

Overall guidance:

- 1 page max
- **Non-technical language** for an external audience for example donors, private foundations

Psychosocial Support for resilience and recovery

- Overview of key needs, the context for psychosocial support crisis, and importance of mental health to Ukraine's resilience & recovery
- Overview of PIN's PSS programming
 - o Our capacity
 - o Reach / key figures on our impact to date/current scale
 - o Key components of support – what do we do?
 - o Mention of partners/support to partners
- Short summary/key figures of cost benefit analysis (FHI360)
- Cost examples of programming e.g. Providing 5 sessions costs X Eur per person, Cost of 1 group of psychologists running a hotline per month reaching X people



Since the full-scale invasion in 2022, the demand for psychosocial support has significantly increased across Ukraine. War created widespread psychological **distress and trauma** among civilian populations, making mental health and psychosocial support **critical components of Ukraine's resilience and recovery efforts**.

Mental health directly impacts individuals' ability to cope with adversity, rebuild their lives, and contribute to their communities' reconstruction and development.

PIN has been providing humanitarian assistance in Ukraine since 2014, and following the full-scale invasion, PIN significantly expanded its operations to support war-affected people, including MHPSS support.



Teams and capacities

PIN has work 3 modalities: mobile teams, hotline and support to local organizations providing MHPSS. PIN team is comprised of skilled and trained professionals, including mobile team psychologists and highly qualified hotline psychologists. This way we can support people living in rural areas, highly vulnerable people such as people with disabilities, older people, children, women, etc., providing timely and quality support.

Our capacity in MHPSS is built on a foundation of evidence-based practices, culturally sensitive approaches, and a deep understanding of the local context. PIN and it's partners operate

across 9 regions, providing individual and group sessions (usually 3-7 sessions, though there are cases where we provide one-off assistance and Psychological First Aid (PFA)).

PIN 24/7 Psychosocial Support Services hotline is available nationwide, supporting people with crisis counseling during nights, providing access to people with low or no mobility, and ensuring dignified PSS (e.g. PSS for men is still highly stigmatized, and participation in offline PSS is low, around 10%, but on the hotline it's around 50%) .

Moreover, PIN provides MHPSS training for local responders, social workers, and teachers to strengthen local capacities.

PIN also integrates MHPSS in economic, educational activities, promoting destigmatisation agenda and supporting people comprehensively.



Reach / key figures on our impact to date/current scale

PIN's MHPSS services have reached significant numbers of beneficiaries – more than 90 000 war-affected people received professional free-of charge support.

PIN partners supported in total more than 40000 beneficiaries.

PIN has cultivated strong partnerships with local organizations to ensure an integrated response to MHPSS needs, strengthen local capacities, and promote localisation. PIN has more than 20 verified MHPSS partners, and several active partners providing support to children, women, veterans, people with disabilities and other vulnerable social groups.

Cost benefit

Based on PIN's programme data, international studies, and estimates from Ukraine and globally, the analysis found that for every dollar invested in community-based psychosocial support services, Ukraine's GDP rises by \$15 to \$20 (Cost Benefit Analysis of MHPSS in Ukraine, FHI360 and PIN, 2025)

Cost of 1 hotline operating 24/7 is 13K USD per months and allows to support around 400-500 people covering up to 700 calls (with flexible length up to 50-70 minutes).

Cost of 1 mobile team may vary depending on the geographical coverage but is within 7-10K USD, covering mobile visits available for around 80-140 people (depending on the length of PSS cycle).



Feedback

Hotline:

Female, 55: "I call your hotline when experiencing panic attacks because I cannot calm myself independently. Speaking with your counselors always helps me regain composure. Thank you for being there!"

Mobile teams:

41-year-old internally displaced man, father of 5-year-old, sought help in stressed state with

anxiety over unemployment, feared English testing required for desired work field and family problems with wife and child. His feedback after work: "You helped me go through the path from unemployed in stress with a pile of new learning and cockroaches in the head, stress from English - to working at interesting powerful work with high level of English. And separately very grateful for substantial improvement of relations with daughter and wife."

12-year-old internally displaced girl with constant anxiety, family relationship worries, and lack of peer social contacts at new residence. Experienced sleep problems, insecurity, and guilt feelings. She joined children's group activities at location, expressed desire to attend school at new residence, and found friends for active free time. Noted improved physical condition and family relationships. Psychological work helped her feel heard and seen, increased self-esteem and self-worth. Successfully addressed sleep problems and established daily routine.

