



**American  
Red Cross**

## Ukraine Humanitarian Crisis

ONE-YEAR UPDATE | MARCH 2023

### Red Cross Remains on the Ground with Ongoing Support

One year since the escalation of conflict in Ukraine, the protracted struggle has led to tens of thousands of deaths and injuries and caused massive destruction of public infrastructure in Ukraine, with no end currently in sight. Millions of people residing in the country have been forced to leave their homes, and millions more are suffering from lack of consistent access to food, clean water and electrical power, health services, medication and more.

Today, workers from the Red Cross and Red Crescent network remain on the ground, both inside the country as well as in nearby nations where many residents have fled to escape the armed conflict between Russia and Ukraine, to meet the ongoing urgent needs of individuals and families whose lives have been upended by this humanitarian crisis.

Powered by generous contributions from donors, the American Red Cross and the Red Cross network continue to bring help and hope to millions of people coping with fear and uncertainty caused by the continuing violence. Over the past 12 months, the American Red Cross team has worked side-by-side with other compassionate Red Cross and Red Crescent workers to support the delivery of a wide array of support,

including food, clothing, hygiene supplies, cash and financial voucher assistance, and health and mental health care. Red Cross and Red Crescent volunteers and employees have also provided child-friendly spaces, protection services and reconnection services to help families reach loved ones separated by the fighting.

As the conflict continues, long-term cash assistance remains a core service for families impacted by this crisis, allowing people to decide for themselves, with dignity, what they need most. The American Red Cross has supported many cash assistance efforts globally, and Ukraine has been no exception — we have helped lead the launch of the Red Cross network's largest cash assistance program to date in various impacted areas in and around Ukraine.

In Ukraine, as with any crisis, the American Red Cross and other national societies, the International Federation of Red Cross and Red Crescent Societies (IFRC), and the International Committee of the Red Cross (ICRC) are working collaboratively. To learn more about the Red Cross and Red Crescent humanitarian network and how we are working together to help people facing the heartbreaking impacts of this ongoing conflict, please visit our [website](#).

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Above: American Red Crosser Susan Malandrino (right) and Hungarian Red Crosser Kateryna (center) speak with Liubov (left) at a shelter for displaced Ukrainians in Szeged, Hungary. Since fleeing the Donbas earlier this year, she's been living in Hungary. "When I read about this cash assistance, I felt hope. The Red Cross gives me hope," Liubov said. Photo by Brad Zerivitz/American Red Cross

## Global Red Cross Response\*

Around the clock, Red Cross teams continue providing critical services to the people of Ukraine. So far, they have:



### \$216 million

Distributed nearly **\$216 million** in cash assistance to more than 1.2 million people.



### 14 million

Provided basic assistance like food and water, medicine, blankets, stoves, generators and other supplies to more than **14 million people**.



### 11 million

Improved access to water for nearly **11 million people**.



### 1.8 million

Assisted more than **1.8 million people** with access to emergency shelter through temporary shelters, host families or rental assistance.



### 1.1 million

Provided health services and interventions to more than **1.1 million people**.



### 800,000

Helped more than **800,000 people** with migration support, including mobile health clinics at border crossings, relief supplies along transit routes and distribution points.

\*Cumulative service delivery by the Red Cross network both within and outside Ukraine since February 24, 2022.

### Red Cross Teams Provide Essential Aid in Ukraine as Conflict Continues

One year after this humanitarian crisis began, the situation remains desperate for millions of people across Ukraine. Critical infrastructure has been affected, damaged or destroyed, including over 2,500 educational facilities and more than 700 health facilities. With large numbers of pharmacies closed and stocks of medicine low, many residents have been left without access to health care and lifesaving drugs. Hundreds of thousands of people are also living without essentials like clean drinking water, electrical power and sufficient food.

These challenges have pushed many families to seek refuge, whether in other regions within Ukraine or in other countries, to meet their basic needs. Over the first 11 months of fighting; more than 16 million people have crossed the borders of Ukraine and over 7 million people are internally displaced within the country. Even for those who have not lost or been forced to leave their homes, the needs remain overwhelming.

In Ukraine, Red Cross and Red Crescent teams have worked tirelessly to maintain essential assistance for beleaguered residents — delivering food, medical supplies and relief items. Volunteers have also trained nearly 90,000 people with critical first aid skills.

The Red Cross and Red Crescent network is also providing health care services and supplies, including operating medical stations at the border as well as mobile health teams in Ukraine. In addition, Red Cross and Red Crescent teams are helping to care for the invisible wounds of the international armed conflict, with a psychosocial support hotline, psychosocial support sessions in displacement centers and psychosocial support trainings for Ukrainian Red Cross workers.

