



MINISTRY OF
FOREIGN AFFAIRS
OF DENMARK



SUCCESS STORIES AND KEY ACHIEVEMENTS OF CIVIL SOCIETY ORGANISATIONS IN UKRAINE

2017-2022

Youth Participation
Democracy Development
Human Rights

The opinions, findings, conclusions or recommendations expressed in this publication are those of the authors and do not necessarily represent the views of the United Nations or Danish Ministry of Foreign Affairs

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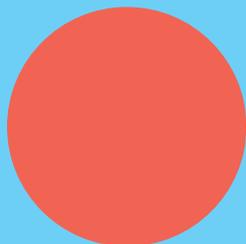
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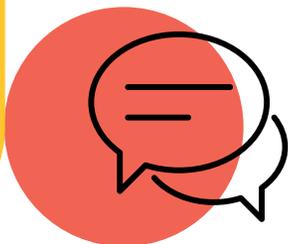
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The United Nations Development Programme (UNDP) is a leading development organisation in Ukraine, uniting the efforts of sister UN agencies through a number of projects and programmes. By establishing partnerships in Ukraine with national, regional and local governments, civil society and the private sector, the UNDP seeks to support the country's efforts to eradicate poverty, develop human potential, preserve the environment and improve democratic governance.

To strengthen democratic governance in Ukraine, the UNDP supports the government, civil society, and the people in improving the democratic policies and practices necessary to accelerate progress in sustainable human development. UNDP support focuses on advocating for human rights, supporting anti-corruption efforts, strengthening the parliament, promoting gender equality, and empowering young activists.

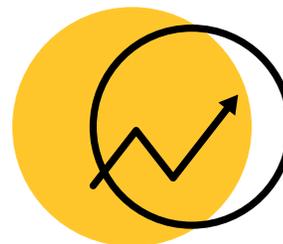
From April 2017 to April 2022, the UNDP with the financial support of the Danish Ministry of Foreign Affairs, implemented the 'Civil Society for Enhanced Democracy and Human Rights in Ukraine' project. This project helped increase the institutional capacity of civil society organisations (CSOs) in Ukraine, improve their coordination and networking. These achievements, in turn, increased the impact on the success of democracy and human rights reforms, as well as strengthened youth civic activism and citizen participation in decision-making.



an effective dialogue has been established between the CSOs, citizens and authorities



initiatives of human rights organisations in documenting and promoting human rights were supported



the level of civic activity of young people and their participation in decision-making at various levels has been increased

In this publication, we are pleased to share with you the accomplishments of the 'Civil Society for Enhanced Democracy and Human Rights in Ukraine' project and highlight the brightest stories regarding the achievements of civil society, which became possible with the support of the UNDP and the Danish Ministry of Foreign Affairs. First of all, these stories prove that **creating effective changes in their communities is possible for anyone** who takes initiative, is not afraid to learn something new and takes responsibility for implementing their plans.

We admire these achievements and want the whole world to learn about the united **efforts of activists and organisations in different regions of Ukraine,** which has strengthened the voice of civil society in communities and increased its influence on local change in democratization and human rights.

These stories are also about the **support of youth leadership and initiatives,** because a democratic society can not develop without the increased civic activity of young people.

1.

CIVIL SOCIETY HUBS NETWORK: INCREASING INFLUENCE, STRENGTHENING COMMUNITIES





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The CSO Hubs Network was established to help develop communities, initiative groups and novice activists in communities of all sizes. It brought together the CSOs from different parts of the country that have **the greatest influence in their regions**, and over the years, it has expanded its area of influence to **15 regions**.

All members of the Network received support from the UNDP, which helped improve their institutional development and financial stability, strengthen democratic governance, improve the management of membership and volunteers, and introduce advocacy practices to better serve the groups of Ukrainian society which they work with.

15 CSO
received UNDP
institutional grants

8 hubs specialize
in **democratization**

7 hubs specialize
in **human rights**



[Get to know
the Network better](#)



RESTORING SOCIAL JUSTICE, HELPING OTHERS TO GROW



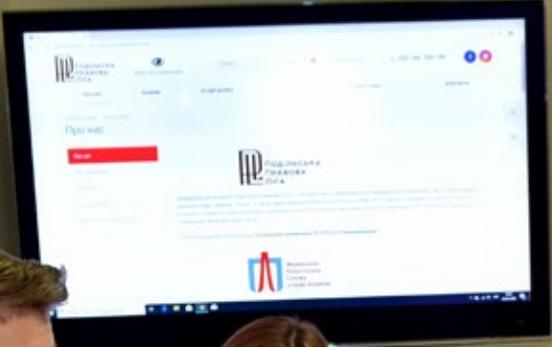
‘It is important for us not only to support local NGOs through training and consultation, but also to cooperate with the authorities. Such a cooperation gives an opportunity to develop regional programs, to support youth projects, civil society organizations, and to build trust between officials and us – civic activists.’

Anastasiia Ploshchynska,
Executive Director of NGO [Podil Legal League](#) in Khmelnytskyi city

At the end of 2017, the [Podil Legal League](#) joined the [CSO-Hubs Network](#) and started its activity as a regional hub for civil society development. The civil society organization, which was primarily engaged in human rights advocacy, was able to expand its range of services – since then activists and lawyers of the Podil Legal League started to help to grow other organizations and support youth initiatives. These changes have encouraged the team to constantly develop in order to be able to help others as effectively as possible.



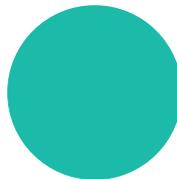
МЕРЕЖА ХАБІВ громадянського суспільства



1. Організація громади
2. Складання бюджету громади
3. Впровадження проектів



In January 2020 Podil Legal League, with the support of the UNDP and the Ministry of Foreign Affairs of Denmark, held the first regional Khmelnytskyi Civil Society Forum, which brought together 35 local CSOs to discuss challenges for the civil society, possible projects and ways of cooperation with the authorities. After the forum 16 local CSOs signed a Memorandum of cooperation, which was the first step towards uniting the CSOs of the Podil region and creating a platform for further cooperation to advocate for social and human-centered initiatives.





'It is necessary to create regional coalitions of the civil society organizations of Khmelnytskyi and Podillya, to establish effective cooperation between non-governmental organizations of our region. Only in this way our voice – the voice of civil society – will become more powerful in policy making.'

Andrii Misiats,
Head of 'Podil Legal League'

Over the past few years, the Podil Legal League's legal experts have won dozens of cases in courts and provided thousands of consultations to residents of Khmelnytskyi and the region, representatives of socially vulnerable groups – single mothers, ex-combatants, domestic violence survivors and rural inhabitants. Also, thanks to the hubs' efforts in the region, the issue of promoting women's rights and involving more women and girls in local policy making has been raised. Moreover, to support young people looking for jobs, internships or combining work and study, Podil Legal League with the support of UNDP, has prepared a guide on '[Your Labor Rights](#)'.



[Learn more](#)

WOMEN'S PERSPECTIVES: A BREAKTHROUGH IN THE PROMOTION OF GENDER EQUALITY IN LVIV OBLAST

More than 20 years ago, civic activist Liubov Maksymovych founded the [Center 'Women's Perspectives'](#) in Lviv, and since then – together with a team of like-minded people – contributed to a breakthrough in advocating for gender equality in the region. In 2014, 'Women's Perspectives' NGO joined the [CSO hubs' Network](#). Every year, the organization provides consultations on organizational development, project and financial management to hundreds of civic activists and to other CSOs. Back in the early 1990s, after returning from the United States with completed MBA, Ms. Maksymovych launched a business incubator at Lviv Polytechnic University.

'I have realized how underrepresented Ukrainian women are at the management level in business and politics. No one questioned the situation at that time. The glass ceiling was a common situation. It was taken for granted that a woman's place is in the kitchen and with kids. In the 1990s-2000s, women were almost invisible at the decision-making level. They were outsiders forced to stick to marginal positions and being satisfied with that.'

