

2023 with

HELPING  TO LEAVE :

**NUMBERS, STORIES,
SUCCESSSES**

OVERALL RESULTS OF THE HELPING TO LEAVE AID PROJECTS

18384 people received
our assistance:

3751 people received
humanitarian aid from us

14633 people were evacuated with the support of
Helping to Leave, 8277 of them at our expense

↓
8277 of them – at our expense



Dina Urich, Head of the Direct Aid Department

The year 2023 was a challenge for us. The first euphoria after the de-occupation of Kharkiv and Kherson oblasts at the end of 2022 had passed, but we had to keep working.

Together, we continued to evacuate people, help them find housing and jobs, restore documents, provided humanitarian, psychological, legal, and, frankly, any kind of assistance. The name of our department is the Direct Aid Department, and this is exactly what the whole team did almost around the clock in no matter the circumstances.

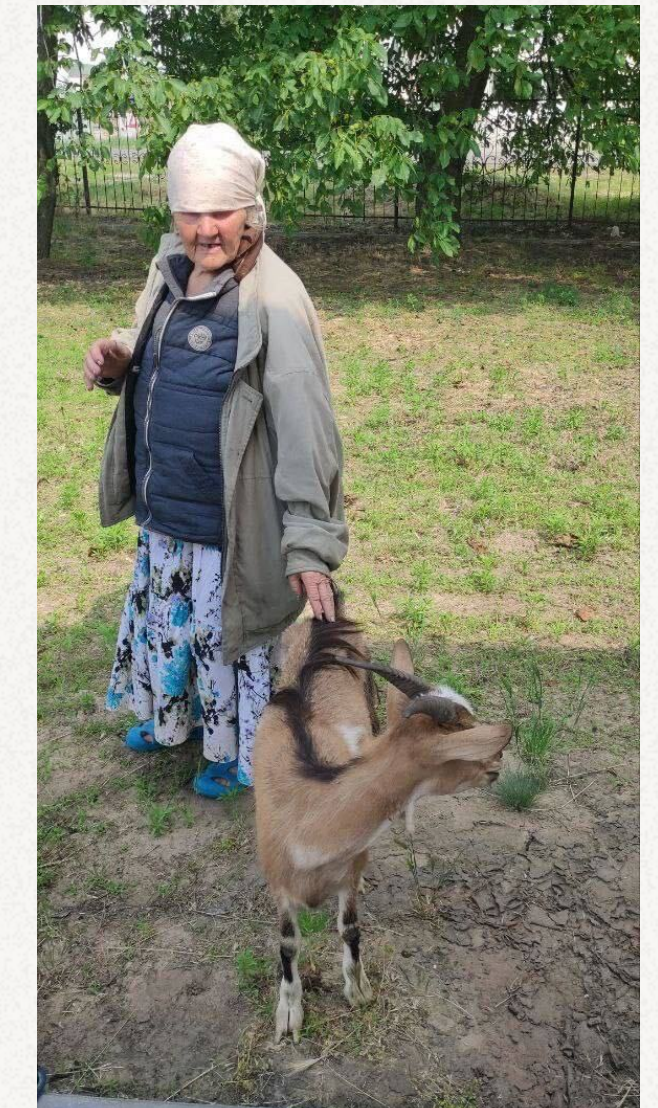
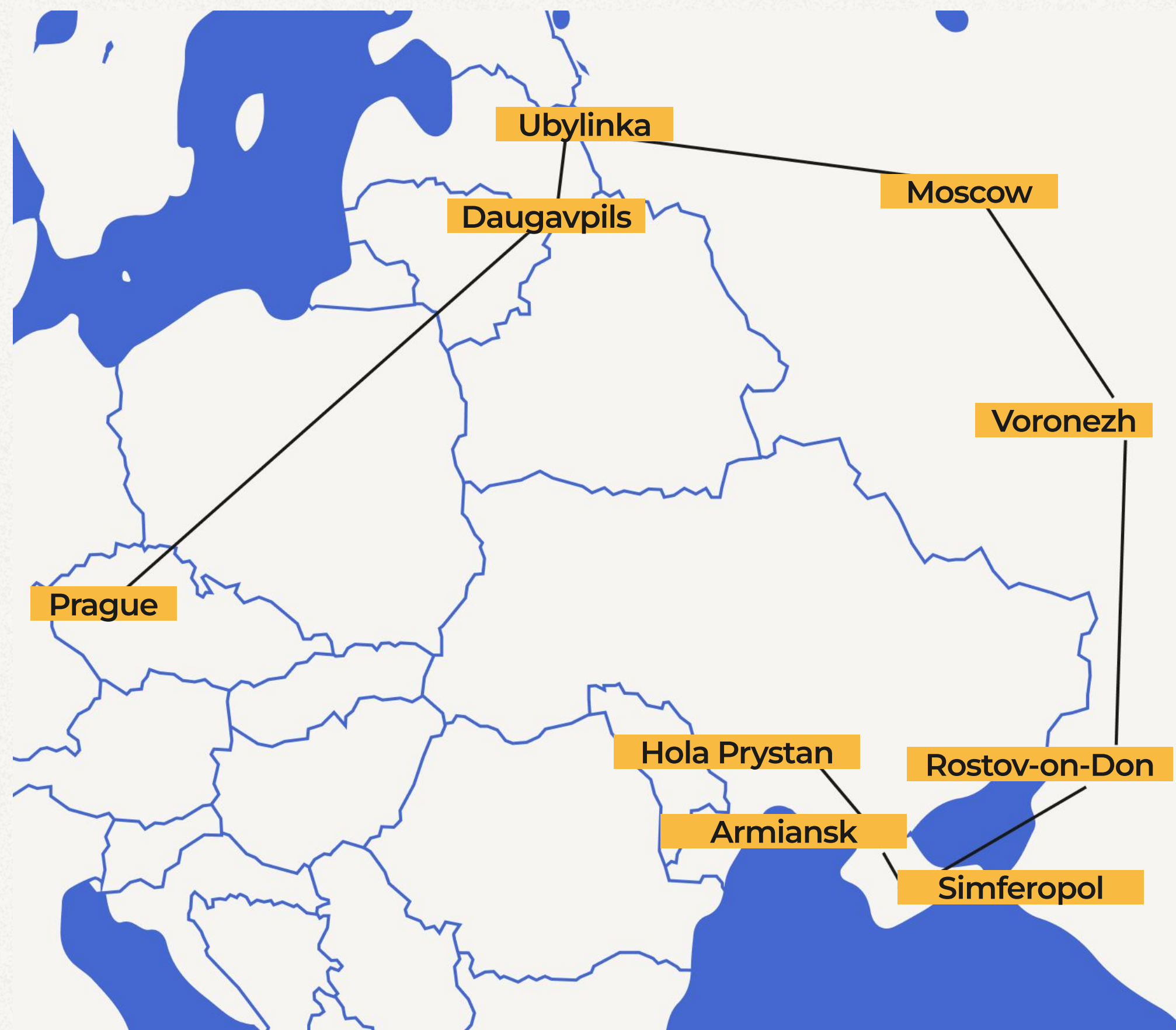
The Sumy corridor for those returning from the TOT, the explosion of the Kakhovka hydroelectric power plant, the test launch of the reintegration program, medical evacuations to the EU, the Volyn corridor, the deterioration of the situation in the Kharkiv Oblast — it is very hard to believe that all this really happened in 2023 and happened to us.

