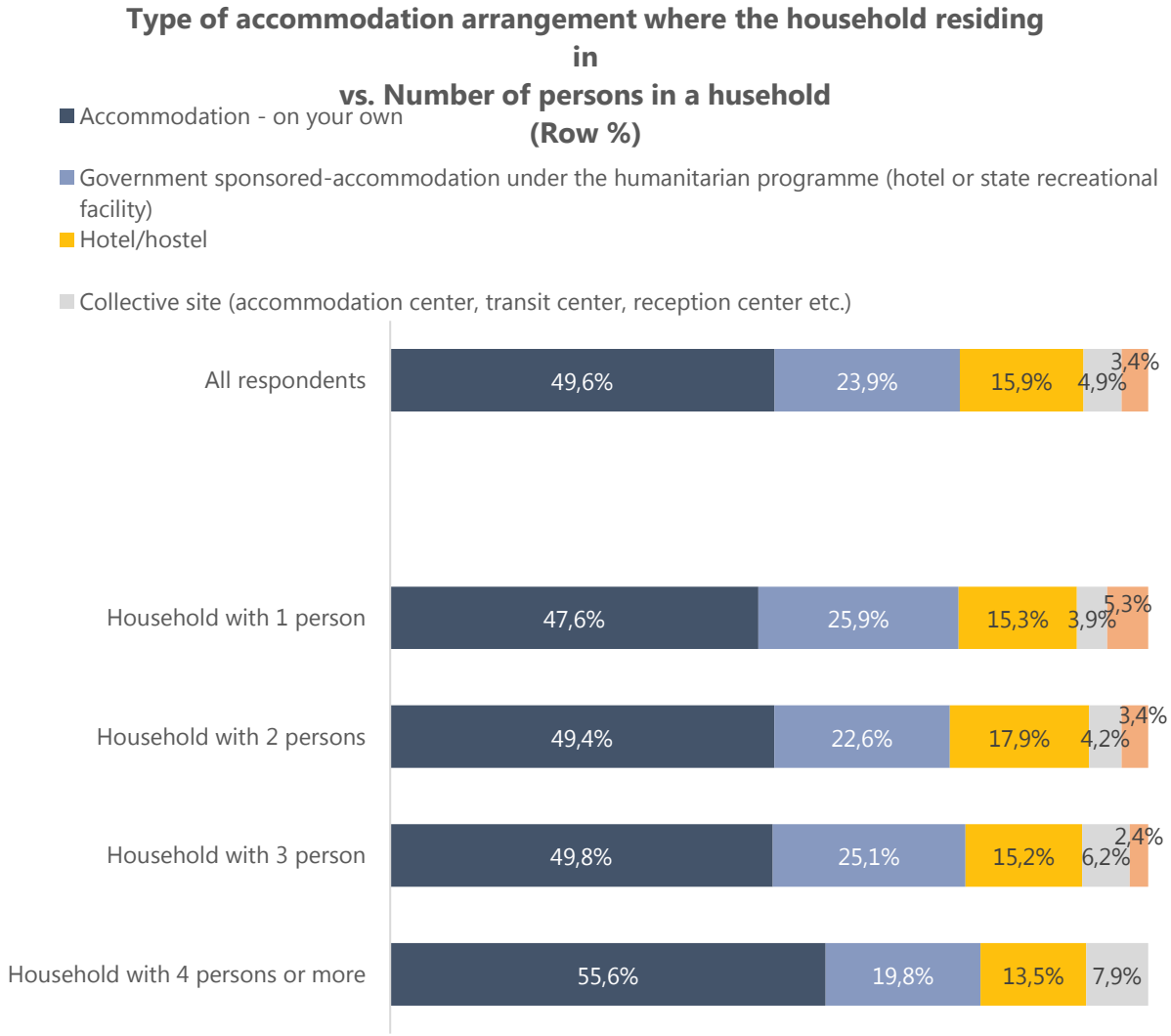
Approximately one in two refugees from Ukraine report that their household lives in privately rented accommodation at their own expense. The refugees from Ukraine located in Burgas and Smolyan live in privately rented accommodation at their own expense more often than refugees in the other regions of the country.

1 in 4 (about 24%) of the refugees from Ukraine who took part in the survey indicated that they were using Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility). These are mostly respondents accommodated in Sofia and Blagoevgrad.

Nearly 16% live in a hotel/hostel. A significantly lower proportion of respondents indicated that they were accommodated in collective site (accommodation center, transit center, reception center, etc.) (4,9%) or shared with others (room in an apartment, hosted, sharing with other refugees etc.) (3,4%).

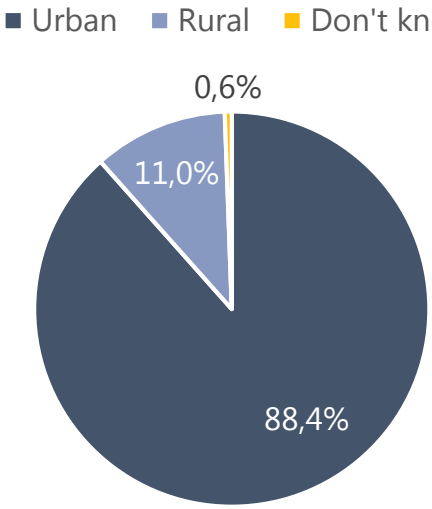


Regarding the type of accommodation of refugees from Ukraine, there are no significant differences according to the number of persons in a household. The privately rented accommodations at their own expense are more often occupied by households with 4 or more persons, Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) –more often occupied by households consisting of 1 or 3 persons, and hotels/hostels - by households with two persons.



Almost 9 out of 10 refugee households from Ukraine live in an urban environment (88.4%), and 1 in 10 live in a rural environment (11%). The majority of respondents located in Sofia city indicate that their households are accommodated in a rural environment. Households of refugees from Ukraine who have sought asylum in Burgas and Sofia are most often located in rural environment. By type of accommodation, it is evident that the majority of refugee households from Ukraine are mainly accommodated in urban environment while those using Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) and those accommodated in hotels/hostels live more often in rural environment. Households accommodated in rural environment are most often those with partial payment covered by household (subsidized by government) and free accommodation with no payment by household (via government scheme, NGO, etc...).

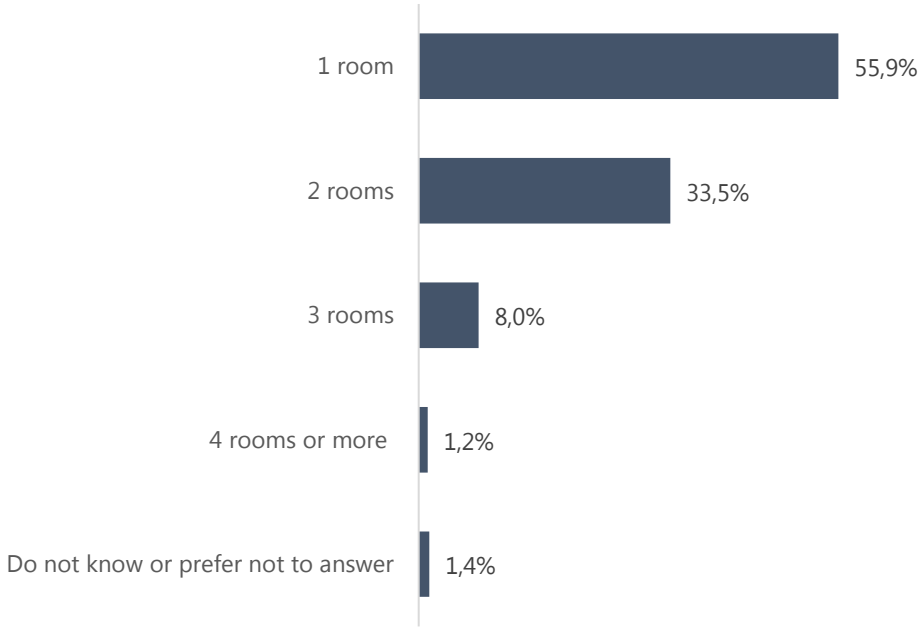
Is the household living in an Urban or Rural environment?



About 56% households of refugees from Ukraine in Bulgaria say they live in one-room dwellings (excluding bathrooms and toilets) and another 33% - in two-room apartments. Around 8% live in three-room flats, and approximately 1% live in flats with four or more rooms.

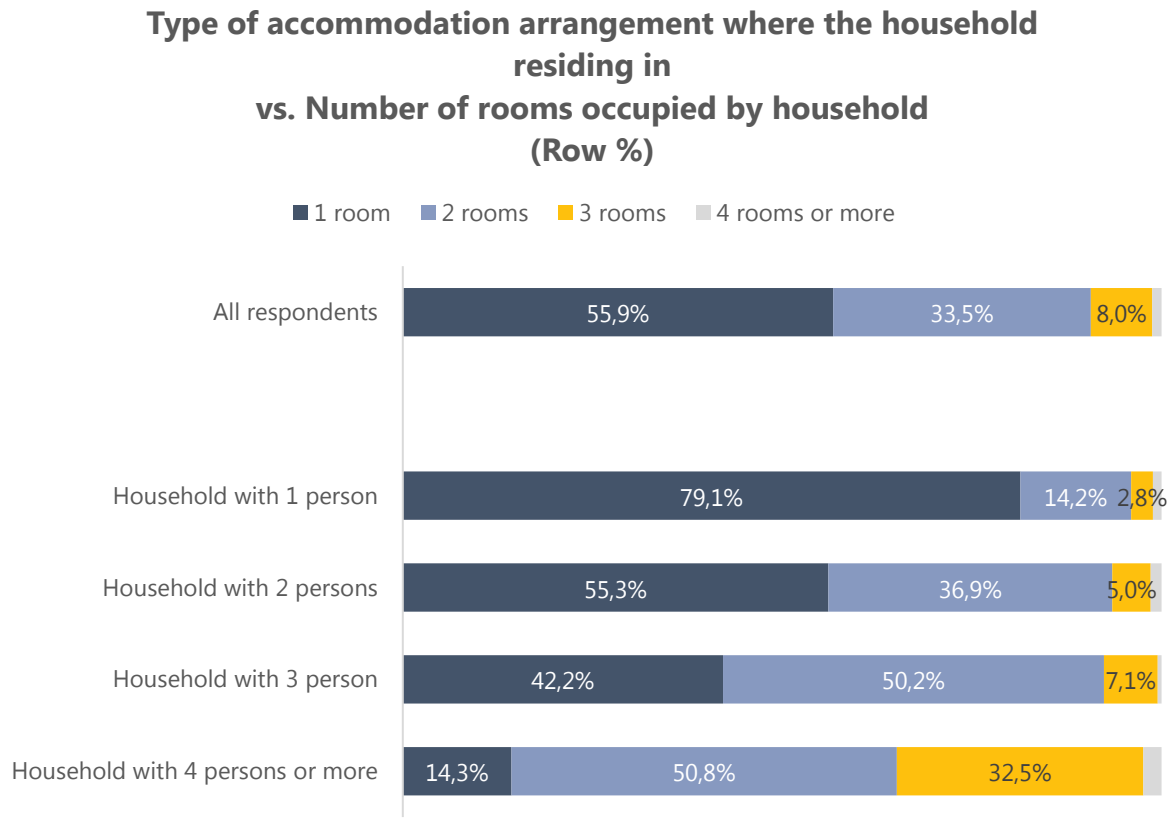
In one-room dwellings are most often those whose arrangement for their household is by free accommodation (via government scheme, NGO, etc...), or by partial payment covered by household (subsidized by government).

How many rooms (excluding bathrooms and toilets) are occupied by your household?



The single-member households are mainly accommodated in 1 room. Households consisting of 3, 4 or more persons are more often housed in 2 or 3 room dwellings. Households consisting of 4 or more persons are more often housed in 3-room dwellings.

It is noteworthy, however, there is a significant share of households with two or more members living in one-room dwellings - 55.3% of two-person households, 42.2% of three-person households and 14.3% of households with four or more members.



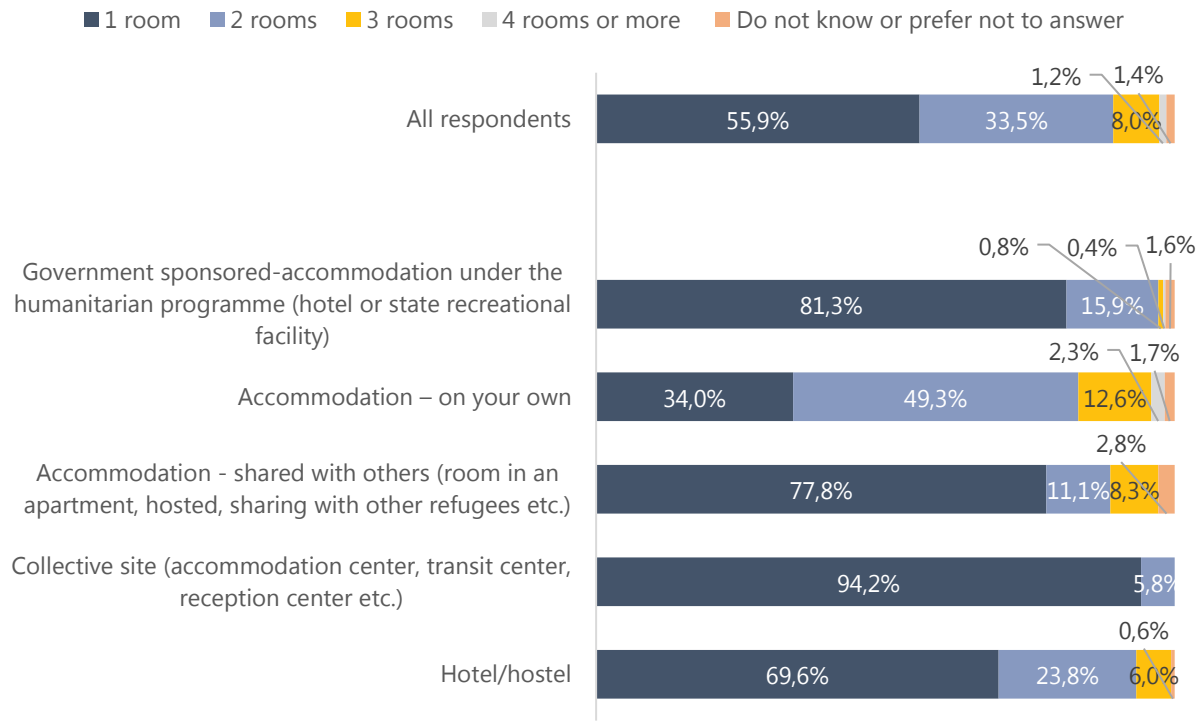
One-room dwellings are mostly occupied by refugees who use Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility); accommodations shared with other persons (room in an apartment, hosted, sharing with other refugees etc.), or in collective site (accommodation center, transit center, reception center, etc.).

The majority of refugees from Ukraine residing in Government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) indicate they live in one-room dwellings.

Among respondents residing in privately rented accommodations at their own expense approximately half of them say the accommodation was a two-rooms flat, while one in three – a one-room flat.

The majority of those who are residing in collective accommodation (accommodation center, transit center, reception center, etc.) or the type of accommodation is shared with others - a room in an apartment, accommodation with a host/housekeeper, shared accommodation with other refugees, etc.), as well as in a hotel or hostel, indicate that their household occupies one room.

Type of accommodation arrangement where the household residing in vs. occupied rooms by household (cross-tabulation, % per row)



Approximately 4 out of 5 refugees from Ukraine in Bulgaria emphasize that they have not encountered any problems regarding living conditions in their current accommodation. Those who declare they had experienced problems regarding living conditions in their current accommodation indicate that the problems were mostly of a domestic nature, related to non-working or lack of cooking facilities and utensils; lack of devices to maintain temperature in the accommodation; lack of privacy; lack of sense of security and inability to lock the accommodation; lack of separate toilets/bathrooms; lack of sleeping facilities - mattress, blankets, etc.:

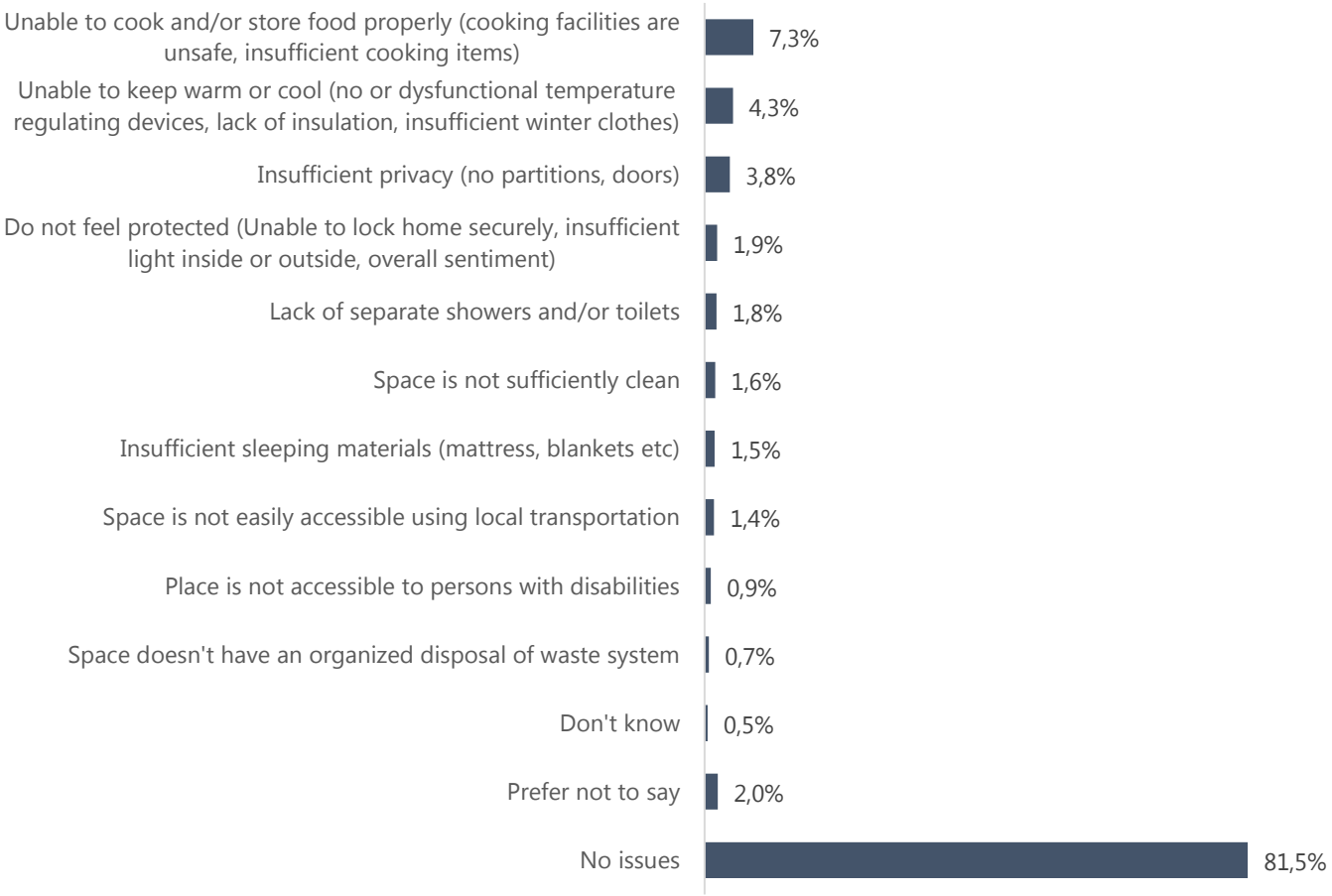
- Unable to cook and/or store food properly (cooking facilities are unsafe, insufficient cooking items) (7.3%);
- Unable to keep warm or cool (no or dysfunctional temperature regulating devices, lack of insulation, insufficient winter clothes) (4.3%);
- Insufficient privacy (no partitions, doors) (3.8%);
- Do not feel protected (Unable to lock home securely, insufficient light inside or outside, overall sentiment) (1.9%);
- Lack of separate showers and/or toilets (1.8%) etc.

Problems related to non-working facilities and cooking utensils, or the lack of them, were more frequently reported by refugees from Ukraine who were accommodated in hotels/hostels and those who were residing in government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility)

Those who indicate that they have difficulties keeping warm or cool in the accommodation are mostly residing in the privately rented flat at their own expense. People who have difficulties

with the lack of showers or toilets are mostly members of households sharing accommodation with others (room in an apartment, hosted, sharing with other refugees etc.)

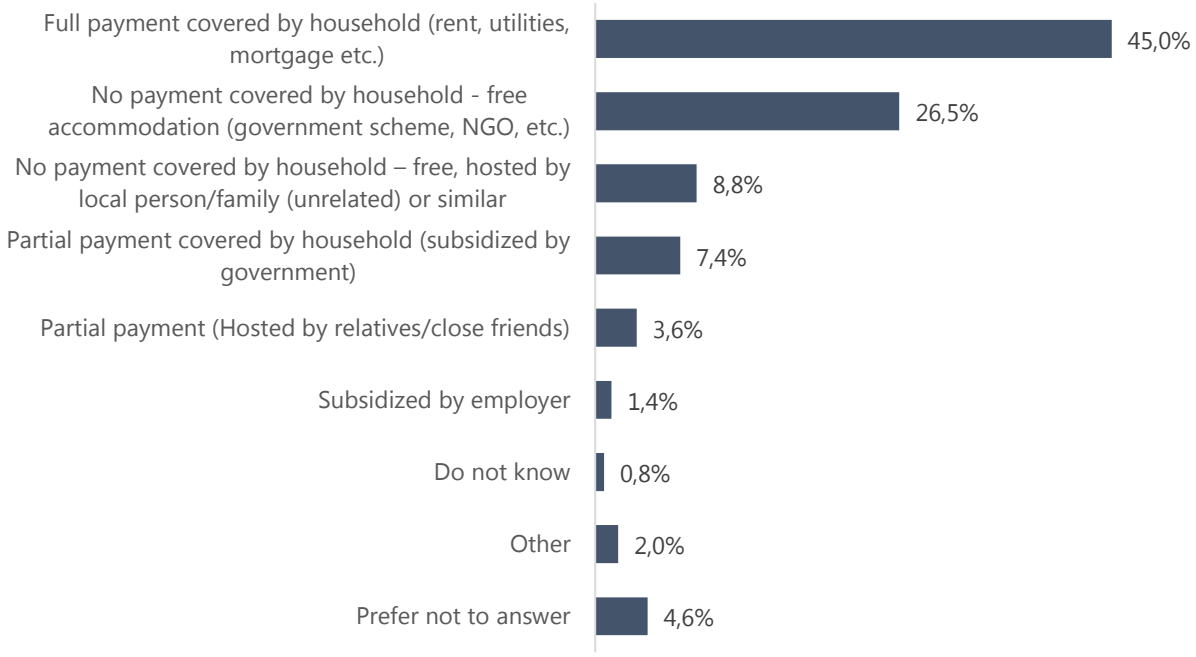
What issue, if any, are you facing in terms of living conditions in your accommodation?