Liubov Maksymovych,
Head of the [Center 'Women's Perspectives'](#)



ЖЕНСЬКА ОПОРНА ОРГАНІЗАЦІЯ
"WOMEN'S PERSPECTIVES"



...т прихильн...
...дочесна рівня про...
...адностей
...к і членівка
...сферах
...лього життя

www.women.lviv.ua





'Women's Perspectives' became one of the first CSOs in Ukraine that raised the issue of human trafficking. Domestic violence is another important angle of an organization's activities. Specifically, in 2017 Ms. Maksymovych led the UNITE campaign [16 Days of Activism against Gender-Based Violence](#) in the Lviv region, supported by UNDP and other UN agencies. To support socially vulnerable women, Lyubov launched the [Rukomysly Handicraft](#) social enterprise, where hundreds of women are able to obtain qualifications in producing hand-made felting, batik, and wooden crafts. And in 2019, with the support of UNDP, the team of the [Center 'Women's Perspectives'](#) prepared a [guide 'Gender Audit for CSOs'](#).



'In the last 15 years we have achieved significant progress in advocating for gender equality in Ukraine. It would have not been possible without the voices of civil society. We have never stopped persuading the authorities and the media that domestic violence, human trafficking and women's underrepresentation in decision-making are worth paying attention to. And these issues should be included in the policy-making agenda.'

Liubov Maksymovych,
Head of the [Center 'Women's Perspectives'](#)



[Learn more](#)



[Gender audits
for NGOs](#)

HOW CIVIC ACTIVISTS MANAGED TO OVERCOME A CORRUPTION SCHEME IN POLTAVA?

Starting from at least 2012, charitable foundations operating on the territories of hospitals in Poltava, were taking informal payments from patients — effectively bribes — together worth about [UAH 16 million](#) (USD 547.950) each year. Registered legally as charities, sometimes these foundations held leases with hospitals, but most often operated in a semi-legal way. According to the calculations of [Institute of Analysis and Advocacy](#), which has been tackling the issue of informal payments in hospitals since 2013, the charitable funds were receiving annually informal payments worth almost the annual budget of an average city hospital. Bribes covered a wide range of procedures, from registering patients' medical cards to having an X-ray. The poor and vulnerable groups of the population, such as people with disabilities, single mothers and pensioners, suffered the most from the corrupt practices.



'After a visit to the doctor, I would be referred to a payment window with no identifying signs and was handed a yellow piece of paper, which indicated the amount of money to be paid. I was given bogus receipts and had no idea where this money went.'

Oleksandr Tkachenko,
Senior Analyst at the ['Institute of Analysis and Advocacy'](#)

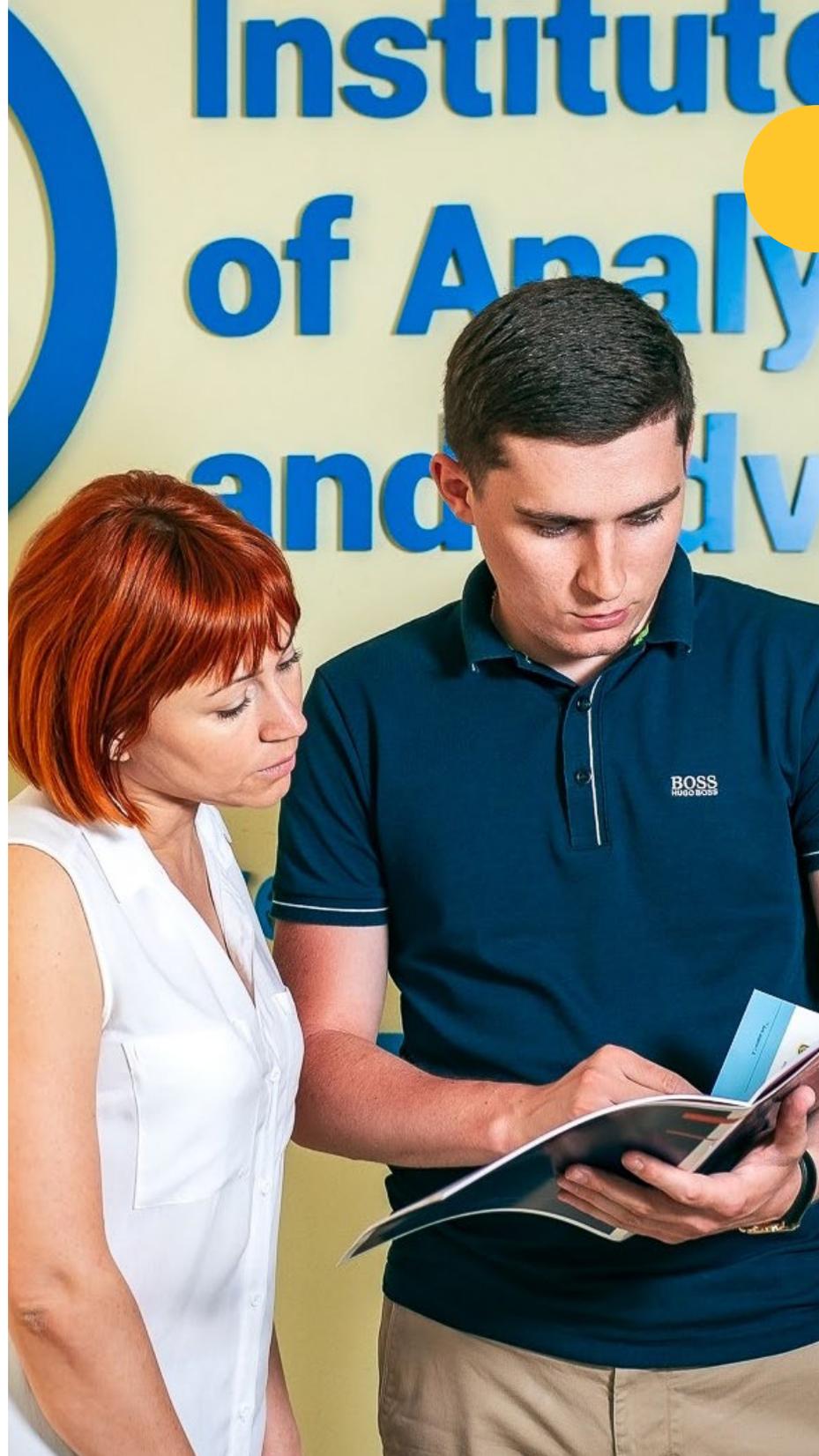
And the problem was not isolated to Poltava: From 2014 to 2016 the Institute of Analytics and Advocacy conducted a thorough [study](#) of the phenomenon of informal payments in healthcare institutions in 18 regions of Ukraine.

The experts found evidence that in all the regions studied there was an extensive system of bribes, at the heart of which were 'charitable foundations' collecting donations from patients, which were located semi-legally in healthcare facilities.

In 2018, with the support of UNDP, the institute launched an advocacy campaign aimed at combating such practices at healthcare facilities in Poltava through the introduction of transparent donation mechanisms. On 30 November 2018, a total of 29 of the 42 local counselors in Poltava City Council supported a [resolution](#) entitled 'On voluntary charity donations and the intensification of measures to control their receipt and use in health facilities in Poltava,' designed to crack down on the corruption scheme. Thanks to the Institute of Analysis and Advocacy, the city authorities stopped ignoring the problem of solicitation in hospitals, and took the first steps towards solving it. The resolution prevented hospitals from extending leases with charity foundations from the beginning of 2019, so they could no longer legitimately stay on the territory of hospitals. Medical institutions also pledged to set up terminals where citizens can voluntarily make charitable contributions, with information about these contributions being published on an e-data portal accessible by the public.



[Learn more](#)



AGENCY FOR ECONOMIC DEVELOPMENT: HOW TO INCORPORATE THE BUSINESS APPROACHES WORK IN THE CIVIC SECTOR?

The team of the [Agency for Economic Development](#) CSO, operating in the city of Voznesensk in Mykolaiv oblast, was the first to apply business planning approaches to developing a strategy of the civil society organization. It now provides strategic planning services to other civil society organizations.

The idea of combining business planning strategies with third sector activities was born in 2016, when David Camacho, a Peace Corps volunteer, who had experience in strategic business planning at senior management positions in international corporations, started working at the Agency. After several months of working in Ukraine, Mr. Camacho realized that the level of strategic development in civil society organizations is generally quite low.

