

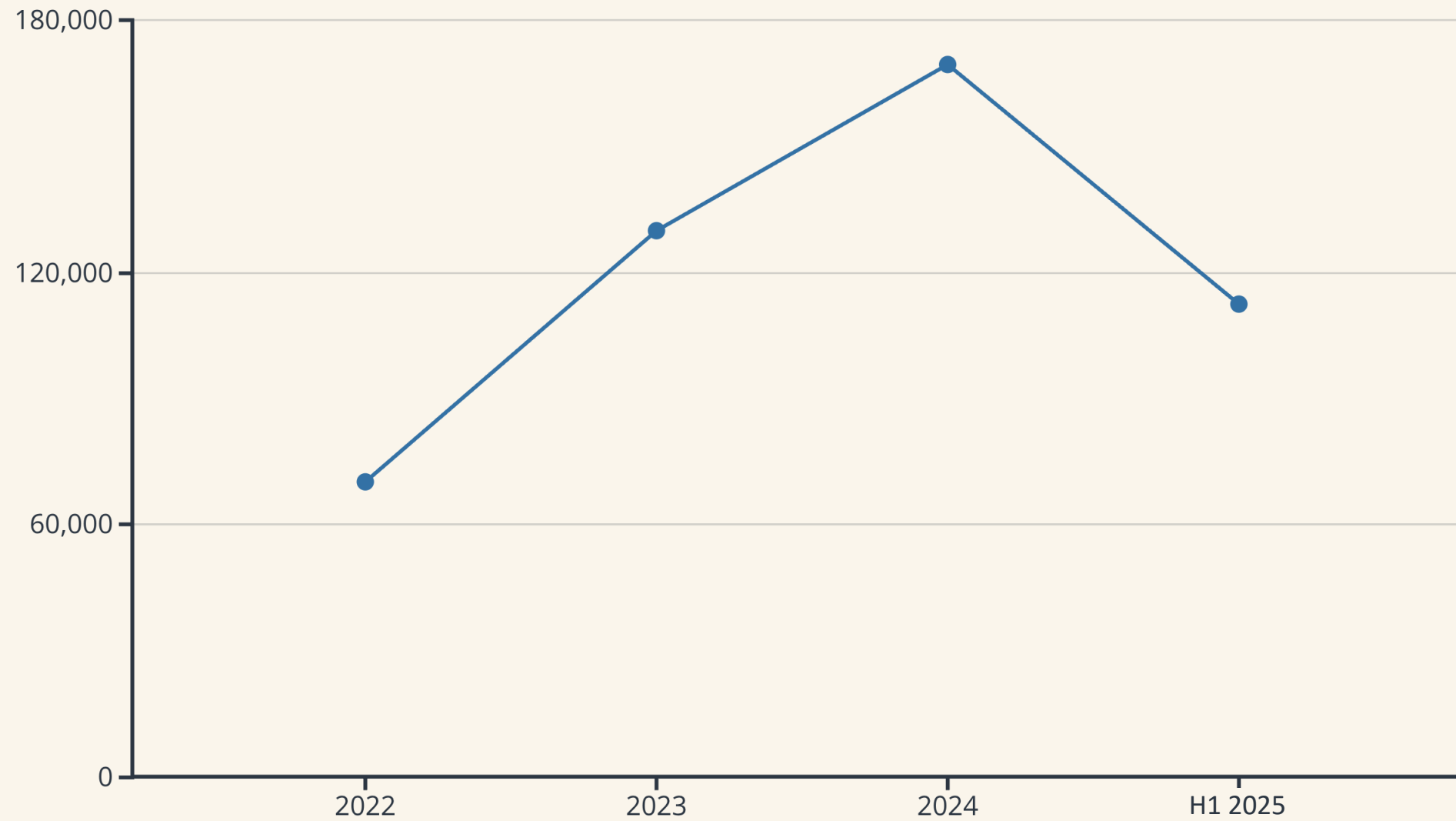
Social Development Priority: Transforming Social Services in Communities