Every day I struggle to believe that what the team accomplishes is even possible — but they do it. Every minute, every day, they defeat evil a little bit for a particular beneficiary in a particular field of our work. This year was not just a challenge and a test of resilience for our department, but also a multitude of messages of gratitude from THOUSANDS of people whose lives my colleagues had literally saved.

And this is what gives us the strength to carry on, no matter what. The realization that each of us individually and all of us together really do change our common future.

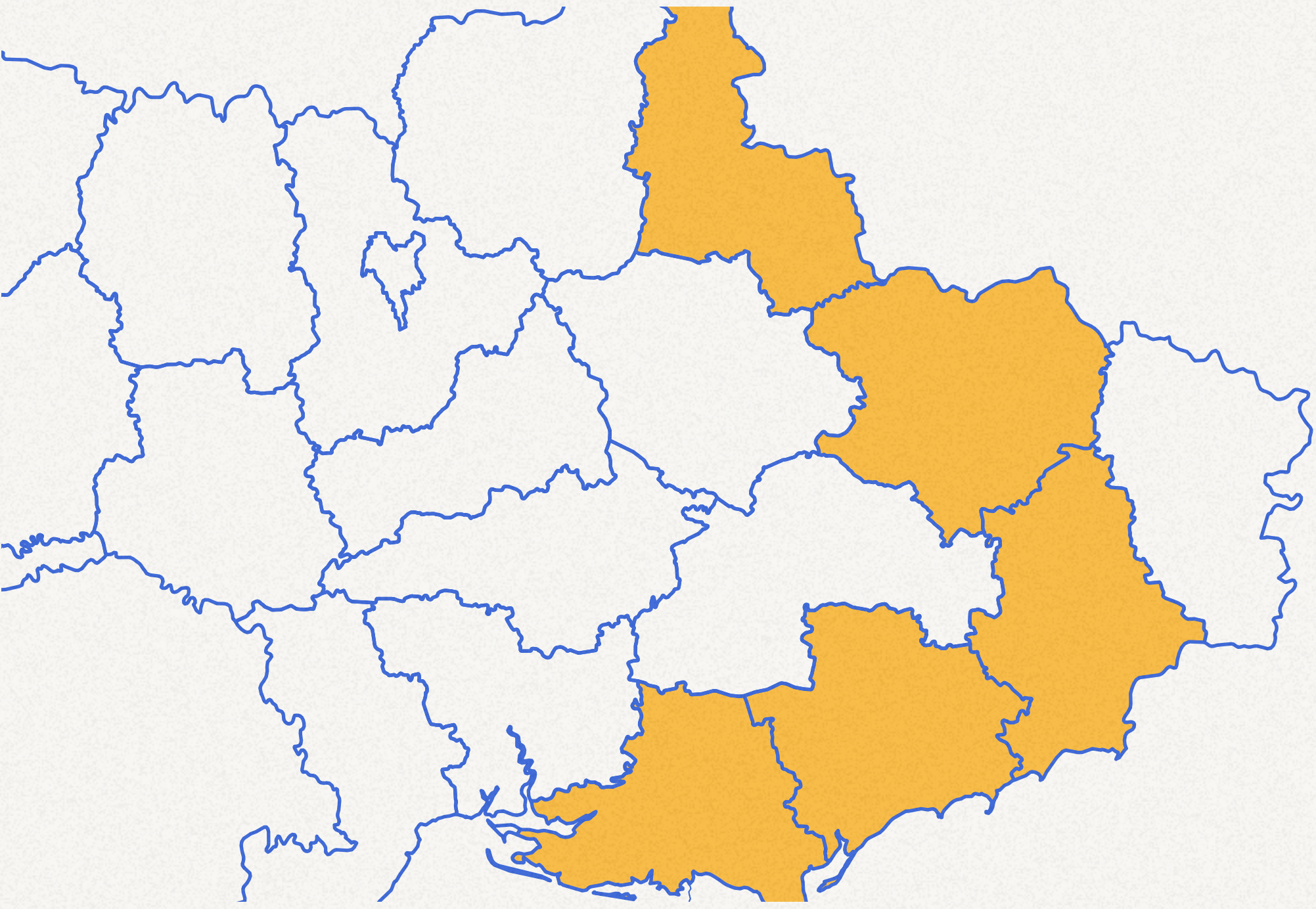
GEOGRAPHY OF THE AID

4041 kilometers — the longest evacuation route



We helped to evacuate a 78-year-old woman, Klavdiia Ivanivna, who spent 12 days with her goat, rooster and dog Mozart on the attic stairs of her flooded house after the Kakhovka hydroelectric power station was blown up. All along the way, Klavdiya Ivanivna radiated optimism, was cheerful, and managed to make our entire team fall in love with her. In Daugavpils (Latvia), her grandchildren picked her and Mozart up and took her to the Czech Republic, where she now lives.