To ensure the availability of clean water, the ICRC has supported public water utilities and local providers to restore and sustain essential water services to 10.6 million people. This includes trucking water to areas affected by supply disruptions, providing water trucks and tanks to local service providers and helping local water boards with water treatment resources and repairs.



More than 15,000 people used a river crossing in Demydiv, Ukraine, built by Ukrainian Red Cross volunteers and local residents after the permanent bridge was destroyed early in the conflict. Volunteers evacuated thousands of people and hundreds of tons of humanitarian goods were transferred under fire using this improvised river bridge. Photo by Ukrainian Red Cross

Finally, the ICRC, along with the Ukrainian Red Cross and several other national societies, has worked over the past year to help trace family members who have been separated from their loved ones and restore communication. The ICRC's central tracing agency (CTA) responds to these and thousands more requests for help each week. To date, the CTA has collected, followed up on and safeguarded information on 4,000 people, including prisoners of war (POWs) and their families.

IFRC continues to strengthen coordination, undertaking the largest emergency cash initiative in its history.

Since the conflict began, IFRC teams have provided multipurpose cash assistance to nearly one million people who fled the conflict — supporting their basic needs, rental assistance, health and shelter needs. Thus far, more than \$216 million in cash assistance has been distributed to families in need. While financial assistance

### In Surrounding Countries: Red Cross Cash Assistance Offers 'Dignity and Choice'

In surrounding countries impacted by the Ukraine crisis, Red Cross and Red Crescent volunteers have provided a variety of aid to the millions of people who have fled the fighting. Over the last 12 months, thousands of Red Cross and Red Crescent workers in bordering countries — Poland, Slovakia, Hungary, Romania, Moldova, Russia and Belarus — and in 21 additional countries in the region, have helped evacuees find a place to lay their heads, a warm meal, medical and mental health support, or just the chance to hear a sympathetic voice in an unfamiliar place.

As we focus on supporting longer-term needs, American Red Cross and IFRC delegates have been working with local Red Cross officials to design and implement a cash assistance program to deliver aid quickly and easily to people who need it most. With the help of over 40 Red Cross and Red Crescent national societies, the



Red Crossers Kateryna and Valerija hand out food and supplies at a distribution center in Szeged, Hungary. "I wanted to do something to help, but I didn't know how," said Kateryna, who is among the millions displaced from Ukraine. As she chats with fellow refugees, Kateryna also shares details about a Red Cross cash assistance program aimed to fill in the gaps. "Everyone who comes to the Red Cross has different needs. If we can make their stay in Hungary more comfortable, that is what matters," she said. Photo by Brad Zerivitz/American Red Cross

is often thought of as a transactional service, American Red Cross officials stress that cash assistance is about empowerment.

“There’s dignity and choice in this sort of assistance,” said Kanhong Lin, an American Red Cross delegate who, along with fellow American Red Cross delegate Monica Shah, is part of a team that designed cash assistance apps being used in Hungary and other surrounding countries impacted by the crisis.

“In the past, those in need would [have to] come to the Red Cross, make an appointment, wait for an appointment, drive out to a fixed site or find

transportation to that site, often bringing their small children,” Lin said. With this type of cash assistance that can be accessed via a mobile device, the Red Cross is getting relief to people in the most efficient way possible.

Lin said that cash assistance puts the power back in the hands of those who need it and puts funds back into local communities. “What I love about this type of assistance is that it gives people a sense of control in helping themselves, particularly at a time when people have lost control of other circumstances. No one wanted this war. No one chose to leave and flee their homes. This assistance can provide help and dignity,” he said.

## Red Cross Shelter, Financial Assistance Help Warm Hearts During a Cold Winter

“I don’t want anyone to be hungry — ever,” said Ljudmila, who was cooking in a communal kitchen at a Hungarian Red Cross shelter in Szeged, Hungary.

Since fleeing the Donbas region of Ukraine in March, Ljudmila says that she has found community and purpose at this shelter operated by the Hungarian Red Cross. She says she’s grateful for a warm and safe place for her, her two daughters and four grandchildren, who are among the 80 residents at the shelter.

With winter bearing down, she worries about the rest of her family back home in Ukraine, who currently don’t have

heat, electricity, or water. They are in constant contact, but she doesn’t know what the future will hold for her or her family.

