

Needs of Ukrainian Refugees Living in Georgia

2023



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This research has been conducted within the framework of the program “Supporting Civil Society and Empowering Refugee Voices in Georgia.” Its contents are the sole responsibility of Mtskheta-Mtianeti Regional Hub and do not necessarily reflect the views of the Estonian Centre for International Development (ESTDEV) and the Estonian Refugee Council.

Table of Content

Situation Analysis	4
Research Methodology	7
Research Objectives	7
Research Design	7
Ethical Principles and Characteristics of Fieldwork	8
Principal Findings	9
Main Components of the Report	11
Arrival in Georgia	11
Principal Needs	14
Economic Well-being/Employment	17
Education	20
Health Care/Psychosocial Accompaniment	22
Documentation/Legal Services	25
Additional Needs	27
Recommendations	29

1. Situation Analysis

On February 24, 2022, the invasion of Russian forces into Ukraine precipitated a humanitarian crisis. According to the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), nearly 18 million individuals, constituting 40% of Ukraine's population, find themselves in a state of exigency, requiring humanitarian aid. In accordance with information provided by the aforementioned organization, the period spanning from February 24, 2022, to the conclusion of October 2023 witnessed a total of 29 million border crossings originating from Ukraine. As of November 2023, global records indicate a cumulative count of 6,287,500 refugees, with the preponderance of this figure (16,092 individuals) having traversed the Polish border.¹

As of July 25, 2023, an estimated 27,000 Ukrainian refugees have crossed the border into Georgia². The official data available on the Ministry of Internal Affairs of Georgia's website does not accurately capture the precise count of border crossings by Ukrainian citizens in the post-war period. This discrepancy can be attributed to several factors:

1. The website provides data on quantitative metrics related to refugee or humanitarian status subsequent to border crossings. This includes information on individuals accommodated in temporary shelters or placement centers, along with statistics on the instances where refugee status was denied.

„The 2016 Law of Georgia “On International Protection” recognizes the following forms of international protection within the country: **Refugee Status** is bestowed upon an individual of foreign nationality or statelessness situated outside their country of origin. This designation is predicated on a substantiated apprehension that the individual may be subjected to persecution attributable to factors such as race, religion, nationality, membership in a specific social group, or political opinion. Crucially, the recipient must exhibit an incapacity or disinclination, stemming from fear, to return to their country of origin or seek refuge under its protective auspices. **Humanitarian status** is conferred upon an alien or stateless individual who fails to fulfill the legal prerequisites for refugee status. However, the basis for granting humanitarian status lies in the genuine and substantial risk that the individual would face severe harm upon their return to their country of origin. The Ministry confers **the status of temporary protection** upon individuals arriving en masse, requiring international protection, and facing an inability to return to their country of origin due to indiscriminate violence, aggression, international or internal armed conflict, or widespread violations of human rights.³

Nevertheless, the recorded count of Ukrainian citizens registered under any status in the statistical documents of the Ministry of Internal Affairs is disproportionately low, failing to align with the actual presence of Ukrainian citizens in Georgia. Furthermore, the documentation does not provide insights into instances of status denial. Moreover, there is a lack of information on the metrics associated with appeals made to the Ministry of Resettlement and Refugees by internally displaced persons from the occupied territories of Georgia, specifically concerning the pursuit of various statuses.

Based on the existing approach, it is possible to conclude that migration in Georgia does not imply the inevitable necessity of assigning/demanding any category, which contradicts the content defined by the law on the international protection of citizens.

¹ <https://shorturl.at/fiwTW>

² <https://shorturl.at/ehnN5>

³ <https://shorturl.at/foCJW>

2. The Ministry of Internal Affairs has documented the entry and exit statistics of Ukrainian citizens in Georgia over various periods. For instance, during the third quarter of 2023, 65,408 Ukrainian citizens entered the country, while 67,029 citizens departed. However, notably absent from available records is precise information concerning the current resident population of Ukrainian citizens within the country.⁴

International statistics show that, in contrast to other European countries, the number of Ukrainian refugees coming to Georgia isn't very high. However, since the war began, a lot of Ukrainian citizens have arrived, and this trend continues. Therefore, addressing the needs of these citizens in Georgia has been and still is crucial. Apart from public support, it's essential to offer specific programs that directly cater to the needs and priorities of the victims. These programs should aim to provide support in accessing social, health, legal, educational, rights protection, and other essential services.

Pursuant to the Government of Georgia's decision as of July 15, 2022, a socio-economic support initiative was initiated for Ukrainian citizens and individuals holding permanent residence rights in Ukraine. Under this program, Ukrainian citizens in Georgia are entitled to receive 300 GEL per month for housing support per month, along with an additional 45 GEL allocated for each family member.⁵

The municipal administration extended complimentary services to Ukrainian citizens within the capital. Upon furnishing evidence of citizenship, these individuals are entitled to avail themselves of cost-free access to public transportation, municipal sports centers (inclusive of swimming facilities), museums, theaters, media libraries, art schools, and student youth palaces.⁶

On February 24, 2023, the Government of Georgia granted a special exception to citizens of Ukraine by extending the duration of visa-free stays in the country to a period of two years. Prior to this adjustment, Ukraine was included in a list of over 90 countries, whose citizens were limited to a one-year visa-free stay in Georgia.⁷

It is noteworthy that at the outset of the conflict, government officials declared the country's non-participation in sanctions against Russia⁸, Nevertheless, Georgia actively adheres to significant sanctions imposed by both the European Union and the United States⁹. The Ministry of Foreign Affairs of Georgia reports the country's alignment with numerous statements and resolutions led by prominent international organizations.¹⁰

In 2022, a total of 183 Ukrainian individuals participated in the "State Language Teaching and Integration Program," aimed at facilitating the naturalization process for individuals with refugee status. This program specifically focused on teaching Georgian as the state language to refugees aged 16 and older. Notably, 45 participants successfully completed the course.

Non-governmental and international organizations have undertaken substantial efforts in providing support to Ukrainian citizens. The crucial aspect lies in consistently identifying their ongoing needs to strategically plan comprehensive action plans and events.

- In the first days of the war, a humanitarian assistance center for Ukrainians was opened near the building of Georgian Parliament;

⁴ <https://shorturl.at/uBFS1>

⁵ <https://rb.gy/tvbl86>

⁶ <https://tbilisi.gov.ge/news/12803>

⁷ <https://rb.gy/a29f6d>

⁸ <https://rb.gy/nkce4g>

⁹ <https://rb.gy/m619vz>

¹⁰ <https://rb.gy/x8xiol>

- Tbilisi City Hall initiated the opening of a dedicated account. Concurrently, a designated area within the municipality was allocated for the collection of goods, subsequently dispatched to Ukraine. Private companies and several universities actively participated in this collective effort.
- A few weeks into the war, it became apparent that ensuring education for Ukrainian children was a challenge. Special programs were established in major Georgian cities such as Tbilisi and Batumi. In Tbilisi, a Ukrainian-language sector was introduced at the 41st public school, and a similar sector was set up at the 20th public school in Batumi. Moreover, for the 2022-2023 academic year, Ukrainian-language sectors were expanded to include the 41st and 220th public schools in Tbilisi. These initiatives provided students with the opportunity to receive education in their native language, alongside participation in non-formal education activities, including sports, music, and technology.
- The government granted Ukrainians arriving in the country due to the war the chance to pursue higher education in state universities without the requirement of taking the national exam. Additionally, Kutaisi International University provided Ukrainian students with an exemption from tuition fees.
- The United Nations High Commissioner for Refugees (UNHCR) provided Ukrainian citizens in Georgia with complimentary consultations concerning refugee status matters through partner organizations, including the Office of the Public Defender and non-governmental organizations such as Rights Georgia and World Vision Georgia. Additional legal assistance for Ukrainians was extended by various non-governmental organizations, including the Human Rights Center, Women’s Rights Working Group — Safari, Care Caucasus, and its partner organization, the Human Rights Development Fund.
- Furthermore, several international organizations collaborate closely with the Agency for IDPs, Eco-Migrants and Livelihood Provision. This agency is tasked with coordinating efforts for Ukrainian refugees. Together, they disseminate information to Ukrainians regarding gender-based violence, protection mechanisms, and available services.¹¹ Both UNHCR and World Vision are actively contributing funds to support agency-assisted families, providing an additional 225 GEL per person on a monthly basis.

This Research serves as an updated document delineating the challenges associated with accessing services and furnishing information on available support services and providers for Ukrainian refugees in Georgia. The focus encompasses areas such as housing/accommodation, food, health, psycho-social support, legal services, educational services, and information dissemination.

¹¹ https://care-caucasus.org.ge/index.php?m=16&news_id=281

2. Research Methodology

2.1 Research Objectives

The research aimed to collect data on the displacement of Ukrainian citizens in Georgia, encompassing their current needs, security status, future aspirations, and plans. It sought to understand the direct perspectives of Ukrainian citizens regarding various forms of assistance and their perceived effectiveness. The overarching goal was to formulate future recommendations for humanitarian actors, address gaps in existing service delivery principles, and potentially introduce innovative approaches based on the findings.

2.2 Research Design

The research employed a combination of quantitative and qualitative research methods, incorporating focus groups and in-depth interviews.