Together with Mr. Camacho, the Agency's team began to develop an organizational development strategy for their own organization. As a result of implementing the strategy, from 2017 to 2019, the agency managed to double its revenue-operating budget, increase the number of beneficiaries from 3,000 to 5,000, open three branch offices in Mykolaiv oblast, and join the [CSO-hubs Network](#).





”

'Such significant progress was achieved primarily through the implementation of the strategy. We're well aware that without it we would not have been able to jump so quickly in organisational development.'

Serhii Averkov,

Executive Director of the '[Agency for Economic Development](#)'

Experiencing the 'breakthrough' effect of applying an innovative approach in its own experience, from 2018 the Agency's team began providing paid strategic planning services to CSOs. This has become another way to ensure the organisations' financial sustainability. The agency's team works only with those organisations that understand the value of the strategy for their own development, are financially capable, and that are ready to implement the strategy.

In addition, the [Agency for Economic Development](#), led by Camacho and with the assistance of UNDP, has prepared a handbook entitled [Strategy in Your Pocket](#), which summarizes the best practices and standards of organizational strategy that could be of value to any CSO.



[Learn more](#)



[Strategy in
Your Pocket](#)

HAVING IMPACT IN THE REGIONS: TOOLS OF LOCAL DEMOCRACY FOR 30 COMMUNITIES OF UKRAINE

The experience of the CSO hubs Network members proved useful during implementation of the national project entitled 'Having impact in the regions', which showed local residents how to change the lives of their communities using the tools of local democracy – public hearings, Civic budget competitions, e-petitions.





Experts involved in the work of the selected communities started with analysing the current situation: the extent to which certain local democracy tools promote the activity of citizens, serve as effective communication between them and authorities. Later, they helped implement the advocacy pillar of the project, working on the challenges of each individual community.



'At first, people did not realize that they could influence local authorities and that they would listen to them. The tools of local democracy have become a revelation for them: using these tools, the community can organize and improve their well-being, can bring their ideas from the side-lines for public discussion, and implement them.'

Oleksii Smishnyi,
lawyer of the 'Dzherelo Nadii' Vinnytsia Oblast Human Rights Organisation



'We lacked an understanding of how exactly to create change in the community. At the training sessions, we learned how to write an appeal based on our idea and how to get it considered. Previously, all activities were limited to conversations with our neighbours. We now know that tools give us real influence – as soon as we get more active. The territorial community is our little centre where it all starts. Public hearings provided an opportunity to better hear each other, to understand who cares and how we can solve our problems together. We have great prospects: to invest in a school, to develop tourism. And most importantly, now we know exactly how to do it.'

Natalia Kravets,
a resident of Staropryluky territorial community



'Already after the first training session, the participants began to see the local democracy tools differently. They said that after having learnt about these tools better, they now had an opportunity to take part in the affairs of their city and try to influence decisions that affect the quality of their lives. Now, months later, they are more likely to use appeals and vote through e-petitions, as they understand what can be changed and how.'

Anastasiia Prokopenko,
Executive Director of the 'Tochka Dostupu' NGO



'People did not just attend the events or meetings of the working groups: they read the statutes, the regulations from cover to cover, they jointly worked with the documents. They have been active throughout the entire project – from analysing the existing tools at the beginning to practical implementation of the tools in the end. This is the best indicator of how the residents care about the cities development.'

Viktoriiia Zolotukhina,
coordinator of 'Having impact in the regions' Project in Kyiv oblast



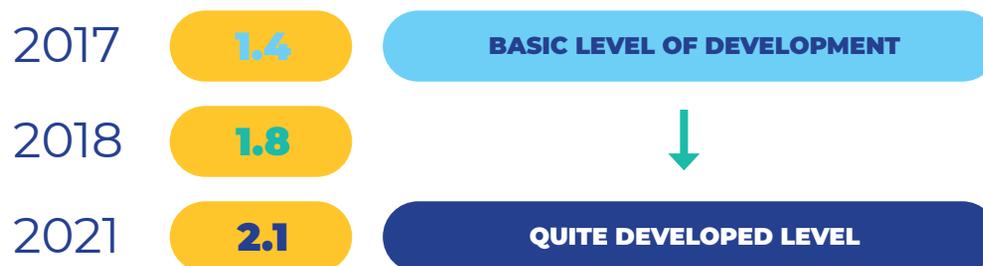
[Agents of Change:
Report](#)

HUBS NETWORK DEVELOPMENT: PROGRESS ASSESSMENT BY THE INDEPENDENT EXPERTS

In 2021, the CSO Hubs Network development and impact was assessed involving independent experts. Having gathered key achievements in organisational development and project work, best practices and lessons learned were identified, as well as recommendations for improving productivity in the future.

Since its inception in 2017, **the CSO hubs Network has made significant progress in its organisational development**, despite all the challenges posed by the COVID-19 pandemic and the planned reduction of UNDP funding.

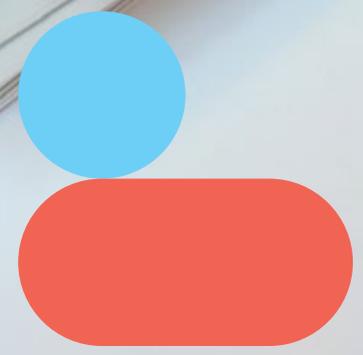
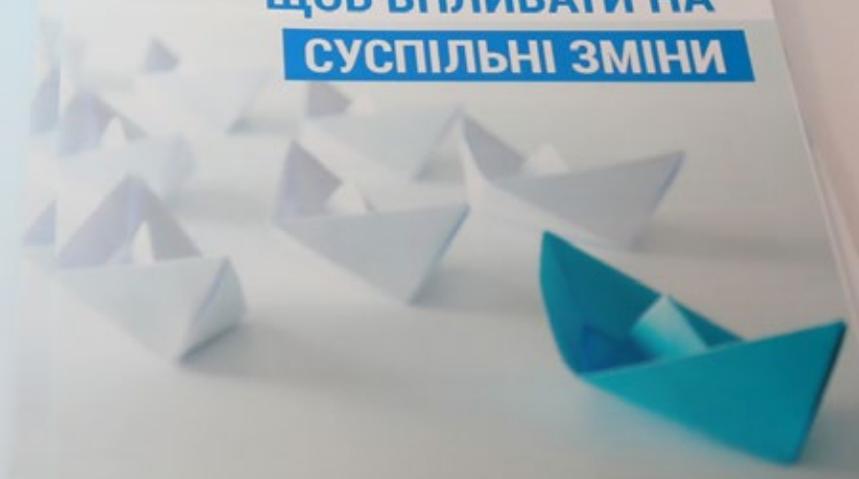
The results of the Network's self-assessment in 2021 demonstrate that an increase has been achieved in most components of the Organisational Performance Index:





