



Відповідальні
громадяни

Responsible citizens

ANNUAL REPORT

2024

Photo by NGO "Responsible Citizens"

CONTENT

Welcome note from the Head of the Board of the NGO	03
Welcome note from the Director of Projects and Programs of the NGO	03
About the NGO	04
Our team	08
Key areas of activity	09
"Responsible Citizens" in numbers	11
Major achievements in 2024	13
Support for affected populations	15
Family support program	24
Development of the network of Child-Friendly Spaces	24
Mobile teams	28
Specialist support for social sector professionals	32
Mine safety	34
Educational projects	35
Soft and business skills	37
Career guidance and development	40
Compensating for education loss due to war	43
Advanced training for social sector professionals	44
Advocacy and representation	45
Communication results	50
Partners	51

WELCOME NOTE

Being Responsible Citizens is not just the name of our organization — it is the principle that defines our work and values. Since 2014, we have been supporting communities affected by conflict, helping people in vulnerable situations, and creating opportunities for their resilience and development.

Our primary focus is people. We support those forced to rebuild their lives under difficult conditions and help communities become centers of cohesion and recovery. This is not only about humanitarian aid, but also about long-term solutions — from creating economic opportunities to strengthening the social capacity of communities. This year has shown that our work remains vital. We have expanded our support, launched new programs, and engaged more partners and volunteers. We have come even closer to people, because their stories, challenges, and victories are the foundation of our decisions.

Responsibility means action. We continue to work, adapt to new challenges, and seek solutions that help our communities become stronger. We thank everyone who shares our values and supports our mission.



Olha Kosse

Head of the Board
NGO «Responsible Citizens»

A crisis is always a test for society — but it also opens up opportunities for change. NGO “Responsible Citizens” works precisely where change is most needed: in communities facing the challenges of war, forced displacement, and economic instability.



Enrique Menendez

Director of Projects and
Programs, NGO "Responsible
Citizens"

Our organization has always been guided by the principle of sustainable solutions. We do not simply react to problems — we look for ways to prevent them. That is why our programs include not only humanitarian aid but also business development, support for educational initiatives, and social cohesion. We help people not only to survive, but to find a path to the future.

The results of our work are more than just numbers and reports — they are real changes in people's lives. Children who gained access to education, families who found a new home, entrepreneurs who started a business despite the war — all of this inspires us to keep moving forward. We are building systemic support that helps people and communities become more resilient. And we firmly believe that, together with our partners and all those who care, we can create conditions in which everyone has a chance for a life of dignity.

 **The team of NGO "Responsible Citizens" includes over 250 professionals** working across four regions of Ukraine.

 **Most of us know firsthand what war is:** our hearts and lives are closely connected with our hometowns in Donetsk, Dnipropetrovsk, Zaporizhzhia, and Kharkiv regions.

 **85% of our staff have experienced forced displacement** and truly understand the needs of those they support

ABOUT THE NGO



"RESPONSIBLE CITIZENS"

— is a non-governmental organization with over **10 years** of experience in implementing support programs for the population in eastern Ukraine, particularly in Donetsk, Luhansk, Kharkiv, Zaporizhzhia, and Dnipropetrovsk regions. Our work is focused on supporting internally displaced persons (IDPs) and local residents, with particular attention to community development and strengthening their resilience to today's challenges.



VISION

People from eastern Ukraine live with dignity and have equal opportunities to realize themselves in Ukraine and to be self-sufficient.



MISSION

To strengthen the resilience and sustainability of communities in eastern Ukraine.



ORGANIZATIONAL GOALS

- **Implementing social adaptation and reintegration programs** for people who were forced to leave their homes, with the aim of helping them return to active life
- **Ensuring access to quality education** and professional opportunities for both children and adults.
- **Strengthening local communities** through infrastructure development, increased social engagement, and the building of partnerships.
- **Providing humanitarian assistance** to people affected by the war, with a focus on long-term integration and psychological support.

ABOUT THE NGO



HISTORY OF ESTABLISHMENT

The NGO “Responsible Citizens” was founded out of the need to organize fast and effective humanitarian assistance for residents of eastern Ukraine **at the beginning of the war in 2014**. Over several years, the volunteer initiative evolved into a professional civic organization. With the support of our international partners, **over the 10 years** of our existence we have implemented **more than 56 projects**, delivered tens of thousands of tons of humanitarian aid, traveled a cumulative distance comparable to two journeys around the world, and reached more than **1 million people** with our assistance and support.

2014

On June 10, 2014, the “Responsible Citizens” team gathered for the first time in Donetsk to define the areas of their volunteer work, along with their principles and responsibilities. At the initial stage, it was a volunteer movement uniting people of different backgrounds and professions, all driven by a shared calling to help others in their native cities of Donetsk region. In the first months of our activity, our dedication was recognized by international humanitarian institutions and major Ukrainian foundations, with whom we launched an unprecedented support system for Ukrainians in the eastern regions of the country.

2015

We officially registered the NGO “Responsible Citizens.” In doing so, we made a clear decision that helping people would become our profession and our core mission. We firmly believe that volunteering is a temporary response to crises, uniting many sincere and caring individuals. However, sustainable humanitarian work must be based on social responsibility toward the team and on transparent provision of social guarantees for all staff involved in such activities. This year, our team grew to 25 staff members and 7 crews, who delivered essential aid daily to high-risk areas.

2016 – 2019

The organization is scaling up, establishing new partnerships, and solidifying its status among international organizations such as the International Organization for Migration (IOM), Mercy Corps, Danish Demining Group, Triangle Génération Humanitaire, and others. We continue to implement humanitarian projects with a focus on psychosocial support and the development of youth initiatives through educational and cultural activities in communities of Donetsk and Luhansk regions.

2020 - Feb, 2022

In 2020, “Responsible Citizens” continued to provide psychosocial support to children from frontline communities in Donetsk and Luhansk regions. During the same period, the organization joined the civil union “Ukrainian Child Rights Network” to carry out joint advocacy for the protection of children's rights in Ukraine.

The beginning of the pandemic prompted the organization to focus on online educational projects. More than 2,000 teenagers and young people from Donetsk and Luhansk regions took part in informal online education courses. In addition, the organization joined efforts to support medical institutions and healthcare workers in responding to the Covid-19 pandemic.

Since 2022

Our activities expanded geographically and evolved contextually in response to the full-scale war that spread across the entire country. First and foremost, we built upon our 2014 experience in rapidly deploying humanitarian aid across various regions. The first months of the war were dedicated to responding to urgent humanitarian needs and carrying out evacuations, but in parallel, we immediately began developing community support projects in areas that faced an unprecedented influx of internally displaced people. Since 2022, we have expanded our operations to three more regions — Dnipropetrovsk, Zaporizhzhia, and Kharkiv.



HOW WE WORK TODAY



WE RESPOND

to urgent humanitarian issues in the context of war and social transformation. Together with our international partners, we organize the distribution of direct humanitarian and financial assistance, continuously collect data on the needs of internally displaced persons and residents of frontline communities, and mobilize resources to provide the necessary support.



WE CREATE

new opportunities for development. We implement projects aimed at improving the quality of life in communities in eastern Ukraine. This includes educational programs, trainings, mentorship, and support for business initiatives. Our goal is to ensure sustainable development through innovation and active public participation in decision-making processes.



WE STRIVE

to achieve equal opportunities for all citizens, especially for vulnerable groups. We help people gain new professions, improve their skills, and explore new areas of activity. Our organization is focused on promoting social justice and inclusion so that everyone can live with dignity and look to the future with confidence.



WE DEVELOP

child protection programs and provide opportunities for a healthy life that supports their overall development by ensuring access to education, cultural, and sports activities. We believe that every child deserves a safe and supportive environment in which they can realize their potential. NGO "Responsible Citizens" also conducts training for educators and social workers to support them in delivering quality services in their communities.



WE UNITE

to build strong communities. We engage people, organizations, and resources to work together on projects that meet the real needs of the population. Through joint initiatives, we aim to provide support to those who need it most and to find solutions to current social challenges by creating a platform for sharing experience and ideas.



WE DRIVE CHANGE

in society through awareness-raising and advocacy. Our organization actively works to protect and support people by interacting with governmental bodies and at the international level. We strive to influence policies and practices to create conditions for a dignified life and development for all people in Ukraine, especially for those most affected by the war.

OUR TEAM



Each of us understands what it means to live in wartime conditions — our team brings together people from Donetsk, Bakhmut, Mariupol, Kramatorsk, Kharkiv, Zaporizhzhia, Dnipro, and other cities.

OUR PRINCIPLES:

01 NEUTRALITY

This principle allows us to act without bias or external influence. The organization strives to create a safe environment for all participants, where every voice is heard and every need is taken into account. Neutrality enables us to work effectively with diverse communities and engage partners from various sectors.

02 NON-POLITICAL STANCE

We maintain a non-political status in order to focus on the humanitarian aspects of our work. Our goal is to help people regardless of their political beliefs, religion, or nationality. This approach allows us to concentrate on providing support to those in need and improving the lives of people in Ukraine without political pressure.

03 TRANSPARENCY

We are committed to the highest level of transparency in all our actions and financial operations. Our organization regularly reports on the results of its work, the use of resources, and the goals achieved. Transparency helps us build trust among our partners and the public by ensuring openness and accountability in all areas of our activity.