Quantitative Research - As an element of the quantitative research, 50 interviews were carried out with Ukrainian refugees. The selection of respondents for these interviews adhered to the “snowball sampling” principle. The respondents comprised individuals aged 18 and above. Quantitative research questionnaires were collaboratively developed with the client. Following the fieldwork phase, the collected data was inputted and analyzed using the SPSS. The data, presented in graphical / tabular formats, as well as verbal interpretations, are included in the analysis. The quantitative research data does not claim representativeness due to the small sample size; however, it addresses relevant issues for the target audience. The tendencies observed in both quantitative and qualitative research are generally consistent.

Qualitative Research - two focus groups were convened with refugees from Ukraine in Georgia. Furthermore, a series of 10 in-depth interviews were conducted, comprising four interviews with representatives of organizations engaged in matters concerning the needs of Ukrainian refugees and six interviews with Ukrainian citizens themselves.

Given the unique nature of the issue, the “snowball sampling” method was employed for respondent recruitment. It ensures a high degree of reliability to the researcher and the sincerity of the respondents, and the method of selecting respondents from the beneficiary lists of non-governmental organizations.

The average duration of a focus group session was determined to be 1.5 hours, while the average duration for in-depth interviews ranged between 60 and 80 minutes. The qualitative research was conducted remotely through a distance-based approach, utilizing online research methodologies.

The research instrument employed was a guideline comprising a list of issues or topics, serving as a general framework. During the qualitative research engagement, the questionnaire underwent modifications to accommodate the specific nuances of the interview context.

2.3 Ethical Principles and Characteristics of Fieldwork

Explaining the technical and content aspects of the results from the fieldwork is crucial to make the issues in the report easier to understand. When conducting interviews with Ukrainian citizens who are refugees due to the ongoing war, it was important to follow ethical principles, especially the rule of informed consent. This is particularly important when working with vulnerable groups, considering the trauma they've experienced, which was still relevant during the research. It's worth noting that, apart from their personal experiences, some of the individuals interviewed have family members still in Ukraine or involved in the conflict.

- Before participants joined the Research, obtaining informed consent involved sharing information about the objectives and nature of the needs assessment, as well as the potential outcomes of the Research. Participants were made aware of their right to decline participation, emphasizing that taking part was entirely voluntary.
- Gender-equitable representation was maintained, facilitating the reflection of both individual concerns and perspectives of women and men in the research. This approach encompassed the exploration of their unique challenges and attitudes, as well as shared issues and perspectives.
- To elicit the most candid responses during the focus group and to ensure an accurate representation of the target audience's opinions, a stance of political neutrality was upheld among the participants.
- In certain instances, the information shared by respondents during the research did not specifically detail their personal situations or needs. Given the inherently limited scope of qualitative research, the focus on collective or individual desires and needs generally served as a means of supporting refugees and contributing additional insights to the discussion.
- Each opinion presented in the report is generalized to represent Ukrainian refugees collectively. The individual opinions are not examined in relation to a particular region, city, or participant in the Research. This approach is driven by the overarching nature of the prevailing issues and the specific characteristics inherent in qualitative research. The analysis is regarded as an integral component of the overall assessment.

3. Principal Findings

- The decision to settle in Georgia during forced displacement was often influenced by factors such as affordable living conditions, the anticipation of low prices, familiarity with public sentiments, the level of language barrier, and a general adherence to the “familiar country” principle. There were also instances where coming to Georgia was the only available option for certain individuals.
- Before reaching Georgia or during the journey, despite encountering challenges, many respondents characterized their choice as positive. This positive sentiment is primarily attributed to a strong sense of security in the country. There is a consistent appreciation for the hospitality of Georgians, which respondents deem more significant than the fulfillment of material needs. They express a restrained attitude when discussing any dissatisfaction they may have encountered during their stay in Georgia.
- The most urgent need identified is the affordability of housing. Ensuring funds for housing is seen as a crucial step in dispelling the perception of Georgia as an “inexpensive country.” However, when addressing the needs of research participants, emphasis should be placed on health services and medications, employment and income, children’s access to education and essential items, the recovery of documentation, and the lack of information about available services.
- Access to services emerges as a concern where the research indicates a similar level of awareness. However, distinct differences are evident in terms of directly receiving services: Some respondents actively seek information about available services through various channels (Internet, friends, non-governmental organizations, etc.). Others possess some information but have not utilized the services. Additionally, some research participants have experience using services but lack details about the duration, nature, and initiators of these services because they are not decision-makers in the family; this responsibility lies with another person.
- Among Ukrainian refugees, families with children, the elderly, and those with chronically ill or family members with disabilities place particular emphasis on the need for information about specific services. Notably, the challenge of raising awareness about programs or even one-time services is substantial. This complexity makes it difficult to accurately assess the quality of services objectively.
- Employment indicators for Ukrainian citizens in Georgia are notably low. Challenges related to employment include a scarcity of low-skilled job opportunities, inadequate remuneration, and limited options for remote work, particularly for parents with children.
- The majority of children are continuing their school education online through Ukrainian schools. A substantial challenge for respondents is the limited number of schools offering a Ukrainian sector and textbooks in the Ukrainian language. The absence of sports and cultural activities is also a noteworthy concern.
- The predominant psychological challenges reported by most research participants stem from the pervasive sense of uncertainty linked to the anticipation of the war’s conclusion and the prospect of returning home. Furthermore, for those respondents grappling with difficulties in meeting basic needs, there is a notable emphasis

on addressing this issue by facilitating access to informational resources, thereby enabling positive changes or improvements in daily life, even through engagement in one-time activities.

- Language poses a significant challenge for children studying in both Russian and Georgian sectors. Parents underscore the importance of supporting the Georgian language. While some organizations, such as ASB in Kutaisi, provide language lessons, parents express concerns that these offerings only provide basic knowledge and are not specifically tailored to the needs of schoolchildren.
- Some families express their intention to remain in Georgia and not return to their home country after the cessation of hostilities due to the destruction or damage to their houses there. Consequently, it becomes crucial to formulate a comprehensive plan for the integration process of Ukrainian refugees living in Georgia, addressing all their needs comprehensively.



4. Main Components of the Report

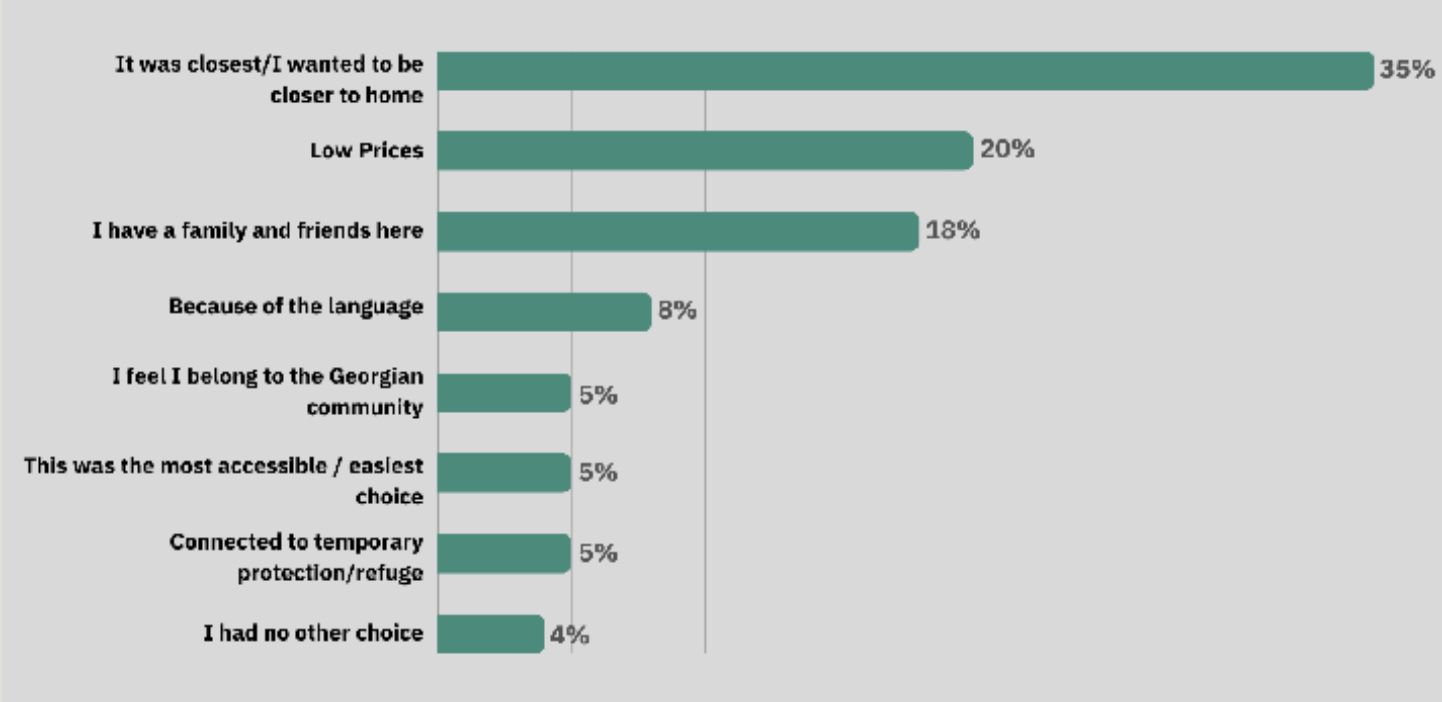
4.1 Arrival in Georgia

The majority of Ukrainian citizens participating in the research come from the eastern part of Ukraine, specifically from the occupied territories, front lines, and active combat zones.