МЕРЕЖА ХАБІВ громадянського суспільства

**РОЗВИВАЙСЯ З НАМИ,
ЩОБ ВПЛИВАТИ НА
СУСПІЛЬНІ ЗМІНИ**



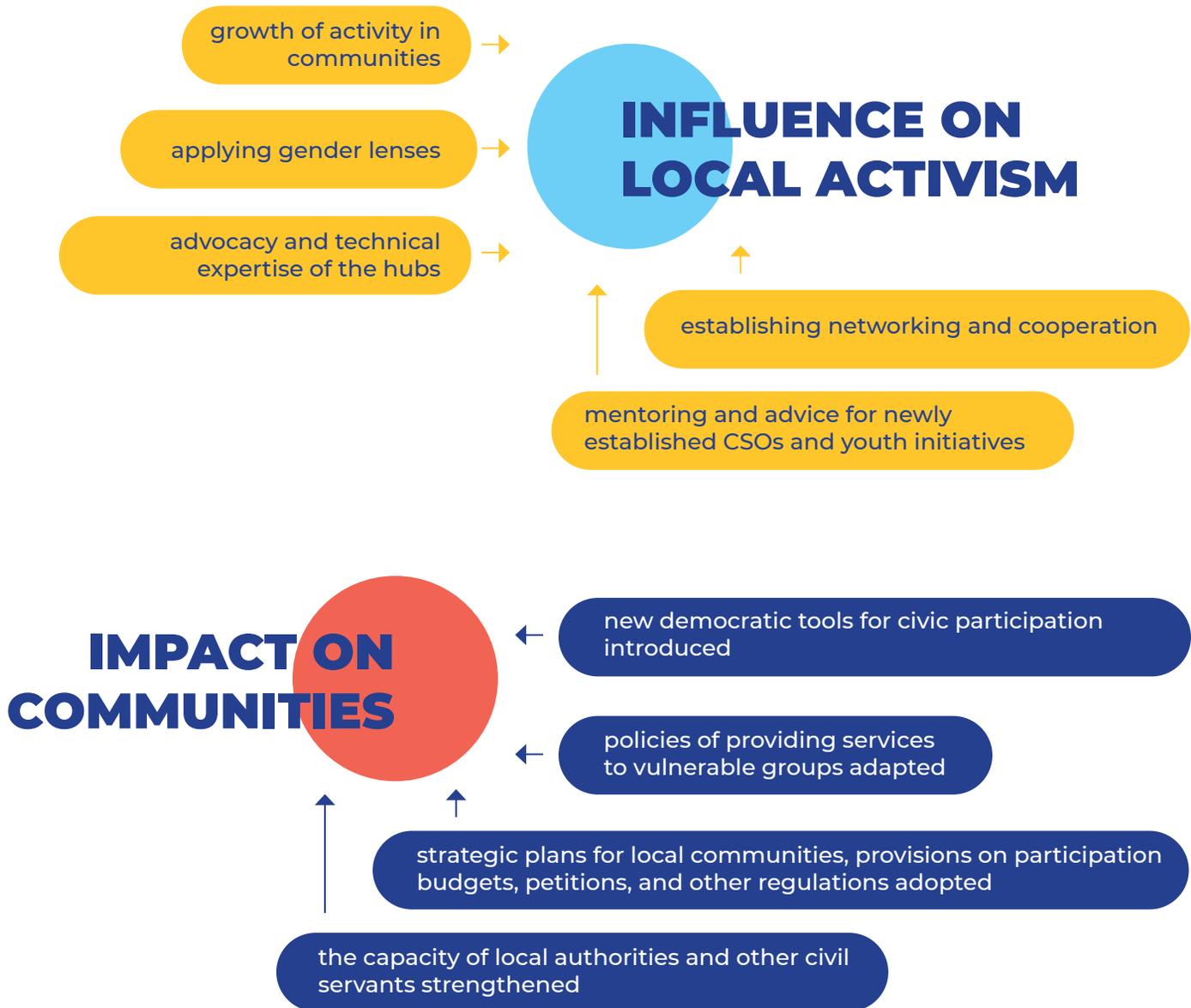
What has contributed to the progress?

- registration of the Network as a separate legal entity
- launch of the Secretariat and election Board of the Network
- engaging fundraiser and a communications specialist
- development of a set of policies and procedures including strategic and operational plans, fundraising and monitoring plans, communication strategy, beneficiary database, regulations on joint service provision

Further priorities:

- systematic fundraising and communication
- increasing the recognition and visibility of the Network's brand
- coordination of the organisation's mandate between the members of the Network

The results achieved by the CSO Hubs Network within the framework of the Civil Society for Enhanced Democracy and Human Rights project have made it possible to exert **a strong influence on the reform processes at the local level**. In the communities where the Network members operated, **the transparency and accountability of local self-government increased** and **a dialogue was established**, which in most cases continued even after the change of local government representatives.



- ① БІЗНЕС
- ② ВЛАДА
- ③ ГРОМАДА

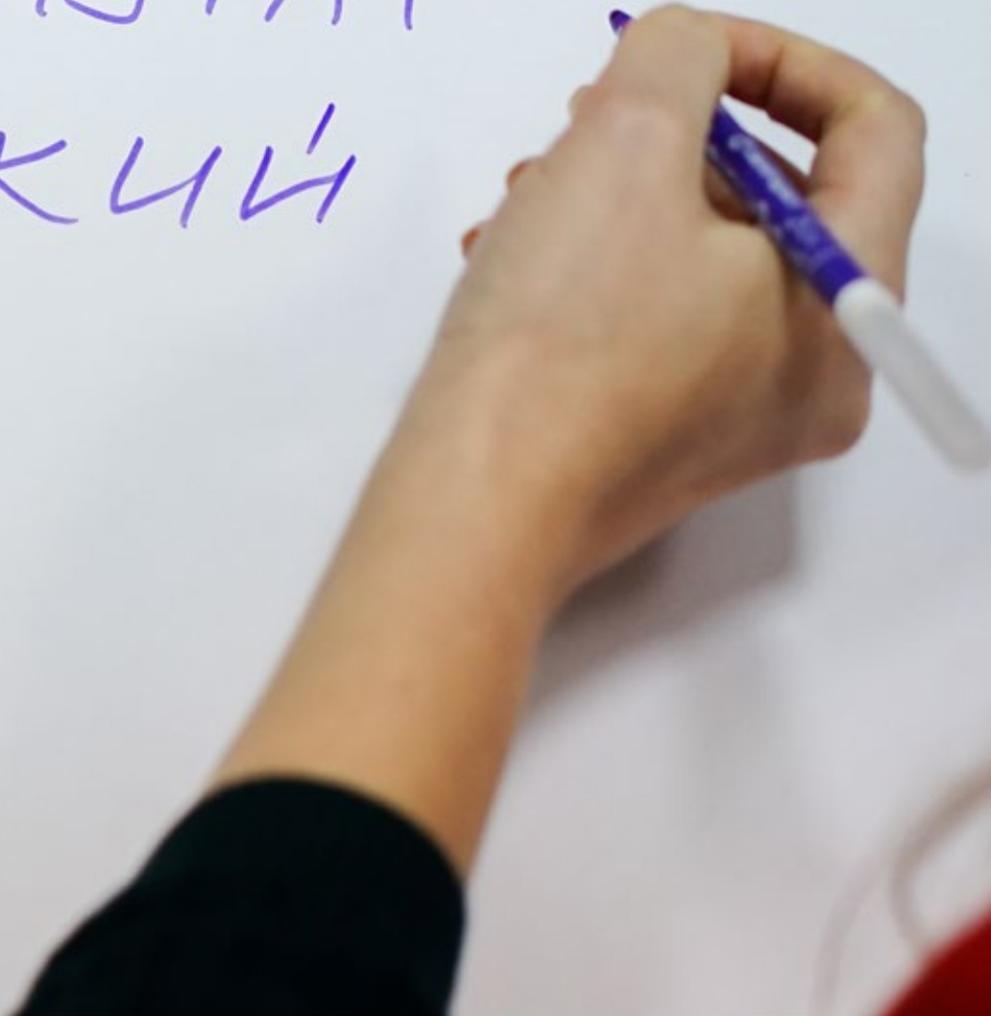
2.

**DEMOCRACY
DEVELOPMENT**

тб 57
Визуал
Визуал / аудио
Тренировки раз
Юрисп
Проф. Вакан
IT

АКТИВНАТ

Д С Б К Ч И



Project priorities in this area:

- citizen participation in decision-making at the local level and in the formation and use of local budgets
- support for local initiatives, local democracy tools, civic oversight and government accountability
- creation of innovative electronic tools to stimulate active citizen participation
- promoting the reform agenda at the subnational level
- contributing to the implementation of the National Strategy for Civil Society Development in Ukraine

21

CSO initiatives in the field of **democracy development** were successfully implemented

64

new policies and strategies

at the national and subnational levels developed with the active participation of CSOs and launched

117

CSOs were involved in monitoring and implementation of the National Strategy for Civil Society Development for 2016-2020 at the subnational level



20 лютого 2018 Київ

ПІТІЧНЕ ВРЯДУВАННЯ

Соломія Борщова

Аргументи ЗА

Більшості:
менших чотирьох

- Захист від корупційних схем
- Зрозуміння інтересів різних сторін

Аргументи ПРОТИ

Коли влада в руках однієї людини чи небагато людей

Концентрація впливу в руках однієї людини чи небагато людей

Компроміс - зустріч інтересів частини людей

Ухвалення рішень неадекватними призводить до свистячих

Бізнес-структура

Відсутність відповідності

Основні принципи

- Демократичність
- Прозорість
- Відкритість

ДОБІРКА ПРИНЦИПІВ РЕАЛІЗАЦІЇ



Демократичність забезпечує різноманітність поглядів, що беруться до уваги

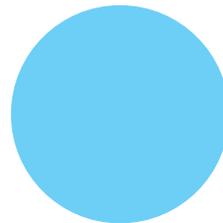
Інституції - там, де правлять більше за інтереси одного

Синіаром бачити фактосеме аргументи на користь



NATIONAL POLICIES ADOPTED WITH UNDP SUPPORT

One of the important activities of CSOs and an indicator of their effectiveness is the ability to influence political decision-making – both nationally and locally. With the support of the UNDP and the broad participation of citizens, during five years of the project implementation, 64 new policies and strategies were developed and adopted, including nine national-level policies. The adopted legal acts concern different areas – from the regulation of the election process to the youth policy development.