04 PUBLIC ENGAGEMENT

We believe in the importance of openness to society — informing the public about our work and involving them in discussing key issues. Public engagement helps us foster active dialogue with different stakeholders, maintain interest in our projects, and attract new partners. Through transparency and communication, we aim to convey the significance of our mission and encourage participation in our efforts.

KEY AREAS OF ACTIVITY



AREAS OF ACTIVITY:



COMMUNITY DEVELOPMENT

Supporting local initiatives that promote long-term development and the integration of internally displaced persons (IDPs) into community life.



PSYCHOSOCIAL SUPPORT

Providing psychological, social, and legal assistance to families with children.



EDUCATION AND PROFESSIONAL DEVELOPMENT

Ensuring access to formal and non-formal education, helping to recover educational gaps, and organizing retraining and career guidance courses for IDPs and local residents.



HUMANITARIAN RESPONSE

Delivering emergency and essential assistance to people in need during crisis situations.

TARGET GROUPS

We work with both local residents and IDPs, providing them with opportunities for personal development and strengthening community potential. We cooperate with local self-government bodies, social protection agencies, educational institutions, employment centers, NGOs, charitable foundations, as well as activists and volunteers.

SUSTAINABLE DEVELOPMENT APPROACH

01 RESILIENCE

We work hand in hand with local communities, involving them in the implementation of projects to strengthen their autonomy and ownership of their own development. Our goal is to build local capacity to adapt and respond effectively to current and future challenges.

02 HUMAN CAPITAL DEVELOPMENT

We focus on unlocking the potential of individuals and communities by investing in education, skill-building, and leadership. Through training programs, mentoring, and support for civic initiatives, we empower people to grow, take responsibility for their future, and become agents of positive change within their communities.

03 INCLUSIVE APPROACH

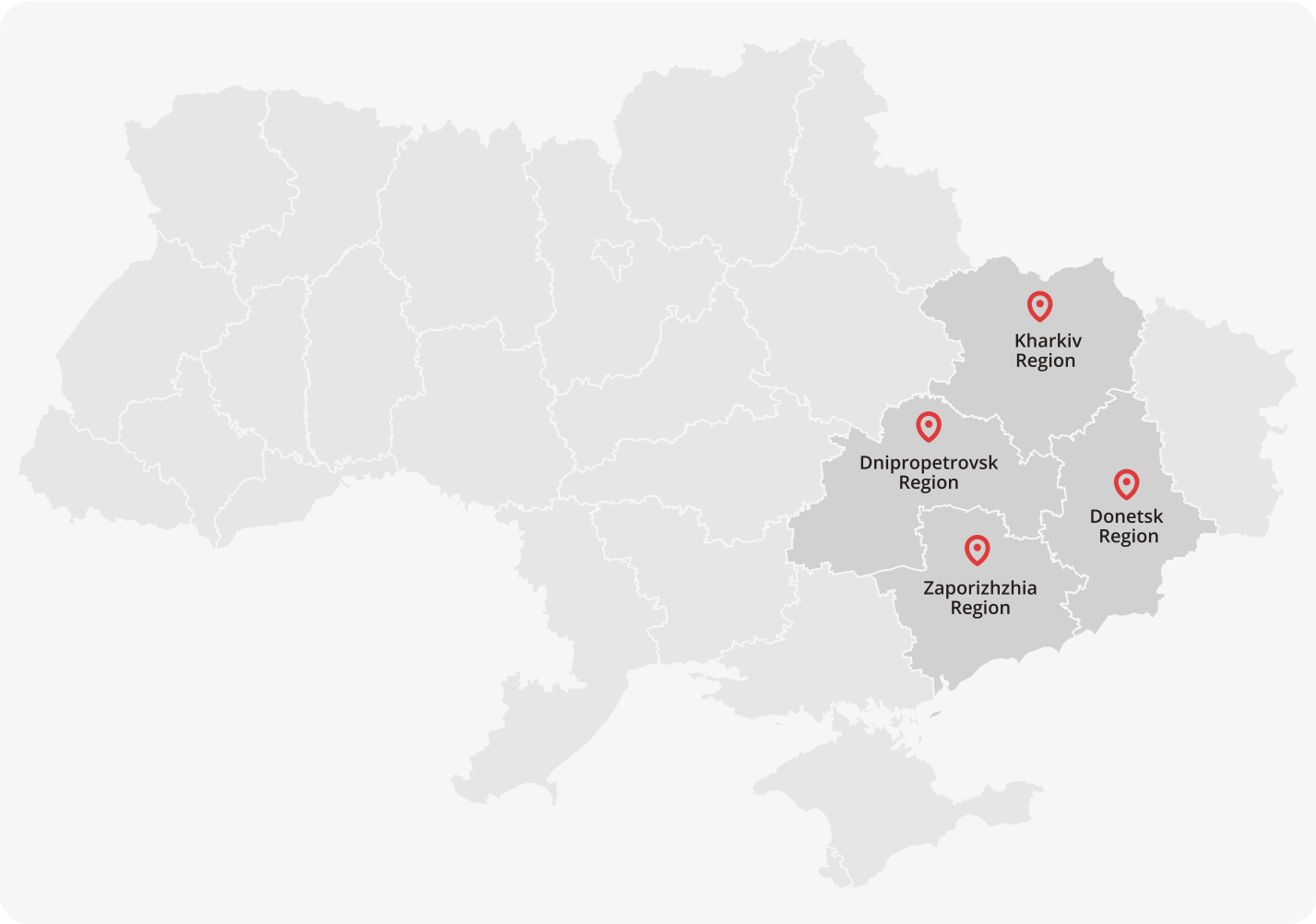
We strive to ensure that every participant receives support tailored to their individual needs.

PRIORITY ON CHILDREN

We create conditions that help children and adolescents grow up in a safe environment, access quality education, and receive psychosocial support.



«RESPONSIBLE CITIZENS» IN NUMBERS



PSYCHOSOCIAL SUPPORT

 **100 000**
children and their parents received psychological, social, and legal assistance.

 **30 000**
people affected by the war from the most vulnerable groups received financial aid in four regions of Ukraine

 **35 000**
people received humanitarian assistance, such as in the form of food packages, hygiene supplies, clothing, and other essentials.

 **5 000**
families received individualized support to meet their children's basic needs.

 **48**
child-friendly spaces were created, offering services of psychologists, speech therapists, social workers, and lawyers in 35 communities.

 **52**
mobile psychosocial support teams provide services to families with children in 37 communities across eastern Ukraine.

EDUCATION AND PROFESSIONAL DEVELOPMENT

**18 500** People participated in soft skills and business skills trainings.

**1 080** Individuals completed retraining courses in modern specialties such as accounting, SMM, and computer literacy.

**1 150** Children and adults improved their English language proficiency.

**4 620** Children attended classes aimed at recovering educational losses.

TRAINING FOR SPECIALISTS

**2 500**

Professionals from the social and education sectors completed trainings to enhance their qualifications.

**100+**

Events were held to provide emotional relief and support for social workers and educators.



MAJOR ACHIEVEMENTS IN 2024

01 LARGE-SCALE HUMANITARIAN AID AND SUPPORT FOR IDPS



ASSISTANCE FOR TENS OF THOUSANDS OF PEOPLE

in frontline regions and areas of compact settlement of internally displaced persons (IDPs)



EMERGENCY RESPONSE

to humanitarian challenges, providing people with food packages, hygiene products, and essential supplies.



EXPANSION OF MOBILE TEAMS

delivering legal, psychological, and social support in the most remote communities.

02 COMMUNITY RECOVERY AND DEVELOPMENT



INITIATING SUSTAINABLE SOLUTIONS IN COMMUNITIES

Establishing a network of Child-Friendly Spaces where internally displaced persons and local residents can access comprehensive services.



EDUCATIONAL PROGRAMS FOR CHILDREN AND YOUTH

These programs help communities by preparing new professionals for employment in new fields. They also support school students in catching up on educational losses caused by the war, including preparatory classes for final exams and university admission.

03 PROTECTION AND ADVOCACY



LEGAL SUPPORT FOR IDPS AND CONFLICT-AFFECTED POPULATIONS

Assisting with restoring documents, obtaining compensation, applying for financial aid, and receiving social status.



MONITORING THE RIGHTS OF IDPS AND AFFECTED COMMUNITIES

Ongoing cooperation with government agencies and international partners.



ADVOCATING FOR CHANGE

Promoting the rights of internally displaced persons, refugees, and conflict-affected populations on the global stage through engagement with international institutions.

04

ECONOMIC SUPPORT AND OPPORTUNITY CREATION



FINANCIAL ASSISTANCE

to individuals, aimed at enhancing economic resilience.



TRAINING PROGRAMS FOR ENTREPRENEURS

including consultations and mentoring to support the development of small businesses.



EMPLOYMENT AND RETRAINING

assistance in job searching, learning new professions, and adapting to new labor market conditions.

05

INTERNATIONAL COOPERATION AND STRATEGIC PARTNERSHIPS



EXPANDING PARTNERSHIPS WITH INTERNATIONAL ORGANIZATIONS

such as UNICEF, World Vision International, Mercy Corps, and the Government of the Faroe Islands, allowing us to mobilize more resources to support people.



ENHANCING THE ORGANIZATION'S VISIBILITY

through international events, forums, and advocacy campaigns that strengthen the role of "Responsible Citizens" in the global humanitarian community.



SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Donetsk Region

Project

"Provision of psychosocial support services, protection, and education for families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia regions"

Since October 3, 2023, this project has been implemented by the NGO "Responsible Citizens" with the support of UNICEF in Donetsk region. It covers the following territorial communities in Donetsk region: Pokrovsk, Myrnohrad, Dobropillia, Kryvyi Rih, Bilozerka, Novodonetske, Druzhkivka, Kostiantynivka, Kramatorsk, Sloviansk, Sviatohirsk, and Lyman.

 **715**

families were covered during the reporting period (one-time financial aid amounted to UAH 3,800 per family).

Project

"Strengthening community resilience in Eastern Ukraine through humanitarian, psychological, and career guidance support programs"

In March 2024, the NGO "Responsible Citizens", with the support of Mercy Corps and the UK government, delivered family hygiene kits to **920 families** from Avdiivka and Ocheretyne who lost their property due to the war. The distribution was organized in humanitarian hubs in Novomoskovsk, Pavlohrad, Pershotravensk, Kamianske, and Mezhove, with the assistance of the Avdiivka Military Administration.

Project

"Strengthening community resilience in Eastern Ukraine through humanitarian, psychological, and career support programs"

Since November 2023, the NGO "Responsible Citizens", with support from the international humanitarian organization Mercy Corps, has been implementing this project in Donetsk region.

 **20 000**

Households in Donetsk region received humanitarian assistance, including:

- Food and hygiene kits
- Diapers and incontinence products for persons with disabilities and children aged 0 to 3 years.

Project

"Adaptive Rapid Humanitarian Response to Address Urgent Needs of Conflict-Affected Households in Ukraine"

Since December 2023, the NGO "Responsible Citizens", with support from the international humanitarian organization World Vision, has been implementing this project in Donetsk region. The project focuses on assisting collective centers (temporary shelters) by providing: collective hygiene kits and fuel pellets for heating. Additionally, the following items were distributed: 270 individual kits (blanket + thermos), 250 heaters, 100 portable gas stoves, each with 6 spare gas cartridges, 4,600 food kits, 600 hygiene kits, 3,600 liters of water.

 **179**

individuals across 9 collective centers

 **6 938**

total beneficiaries

SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Donetsk Region

Project

"Provision of Multi-Sectoral Humanitarian Assistance to Conflict-Affected Population in Ukraine"

Since January 2024, the NGO "Responsible Citizens", with support from the international humanitarian organization World Vision, has been implementing this project in Donetsk region. The project aims to assist conflict-affected populations in Ukraine by providing cash assistance to the most vulnerable groups. The cash assistance amount is UAH **10,800** per family member, calculated as UAH **3,600** per month.



In Donetsk region, the project is being implemented in the following territorial communities: Kostiantynivka, Kramatorsk, Novohrodivka, Hrodivka, Pokrovsk, Bilozerka.



8 673 beneficiaries received payments following registration procedures. In 2024, the project was implemented in Kostiantynivka territorial community.

Project

"Local, Inclusive, and Multi-Sectoral Emergency Assistance for War-Affected Populations in Ukraine (LIVES) 3.0"

Since May 2024 in Donetsk region, the NGO "Responsible Citizens" with support from the international humanitarian organization Mercy Corps has been implementing this project. The project consists of 2 components: **cash assistance** (providing cash assistance to the most vulnerable population categories. The cash assistance amount is UAH 10,800 per family member calculated as UAH 3,600 per month) and **winterization support**.



5 878 beneficiaries received cash assistance in 2024.



6 500 beneficiaries received winter assistance.



SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Dnipropetrovsk Region



Project

"Provision of psychosocial support services, protection, and education for families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia regions"

In Dnipropetrovsk region, the project is being implemented in the following territorial communities: Kryvyi Rih, Zhovti Vody, Sofiivka, Piatykhatky and Kryvyi Rih city.

 **2 083**

certificates were issued for clothing purchases (the cost of one certificate is UAH 3,800).

Project

"Adaptive Rapid Humanitarian Response to Meet Urgent Needs of Conflict-Affected Households in Ukraine"

Since December 2023 in Dnipropetrovsk region, the NGO "Responsible Citizens" with support from the international humanitarian organization World Vision has been implementing this project. The project is aimed at supporting collective centers with collective hygiene kits and fuel pellets.

 **713** people received assistance while residing in 15 collective centers across the region.

Project

"Strengthening community resilience in Eastern Ukraine through humanitarian, psychological, and career support programs"

Since November 2023, the NGO "Responsible Citizens", with support from the international humanitarian organization Mercy Corps, has been implementing this project in Dnipropetrovsk region.

 **2 000** Households in Dnipropetrovsk region received humanitarian assistance, including:

- Food and hygiene kits
- Diapers and incontinence products for persons with disabilities and children aged 0 to 3 years.

SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Dnipropetrovsk Region

Project

"Provision of Multi-Sectoral Humanitarian Assistance to Conflict-Affected Population in Ukraine"

Since January 2024 in Dnipropetrovsk region, the NGO "Responsible Citizens" with support from the international humanitarian organization World Vision has been implementing this project. The project is aimed at providing assistance to conflict-affected population in Ukraine with the purpose of delivering cash assistance to the most vulnerable population categories. The cash assistance amount is **UAH 10,800** per family member calculated as **UAH 3,600** per month.



In Dnipropetrovsk region, this project is being implemented in the following territorial communities: Zhovti Vody and Sofiivka.



3 570

beneficiaries received payments based on the results of the 1st quarter of 2024.

Project

"Adaptive Rapid Humanitarian Response to Meet Urgent Needs of Conflict-Affected Households in Ukraine" in partnership with World Vision International and with financial support from Aktion Deutschland Hilft (ADH).

In early January 2024, the NGO "Responsible Citizens" established the "Dobro na Amuri" shelter in Dnipro as part of the "Adaptive Rapid Humanitarian Response" project in partnership with World Vision International and with financial support from Aktion Deutschland Hilft (ADH). The shelter has provided refuge for over **200 displaced persons from Donetsk, Kharkiv and Luhansk regions** - families with children, people with disabilities, and elderly persons. The project enabled the procurement of essential items: beds, mattresses, a generator, lanterns, charging stations, bedding, blankets, a washing machine, and other necessities. The project also addressed heating issues in collective centers..



60 tons

of fuel briquettes were delivered to communities



1 000

people were provided with heating

SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Zaporizhzhia Region

Project

"Provision of psychosocial support services, protection, and education for families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia regions"

Since October 2023 in Zaporizhzhia region, the NGO 'Responsible Citizens' with support from the United Nations Children's Fund (UNICEF) has been implementing this project. **In Zaporizhzhia region, the project is being implemented in the following territorial communities:** Vilniansk, Zaporizhzhia, Shyroktiv, and Kushuhum

 516

certificates were issued for clothing purchases (the cost of one certificate is UAH 3,800)

Project

"Local, Inclusive, and Multi-Sectoral Emergency Assistance for War-Affected Populations in Ukraine (LIVES) 3.0"

Since May 2024 in Zaporizhzhia region, the NGO "Responsible Citizens" with support from the international humanitarian organization Mercy Corps has been implementing this project. The project consists of 2 components: **cash assistance** (providing cash assistance to the most vulnerable population categories. The cash assistance amount is UAH 10,800 per family member calculated as UAH 3,600 per month).

 457

beneficiaries received cash assistance under this project in Zaporizhzhia region.



Project

"Adaptive Rapid Humanitarian Response to Meet Urgent Needs of Conflict-Affected Households in Ukraine"

Since December 2023 in Zaporizhzhia region, the NGO "Responsible Citizens" with support from the international humanitarian organization World Vision has been implementing this project. The project is aimed at supporting collective centers with collective hygiene kits and fuel pellets.

 318

people residing in 2 collective centers in the region received assistance.

SUPPORT FOR AFFECTED POPULATIONS

MATERIAL (CASH AND NON-CASH) ASSISTANCE

Kharkiv Region

Project

"Provision of psychosocial support services, protection, and education for families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia regions"

In Kharkiv region, the project is being implemented in the following territorial communities: Balakliia, Barvinkove, Bohodukhiv, Kehychivka, Krasnohrad, Krasnokutsk, Chuhuiv, Bezliudivka, Zachepylivka, Malynivka, Pivdenne, Sakhnovshchyna, Solonytsia, Berestianska.

 1059

certificates were issued for clothing purchases (the cost of one certificate is UAH 3,800).

 240

hygiene kits were distributed for women and girls in Barvinkove and Berestianska communities.

Project

"Provision of Multi-Sectoral Humanitarian Assistance to Conflict-Affected Population in Ukraine"

Since January 2024 in Kharkiv region, the NGO "Responsible Citizens" with support from the international humanitarian organization World Vision has been implementing this project. The project is aimed at providing assistance to conflict-affected population in Ukraine with the purpose of delivering cash assistance to the most vulnerable population categories. The cash assistance amount is **UAH 10,800** per family member calculated as **UAH 3,600** per month. In Kharkiv region, this project is being implemented in the following territorial communities: Krasnohrad, Kehychivka, Krasnokutsk, Bohodukhiv, and Chuhuiv. As of 2024 results, payments were provided to **5,629** beneficiaries.



Project

"Adaptive Rapid Humanitarian Response to Meet Urgent Needs of Conflict-Affected Households in Ukraine"

Since December 2023 in Kharkiv region, the NGO "Responsible Citizens" with support from the international humanitarian organization World Vision has been implementing this project. The project is aimed at supporting collective centers with collective hygiene kits and fuel pellets.

 275

people residing in 2 collective centers in the region received assistance.