TOP 5 OBLASTS WITH THE MOST EVACUATION REQUESTS IN 2023



- Kharkiv
- Kherson
- Zaporizhzhia
- Sumy
- Donetsk

— **Kupyansk, Kivsharivka, Kherson** — towns from which most people were evacuated
 — **Kharkiv and Odesa** — Ukrainian cities to which the most people were evacuated, most of them outside of Ukraine went to Poland
 — **Sumy** — the most frequent intermediate point in the evacuation from the temporarily occupied territories to the Ukrainian-controlled ones

~54370 We paid for approximately liters of fuel

At least **159546** kilometers were covered by our vehicles and those of our partners during the evacuations across Ukraine



PEOPLE WE HAVE HELPED

11 days was the youngest beneficiary at the time of evacuation

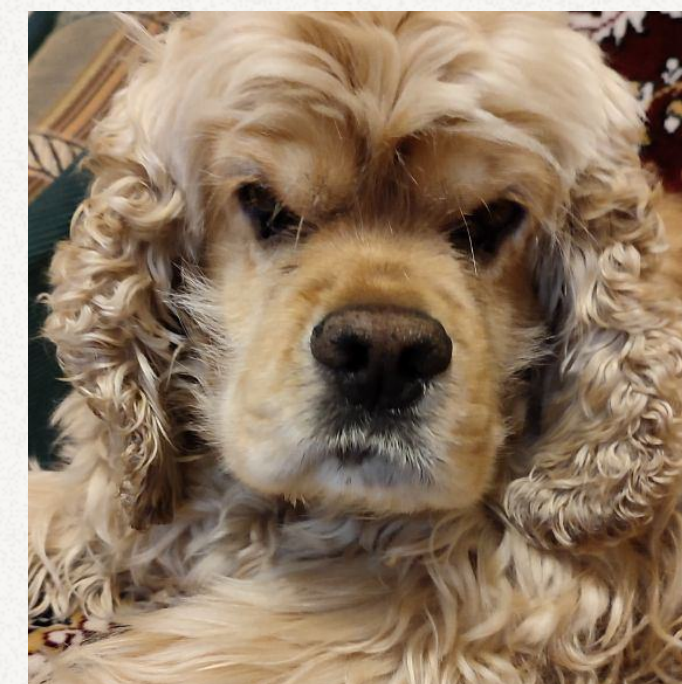
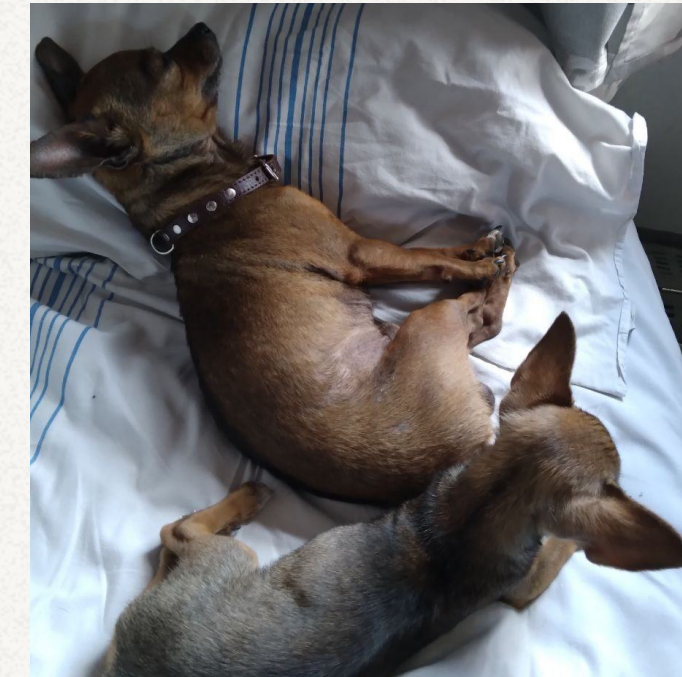
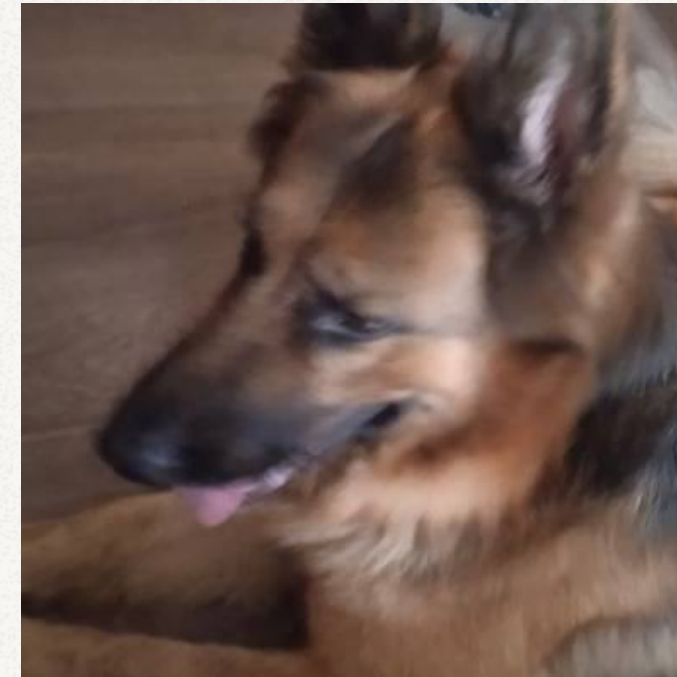
during this last year, together with people, we evacuated: *cats, dogs, chickens, parrots and other birds, chinchillas, hamsters, rabbits, goats and even a snail*

99 years old was the oldest beneficiary was at the time of evacuation

55-65 years — old was the average age of our beneficiaries

~70% of our beneficiaries were — **women**

~30% were — **men**



AID SERVICES RESULTS



Vlad, Telegram bot volunteer

This year, I've been hearing the word “burnout” in conversations from time to time. It seems to me that the reason for burnout is not only objective fatigue at the end of the year, but also the fact that we are not keeping track of time correctly — we count how many days, weeks, months have already passed.

Yes, in this dark tunnel, the part of the way we have traveled is very important; however, it is also important to remember the light at its end. After all, no tunnel is ever endless - and this is an unbreakable fact that our fact-checking team doesn't even need to verify.

That's why I came up with an exercise for myself based on the opposite count. Every morning, when I wake up, I try to be aware that the end of the darkness has just become one day closer.

And so every day we are getting closer to the end of the tunnel, and maybe sometimes we are bringing it closer. Helping our beneficiaries and each other to leave it as soon as possible.

Good evening Please tell me if there is still a possibility to evacuate to Odesa this week? We are two women. We are temporarily staying with relatives in the village after the hydroelectric power plant explosion, but we want to leave. I would be grateful for an answer.

Good afternoon, my name is Anna, I have had a disability since childhood, my mother is retired after a heart attack, my father is disabled and suffered clinical death from kidney failure, please help me. We need food, hygiene products and medicines If you can help us, we will be very grateful, thank you very much, God bless you.

I have diabetes with complications on the legs. I am registered at the employment center, I have not received payments for a year, the center refused to help me because my previous employer did not register my work. I am 59.10 years old, a week ago I was assigned the third category of disability. I have not yet received a pension, I have just submitted the documents. The pension will be 2000 UAH, I need more than 2000 UAH of medicines per month according to doctor's prescriptions, besides, for a diabetic, I need medicines and a diet. This year my condition has worsened, I will not survive in Ukraine with these funds. I want to go to Germany. I have friends in Nuremberg who promise to help me with the paperwork and accommodation at the beginning.