2018

- ✓ [the CMU](#) has included indicators for assessing the effectiveness of cooperation between central executive bodies and civil society
- ✓ [Action Plan for the Implementation of the Open Government Partnership Initiative in 2018-2020](#)
- ✓ Provisions for the Youth Worker Programme

2019

- ✓ [amendments were made to certain resolutions of the Cabinet of Ministers of Ukraine](#) on the functioning of official websites of executive bodies
- ✓ [Decree of the President of Ukraine 'On Certain Measures to Ensure the Provision of Quality Public Services'](#)
- ✓ [CEC Resolution 'On the Procedure for Temporary Change of a Voter's Voting Place Without Changing Their Electoral Address'](#)

2020

- ✓ [The concept of the State Target Social Programme 'Youth of Ukraine' for 2021-2025](#)

2021

- ✓ Order on [approval of the Procedure for implementation of the pilot project on the introduction of electronic document flow of electronic freight documents](#)
- ✓ [Draft Law 'On Official Statistics'](#)



3.

YOUTH PARTICIPATION



Civic education for youth workers

How do civic activists contribute to the development of cycling infrastructure in Zaporizhia?

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Youth at the forefront of change: what civic education initiatives have been implemented in 3 regions of Ukraine?

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Youth innovation challenge U-Inn

How do Ternopil innovators encourage young people to volunteer?

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Open Odesa: get access to City Council decisions in just one click

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Communication without restrictions: how to effectively prevent discrimination?

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Outcomes and impact: have youth initiatives been effective?

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Contributing to increasing youth civic activism, the **UNDP actively cooperates with the Ministry of Youth and Sports of Ukraine**: together we help young Ukrainians acquire valuable knowledge and skills, support the implementation of socially important initiatives and innovative projects aimed at improving human rights and promotion of democracy in Ukraine at the community level.

2014

In 2014, the support of the UNDP and in cooperation with the Ministry of Youth and Sports of Ukraine and the State Institute of Family and Youth Policy, [the State Programme 'Youth Worker'](#) was launched – it is a platform for joint training, communication and support of professionals working with youth in public and civic sectors

Since 2018, the Programme has introduced a **specialized course 'Civic Education for Youth Workers'**, which helps youth professionals competently encourage young Ukrainians to fully understand human rights democracy principles and mechanisms, and interest in social processes and critically evaluate them, as well as be the drivers of effective change in their communities

2018**4250**

people were trained under the 'Youth Worker' Programme

5900

young people gained civic activism skills

39

successfully implemented youth initiatives aimed at strengthening democracy and human rights

2021

In 2021, [the State Target Social Programme 'Youth of Ukraine' for 2021-2025](#) was developed by the Ministry of Youth and Sports with the support of the UNDP – it put youth participation at the center of youth policy implementation at all levels

To measure the Programme effectiveness, a simple and clear tool was developed – **the Youth Participation Assessment Index** – which significantly changed the approach to evaluating youth policy measures and interpreting their results to the general public.

- changing the approach to monitoring the participation of young people in public life
- enabling feedback
- being an indicator of changes in the minds of citizens
- helping develop an effective youth policy



[Learn more
about the Index](#)

HOW DO CIVIC ACTIVISTS CONTRIBUTE TO THE DEVELOPMENT OF CYCLING INFRASTRUCTURE IN ZAPORIZHZHIA?

In 2019 Zaporizhzhia City Council [allocated](#) UAH 850,000 (USD 29,100) for the development of bicycle infrastructure in the city. A targeted advocacy campaign, which was organised by the Spilno HUB CSO with UNDP support, contributed to this success. The chairwoman of the organisation, Anna Dvorna, learned how to plan and implement an advocacy campaign, and how to motivate young people to bring about positive changes, at a UNDP Civic Education training course for Youth Workers.



‘We are inspired by people who ride bicycles. Indeed, the bicycle is not only the perfect form of transport to get to work or enjoy some leisure activities, it also brings proactive citizens together, creating an engaged community. We’re breaking the stereotype that Zaporizhzhia is a city of factories. It’s a city that brings about opportunities for social initiatives and positive changes. The key here is to come up with your big idea and start acting.’

Iryna Yarko, media coordinator
of the ‘Bicycle Infrastructure Development in Zaporizhzhia’ campaign





com.

#bike2work

MET

POLY



Almost one in three adults in Zaporizhzhia (149,000 people) ride bicycles regularly – this was discovered in 2013 thanks to [a sociological survey](#). More than 52,000 men and women in Zaporizhzhia could benefit from this type of transport, but need better bicycle infrastructure to travel safely in the city on two wheels.

The path to the adoption of the municipal programme for the development of cycling infrastructure began with an initiative of CSOs, which submitted a petition to Zaporizhzhia City Council. The Spilno HUB activists actively participated at all stages of the process: from discussing the programme in committee, drawing up a draft together with officials and planning budget allocations. The approved programme opens a real opportunity to turn Zaporizhzhia into a ‘green’ city, where the bicycle becomes a common mode of transportation – just as in many developed cities around the world.



[Learn more](#)

YOUTH AT THE FOREFRONT OF CHANGE: WHAT CIVIC EDUCATION INITIATIVES HAVE BEEN IMPLEMENTED IN 3 REGIONS OF UKRAINE?

A total of 11 projects were implemented in Volyn, Dnipropetrovsk and Kyiv oblasts in 2019-2020 following the course 'Civic Education for Youth Workers'. On a competitive basis, the graduates received financial support for the implementation of civic initiatives for and with young people in their communities. More than 1,500 young people were engaged by youth workers in the implementation of initiatives. CSOs from the CSO Hubs Network – namely, Modern Format, Volyn Law Institute, Dzherelo Nadii and the Agency for Economic Development supported the youth teams.

Which projects have been implemented?

Volyn oblast

Mission. Leader. Street lighting was installed in one Lutsk suburb, traffic lights were set up on Vidrodzhennia Street, and changes were made to the local target programme of the Lutsk City Council to increase the number of containers for separate waste collection. What stimulated and supported such changes? The pupils and student youth of Volyn received specialized training in advocacy and professional skills development, as well as mastered the basics of civic participation, leadership competence, time management and volunteer work.

Protect yourself Festival. For the first time in Volyn, more than 200 young women and girls studied the basics of physical, legal, psychological, medical and information protection. During the festival, the participants not only learned safety techniques, but also marked problem security areas on the map of Lutsk. Their analysis led to submission of five appeals to the City Council and the police, and before the end of the project, the authorities fully or partially resolved the raised problems. In addition, the festival created a brochure 'Five Steps to Self-Defense', which was distributed in the public places of the city – this way, about 10,000 Lutsk residents were informed about the basics of self-defense.



Patrol Assistant. 15 students of Lutsk School #17 volunteered to become ambassadors of change in their school: they received intensive classes on civic education and conducted 20 practical classes on personal safety for more than 350 students of their school. Now the elective curricula 'patrol assistant' is approved by the tutorial board and the school principal. Therefore, through increased legal knowledge and establishing cooperation with law enforcement, the basis for a safe educational environment in the city was laid.