PARTNERSHIP IN SUPPORT



In November 2024, over **300 children in Donetsk region** received practical backpacks that will assist them not only in their studies but also in their daily lives! This support was made possible through collaboration with **Save the Children**.

The backpacks contain stationery and essential items for safety and convenience, including flashlights, thermal mugs, power banks, and reflective tape. These items will help children navigate the challenges of the energy crisis and support their education.

The distribution of backpacks took place in **Kramatorsk, Druzhkivka, Sloviansk, and Novodonetske communities of the Kramatorsk District**. Specialists from the NGO “Responsible Citizens” actively worked to deliver these packages directly to families in particular need of assistance.

TARGETED ASSISTANCE FOR THE ELDERLY CARE HOME IN DRUZHKIVKA, DONETSK REGION



The “Nadi Lang” care home opened in 2021, and since 2022, its residents and staff have faced ongoing tests of resilience, courage, and endurance.

In the first half of 2024, the care home primarily houses bedridden patients with serious illnesses. Among them are internally displaced persons and individuals from occupied territories who, for various reasons, cannot stay with their families or have been left in the care of the hospice by their relatives. Thanks to our **collaboration with Mercy Corps**, we were able to promptly meet the needs of the residents of the Druzhkivka Elderly Care Home by providing food and hygiene products, including a three-month supply of adult diapers.

ASSISTANCE TO AFFECTED COMMUNITIES

BENEFICIARY STORIES



“For all the years of the war, this is the first time I’ve received help,”

shared 63-year-old Nataliia Mykolaivna from Kehychivka in Kharkiv region.

When the full-scale invasion began, Nataliia and her family decided to stay in their home. Leaving the place where they had spent their entire lives was not only difficult but also complicated by personal challenges. Nataliia’s health has deteriorated, making it hard for her to move even within her home. She now faces daily household struggles alongside her 33-year-old son, who lost a leg due to a serious illness and has a disability.

“So, where could we go when both of us can barely get around? Here in Kehychivka, we have friends, neighbors—everyone feels like family now. I worked in trade my whole life, always interacting with people. Over the years of the war, we’ve grown closer than relatives with many here. We stick together and help each other,” Nataliia Mykolaivna said.

She learned about our cash assistance program almost by chance. A caring friend sent her a link to register.

“I had no experience with such things and wasn’t particularly trusting. But one sleepless night, I decided to figure it out, answered the questions in the form, and sent it off. A few days later, I got a call saying we’d been accepted into the program. I still can’t believe it! This is truly the first time we’ve received such help in all the years of the war,” Nataliia Mykolaivna shared.

The financial support came at a critical time for Nataliia’s family. They were able to purchase expensive medications, preventive drugs, immune-boosting supplements, and essential nutritious food.

“I’d really love to do something for my grandson. We’re hoping to save a little to get him something useful as a gift when the opportunity arises,” Nataliia Mykolaivna added.

ASSISTANCE TO AFFECTED COMMUNITIES

BENEFICIARY STORIES



“This was a miracle. Every time we received help, I felt an invisible hand supporting us. It wasn’t just financial aid—it was true support for life,” —

says Yulia.

When Yulia learned she was pregnant, her heart filled with joy. It was a long-awaited moment she had dreamed of for years. But just a few days later, she was diagnosed with cancer. It felt like life was playing a cruel game with her.

I stood in front of the mirror, looking at myself. How could everything change so quickly? One moment, you’re a happy expectant mother, and the next, a patient in an oncology ward. It was terrifying. I didn’t know what to do or where to turn,” — Yulia confesses, recalling that moment.

Treatment was urgent, and time was against her. Yet every time she thought of her unborn child, she found the strength to fight. However, the cost of treatment, including expensive medications, was beyond her family’s means. A single vial of medicine cost UAH 80,000 — a sum they couldn’t raise on their own.

Yulia shares:

“When we realized we couldn’t cope alone, we had to ask for help. It was hard to ask for money, but when it’s about your child’s life and your own, pride takes a backseat.”

Yulia and her husband sought help everywhere, and fate led them to the NGO “Responsible Citizens,” which, in partnership with World Vision Ukraine Crisis Response, was implementing a large-scale project. Thanks to support from the USAID Bureau for Humanitarian Assistance (BHA), Acted Ukraine, and the Ukrainian Response Consortium, they were able to register for cash assistance. The funds arrived quickly, enabling Yulia to start treatment on time.

“This was a miracle. Every time we received help, I felt an invisible hand supporting us. It wasn’t just financial aid—it was true support for life”, says Yulia.

Yulia gave birth in the spring and continues her treatment abroad.

DEVELOPMENT OF THE NETWORK OF CHILD FRIENDLY SPACES

Since July 2023, the NGO “Responsible Citizens”, in collaboration with the **United Nations Children’s Fund (UNICEF)**, has implemented a project aimed at providing psychosocial, educational, and medical support to families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia regions.

The project delivered targeted services to children and their families while strengthening cooperation between local authorities, social protection agencies, educational institutions, and humanitarian organizations. This fosters a sustainable infrastructure to protect and support the most vulnerable populations.



“This project was a true challenge for us, but also a significant opportunity to contribute to the future of communities. We are proud of the results achieved together with UNICEF and believe that the foundations laid will support the development of communities in vulnerable eastern regions even after the program’s completion,” said Olha Kosse, Head of the Board of the NGO “Responsible Citizens.”

As part of the comprehensive project with UNICEF, **48 child-friendly spaces** were established across four regions of Ukraine. In these child-friendly spaces, internally displaced families and local residents can access free, integrated services from social workers and lawyers. Children receive support from psychologists, speech therapists, and art therapists, and weekly thematic events are organized. Comprehensive psychological support is available to all families with children in need.



Due to the escalation of the situation, child-friendly spaces in Donetsk Oblast have temporarily suspended offline operations and in-person activities for children. However, mobile teams of specialists continue to provide families with access to their services.

DEVELOPMENT OF THE NETWORK OF CHILD FRIENDLY SPACES



Project

The provision of psychosocial support, protection, and educational services to families with children in Kharkiv, Donetsk, Dnipropetrovsk, and Zaporizhzhia region, supported by the United Nations Children’s Fund (UNICEF), is being implemented in the following communities:

📍 KHARKIV REGION

- Balakliia
- Barvinkove
- Bohodukhiv
- Kehychivka
- Berestynska
- Krasnokutsk
- Chuhuiv
- Berestyn
- Zachepylivka
- Malynivka
- Pivdenne
- Sakhnovshchyna
- Solonytsivka
- Kharkiv

📍 DONETSK REGION

- Pokrovsk
- Dobropillia
- Kryvyi Rih
- Bilozerske
- Novodonetske
- Dryzhkivka
- Kostiantynivka
- Kramatorsk
- Sloviansk
- Sviatohirsk
- Lyman

📍 ZAPORIZHZHIA REGION

- Vilniansk
- Zaporizhzhia
- Shyroke
- Kushuhum

📍 DNIPROPETROVSK REGION

- Kryvyi Rih
- Lozuvatka
- Sofiivka
- Piatykhatky
- Zhovti Vody
- Krynychne
- Kamianske
- Lychkove
- Chernechchyna
- Dnipro

Due to the escalation of the situation, child-friendly spaces in Donetsk Oblast have temporarily suspended offline operations and in-person activities for children. However, mobile teams of specialists continue to provide families with access to their services.

DEVELOPMENT OF THE NETWORK OF CHILD FRIENDLY SPACES

REAL STORIES, REAL CHANGE



"Children are curious about everything right now! They've missed socializing, friends, and exciting games so much—in short, everything that comes with a normal, peaceful childhood. So, we're doing everything we can to organize their time in a way that lets them feel at least a piece of that childhood, even in these conditions,"

shares art therapist Alona.

"For me, it's important to bring joy back into children's eyes. You know, we often use fairy tale therapy," Alona explains. "Together with the children, we invent heroes, create storylines, and draw entire worlds. It's a hundred percent successful practice that works for any age! When I see children believing in their heroes and their own strengths, I know my work truly matters."



"We named our son Myroslav because we believed that by the time he was born, there would be peace. He's now 1.4 years old. My older daughter, Oleksandra, is 5. My husband and I decided not to stay in Kharkiv so our children wouldn't have to live under constant shelling,"

says Kateryna Leptova.

"We left Kharkiv in a hurry in February 2022, taking only documents, computer equipment, and children's belongings. We decided to go to Berestyn to my husband's parents."

Change began when Kateryna, by chance, met Alona, a psychologist from the NGO "Responsible Citizens," at a playground. Alona told her about a child-friendly space in the city where families could seek help.

"I was so happy about this! It's an opportunity for the kids because everything around is either closed or costs money. In the child-friendly space, there are professional educators who offer age-appropriate development programs, new toys, and, most importantly, socializing. They also offered me sessions with a psychologist to help ease my state of mind. Talking it out was something I really needed. Step by step, we started to find our way out of this corner," Kateryna says.

Through the child-friendly space, the family also received special vouchers for children's clothing. This is part of the assistance from international partners, enabling affected families to purchase warm clothes for their children. Kateryna's older daughter, Oleksandra, has fallen in love with drawing, and all summer, she's been learning to rollerblade with her new friends.

DEVELOPMENT OF THE NETWORK OF CHILD FRIENDLY SPACES

Child-friendly spaces have become a favorite place for family celebrations.



Relaxation sessions with psychologists are held regularly in the spaces.



Celebrations for St. Nicholas Day.



Celebrations for Mother's Day.