Experience of the Kharkiv region

Viktoriia Tyshchenko

Transforming Demand for Social Services

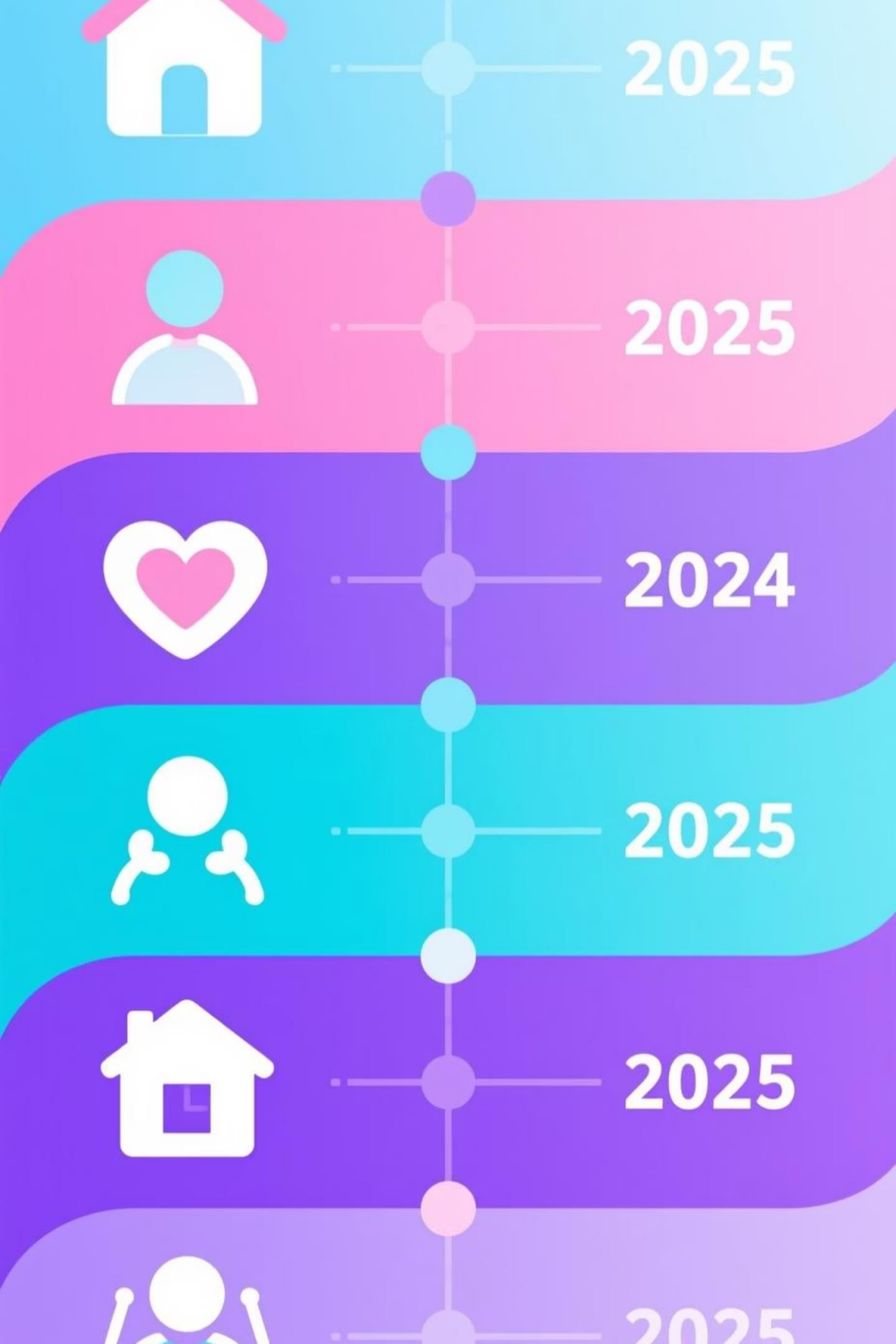
Wartime Context

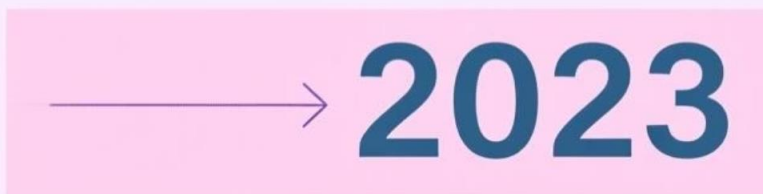


Demand for social services has significantly increased since 2022-2025

Shifting Needs: 2022-2025

- 1 — 2022: Initial Crisis
Support for children with disabilities, families with chronic illnesses.
- 2 — 2023: Displacement & Violence
Work with IDPs, domestic violence victims, temporary shelters, guardianship support.
- 3 — 2024: Military & Veterans
Support for military families, crisis intervention, veteran assistance.
- 4 — 2025: Psychological & Digital
Psychological abuse, alcohol abuse, abuser programs, first psychological aid, digitalization.





Changes in service providers' requests: 2021-2023

2021: Pre-war period

- Working with refusals, lack of documents.
- Assessment of needs, conflict situations.
- Homeless people with newborns, stimulation of recipients.
- Documentation, supervision, motivation, burnout.

2022: The beginning of the war

- Support for children with disabilities.
- Support for families with chronic illnesses.
- The performance of parental responsibilities.
- Prevention of burnout.

2023: Adaptation to war

- Accounting documentation after the occupation.
- Working with refuse workers, elderly individuals without guardians.
- Temporary shelters, domestic violence.
- Support of guardians, placement of children.
- Stress therapy, adaptation of internally displaced persons.



Changes in service providers' requests: 2024-2026

2024: Current challenges

- Support for military personnel and their families.
- Crisis and emergency intervention.
- Service standards for new employees.
- Information and consulting.
- Families in difficult circumstances.
- Prevention of addictions.
- Veterans' adaptation.
- Support for the private sector.

2025-2026: Future Needs

- Parental alcohol abuse
- Psychological violence
- Low parental potential
- Abuser programs
- Veteran support
- Military family services
- First psychological aid
- Mediation
- Digitalization of services
- CSS/CNSP supervision
- Emergency services
- Mandatory child services

Workforce Challenges & Economic Impact



Staff Exodus

Qualified specialists left due to evacuation, lost homes, unsafe conditions.



Increased Burden

Remaining staff face high workload, extreme conditions, low pay, burnout.



Humanitarian Principles



Basic Needs Focus

Food, water, shelter, psychological aid minimize risks.



Human Dignity

Treating individuals as subjects of their own lives.



Protection Approach

Safeguarding vulnerable groups (children, IDPs, disabled, elderly).



NGO Partnerships

Collaborating with non-governmental organizations to fill gaps.





Economic Efficiency of Transformation

Deinstitutionalization is a long-term investment in Ukraine's future.

Deinstitutionalization

Shifting funds from institutions to community-based services.

Family-Based Care

Supporting foster families and adoption for better outcomes.

Orphanhood Prevention

Early intervention for families in difficult circumstances.

Overcoming Transformation Challenges



Invest in Human Capital



Financial Incentives



Psychosocial Support



Rapid Training



Thank you.

Transforming the social services system together

The transformation of social services is a shared responsibility. We must join efforts to ensure the accessibility and quality of social support for everyone.

