



Photo: IOM Romania, 2023

OVERVIEW

In the 12 months since the beginning of the war in Ukraine, approximately **8 million Ukrainians** have fled to other countries. Of the neighbouring EU countries, Romania has seen the second highest total influx, with over **3.5 million people** arriving since 24 February 2022, where **over 118,000** received Temporary Protection, of which approximately 110,000 are currently residing full-time in Romania.

IOM Romania coordinates and cooperates closely with stakeholders and partners, including UN agencies, civil society, central government, and local authorities.

IOM Romania provides humanitarian assistance; organises safe and orderly movements; delivers capacity building to organisations, authorities and frontline responders in key areas of humanitarian response, including protection information; ensures access to information and counselling; provides screening for vulnerabilities; supports with shelter and accommodation; distributes non-food items (NFI) and hygiene products; provides medical, health and psychosocial support (MHPSS); as well as facilitating and organising educational and socio-relational activities.

ACHIEVEMENTS (12 MONTH TOTAL)

INFORMATION & COUNSELLING

NUMBER OF PEOPLE WHO RECEIVED INFORMATION AND COUNSELLING FROM IOM STAFF AND SENTINELS


38,300+

ACCOMMODATION & SHELTER

NUMBER OF UKRAINIANS WHO RECEIVED SHELTER AND ACCOMMODATION ASSISTANCE


2,539

HEALTH

NUMBER OF MEDICAL SERVICES PROVIDED TO UKRAINIANS


8,222

MENTAL HEALTH & PSYCHOSOCIAL SUPPORT

NUMBER OF UKRAINIANS WHO RECEIVED MHPS SUPPORT


3,445

PROTECTION

TOTAL REACH OF PROTECTION INFORMATION


50,000+

NON-FOOD ITEMS

NUMBER OF NFIs AND HYGIENE ITEMS DISTRIBUTED TO OVER 7,500 PEOPLE


737,871

TRANSPORT

NUMBER OF UNIQUE INDIVIDUALS WHO RECEIVED HUMANITARIAN TRANSPORT


20,916

MULTIPURPOSE CASH ASSISTANCE

NUMBER OF UKRAINIANS WHO RECEIVED CASH / VOUCHER ASSISTANCE


2,496

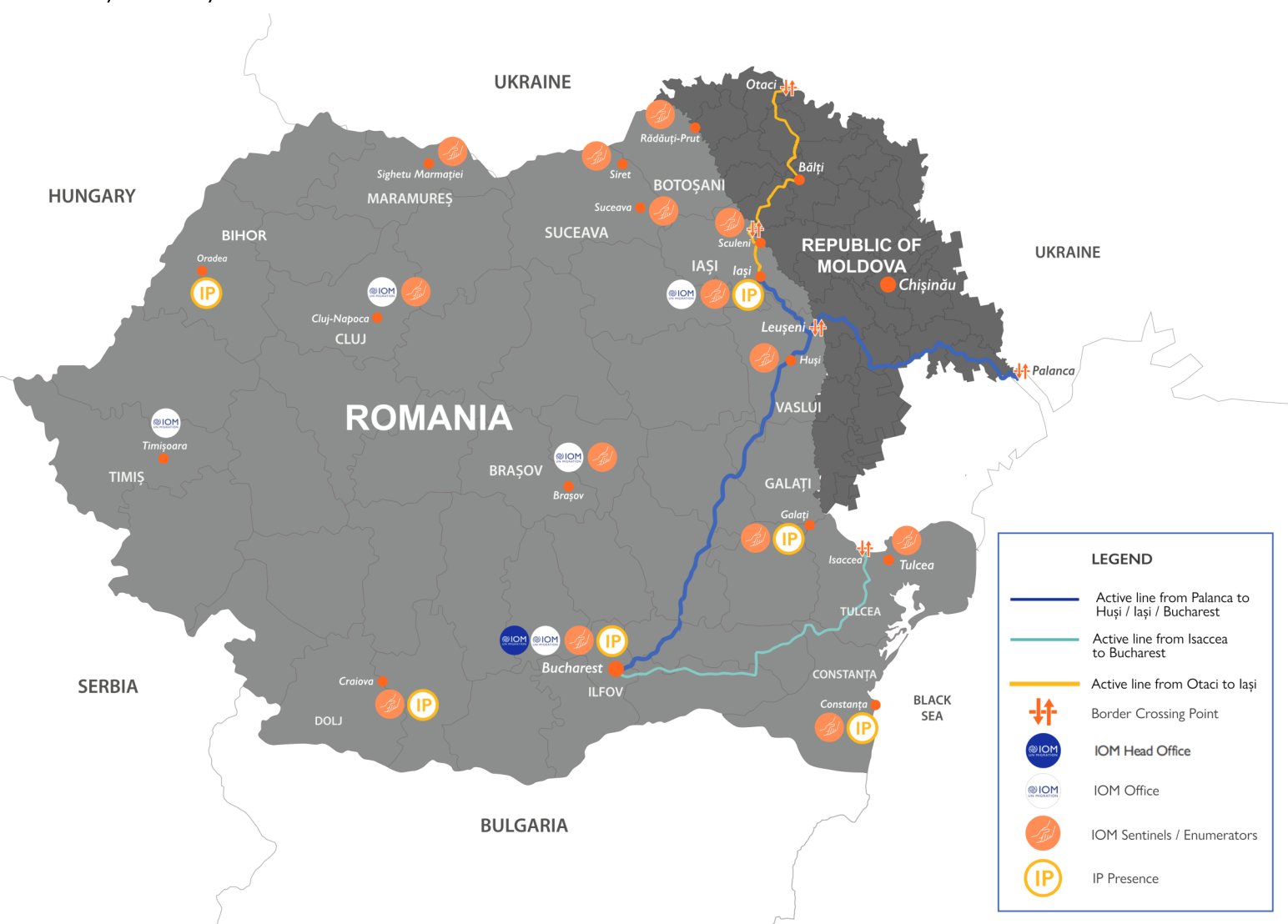
LIVELIHOODS

NUMBER OF UKRAINIANS WHO RECEIVED LIVELIHOOD SUPPORT


7,953

IOM's PRESENCE IN ROMANIA

As part of the Ukraine Response, IOM Romania's geographical reach has continued to expand to meet the ever-evolving needs of the context. In the 12 months from February 2022, IOM Romania grew from 47 staff, to 176 staff by February 2023.