The majority of individuals participating in the research entered Georgia through the Dariali (Larsi) border point (82%). A smaller proportion of respondents entered the country through Kutaisi (10%) and Tbilisi international airports (5%), while a minimal percentage (3%) crossed the borders of Armenia and Turkey.

The arrival of Ukrainian refugees in Georgia was primarily driven by the proximity to home (35%), the expectation of low prices in the country (20%), and the presence of family members or friends in Georgia (18%). For some respondents, the absence of significant language barriers and a sense of affinity with Georgian society, as opposed to other European countries, were also important considerations. It's noteworthy that, for a portion of the respondents, coming to Georgia was the only available and relatively straightforward option.

WHAT INFLUENCED YOU TO ARRIVE IN GEORGIA?



The participants in the focus groups emphasized that the primary factor influencing the arrival of Ukrainians in Georgia was pre-existing perceptions about the country and a sense of cultural and traditional affinity. For the respondents, having friends and relatives in Georgia formed the basis for developing a closer connection with or getting to know the country in the past. However, it's noteworthy that the presence of relatives in Georgia was not considered the main reason by the focus group participants, as they were well aware of the challenges and difficulties inherent in adapting to a new environment, which they did not want to burden their relatives with. Living conditions, low prices, and the availability of housing were also identified as key determining factors. Similar to the findings from quantitative research, some respondents highlighted a lesser language barrier compared to Europe, coupled with a sense of cultural similarity, positive relations, and support from the Georgian community.

It's important to highlight that residents of certain Ukrainian municipalities received information from their local government representatives about the accessibility and ease of relocating to Georgia. This, among other factors, influenced the decisions of individuals who were leaving their homes for the first time, often due to factors like age, health, or economic status.

“ *I'm aware that government officials advised people to go to Georgia. They had information suggesting that we would find a safe environment here. A neighbor recommended it to us; he had connections in the local government. He and others from our area came to Georgia. I'm from Kherson, but I've heard that refugees from Donetsk also received offers from the government to relocate to Georgia. (Female, 48, Kherson)*

“ *I'm not sure if it was officially announced, but my Ukrainian friends here in Georgia informed me that members of the local government expressed a lot of confidence in the country. They advised those who were relocating for the first time that living here would be more affordable due to lower prices. However, in reality, the prices are not as low, especially when it comes to renting an apartment. (Male, 52, Odessa)*

“ *Security wasn't the primary reason because the whole world sympathizes with our people. I came to Georgia because of my friends. I had already been here and knew about the hospitality of Georgians. The environment was familiar. In those days, I didn't think about education, healthcare, or anything else except not having to witness burning houses. However, my wife suggested that our child could go to school here since studying in Russian was still an option. (Female, 32, Kharkiv)*

The introduction of any research pertaining to Ukrainian refugees considers the prevailing circumstances in their home country. Given the ongoing war, the attitudes expressed by respondents on various issues are significantly influenced by stressors arising from the instability surrounding both the past and the future. Throughout the research period, despite respondents exhibiting an optimistic mood, discussions on pragmatic decisions often intertwined with the sharing of emotional impressions. One notable difficulty, linked to the stress experienced by research participants, was associated with their entry into Georgia.

Undoubtedly, the respondents' experiences differ based on the methods of border crossing, and some had fortuitous experiences, crossing without any issues. However, citizens who could only leave the country through Russia

or entered via another nation particularly highlighted the challenges of movement. Key issues mentioned include: -Extended waiting times at the Lars border; - Intensive vehicle inspections for those with Ukrainian licenses within Russian territory, with respondents consistently using the term “search”; - Private interrogations of men among Ukrainian citizens; - Prolonged travel durations for respondents entering from other countries, ranging from 5 days to 2 weeks between cities.

The majority of participants in the qualitative research highlighted difficulties in entering Georgia, with the exception of those respondents who crossed the border via flights and airports.

“ *We were on the road for 26 hours. We brought 2 children. Of course, we also had to travel at night. My husband stayed in Kherson, but my 38-year-old brother followed me, who had to go back. We are Russians by nationality, but they organized such an interrogation at the Lars checkpoint, I thought they would not let him go to Georgia. I was under terrible stress. I tried not to worry the children, but it didn't work. (Female, 27, Kherson)*

“ *We were not allowed to take the car to the Lars checkpoint. First they told us that there is a new rule, that the law has been changed, then another person came and said that they should conduct a search. Do you think they just started searching?! We waited 2 hours for someone to come and search the car. It was as if they were playing on nerves. This was happening before spring, and those who moved after spring faced minor problems. (Female, 41, Kharkiv)*

“ *I cannot name all the cities that I passed before we arrived in Georgia. We had almost no problems at the border, but moving from city to city was terrible, and it was terribly cold. Another good thing is that they sent us out of Poland by plane, as far as I know, for free. What stressed me was the uncertainty, I didn't know if Georgia was the last point or if I would have to move somewhere else. However, I was received very well here and it's good that I came here. (Female, 34, Kherson)*

In response to the question “How long do you think you are going to stay in Georgia?” none of the respondents indicated a period of less than 4 months. Notably, 85% of the respondents mentioned a period of more than 6 months. Therefore, it is reasonable to discuss the protection of Ukrainian citizens in Georgia, recognizing that there are also other pressing challenges.

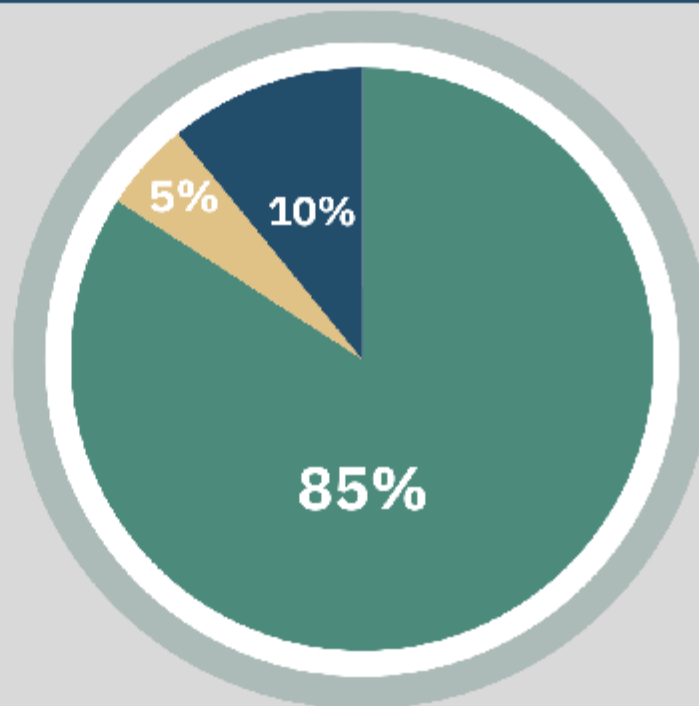
The intentions to relocate to another country were subject to inquiry among research participants. Quantitatively, 15% of the respondents expressed uncertainty regarding whether they would move to another country or not. However, for some, traveling to a third country is not part of their immediate future plans. In qualitative research, there were opinions about the potential move to Spain, Germany, Romania, particularly if their relatives reside there and better living conditions are assured. In other cases, leaving the country is not viewed as a promising option for them.

HOW LONG ARE YOU PLANNING TO STAY IN GEORGIA?

■ **More than 6 Months**

■ **More than 4 Months**

■ **I don't know**



4.2. Principal Needs

The research has demonstrated that the everyday problems and needs of Ukrainian citizens are actively discussed. Despite the presence of international and non-governmental organizations, state programs, and public support, material challenges persist for Ukrainian citizens. Issues related to accommodation and housing allocation are particularly acute, primarily due to high rental costs.