Child-Friendly Spaces Attendance 2024
In 2024, the child-friendly spaces were attended (for individual and group activities) by:

 Kharkiv Region	23 554	children and adults	 Zaporizhzhia Region	19 964	children and adults
 Dnipropetrovsk Region	19 847	children and adults	 Donetsk Region	25 770	children and adults

WORK OF MOBILE TEAMS IN EASTERN UKRAINE



37 communities



52 mobile teams

Operating under a joint project with the United Nations Children’s Fund (UNICEF) in eastern Ukraine.

In 2024, the services and support of social workers and psychologists from mobile teams were accessed by:



Kharkiv Region



3 608

families with children, raising a total of **7,957** children.



Zaporizhzhia Region



2 837

families with children, raising a total of **5,600** children.



Dnipropetrovsk Region



2 703

families with children, raising a total of **5,362** children.



Donetsk Region



20 476

families with children, raising a total of **10,382** children.

WORK OF MOBILE TEAMS IN EASTERN UKRAINE

REAL STORIES, REAL CHANGE



“Every visit from them was an event for us. We all felt that they were genuinely invested in our well-being. The children received psychological support, which was incredibly important to me because they were noticeably anxious about our situation. My younger son was given a backpack with safety items—he comes home late from sports practice, and this really put us at ease. I was also amazed by how much useful information they provided. Thanks to the specialists’ advice, I was able to find some extra work. They also helped us apply for winter financial assistance,” says Olga’s family from Sloviansk, Donetsk region.



Ivanna, a mother of two daughters—10-year-old Milana and 2-year-old Nadiyka—was forced to leave her hometown of Myrnohrad with her family due to daily shelling. In March 2024, they relocated to the safer Novodonetska community.

The move was a difficult ordeal.

“We lost everything that was dear and familiar. But my biggest concern was for the children—how they would cope with this stress,” Ivanna shares.

At first, Milana found solace in the child-friendly space, which helped her adapt to the new community.

“My daughter couldn’t wait to go to the activities every day. That place was an island of calm and joy for her,” Ivanna says.

However, due to a worsening security situation, group activities in the space were suspended.

“That was a tough moment for us, but thankfully, we continued to receive individual consultations with a psychologist, which helped both Milana and me immensely,” she adds.

WORK OF MOBILE TEAMS IN EASTERN UKRAINE

Project

implemented by the NGO “Responsible Citizens” in partnership with the United Nations Children’s Fund (UNICEF), brings together specialists who visit families daily to provide essential support.

Tetyana, a former nurse, worked through the entire COVID-19 pandemic in what she calls “combat conditions.” After a recommendation from her hospital supervisor, who recognized her potential, she decided to pursue psychology. She enrolled at the Interregional Academy of Personnel Management (MAUP) and now applies her knowledge in daily practice.



“This is my first time working with a humanitarian organization and in my new profession. It’s truly invaluable experience and opportunity. There are challenges, of course, but every day I’m convinced that people’s ability to overcome difficulties is boundless. Sometimes, all it takes is sincere and professional support from someone who’s there at the right moment,”
Tetyana shares.

She says she’s already had her first powerful moments in practical work. *“It happened recently when I received a simple text message from a woman I’ve been working with: ‘Tanechka, thank you for your support! My son is alive and got in touch from the hospital.’ This woman had been waiting for contact with her child for 74 long days, and in recent weeks, we were by her side to help her cope with her state,”* says the psychologist from our mobile team.



«“The purpose of my life was to train future social workers to perform their jobs at the highest level. But the scale of the current tragedy is so immense that it demands all hands on deck in practical work”, says Marianna, a Kharkiv resident.

Since the start of the invasion, Marianna, a mother of three, has not left her hometown. In addition to teaching at the Kharkiv Humanitarian-Pedagogical Academy, she began helping people directly through humanitarian organizations and joined the “Responsible Citizens” team this year.

She says she is most inspired by the resilience of people who grow stronger despite dire circumstances.

“I worked with a mother of three who has a disability. She fled occupation, and her husband’s fate remains unknown—he’s missing. She has three lively and bright boys. The younger twins are nearly 4 years old, and they need interaction with peers. The family is very close-knit, and you can see how much the children benefit from the environment and activities with specialists. The mother is a true example of a woman’s strength and courage, raising remarkable individuals. Stories like these are truly inspiring.”

WORK OF MOBILE TEAMS IN EASTERN UKRAINE

Natalia lives and works in her hometown of Kryvyi Rih. Before 2014, she was a psychologist and kindergarten teacher. Since the start of the war, she has been a volunteer, meeting the first internally displaced persons from eastern Ukraine and providing them with initial assistance.



"We did what we could in that situation—making sure everyone was fed, clothed, and had a roof over their heads. Later, various humanitarian programs joined in, we teamed up with volunteers, and raised funds. We've gone through the entire journey of humanitarian work through tough, hands-on experience," says Natalia.

For over a year, Natalia has been applying her experience as part of a mobile team with the NGO "Responsible Citizens." She shares that they encounter very challenging cases—families with more than 10 children with special needs or households living in half-destroyed homes, having lost hope.

"The country is now engulfed in such human tragedies, and unfortunately, the number of people in need grows every day. But we try to focus on the changes we see in families over time—on the spark in children's eyes when we arrive, on the gratitude of parents who sometimes just need genuine human support to lean on," Natalia shares.

She is a mother of three herself. Her youngest son, born at the start of the war, is now 11 years old. Her middle daughter is finishing 11th grade and has never known peaceful school years. Natalia's eldest daughter, 26, works alongside her mother in the mobile team of "Responsible Citizens." She graduated with a master's degree in social work, inspired by her mother's dedicated example, which guided her choice of a lifelong career.

Both Natalia and her eldest daughter are wives of servicemen. All the men in their family have been defending the country since 2014.

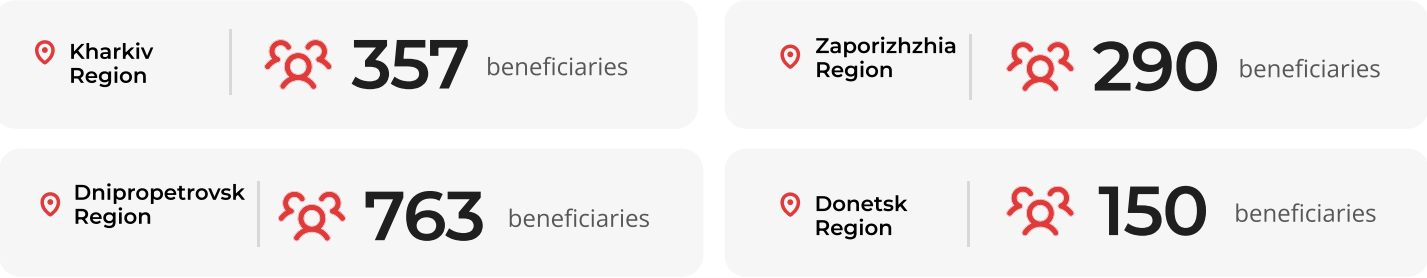
"When this war ends, I really want to gather our entire family and see the sea," Natalia says.

PROFESSIONAL SUPPORT FOR SOCIAL WORKERS AND EDUCATORS

As part of the comprehensive project in partnership with UNICEF, training sessions were organized on the topic: **“Meeting Individual Needs: From Ensuring Safety to Conflict Prevention”**.

These training events brought together educators, social service workers, psychologists, and specialists from non-governmental organizations in Dnipropetrovsk, Donetsk, Zaporizhzhia, and Kharkiv regions. Participants learned effective techniques and practices to identify children’s needs, support their fulfillment, and prevent conflicts in school and family environments.

In 2024, the training sessions were attended by:

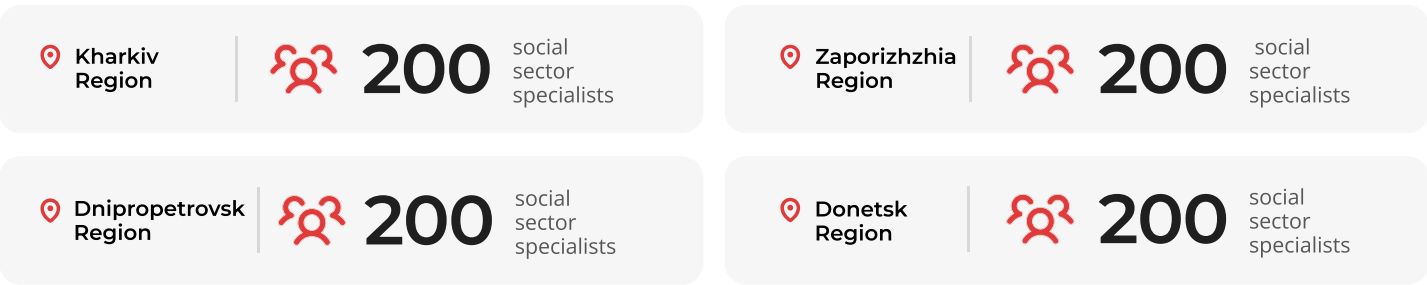


Project

“Strengthening Community Capacity in Eastern Ukraine Through Humanitarian, Psychological, and Vocational Support Programs”

Since November 2023, the team of the NGO “Responsible Citizens” has implemented a project in partnership with Mercy Corps, with financial support from the UK Government. Within the framework of this project, training sessions on “Stress Management Skills” were conducted in the project’s target regions to support those working directly in frontline areas.