1.2. Expenditure

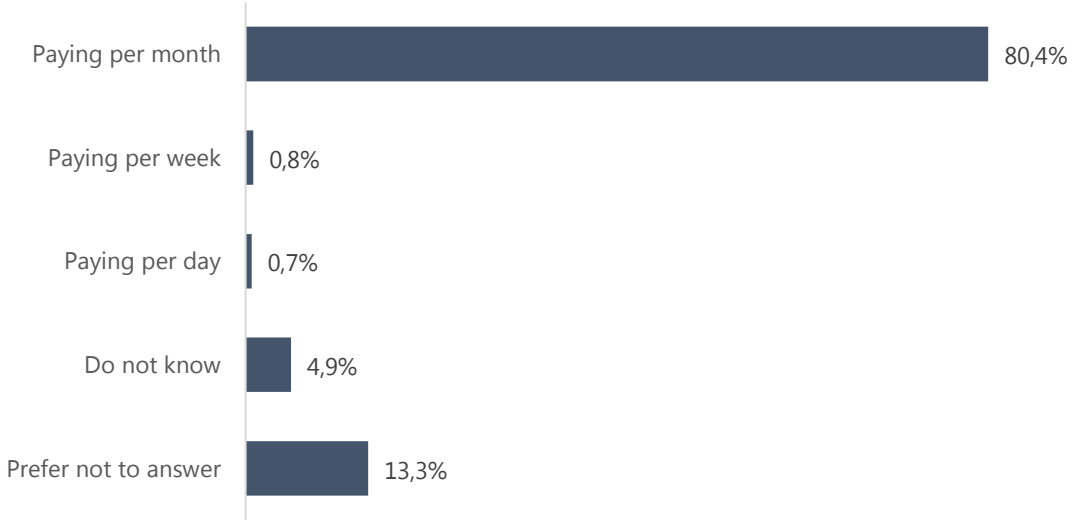
Regarding the accommodation conditions of households of refugees from Ukraine, in 45% of cases it is reported that all expenses are covered by the refugees themselves - rent, utilities, mortgage, etc. Nearly 27% state that their households do not pay for the accommodation, as their stay is free and is provided by a government scheme or through the NGO sector. In almost 9 per cent of the cases, the household does not pay for the accommodation and the accommodation is free - with a local person/family (unrelated) or similar. In 7 per cent of the cases, there is government-provided and subsidized housing where the household partially covers the payment. Approximately 4% indicate that the cost of staying in the accommodation is partially covered by the refugee household, with shelter provided by relatives or close friends. In about 1% of cases, the accommodation is subsidized by an employer.

What is the arrangement for your household accommodation?

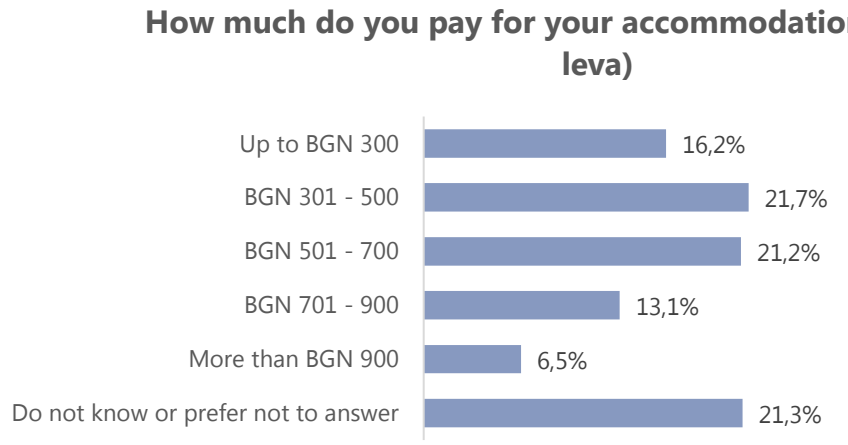


Around 80% of refugees from Ukraine report that they pay rent once a month by agreement. About 1.5% pay more frequently, i.e., at least once a week, with 0.7% being forced to pay every day. Around 5% admit that they do not know and 13% prefer not to answer this question.

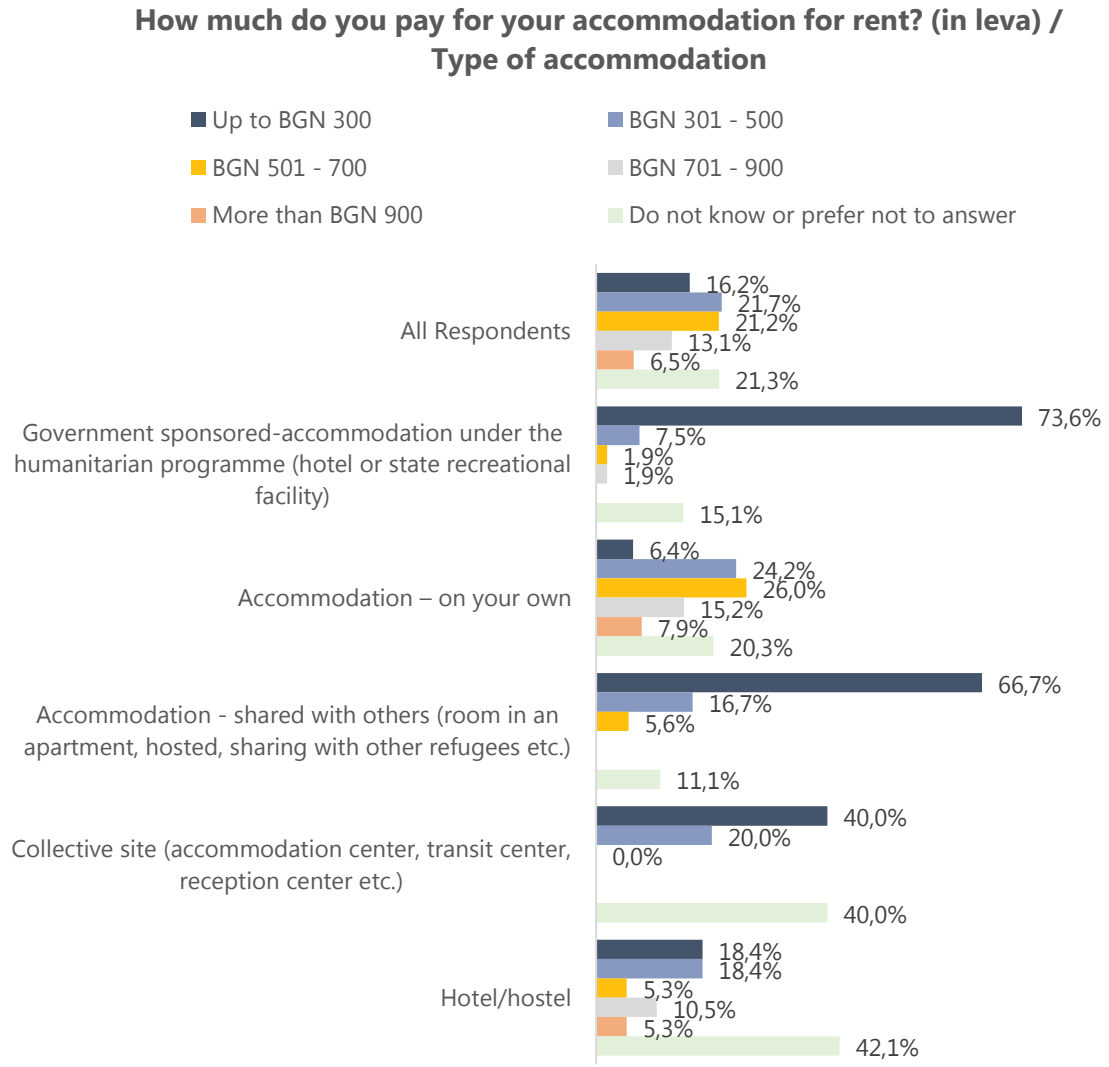
If renting, How do you pay for your accommodation for rent (per day, per week or per month, depending on your agreement)?



About 38% of refugees from Ukraine pay up to 500 BGN monthly rent for housing, and about 41% - over 500 BGN. It is noteworthy that there is a high proportion of those who preferred not to share what rent they pay - one in five preferred not to answer.



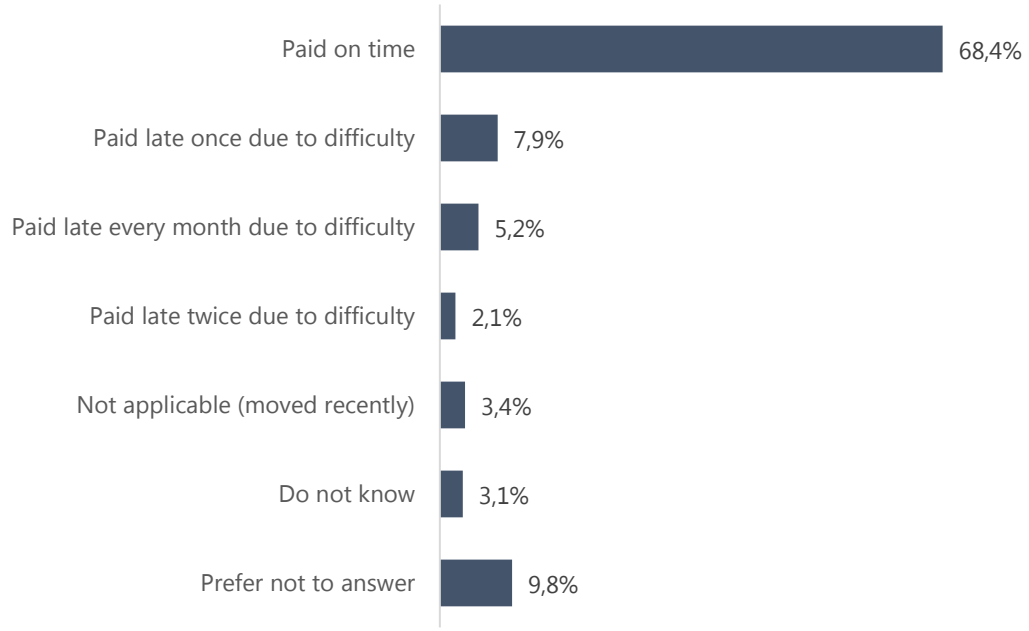
Most often, refugees from Ukraine who live in privately rented accommodation at their own expense pay monthly rents between 300 and 700 BGN, while those accommodated in collective site (accommodation center, transit center, reception center, etc.) and in shelter shared with others - up to 300 BGN. However, among those residing in collective accommodation and hotels/hostels, there is a high proportion who prefer not to answer.



Approximately 7 in 10 refugees from Ukraine say they have paid their rent on time in the last three months. Around 8% admit that within the last three months they have been late paying their rent at least once due to difficulties, and another 2% have been late paying at least twice in the last quarter. Another 5% admitted that they had been late paying their rent every month in the last three months. Around 10 per cent preferred not to answer this question.

The vast majority of those whose monthly rent is over BGN 300 usually pay on time. Refugees from Ukraine who pay less than BGN 300 rent more often say that they have been late paying their rent at least once or twice due to difficulties.

In the last 3 months, how many times did you have problems paying the rent on time?

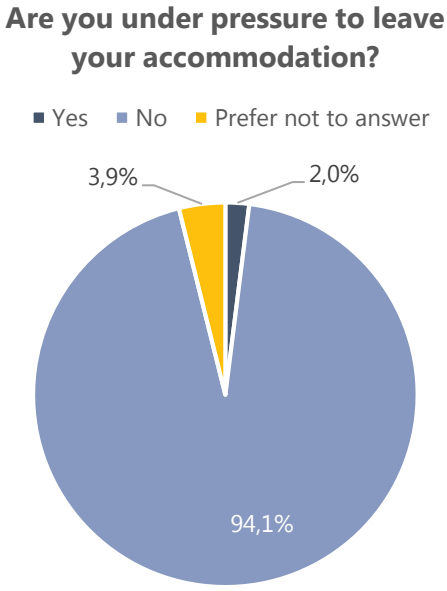


1.3. Security of tenure

Overall, about 54% of refugees from Ukraine believe they could stay in their current accommodation for 6 months or more if necessary. Worryingly, one in three (29%) said they were unsure how long they could rely on their current accommodation. There is also a significant proportion of people who share concerns about whether they could stay for a longer period of time - Around 5% believe they could stay for between 3 and 6 months, around 6% for a period of 2-3 months and around 1% for no more than a month.

The majority of refugees from Ukraine who live in accommodation for which they pay rent at their own expense, as well as those who rely on shelter in government-sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) believe they could stay in the accommodation for 6 months or more. However, one in five of those who are accommodated in government sponsored-accommodation under the humanitarian programme and one in three of those who have shelter in privately rented accommodations at their own expense report uncertainty and they are not sure how long they could rely on their current shelter.

The majority (94.1%) of refugees from Ukraine are adamant they were not pressured to leave their temporary accommodation. However, 2% believe they were pressured to leave (half of them believe they could stay less than 6 months and the other half – 6 months or more) and 4% prefer not to answer (half of them indicate they are not sure how long they could stay in their current accommodation).



Among those (2 per cent of the studied population) who indicate that they are under pressure to leave or want to leave their accommodation soon, the reasons most commonly given are: Tension with the landlord or neighbours; Increasing living costs and/or utility costs; Uncertainty of Government accommodation program; Landlord not giving availability of house any longer; The house is not suitable for winter; Lack of employment opportunities in the area; No child support services in the area etc.

If under pressure or want to leave soon, why? (Only among those who said they are under pressure to leave their accommodation)	Col %
Tension with the landlord / neighbours	42,9%
Increasing living costs/utility costs	33,3%
Uncertainty of Government accommodation program	28,6%
Landlord not giving availability of house any longer	19,0%
House not suitable for winter	9,5%
Lack of employment opportunities in the area	9,5%
No child support services in the area	4,8%
Other	14,3%
Prefer not to answer	9,5%

1.4. Adequacy of Accommodation for Winter

Thinking about coming colder months in autumn or winter, the majority of the refugees from Ukraine believe that their site/flat have hot water (98.8%), sufficient / adequate heating to keep you and your family warm (84.5%), and sufficient insulation (ex: double glassed windows, insulated doors, wall/roof or floor insulation) (84.0%).

The refugees from Ukraine who are residing in accommodation on their own, in collective site (accommodation center, transit center, reception center etc.) and shelter shared with others (room in an apartment, hosted, sharing with other refugees etc.) more often report satisfaction with the availability of sufficient/adequate heating and of sufficient insulation.

On the other hand, those residing in government sponsored accommodation under the humanitarian programme (hotel or state recreational facility) were more likely to report a lack of sufficient/adequate heating and of sufficient insulation, compared to the average share among all respondents.

Thinking about coming colder months in autumn or winter, does this site/flat have: (Cross-tabulation per Type of accommodation arrangement where the household residing in) (Col. %)								
	All respondents	Government sponsored accommodation under the humanitarian programme (hotel or state recreational facility	Accommodation - on your own	Accommodation - shared with others (room in an apartment, hosted, sharing with other refugees etc.)	Collective site (accommodation center, transit center, reception center etc.)	Hotel / hostel	Other	Prefer not to answer
Sufficient / adequate heating to keep you and your family warm								
Yes	84,5%	82,9%	85,9%	91,7%	94,2%	81,0%	64,7%	66,7%
No	7,3%	8,7%	6,5%	8,3%	1,9%	8,3%	17,6%	

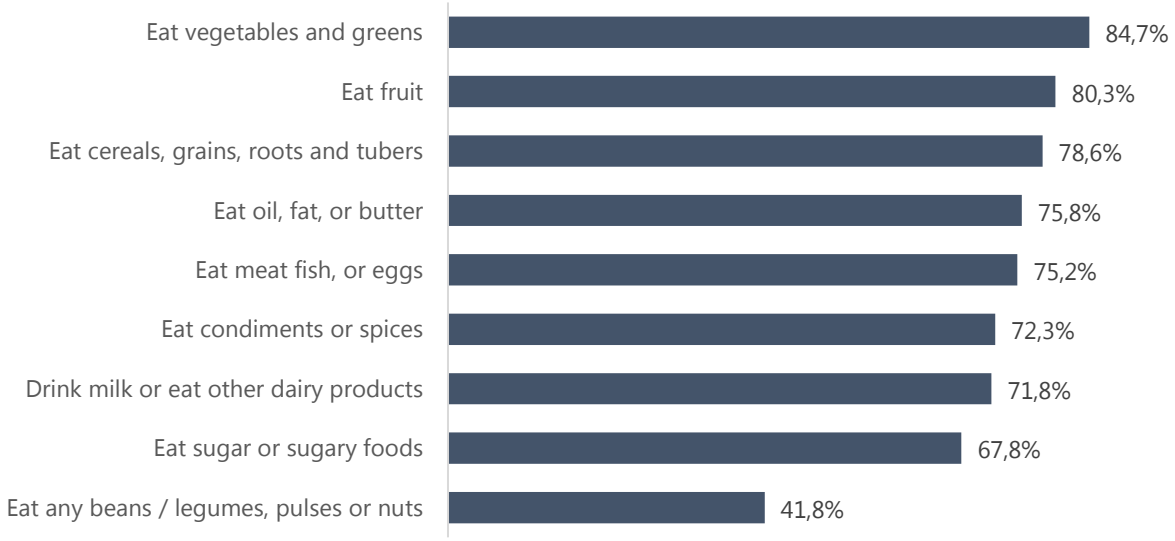
Do not know	6,9%	7,5%	6,3%		1,9%	8,9%	17,6%	33,3%
Prefer not answer	1,2%	0,8%	1,3%		1,9%	1,8%		
Sufficient insulation (ex: double glassed windows, insulated doors, wall/roof or floor insulation)								
Yes	85,0%	82,1%	86,6%	88,9%	92,3%	85,1%	5,9%	66,7%
No	11,6%	16,3%	9,9%	11,1%	5,8%	8,3%	41,2%	16,7%
Do not know	2,6%	0,4%	2,5%		1,9%	6,5%		16,7%
Prefer not answer	0,9%	1,2%	1,0%				5,9%	
Hot water								
Yes	98,8%	98,4%	99,2%	100,0%	100,0%	98,2%	88,2%	100,0%
No	0,7%	1,2%	0,4%			0,6%	5,9%	
Do not know	0,3%		0,2%			1,2%		
Prefer not answer	0,3%	0,4%	0,2%				5,9%	

2. Consumption

The majority of the refugees from Ukraine indicate they generally consume a sufficient amount of the minimum food necessary for good health. In a typical week, nearly 85% of refugees from Ukraine consume vegetables and greens a minimum of three times a week; 4 out of 5 respondents indicate that they consume fruit, cereals, grains, roots, tubers a minimum of three times a week. Approximately three in four consume oil, fat, butter, meat fish, eggs at least three times a week. About 7 in 10 refugees from Ukraine consume condiments or spices, drink milk or eat other dairy products at least three times a week. About two thirds eat sugar or sugary foods, and two in five (about 42%) eat beans/legumes, pulses or nuts.