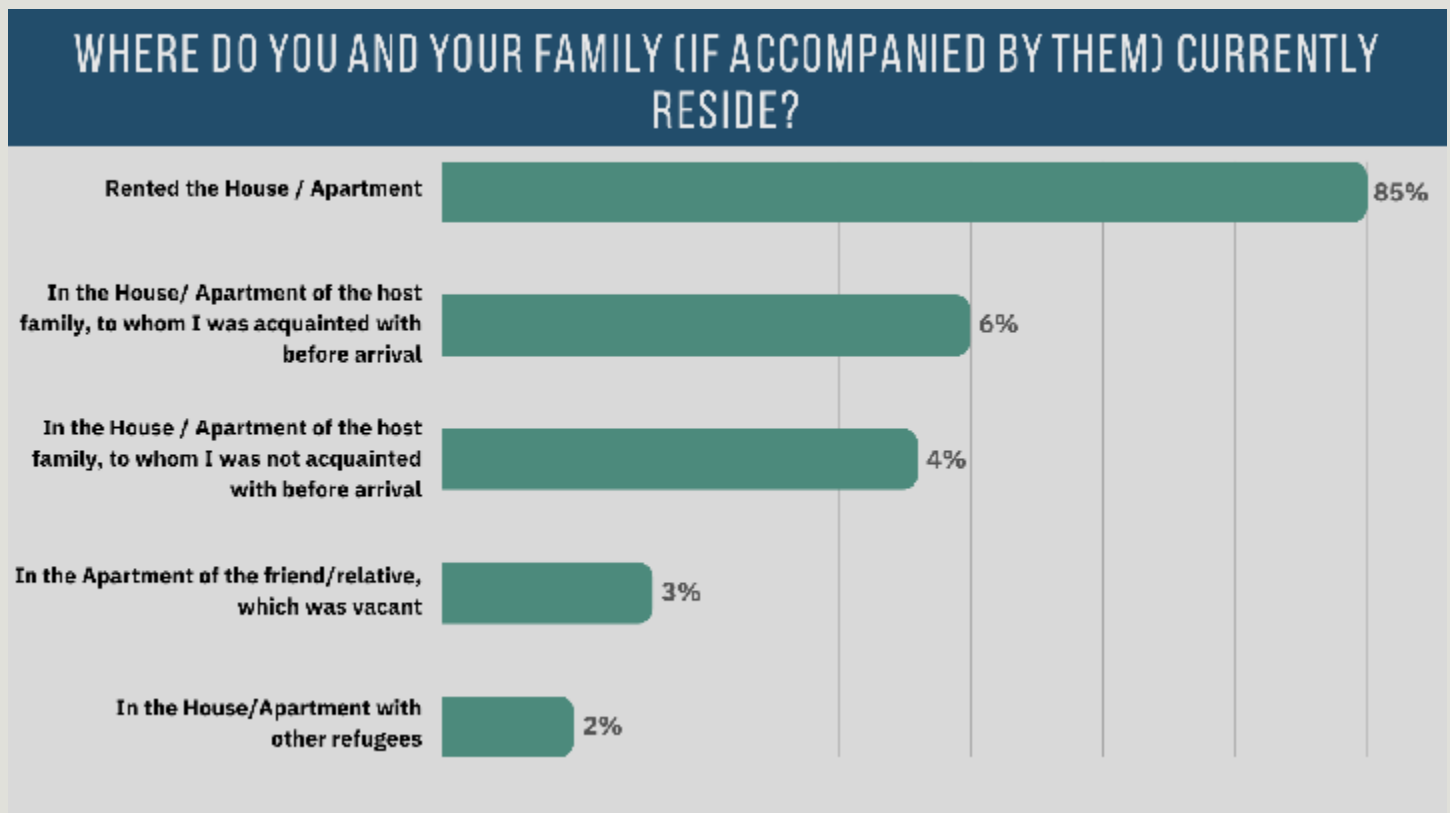
The research revealed that following the onset of the war, in addition to the shelters provided by the state, there has been a practice of offering overnight accommodation and various forms of assistance to Ukrainian refugees in Georgia. Non-governmental organizations, including Caritas and the “Nino Katamadze Foundation” initiative on refugee placement in shelters, as well as the Open Society Foundation’s “Shelter Ukrainian Guest” campaign, were mentioned by respondents. Social media groups on platforms such as Facebook (pages like [ukraina.ge](#), [dopomoga Ukraini](#), [Georgians for Ukraine](#)) also played a role in facilitating assistance.

Moreover, following the conclusion of the state program that funded the accommodation of Ukrainian citizens in hotels starting from August 1, 2022, individuals from society, and even political parties, extended offers for lodging. However, it is acknowledged that, on one hand, settlement initiatives cannot accommodate the influx of Ukrainian citizens entering Georgia, and on the other hand, the specific offers do not entail the provision of long-term housing (as per the perspective of the respondents).

“

We are very grateful for the warm welcome from Georgians. People have done their best to help with our problems. Even citizens offered us places to stay. Political parties are also participating in this process. However, we don't know how long we will stay in the country, and no temporary shelter or humanitarian offer can last indefinitely. This also creates inconvenience for us. Of course, I am not referring to state programs, as in such cases, the country takes on the responsibility, and you understand that you are not imposing on an individual who has to prioritize their own needs first. (Male, 38, Kherson)

The majority of research participants reside in rented houses (85%), where they independently cover the rent. Additionally, 10% of respondents live in the apartment of a host family, including 4% in the apartment of an unknown host who granted permission for humanitarian reasons. A small portion temporarily resides in the free apartment of relatives or friends.



Responses from participants in the qualitative research indicate that providing housing in Georgia is accompanied by several challenges, even in cases where respondents are renting an apartment.

Primarily, the process of accommodating an asylum seeker in the Asylum Seekers Reception Center of the Asylum Affairs Division, located in Martkopi, involves applying to the Ministry for international protection in accordance with the Law of Georgia “On International Protection.” The duration of a person’s stay in the reception center is contingent upon the timeline of the asylum procedure associated with the assessment of their case.¹² Despite the generally limited terms of shelter usage ranging from 2 to 3 months, which doesn’t imply long-term housing, respondents note that there is a scarcity of available spaces in individual shelters, making securing accommodation challenging in any case.

¹² <https://matsne.gov.ge/ka/document/view/3556703?publication=0>

Attempting to rent an apartment is accompanied by various difficulties, including:

1. The influx of both Ukrainian and Russian citizens into Georgia due to the ongoing war has increased the demand for apartments in the real estate market, leading to a surge in prices, especially in major cities. The state aid of 300 GEL is insufficient to cover rental costs.
2. Respondents report facing refusals from apartment owners due to the perceived vulnerability of Ukrainian refugees. It is important to note that respondents understand the concerns of the local population regarding guarantees for vacating the apartment if needed.

Two respondents participating in the qualitative research have experience living in a shelter in Martkopi. They characterize the conditions in the shelter positively, despite some restrictions imposed by law. One respondent mentioned, *“You have to follow the rules, there are also many people there, but this also has its own charm, so that you don’t worry on the period of leaving the shelter.”* (Female, 30, Kherson)

“Dopomoga Ukraini - Team for Ukraine” is actively involved in disseminating information about real estate. The organization’s website consolidates comprehensive information regarding the rental of real estate or shelters. Additionally, it provides details about volunteer organizations in Georgia that assist Ukrainian citizens in settling.

Moreover, the online platform relocation.ge connects Ukrainians facing challenges with individuals willing to help, which may include offering housing assistance.

“Dopomoga Ukraini - Team for Ukraine” and individuals involved in the business of buying, selling, or renting can share practical and helpful information on opportunities through the official Facebook group of the Dopomoga platform. This platform serves as a space where those willing to assist Ukrainian citizens in finding apartments or addressing housing-related issues can post information. Additionally, Ukrainian citizens seeking housing can utilize the platform to ask questions or submit their applications.

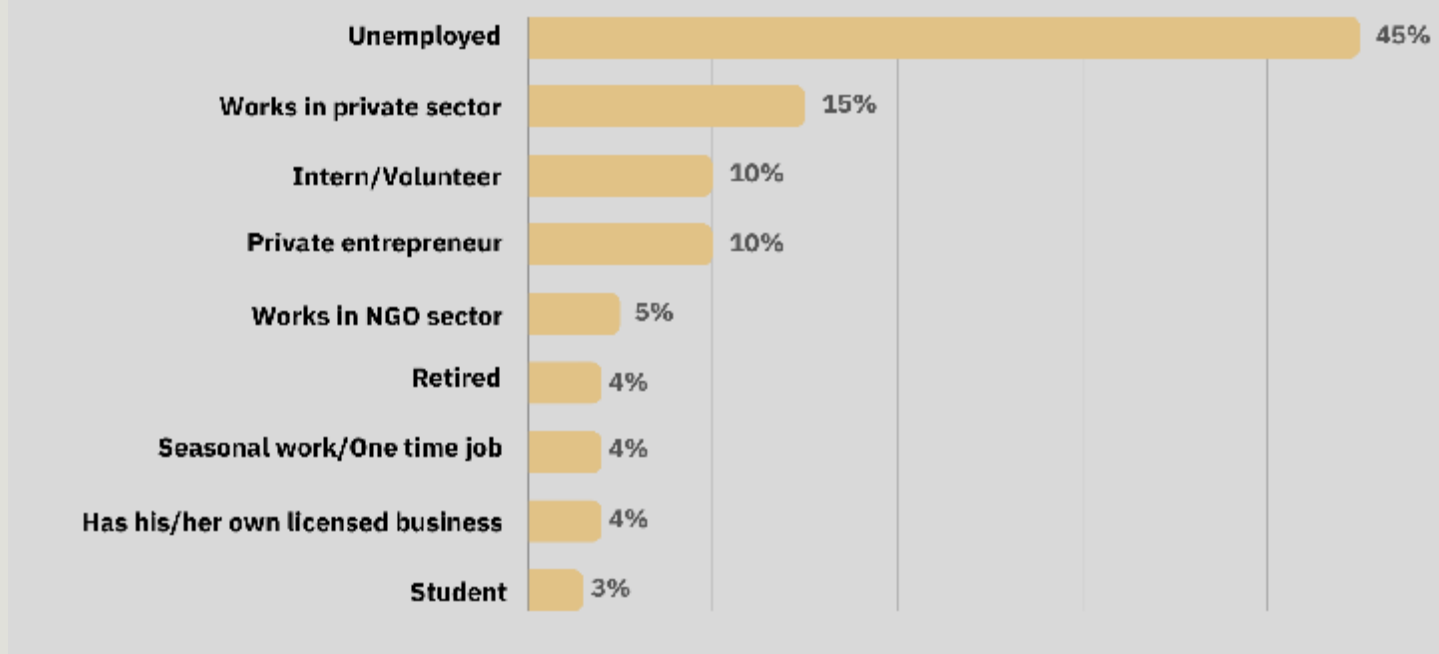
4.3 Economic Well-being/Employment

The economic situation of Ukrainian citizens, particularly concerning income and employment, poses a significant challenge. Notably, approximately a quarter of the Research participants who rent apartments mentioned that 70-80% of their income is allocated to cover rental expenses.

The research reveals that the majority of Ukrainian refugees (88%) have prior employment experience in Ukraine. However, a significant portion of them encounter challenges in securing employment in Georgia. The employment experience in Ukraine is diverse and includes roles in the public sector (56%), farming (15%), private sector (18%), among other sectors.