These training sessions were attended by:



FEEDBACK FROM TRAINING PARTICIPANTS: THE POWER OF CHANGE IN COMMUNITIES



Diana

Psychiatrist from Kharkiv

"Every day, I work with people who have endured the horrific consequences of war—anxiety, loss, fear. The training sessions organized by the NGO 'Responsible Citizens' as part of the UNICEF project were a true revelation for me. They helped me better understand my own needs to support others more effectively. Over three days in Kyiv, our trainer, Olena Bielolipceva, exceeded all expectations, sharing unique practical experience. I'm returning to Kharkiv with renewed energy, inspiration, and confidence in my work. This was a recharge for my inner 'battery,' which I'll use to help patients in the most challenging situations."



Liudmyla Kurkurina

(Far left) School director, Chornozemne village, Melitopol district, recipient of the "Women's Power" award from Ukrainska Pravda

"The psycho-emotional state of children in war zones is a challenge faced by thousands of teachers. The training sessions provided by the NGO 'Responsible Citizens' in partnership with UNICEF have transformed my approach to work. The trainers impressed us with their professionalism — they turned theory into practical tools that we are already successfully using with students. This knowledge is invaluable. After the training, my colleagues and I noticed real changes in our communication with children. This became possible thanks to the support of initiatives like ours."

MINE SAFETY



In 2024, the NGO “Responsible Citizens” continued implementing regular mine safety programs in the Dnipropetrovsk, Donetsk, Kharkiv, and Zaporizhzhia regions. These activities were carried out based in Child-Friendly Spaces, in partnership with UNICEF, the State Emergency Service of Ukraine, and other international organizations. Our initiatives focus on fostering a culture of safety among children and their families by providing consistent access to life-saving education and materials in mine-contaminated areas.

ACTIVITIES IN 2024:

- 01** The first public readings of the comic series “Patron the Dog and His Adventures” (5 issues) were held at Child-Friendly Spaces for Mine Awareness Day on April 4. The events engaged children aged 4 to 12 and reached over 10,000 participants across four regions in eastern Ukraine.
- 02** For older children (13+), interactive sessions using virtual reality (VR) were organized. The VR experience, created by UNICEF, EPAM volunteers, the IT Association of Ukraine, and videographer Evgeniy Maloletka, and made available through Oculus II headsets provided by McPaw, reached 300 teenagers. The program demonstrated safe behavior in mined areas of Donetsk region.
- 03** Ongoing access to educational mine safety materials was ensured at Child-Friendly Spaces, including comics, brochures, and interactive resources regularly used by children, parents, and educators.
- 04** **"Promoting a culture of safety—especially through educational activities for children—is a key part of our work. Knowledge about mine risks must become a habit that saves lives. We are working to ensure our Spaces serve as safety hubs for communities in eastern Ukraine,"** said Olha Kosse, Head of the Board of the NGO “Responsible Citizens”.

EDUCATIONAL PROJECTS

In 2024, the NGO “Responsible Citizens” continued to prioritize its work in the field of education, recognizing the critical role it plays in building resilient communities and addressing the challenges brought by war. These initiatives aim to meet the complex educational needs of students and adults in war-affected regions of Ukraine, with a focus on skill development, career building, and compensating for the educational losses experienced by children due to the conflict.

01 SOFT AND BUSINESS SKILLS

To strengthen individuals’ capacity to navigate today’s challenges, we offered comprehensive training programs in soft and business skills. These workshops covered a wide range of topics, including effective communication, teamwork, financial literacy, and entrepreneurship. Our soft skills training included modules on:

-  **Effective communication**
-  **Teamwork and collaboration**
-  **Problem-solving and critical thinking**
-  **Emotional intelligence and resilience**

Business skills training focused on: basics of accounting and financial management, marketing and sales techniques, business planning and entrepreneurial skills.

These competencies are essential for helping people adapt to changing conditions and contribute meaningfully to their communities, especially during wartime.

02 CAREER GUIDANCE AND CAREER BUILDING

Recognizing the importance of vocational training and career development, we provided diverse programs aimed at improving job readiness and employment opportunities.

-  **Reskilling courses in modern professions:** We offered practical courses in in-demand areas such as accounting, social media marketing (SMM), and digital literacy.
-  **English language courses:** Understanding the global importance of English, children and adults improved their English proficiency. This initiative not only enhances their communication skills but also opens doors to international collaboration and career opportunities.

Through these programs, we help community members adapt to the shifting economic landscape and pursue fulfilling, sustainable careers — a vital support in the context of war.

EDUCATIONAL PROJECTS

03 COMPENSATING FOR EDUCATION LOSSES DUE TO WAR

The war has severely disrupted the educational journeys of many children. To address this issue, we implemented programs aimed at helping children recover lost learning. Through specialized supplementary classes, children received the support they needed to compensate for the educational gaps caused by the conflict. Our approach combines traditional in-person classes with innovative online platforms to ensure accessibility and continuity of learning.

We placed particular focus on children with special educational needs, offering them tailored support in collaboration with subject teachers and speech therapists. This innovative methodology is now being systematized and shared as a practical resource for educational institutions.

 **+25 000** children, adolescents, youth, and adults in eastern Ukraine were reached by Responsible Citizens' educational projects in 2024.

Responsible Citizens implemented the largest educational project for residents of eastern Ukraine since 2022.



SOFT AND BUSINESS SKILLS

To strengthen individuals' abilities to cope with today's challenges, we offered comprehensive trainings in soft and business skills. These workshops covered a wide range of topics, including effective communication, teamwork, financial literacy, and entrepreneurship. **Specifically, our soft skills trainings included modules on:**

-  Effective communication
-  Teamwork and collaboration
-  Problem-solving and critical thinking
-  Emotional intelligence and resilience

Business skills trainings focused on: Fundamentals of accounting and financial management, marketing and sales techniques, business planning and entrepreneurship.

In 2024, Responsible Citizens, in partnership with the international humanitarian organization World Vision, implemented the "Building the Future" educational project in Donetsk, Dnipropetrovsk, Zaporizhzhia, and Kharkiv regions. The project aimed to develop soft and business skills, as well as career growth capabilities for teenagers, youth, and women, helping them adapt to the challenges of war and build a resilient future.

KEY ACTIVITIES AND RESULTS (2024):

 Kharkiv Region	 8 territorial communities	 Zaporizhzhia Region	 2 territorial communities
 Dnipropetrovsk Region	 5 territorial communities	 Donetsk Region	 8 territorial communities

Conducted trainings on:

-  Soft and business skills (communication, teamwork, financial literacy, entrepreneurship)
-  Writing CVs and motivation letters for employment

SOFT AND BUSINESS SKILLS

Region	Trainings on Soft and Business Skills	Trainings on Writing CVs and Motivation Letters	Number of communities involved:
Donetsk	1 678 people	20 people	8
Dnipropetrovsk	8 486 people	400 people	5
Zaporizhzhia	1 820 people	30 people	2
Kharkiv	8 100 people	115 people	8
Total	20 084 people	565 people	23

These skills are critically important for helping people adapt to changing circumstances and contribute effectively to their communities — especially in times of war.



SOFT AND BUSINESS SKILLS: “LIVES 3.0” PROJECT TO SUPPORT COMMUNITIES

In 2024, the NGO “Responsible Citizens,” in partnership with the international humanitarian organization Mercy Corps, implemented the educational component of the project “Local, Inclusive, and Multisectoral Emergency Support for People Affected by the War in Ukraine (LIVES) 3.0” in Donetsk, Dnipropetrovsk, Zaporizhzhia, and Kharkiv regions.

The project focused on the development of soft and business skills, as well as supporting career growth for people affected by the war, helping them adapt and build resilience.

KEY ACTIVITIES AND RESULTS (2024):

The project reached communities through trainings on:

 Soft and business skills (communication, teamwork, financial literacy, entrepreneurship).

 CV writing for employment.

Additionally, in Dnipropetrovsk region:

 **2** group and individual legal consultations for people who lost their jobs, on legislative changes

 **20** psychological consultations for unemployed individuals on reducing anxiety during job interviews.

Region	Trainings on soft and business skills	CV writing trainings	Additional activities
Donetsk	33 individuals	20 individuals	—
Dnipropetrovsk	102 individuals	80 individuals	2 legal consultations, 20 psychological consultations
Zaporizhzhia	56 individuals	122 individuals	—
Kharkiv	36 individuals	40 individuals	—
Total	227 individuals	262 individuals	—

CAREER GUIDANCE AND PROFESSIONAL DEVELOPMENT

In 2024, the NGO "Responsible Citizens" implemented career guidance and career development projects in Donetsk, Dnipropetrovsk, Zaporizhzhia, and Kharkiv regions, in cooperation with international partners World Vision and Mercy Corps.