IOM IMPLEMENTING PARTNERS

- Schottener Foundation Social Services
- AIDRom – Inter-Church AID Department Romania
- Global Help Association – Craiova
- The Civic Resource Center – Constanța
- Filantropia Association Oradea
- Jobs4Ukraine
- Bucharest Municipality
- Cluj-Napoca Municipality

IOM OFFICES

Head Office: Bucharest

Offices:

- Brașov
- Bucharest (Ukraine Response office)
- Cluj-Napoca
- Iași
- Timișoara

IOM ENUMERATORS

The IOM has a network of enumerators, known as **DTMs**. This team conducts interviews among Ukrainians and TCNs at Border Crossing Points, transit and collective centres across Romania. The aim is to gather insights into mobility flows, understand vulnerabilities, socio-economic situations, and to assess the evolution of

IOM SENTINELS

To facilitate communication between the people fleeing Ukraine and the authorities, IOM Romania has developed a network of Sentinels. These are linguistic interpreters and intercultural mediators, available at key locations across Romania. They provide support in schools, government offices, collective centres, medical facilities, and border crossings.

IOM Information Line

Through its **information line**, IOM Romania received calls and emails from Ukrainians and TCNs that fled the war, where counsellors can provide consultations and



IOM Romexpo Hub

At the one-stop Romexpo centre in Bucharest, IOM Romania runs an office to support Ukrainians with advice and referrals on access to health services, Romanian language courses, employment, and accommodation.



IOM Sentinels

The network of Sentinels in the last 12 months consisted of over 50 Ukrainian–English/Romanian speakers, trained by IOM Staff. The Sentinels provide interpretation and cultural mediation, conveying relevant information to Ukrainians and TCNs, at locations all across Romania.

- **3 border crossing points:** Siret, Sculeni, and Isaccea.
- **1 transit point:** Suceava train station.
- **1 multiservice centre:** Romexpo in Bucharest.
- **9 counties:** Bucharest, Braşov, Tulcea, Iaşi, Suceava, Cluj-Napoca, Dolj, Maramureş, and Constanţa

Call Centre

In December 2022, a **call centre** was established by IOM in cooperation with the Government of Romania, WHO, UNICEF, and UNHCR, to provide a single point-of-contact for Ukrainians to call to access information.