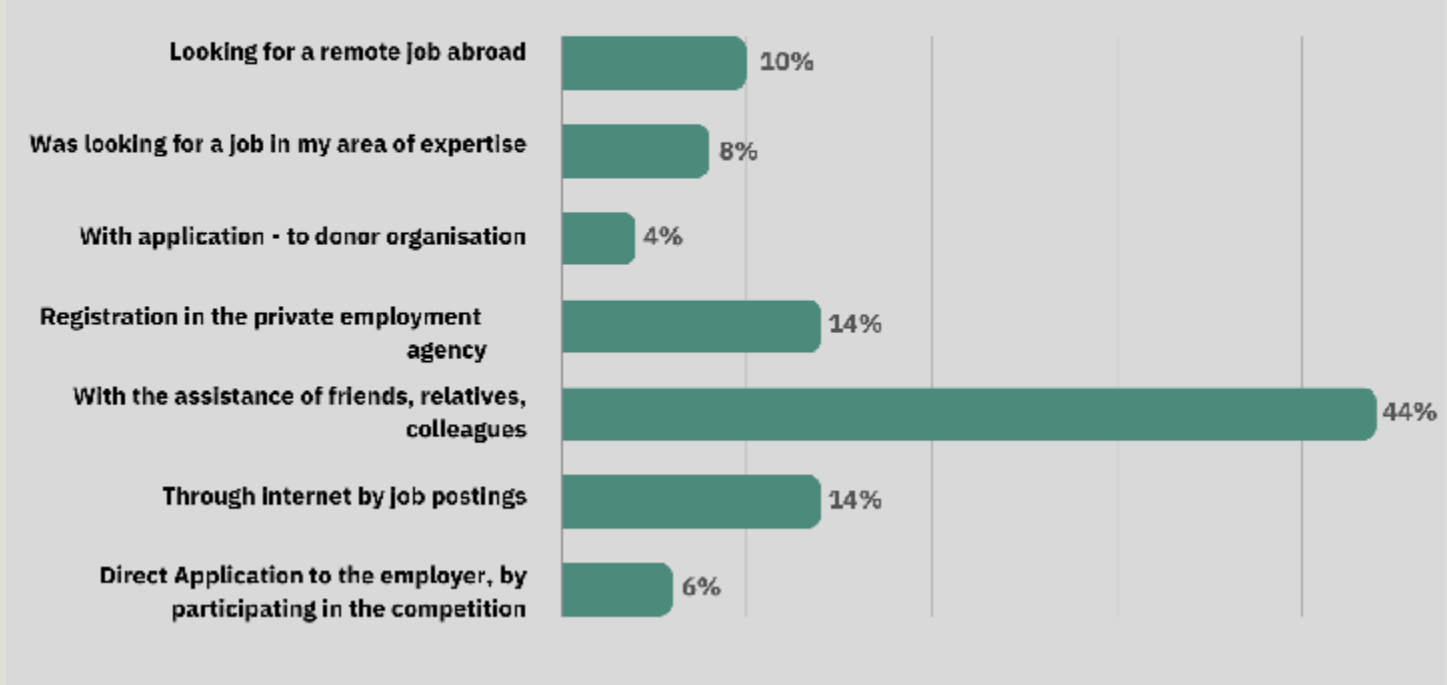
Following their arrival in Georgia, 52% of research participants are currently unemployed. This group includes 7% who are either pensioners or students. Furthermore, 15% of respondents are employed by private businesses, and 10% are self-employed. Notably, 10% of respondents are actively involved in volunteer activities. Additionally, 5% are employed in the non-governmental sector, 4% own their businesses, and another 4% engage in periodic, one-time, or seasonal activities. It's essential to highlight that around a third of the respondents (31%) report that at least one of their family members is employed.

PLEASE, DESCRIBE YOUR WORK EXPERIENCE AFTER STAYING IN GEORGIA



The majority of job-seeking respondents in Georgia (58%) are actively seeking employment with the support of friends and relatives, with 44% relying on this network. The survey indicates that interest in private employment agencies and vacancies advertised on the Internet is also significant among respondents (14% for each method). Additionally, 10% of research participants are actively looking for remote work, primarily abroad. To secure employment, respondents personally apply to employers in their field (8%), participate in interviews (6%), and seek assistance from donor organizations (4%).

WHAT STEPS HAVE YOU TAKEN IN THE SEARCH OF A JOB?



42% of respondents are not actively seeking employment in Georgia, and various reasons explain this choice. The most frequently mentioned reasons include:

Time management poses a challenge for some respondents, particularly parents with children or those responsible for elderly, ill, or family member(s) with disability. They find it difficult to align work schedules, especially when there are no free of charge care services in Georgia for such individuals, where they can be well taken care of for a certain period of time.

Language barrier is a significant obstacle for respondents, even though they possess high levels of professional knowledge, as evidenced by their educational backgrounds. Ukrainian citizens typically lack proficiency in Georgian and English, with more interest in learning English than Georgian. Respondents argue that acquiring proficiency in both languages demands substantial resources, and knowledge of only the Georgian language may not suffice for securing qualified employment opportunities (this factor is a big surprise for Ukrainian citizens). Younger participants, especially, perceive the language barrier as a major hindrance to accessing well-paid positions in the Georgian job market.

Respondents emphasized a high demand for Georgian language courses in the regions, underscoring the importance of establishing such courses in Kutaisi and Batumi. However, they express a preference for in-person teaching over online courses, as they harbor a skeptical attitude towards the efficacy of online education.

Compliance with the requirements of the labor market - Respondents exhibit a range of perspectives concerning the requisites of the labor market. While certain individuals recognize the necessity of acquiring supplementary knowledge or skills, especially in specialized domains where modern technologies predominate, others maintain optimism regarding the possibility of securing employment without committing additional intellectual resources. This diversity of opinions underscores the intricate nature of adapting to the specific demands inherent in the Georgian job market.

The issue of **low remuneration** is intricately linked to perceived challenges in qualifications and employment accessibility, as per the respondents. Notably, the wage landscape in the Ukrainian job market is not directly equated with that of Georgia, revealing a discernible disparity across all employment tiers. Respondents underscored that wages in low-skilled positions are at least twofold lower than those in commensurate roles in Ukraine. Despite this, a considerable number of individuals from their community accept such positions, underscoring the gravity of their financial predicament.

Insufficient information regarding job opportunities and potential employment venues emerges as a significant hurdle for Ukrainian citizens, as evidenced by the research findings. The majority of respondents seek employment through personal connections, acquaintances, and assistance from donors or non-governmental organizations. Moreover, participants in the Research observed that platforms where volunteers or organizations aiding Ukrainian communities post information predominantly feature low-skilled job vacancies, including positions like cleaners, couriers, waiters, consultants, babysitters, prevention assistants, and gas station operators. The respondents exhibit limited interest in such roles. Consequently, a kind of nihilistic attitude that “they won’t find anything better” makes them skeptical about looking for a job in Georgia.

Future Perspective - the anticipation of an imminent return to Ukraine is ingrained in the daily routines of certain respondents, contributing to a diminished motivation to overcome the identified barriers. For these individuals, endeavors such as acquiring knowledge, particularly language acquisition or job searches, are perceived as temporary activities deemed unworthy of expending energy.

Similar to the findings from the qualitative research, the quantitative research indicates that, according to the experience of the research participants, the primary challenges associated with finding employment include:

- **Language barrier**
- **Lack of information about available job vacancies in the labor market**
- **Lack of contacts, networks, or protection**
- **Insufficient job opportunities**
- **Low remuneration**
- **Limited availability of specialized employment or low-qualification vacancies**

Among the initiatives aimed at promoting employment in Georgia, 38% of the respondents highlight the significance of having information about available job vacancies, encompassing positions of various qualifications. For 24% of the research participants, the importance lies in effective programs for learning the English language, while 8% emphasize the necessity of effective programs for learning the Georgian language. It is noteworthy that some respondents express a preference for participating in paid programs due to the perceived higher quality of education, although they also value certain benefits. Additionally, 15% of the respondents stress the need for inclusion of various specialties in training and learning courses. A minority expresses interest in vocational training, with women often indicating preferences for professional courses in nursing, guide programs, and various handicrafts.

According to the information provided by the non-governmental organization “Dapamoga,” the employment internet portal www.happymonday.ua has been established to assist Ukrainians affected by the war in finding employment opportunities. This portal features information about available job vacancies for Ukrainians throughout Europe. Notably, the website is regularly updated and expanded with new content. A significant proportion of the vacant positions advertised on the portal involve remote work. It is important to highlight that professions such as designer, illustrator, marketer, copywriter, and others with similar skill sets are currently in high demand based on the available data.

4.4 Education

In accordance with the decision of the Government of Georgia, students affected by the hostilities in Ukraine, who are unable to continue their general education in Ukrainian schools and express a desire to pursue studies in Georgia, are granted simplified enrollment procedures. As reported by the Ministry of Education and Science of Georgia at the end of 2022, over 2300 students of various age groups have been enrolled in schools across Tbilisi and the regions through this initiative. Among them, more than 1,500 children are receiving general education in the Ukrainian-speaking sector in Tbilisi and Batumi.