Good afternoon, we are a family from Bakhmut, we are now in Dnipro. We need evacuation, there are 4 of us, 2 children, a boy of 5 and a girl of 12, me and my husband who is after surgery. My husband has a disability, a relative invited us to Europe, but we are not able to get to Germany on our own, so we turned to you, you have already helped our fellow townspeople, they gave us your contacts.

TELEGRAM BOT

10399

unique messages in the bot were processed by operators over the year. This includes:



72904

communication sessions between operators and beneficiaries

23401

unique people who sent a request for help or offered their own

5092

requests were successfully closed, i.e. the people on the other end received some kind of help or useful information from our operators

CALL CENTER

12223 consultations were provided by call center operators

42184 incoming and outgoing calls were made

84676 minutes of conversations

12692 calls with a total duration of 21766 minutes were made to the operator who handled the most calls

WHAT MESSAGES DO PEOPLE MOST OFTEN WRITE TO US AS A RESPONSE TO OUR HELP?

very much

was helped

team want God

thank you

you

communication volunteer road

great people

was able to food children operator finally promptly

help

grateful

wonderful got prosperity border fund best

thanks to

time work

communication tickets take care care bus route

simple

family

good

day leave heart strength

boundless sincerely health fast low always project

Ukraine support provided bow constantly

🙏 case peaceful give patience

information well done express even occupation

especially

satisfied easy sky question wish really organization sincere safety

Nelly evacuation "help to leave"



RESULTS OF THE AID PROJECTS



Olena Hubanova, curator for the Evacuation from the Kharkiv Oblast and the Sumy humanitarian corridor

It was an incredible and most contradictory year in my tumultuous life.

What I realized is this: we are incredible, we never get tired, and it turned out that we all seem to have known each other for several years and we happen to be close friends (I don't know how else to explain that when you get a call in the middle of the night from a person you've never met before, saying: “*hi, can you...?*” and you can, and then you call someone whose name you heard a minute ago and say, “*hi, can you...?*” and they can, too. It doesn't matter what day or time it is.

Someone on the other side needs something and you are able to do it, I need something and they are able to do it, even if it is the first time they hear from you).

What did our team do this year? We did some incredible, absolutely unrealistic things. We have evacuated thousands of people. Moreover, we have not lost contact with them. We check in with them to see how they are doing, rejoice in their achievements, and try to help solve their problems.

And this is what inspires us, because it makes us feel that these thousands are not just numbers, but people.

EVACUATION OF THE DEPORTED PERSONS AND RESIDENTS OF THE TEMPORARILY OCCUPIED TERRITORIES

4636 people from the temporarily occupied territories (including the Autonomous Republic of Crimea) and russia, where Ukrainians had been deported, were evacuated to a safe territory



4107 of them at our expense

4274 people — through the humanitarian corridor from russia to the Ukrainian-controlled territories

362 people — to other countries

EVACUATION THROUGHOUT THE UKRAINIAN-CONTROLLED TERRITORIES

5091

people were evacuated from the de-occupied and frontline territories of the **Kherson Oblast**



2385

of them — at our expense

2331

people were evacuated from the de-occupied and frontline territories of the **Kharkiv Oblast**



891

of them — at our expense

1949

people were evacuated from other oblasts of Ukraine:



234

at our expense within the country

332

at our expense abroad

CANCER PATIENTS AID PROJECT

125

cancer patients received hospital treatment or were evacuated for treatment within Ukraine or to the EU, escorted by their family members

193

consultations were conducted

PSYCHOLOGICAL SERVICE



Kateryna Zelenska, psychologist and psychiatrist of the Psychological Service

The Helping to Leave Psychological Service has been operating since July 2023. A lot has been accomplished during this time.

We started with one psychotherapist working with beneficiaries to help minimize the impact of stress during the evacuation.

Now we have 4 people on our team and we carry out:

- sessions with beneficiaries;
- sessions with volunteers;
- therapy groups for specific departments;
- training meetings with the team on burnout prevention, the specifics of volunteering, and at the request of specific departments;

We are working on destigmatizing the concept of psychological counseling and introducing basic psychological education for our volunteers.

- With many of our beneficiaries and volunteers, our work has passed the 4-month mark, but new applications come in every week.

We see the results of our work reflected both in the Emotional State Monitor and in the anonymous feedback we receive.

We are very grateful to everyone who trusts us and turns to our Psychological Service. We are looking forward to seeing new applications as well as working with our existing clients.