128. In the last 7 days, on how many days did your household	*0*	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*Other*	*Prefer not to answer*
Eat vegetables and greens	0,9%	2,1%	4,7%	4,5%	4,7%	8,3%	4,5%	62,7%	0,1%	7,5%
Eat fruit	2,0%	3,5%	6,5%	5,9%	6,0%	9,9%	3,7%	54,8%	0,1%	7,7%
Eat cereals, grains, roots and tubers	3,9%	2,4%	6,7%	7,8%	4,9%	11,0%	1,9%	52,9%	0,4%	8,1%
Eat oil, fat, or butter	5,4%	2,8%	7,2%	9,0%	5,5%	11,5%	3,2%	46,6%	1,0%	7,7%
Eat meat fish, or eggs	2,8%	3,8%	10,0%	11,8%	8,0%	10,4%	4,5%	40,6%	0,5%	7,8%
Eat condiments or spices	7,5%	3,3%	8,1%	6,5%	4,4%	7,3%	1,7%	52,4%	0,9%	8,0%
Drink milk or eat other dairy products	6,4%	4,6%	8,3%	10,9%	6,2%	11,3%	3,4%	40,0%	1,1%	7,8%
Eat sugar or sugary foods	10,2%	4,1%	8,3%	9,1%	6,6%	10,8%	2,4%	38,9%	1,5%	8,1%
Eat any beans / legumes, pulses or nuts	20,9%	10,7%	16,8%	12,7%	4,6%	6,0%	1,3%	17,2%	1,2%	8,5%

In the last 7 days, on how many days did your household:...
(a cumulative share to those who eat/drink the following at least 3 days within the last 7 days)



3. Food Coping Strategy

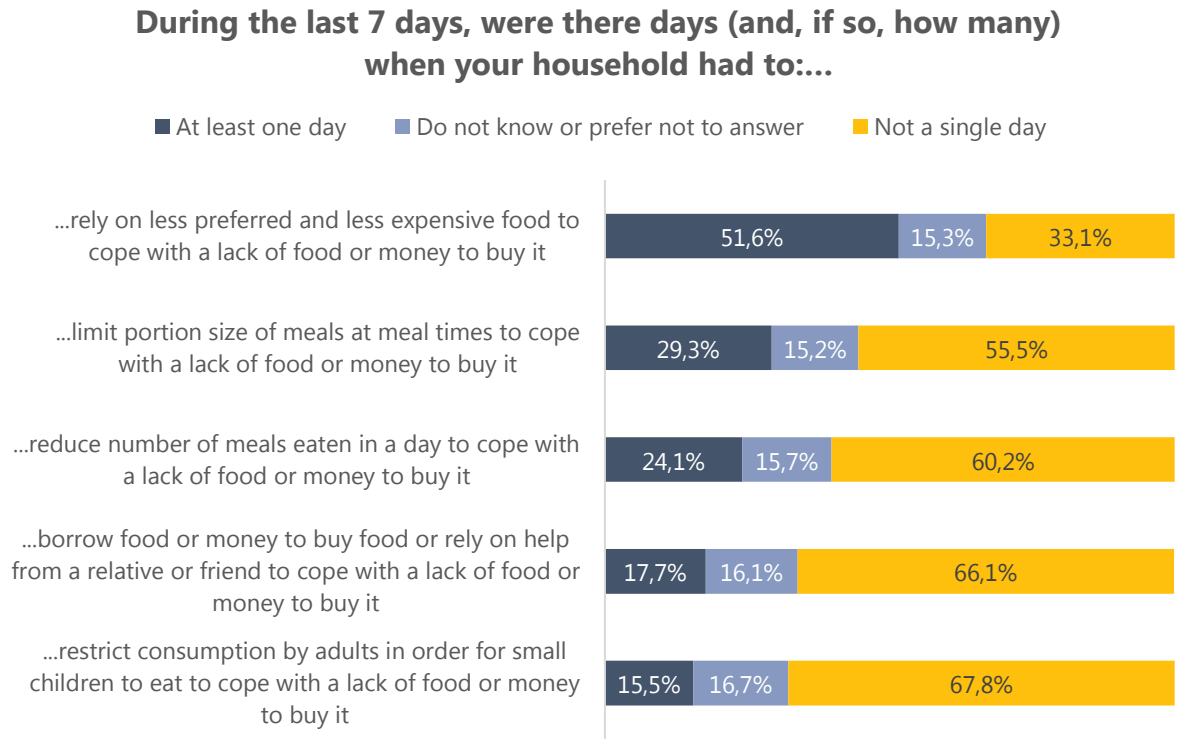
In terms of food consumption limitations and deprivation faced by refugees from Ukraine, the highest proportion of households had to rely on less preferred and less expensive food at least once in the last 7 days to cope with lack of food or money to buy it. Nearly 52% indicated that there was at least one day when they had to limit themselves to less preferred and less expensive food to cope with lack of food or money to be able to buy it. On the other hand, approximately one-third indicate that they had not experienced this type of difficulty, and 15% prefer not to answer.

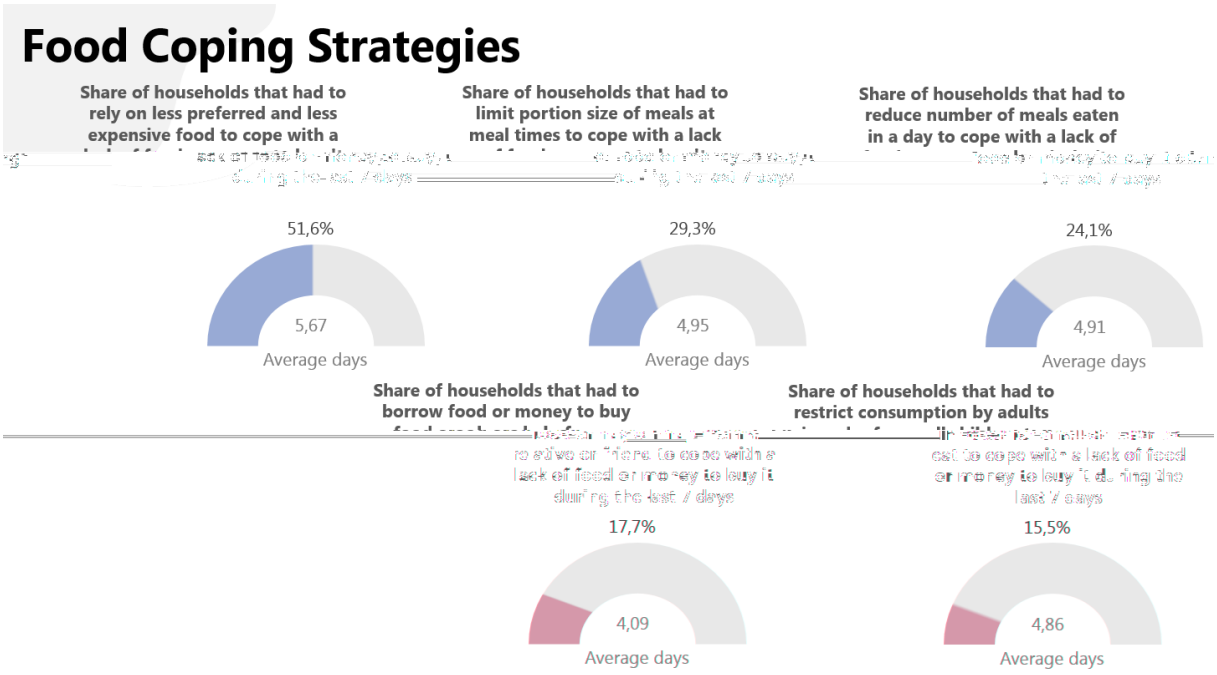
Approximately 3 in 10 refugee households from Ukraine report that at least once in the past 7 days they have had to limit the size of their food portions at mealtimes to cope with lack of food or money. They faced this problem on average 4.95 days per week. About 56% did not have this problem and about 15% prefer not to answer.

The share of households that had to reduce the number of meals per day in order to cope with the lack of food or the money needed to buy it in the last 7 days was 24.1%. About 60% had no such problem and another 15.7% refrained from answering.

Approximately 18% was the proportion of households that had to ask for food or seek a loan to buy food or rely on help from a relative or friend to cope with lack of food or money. Around two-thirds of refugee households from Ukraine had no such problem, and 16% preferred not to answer.

Almost 16% of refugee households from Ukraine have adults who have deprived themselves of food at least once in the last 7 days in order to have food for their children. Around 68% had no such problem and nearly 17% prefer not to answer.





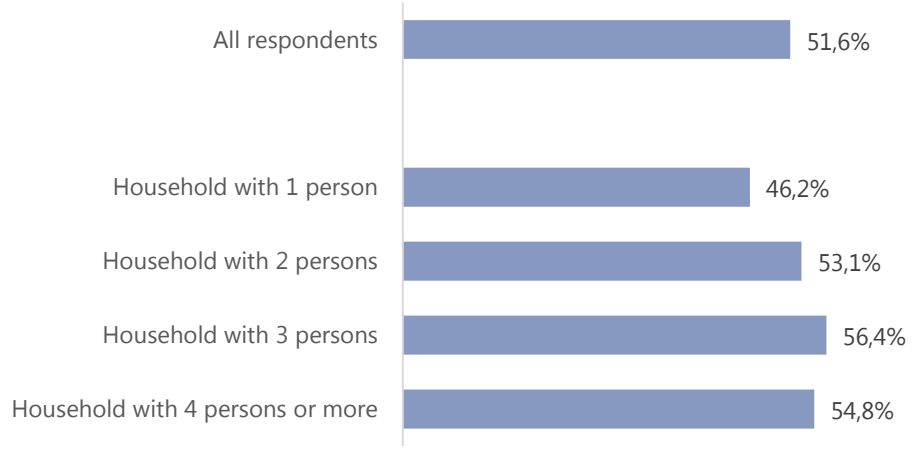
Nearly 52% is the share of households among refugees from Ukraine who at least once in the last 7 days who have had to rely a less preferred and less expensive food to cope with lack of food or money. They faced this problem for an average of 5.67 days during that week.

Households with 3 or more people were more likely to rely on less preferred and less expensive food to cope with the lack of food or money to be able to buy it, and most rarely - single-person households.

The majority of them say that in the last 30 days they have had to spend savings due to lack of resources to cover basic needs (food, shelter, healthcare).

About 1 out of 3 households among refugees from Ukraine who have had at least once in the last 7 days to choose less preferred and less expensive food to cope with lack of food or money, with a proportion of about 18% in relation to the whole studied population, indicated that in the last 30 days their household had experienced a reduction in basic health expenditures (including medicines) due to lack of resources to cover basic needs (such as food, shelter, health, education, etc.).

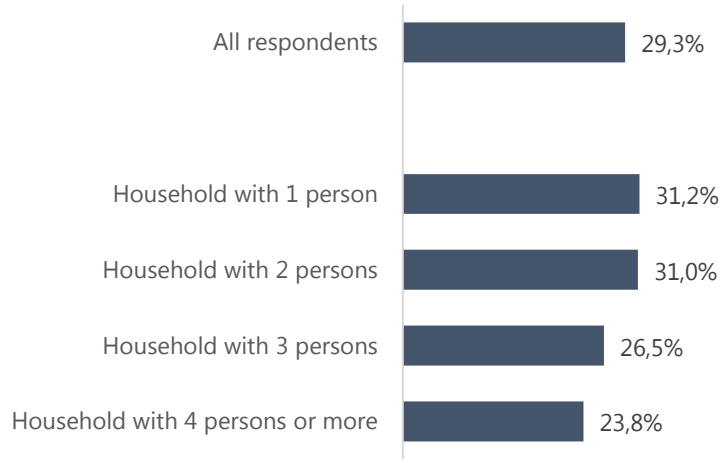
...rely on less preferred and less expensive food to cope with a lack of food or money to buy it



Three out of 10 refugees from Ukraine indicated that at least once in the last week they had to limit the size of their food portions to cope with the lack of food or money to buy it, a response more often given by households consisting of 1 or 2 persons.

Two in five of those who had to spend savings in the last 30 days due to lack of resources to cover basic needs (food, shelter, health care) indicated that at least once in the last week they had to limit the size of food portions to cope with lack of food or money to buy it.

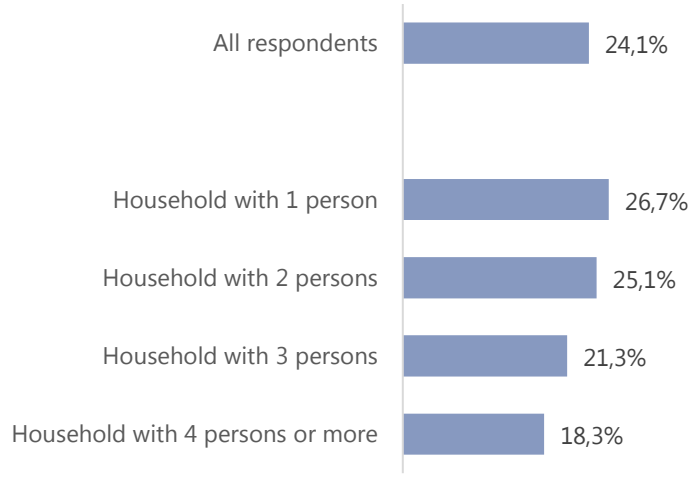
...limit portion size of meals at meal times to cope with a lack of food or money to buy it



Approximately a quarter of refugee households from Ukraine say that they have had to reduce the number of meals they eat in a day at least once in the past week to cope with the lack of food or money to buy it. Households faced this problem on an average of 4.91 days per week.

The majority of them were people who had to spend savings in the last 30 days due to lack of resources to cover basic needs (food, shelter, health care).

...reduce number of meals eaten in a day to cope with a lack of food or money to buy it

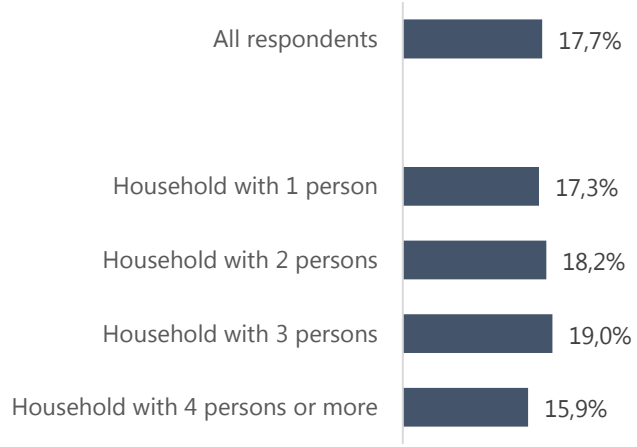


Nearly 18% of refugee households from Ukraine reported that in the last week they had to borrow food or money to buy food or rely on help from a relative or friend to cope with the lack of food or money needed to buy it. They experienced such a problem an average of 4.09 days per week.

Nearly three-quarters of refugees from Ukraine who indicated that in the last week they had to borrow food or money to buy food or rely on help from a relative or friend to cope with the

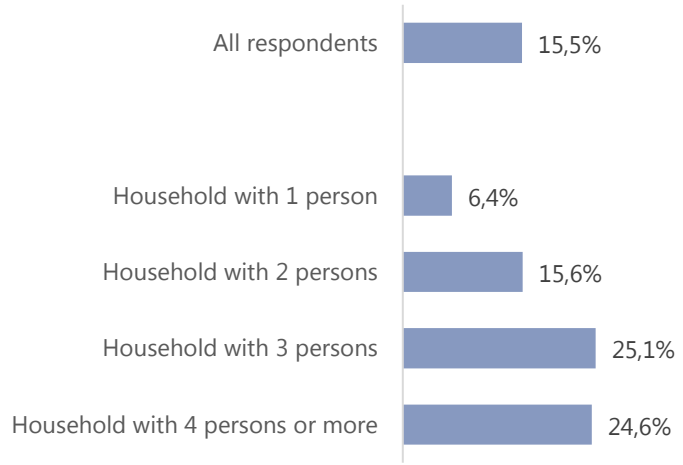
lack of food or money needed to buy it said that in the last 30 days they had to spend savings due to lack of resources to cover basic needs (food, shelter, health care).

...borrow food or money to buy food or rely on help from a relative or friend to cope with a lack of food or money to buy it



Approximately 16% said that their households limited consumption by adults so that young children could eat. They faced this problem an average of 4.86 days per week. Majority of them are people who had to spend their savings in the last 30 days due to lack of resources to cover basic needs (food, shelter, health care).

...restrict consumption by adults in order for small children to eat to cope with a lack of food or money to buy it

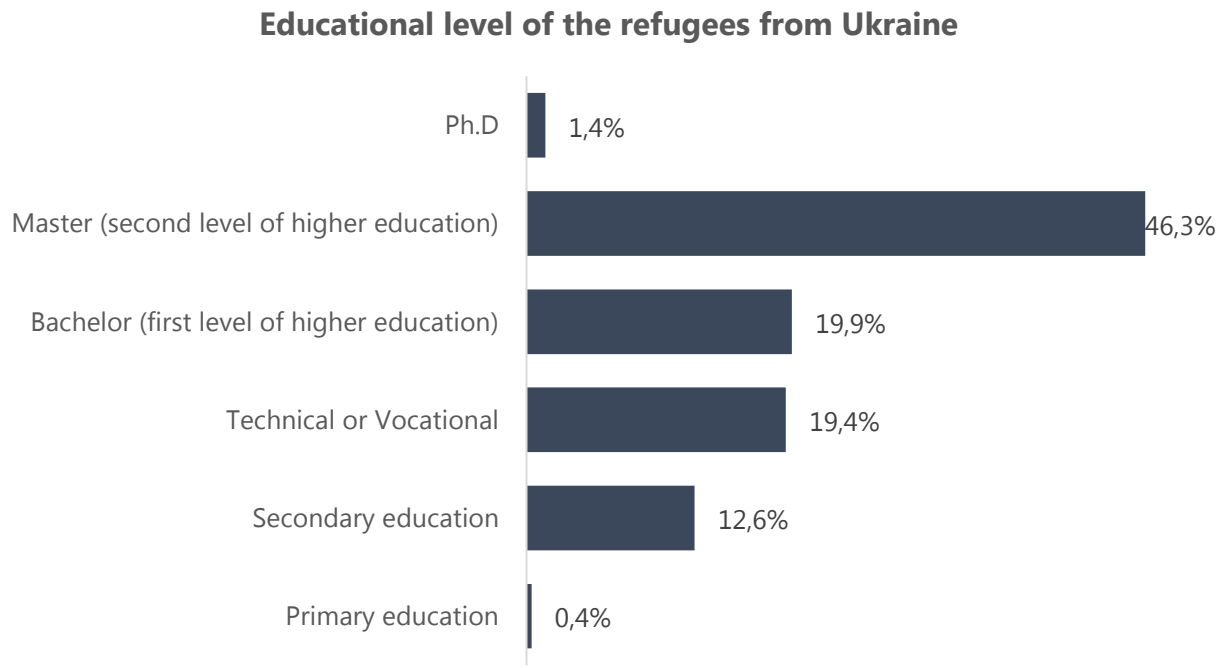


X. Livelihoods and Socio-Economic Inclusion

1. Livelihoods and inclusion

1.1. Educational Profile and Previous Field of Employment

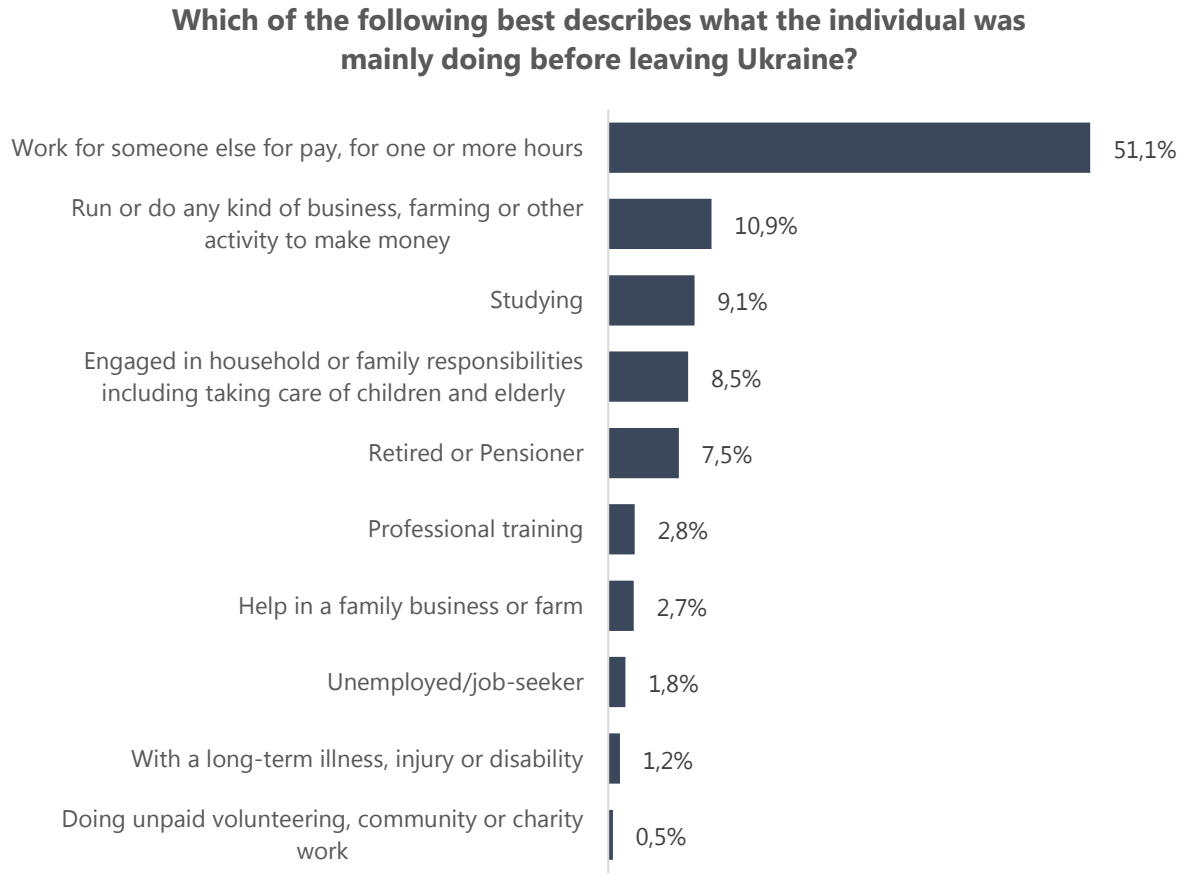
Educational profile of refugees from Ukraine shows high shares of people with tertiary education (67.1%). That is higher than the share of people with higher education within the population of people over the age of 25 in Ukraine, 40% of whom have completed tertiary education.[11] Another 19% of the population have graduated from a technical or a vocational school and only 12.5% of the refugees from Ukraine have only completed secondary education.



Most of the refugees from Ukraine describe their work status before leaving Ukraine as "working for pay". That means that a bit more than a half of the refugees for Ukraine (51.1%) were hired by someone else, while about 11% have run their own business or were working in farming or other activity. Less than 3% have been working within a family business or a farm.

About 31% of refugees from Ukraine were not employed whilst being in Ukraine, due to studying (9.1%), taking care of children/elderly (8.5%), retirement (7.5%), being enrolled in professional training (2.8%), were unemployed (1.8%) or couldn't work due to long-term illness, injury or disability (1.2%).

[11] Gresham, James & Ambasz, Diego & Parandekar, Suhas & Moreno, Juan & Autores, Varios. (2019). Review-of-the-Education-Sector-in-Ukraine-Moving-toward-Effectiveness-Equity-and-Efficiency-RESUME3. 10.13140/RG.2.2.24484.83841.