Ljudmila doesn’t sit down until everyone has a large dollop of sour cream in their soup. “My mama taught me how to cook this recipe, and cooking this reminds me of home,” she said. She told us that Red Cross cash assistance has been a huge help for her, allowing her to buy a winter coat and purchase food that she can cook for herself and others. IFRC officials stress that cash assistance is about empowerment, allowing people to determine their own needs and quickly address them.



Shelter resident Ljudmila speaks with American Red Crosser Susan Malandrino over bowls of borscht she prepared at a Red Cross shelter in Szeged, Hungary. In the kitchen, Ljudmila says that financial assistance has given her the freedom to help herself — and to help others she’s met at the shelter who are in the same situation. Photo by Brad Zerivitz/American Red Cross

At the shelter, fellow resident Alissa\* held her nearly two-year-old daughter as she talked about her harrowing journey from Kharkiv. She said Red Cross aid has been critical for them. “It was very stressful. When I arrived in Hungary, I didn’t know where to go or what to do,” she said. “With the funds I received from the Red Cross, I bought winter jackets for us, as the weather has gotten cold and we didn’t bring winter clothes with us from Ukraine,” she said.

Alissa said that she’s happy she and her daughter are safe and cared for while they figure out what comes next. “I think it is good that the Red Cross exists. Without the Red Cross, I wouldn’t have known what to do. There’s no other place like this—where I can have nice accommodations, where I can get medicine for my daughter and where I can get funds to buy the important things we need,” she said.

\*Name changed to protect privacy.



“My daughter was just a baby when we fled Kharkiv in the spring. It’s been almost a year and she’s a big girl now,” said Alissa,\* pointing to her nearly two-year-old daughter playing by her side. Today, she and her daughter live at the Red Cross shelter in Szeged, Hungary. “I feel good here at this Red Cross shelter. It’s hard to be away from my family while the war continues and we worry about them every day,” she said. Photo by Brad Zerivitz/American Red Cross

## A Team Effort: American Red Cross Joins with Partners to Support Ongoing Aid

The response continues to be a global effort, with Red Cross and Red Crescent teams from around the world mobilizing to help millions of people as they struggle with the lasting impacts of this crisis. In collaboration with our Red Cross and Red Crescent partners and other organizations, the American Red Cross has been helping affected individuals and families with shelter, cash, health care and more as they settle into life in a new country or within Ukraine.

Thanks to generous financial support from donors, the American Red Cross has already contributed over \$89 million to Ukraine crisis relief efforts. This includes \$62 million to the IFRC to support some of the most urgent needs of affected residents and displaced families, including food, shelter, critical care items, cash assistance and first aid.

The American Red Cross has also contributed \$2 million to the ICRC to support lifesaving assistance within Ukraine, \$8.9 million to the Danish Red Cross to help provide food and non-perishable food items, first aid kits, blankets and hygiene kits to people displaced within Ukraine, and \$6 million to feeding partner World Central Kitchen to provide meals for those in Ukraine and surrounding countries.

Working alongside local Red Cross and Red Crescent teams in Poland, Moldova, Hungary and Romania, the American Red Cross has deployed 28 international crisis responders to support information management, cash assistance programming, GIS systems, communications and crisis leadership. As one of the technical leads for cash assistance programs within the Red Cross and Red Crescent, the American Red Cross has played a critical role in developing a multi-country cash assistance program, enabling the delivery of vital funds to people displaced by this crisis as they settle into new lives in other countries.

Since the onset of this crisis, the American Red Cross has also sent 89 trained staff across ten locations in Europe to support emergency communications and morale activities for U.S. military members and their families. Our teams have handled more than 50,000 emergency communications calls from service members and their families, provided comfort to more than 146,000 people and distributed more than 350,000 care items, including hygiene items and other necessities to deployed service members.



## Looking Ahead: Adapting Our Response to Meet Ongoing Needs

The future of the Ukraine humanitarian crisis remains unknown. Millions of people continue to be displaced internally, while millions more have fled Ukraine. Host communities in surrounding countries have opened their doors and hearts to millions of refugees, and they also need support as they continue caring for tens of thousands of people far from their homes. The impacts will be felt for years to come, with lasting ramifications around the world.

With the funds raised, the American Red Cross, alongside our Red Cross and Red Crescent partners, remains committed to helping people affected by this crisis. This is possible through our vast network of local volunteers who have been there before this crisis occurred and will continue to assist in the months and years to come.

Taking into consideration the growing needs, we will continue to adapt our response focusing on the following priorities:

- Ensuring humanitarian action that responds to the needs of both the host communities and people impacted by conflict.