4

psychotherapists and psychiatrists on the team

27

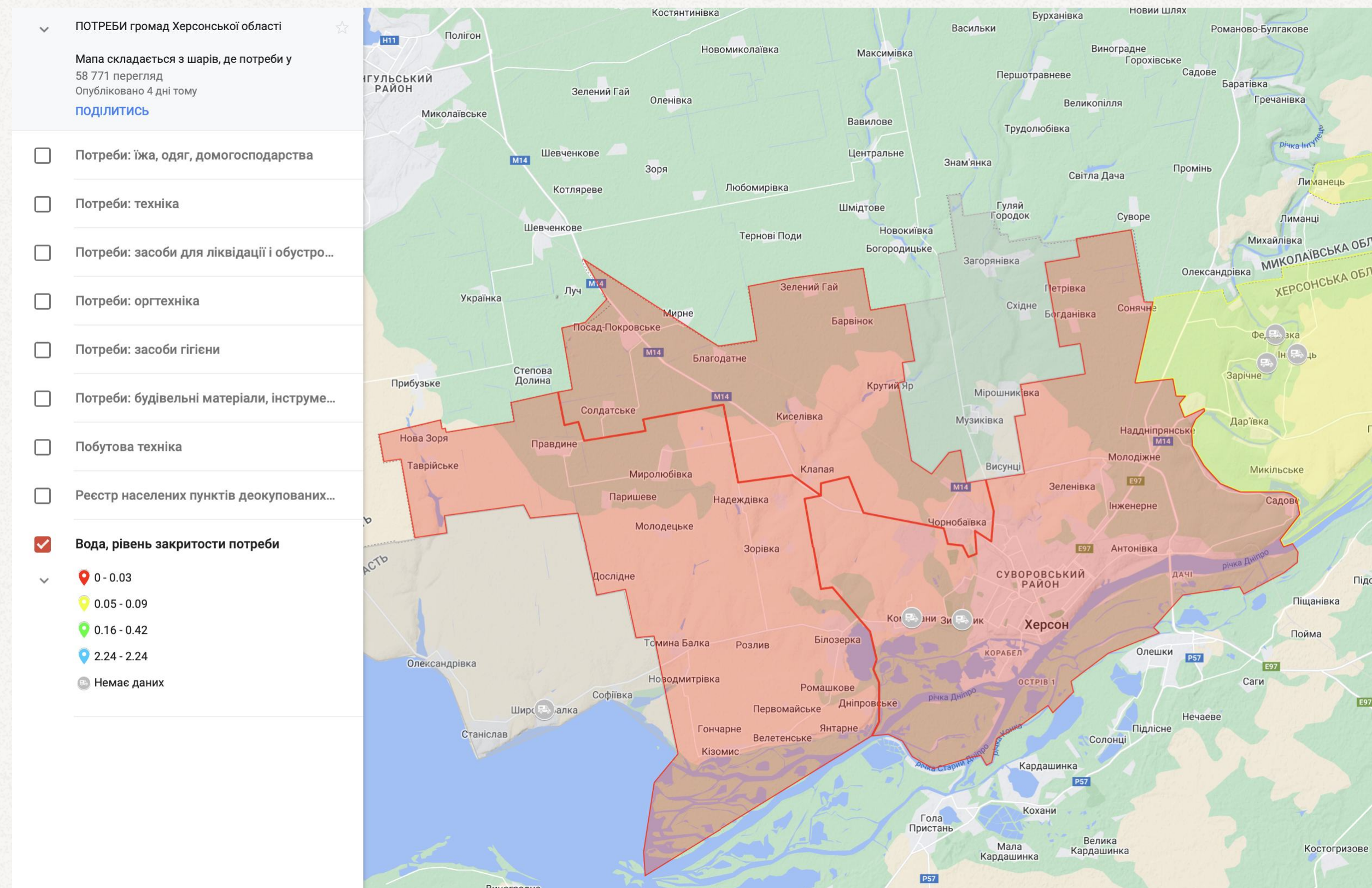
beneficiaries received psychological aid

125

sessions were held with volunteers and employees

KHERSON OBLAST HUMANITARIAN NEEDS MAP

58 050 views of the map over the year



The project was launched after the terrorist attack on the Kakhovka hydroelectric power station and aims to improve the humanitarian aid situation by making communication between representatives of beneficiaries and aid organizations simple and intuitive. The map also shows the number of households damaged by shelling and flooding in communities.

The map is in use of:

- the Kherson Regional Military Administration (RMA)
- large international foundations and donors (for example, we work with the UN WASH cluster on water supply and water supply system renovation)
- other aid organizations

Current needs displayed on the map:

- water and food
- hygiene products
- clothing
- building materials
- household appliances
- office equipment

MOBILE AND INTERNET CONNECTION IMPROVEMENTS IN KUPYANSK DISTRICT OF KHARKIV OBLAST

In February 2023, together with our partners, we installed a communication network in Kupyansk and the surrounding communities to connect the regional military administration, government agencies, utilities and medical facilities.

The network makes it possible to access the Internet and communicate by phone regardless of the availability of electricity from the power plant.

The project was implemented with the support of the Kupyansk District Civil-Military Administration in partnership with other volunteer teams: CO “The Way of Ukraine”, CO “European Traditions of Charity” ETOS, Prointegra, NGO Broadlights, NGO UHSD, IT4YOU.

The following were purchased and installed:

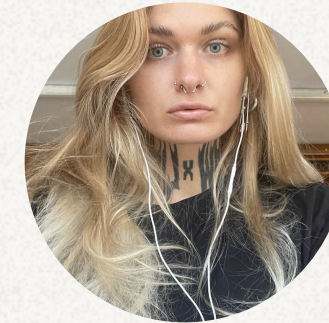
- [Starlink satellite systems](#)
- [cables](#)
- [connectors](#)
- [routers](#)
- [access points](#)
- [other equipment for the system operation](#)

INFORMATION ASSISTANCE

45 researches: from searching for grants to help Ukrainians to compiling a database of free accommodation in Ukraine and the EU

15 new memos and scripts for beneficiaries with important information about evacuation

Useful materials from the Information Department Team can be found in the [public knowledge base](#).



Ira Volk, head of the Information Aid Department

The year was busy and productive for the Information Department. We did a lot of fact-checking, research, structuring information, reorganization, and looking for new tasks. And now we are proud to say that we have successfully completed 100% of all the various tasks in the organization in our area and disbanded after completing our work. We are now working on other priority areas at Helping to Leave!

HELPING TO LEAVE TEAM

- 226** team members as of the end of December 2023
- 184** volunteers in the project as of the end of December 2023
- 302** people volunteered in the project in 2023
- 547** volunteer questionnaires submitted
- 413** interviews with volunteers conducted
- 176** people took an onboarding course
- 42** people in the team receive payments for their work as of the end of December 2023



Lilia Sulyma, HR Manager

Our department has undergone a significant transformation in the past year, and the most recent changes have been the most successful. Now we have an incredibly empathetic team of individuals who are united by goals and ideas that support the Helping to Leave mission. We learn quickly from our mistakes. Throughout the past year, we have been both improving our skills and training our team. We managed to develop a lot of handbooks, procedures and policies to improve the work of our colleagues, and this was an important step for us because it allows us to work more efficiently and with greater focus.

Every day we learn more and more about our volunteers, who have different professions: from creative to serious, including even craftspeople. Our Team members also have many interesting hobbies, from knitting and embroidery to ceramics, and all are united by the same goals and values.

We have a lot of work and challenges ahead of us, and we are ready for them with a great deal of perseverance and energy. We will strive to pay special attention to the emotional state of our colleagues and to control the balance between rest and regular work and volunteering. By combining our strength, motivation, professionalism and mutual support, we will be able to continue working towards our common goals.