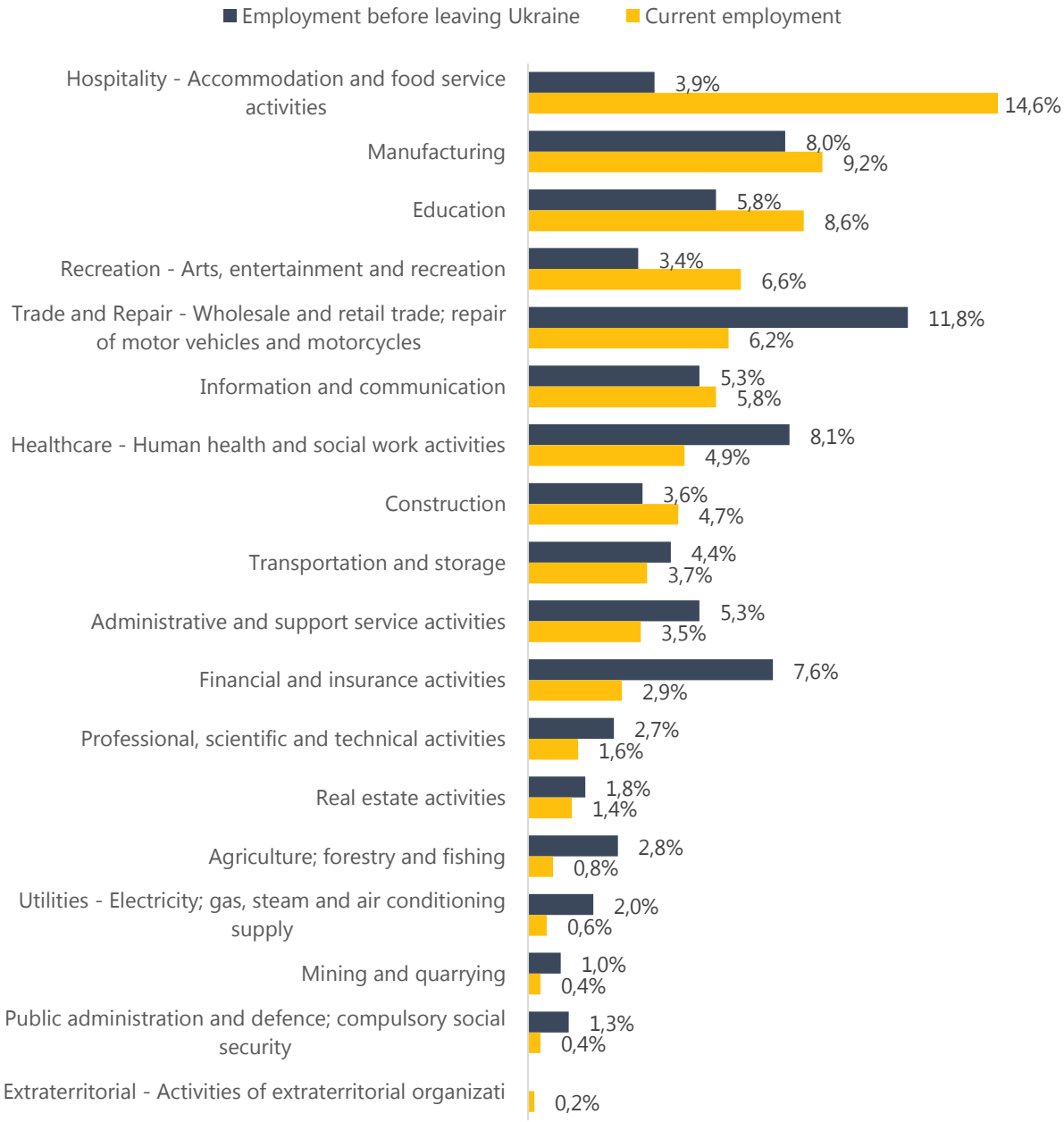
The difference to a 100% is due to answers "Others"

The biggest share of refugees from Ukraine who have participated in the study have been employed in the field of trade and repair, whilst being in Ukraine (11.8%). About 8% of refugees from Ukraine have worked in healthcare and social work services, manufacturing and financial and insurance activities. Another almost 6% have been employed in education and about 5% were employed in the information and communication sectors.

Despite their high qualifications, refugees from Ukraine might face challenges in seeking employment on the Bulgarian labor market, since the labor market has a structural shortage of individuals with secondary education and surplus of employees with higher education[12].

[12] MLSP (2019) - Medium and long-term forecasts for the development of the labor market in Bulgaria, p.16 - https://www.mlsp.government.bg/ uploads/1/lmforecasts-analysis2-bg1.pdf

Comparison between the sector of employment of refugees form Ukraine before they left Ukraine and their current sector of employment (structural level)



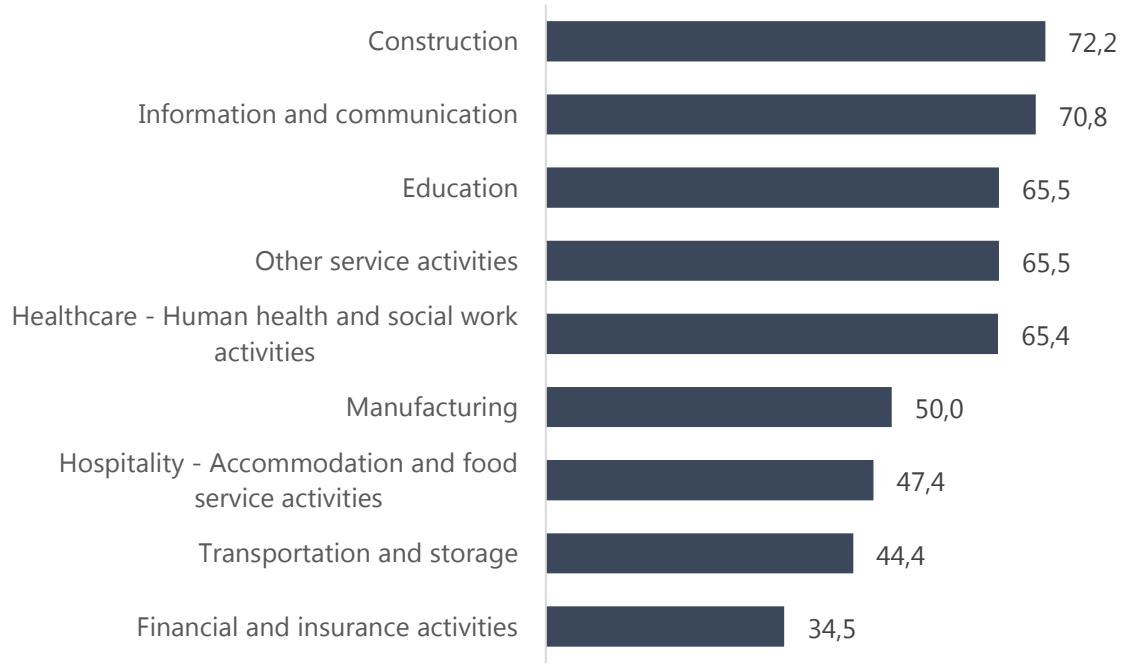
The difference to a 100% is due to answers "Others" and "Other service activities"

However, there are some economic sectors where we may see a higher proportion of employment matching between the refugee's former sector of employment in Ukraine and their present sector of employment since arriving in Bulgaria. 72.2% of people who were employed in Construction in Ukraine are also employed in the same sector since moving to Bulgaria. Entering the labor market within this sector doesn't often require language skills and the technical skills that people learn whilst working in the sector are mostly transferrable in to the same sector in other countries. It is possible that refugees from Ukraine who are currently

employed within the construction sector are still employed by their previous employer, but working remotely.

Within the Information and communication sector, the assessment registers higher match between the sector of previous and current employment, with about 71% of people who were employed in the sector in Ukraine being employed within the same sector in Bulgaria. There is, however, likely that those people have not changed their employer and have continued working remotely since their move to Bulgaria. The same logic might also be true for the people who are currently employed in the field of education. 65.5% of people who were employed in the field in Ukraine are currently employed in the same field in Bulgaria. With Ukraine having an online teaching platform available to students who were forced to flee the country, it is possible that those people have kept their previous employment after their relocation. Healthcare as well as the sector of other service activities also show higher percentage of match between current and previous employment sectors.

Share of refugees from Ukraine who are currently employed in the same sector as the sector they were employed in Ukraine (above 30% match) (individual level)

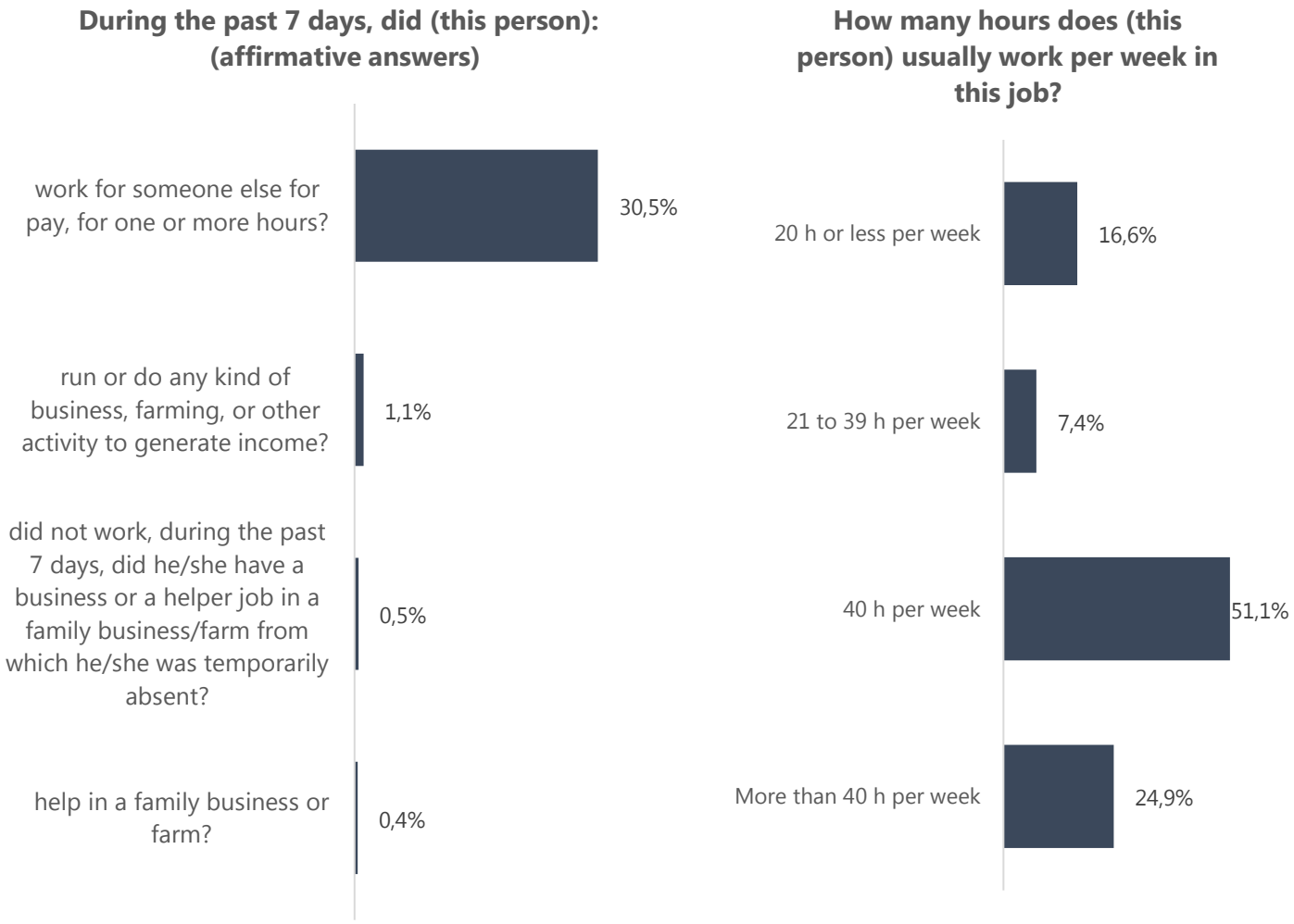


1.2. Employment

Most of the refugees from Ukraine, who have worked at least an hour in the week before the study were hired employees (30.5%). An insignificant share of the refugees from Ukraine are running any type of business or are helping within a family business or a farm.

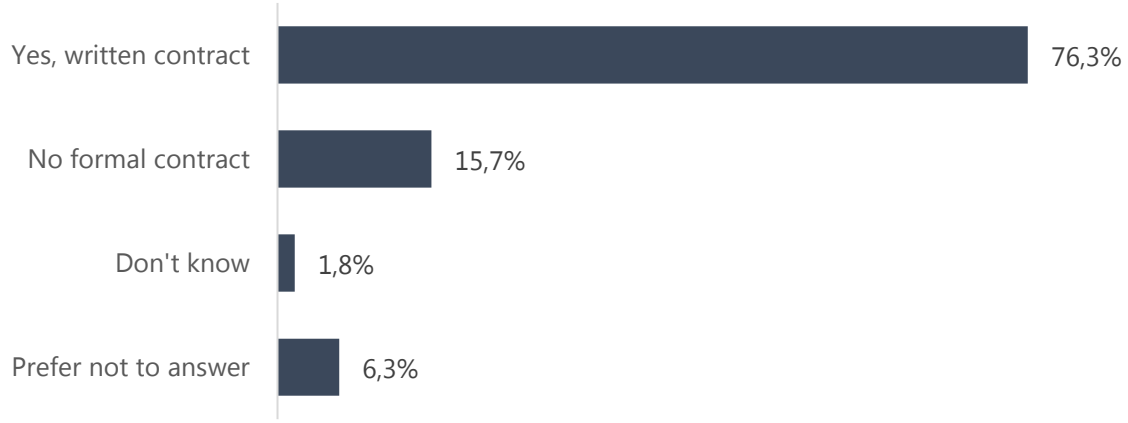
The biggest share of employees within the refugees from Ukraine community work on a full time 40 hours per week basis (51.1%), with around 24 to 25% of employed refugees from Ukraine working either more than 40 hours per week or less than 40 hours per week. This type

of work hour structure might be connected to the need for members of the households of refugees from Ukraine to take care of children and/or the elderly.



In most cases, refugees from Ukraine are employed with a formal contract (76.3%), but around 16% have no contract of employment. That puts informally employed refugees from Ukraine in a vulnerable position, since it prevents them from exercising their labor rights, guaranteed within the country's legislation.

Does (this person) have a formal or informal work contract?

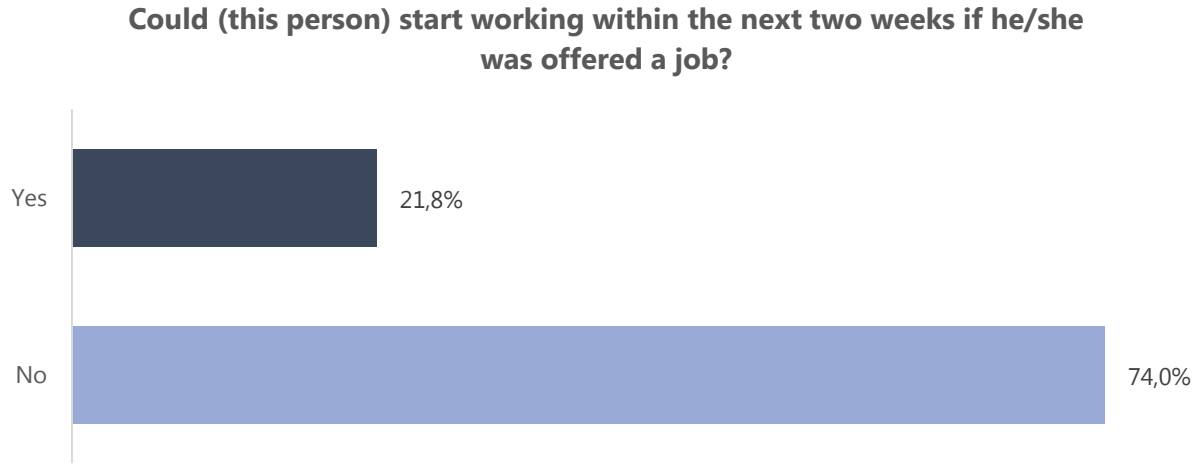


65,2% of refugees from Ukraine were not employed during the last 7 days when the current assessment was conducted. In the last 30 days before the study, only 12.4% of the people who were not employed during the last 7 days before the study had been employed for even an hour. During the time of the assessment, about 22% of refugees from Ukraine were actively looking for a job and about 2% were enrolled into professional training. However, the biggest share of refugees from Ukraine are retire or pensioners (35.6%) or are engaged in household or family care activities (21,2%) or have a long-term illness, injury or disability (5.9%) which prevents them from being active on the labor market.

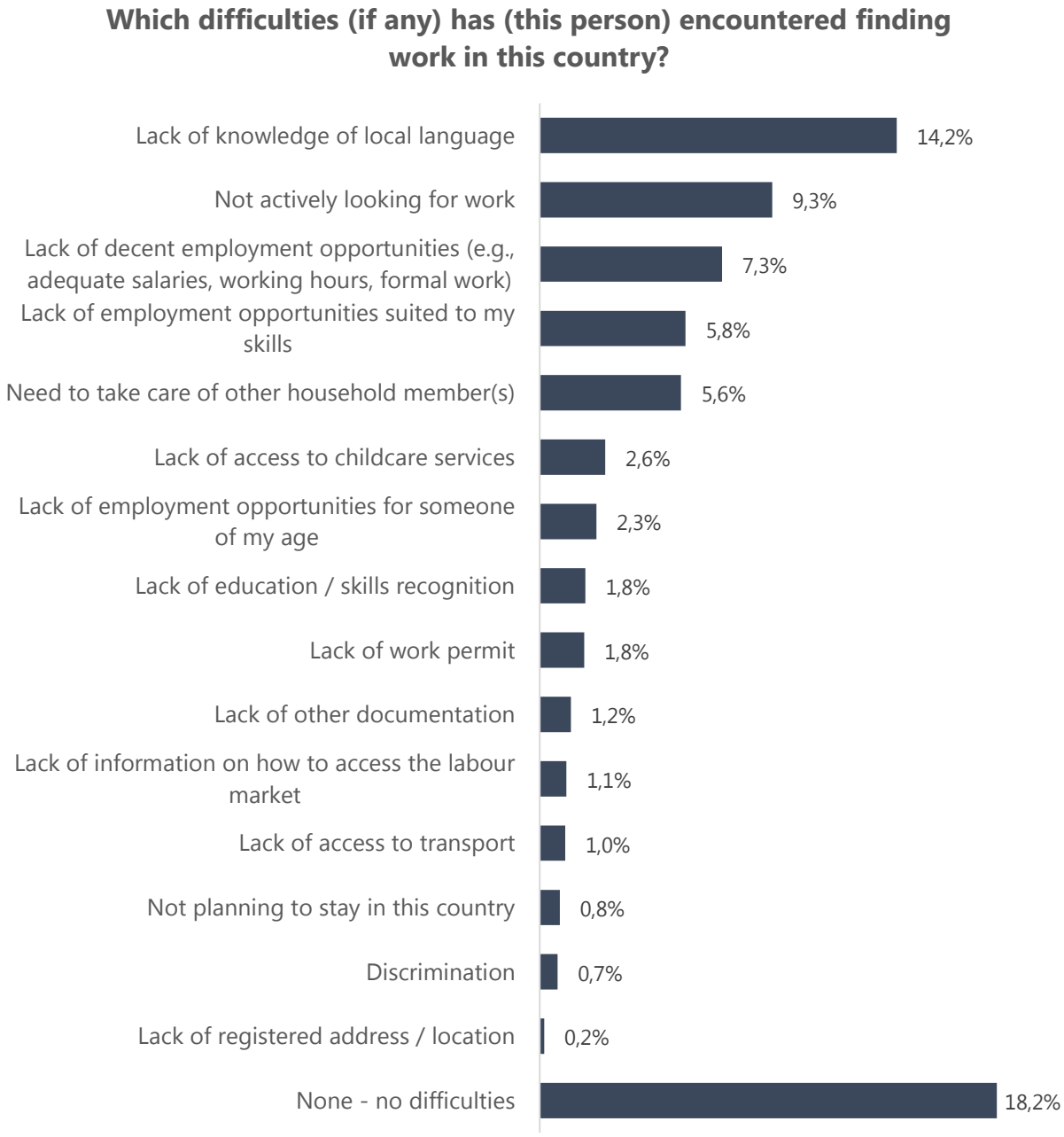
Which of the following best describes what (this person) is mainly doing at present?

1.3. Challenges for finding work

About 22% of refugees from Ukraine would be able to start working if they were offered a job. Those numbers directly correspond to the share of job seeking refugees from Ukraine. This means that even though about 22% of refugees who are currently not employed would be able to start a job, most of the currently unemployed refugees would not be able to participate in the labor market due to their pensioner status, long-term illness, injury or disability or their need to take care of either children or the elderly.