To support the educational process, over 60 teachers from Ukraine, as well as Ukrainian-speaking citizens of Georgia, have been employed in the Ukrainian sectors. Furthermore, the educational institution's mandate includes the provision of psycho-social support for Ukrainian students, and specialists from Ukraine have been appointed as heads of the Ukrainian-speaking sector.¹³

Among the families with children included in the Research, 34% have enrolled their children in the Ukrainian sector in Tbilisi and Batumi. Additionally, 41% of families have opted for online education, while 18% plan to have their children attend Georgian schools in the upcoming semester, although the specific schools have not been decided yet. Furthermore, 6% of children are currently studying in the Russian sector, with respondents noting that the curriculum in schools like Kutaisi includes both Russian and Georgian lessons.

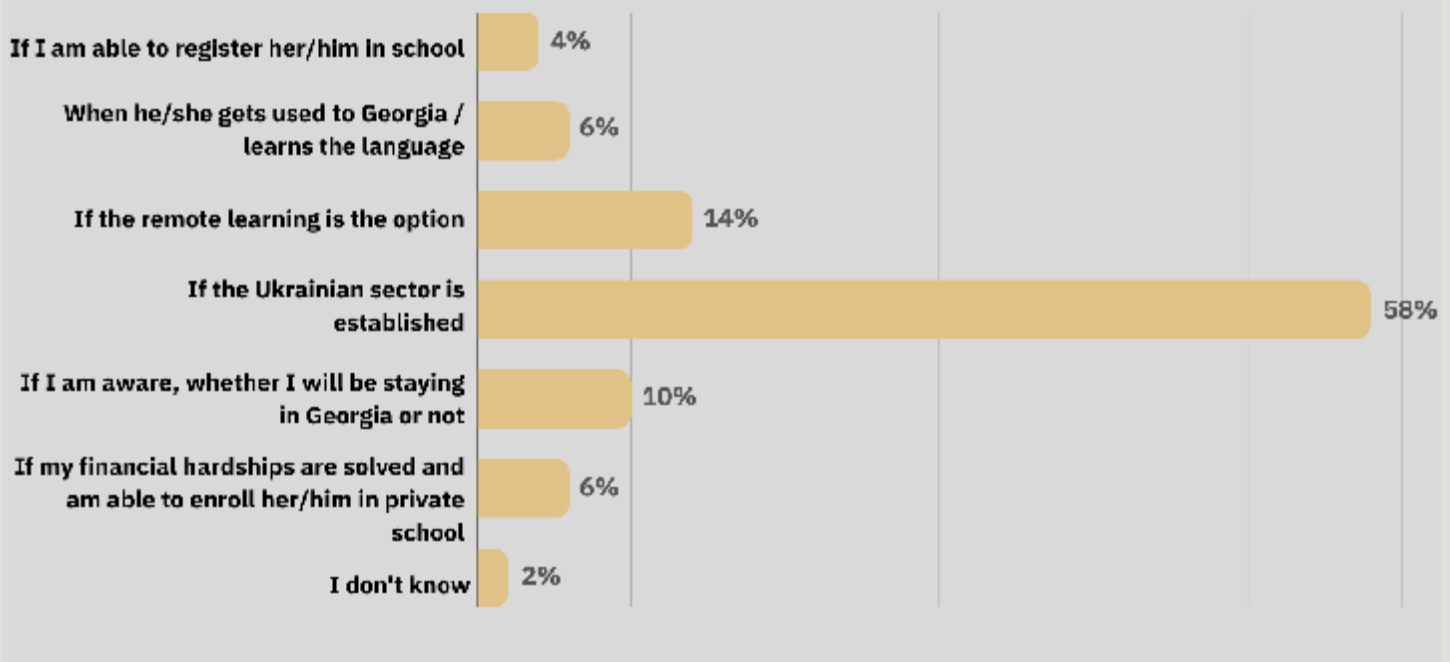
UNHCR, UNICEF, and World Vision are actively involved in ensuring the provision of school services for children affected by displacement. Their efforts go beyond providing educational resources, encompassing a comprehensive understanding of the challenges faced by respondents in accessing school services. Moreover, these organizations are actively engaged in formulating recommendations for the public sector based on the identified challenges. Facilitating the registration of Ukrainian children in Georgian schools is recognized as a key priority for international organizations, and they advocate for the Ministry of Education to establish suitable conditions to accommodate Ukrainian children effectively.

It was interesting to see the mood of the research participants regarding the inclusion of children in the educational process. The majority of respondents (58%) view the transition from online education in Ukrainian schools to Georgian schools as primarily concerning the accessibility of Ukrainian sectors. Meanwhile, 14% of respondents express a preference for distance learning within the Georgian school system. The decisions of one-tenth of respondents are contingent on future plans, while 6% believe that it is not feasible for children to study in local schools without acquiring proficiency in the Georgian language.

In-depth interviews revealed that children of refugee families from Kyiv expect to see restrictions on online schooling in the future, as physical attendance is preferred. Consequently, refugees from Kyiv in particular require to be registered in local schools

¹³ <https://mes.gov.ge/content.php?id=13257&lang=geo>

UNDER WHAT CIRCUMSTANCES WOULD YOU ENROLL YOUR CHILD IN A GEORGIAN SCHOOL?



Within the scope of the qualitative research, respondents discussed challenges related to educational services.

- Respondents highlighted the uncertainty regarding the placement of pre-school children in kindergartens. Some mentioned challenges in registering children without refugee status in state kindergartens, although there is information that Ukrainians are accommodated in certain kindergartens even without refugee status. This misunderstanding on kindergarten registration issues adds complexity for parents seeking employment.
- Support for the Georgian language poses a challenge for all children enrolled in the Ukrainian sector. Respondents express a desire for accessible Georgian language courses for these children. While they are aware of non-governmental organizations offering language classes, they emphasize that these programs are not permanent and do not align with the school curriculum, thereby creating a barrier to enrollment in local schools.
- It should be noted that, according to respondents, lack of information on services does not always mean free services. Most of them do not have information on any service and it is important to be accessible by some means.

“

The child really wants to go to arm wrestling. I know that arm wrestling funding is not vital and will not be free of charge. But the child wants it so much, I will pay. However, I don't know where in Georgia you can participate in this sport. (Male, 35, Kharkiv)

- Access to learning materials poses challenges due to financial constraints. Obtaining textbooks is especially problematic. Parents in Kutaisi are exploring the potential of establishing a school in the Ukrainian sector or, at the very least, including the Ukrainian language as a school subject.



Access to learning materials is a significant challenge for us due to financial constraints. Personally, I find it difficult to provide my children with textbooks, and this is a common issue among many families. At our school in Kutaisi, a fellow parent mentioned that there are talks between international organizations and the Ukrainian government to ensure timely delivery of books. However, there's uncertainty about the accuracy of this information and what "timely delivery" entails. This is a matter of concern, especially considering that half of the school year has already passed. (Female, 30, Kherson)

- Online education and challenges of isolation have raised concerns among parents. Some report that their children are experiencing psychological issues during the current period of online education. The situation is exacerbated by the fact that the war comes after a period of online education necessitated by the Covid-19 pandemic. As a response, these parents are considering enrolling their children in public schools midway through the academic year. However, they lack information on the simplicity or feasibility of such procedures.

4.5 Health Care/Psychosocial Accompaniment

Ukrainian citizens who find themselves in Georgia due to the war benefit from various complementary medical services provided by both state and private clinics.

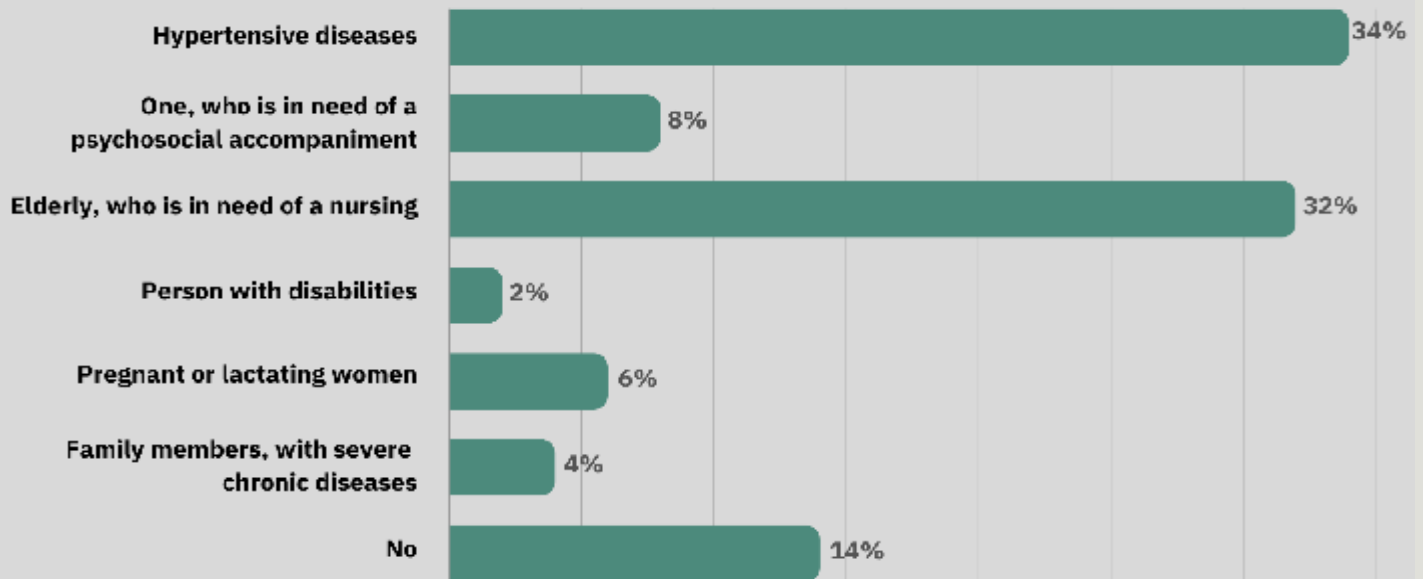
Citizens who entered Georgia between February 1, 2022, and May 1, 2023, and have remained continuously in the country are eligible for services provided by the state healthcare program. No prior registration or affiliation with any agency is necessary to access state medical services. These services encompass emergency medical care, immunization, treatment for tuberculosis and HIV/AIDS, including specific medications, maternal and child health services such as antenatal care and newborn screening, mental health support, diabetes management, including medications, dialysis, treatment for patients with rare diseases and those on permanent replacement therapy, and management of COVID-19, covering testing, vaccination, as well as both outpatient and inpatient care. Referral services, including emergency medical services and delivery, are also included.¹⁴

Private clinics in Georgia extend complimentary services to Ukrainian citizens, encompassing emergency dental, surgical, ophthalmological, and other medical services. The Dopomoga Ukraini team regularly updates information about these offerings on their website.