HELPING TO LEAVE TEAM

- 18** years old the youngest team member
- 60** years old the oldest team member
- ~30%** of the team members are those whom we have helped to evacuate or brought their relatives to safety
- 100%** of the members of Helping to Leave's governing bodies are women

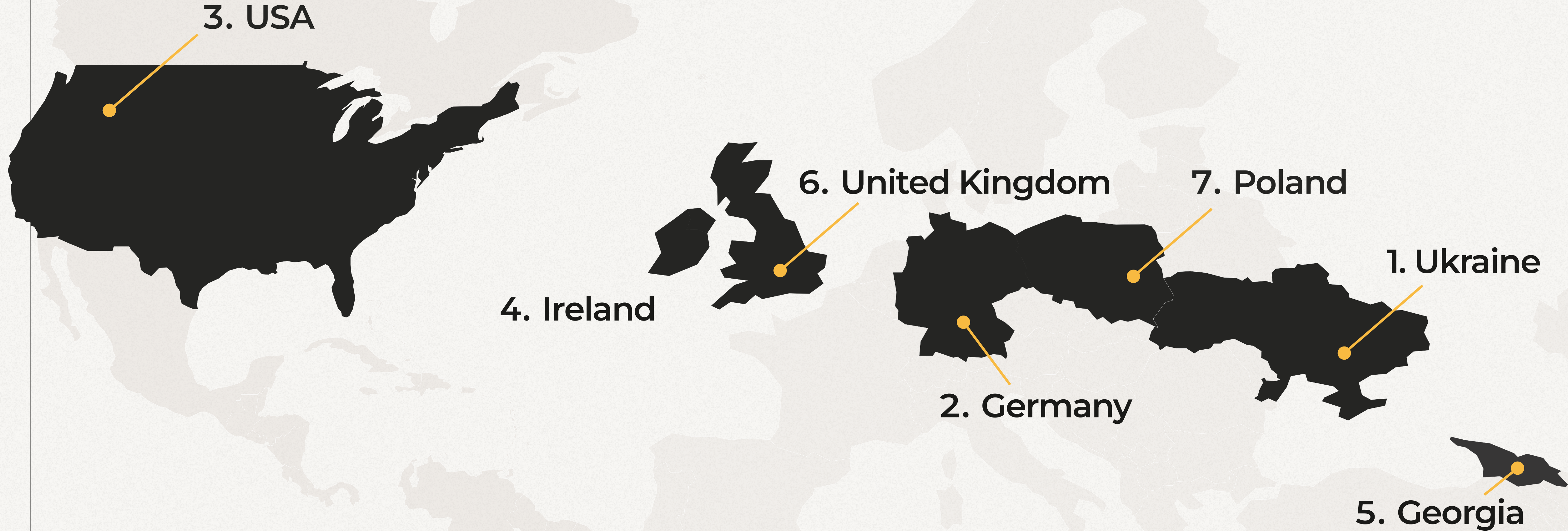
In the Helping to Leave team as of the end of December 2023

- 85%** women
- 11%** men
- 4%** non-binary people in the Helping to Leave team as of the end of December 2023











HELPING TO LEAVE EXTERNAL COMMUNICATIONS

TOP-7 COUNTRIES FROM WHICH OUR WEBSITE IS VISITED



TOP-7 PHRASES USED TO SEARCH FOR HELPING TO LEAVE ON THE INTERNET IN 2023

 [Helping to Leave](#)

-  pomogaem
-  territories
-  helping ukraine
-  help ukrainians
-  help ukraine
-  help 24
-  supporting ukraine

THE MOST UNUSUAL PHRASES USED TO SEARCH FOR US ON THE INTERNET IN 2023

🔍 Helping to Leave |

- 🕒 horses zaporizhzhia oblast volunteer help
- 🕒 what we are
- 🕒 help helped helped
- 🕒 "leave" in Ukrainian
- 🕒 czech telegram
- 🕒 civil code of the czech republic
- 🕒 volunteers hotline
- 🕒 supervisor berdiansk
- 🕒 donate what you can
- 🕒 ukraine freedom date

WE TALK ABOUT OUR WORK ON SOCIAL MEDIA



Yuliia Boklah, curator of the SMM Department

62 000

total number of followers in our social media

Despite numerous external and internal challenges, our team has grown incredibly this year. And even because of them. A team that does things every day that you are amazed by, proud of... and inspired by.

I listen to stories that are hard to believe, and this is life in Ukraine right now. I see people whom Helping to Leave has helped, and some of them are now helping with us. I realized how different the aid can be and how important it remains. I realized how much simply caring means.

We are driven forward by dreams of peace and victory for Ukraine and the Ukrainian people, of returning home, of living in a world where there is no place for the horrors that Ukrainians face because of russia's aggression. And I believe that these are not dreams, but plans and goals.)

I will say it again: I am proud of our team, which is doing everything possible for this purpose, each of them in their own place.

What does the External Communications Department work on every day? On being heard — especially when we amplify the voices of the people we help. On being trusted — by beneficiaries, donors, and partners. On being supported — because together with like-minded people we can really achieve our great common goal, which consists of many daily good deeds.

We have a lot of work ahead of us, a lot of challenges. They have already piled up on us, what can I say?) But the strength, motivation, professionalism and support of my colleagues keeps me afloat and gives me the strength to work. And to dream (or to plan:))