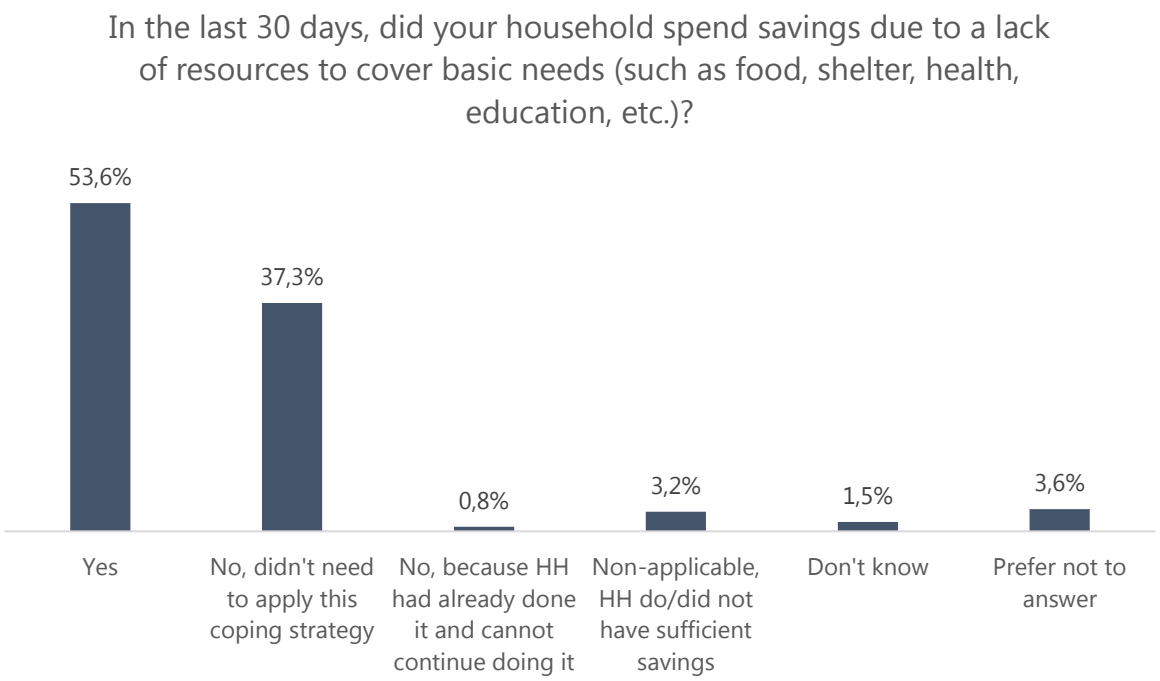


When refugees from Ukraine have encountered difficulties finding a job, it was the language barrier that was the most common problem (14.2%). Another issue is the lack of decent employment opportunities in terms of salaries and working hours (7.3%), lack of employment opportunities suited for their skills (5.8%), the need to take care of either a child (2.6%) or another household member (5.6%). That means that given an access to childcare services is provided to refugees from Ukraine, 2.6% of people who are currently unable to look for a job would be able to access the labor market. Intensive language courses in Bulgaria would help most of the currently unemployed refugees from Ukraine to look for a job within the country's labor market.

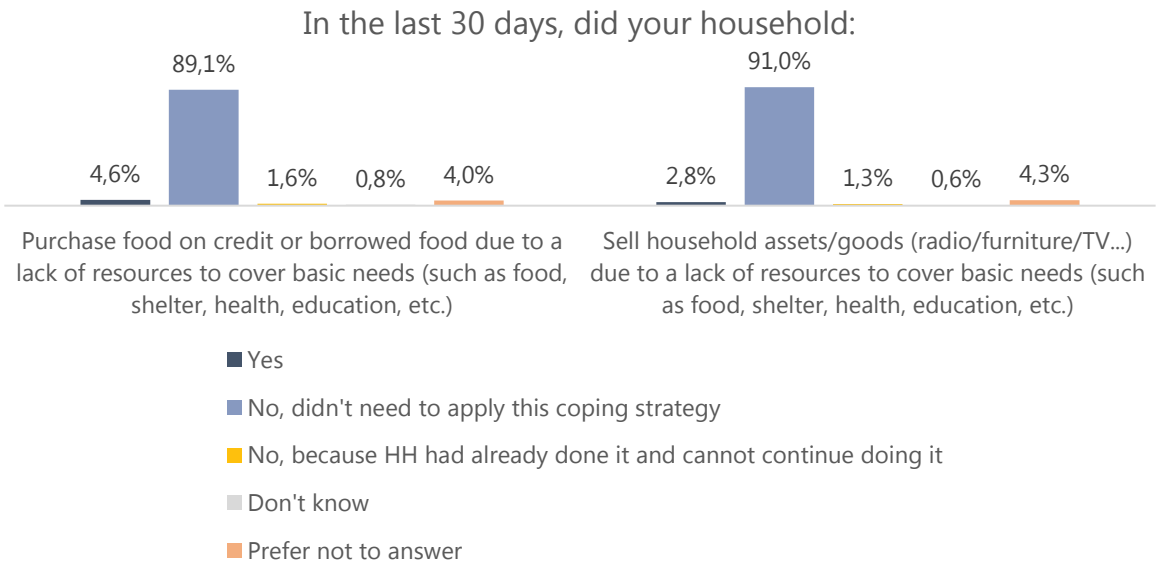


1.4. Resources and Stress

The slight majority of refugees from Ukraine (53.3%) state that in the last 30 days their household was in a need for spending savings due to lack of resources to cover basic needs. 37.3% of households didn't need to apply this coping strategy. In 3.2% of the cases this situation is not applicable because household has not any sufficient savings. Less than 1% of households were not able to apply this coping strategy because it was already implemented in the past and couldn't continue doing it.



The combined share of answers "Don't know" and "Prefer not to answer" is 5.1%. Keeping in mind the sensitivity of the question it is possible that some of those in this group have also engaged in spending savings due to a lack of resources to cover basic needs which would result in higher percentage of answers "Yes".

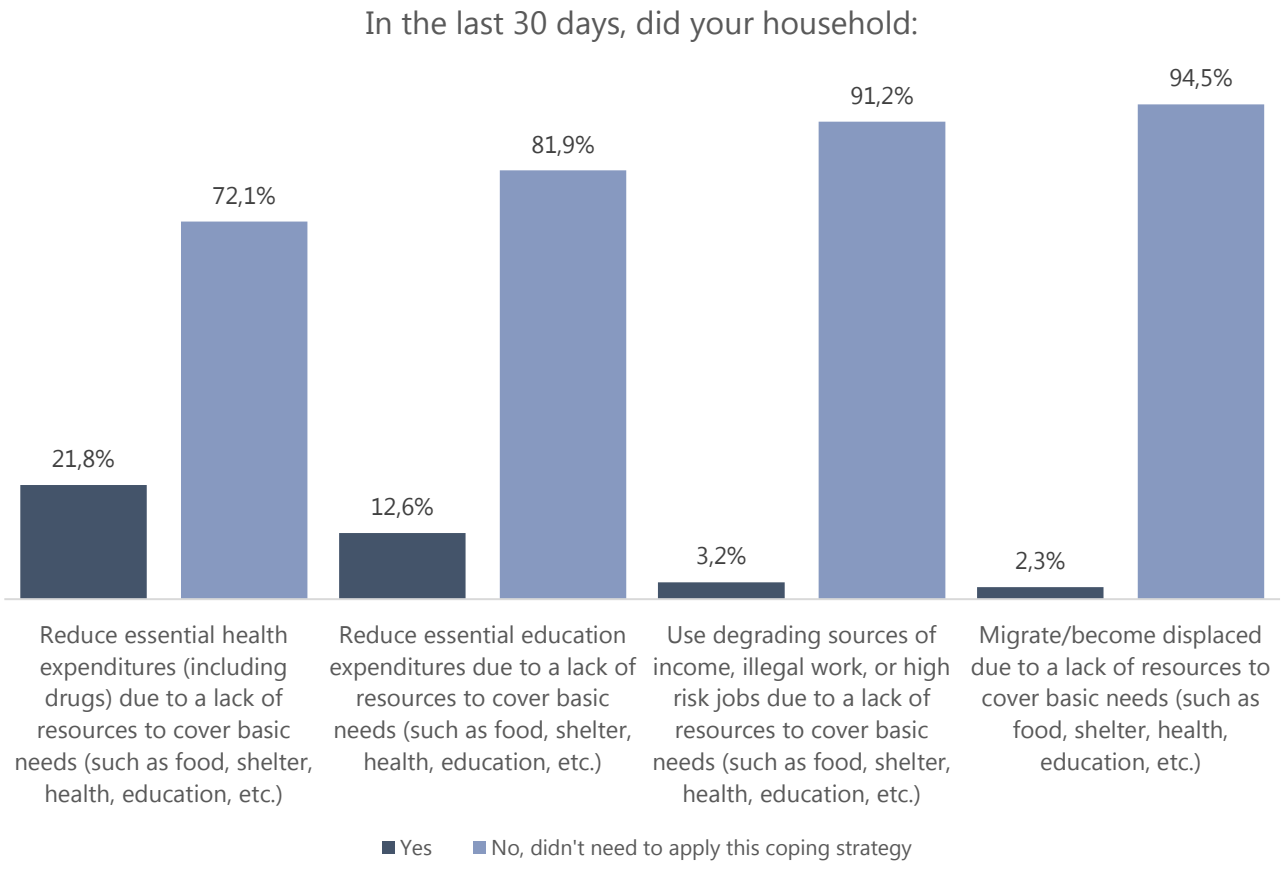


The vast majority of the refugees from Ukraine state that their households have not engage in purchasing food on credit or borrowing food or selling household assets or good due to lack of resources in the last 30 days. 4.6% of households have relied on on-credit or borrowed food while 2.8% have sold household assets or goods. It should be mentioned that 1.6% and 1.3% of households respectively were unable to apply these coming strategies because they have already done it in the past and cannot continue doing it. It indicates that these households have experienced difficulties in the past in terms of covering basic need and might still

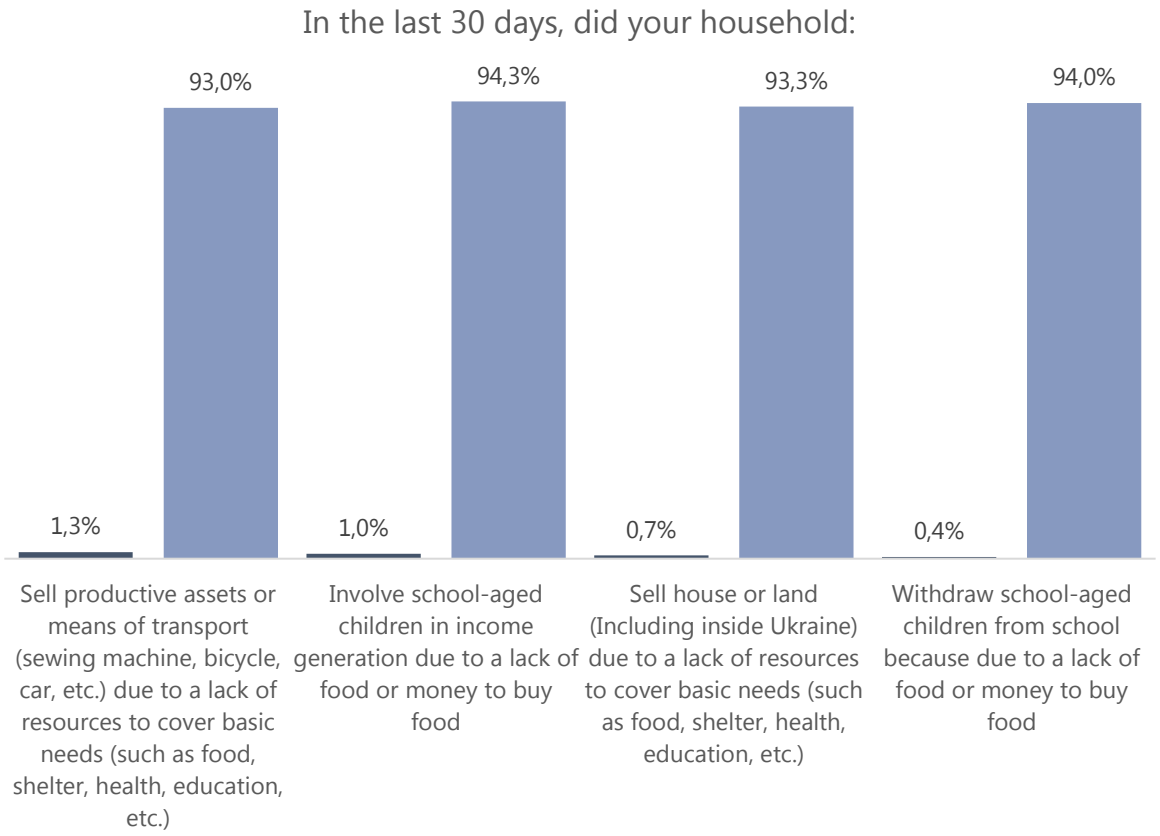
experience them but are unable to cope with them by applying the abovementioned strategies anymore.

1.5. Crisis

Most of the households of refugees from Ukraine (between 72% and 94.5%) were not in need to apply any coping strategy to acquire food for the family or to meet other basic needs in the last 30 days. Reducing essential health expenditures (including drugs) due to a lack of resources to cover basic needs is the most widespread coping mechanism and was applied by 21.8% of the households. 12.6% of respondents state that in the last month it was necessary for their household to reduce essential education expenditures. 3.2% of the households were in a situation which required using degrading sources of income, illegal work, or high-risk jobs in order to cover their basic needs while 2.3% had to migrate or be displaced due to lack of resources.



**The difference to 100% is from those who does not know, prefer not to answer or already done it and cannot continue. Each of these is mentioned by less than 2%.*



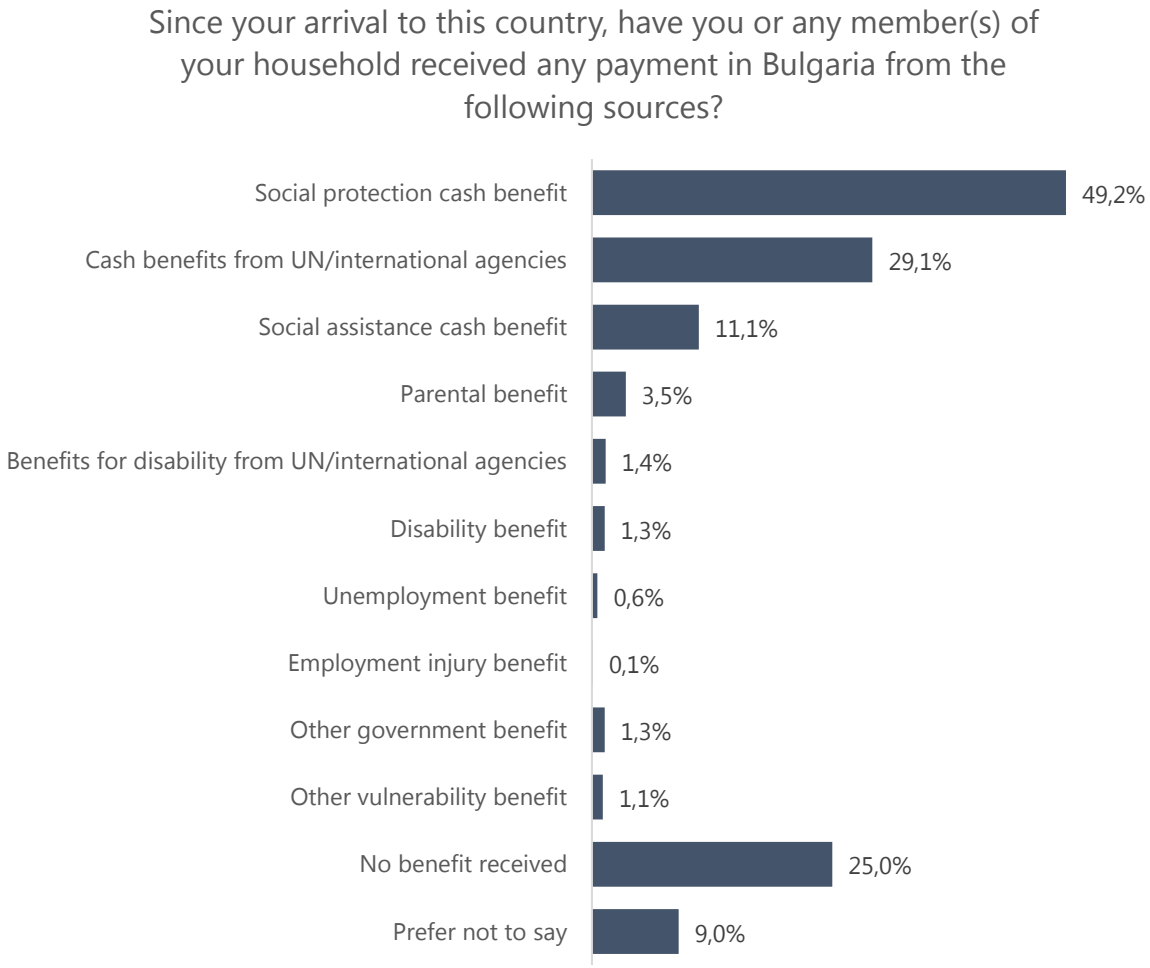
**The difference to 100% is from those who does not know, prefer not to answer or already done it and cannot continue. Each of these is mentioned by less than 2%.*

Around 1% or less are the shares of those households who had to sell productive assets or means of transport, to involve school-aged children in income generation, to sell house or land or to withdraw school-age children from school in order to acquire food or to cover other basic need. It should be mentioned that the shares of those answered with the option "Prefer not to answer" to all coping mechanisms are in the range from 2.2% to 4.7%. Due to the high sensitivity of the question, it might be presumed that some of them have also engaged in the abovementioned coping strategies which would result in higher shares of "Yes" answers.

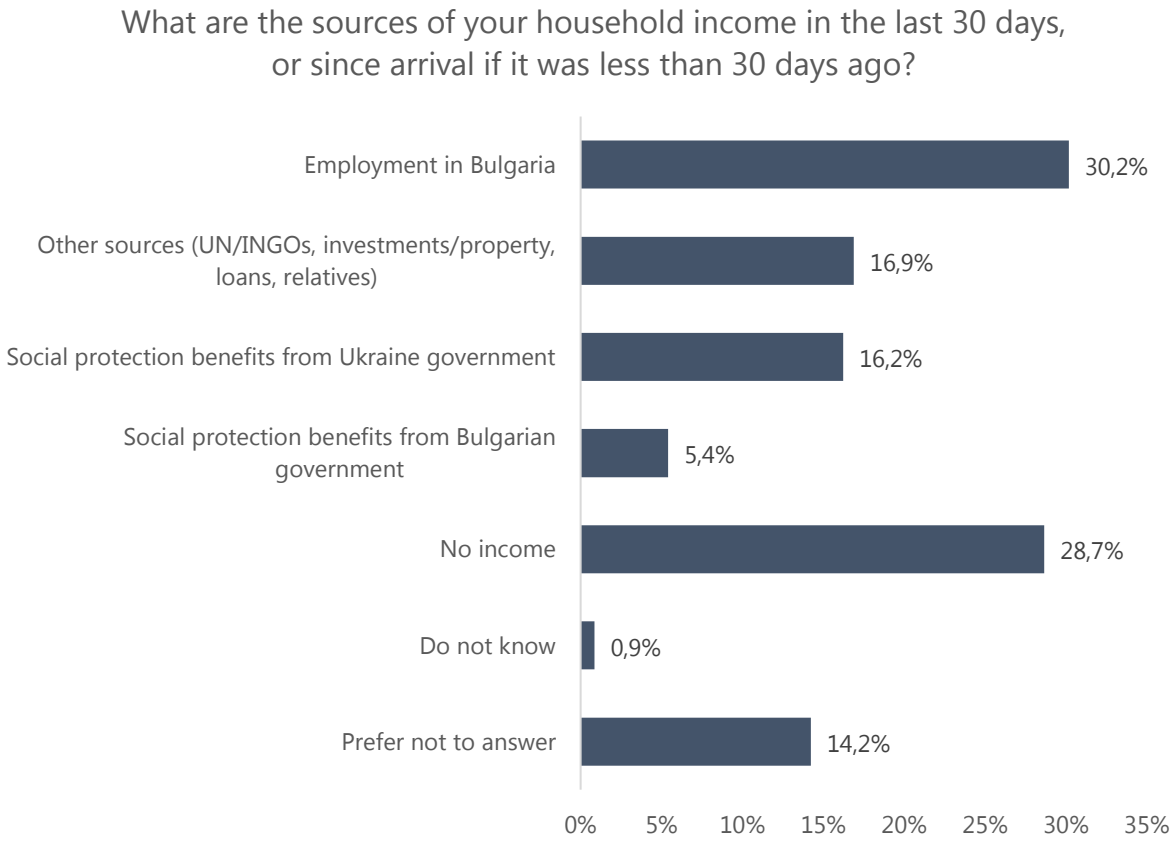
2. Economic capacity

2.1. Income

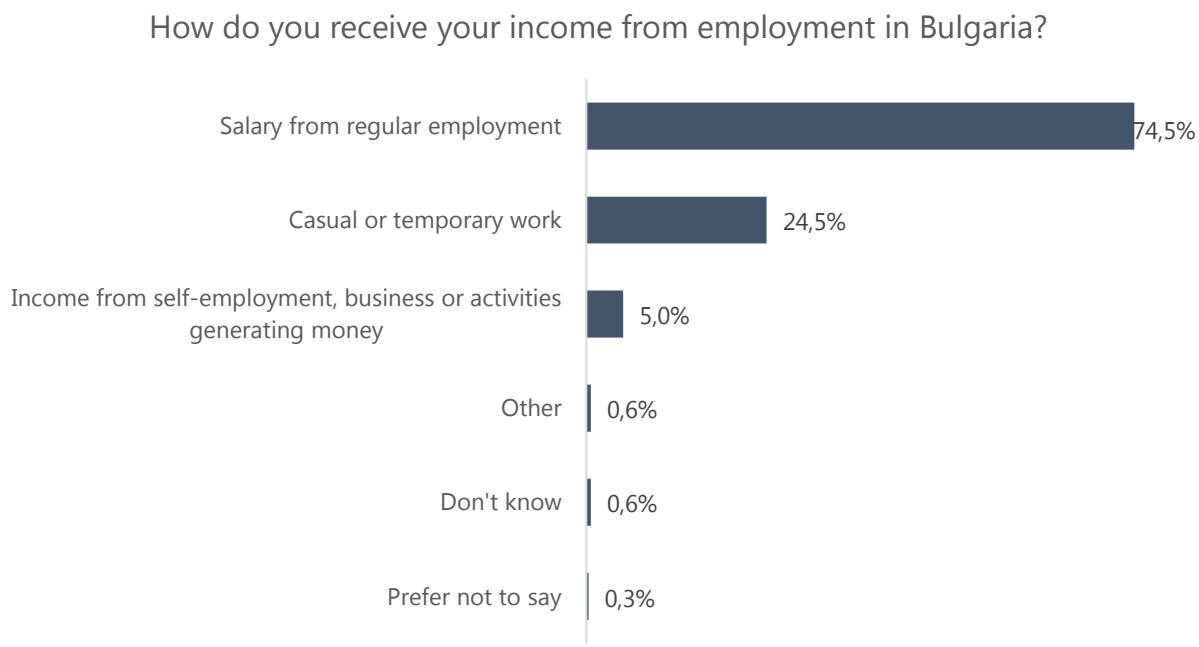
The following section covers different income sources that refugees from Ukraine, what the proportion and the exact amount of any is and on what grounds this form of income is received – salary from employment, pension, benefits, etc.



