

УДК 364-053.73(477):355.01

DOI <https://doi.org/10.31392/NPU-nc.series5.2022.88.03>

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PROVISION OF SOCIAL SERVICES TO INTERNALLY DISPLACED PEOPLE IN UKRAINE UNDER THE MARTIAL LAW CONDITIONS

The article is devoted to the emergence of such a phenomenon as «internally displaced persons». A comparison of the concepts of «refugees» and «internally displaced persons» was made. International, domestic legislative and normative acts on the issue of granting the status of an internally displaced person and the availability of state support were analyzed, namely: UN Guidelines on Internal Displacement within the Country (1998), Laws of Ukraine «On Refugees and Persons in Need of Additional or Temporary Protection» (2016), «On ensuring the rights and freedoms of internally displaced persons» (2022); Resolutions of the Cabinet of Ministers of Ukraine «On Registration of Internally Displaced Persons» (2014), «On Amendments to the Procedure for Registration and Issuance of a Certificate of Registration of an Internally Displaced Person» (2022), «Some Issues of Providing State Social Assistance and Benefits for the Period of Military Consignment state» (2022), «Some residence issues pay assistance to internally displaced persons» (2022), etc.

The main problems faced by internally displaced persons and those who are unable to solve the problem on their own and need the help of the state have been identified. Such problems include the following: provision of housing, work, and necessary durable goods; obtaining administrative services for restoring lost or obtaining some documents; legal aid; registration of social benefits, etc.

Step-by-step actions for receiving assistance are disclosed: what documents are required to register and receive a certificate of the status of an internally displaced person; how to apply for assistance and how to receive cash payments.

The priority tasks that must be solved to ensure the livelihood of internally displaced persons are described. The key directions of assistance are highlighted, which include the preparation of documents for the payment of financial assistance, social protection, housing, vital materials, etc.

Key words: internally displaced persons, refugees, status of IDPs, registration of IDPs, needs of internally displaced persons, registration of IDPs, social protection, social benefits.

(статтю подано мовою оригіналу)

As a result of the full-scale hostilities launched by Russia, our state faced a situation of mass internal displacement of a large number of people. More than 7.7 million citizens of Ukraine, escaping from danger, were forced to leave their homes in search of protection, and often just salvation. As the report of the International Organization for Migration (IOM) emphasizes, the share of displaced people in the total population of Ukraine has increased to 17.5% – that is, every sixth person has become an internally displaced person [17]. According to UNHCR spokeswoman Shabia Mantu, nearly 13 million people are also stuck in affected areas or unable to leave due to security risks [4].

The report of the International Organization for Migration emphasizes that at least 60% of internally displaced persons are women. At the same time, more than half of the migrants reported the lack of some food. Also, 28% of families with children under the age of five faced difficulties in getting enough food for their children [16].

Philosophers, economists, political scientists, psychologists, and sociologists have studied issues related to migration processes. However, the problems of refugees and internally displaced persons have not lost their relevance today.

For the first time, the universally recognized term displaced persons was used by the Russian-American demographer E. Kulisher in the work «Population Movement in Europe» in relation to persons «who were forced to change their pre-war place of residence as a result of the Second World War» [16, p. 187].

The issue of migration as a social phenomenon, the main causes of population migration are considered by S. Castles, R. Paraschik, O. Rovenchak, and others.

Types and classifications of migrations are distinguished by such researchers as A. Ichduygu, S. Kolinson, A. Khomra.

Among the works that reveal the status of an internally displaced person, it is possible to single out studies by M. Sirant, N. Tyshchenko, T. Nagornyak, L. Nalivaiko, etc.

The issue of social protection of internally displaced persons is highlighted by such scientists as V. Goshovskyi, N. Husak, M. Kravchenko, T. Semigina, I. Trubavina, L. Khizhnyak, and others.

The works of O. Kravchenko, Yu. Pesotska, B. Pleskach, etc., are devoted to the socio-psychological aspects of assistance to internally displaced persons.