- Ensuring those impacted are safe and warm during cold weather
- Sustaining principled humanitarian action that will allow the Red Cross to support people who need it most. The Red Cross must remain committed to providing neutral, impartial and independent humanitarian assistance. This will allow us to work in all areas where people are impacted by armed conflict.
- Responding to the growing needs and complexities arising from the armed conflict, including providing safe places to take refuge from violence and lifesaving services, like food and first aid.
- Giving the most vulnerable people the most relevant and dignified support they need.

Above Left: "Moms and kids fleeing Ukraine have been through so much. The least I can do is welcome them here with a smile, in addition to the aid we're providing," says Jenelle Eii, an American Red Crosser who deployed to support the IFRC response, from a Polish border crossing. Photo by the Polish Red Cross  
Above Right: Volunteers help unload fresh fruit and vegetables at a Red Cross shelter for displaced Ukrainians in Szeged, Hungary. Working with local grocery stores and food suppliers, the Hungarian Red Cross is distributing over 1,000 kilograms of food each week to shelters. Photo by Brad Zerivitz/American Red Cross



In a May 2022 visit to the United States, Professor Mykola Polishchuk (right), president of the Ukrainian Red Cross, meets with Koby Langley (left), senior vice president of American Red Cross International Services, to discuss American Red Cross support for people impacted by the humanitarian crisis. Photo by the American Red Cross

## Generous Donations Continue to Fund Critical Humanitarian Relief

Thanks to our compassionate donors, as of February 24, 2023, the American Red Cross has raised \$148.1 million to support relief for people affected by the humanitarian crisis in Ukraine. In the first year of this response, the American Red Cross has already spent or made commitments to spend \$101.5 million to help meet to the humanitarian needs generated by this crisis.

We will continue to program the remaining funds to assist with immediate and ongoing relief efforts, long-term recovery, resilience or other critical humanitarian services as needs arise, both in Ukraine and surrounding countries, including support for displaced populations. As the

situation evolves, if assistance is needed for people who have fled Ukraine to the United States, the American Red Cross is prepared to provide relief and assistance in coordination with U.S. government authorities.

Our efforts will last years, not months, and the people touched by this crisis know that when others leave, the Red Cross will serve — and will stay to help for as long as help is needed. We stand in solidarity with the Ukrainian Red Cross during this crisis, and the American Red Cross is proud to extend a hand of friendship from donors across the U.S. to families devastated by this unprecedented humanitarian crisis.

**Ukraine Humanitarian Crisis Expenses and Commitments (in millions)<sup>1</sup>**

as of February 24, 2023 (\$148.1 million raised)

Expense Categories	Food, Shelter and Relief Items	Financial Assistance	Health Support	Service to the Armed Forces	Total	Expense %
Grants to support financial assistance, food, medical and other relief items	\$66.8	\$20.0	\$0.8	—	\$87.6	86.3%
Deployment of volunteers and staff (includes airfare, lodging, meals and vehicles)	\$1.5	—	—	\$1.5	\$3.0	3.0%
Other program and program support costs	\$0.7	—	—	—	\$0.7	0.7%
<b>Total Program Expenses and Commitments</b>	<b>\$69.0</b>	<b>\$20.0</b>	<b>\$0.8</b>	<b>\$1.5</b>	<b>\$91.3</b>	<b>90.0%</b>
Management, general and fundraising <sup>2</sup>					\$10.2	10.0%
<b>Total Spent and Committed</b>					<b>\$101.5</b>	<b>100.0%</b>
Program dollars remaining					\$41.9	
Management, general and fundraising remaining to be applied					\$4.7	
<b>Total Budget</b>					<b>\$148.1</b>	

<sup>1</sup>Dollar figures in all tables are rounded to the nearest \$100,000; therefore, expenses \$49,999 and below are represented as —.

<sup>2</sup>Management, general and fundraising expenses support our work at its core and are indispensable to running the organization and helping people in need. They include the people and systems to maintain our enterprise-wide computer and telecommunications, HR and payroll systems to support our more than 17,000 employees and nearly 300,000 volunteers, fundraising and communications functions, and other support services across all program lines. Ninety cents of every dollar spent for the Ukraine Humanitarian Crisis will help people affected by this crisis.

*Thank you!*

The American Red Cross responds to disasters and other crises around the world by mobilizing cash support, pre-positioning relief supplies, deploying disaster response experts and in some cases, implementing recovery and preparedness programs. The remarkable generosity of our supporters — individuals, corporations and foundations — drives our ability to provide relief and assist our partners in the Red Cross and Red Crescent network. We are grateful for your trust.