All of the call handlers have been trained by IOM on protection. The call centre opened in **January 2023**.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

7,497 PHONE CALLS TO IOM HOTLINE

10 TOTAL SENTINELS DEPLOYED AT ROMEXPO

5,100 TOTAL BENEFICIARIES ASSISTED BY SENTINELS AT ROMEXPO

38,300+ TOTAL BENEFICIARIES ASSISTED BY SENTINELS TO DATE

55 TOTAL SENTINELS DEPLOYED ACROSS ROMANIA TO DATE



ACCOMMODATION AND SHELTER

In partnership with **Airbnb.org** and our funding partners IOM provided safe, secure, private, and accessible accommodations for up to 30 days, to **1,926 people**, both Ukrainians and TCN individuals and families who fled Ukraine — providing **17,281 nights** of safe accommodation.

Over the last year, IOM Romania has supported the **rehabilitation** of accommodation and shelter sites, including one kindergarten in Sighișoara (Mureș county) and one accommodation centre in Cut (Neamț county). The staff working in the kindergarten are from both Romania and Ukraine and they are assisting 40 children in the educational process. The accommodation centre in Cut may accommodate up to 16 persons, who are usually elderly and children.

IOM Romania also funded the construction of a **playground** at the Băicoi child protection centre (Prahova county), which accommodates 50 people.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

1,926 TOTAL PEOPLE ACCOMMODATED IN PARTNERSHIP WITH AIRBNB

17,281 SAFE NIGHTS OF AIRBNB ACCOMMODATION PROVIDED

574 PEOPLE ACCOMMODATED USING FUNDING FROM OTHER DONORS



HEALTH ASSISTANCE

With Romania currently hosting over 100,000 Ukrainians, the public hospitals, and social institutions are currently facing unprecedented pressure.

The IOM medical team places the medical needs of the Ukrainians and TCNs at the heart of the support provided. IOM Romania **facilitates access to healthcare providers**, through medical evaluations, medicine prescriptions, recommendations, and referrals to specialists. Since 24 February 2022, IOM Romania has provided over **18,800** health services to over **8,200** persons, with over **3,000** referrals to specialised care.

Medical assistance to public health providers

After assessing the needs of public hospitals and social institutions, IOM Romania supported public health units around Romania by supplying them with vital medical equipment.

From February 2022 to February 2023, IOM Romania provided **over 25,700 medical items** and pieces of equipment to 45 hospitals in 16 counties across Romania. The items included medical devices; syringes, gowns, gloves, and surgical equipment; drug test kits; and more. The assistance was aimed to **develop the capabilities of the public health system** to cope with the increased demand for services.



SINCE 24 FEBRUARY, AS OF 24 NOVEMBER

8,222 PERSONS BENEFITING FROM HEALTH ASSISTANCE

18,833 TOTAL MEDICAL SERVICES PROVIDED

3,000+ PERSONS WHO RECEIVED MEDICINES

25,700+ MEDICAL EQUIPMENT AND ITEMS DONATED TO SUPPORT PUBLIC HEALTH PROVIDERS

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

IOM Romania and its Implementing Partners jointly offer **mental health and psychosocial support (MHPSS)** and wellbeing for affected persons.

From June 2022 onwards, the team has provided individual and group counselling, as well as a variety of socio-relational activities to support Ukrainians.

Psychological counselling for both adults and children was provided through IOM Romania's Implementing Partners in **Ukrainian, Russian, Romanian, and English languages**.

IOM Romania has also partnered with the British Council and UNICEF to support the *'Teaching and Learning in Difficult Times'* initiative, where to date, three editions of the course have been held, in which **over 225 teachers** from Ukraine, Romania, and Bulgaria, learned how to support their students who may be affected by traumatic experiences.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

268 GROUP PSYCHOLOGICAL AND SOCIO-RELATIONAL SESSIONS ORGANISED

161 UKRAINIANS RECEIVED INDIVIDUAL PSYCHOLOGICAL COUNSELLING

1,402 UKRAINIANS INVOLVED IN SOCIO-RELATIONAL ACTIVITIES



PROTECTION

IOM Romania is promoting its 360-degree assistance available to individuals fleeing Ukraine. This aims to **reduce vulnerabilities by taking a holistic approach** that includes information and counselling, protection, legal counselling, accommodation, health and MHPSS activities, socio-cultural activities, and transport.