These initiatives are aimed at supporting people who lost their jobs or need new skills due to the war, through three key programs:

- 01

Educational projects for children, youth, and women — "Building the Future" in partnership with World Vision
- 02

Project "Local, Inclusive, and Multisectoral Emergency Support for People Affected by the War in Ukraine (LIVES) 3.0" in partnership with Mercy Corps
- 02

Project "Strengthening the Capacity of Communities in Eastern Ukraine through Humanitarian, Psychological, and Career Support Programs" in partnership with Mercy Corps

KEY ACTIVITIES AND RESULTS (2024):

The projects reached communities through:

- ENG

3-month English language courses at an international school
- Retraining courses in various fields (accounting, computer literacy, SMM, etc.)
- Career guidance trainings and funding of new professional courses for the unemployed



CAREER GUIDANCE AND PROFESSIONAL DEVELOPMENT

Regional Breakdown: Career Guidance and Professional Development in 2024

Region	World Vision	Mercy Corps: LIVES 3.0	Mercy Corps: “Strengthening Community Capacity”
Donetsk	188 people (English), 179 people (retraining)	16 people (retraining)	104 people (new specialties: IT — 35, digital — 39, accounting — 28, beauty — 1)
Dnipropetrovsk	435 people (English), 277 people (retraining)	82 people (retraining)	326 people (career orientation trainings), 104 people (new specialties: IT — 35, digital — 39, accounting — 28, beauty — 1)
Zaporizhzhia	98 people (English), 141 people (retraining)	34 people (retraining)	326 people (career orientation trainings), 104 people (new specialties: IT — 35, digital — 39, accounting — 28, beauty — 1)
Kharkiv	136 people (English), 158 people (retraining)	65 people (retraining)	—
Total	857 people (English), 755 people (retraining)	197 people (retraining)	934 people (trainings + new specialties)

CAREER GUIDANCE AND PROFESSIONAL DEVELOPMENT

PARTICIPANT FEEDBACK



"The Responsible Citizens project with Mercy Corps helped me adapt to life in Zaporizhzhia. Thanks to their support, I found the strength for a fresh start as a mother of three during the difficult times of war."

— Dasha, internally displaced person from Horlivka, Zaporizhzhia



"Thanks to the nail service course, I returned to my favorite profession. Now I earn an income while raising my two children — it's a second chance at life!"

— Viktoriia, Sofiivka, Dnipropetrovsk region



"The hairdressing course by World Vision gave me a new profession. I'm already working at a salon and grateful for the changes that helped me and my daughter."

— Alona, Kostiantynivka, Donetsk region



"The SMM course by Responsible Citizens and World Vision landed me a job in a startup. It changed my life and allowed me to earn money doing what I love!"

— Iryna, Dnipro



"The SMM training helped me overcome burnout. Now I manage my school's social media pages, have freelance offers, and new motivation in my job."

— Svitlana, Lychkove, Dnipropetrovsk region



"The Nordic walking course by World Vision turned me into a coach. It improved my health, gave me a job, and inspires me to help others."

— Olena, Kharkiv

BRIDGING THE EDUCATION GAP CAUSED BY WAR: “STRENGTHENING THE RESILIENCE OF THE EDUCATION SYSTEM IN EASTERN UKRAINE”

In 2024, the NGO Responsible Citizens, with the support of the Ministry of Justice of Ukraine and the Government of the Faroe Islands, implemented the project “Strengthening the Resilience of the Education System in Eastern Ukraine” in the Kryvyi Rih and Marhanets communities of Dnipropetrovsk region. This initiative aimed to support children aged 6 to 17 who lost access to quality education due to the war, while also enhancing the capacity of teachers to work in humanitarian settings.

KEY RESULTS (2024):



420

unique children participated in over 1,400 offline and online classes (6 students per group, 20 sessions per group) designed to help compensate for learning loss.



40

teachers and educators completed training sessions to gain skills in delivering education in crisis contexts.



The sessions featured innovative methods such as inclusive classrooms with subject teachers and speech therapists, as well as exam preparation and guidance for university entrance.

PARTICIPANT FEEDBACK:



“The children are regaining their motivation to learn. Thanks to our intensive lessons, competitions, and quiz games, they’re excited about knowledge again. This is the first step toward their successful future—despite the war.”

— Tetiana Vasylivna, history teacher, Kryvyi Rih



“It was hard for me to catch up in Ukrainian on my own, but the project helped. Now I feel confident and ready to apply to college!”

— Nazar, student, Kryvyi Rih



“The project helped me improve my math for the national exam. I’ve already found prep courses at a local college—this is my chance at a new life!”

— Dmytro, student, Kryvyi Rih



“Our inclusive methodologies and collaboration with the Government of the Faroe Islands brought impressive results. We’ve already received requests to replicate the program in other schools—this is a long-term investment in educational resilience.”

— Olena Bieloliptseva, Head of Educational Programs, Responsible Citizens

FROM KNOWLEDGE TO INDEPENDENCE: CAPACITY BUILDING THROUGH COLLABORATION WITH EMPLOYMENT CENTERS

In 2024, the NGO Responsible Citizens, within the framework of the project “Strengthening the Capacity of Communities in Eastern Ukraine Through Humanitarian, Psychological, and Career Support Programs” (supported by the international humanitarian organization Mercy Corps since November 2023), continued its strategic work on enhancing the qualifications of employment center specialists.

This initiative is a key component of our comprehensive approach to supporting people affected by the war. It goes beyond training in soft, business, and career skills—it creates real pathways to employment and economic self-sufficiency.



“We believe that education is just the first step. For people to earn a living from the knowledge they gain and achieve financial stability, it is crucial to integrate educational programs with the work of employment centers. These institutions help individuals find jobs, adapt to the labor market, and build careers. This cooperation enables systemic solutions for communities in Eastern Ukraine, which have suffered significant economic and social losses due to the war”,
— Enrique Menendez, Director of Programs and Projects at Responsible Citizens.

KEY RESULTS (2024):

-  Three training sessions were held for **81 employment center** specialists in each of the four regions—Donetsk, Dnipropetrovsk, Zaporizhzhia, and Kharkiv—reaching a total of **324 participants**. These trainings were designed to improve their ability to support unemployed individuals and internally displaced persons (IDPs).
-  The trainings covered topics such as career counseling, labor market adaptation, and the integration of educational programs into employment center activities, thereby contributing to the creation of sustainable career opportunities for participants in our programs.
-  This work highlights our commitment to a holistic approach that combines education, support, and employment—empowering people not only to learn but also to apply their potential in a new reality.

ADVOCACY

01 PARTICIPATION IN THE 68TH SESSION OF THE UN COMMISSION ON THE STATUS OF WOMEN, MARCH 2024



On March 14, 2024, Olha Kosse, Head of the Board of the NGO "Responsible Citizens", participated in the 68th session of the United Nations Commission on the Status of Women in New York. This annual UN event, focused on gender equality and the empowerment of women, brought together representatives from 58 countries affected by armed conflicts to engage in open dialogue.

The session served as a platform for advocating for the protection of women's rights in conflict zones, particularly in Ukraine.

As a result, a Peace Action Roadmap and a joint resolution were developed and submitted to the UN Secretary-General, emphasizing the importance of gender equality as a foundation for sustainable peace.

This engagement strengthened the international standing of Responsible Citizens and highlighted the organization's contribution to global humanitarian initiatives for women and war-affected communities.

02 JOINT APPEAL OF 46 CIVIL SOCIETY ORGANIZATIONS TO THE PRESIDENT OF UKRAINE, APRIL 2024

In April 2024, Responsible Citizens joined 46 civil society organizations and charitable foundations in addressing an appeal to President Volodymyr Zelenskyy. The appeal called for enhanced protection of the rights of internally displaced persons (IDPs) and war-affected communities. The statement urged the development of a national strategy to support people who have lost their homes due to the war, ensuring their access to humanitarian aid, education, and economic support.

This initiative received wide public resonance and encouraged engagement from national authorities in addressing the critical needs of displaced and affected populations.

03 OLENA BIELOLIPTSEVA JOINS THE COORDINATION COUNCIL AT THE KHARKIV REGIONAL MILITARY ADMINISTRATION, MAY 2024



In May 2024, Olena Bieloliptseva, Education Programs Coordinator at Responsible Citizens, joined the Coordination Council at the Kharkiv Regional Military Administration. This appointment enabled the organization to influence the development of regional education policies aimed at supporting children and educators in Kharkiv region. Olena presented strategies for compensating education losses caused by the war, integrating modern technologies, and providing psychosocial support to teachers. This advocacy milestone further emphasized the leadership role of Responsible Citizens in shaping sustainable educational systems across communities in Eastern Ukraine.

ADVOCACY

04 COORDINATING THE CHILD PROTECTION SUB-CLUSTER IN KHARKIV REGION, AUGUST 2024



Together with the NGO Coordination Humanitarian Center, we coordinate the work of the Child Protection Sub-Cluster in Kharkiv region. This includes organizing monthly partner meetings to exchange experiences and align actions. We respond to community requests, ensure the protection of children's rights, and report to the National Cluster on regional humanitarian responses, including the evacuation of children from frontline areas and the operation of the transit center in Kharkiv.

We have developed tools to collect data on the activities of partner organizations. All stakeholders working in child protection are actively engaged to foster joint efforts and ensure that the best interests of the child are upheld.

05 DISCUSSION ON THE CHILD RIGHTS PROTECTION STRATEGY, AUGUST 2024



Alla Maslakhova, Regional Coordinator of Responsible Citizens in Dnipropetrovsk region, participated in an interagency meeting dedicated to the implementation of the Strategy for Ensuring Every Child's Right to Grow Up in a Family Environment for 2024–2028.

The meeting, convened by the Dnipropetrovsk Regional Military Administration, brought together leading humanitarian experts and community representatives to update priorities in the field of child protection and accelerate the search for effective solutions.

"For our organization, regional cooperation between different actors is of utmost importance. It not only allows us to consolidate efforts in protecting children's rights but also enables more effective support for families, helping create conditions conducive to child development and care," said Alla Maslakhova, Regional Coordinator.