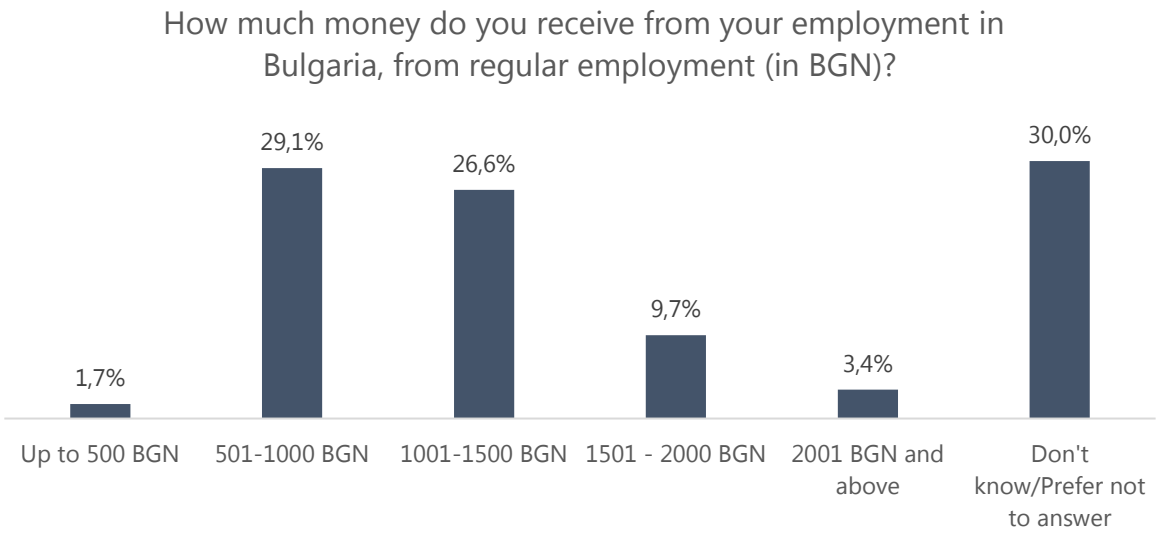
Slightly less than half of the refugees from Ukraine currently living in Bulgaria have received financial support in a form of social protection cash benefit since their arrival in the country. 29.1% of respondents have been supported through cash benefits from the United Nations or other international organizations. Social assistance cash benefit was received by 11.1% of the respondents. Parental benefits (3.5%), benefits for disability from the United Nations or other international agencies (1.4%) and disability benefits (1.3%) are among less widespread but also cited forms of support. A quarter of the refugees from Ukraine currently living in Bulgaria have not received any benefit since their arrival in the country.



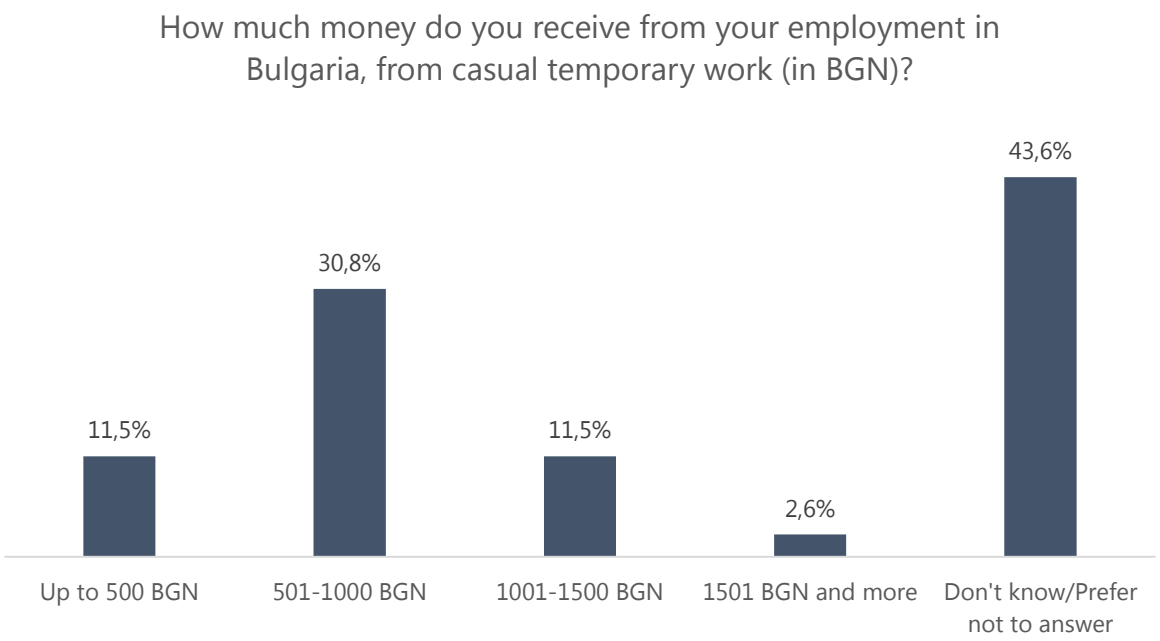
Around 30% of refugees state that in the last 30 days employment in Bulgaria is a source of income for their household. 16.9% of households receive income in other forms such as support from the United Nations, international organizations, investment, loans, etc. Social protection benefits from the Ukrainian government is mentioned as source of income by 16.2% of the respondents while social protection benefits from the Bulgarian government are cited by 5.4% of the refugees. 28.7% of the households of refugees from Ukraine currently living in Bulgaria have not had any income source in the last 30 days.



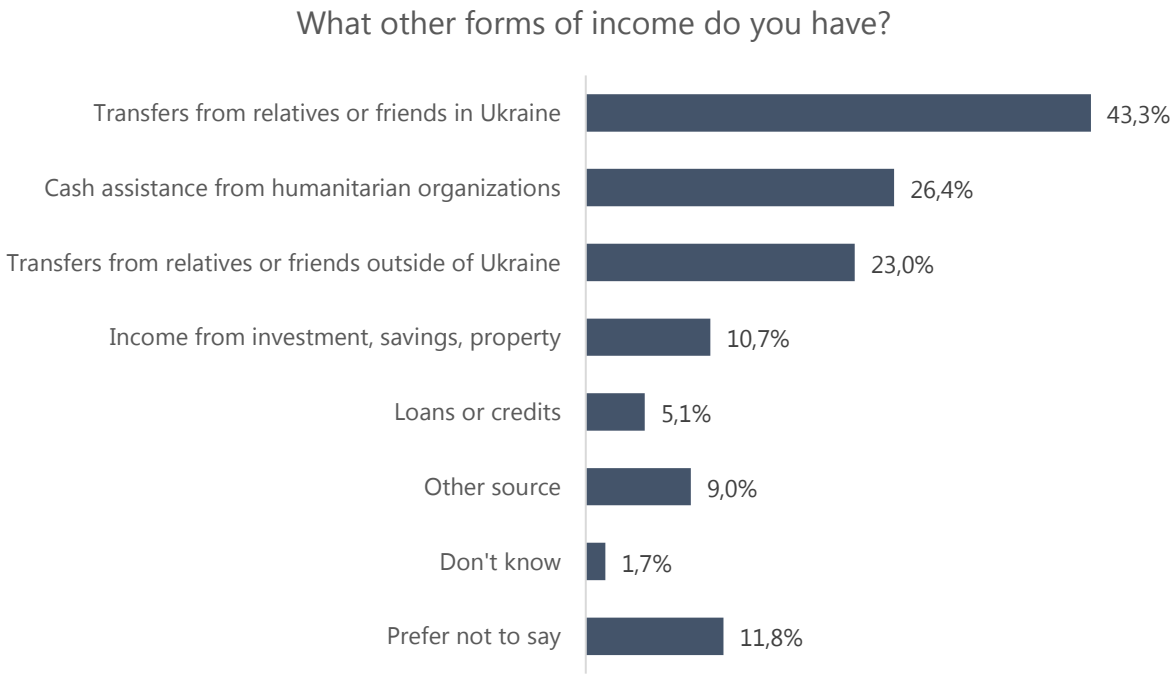
Almost three quarters of the refugees who received income from employment in Bulgaria state that it is in a form of salary from regular employment. Casual or temporary work has generated income for almost a quarter of the respondents. 5% is the share of those received income from self-employment, business, or other money-generating activities.



Most of the refugees who are currently in regular employment receive an income in the range 501 BGN to 1500 BGN (29.1% - between 501 and 1000 BGN and 26.6% - between 1001 BGN and 1500 BGN). Almost 10% of respondent receive salary in the range 1501-2000 BGN and 3.4% - more than 2000 BGN. 1.7% is the share of those who get up to 500 BGN in return for their work.



Slightly more than 30% of refugees who are in a casual or temporary employment receive between 501 and 1000 BGN in return for their work. 11.5% is the share of those whose remuneration is up to 500 BGN and of those who receive between 1001 and 1500 BGN. 2.6% of temporarily employed receive payment over 1500 BGN.



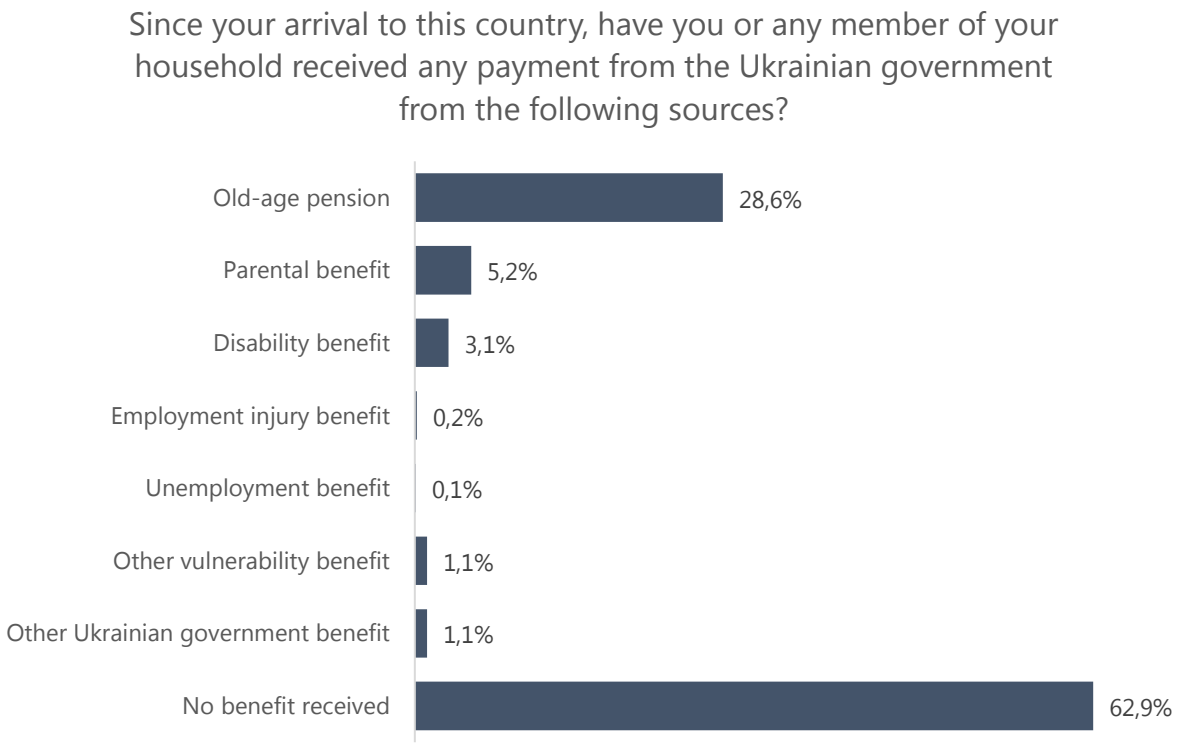
Transfers from relatives or friends in Ukraine is the main source of other income for the refugees from Ukraine currently living in Bulgaria (43.3%). 26.4% of the respondents have additional income in a form of cash assistance from humanitarian organizations while 23% have generated income through relatives or friends outside Ukraine. In 10.7% of the cases

income was received from investments, savings or property. Loans or credits are income source for 5.1% of the refugees.

	Average sum received (in BGN)
Transfer of money from relatives or friends outside Ukraine	1285.74
Transfer of money from relatives or friends in Ukraine	989.34
Cash assistance from humanitarian organizations	298.14

1285.74 BGN is the average amount of money received from relatives or friends outside Ukraine by refugees with other income sources. 989.34 BGN was received from relatives or friends in Ukraine while the average amount of cash assistance is 298.14 BGN.

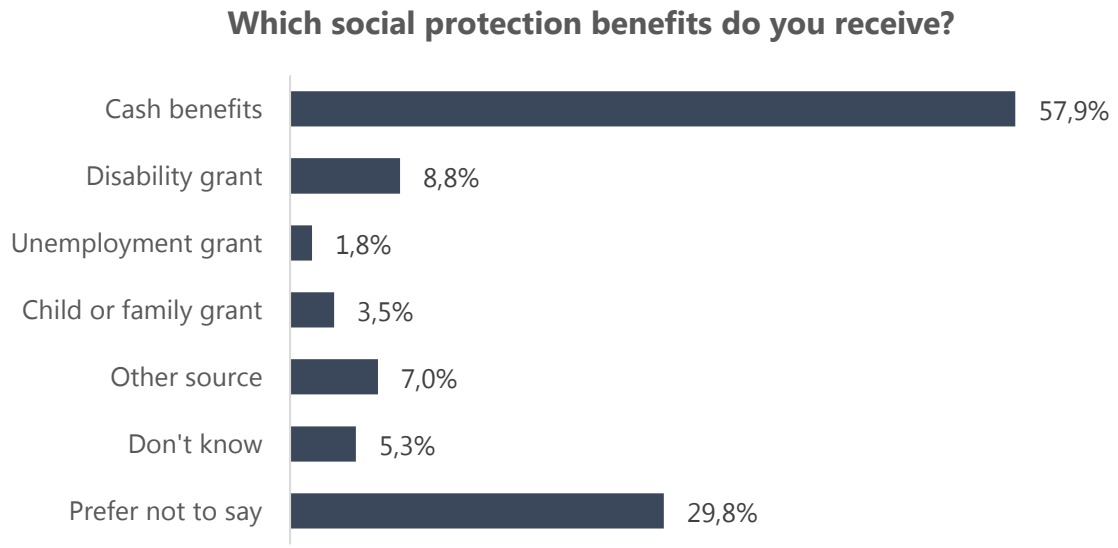
Due to the low shares of those who received support from the other sources any presentation of actual amounts of money would be misleading.



The majority of the refugees (28.6%) have not received any financial support from the Ukrainian government since arrival to Bulgaria. 28.6% of the respondents have received pensions due to old age. 5.2% of refugees have been supported through parental benefit while disability benefit has been at disposal to 3.1% of the respondents.

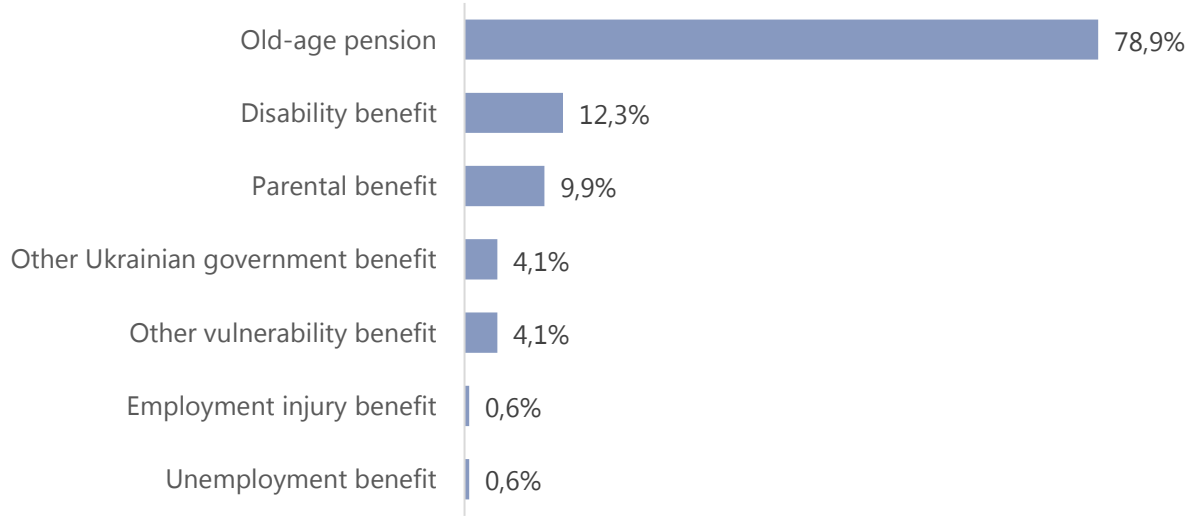
2.2. Social Protection Benefits

The main social protection benefits that refugees from Ukraine receive in Bulgaria are in the form of cash benefits. Nearly 9% of them receive a disability grant, 3.5% receive a child or family grant, and 1.8% receive an unemployment grant. It seems that the type of benefits that refugees receive is a sensitive topic, as nearly a third of the respondents refused to specify the source of their social benefits. This may be a result of the public discourse towards refugees from Ukraine, who have been accused of benefiting from the Bulgarian social system to a greater extend compared to other vulnerable communities in Bulgaria by politicians.



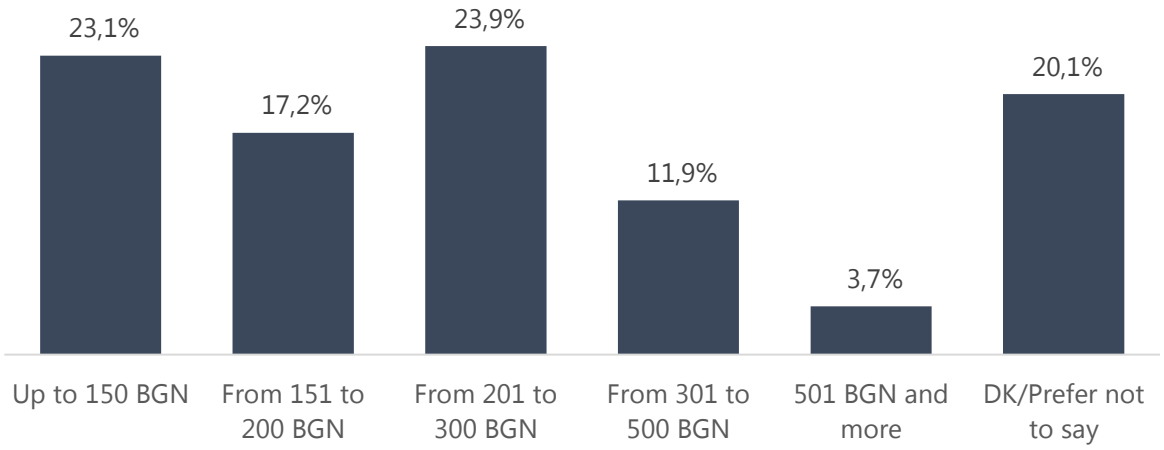
Refugees accommodated in government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility) received cash benefits more often than refugees in other types of accommodation. The data show that this form of support was most often received by refugees from Ukraine accommodated in the regions of Smolyan, Burgas and Varna. These regions also host more refugees from Ukraine who receive disability benefits.

Which social protection benefits do you receive from Ukraine?



The largest share of refugees from Ukraine in Bulgaria receives an old-age pension from Ukraine (78.9%). Just over 12% receive disability benefit and nearly 10% receive parental benefit. It is relatively rare for refugees from Ukraine to receive unemployment or employment injury benefit from Ukraine.

How much money do you receive from Social protection benefits from Ukraine government, for pension benefits (in leva)



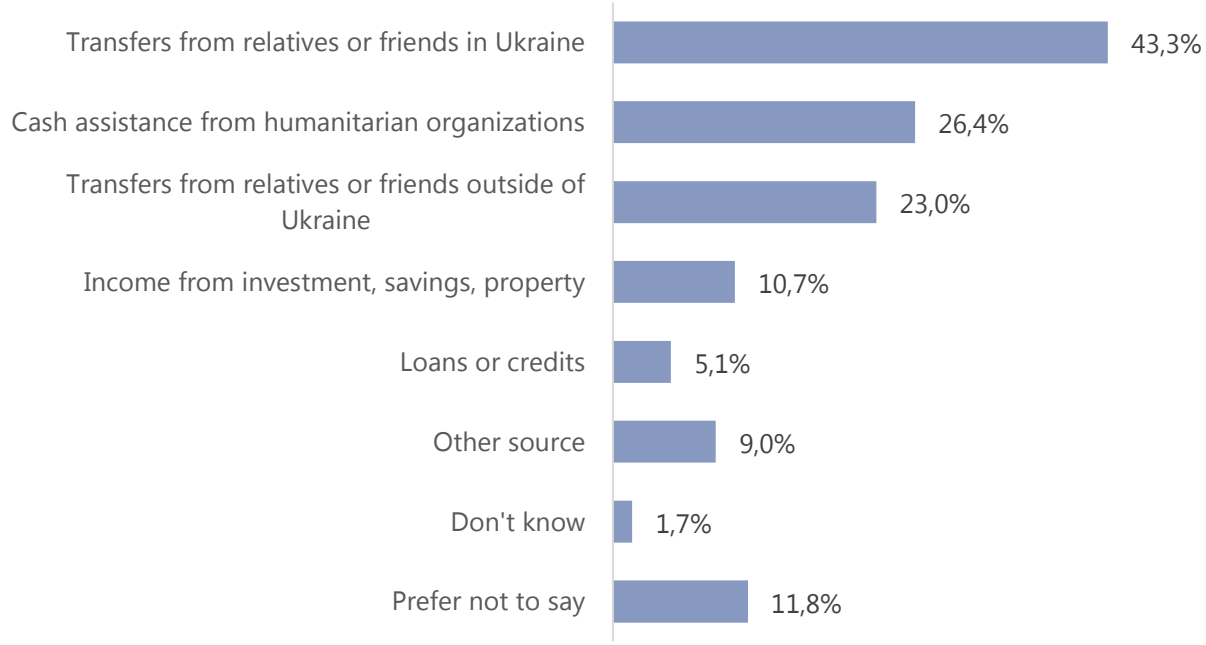
**The statistical distribution is among 135 people*

The majority of refugees from Ukraine in the country receive social protection benefits from the Ukrainian government (pension benefits) up to 300 BGN[13]. About a quarter of people who

[13] About 150 euro

receive pension benefits receive up to 150 BGN[14], and 17% between 151 and 200[15] BGN. The share of refugees from Ukraine who receive between 201 and 300 BGN[16] is nearly 24%. The total percentage of respondents who receive more than 300 BGN[17] pension benefits is about 16%, with the majority of them receiving up to 500 BGN[18].