All the beneficiaries accommodated under the Airbnb agreement, as well as the Ukrainians registered by the **Migrant Information Centers (MICs)** received information on protection and trafficking.

Since 5 April 2022, IOM deployed **mobile teams** to visit TCNs and Ukrainians all around the country, providing advice and information on protection, legal aspects, health, and more.



SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

60,000+ COUNTER-TRAFFICKING MATERIALS PRODUCED AND DISTRIBUTED AT KEY LOCATIONS ACROSS ROMANIA

200,000+ TEMPORARY PROTECTION AWARENESS MATERIALS PRINTED AND DISTRIBUTED AT BORDER CROSSING POINTS

300,000+ PEOPLE REACHED THROUGH SOCIAL MEDIA CONTENT ON PROTECTION

7,750+ PERSONS ASSISTED IN MIGRANT INTEGRATION CENTERS

3,000+ PERSONS REACHED BY THE IOM MOBILE TEAMS DURING VISITS

NON-FOOD ITEMS, WATER, SANITATION AND HYGIENE

IOM Romania has procured and distributed shelter materials, non-food items (NFIs), water and hygiene kits to Ukrainians and TCNs in collective centres and shelters across Romania that are coordinated by the Romanian Department of Emergency Situations (DSU), local authorities, and other civil society organisations.

These items are essential for ensuring the dignity and sanitary conditions for those displaced, and help in maintaining infection prevention and personal hygiene.



SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

47,739 NFIs DISTRIBUTED IN RECEPTION AND TRANSIT CENTRES ACROSS ROMANIA

260,132 HYGIENE AND SANITATION PRODUCTS DISTRIBUTED IN RECEPTION AND TRANSIT CENTRES

7,462 PERSONS ACCOMMODATED IN THE CENTERS RECEIVING THE NFIs AND HYGIENE PRODUCTS

63,052 BOTTLES OF WATER DISTRIBUTED

60+ COLLECTIVE CENTRES AND SHELTERS ASSISTED ACROSS ROMANIA

MULTIPURPOSE CASH ASSISTANCE

In coordination with other actors, IOM Romania operates the distribution of **multipurpose cash assistance and social vouchers** in cooperation with local authorities and IOM Implementing Partners.

The purpose of the cash assistance is to **help with basic living needs**, such as rent, food, and clothing, to help in the first steps of integration.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

2,496 PERSONS RECEIVED MULTIPURPOSE CASH ASSISTANCE / SOCIAL VOUCHERS



LIVELIHOODS

IOM Romania continues to support the conflict-affected populations fleeing to Romania by providing direct assistance through a network of seven **Migrant Information Centres (MICs)** which provide information, counselling, and tailored assistance to conflict affected populations, in close cooperation with the local authorities and partners. The assistance is also provided to other TCNs and refugees residing in Romania.

Assistance provided includes: language courses, protection information to reduce vulnerabilities to labour exploitation, socio-cultural activities, orientation sessions and other non-formal educational activities, support for access to the labour market, as well as support for registration in the educational and health systems.

Together with the Ministry of Education, IOM Romania has held training sessions for teachers from public schools to teach Romanian as a foreign language to migrant adults and children.

In partnership with **Jobs4Ukraine**, IOM Romania organised a job fair in November 2022, and in February 2023 launched a MHPSS campaign, in cooperation with employers in Romania to assist those employing Ukrainians.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

7,953

UKRAINIANS REGISTERED AT
MIGRANT INTEGRATION CENTERS

947

ADULTS AND CHILDREN ATTENDING THE
IOM ORGANISED LANGUAGE COURSES

200+

ATTENDED THE IOM AND JOBS4UKRAINE
JOB FAIR IN BUCHAREST



HUMANITARIAN TRANSPORT

Fast-track humanitarian transfer

IOM Romania is providing ground transportation for people fleeing Ukraine, from the Ukrainian–Moldovan border to locations across Romania. The fast-track transfer lines have been jointly developed by IOM and UNHCR, together with the Governments of Romania and the Republic of Moldova, and helped to transfer **over 20,000 unique individuals** to date.