Dnipropetrovsk oblast

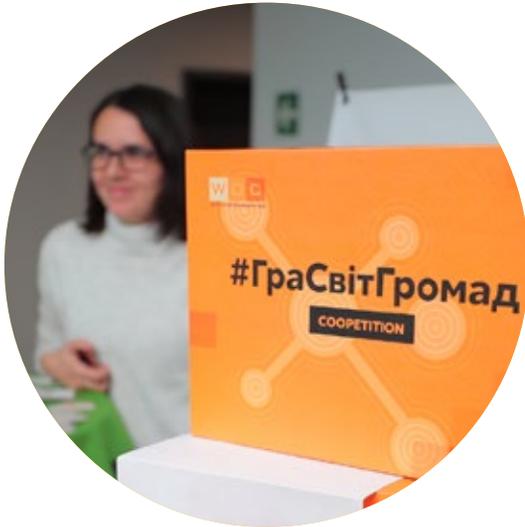
Youth Centre in Pidhorodne. The youth of Pidhorodne, home to more than 20,000 young men and women, initiated an appeal to the city authorities and received support in setting up a youth center based at the city library. Now local students have a place not only to have fun, but also to study – to take part in training on advocacy, scouting, management and volunteering.



Civil and Legal Resocialization Programme. In the city of Dnipro, a special programme was implemented to address the problem of legal and social inactivity of young people who found themselves in difficult life circumstances due to alcohol, drug or other addictions. Together civic activists, lawyers, representatives of the Ministry of Internal Affairs, psychologists, youth workers and other specialists, managed to involve more than 100 young people (among those undergoing rehabilitation) to develop effective approaches to and practices in healthy lifestyle.

'I support the promotion of sports in the village of Shulhivka'

After completing a civic education course, youth worker Viktoriia Levkina decided to explain to the members of Petrykivka District Council that the youth in Shulhivka wanted to be able to play sports in the cold season in safe conditions. It gave rise to an idea to develop a draft decision of the District Council on the allocation of funding for the development of design and a cost-estimate documentation for the construction of a gym in Shulhivka Lyceum. Thanks to an advocacy campaign organized by local youth, the allocation of funding was approved.



Kyiv Oblast

Learning while playing. The team of the Dzhem Toloka CSO from Pereiaslav-Khmelnytskyi started holding 'World of Communities' board game evenings, during which leaders of student councils, youth workers and volunteers of the city were able to boost their skills of critical and creative thinking, teamwork, communication and fast analysis of new information.

'From active youth to active community'. Self-presentation and public speaking skills are extremely important, but not every individual has the courage to speak in front of a large audience. During training sessions delivered by the project 'From active youth to active community, youth from the city of Tarashcha learned how to overcome stage fright during a public speech and how to boost self-confidence. High school and university students of the town honed their critical thinking skills, and practiced to use of information and communications technologies. Thanks to the project, a network of socially active youth was created who will become members of Tarashcha Youth Council.

'Residence' for the youth of Tarashcha district. Thanks to the close cooperation of the Tarashcha youth with the community and local authorities, the Youth Innovation Center was established at the city library – it is a free space for the self-development of creative youth, a venue for presentations, workshops, recreativity and informal communication.



[Handbook 'Democracy, Human Rights and Youth Participation'](#)



[Leaflet 'Civic Initiatives of Youth Workers in Volyn, Dnipropetrovsk and Kyiv oblasts'](#)

YOUTH INNOVATION CHALLENGE U-INN

During **2017-2019 two rounds of the competition** were conducted:

YOUTH INNOVATION CHALLENGE IN UKRAINE U-INN

democracy and human rights

U-INN 2.0: RELOAD RESTART LOCAL DEMOCRACY

promoting integrity and inclusiveness in the regions of Ukraine

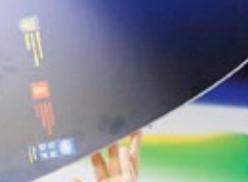
~900 participants

187 teams submitted ideas for the competition

12 teams received financial and mentoring support for their projects



U-Team 2.0
RELOAD
RE-UNITED U.S. BROTHERHOOD



HOW DO TERNOPIL INNOVATORS ENCOURAGE YOUNG PEOPLE TO VOLUNTEER?

A unique initiative was developed in Ternopil, the 2020 Youth Capital of Ukraine. It brought together representatives of youth organizations, universities and government authorities around a common goal – fostering the volunteer movement.

With a view to encouraging young people in Ternopil to join in volunteer initiatives, the Ternopil Scientific Centre came up with the idea of gathering all of the required information together in one place, by creating a [Volunteer Portal](#). The activists submitted this idea to a youth initiative contest organized by UNDP [U-Inn 2.0 Reload](#), and won in the Innovation for Integrity category. The team of the Ternopil Scientific Center used the UAH 200,000* (USD 6.850) prize to develop a technical solution for creating an online volunteer database.



‘The Digital Volunteer Portal is a platform for communicating with volunteers, which will enable young people to participate in interesting events and projects in their communities, while also enabling organizations to involve volunteers in their activities.’

Mykhailo Syrotiuk,
Head of the [‘Ternopil Scientific Center’](#)

* Here is indicated the National Bank of Ukraine Exchange Rate as at the time of developing this publication.

Each registered volunteer has a personal account, which contains their volunteering history, rating, as well as an identification document – a volunteer’s passport. Registered participants receive notifications about volunteering opportunities in their city on the basis of the interests indicated in their personal account. If they express a desire to participate in a particular volunteering activity, they will be contacted by the organizer to discuss the details. After the event, both parties are able to evaluate each other’s activities.



[Learn more](#)

OPEN ODESA: GET ACCESS TO CITY COUNCIL DECISIONS IN JUST ONE CLICK

Civic activists from Odesa – Pavlo Kolotvin and Yevhen Popov – have always been on the lookout for new, unique ways to engage people in making a difference in their city. They noticed that it was not easy for civic activists or ordinary citizens to acquire information about city council decisions that impact the day-to-day lives of Odesa residents.

“We’ve all been there – digging for information here and there and not finding what we need. We wanted to take accessibility and transparency of information on city council’s decisions to a new level.”

Yevhen Popov,
co-author of the mobile application ‘Open Odesa’



Презентація інноваційних проектів "U-Inn Pitching Day"





'This app retrieves files from almost anywhere. It is an easy and fast tool to keep oneself informed on current and forthcoming projects within the city and find ways to participate in the community.'

Yevhen Popov,
co-creator of the 'Open Odesa' mobile application

Together with like-minded friends, Pavlo and Yevhen developed the concept of an ever-ready tool that would sift through vast amounts of data, using automated algorithms to gather information about their city with just a few mouse clicks.

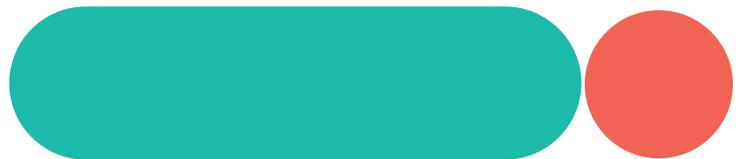
The project became one of the winners [of the U-Inn youth innovation competition](#) – it has received a special anti-corruption nomination, which was supported under the UNDP project [Enhanced Public Sector Transparency and Integrity](#), funded by the Danish Ministry of Foreign Affairs.

With this new application, available for Android smartphones, information about Odesa councilors is always at hand. Citizens have the ability to closely monitor councilors' decisions and assess how to improve the quality of life in their own community.

The Open Odesa app has profiles of all city council representatives. Users can find councilors' e-declarations, biographies, links to their pages in social media and information on the quality of their work at the council. The application shows if a person has been present at the council's meetings and how they voted on each draft decision. The mobile application can also analyse potential corruption risks for each decision made by the City Council.



[Learn more](#)



COMMUNICATION WITHOUT LIMITATIONS: HOW TO EFFECTIVELY PREVENT DISCRIMINATION?

Charity Association [Dzherela](#) is a Kyiv-based CSO that provides training and services for people with intellectual disabilities, including psychological assistance, social rehabilitation, counseling, craft workshops and art events. Through art, learning and fun activities, excursions, the organization helps their beneficiaries to get practical skills and meet more people beyond their usual, very limited circle.

In 2017 the organization became one of the winners of UNDP's [U-Inn youth innovation competition](#) aimed to promote social innovations for democracy and human rights. The Dzherela team created a platform for communication between students and young people with disabilities within the framework of their awareness project called 'Communication without limitations'. Its key objective was to reduce the discrimination and stigma suffered by people with intellectual disabilities.