The research revealed that among the respondents and their family members in Georgia, there is a notable prevalence of hypertensive diseases (34%), a response that was not explicitly provided in the predefined list and was offered spontaneously. Additionally, a significant proportion of elderly individuals (32%) was reported, requiring continuous medical oversight and, at the very least, the provision of necessary medications. Within the respondents' families, 4% grapple with severe chronic diseases, 8% express a need for psychosocial support, and there are instances of pregnant or lactating women (6%).

¹⁴ <https://shorturl.at/gioFU>

DO YOU OR ANY OF YOUR FAMILY MEMBERS IN GEORGIA HAVE ANY OF THE FOLLOWING?



It's noteworthy that, in response to the question addressing the factors impeding travel to a third country, the health condition of 15% of families emerged as a significant factor.

The respondents' awareness regarding access to health services, including psycho-social management services, is a crucial aspect. 34% of the respondents indicate that they lack comprehensive information about available medical services, and 55% lack information about psycho-social services (encompassing various types of support).

Consequently, based on both quantitative and qualitative research, it is evident that Ukrainian refugees in Georgia encounter the following challenges in the realm of healthcare:

- **Insufficient awareness of accessible healthcare services** – the qualitative investigation uncovered that a portion of Ukrainian refugees lacks sufficient information regarding free healthcare services, which includes obtaining medications at a reduced cost or through assistance. Respondents express the need for assistance in this regard from non-governmental organizations. It is worth noting that the majority of respondents attribute the lack of information about the availability of health services to the state, as they believe that society and the non-governmental sector are actively engaged in supporting them, and actively seeking information from their side creates a sense of discomfort. Furthermore, the Research revealed that residents of Batumi, in particular, face challenges due to a lack of information, as the available information on all platforms tends to focus more on services in the capital.

It is worth noting that some respondents are aware of the option to access free medical services within the “Evex” network. However, a few of them highlighted that the clinics lack doctors with various specialties. For instance, in Kutaisi, there is a shortage of dermatologists and pediatric neurologists, leading them to seek medical attention in Tbilisi. Furthermore, an adult neurologist at the “Evex” clinic admitted that he lacks experience in managing a specific condition and recommended visiting the Ortachala clinic in Tbilisi, although the specific clinic name could not be specified.

“ *When visiting medical clinics, we observe that the local population extensively utilizes subsidized healthcare services. There are queues everywhere, and many citizens express sympathy towards us. People often mention City Hall services that fund specific healthcare services, but there is uncertainty about whether this applies to us. Additionally, we are unsure if a particular status is required to access government services. Overall, our primary concern revolves around the lack of information.* (Female, 52, Kyiv)

For instance, representatives from the organization Dopomoga for Ukraine highlighted that the primary focus of refugees' inquiries revolves around accessing information about specific services rather than the direct provision of services tailored to their needs, regardless of their awareness of the organization's mission.

According to information from World Vision in Georgia, individuals who entered Georgia from Ukraine after the onset of the war (excluding those with asylum seeker status in Georgia) have the option to request financial assistance for medical expenses. The healthcare institution providing services can submit Form 100 (health status report, Form 100) and the cost calculation to the Ministry of Health portal upon the patient's request. The application is assigned an application number, and the patient can then apply to the Ministry of Health, referencing the application number. Additionally, individuals can apply for funding for medications, covering conditions such as chronic diseases, epilepsy, Parkinson's disease, and more.

The Caritas of Georgia health care program offers medical services as part of the home care project, catering to Ukrainian beneficiaries. Citizens of Ukraine can also avail themselves of services provided by medical-rehabilitation and chronic wound treatment centers.

- **High Prices** - Respondents have highlighted the issue of high prices for medical services, particularly affecting families with elderly members, children, or individuals with chronic diseases. While Ukrainian refugees are theoretically covered by basic medical programs accessible to Georgian citizens, the majority claim not to have benefited from free services due to a lack of information about specific state programs. This lack of clarity results in respondents having to pay high prices for almost all services. Among the respondents, there were cases where individuals did not receive free inpatient services, and the research indicated active referrals for heart disease among refugees. Cardiology services involve costly multi-component research, and the high prices for both services and medications have impeded access to healthcare. Dentistry services are also marked by high prices and strong demand, although there have been no instances of services provided at discounted rates.

“ *I am facing significant financial challenges related to medical services. Procedures such as consultations, ultrasounds, and load tests, including the potential need for a CAT scan, come with substantial financial implications. Another issue I've encountered is the high cost of purchasing effective medicines, with an expense of 98 GEL for a single box. In cases where I need multiple medications, the financial strain becomes more pronounced. I'm aware that programs generally do not cover expenses related to heart diseases, unless specific clinics announce campaigns. Obtaining information about these clinics is challenging due to time limitations and frequent changes.* (Male, 57, Donetsk)

▪ **Acquiring information about qualified doctors** with specific specialties has proven to be a considerable challenge. Given the complex health conditions of family members, it becomes imperative to identify a clinic or physician capable of providing appropriate services “without extensive searching, as acquiring referrals from other practitioners entails additional costs.”

▪ **Awareness of psychosocial services** among respondents is notably high in comparison to other services. They express that numerous civil organizations extend psychosocial support to Ukrainians, and there is substantial information about such initiatives on online platforms, including in Batumi. However, respondents from Kutaisi report specific challenges, with available services being perceived as short-term, and limited information about alternative services. Notably, there is a recognized need for socialized psychologists experienced in addressing trauma and the effects of war.

“*The ongoing uncertainty regarding the end of the war and the lack of clarity about where and when they can establish a stable life exacerbate the situation. Some individuals have lost everything they built over their lifetimes and are left without a place to go. I am acquainted with a family where two members experience periodic panic attacks and intense fear. Some individuals exhibit frequent shifts in their demeanor. Consequently, managing the trauma becomes an impossible task without the assistance of a professional neurologist or psychotherapist.*

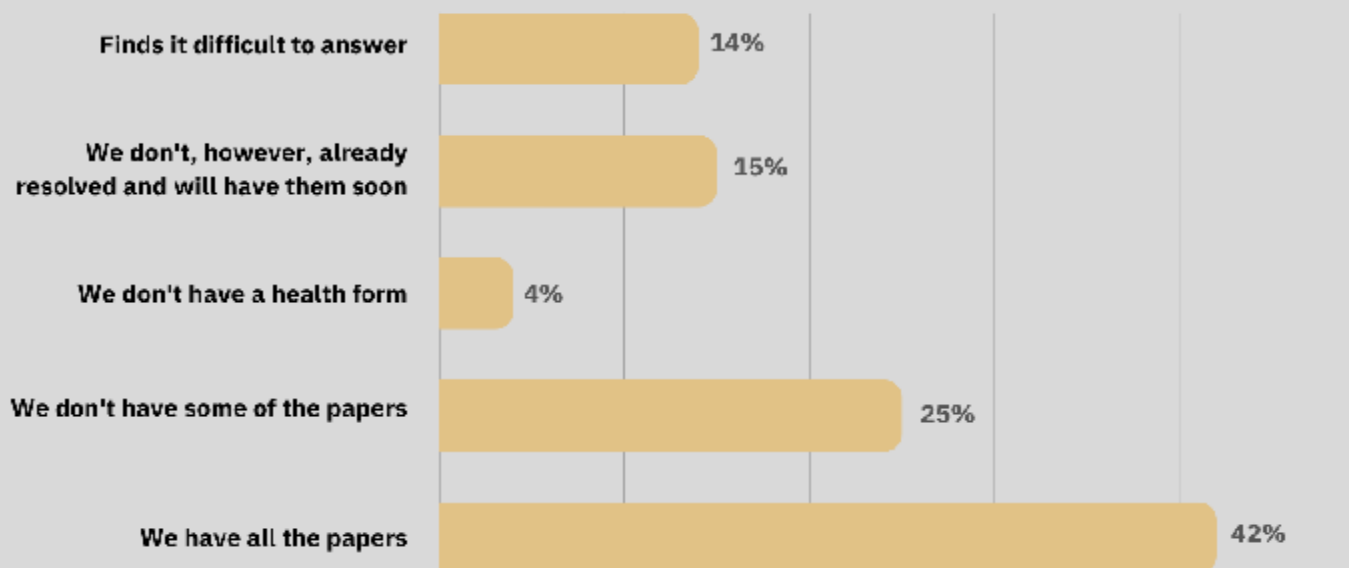
“*You know, my niece has been living in Sweden for a long time. I raised her, and her mother died. Not long ago, she informed me that she won a cash prize in some social competition and wanted me to congratulate her, ‘I’ll send you some money too.’ Money is not the main thing; she is a student and won the competition—I still struggled to express my joy. We are alive, and sometimes we have very happy days, but I realize that I do not have the feeling of joy. A one-week meeting with a psychologist who does not have proper practice cannot help in such a situation* (Female, 60, Donetsk)

4.6 Documentation/Legal Services

According to the research findings, the demand for legal services significantly increased over the past year due to the confusion and chaos among the people, coupled with the challenges of being in a new environment that necessitated the organization of documents. Although there has been an increase in awareness among refugees in this regard recently, certain challenges still persist.