WE WRITE YOU LETTERS AND SHARE THE MOST IMPORTANT THINGS

8372

people receive our email newsletters several times a month

46

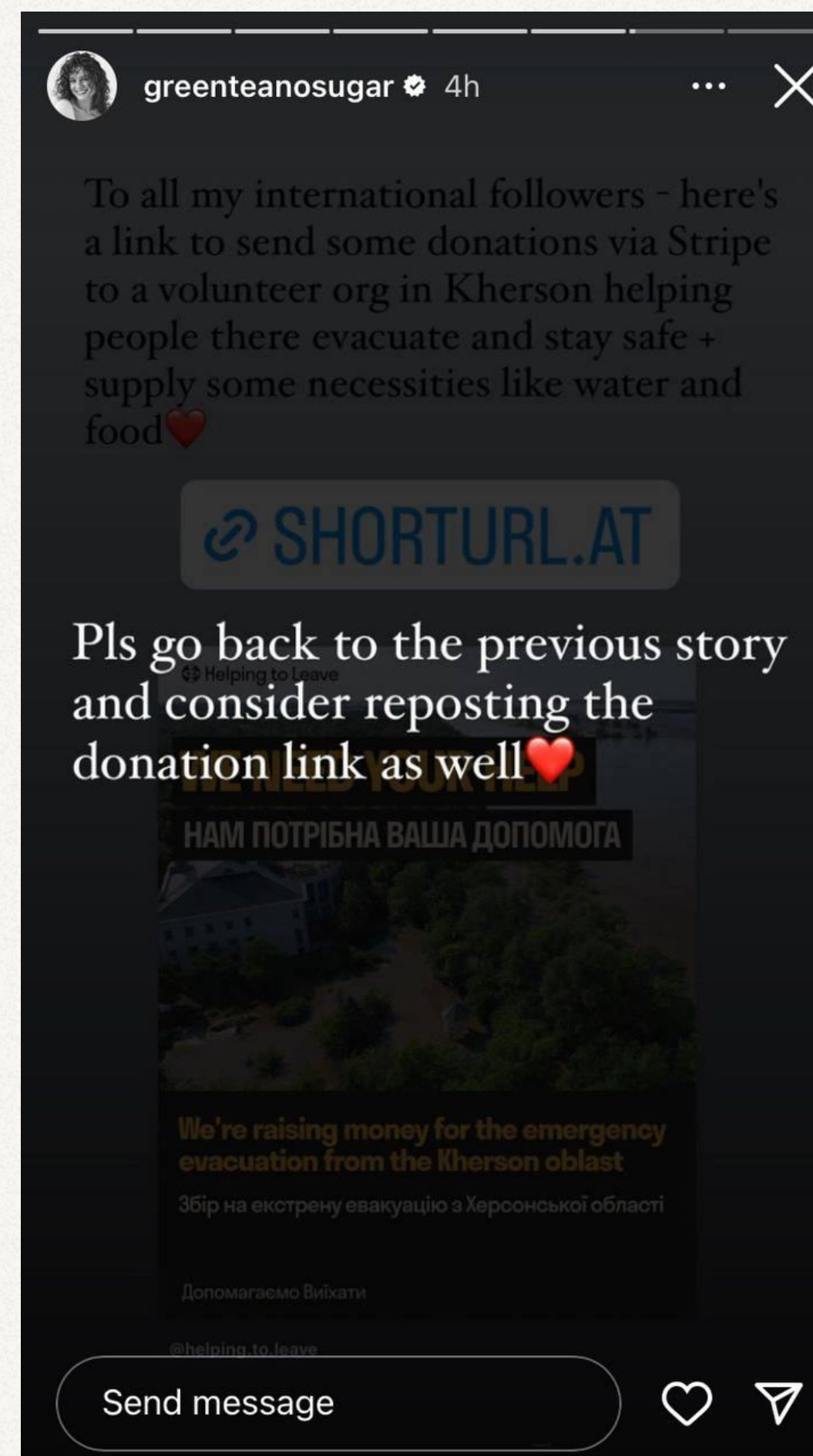
regular donors receive letters from us on Patreon

42

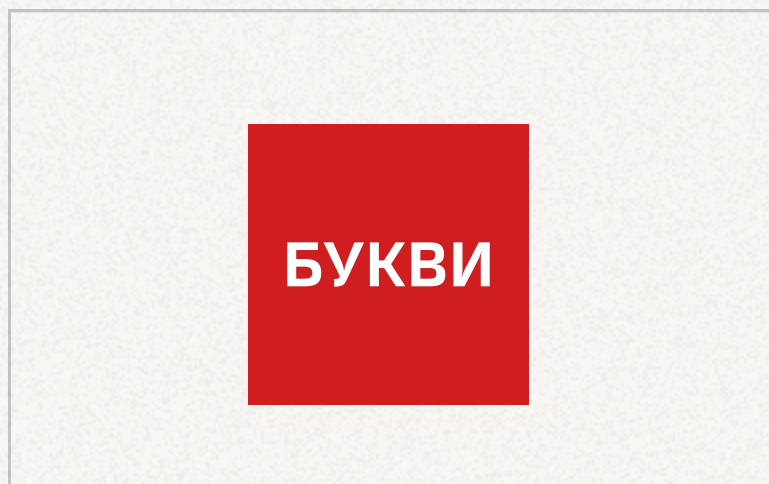
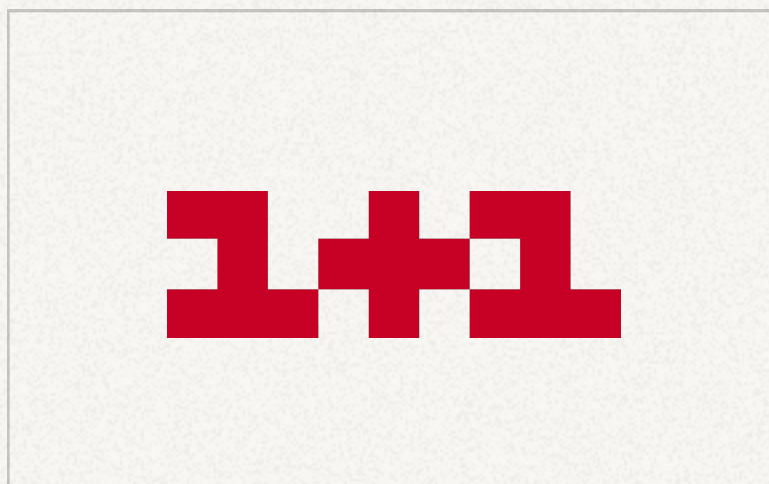
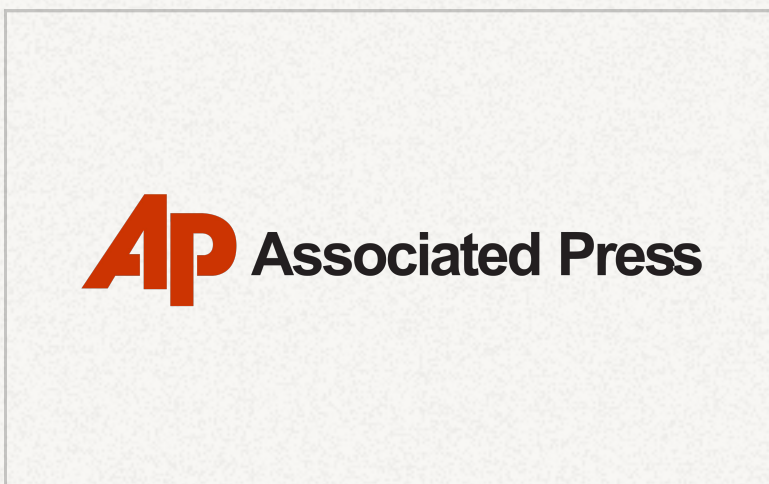
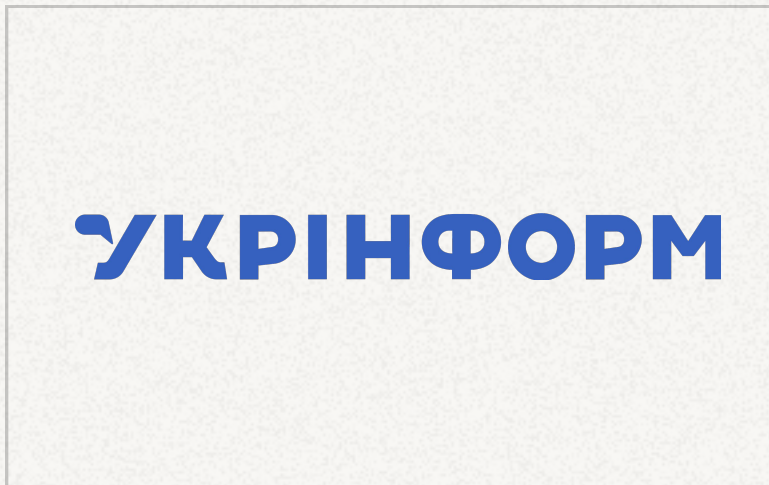
emails with news, stories of us providing help and messages that are important to us have been sent this year ❤️