нта інноваційних проєктів
U-Inn Pitching



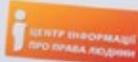
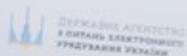
Міністерство
молоді та спорту
України



U-Inn
innovate democracy

ПЕРЕМОЖЕЦЬ У НОМІНАЦІЇ

**СОЦІАЛЬНИЙ
СКРИПТ**





The charity association's youth team aimed to reach out to students and engage more volunteers into their activities. As an introductory step, they were explaining the peculiarities of interaction with people with intellectual disabilities. Afterwards several inclusive camps were held in Bohuslav. Students and young people with disabilities lived together in one house, engaged in common household chores, attended psychological training sessions, creative workshops, and prepared theatrical performances.



'I left my boring office job. I wasn't happy with it anyway. I started volunteering here and I feel I'm actually doing something meaningful. That's how I got interested in social work.'

Anna,
'Dzherela' volunteer



[Learn more](#)

WEB-CHECKER: HOW TO CREATE AN INCLUSIVE ENVIRONMENT ON YOUR OWN?

Do you know what will help state authorities to adapt their websites for citizens with visual impairments? Web-checker – a tool, the idea of which won in the [U-Inn Innovation Challenge](#). The project was initiated by the team of the [Institute of Innovative Governance](#) CSO and was chosen as the winner of the Technological Innovations Category, coming first out of 66 submitted applications.

How was such an idea born? It all started with the founder of the Institute for Innovative Governance, who decided to learn more about e-government and e-democracy while pursuing a Master's degree in International Law at the Tartu University. First she enrolled in a specialized study course developed by Oxford University in the U.K., then attended training courses on e-democracy in Sweden and the Czech Republic. After graduation, she returned to Lviv to make positive changes happen in her native region.



вентація інноваційних проектів
'U-Inn Pitch Day'



Міністерство молоді та спорту України

U-Inn
innovate democracy
ПЕРЕМОЖЕЦЬ У НОМІНАЦІЇ
ТЕХНОЛОГІЧНЕ РІШЕННЯ

UNDP
Україна

1991 Open Space Foundation

Center for International Development

Freedom House

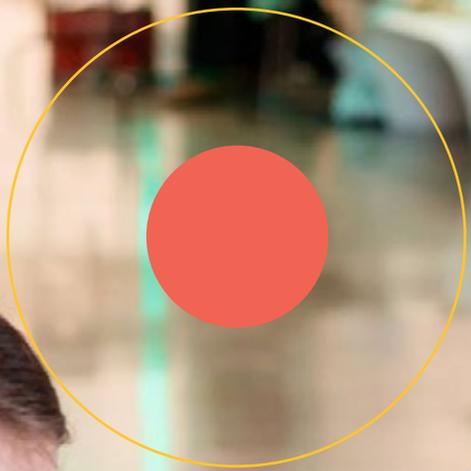
МЕРЕЖА ХАБІВ

ЦЕНТР ІНФОРМАЦІЇ ПРО ГРАЖДАНСЬКУ ПОЛІТИКУ

SocialBoost

МОНІТОРИНГ АКТУАЛЬНИХ І ПОСТАВЛЕНИХ ЗАДАЧ НАПРЯМКУ РЕФОРМУВАННЯ ЗЕМЕЛНОЇ СЛУЖБИ





МІСЦОВИЙ
ДІЯЧ

U-Inn
innovate democracy

ТЕХНОЛОГІЧНЕ
ПИШЕННЯ
ІННОВАЦІЙНЕ ДІЯЧСТВО
U-Inn

Freedom House
1001
Socialbest

BY 2030



'I have never set a goal to emigrate. Experience of studying and living in the EU inspired me to create positive changes in my country. I was lucky to find the like-minded enthusiasts to apply for the U-Inn competition.'

Anna Mysyshyn,
youth leader, Founder of the 'Institute for Innovative Governance'

In Lviv, Anna founded the [Institute for Innovative Governance](#) and began to develop an idea of engaging more people with visual impairments in policy- and decision-making. Using the expertise of Dmytro Popov, a sightless IT developer, the team polished up the idea of creating a web-checker and entered the highly-competitive [Youth Innovations Contest](#), held by UNDP.

How does [a web-checker](#) work? It analyses a website and provides recommendations about what exactly should be changed to make the web-content accessible for people with visual impairments in terms of color contrast, text size and font types, audio controls etc.

Following the successful launch of the tool, the organization signed memorandums with the six city councils in Lviv region, and cities' mayors have committed to using the web-checker and adapting the city councils' websites so that people with visual impairments can access them. In the future, they seek to cover more small towns and big cities across Ukraine.



[Learn more](#)

INITIATIVE 'CHANGE NOW: GO BEYOND BORDERS'

To help youth organizations adapt to the new realities caused by the COVID-19 pandemic and continue to work effectively, [NGO 'Open Space'](#) with UNDP support, has developed a special mentoring programme 'Change Now: Go Beyond Borders'. It helped people to launch social initiatives using online tools.

1490

young people from all over
Ukraine joined in the programme

25

social initiatives
were launched

The topics of the initiatives launched through mentoring programme are diverse: a chatbot to help victims of domestic violence, a mobile application to popularize the culture of eco-consciousness, inclusive theatrical and cultural online projects, a series of initiatives aimed at protecting stray animals and changing attitudes towards non-pedigree animals, an online congress on equal opportunities, webinars for ATO veterans and so on. Here are some of them:





The NEXT Generation: an inclusive theatrical project

Creative space for comfortable meetings between children with and without disabilities for the promotion of inclusive approaches in art.



EQuality Docs – Doctors of the future

Doctor Daryna Dmytriiivska's initiative has provided doctors across Ukraine with the opportunity to learn how to treat LGBT patients.



Reaching out to people's hearts and changing the lives of stray animals

The project consisted of a number of initiatives, such as the Good Fairy Marathon to find homes for stray animals, the King and Queen of the Backyard contest, and the Gentlefolks of Bakhmut — a festival of great dogs, which aimed to change attitudes towards non-pedigree animals. The counting of animals was also arranged, and a proposal was submitted to the local government that the town change its rules for dealing with stray animals.



[Learn more](#)

EVALUATION OF THE RESULTS AND IMPACT OF YOUTH INITIATIVES IMPLEMENTED WITH UNDP SUPPORT

In the summer of 2021, an evaluation was made to assess the results and impact of youth initiatives implemented under the Civil Society for Enhanced Democracy and Human Rights project. This helped determine the relevance, effectiveness, efficiency, sustainability of youth initiatives and their impact on involving young people in the processes of democratization and human rights in their communities, as well as on the development of public youth policy.

Which initiatives were assessed?

Among the 44 youth initiatives supported by the Civil Society for Enhanced Democracy and Human Rights project, **20 initiatives** were randomly selected from four different streams:

- Initiatives within the course 'Civic Education for Youth Workers'
- Youth Mentoring Program 'Let's Change'
- Youth banks initiatives
- U-Inn Youth Innovation Challenge



How was the evaluation conducted?

19
individual and
group interviews

26
PEOPLE

 **20**
women

 **6**
men

1
online survey

35
PEOPLE

 **22**
women

 **13**
men



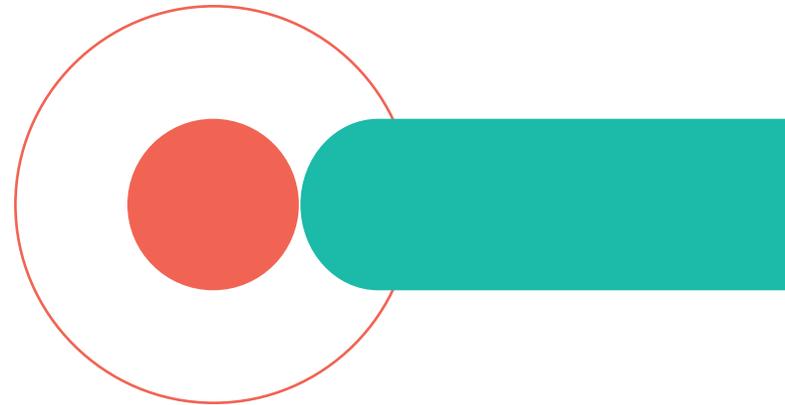
Key conclusions?