Currently three main routes are operated:

- Palanca – Huși – Iași / Bucharest
- Isaccea – Bucharest
- Otaci – Huși – Bucharest

Transit assistance

During the Ukraine response, IOM Romania has provided movement assistance to Ukrainians and third country nationals (TCNs) transiting Romania, onward to their final destinations in locations outside of Romania. Internal transfers between cities were also provided to **286 persons**, including medical cases.



SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

20,916

PEOPLE ASSISTED THROUGH THE IOM
FAST-TRACK TRANSFER BUS LINES

286

PEOPLE ASSISTED IN INTERNAL TRANSIT

DATA COLLECTION

IOM Romania conducts interviews among Ukrainians and TCNs to gather insights into mobility flows, local needs, and social inclusion through the **DTM** network of 18 numerators across 8 locations in Romania. To date, they have conducted **over 22,000** individual surveys.

Over the year, reports of basic survival needs, such as shelter and clothing have decreased over time, primarily due to the increased availability of humanitarian assistance. At the same time, needs related to **social inclusion** – such as access to school, childcare, and healthcare – have continued to grow as Ukrainians begin to settle and **seek integration** in Romania.

SINCE 24 FEBRUARY 2022, 12 MONTH TOTAL

22,000+ TOTAL NUMBER OF SURVEYS CONDUCTED

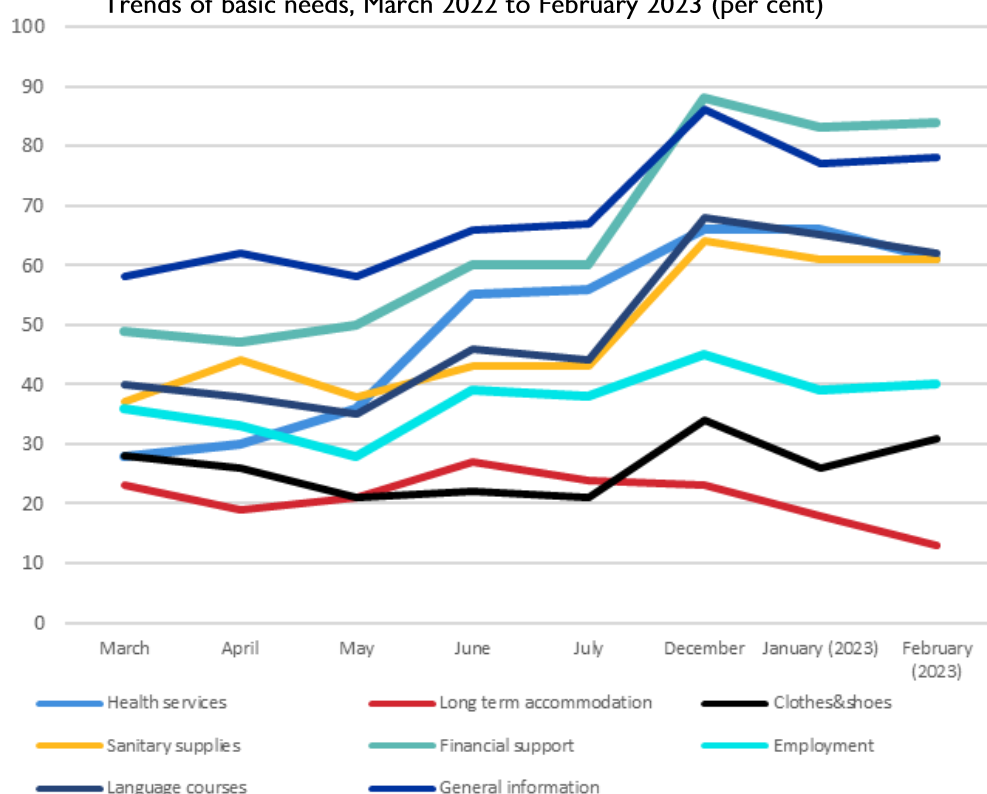
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NUMBER OF DTM NUMERATORS WORKING ACROSS 8 LOCATIONS IN ROMANIA