Which other forms of income do you have?



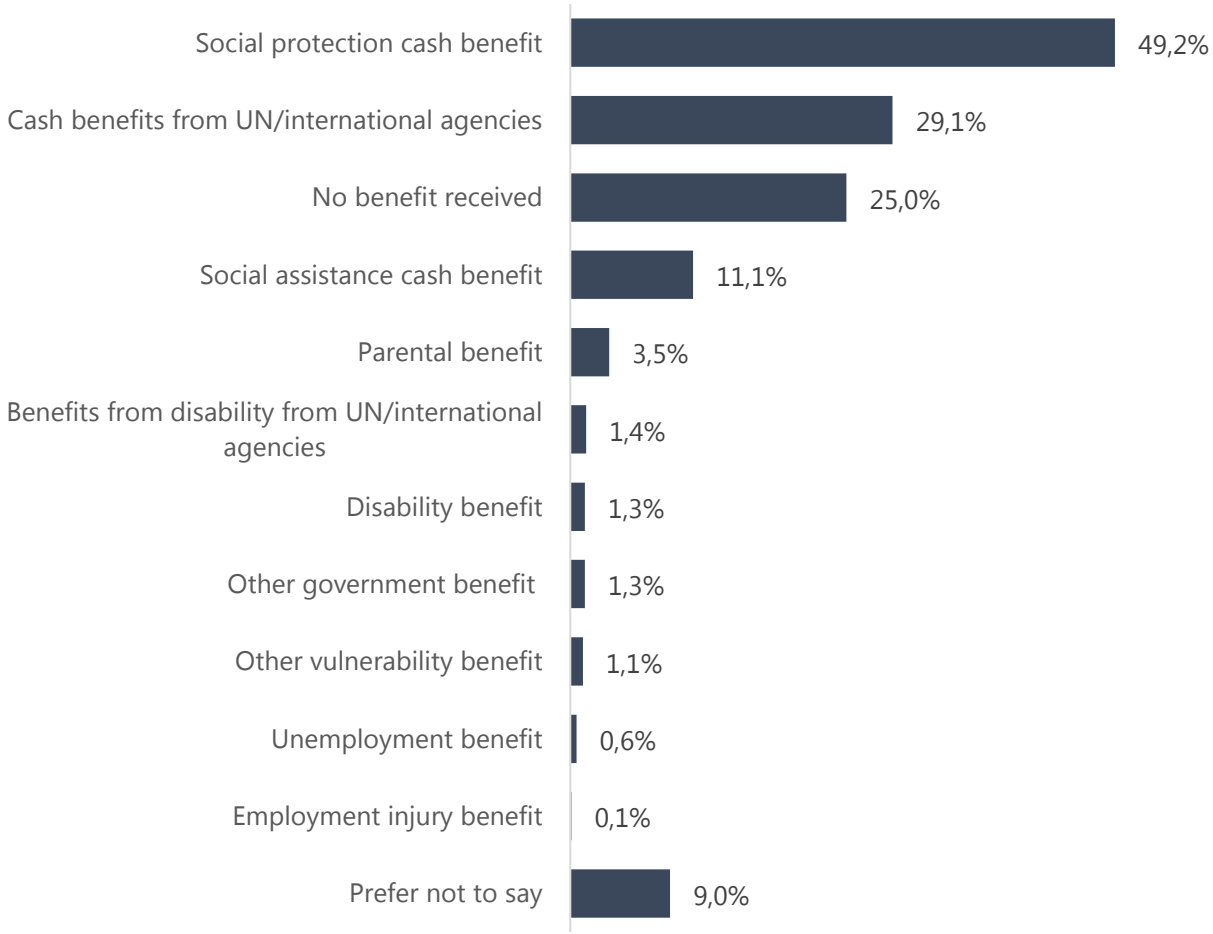
A big share of refugees from Ukraine rely on income from transfers from relatives or friends in Ukraine (43.3%). Just over 26% rely on cash assistance from humanitarian organizations, a 23% receive transfers from relatives or friends outside of Ukraine. About 11% have income from their own savings, and 5.1% from loans and credits.

The refugees from Ukraine who receive financial support from friends and relatives in Ukraine are mostly individuals who lived in the Ukrainian oblasts of Kyiv, Dnipropetrovska and Odeska in the period before 24 February 2022. That kind of financial support is also received by a relatively high share of refugees who are accommodated privately. It is worth noting that refugees coming from these three regions (oblasts) have income from cash assistance from humanitarian organizations more often than refugees coming from other regions (oblasts) in Ukraine. Refugees who came from Kiev and Odesa regions (oblasts) rely on their own savings much more often than others.

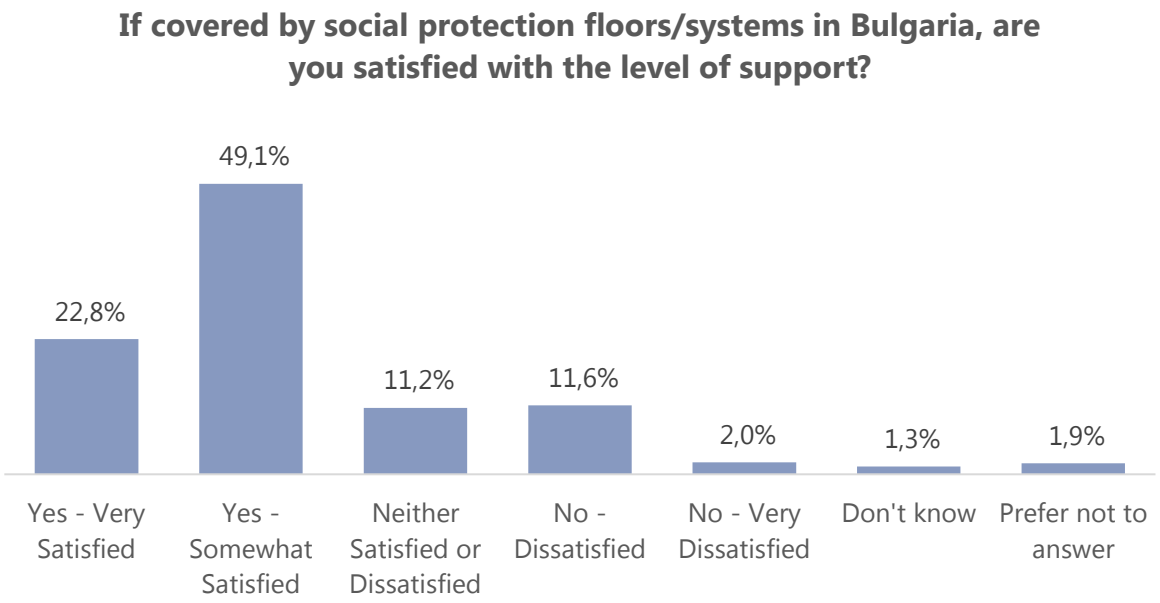
According to the statistical distribution, male refugees rely on their own savings approximately three times more often than female refugees do.

[14] About 75 euro
[15] Between 75.5 and 100 euro
[16] Between 100.5 and 150 euro
[17] About 150 euro
[18] About 250 euro

Since your arrival to this country, have you or any member(s) of your household received any payment in Bulgaria from the following sources?



Refugees from Ukraine who are covered by Bulgaria's social protection programs are usually satisfied to some extent with the assistance they receive. Approximately one in every four recipients was extremely pleased with the service. Just over 11% of refugees from Ukraine are extremely dissatisfied with the social protection programs.



2.3. Expenditure

Accommodation (rent, mortgage, etc.) and food items are the two prime expenditures for the households of refugees from Ukraine during the last 30 days – the average monthly expenses for accommodation are 602.07 BGN and 501.87 BGN for food items. It should be mentioned that 36.8% of respondents do not pay anything for accommodation while regarding food items this share is 0.6%.

Expenditures during the last 30 day on the following:	BGN (average)
Accommodation (rent, mortgage, etc.)	602.07
Food items	501.87
Other (including transports, tobacco, alcohol, entertainment & any type of other expenses)	172.16
Medicine & health products	151.64
Household Bills (includes Electricity, Water, Gas etc. This is in addition to rent)	139.07
Hygiene items	79.30
Communication (internet, mobile phone bills, phone calls etc)	48.55

During the last month respondents have paid 172.16 BGN on average on other expenses such as transportation, alcohol, tobacco, entertainment, etc. The average cost of medicines and health products for the refugees from Ukraine is 151.64 BGN. The average sum paid for household bills such as electricity, water, gas and so on is 137.07 BGN. Slightly more than a third of the refugees state that their household has not paid any money on bills in the last 30 days.

The smallest amount of money was spent on hygiene items and communication (internet, mobile phone bills, etc.) – 79.30 BGN and 48.55 BGN respectively.

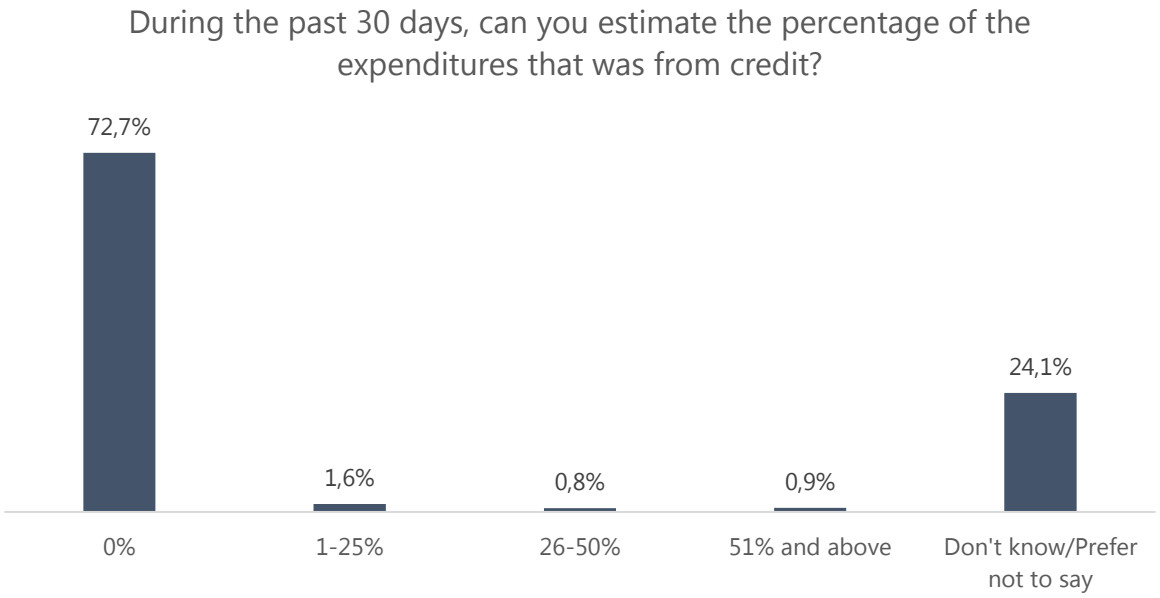
Average amount of money spent on the following during the last 6 months:*	BGN
Debt repayment (formal and informal debt repayment)	1281.31
Health services (excluding medicine)	401.47

**Only among those who have debts*

During the last 6 months refugees have spent 1281.31 BGN on average on debt repayment (formal or informal). It should be highlighted that 72% have not paid any money on covering debt requirements.

401.47 BGN is the average amount of money spent by the refugees for health services. About one third of the respondents state that they have not made such expenditures during the last 6 months.

During the last year the average sum spent the households spent on education (tuition, transportation, etc.) is 1624.59 BGN. Just slightly more than a half of the refugees are clear that they haven't spent any money on these issues.



In the last 30 days the majority of the refugees from Ukraine currently living in Bulgaria (72.7%) have not been dependent on any credits for covering their expenditures. 1.6% of the respondents estimate that up to 25% of their expenses were from credit. Slightly less than 1% are those whose levels of credit in expenditures are between 26% and 50%. The same is the share of those who were reliant on credit to cover their expenses in more than 50% of the cases.

2.4. Affordability of goods and services

Among the refugees from Ukraine, the highest share (51.1%) is of those who believe that they could afford less goods and services now compared to the first months spent in Bulgaria. No more than 4.4% thought they could afford more goods and services now, and 34.8% thought they could afford the same amount of goods and services compared to the first months spent in Bulgaria.

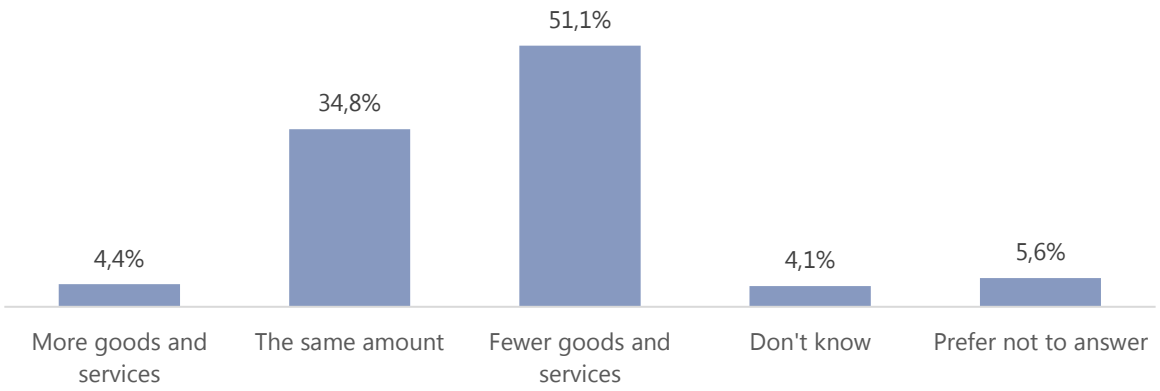
Respondents who spend up to BGN 300 on food are more likely to indicate that they could currently afford less goods and services compared to the first months in Bulgaria.

Respondents accommodated in government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility), as well as those accommodated in shelter shared with others, were more likely to indicate that they could currently afford fewer goods and services compared to their first months in Bulgaria.

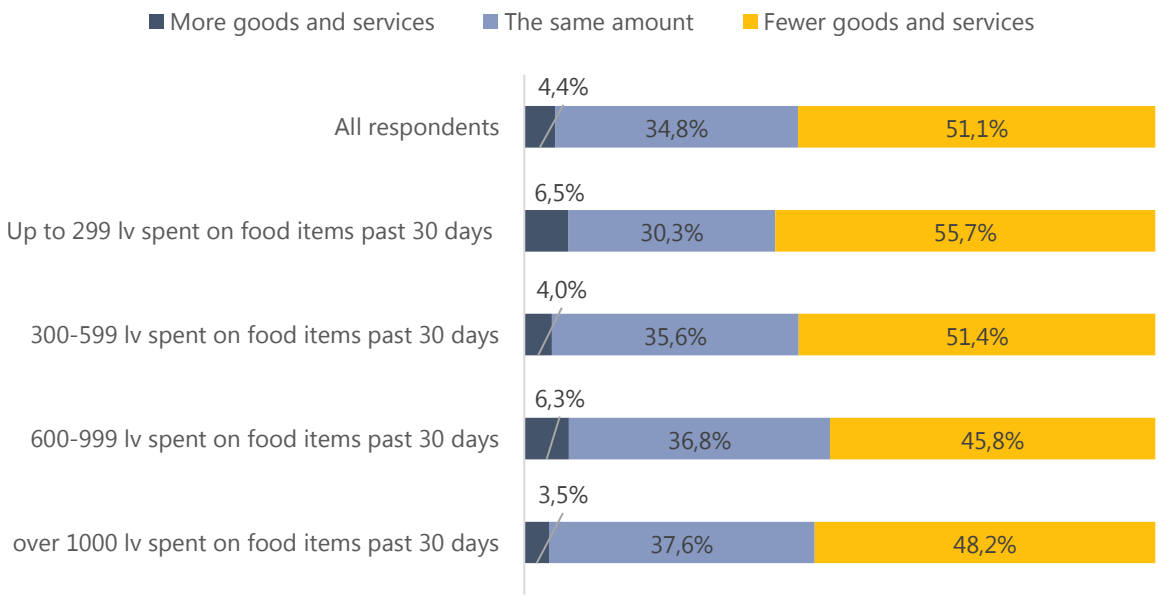
Nearly two-thirds of those who believe they could currently afford fewer goods and services compared to their first months in Bulgaria also say that in the last 30 days, their household spend savings due to a lack of resources to cover basic needs (such as food, shelter, health, education, etc.).

Respondents who believe they can afford more goods and services now, compared to the first months spent in Bulgaria, are more often people whose income comes from working/employment in Bulgaria. On the other hand, people who indicated that they could afford fewer goods and services now compared to their first months in Bulgaria said that they had no income or that they relied on social protection benefits from the Bulgarian or Ukrainian government or other sources.

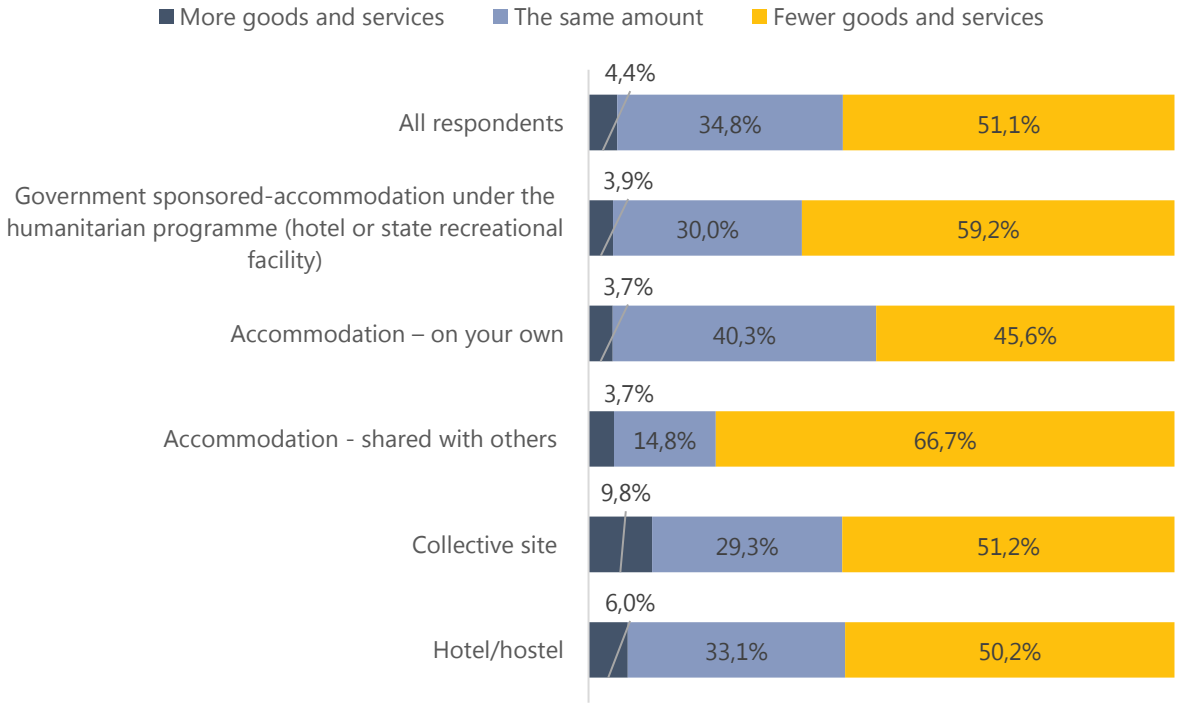
Compared to your first months in Bulgaria, do you think you can now afford more goods and services, the same, or fewer goods and services?



Compared to your first months in Bulgaria, do you think you can now afford more goods and services, the same, or fewer goods and services?/ During the past 30 days, what amount did your household spend in leva on Food items? (cross-tabulation)



Compared to your first months in Bulgaria, do you think you can now afford more goods and services, the same, or fewer goods and services?/ Type of accomodation

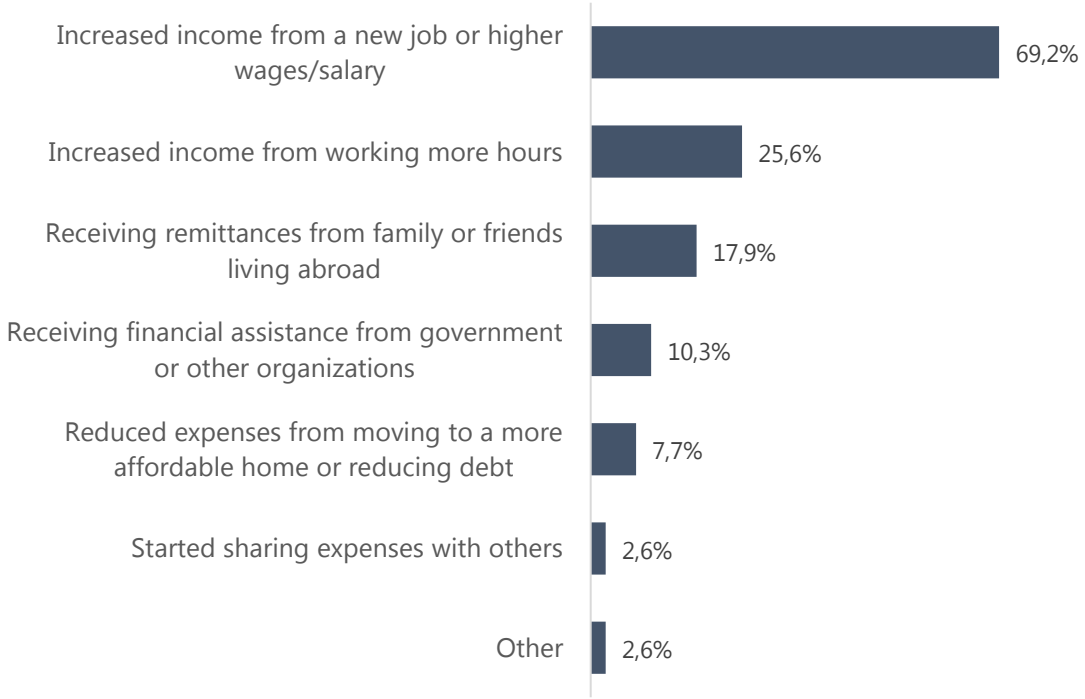


Among respondents (4.4% of the survey population) who indicated that they could afford more goods and services compared to last year, the reason for this was most often an increase in their income. Two out of three respondents who report being able to afford more goods and services compared to last year cite starting a new job or a salary increase as the main reason for their increased income.