However, the current problem is the lack of documents among immigrants, which prevents them from receiving payments, resuming their studies, receiving the necessary medical care, renting housing, finding a job in a specialty, etc.

That is why the **purpose** of the article is to analyze the provision of social services to internally displaced persons, the implementation of quality organization of support and ensuring their objective accounting.

In the scientific literature, several synonymous concepts are found at once, which are applied to this category of persons, in particular: «internal refugee», «internal displaced person», «forced displaced person», «internal

migrant», etc. [9, p. 34–39]. In Ukrainian legislation, they are defined as «internally displaced persons» (IDPs), which most closely corresponds to the English term «internally displaced persons».

The terms «internally displaced persons» and «refugees» are not identical, although they have a number of common features. In the Law of Ukraine «On Refugees and Persons in Need of Additional or Temporary Protection», in particular in Article 1, a refugee is considered to be «a person who, as a result of well-founded fears of becoming a victim of persecution on the grounds of race, religion, nationality, citizenship, belonging to a certain social group or of political beliefs is outside the country of his/her citizenship and is unable or unwilling to enjoy the protection of that country due to such fears, or, having no citizenship and being outside the country of his/her previous permanent residence, is unable or unwilling to return to it due to of the specified fears» [11].

Article 1 of the Convention on the Status of Refugees (1951) defines the concept of «refugee», enshrines a list of their rights and formulates the basic norm in the field of refugee rights protection, namely: «the state has no right to deport refugees to those countries where there is a threat of racial persecution, religious, national, social or political feature» [8].

The United Nations Guiding Principles on Internally Displaced Persons provides the following definition: «Internally displaced persons are individuals or groups of persons who have been forced to leave their homes or places of permanent residence as a result of or to avoid consequences of armed conflict, manifestations of violence, violations of human rights, natural or man-made disasters or man-made disasters, and which did not cross internationally recognized state borders» [7, p. 39–53].

According to the Law of Ukraine «On Ensuring the Rights and Freedoms of Internally Displaced Persons», an internally displaced person is a citizen of Ukraine, a foreigner or a stateless person who is in the territory of Ukraine on legal grounds and has the right to permanent residence in Ukraine, who was forced to leave or leave his place of residence as a result of or in order to avoid the negative consequences of armed conflict, temporary occupation, widespread manifestations of violence, violations of human rights and emergency situations of a natural or man-made nature [13].

IDPs differ from refugees in the absence of the fact of crossing the state border in order to leave the combat zone.

According to Article 2 of the Law of Ukraine «On Ensuring the Rights and Freedoms of Internally Displaced Persons», Ukraine takes all possible measures provided for by the Constitution and laws of Ukraine, international treaties, the binding consent of which has been given by the Verkhovna Rada of Ukraine, to prevent the occurrence of prerequisites for forced internal displacement of persons, protection and observance of the rights and freedoms of internally displaced persons, creation of conditions for the voluntary return of such persons to the abandoned place of residence or integration at a new place of residence in Ukraine.

The rights and freedoms of internally displaced persons and the peculiarities of working with them are enshrined in a number of international documents, in particular, such as the «Guidelines on Internally Displaced Persons» of the UNHCR and the IV Geneva Convention.

In 2012, the International Federation of Social Workers adopted the international document «Displaced Persons». It emphasizes that work with displaced persons should be aimed at ensuring stability, overcoming dependence on humanitarian aid, restoring production potential, restoring socio-cultural and public structures, as well as personal and collective capacity to actively contribute to national and regional development. The goal of social work in such cases is to promote the independence and development of communities, not their survival. Accordingly, services for displaced persons should be collective and systemic, not fragmented, and provided as one-time services from private individuals [15].