WHAT OPINION LEADERS SAY ABOUT US



MEDIA ABOUT US



MERCH THAT HELPS

This is the first and very important collection of Helping to Leave merchandise: a T-shirt, a cap and a tote bag

46 people became happy owners of our merchandise, including [Vasyl Baidak](#) and [Nastia Mozgova](#)

[taniamestoecker](#) on Nov 5, 2023

★★★★★

The shirt is made of a very good material. it does not feel or look cheap. I wear it to Ukrainian rallies and many other people have loved it.

[Nana](#) on Sep 17, 2023

★★★★★

Great bag for a great cause, I'm wearing mine everywhere these days.



FINANCIAL REPORTS

€ 1 002 437,7

spent on the work of Helping to Leave

€ 1 141 517,44

raised for the projects aiding Ukrainians. Of this amount:



€589 046

grants

€12 919,32

donations from businesses

€537 626,1

private donations:



€401 578,0

one-time and monthly donations through the Helping to Leave website

€86 472,30

donations from individuals to the organizations' bank accounts

€49 575,80

crypto donations

€1 926

donations in exchange for project merchandise



Kateryna Plevako,
Financial Manager

In our opinion, the biggest achievement in 2023 was the transition to an electronic work format - we have mastered the BAF platform. This has greatly improved the efficiency of our internal processes and simplified the management of huge amounts of data. We also successfully passed an audit in the Czech Republic. This confirmed our high level of transparency and compliance with financial regulations, which I am personally very proud of.

I would also like to emphasize our success in working with the team. We have taught the Direct Assistance departments how to manage financial turnover correctly and successfully, which has improved financial discipline and optimized the use of resources. We also ensured compliance with the rules of accounting documentation in all our transactions, thereby increasing the level of responsibility and control. In addition, we have managed to improve the group budgeting processes, which is very gratifying. The most difficult thing in our work is the urgency. Especially when it comes to buying tickets or completing grants. This requires us to be as attentive and efficient as possible, but unfortunately, we only have 24 hours a day.

Each major grant has its own specific rules and requirements, which sometimes created difficulties in determining how to conduct transactions and formalize financial agreements to be fully legal and compliant with taxation regulations. Customizing our processes for each specific grant required additional effort and time to adapt. For a long time, our department had limited staff resources and, at the same time, the amount of work was only increasing. The distribution of tasks was indeed a challenge with limited resources.

Over the year, we have made significant progress in professionalism and teamwork, learned to listen to each other, and now we have set ourselves the goal of improving planning.

GRANTS ACQUISITION



Valentina Vösgen, co-head
of grants and institutional
partnership department

In 2023, we were supported by various internationally recognized organizations, but more importantly, many of them supported us repeatedly. This is a great victory for the entire Helping to Leave team. It shows that the grants we received were not an accident, but a conscious decision in our favor by the donor. They appreciated not only our plans but also our results so much that they are ready to support us not once but several times. The money we received is not just an income item in the annual budget, but a wide range of assistance to thousands of people — evacuation, psychological support, temporary accommodation, legal advice, humanitarian aid. I am proud of the grants team that contributes to this great cause. And I am incredibly grateful to all my colleagues who, day in and day out, do all those great things that we then describe in our reports (many pages of reports).

41

applications were
compiled and sent
by the Grants Curators

14

grants totaling € 589,045.99
were received

212

pages of reports on grants
received were written

PRIVATE DONATIONS

€1 14 227,36

the largest targeted fundraiser for aid after the Kakhovka hydroelectric power plant explosion

€419 595,61

was raised through private donations via the form on the project website. Of this amount:

€10

the most frequent donation amount

€264 870,77

one-time donations from **5041** people

€41

average donation amount

€154 724,84

monthly donations

€2772

the largest single donation

€500



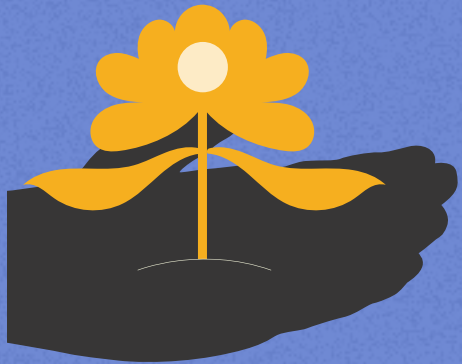
the largest monthly donation



2023

MONTHLY REPORTS

Click the link and see the detailed substantive and financial reports.

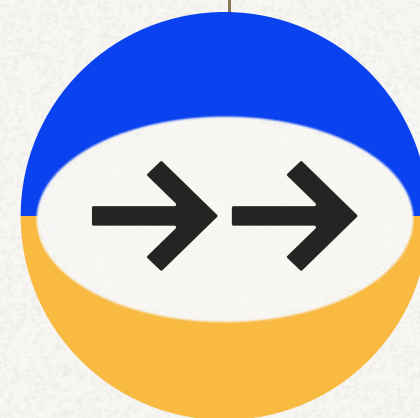
<u>Jan</u>  001	<u>Feb</u> 002	<u>Mar</u> 003	<u>Apr</u> 004
<u>May</u> 005	<u>Jun</u> 006	<u>Jul</u> 007	<u>Aug</u>  008
<u>Sep</u> 009	<u>Oct</u>  010	<u>Nov</u> 011	<u>Dec</u> 012

*name of the month — report with the results of the work
00X — financial report



THANK YOU FOR THIS YEAR!

IT IS A GREAT PLEASURE TO DEVELOP TOGETHER WITH YOU AND HELP UKRAINIANS IN 2024



Helping to Leave is a project jointly implemented by the charitable organizations Helping to leave, z.s. (Czech Republic) and Helping to Leave (Ukraine), with the support of independent volunteers.