One in four of those who can afford more goods and services than last year cite higher income as a result of overtime (more hours worked) as the reason.

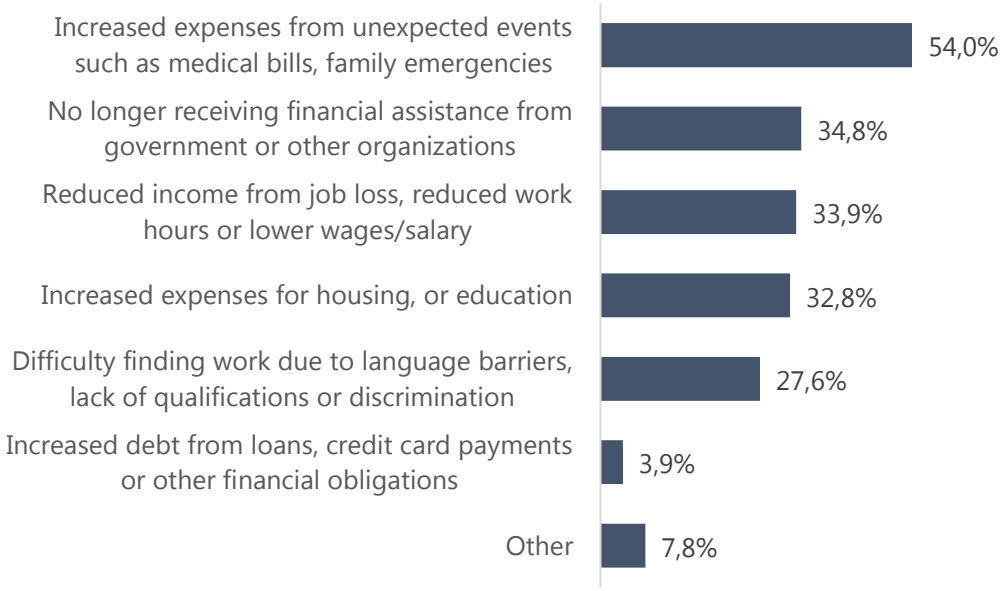
Other reasons given by respondents who can afford more goods and services than last year include: receiving remittances from family or friends living abroad; receiving financial assistance from government or other organisations; reduced expenses from moving to a more affordable home or reducing debt; started sharing expenses with others etc.

What are the main reasons you are able to afford more goods and services compared to last year?
(Among those who can now afford more goods and services, compared to their first months in Bulgaria)



Among the respondents who indicated that they are currently constrained and can afford fewer goods and services compared to their first months in Bulgaria (51.1% of the studied population), deprivation is most commonly reported among one-person (single) and two-person households. Increased expenses from unexpected events such as medical bills, family emergencies etc. (54%); termination of receipt of financial assistance from government or other organizations (34,8%); reduced income from job loss, reduced work hours or lower wages/salary (33,9%); increased expenses for housing, or education (32,8%); difficulty finding work due to language barriers, lack of qualifications or discrimination (27,6%); increased debt from loans, credit card payments or other financial obligations (3,9%) etc.

What are the main reasons you are able to afford fewer goods and services compared to last year? (Among those who can now afford fewer goods and services, compared to their first months in Bulgaria)



2.5. Socio-Economic Needs

The majority of refugees from Ukraine who have found refuge in Bulgaria share concerns that in the next 6 months their households will need financial assistance from the humanitarian community and the government, health services, accommodation support, employment support (training, skills development) and support for their children's education.

About a need of financial assistance from the humanitarian community most often is reported by those who are residing in a collective site and accommodation shared with others, with partial payment covered by the household, or with free accommodation.

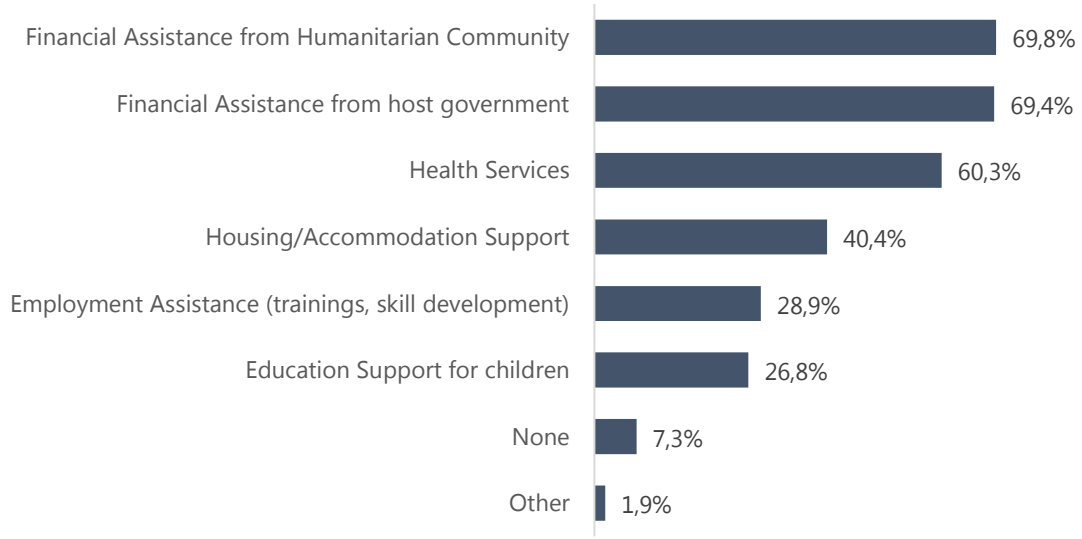
The need for financial assistance from the host government is highlighted by households residing in collective accommodation, households with an arrangement for partial payment for site (hosted by relatives/close friends), or with free accommodation (no payment covered by the household), with rent between 300 and 700 BGN per month.

Health services and accommodation support would most often be needed by those residing in accommodation shared with others and/or collecting site, with partial payment (covered by the household and subsidized by the government), with accommodation rent up to 300 BGN.

The need for employment assistance is more often reported by households residing in a collective site, with partial payment arrangement for the household (hosted by relatives/close friends), with accommodation rent over 300 BGN per month.

Need for education support for children is reported among those who are residing in privately rented accommodations at their own expense, with full payment covered by household and with higher accommodation rent (over 700 BGN).

In the next 6 months, what type of socio-econonic needs do you think your household will have?
(More than one answer)



2.6. Household Assets

Almost all refugees from Ukraine report that their households have a telephone (96.3%).

A computer or laptop is available among 43.3% of respondents. Households with two or more members, those whose income in the last 30 days is from sources such as UN/NGOs, investments/property, loans, relatives, more often report they own a computer/laptop, and less frequently - people who had no source of income in the last 30 days.

Respondents who are residing in privately rented accommodations at their own, pay a monthly rent of more than 500 BGN and cover their own accommodation costs - full payment covered by household (rent, utilities, mortgage etc.), more often declare they have a computer or laptop.

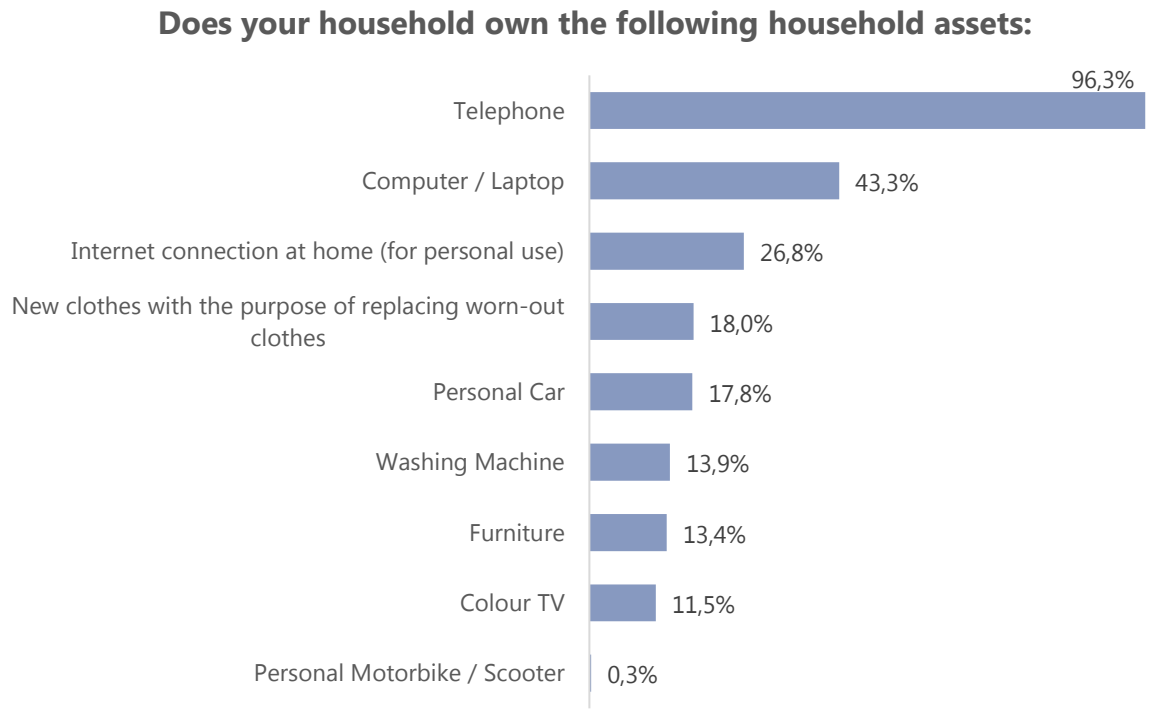
Internet connection at home (for personal use) is available to almost 27% of refugee households from Ukraine, more often those who live in private rented accommodation and are employed in Bulgaria.

Almost one in five (18%) of refugees from Ukraine indicate that their household owns new clothes with the purpose of replacing worn-out clothes. This response was more often given by those whose households live in privately rented accommodation at their own expense, have a source of income employment in Bulgaria, receive social protection benefits from Bulgarian government and/or other sources (UN/NGOs, investments/property, loans, relatives). Most often, two-member households declare that they have new clothes with the purpose of replacing worn-out clothes, and less often - households with four or more members.

Nearly 18% of refugees from Ukraine own a car - mainly those whose households is residing in privately rented accommodation at their own expense.

A relatively low proportion of refugees from Ukraine indicate that their households have a washing machine (13.9%), furniture (13.4%) and colour TV (11.5%) - approximately one in ten

households - again these are mainly those whose households live in privately rented accommodation at their own expense.

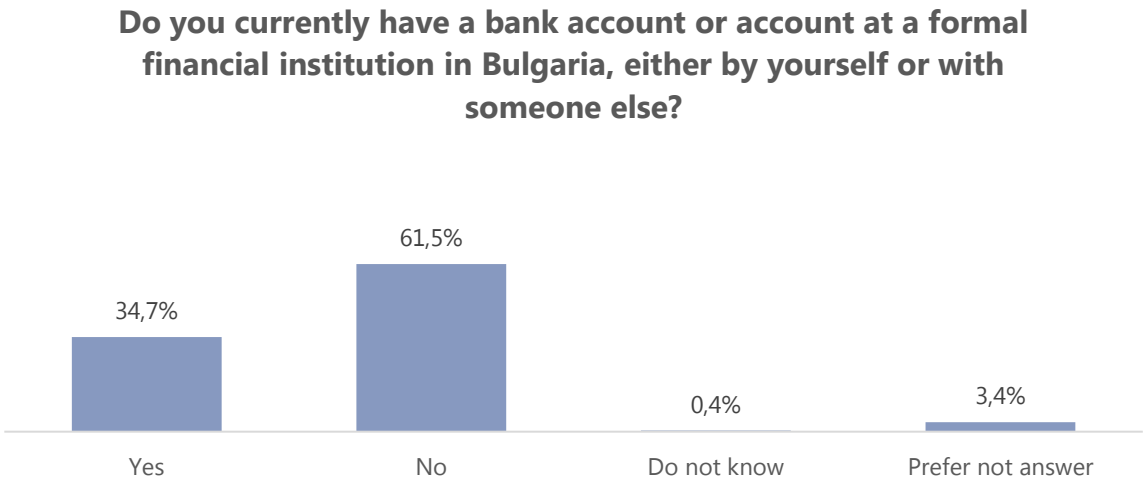


2.7. Bank account

Approximately one-third (34.7%) of the respondents declare that they currently have a bank account in an official financial institution in Bulgaria, and about two-thirds declare that they do not have one (61.5%).

Refugees from Ukraine that have a bank account in an official financial institution in Bulgaria., are mostly households residing in privately rented accommodation at their own expense, have secured employment/work in Bulgaria, cover their accommodation and bills in full payment (rent, utilities, mortgage etc.), and pay monthly rent over BGN 300.

Refugees from Ukraine who indicate that they do not have a bank account with an official financial institution in Bulgaria are mostly those residing in government sponsored-accommodation under the humanitarian programme (hotel or state recreational facility), in a hotel/hostel, or in shared accommodation, with no income in the last 30 days or with social protection benefits from Ukraine government, paying rent up to 300 BGN for their accommodation.



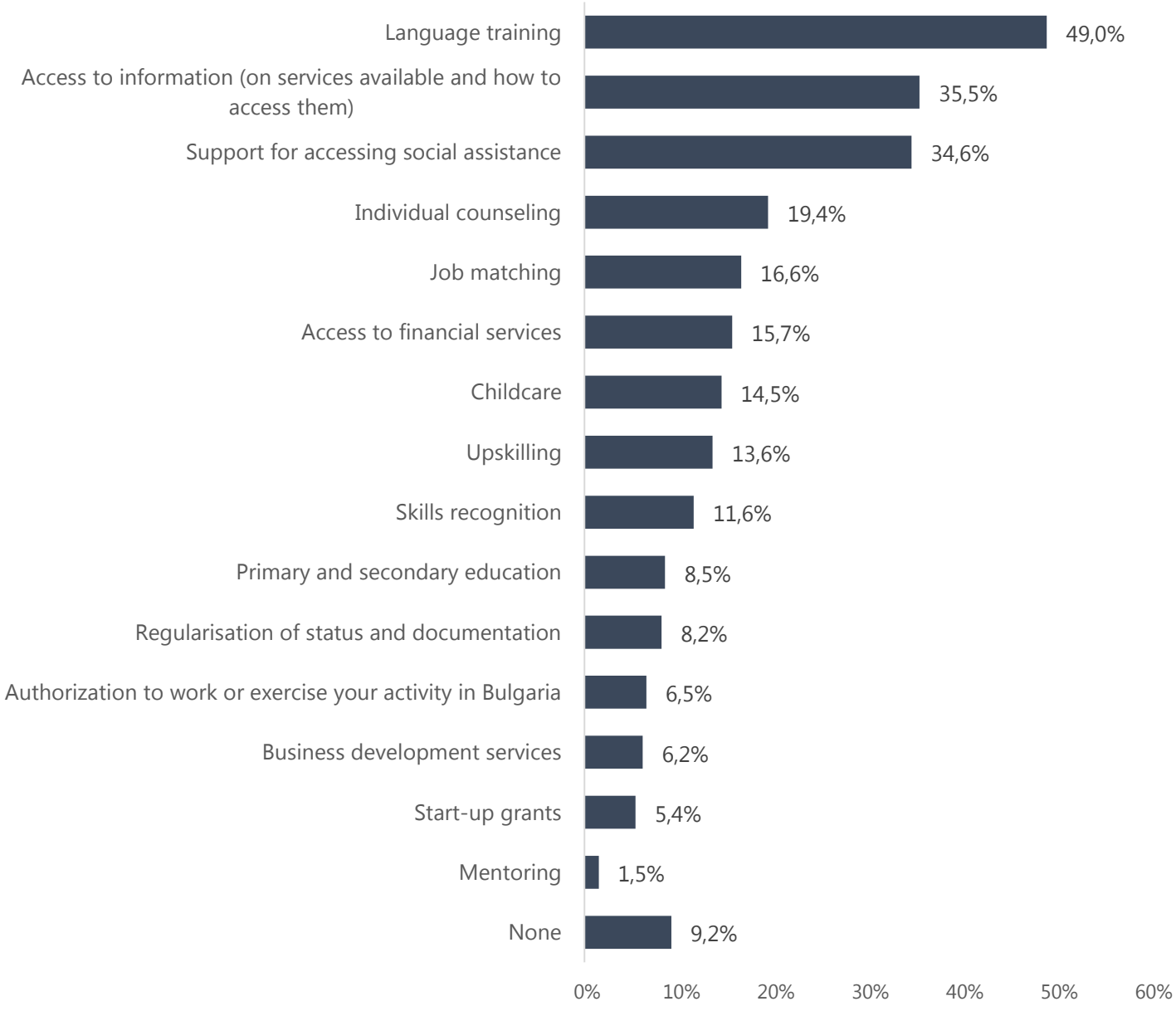
2.8. Support Services

The social service that would help improve the economic opportunities for the majority of refugees from Ukraine would be language training. It seems that language barrier is the biggest issue that refugees from Ukraine face in terms of their socio-economic opportunities in the country. About 35% of refugees from Ukraine indicate that being able to access information on services and getting support for accessing social assistance would improve their economic opportunities in the country.

Quarter of all answers of refugees from Ukraine indicate the need for individual counseling to improve their economic opportunities. That could be attributed to the need of services to respond to the unique life situations in which some refugees from Ukraine face in their everyday life. Some of them might be seeking support or access to services that might help alleviate the need to take care of children and/or elderly, so that the person who is in active work age might be able to keep a full-time job.

However, some economic fields require different kinds of support, for example refugees from Ukraine that are employed in the field of education have indicated to need regularization of status and documentation and authorization to work or exercise their activity in Bulgaria as services that would impact their economic opportunities in the country the most, compared to the refugees who are currently employed in other fields. Refugees currently employed in the Healthcare sector indicate that skill recognition and individual counselling might be beneficial in increasing their economic opportunities in the country.

For socio-economic inclusion, which of the following services would help you to improve your economic opportunities in Bulgaria?



XI. Recommendations

1. **Strengthen health leadership, health policy and governance.** Develop national refugee and migrant health action plans and include refugees in the National Migration strategy 2021-2025. Include refugees and migrants in health planning processes. Ensure that interventions and investments in the refugee response feed into the implementation of the National Strategy for Mental Health and longer-term sustainable development.
2. **Support the provision of quality and people-centered health services, health finance and continuation of care.** Expand outreach services such as mobile clinics/health units, delivering a combination of prevention services and primary health care services into community settings. Address health insurance costs and high out-of-pocket payments. Review the system of registration with a GP and deregistration as it affects the ability of refugees, migrants and asylum seekers to get GP support.
3. **Strengthen health communications and social mobilization programs** in Bulgarian, Ukrainian and Russian languages using social media groups and through increased and sustained helplines.
4. **Reduce or remove financial barriers to health care.** Support health insurance registration for refugees who want to self-insure with the Bulgarian National Health Insurance Fund. Advocate for reducing fees for services so that access to health is not limited due to financial barriers.
5. **Support health workforce capacity to provide people centered health services to host and migrant populations**.
    a. Integrate Ukrainian health care workers into the Bulgarian national workforce to support refugee health care, in line with the European Commission's recommendations[19].
6. **Strengthen health monitoring and the health information system** to continuously monitor refugee's health status and access to care. Continue to assess health profiles on the health status of refugees, including risks in their country of origin, in transit and in Bulgaria.
7. **Enhance community outreach to raise awareness of the benefits of MHPSS** using a variety of channels and messages to the different groups within the Ukrainian refugee community.
8. Promote the different ways to **access MHPSS services** in the community and health institutions through the creation of a service map and the development of communication materials to be disseminated amongst the refugee community.
9. Provide training to front-line workers and implementing partners **to strengthen their capacity to provide MHPSS services**.

[19] For professionals with qualifications not meeting the minimum training requirements set out in Directive 2005/36/EC, the European Commission encourages Member States to apply the same approach as in the guidance note for the COVID-19 crisis for the recognition of health professionals with qualifications from outside the EU/European Free Trade Area. Member States may still allow people enjoying temporary protection to perform certain activities, with a different status to that of a full member of the profession.

10. Strengthen activities aimed at building awareness of the available child protection services and support to address increased vulnerability and worsened mental-health and psycho-social well-being.
11. Improve **capacity and scale-up of specialized prevention and response services** and programmes providing integrated provision of support to children at risk of violence and victims of violence so that they could meet the needs of host population and those of the Ukrainian refugees.
12. **Strengthen available mechanisms and improve community awareness** on how to report concerns related to the humanitarian aid received and/or humanitarian workers. Improve access to safe and confidential feedback and reporting community-based mechanisms. Strengthen investigation mechanisms and feedback to communities. Develop and promote common intra-agency referral pathways to facilitate access to services for victims of SEA.
13. Address various challenges to **access to education** by enhancing and increasing the number of preparatory classes for refugee children as well as by developing appropriate methodology and resources.
14. Develop programs for **social cohesion and inclusion of refugee children in schools**, to prevent and address issues of bullying, discrimination.