In Ukraine, the main legislative acts regulating work with internally displaced persons are: Laws of Ukraine «On Ensuring the Rights and Freedoms of Internally Displaced Persons» (April 21, 2022), «On Refugees and Persons in Need of Additional or Temporary Protection» (3 March 2016); Resolutions of the Cabinet of Ministers of Ukraine «On Registration of Internally Displaced Persons» (October 1, 2014), «On Amendments to the Procedure for Registration and Issuance of a Certificate of Registration of an Internally Displaced Person» (March 13, 2022), «Some Issues of Providing State of social assistance and benefits for the period of the introduction of martial law» (March 7, 2022), «Some issues of payment of housing assistance to internally displaced persons» (March 20, 2022), «On the implementation of a joint project with the Office of the United Nations High Commissioner for Refugees on additional measures for social support of internally displaced persons» (April 15, 2022); Decree of the Cabinet of Ministers of Ukraine «On approval of the list of administrative and territorial units, on the territory of which assistance is provided to insured persons within the framework of the «eSupport» Program» (March 6, 2022), etc.

Problems that internally displaced persons are unable to solve on their own, and therefore need help, are:

- search for a place to live (starting from places specially designated by the administration and charitable organizations for living, and ending with contacts of realtors for renting apartments);
- obtaining administrative services for restoring lost or obtaining necessary documents;
- placement of children in local kindergartens and schools,
- opportunities to register with local social services;
- registration of the transfer of social benefits (pensions, etc.) to local banking or postal institutions;
- employment or restoration of ties with the existing workplace;
- obtaining legal assistance (registration, restoration of lost documents, establishment of custody of children, etc.);

- registration of material assistance;
- the possibility of registering with a family doctor and treating chronic diseases;
- psychological support;
- establishment (restoration) of communication with relevant state services and social support structures [1].

Ukrainian researcher O. Balakireva singles out the following range of needs of forced migrants in Ukraine:

1. Official definition, recognition procedure and institutionalization of the status, which will involve the introduction of targeted state aid:
 - forming a sense of dignity and self-respect;
 - a feeling of certain stability;
 - possibility of termination of labor relations;
 - employment;
 - temporary non-payment of utility bills (at the place of departure);
 - tax holidays for entrepreneurs;
 - registration in medical institutions;
 - placement of children in children's institutions and educational institutions;
 - preferential lending;
 - the possibility of granting loans on preferential terms for those who cannot or do not want to return (for the purchase of temporary housing or business relocation);
 - «social» housing (partial reimbursement of payment for housing rent);
 - temporary discounted local travel.
2. Individual approach to each family.
3. Means of communication (Internet, mobile communication).
4. Information provision (possibility of moving to a permanent place of residence, labor needs and possibilities of solving housing issues, uninformed about plans from the state).
5. The needs of «tomorrow»:
 - shoes, warm clothes;
 - specialized medical care (absence of medical cards for children/adults);
 - preparing children for school (documents, clothes, school "portfolio").
6. «Vision of the future»:
 - return to their settlements (possibility, terms, conditions);
 - the possibility of moving to another area (work, housing, placement of children, etc.) [2].

In order to qualitatively organize support for internally displaced persons, it is first necessary to ensure the process of their registration. However, despite the simplification of the procedure, the number of registered IDPs is lower than the actual number. There are a number of reasons:

- men who have changed their place of residence are often not registered as IDPs, because after that they need to be registered at the military commissariats, but not all are ready to mobilize;
- individual families are not registered due to, in their opinion, insignificant support from the state, availability of income or savings;
- a psychological factor: not everyone wants to register as an IDP because of the hope that «it will not last long» and soon it will be possible to return home [5].

During the period of martial law, citizens have the right to apply for a certificate of registration as an internally displaced person (IDP) and apply for assistance from the state.

In order to receive assistance, it is necessary to perform the following step-by-step actions:

- 1) register as an IDP;
- 2) obtain a certificate of registration of IDPs;
- 3) submit an application for assistance;
- 4) receive payment to your own bank account.

In accordance with Part 2 of Art. 4 of the Law of Ukraine «On Ensuring the Rights and Freedoms of Internally Displaced Persons», the basis for registering an internally displaced person is residence in the territory where the circumstances arose at the time of their occurrence [13].