- Even in a pandemic and with limited funding, **Ukraine's active youth are able to implement initiatives** to meet the needs of young people in their communities.
- Ways and tools of civic initiatives not only contributed to the achievement of planned goals and expected results, but also offered **creative and technologically promising solutions to solve social problems in local communities**.
- With its own features and individual focus, each of the supported youth initiatives **helped involve young people in community life and decision-making**, and supported young people to develop civic competences, boosting careers in politics, business, civil society and the public sector.
- By influencing the formulation of local policies, **youth initiatives contribute to the development of national youth policy**. Civic education course initiatives have the capacity of making the greatest impact on policy aspects of youth involvement in decision-making. While the initiatives of other programmes may affect the aspects related to the achievement of Sustainable Development Goals.
- **The most positive influence on the implementation of initiatives had personal factors** – the internal motivation of participants, their commitment to make changes, self-discipline and awareness of personal gain.
- **Factors of negative impact were** – inability to work as a team, unwillingness to engage in activities provided for in the grant application, and inability to organize and motivate target groups of young people.
- **Difficulties in implementing initiatives were most often related to** – lack of relevant experience, underdeveloped organisational culture, inconvenient or insufficient time frames, different levels of organisational capacity.



What recommendations were provided for further implementation of youth initiatives?

- Extend the time frame for implementing initiatives to 4-5 months.
- Strengthen the role of the mentoring component within the development and implementation of the initiatives, and increase budget for this activity accordingly.
- Involve businesses and local governments more widely and systematically in partnership with youth organisations.
- Promote the position of youth workers more actively through information campaigns.
- Take care of the programme products of youth initiatives based on technological solutions to ensure their sustainability.



[Learn more](#)



4 ●

**HUMAN
RIGHTS**



Human rights-based approach: how to integrate it into your community?

78

Inclusive workplaces: myth or reality?

80



Project priorities in this area:

- fulfillment of Ukraine's international obligations in the field of human rights, adoption and implementation of relevant national strategies and policies
- human rights education and training, joint activities of human rights defenders to address human rights challenges, including those arising from armed conflict
- promoting a human rights-based approach and involving CSOs in monitoring reforms at the community level through the human rights perspective.



22

CSO initiatives

to support and promote human rights have been successfully implemented



17

cases of international advocacy

to raise awareness of human rights issues in Ukraine



МАДСЬКА
ОРГАНІЗАЦІЯ
МАРТ

МАДСЬКА ОРГАНІЗАЦІЯ
«MART»

M
A
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HUMAN RIGHTS-BASED APPROACH: HOW TO INTEGRATE IT INTO YOUR COMMUNITY?

Ukraine is completing the decentralization process, which should promote democratization and the greater involvement of residents of small towns and villages in decision-making. However, vulnerable groups of the people, such as elderly people or people with disabilities, are often deprived of the opportunity to fulfill their rights and to participate in decision-making. Four CSOs from the [CSO-Hubs Network](#) united their efforts in order to help resolve this problem.

Work on the Human Rights-Based Approach to Community Development project started off with training events for teams that represented their communities. Each team included representatives of local authorities, initiative groups and civil activists. After identifying the key problems of their communities, each team began to research the local state of affairs regarding human rights through questionnaires, interviews, and studying local regulations. The research aimed to identify specific mechanisms for safeguarding and protecting human rights at the local level, and to understand to what extent the principles of equality, non-discrimination, participation, transparency and accountability are implemented in local policies.

What changes have been implemented?

- **In Komarivka in Chernihiv Oblast** the old village club was turned into a Youth Space. This is how a place for young people finally appeared in the village — a modern educational space. The space boasts a human rights film club, and it regularly holds lectures and meetings on the above topic. It also has computers with free access to the Internet.
- **In the Losynivka community in Chernihiv Oblast** a Social Hostel for Lonely Elderly People was opened. It provides assistance to elderly people, who are lonely and no longer able to take care of themselves and their homes. To implement the idea, the team managed to collect UAH 500,000 in charitable contributions and funds allocated by the local authorities. The local authorities ensure that there are medical and social workers on staff who have had special training.
- **In Zabolotsi territorial community in Lviv Oblast** a 'meals on wheels' service has been launched for people who have no means of subsistence, and are in dire need for food. Most of them are elderly, low-income and homeless.
- **In the Novoukrainka community in Kirovohrad Oblast** the Mum Centre was created. The space provides young mothers with the opportunity to enroll in an English class, attend educating events, or simply talk to other people.

'The human rights-based approach should be integrated into the policies of every community in Ukraine. After all, local authorities must understand that, while implementing any changes, they have to respect human rights. For example, even if a community desperately needs a road, it cannot be built by demolishing a settlement. Our project has provided representatives of the [CSO-Hubs Network](#) with a wide array of tools that have already been developed, tested and ready for use in other communities across the country.'

Ruslana Burova,

'Human Rights-Based Approach to Community Development' project manager



[Learn more](#)

INCLUSIVE WORKPLACES: MYTH OR REALITY?

Ruslana Shlek-Kolomina,
a massage therapist at an outpatient clinic in Chernivtsi

'She's the best massage therapist I've ever had,' says a girl who has just left the clinic. For Ruslana, that was the last patient for that day. She could handle more people, but because she has a first-group disability, she works part-time. Ruslana is blind.



'It took me half a year to get this job. I came and tried to explain to them that I needed this job. I kept saying that I was prepared to work even for a small salary, that I could handle the job, that I don't want to stay at home.'

This was Ruslana's first attempt to find a job. And in the end she succeeded — next summer she will have been working at the clinic for seven years.

'My mother has always told me that I need to get an education, a profession, and a job, make my own living, and be around people. But there are few employment opportunities in Chernivtsi. Employers are afraid, and fail to understand that we also need a place in the sun, and that we also need work.'



Zakhyst Chernivtsi Union implemented the 'Inclusive workplaces' project, which supports the socialization of people with disabilities through their self-realization in the labor market. The initiators of the project collected stories about people with disabilities who have jobs despite the challenges they face, and who are happy with their decision to work.

Olha Skulska, a specialist in the electronic workflow division
in Vinnytsia Oblast State Administration

Olha is the first civil servant with disabilities in Vinnytsia Oblast. She works in the Social and Youth Policy Department of the Oblast State Administration. Before that, she was working remotely and taking a correspondence course in law at the University of Internal Affairs.



'I had no choice — I had to study. Of course, I had to study! Of course, I had to go to work! My parents and I weren't considering any other options.'

While studying at university, she worked as a translator and a call-center operator. She also twice had an internship in Vinnytsia city courts, where she was offered a job. But she could not accept these offers because the buildings were unsuitable for people with disabilities.

'As people say, I work in an office. I deal with all of the department's correspondence. I register letters, of which about a thousand arrive during the day, and pass them on to employees. They trust me now. When the weather is bad, they sometimes let me work from home. At first, no matter how big the snowdrifts were, I had to struggle to get to work.'

Zhan Tarnavskiy,

a teacher of sign language songs in a Chernivtsi boarding school



Zhan has been working at a Chernivtsi boarding school for hearing-impaired children for over 20 years. After graduating from the same school, he worked in Odesa as a caster at a plough factory and a watchman at a dormitory. Then he studied at Kyiv National University of Culture and Arts, and in 1998, he got a job as a musical director at Chernivtsi Oblast House of Culture under the umbrella of the Society of the Deaf. Two years later, when he, together with other graduates, was giving a performance at the boarding school he had attended, the school principal offered him a job. Since then, every day from noon until evening, Zhan has been giving music lessons to boarding school students.

In 2013, Zhan graduated from Drahomanov National Pedagogical University to work professionally with children who have hearing impairments. Recently, he has also started teaching Ukrainian sign language at the boarding school. He tells his students that they need to get an education, get a job, and that it is up to them to decide what profession to choose. Zhan's parents, who also have hearing impairments, tried to persuade him to continue the family tradition and repair shoes like they do.

'I'm a great art lover. If I hadn't been hearing impaired, I'd have become a singer.'



[Learn more](#)



**MINISTRY OF
FOREIGN AFFAIRS
OF DENMARK**



The Civil Society for Enhanced
Democracy and Human Rights in
Ukraine project was implemented
with financial support from the Danish
Ministry of Foreign Affairs