The survey revealed that 42% of the respondents possess all the required documents, a quarter lack some documents, 15% are awaiting the preparation of certain documents, and 14% are unable to confirm whether they possess all the necessary documents.

DOES YOUR FAMILY HAVE ALL THE NECESSARY PAPERS TO ACCESS SERVICES IN GEORGIA?



Among the respondents requiring documents, the majority mentioned the need for an international passport (with a note that the majority resides in the capital). Additionally, there is a need for a child's birth certificate, health certificate, school certificate, diploma, and various professional certificates. It's worth noting that some respondents entered Georgia without these documents. Those mentioning certificates and diplomas express the expectation that proof of qualifications will assist them in securing employment.

“ *As if nobody needs diplomas anymore, but in Germany, our relatives were required to have a seven-year musical diploma to be hired as a music teacher in a kindergarten, and with a diploma obtained in the suburbs of Kharkiv, her work began. (Female, 46, Kharkiv)*

Some participants require assistance in preparing new or missing documentation, encountering obstacles of both a theoretical and practical nature:

- Accessing services in Georgia, or even traveling, is still delayed for Ukrainians in obtaining identity documents. Passports are issued by the Embassy of Ukraine in Tbilisi, but there are challenges with registration procedures and deadlines. Respondents highlight a high demand for documents, leading to extended processing times, sometimes up to three months, particularly if there is a need for confirmation of citizenship. Additionally, since embassy services are centralized in Tbilisi, residents in the regions encounter difficulties due to time constraints. Some respondents have sought assistance from non-governmental and international organizations to advocate for the possibility of accessing services with Ukrainian identity documents. However, as of now, no positive response has been observed. In extreme cases, respondents suggest that discounts on the costs of procedures required for obtaining a passport (translation, notarization) would be beneficial.

- The research findings indicate a low level of interest in obtaining refugee status among respondents. Several factors contribute to this: (1) Initially, until the summer period, there was optimism about the possibility of a swift return to Ukraine. (2) Incomplete awareness about the privileges and benefits linked to refugee status. (3) Limited information about the procedures required to obtain refugee status. Some believe it might be too late, as they assume the application should have been submitted immediately after crossing the border. Certain respondents express specific concerns related to refugee status. They are apprehensive about whether the state will provide housing if they are granted refugee status. Additionally, there is uncertainty about the actual benefits that the status might entail.
- Concerning driver's license and car insurance issues - some respondents are aware that the European Union is working on a procedure to recognize Ukrainian driver's licenses. This effort is aimed at assisting Ukrainian refugees and transport companies, given that many require a driver's license for employment. However, these respondents lack information about the specific measures Georgia is implementing in this regard. There is a belief among some respondents that citizens of foreign countries in Georgia can exchange their driver's licenses for a Georgian one. However, this option is not feasible for Ukrainian citizens due to the additional documentation requirements, such as a notice of confirmation of the driver's license, original seal, medical form 100, and registration certificate, which the respondents do not currently possess.
- According to the respondents, as per the regulations of the service agency, foreigners arriving in Georgia by car are required to exit the country once every three months. This poses a significant challenge for Ukrainian citizens, particularly because crossing the country's border twice is associated with high costs.

In general, the challenges encountered by Ukrainian refugees regarding legal services in Georgia primarily revolve around the procedures for obtaining international passports.

4.7 Additional Needs

Discussions within the Research regarding general needs that accompany their daily lives or other additional topics were primarily centered around household items. Respondents noted that in Georgia, adult clothes and household items are often provided through various charity events. However, there is a shortage of shoes for both children and adults. One respondent mentioned the need for practical shoes, stating that while shoes are collected voluntarily, the offerings often lean towards academic-style or heeled shoes, and practical footwear is in short supply.

Regarding food, one of the most critical basic needs is providing nourishment for infants and children. Respondents mentioned that they periodically receive assistance with dry products; however, children's nutrition is seldom included in the programs. The issue is particularly pertinent in the regions, including Kutaisi.

Within the scope of humanitarian aid products, respondents receive hygiene items; however, the provision is insufficient, and they still need to purchase them. Women's hygiene products are particularly in demand.

During the focus group discussions, it was highlighted that adults and children with disabilities often do not receive adequate public services, and private services may not be accessible. Consequently, these families may find themselves having to address the specific needs of their family members with disabilities independently.

Some respondents lack information on whether Georgian higher education institutions permit 11th graders to register for national exams. The issue of awareness is particularly critical, as group members discussed Ukraine's directive to align 11th-grade education with the 12-year curriculum.

Among the additional needs, there is a demand for attributes tailored for the elderly and individuals with disabilities, including crutches, mobility aids, orthopedic braces (such as "Khadulka"), pressure measuring devices, glasses, etc.

Finally, some individuals face a lack of clarity regarding the state assistance program, particularly cash assistance. Instances have been reported where individuals meet the eligibility criteria but do not receive the assistance they are entitled to. The respondents highlighted that many of these cases were resolved with the assistance of the Agency for Internally Displaced Persons; however, not everyone is aware of where to seek help.

It is important to note that during the research, participants found it challenging to focus on the present and the future. Their primary focus was on meeting their immediate basic needs. Despite these difficulties, a sense of gratitude and satisfaction towards life in Georgia permeated the entire research process. Respondents expressed a lack of a clear plan, even for the near future, as they eagerly await the stabilization of the situation, anticipating a swift return to their homes.



5. Recommendations

Based on the findings from both quantitative and qualitative research, several key recommendations emerge:

- It is imperative to compile comprehensive statistics concerning Ukrainian citizens who have entered Georgia and to systematically document their demographic details. The lack of a centralized database poses challenges to the effective distribution of services, coordination efforts, and the formulation of programs that consider quantitative metrics related to demographic groups.
- While the Government of Georgia, international and non-governmental organizations, and community members actively contribute to aiding Ukrainian refugees in Georgia, it is crucial to enhance the sustainability of existing programs and services. Some initiatives have emerged spontaneously and operate on a short-term basis, often in a disorganized manner. Coordination among key service providers is essential to prevent redundancy or shortages in services.
- Conducting an informational campaign targeting Ukrainian citizens is crucial for all stakeholders. This campaign should focus on delivering up-to-date and accurate information regarding fundamental needs, while also promoting existing information platforms within the community. Utilizing social networks and organizing personal meetings are recommended methods for effective outreach.
- Ensuring that comprehensive information about the procedures and timelines for granting refugee status is provided to all refugees at border crossings is essential. Additionally, measures should be in place to safeguard refugees throughout this process. Non-governmental sectors should be ready to respond appropriately in case of any violations by state agencies.
- Collaboration with agencies involved in the real estate market is crucial to provide support in the process of searching for housing and facilitating transactions between tenants and refugees.
- The government should consider developing incentive measures for business organizations that actively support the employment or professional practice of Ukrainians.
- Ensuring Ukrainian citizens' access to online employment websites, where they can find job vacancies of various qualifications, is crucial. It is advisable for international organizations to support these employment websites, facilitating refugees' access to information in a language that meets their needs.
- Both the governmental and non-governmental sectors should prioritize informing Ukrainian citizens about healthcare services. Efforts should be made to monitor medical institutions to the extent possible, addressing any violations of the conditions outlined by the program.
- It is vital to ensure inclusive access to medicine;

- It is crucial that all programs and activities related to psychological services are developed with the active involvement of professionals. Effective initiatives should be designed to address the psychological needs of both adults and children;
- It is essential for the government to provide support to Ukrainian sectors and facilitate the establishment of Ukrainian sectors in various regions. This approach would contribute to the dispersion of Ukrainian refugees from the capital to different areas, potentially positively influencing the real estate price policy.
- It is crucial to include information about services for Ukrainian refugees in the standard text of public organizations' hotline answering machines, if applicable. Alternatively, hotline staff should possess accurate and comprehensive information about the available services.
- It is essential to offer assistance in overcoming language barriers, allowing individuals the freedom to choose the language, facilitating access to essential information, and aiding in the adaptation to the Georgian labor market.
- It is advisable to engage with the Embassy of Ukraine through international organizations to streamline the procedures for issuing international passports and reduce processing times. Additionally, efforts should be made to ensure the accessibility of foreign passports in regions beyond Tbilisi, ideally in at least one other location.
- It is crucial to engage Ukrainian refugees in vocational training. Therefore, it is recommended that the Vocational Skills Agency develops a concept to promote interest and employment of Ukrainian refugees in vocational training.
- It is crucial to engage children and young people in sports, cultural, or other educational and recreational activities throughout Georgia.
- It is necessary and important to conduct studies continuously, observing the dynamics of issues and challenges, to develop updated recommendations.