Persons who, after the introduction of the Decree of the President of Ukraine dated February 24, 2022 «On the introduction of martial law in Ukraine», have the right to receive a certificate, have moved from the territory of the administrative-territorial unit where hostilities are taking place and which is specified in the list approved by the order of the Cabinet of Ministers of Ukraine dated March 6, 2022 [14].

In order to acquire the specified status, a person can apply for the place of his actual stay to: the structural unit for social protection of the population; an authorized person of a territorial community or center for the provision of administrative services to include information on an internally displaced person in the Unified Information Database on Internally Displaced Persons. Also, the application for registration can be submitted in electronic form using the mobile application of the Diya Portal [12].

Such an application is submitted by an internally displaced person (including minor children aged 14 to 18) in person. If the person is under 14 years of age, as well as if he/she is incapacitated or with limited legal capacity,

the documents are submitted by the legal representative (parents and adoptive parents), as well as guardians and custodians.

The following information must be specified in the application for registration: 1) surname, first name and patronymic; 2) citizenship; 3) date and place of birth; 4) gender; 5) information about minors, minor internally displaced persons who arrived with him (if necessary); 6) registered and actual place of residence; 7) the address at which official correspondence or delivery of official correspondence can be carried out with the person, and the contact telephone number; 8) circumstances that caused internal displacement; 9) housing, social, medical, educational and other needs; 10) the presence of a disability and the need for technical and other means of rehabilitation; 11) information about the place of education/education of the child (name of the institution); 12) information about employment, education, specialization in professional education, position, profession [14].

It should be noted that in case of absence in the document certifying the person and confirming his special status, notes on the registration of the place of residence in the territory of the administrative-territorial unit from which the internal transfer is carried out in connection with the circumstances defined by the Law of Ukraine «On Ensuring Rights and freedoms of internally displaced persons», the applicant provides evidence confirming the fact of living in the territory of the administrative-territorial unit from which the internal displacement is carried out. Such documents that are submitted to the social protection body are: a passport with the indicated registration at the place of residence, school certificates, a work book with a record of work activities, a military ID, documents on movable and immovable property, medical certificates [13].

Internally displaced persons have the right to receive social services and material support in accordance with the legislation at their actual place of residence and stay.

The rights of internally displaced persons provided for by the social security legislation are divided by subject into: universal (the right to receive monthly cash assistance, provision of temporary housing, humanitarian aid, etc.) and special (pre-school placement, quota of places for internally displaced persons applicants in institutions of higher education, rehabilitation and rehabilitation for internally displaced persons-children, restoration of documents, etc.) [3, p. 11].

Key areas of assistance include: protection, cash assistance, housing and essential materials.

One of the important areas of assistance is cash payments. Thus, everyone who has left the areas of active hostilities is given a monthly cash allowance of two thousand hryvnias, and a monthly payment of three thousand hryvnias for persons with disabilities and children [6].

To receive financial assistance, an IDP fills out an application that states:

- surname, first name, patronymic (if available) of the applicant;
- registration number of the taxpayer's account card;
- date of birth;
- information about the declared/registered place of residence on the territory of the administrative-territorial unit from where the person moved;
- the address of the place where the person moved and the contact phone number;
- the number of the applicant's bank account for payment of assistance;
- having the status of a person with a disability;
- information about minor children who moved with IDPs. Such information about a minor child is included in the statement of one of the parents [6].

It should be emphasized that such monetary assistance will be provided monthly for the entire period of martial law, plus one month after its termination or cancellation.

Accommodation is also an urgent issue for IDPs. Thus, as of the beginning of July, about 800,000 Ukrainians lost their homes as a result of the full-scale invasion of Russia, and more than 15 million square meters of Ukrainian housing was destroyed.

Therefore, an important step is to support local authorities in expanding the possibilities of receiving IDPs by providing vital materials, repairs, as well as planning various solutions in the field of housing for medium and long-term residence, as well as coordinating the management of centers to ensure IDPs have safe access to services

Also, the Cabinet of Ministers adopted a decision on the compensation of utility costs to communities that provide free housing to immigrants in schools, gardens, cultural centers and communal institutions. Also, compensation for utility bills is received by families who have taken in displaced persons – 450 hryvnias per person.