ADVOCACY

06 PARTICIPATION IN THE NATIONAL YOUTH FORUM, AUGUST 2024



To mark Youth Day, the NGO Responsible Citizens took part in the National Youth Forum held in Kyiv. For three days, youth leaders and activists from civil society organizations across the country gathered to unite efforts and articulate a shared vision for the future of Ukraine. The forum became an important platform for exchanging experiences and ideas focused on shaping Ukraine's youth policy. As participants, we contributed to the development of a new national youth policy and actively engaged in drafting the Concept of the State Target Program "Youth of Ukraine" for 2026–2030.

This program will serve as a strategic document defining the priorities of youth policy for the coming decade. A key element of the forum was the support provided by our partners — UNICEF Ukraine and UKaid — who expressed their commitment to youth-led initiatives and shared their experience in youth movement development in other post-conflict regions.

From our side, Responsible Citizens brought valuable expertise in supporting youth through a series of educational projects implemented in cooperation with Mercy Corps and World Vision International. These projects have opened new learning and upskilling opportunities for thousands of young people from eastern Ukraine.

07 MENTAL HEALTH AWARENESS INITIATIVES, OCTOBER 2024



In October 2024, Olha Kosse, Head of the Board of NGO "Responsible Citizens", joined the events dedicated to World Mental Health Day, held in Kyiv under the patronage of Ukraine's First Lady, Olena Zelenska.

The events aimed to raise awareness about mental health issues and promote the development of support programs for various population groups. Our organization's participation in these initiatives reflects its active stance on mental health advocacy and its collaboration with national programs aimed at improving the psychosocial well-being of Ukrainian citizens.

08 VIENNA MEETING BETWEEN UKRAINIAN CIVIL SOCIETY REPRESENTATIVES AND AUSTRIAN FOREIGN MINISTER ALEXANDER SCHALLENBERG, OCTOBER 2024



The international community continues to play a significant role in strengthening civil society organizations in Ukraine that are addressing critically important areas of support for people affected by war. At present, the Austrian government is funding a number of humanitarian programs and emphasizes the priority of development-oriented projects for people in Ukraine.

These issues of support and long-term recovery were the focus of a high-level meeting between Austrian Minister of Foreign Affairs Alexander Schallenberg and representatives of 20 leading Ukrainian civil society organizations. Head of the Board of the NGO “Responsible Citizens”, Olha Kosse, was invited to participate in this important dialogue.



“We are at a complex stage where we must respond quickly and effectively to urgent challenges while simultaneously laying the foundation for Ukraine’s post-war recovery. This situation demands a high level of analysis and the ability to adapt to changes in society that are happening faster than ever before,” —
— stated Olha Kosse, Head of the Board of Responsible Citizens

The meeting was held as part of the Civil Society Leadership Program Ukraine (CLPU), implemented by the NGO Academy. This program was established in 2013 to strengthen civil society in Central and Eastern Europe.

ADVOCACY

09 BRIDGE FORUM 2024: NEW OPPORTUNITIES FOR COOPERATION AND CIVIL SOCIETY DEVELOPMENT



The BRIDGE Forum 2024, held in Dnipro, became a key event for discussing the challenges and prospects of the civil society sector in eastern Ukraine. The event brought together around 250 participants, including representatives of NGOs, local authorities, and international partners, creating a unique platform for knowledge exchange and building partnerships.

Alla Maslakhova, Regional Project Coordinator at the NGO “Responsible Citizens,” took an active part in the event.

The forum served as a bridge for communication, where participants discussed the urgent needs of communities in the eastern regions, shared challenges in their work, and identified joint solutions.

The event was organized by Acted, UKaid, and the Relief Coordination Centre.

10 RESPONSIBLE CITIZENS NGO INITIATED THE CREATION OF AN EXPERT EDUCATIONAL WORKING GROUP (DECEMBER)



The goal behind the establishment of the expert working group by the NGO “Responsible Citizens” was to develop innovative solutions to address the critical challenges facing Ukrainian education due to three years of war, the pandemic, and ongoing economic hardships. The group brings together leading experts to produce methodological recommendations aimed at helping more than 200,000 children recover from learning losses—particularly in eastern regions most severely affected by the war.

Its work focuses on adapting learning for children with special educational needs, providing psycho-emotional support for teachers, developing soft skills, and fostering meaningful collaboration with parents. This comprehensive and modern approach unites sector leaders with many years of experience.

Through this initiative, Responsible Citizens positions itself as an innovative leader shaping a new era of Ukrainian education—one rooted in resilience and progress.

COMMUNICATIONS

In 2024, the NGO “Responsible Citizens” significantly expanded its communication reach, demonstrating strong performance in the digital space. Our official website (**responsiblecitizens.org**) was launched in a new, modern format, ensuring easy navigation and access to up-to-date information about the organization’s activities.

KEY DIGITAL METRICS AND AUDIENCE REACH:

 **15,000**

unique monthly visitors accessed the new version of our website, with an average session duration of 2.5 minutes

 **65,000**

people per month in total viewed our activities across Facebook, Instagram, Telegram, LinkedIn, X (Twitter), and TikTok.

 **100,000**

users per month viewed our publications on Telegram, making it a powerful information-sharing channel.

 **300,000**

annual views were generated by our content, and our Facebook group grew to 16,000 members

 **890**

mentions in digital media were recorded throughout 2024, including **38 news** features about our work **on national and regional TV channels**

COMMUNICATION CAMPAIGNS:



We joined national awareness campaigns such as “Sparks of Superpower,” “16 Days Against Violence,” and “Patron the Dog Reads” for Mine Safety Day under the auspices of UNICEF. These campaigns helped increase the organization’s visibility and attracted new audiences to our initiatives.

These achievements underline NGO “Responsible Citizens” as a communication leader, enhancing public awareness about humanitarian and educational programs for communities in Ukraine.

PARTNERS OF NGO “RESPONSIBLE CITIZENS”



UNICEF has been operating in Ukraine since 1997, working to protect children's rights and providing support in health care, education, water and sanitation, and psychosocial assistance. The focus is on the most vulnerable groups, especially children affected by conflict, through humanitarian programs and advocacy..



Mercy Corps focuses on delivering emergency humanitarian aid, supporting economic recovery, and strengthening community resilience in crisis regions. In Ukraine, the organization supports IDPs, facilitates job creation, and implements vocational training and psychosocial support programs.



World Vision works to protect children, support families and communities through programs in education, healthcare, and economic development. In Ukraine, the organization implements projects that support internally displaced persons (IDPs), promote career development, and provide humanitarian aid during wartime.



The Government of the Faroe Islands supports international humanitarian initiatives by providing funding for programs focused on education, child protection, and community recovery in crisis-affected regions — including Ukraine — through partnerships with local organizations.

FINANCIAL REPORT

Актив	Код рядка	На початок звітної року	На кінець звітної періоду
1	2	3	4
I. Необоротні активи			
Основні засоби :	1010	241,7	312,2
первісна вартість	1011	498,0	845,1
знос	1012	(256,3)	(532,9)
Інші необоротні активи	1090	-	-
Усього за розділом I	1095	241,7	312,2
II. Оборотні активи			
Запаси	1100	-	-
Поточна дебіторська заборгованість	1155	551,4	1 650,7
Гроші та їх еквіваленти	1165	39 505,3	26 134,9
Інші оборотні активи	1190	-	-
Усього за розділом II	1195	40 056,7	27 785,6
Баланс	1300	40 298,4	28 097,8

Пасив	Код рядка	На початок звітної року	На кінець звітної періоду
1	2	3	4
I. Власний капітал			
Капітал	1400	-	-
Нерозподілений прибуток (непокритий збиток)	1420	-	-
Неоплачений капітал	1425	(-)	(-)
Усього за розділом I	1495	-	-
II. Довгострокові зобов'язання, цільове фінансування та забезпечення	1595	37 876,7	27 665,1
III. Поточні зобов'язання			
Короткострокові кредити банків	1600	-	-
Поточна кредиторська заборгованість за:			
товари, роботи, послуги	1615	-	-
розрахунками з бюджетом	1620	1,9	-
розрахунками зі страхування	1625	-	-
розрахунками з оплати праці	1630	8,7	-
Інші поточні зобов'язання	1690	2 411,1	432,7
Усього за розділом III	1695	2 421,7	432,7
Баланс	1900	40 298,4	28 097,8

Форма № 2-мс

Код за ДКУД

1801007

Стаття	Код рядка	За звітний період	За попередній період
1	2	3	4
Чистий дохід від реалізації продукції (товарів, робіт, послуг)	2000	-	-
Інші доходи	2160	190 418,2	37 108,6
Разом доходи (2000 +2160)	2280	190 418,2	37 108,6
Собівартість реалізованої продукції (товарів, робіт, послуг)	2050	(-)	(-)
Інші витрати	2165	(190 418,2)	(37 108,6)
Разом витрати (2050 +2165)	2285	(190 418,2)	(37 108,6)
Фінансовий результат до оподаткування (2280 – 2285)	2290	-	-
Податок на прибуток	2300	(-)	(-)
Витрати (доходи), які зменшують (збільшують) фінансовий результат після оподаткування	2310	-	-
Чистий прибуток (збиток) (2290 – 2300 – (+) 2310)	2350	-	-



Керівник _____ (підпис)
Головний бухгалтер _____ (підпис)

ЕП Коссе
Ольга
Володимирівна

Коссе Ольга _____ (ініціали, прізвище)
_____ (ініціали, прізвище)

¹ Кодифікатор адміністративно-територіальних одиниць та територій територіальних громад