



Best Practices Social Work Ukraine crisis

SUPPORT CENTRE FOR RESIDENTS OF UKRAINE



Visit website

Latvia



Framework

The centre provides support to the refugees of the Ukrainian war. It unites the State, local government institutions and non-governmental organizations to provide support and assistance under one roof. Social Services functioned as the primary point of contact for first social assistance. The Support Centre came to unite all the services to give the Ukrainian Refugees the personalized attention they required. The main goal of the Centre was to provide the necessary assistance to all the refugees in the same place, to make easier for the beneficiaries to access the help.



Target-group

→ Citizens from Ukrainian refugees of all ages.



Coordination

→ Riga City Council.



Outcomes

The centrality of the place; all services in one place; all the social workers and staff involved received an introductory briefing on communication and negotiation, handling non-standard situations, and municipal support for refugees in crisis.



Activities/services

- 1 **Resident Centre of Riga neighbourhoods** – ensures registration of persons, provision of information, issuance of SIM card.
- 2 **Rīgas satiksme (municipal public transport)** – provides distribution of driving cards to residents of Ukraine accommodated in Riga.
- 3 **State Fire and Rescue Service** – provides accommodation for the people of Ukraine.
- 4 **Citizenship and Migration Affairs** – ensure the processing of visas and residence permits.
- 5 **National Employment Agency** – advises on job opportunities, offers accumulated vacancies, helps to apply for unemployment status.
- 6 **Riga Social Service** – advises on access to social benefits and social services, identifies needs, provides support in solving other problems/needs, attracts resources. Municipal education specialists help to apply for a child at a school or kindergarten in Riga.
- 7 At the NGO resource point, in cooperation with the movement "I want to help refugees", volunteers identify needs – clothes, belongings, legal aid – and contact the appropriate organization.



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