In addition, in Ukraine, the construction of modular towns for persons who lost their homes due to hostilities has actively begun. Each town has residential modules, bathrooms with toilet and shower, light, heating, sockets and basic furniture.

An important direction of social assistance is the organization of vital materials for internally displaced persons. Thus, social service workers, employees of the Red Cross of Ukraine and volunteers deliver food, drinking water, hygiene products, clothes and other basic necessities for IDPs. Medicines and medications can also be issued to people, if available.

Internally displaced persons need psychosocial assistance. According to B. Pleskach, such people receive double psychological traumatization. The first trauma is related to the fact that the resettlers were witnesses or participants

in traumatic events that prompted them to seek a way out in resettlement. The second traumatization is related to the need to adjust life in a new place of residence, in an unfamiliar social environment [10, p. 174].

In order to carry out social adaptation and social rehabilitation of internally displaced persons, such forms of work can be used as: individual work (conversations on topical issues, crisis counseling); conducting trainings on the development of life skills (rights protection, employment, conflict prevention, violence prevention); organization of psychocorrective groups; conducting family counseling.

Thus, solving the urgent problems of internally displaced persons is currently an important issue of state social policy. It is important to coordinate the work of the state, public organizations, and the entire society as a whole in order to provide the displaced persons with the services they need in the first place. Social assistance to internally displaced persons in Ukraine consists of a system of organizational, legal, economic, and psychological measures. It is also necessary to carry out constant statistical monitoring of internally displaced persons to ensure their objective accounting and quality organization of support.

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Балдинюк О. Д. Надання соціальних послуг внутрішньо переміщеним особам в Україні в умовах воєнного стану

Стаття присвячена виникненню такого явища як «внутрішньо переміщені особи». Здійснено порівняння понять «біженці» та «внутрішньо переміщені особи». Проаналізовано міжнародні, вітчизняні законодавчі та нормативні акти з питань отримання статусу внутрішньо переміщеної особи та доступності державної підтримки, а саме: Керівні принципи ООН з питань внутрішнього переміщення всередині країни (1998), Закони України «Про біженців та осіб, які потребують додаткового або тимчасового захисту» (2016), «Про забезпечення прав і свобод внутрішньо переміщених осіб» (2022); Постанови Кабінету Міністрів України «Про облік внутрішньо переміщених осіб» (2014), «Про внесення змін до Порядку оформлення і видачі довідки про взяття на облік внутрішньо переміщеної особи» (2022), «Деякі питання надання державної соціальної допомоги та пільг на період введення воєнного стану» (2022), «Деякі питання виплати допомоги на проживання внутрішньо переміщеним особам» (2022) тощо.

Визначено основні проблеми, з якими стикаються внутрішньо переміщені особи, та які не в змозі вирішити самостійно і потребують допомоги держави. До таких проблем можна віднести наступні: забезпечення житлом, роботою, необхідними речами тривалого користування; одержання адміністративних послуг з відновлення втрачених чи одержання необхідних документів; правова допомога; оформлення соціальних виплат тощо.

Розкрито поетапні дії для отримання допомоги: які потрібні документи для того, щоб стати на облік та отримати довідку про статус внутрішньо-переміщеної особи; як подати заяву на отримання допомоги та яким чином отримати грошові виплати.

Охарактеризовано першочергові завдання, що мають бути розв'язані для забезпечення життєдіяльності внутрішньо переміщених осіб. Виокремлено ключові напрями надання допомоги, до яких відносять оформлення документів на виплату грошової допомоги, соціальний захист, житло, життєво-необхідні матеріали тощо.

Ключові слова: внутрішньо переміщені особи, біженці, статус ВПО, взяття на облік ВПО, потреби внутрішніх переселенців, реєстрація ВПО, соціальний захист, соціальні виплати.