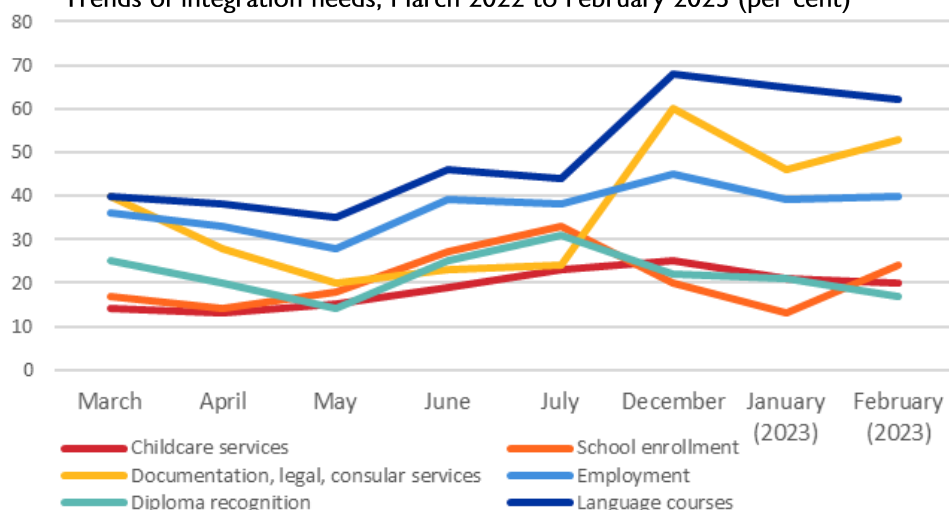
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IOM ROMANIA DTM REPORTS PUBLISHED
<https://dtm.iom.int/reports>

Trends of basic needs, March 2022 to February 2023 (per cent)



Trends of integration needs, March 2022 to February 2023 (per cent)



DTM Report on Displacement and Cross-Border Movements of Third Country Nationals from Ukraine

<https://dtm.iom.int/reports/ukraine-response-displacement-and-cross-border-movements-tcns-ukraine-neighbouring>

UKRAINE RESPONSE STORIES



No One Left Uncared For: Working Together to Provide Critical Health Support in Romania [READ](#)



Let Us Heal: Ukrainians Long to Begin the Gruelling Recovery Process [READ](#)



New Beginnings: Safety and Solace in Romania for Third-Country Nationals Fleeing Ukraine [READ](#)



The Plight of My People: Three Ukrainian IOM Staff Find a Sense of Belonging through Their Work [READ](#)



Romania Calling: Connecting People Fleeing Ukraine to Free Short-Term Housing [READ](#)



A Glimmer of Hope: People Fleeing Ukraine Find Life-Saving Health Support in Romania [READ](#)

Read all the stories at: <https://storyteller.iom.int>

UKRAINE RESPONSE VIDEOS

Supporting the Romanian public health services with vital medical equipment
<https://www.youtube.com/watch?v=2LnEAlbqba>



Humanitarian transport to Romania
<https://www.youtube.com/watch?v=mYFtSicKKpw>



Emergency response for refugees from Ukraine
<https://www.youtube.com/watch?v=qb-TSjnQxJ4&t>



Enhancing sustainable integration: Jobs fair in Bucharest
<https://www.youtube.com/watch?v=Dcvb8lcs7gk>



Teaching and Learning in Difficult Times
<https://www.youtube.com/watch?v=EPhlk3AsZn4>





 Austrian
Development
Cooperation

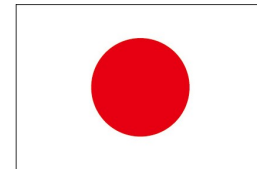


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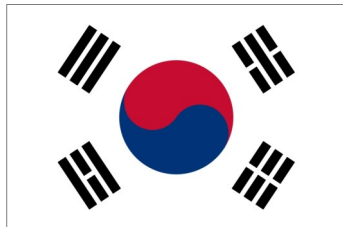


**MINISTÈRE
DE L'EUROPE
ET DES AFFAIRES
ÉTRANGÈRES**

*Liberté
Égalité
Fraternité*



**From
the People of Japan**



Norwegian Ministry
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