

ROMANIA

ACCESS TO SERVICES FOR REFUGEES FROM UKRAINE

JANUARY – MARCH 2024

The opinions expressed in this publication are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the report do not imply expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

This publication was made possible through the support provided by the U.S Department of State: Bureau of Population, Refugees and Migration (PRM) and the Council of Europe Development Bank (CEB).

PUBLISHER

International Organization for Migration
Regional Office for South-Eastern Europe,
Eastern Europe and Central Asia
Dampfschiffstrasse 4/10-11, 1030 Vienna, Austria
+43 1 581 22 22
Website: <https://rovienna.iom.int/>
Contact: roviennadataresearch-newsletter@iom.int

International Organization for Migration
Country Office Romania
Viitorului nr. 11, 020603
Bucharest, Romania
+40 21 210 3050
Website: <https://romania.iom.int>
Contact: iombucharest@iom.int

This report was issued without formal editing by IOM.

Cover photo: Ukrainian refugees study during a Romanian language class in Romexpo in Bucharest, Romania. © IOM 2024

Citation: International Organization for Migration (IOM), May 2024. "DTM Romania: Ukrainian Nationals Crossing Back to Ukraine". January-March 2024. IOM, Romania.

Layout design: Crimson – itscrimson.com

For more information on terms and conditions of DTM reports and information products, please refer to: <https://dtm.iom.int/terms-and-conditions>

Release date: June 2024

© IOM 2024

Some rights reserved. This work is made available under the Creative Commons Attribution-NonCommercial-NoDerivs 3.0 IGO License (CC BY-NC-ND 3.0 IGO).*

For further specifications please see the Copyright and Terms of Use.

This publication should not be used, published, or redistributed for purposes primarily intended for or directed towards commercial advantage or monetary compensation, with the exception of educational purposes, e.g. to be included in textbooks.

Permissions: Requests for commercial use or further rights and licensing should be submitted to publications@iom.int.

* <https://creativecommons.org/licenses/by-nc-nd/3.0/igo/legalcode>

TABLE OF CONTENTS

KEY FINDINGS	4
--------------	---

INTRODUCTION	5
--------------	---

SOCIO-DEMOGRAPHIC PROFILE	5
---------------------------	---

ACCESS TO SERVICES	6
--------------------	---

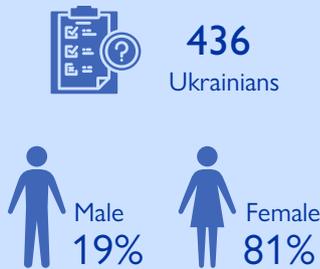
NEEDS AND ASSISTANCE	10
----------------------	----

CONCLUSION	10
------------	----

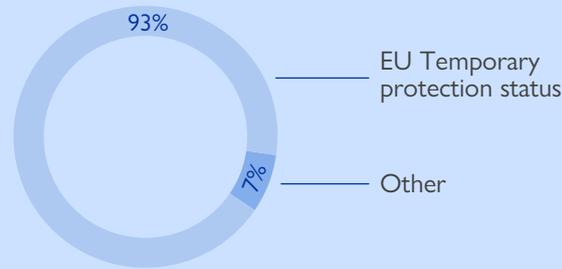
METHODOLOGY	11
-------------	----

KEY FINDINGS

Demographics



Migration status



Top needs



73%
Financial support



56%
Sanitary products



53%
Food supplies

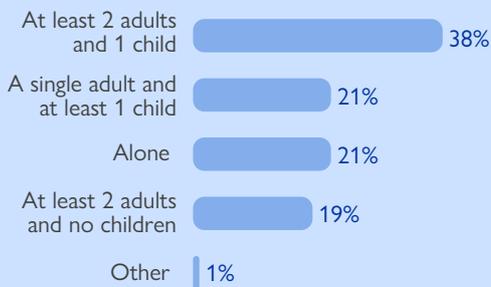


53%
Health services

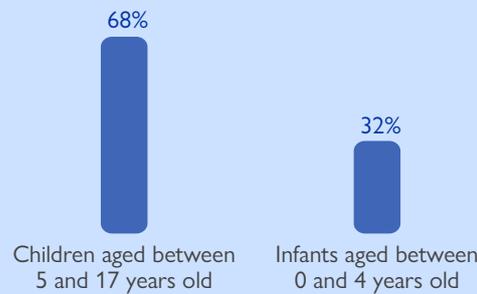


31%
Employment

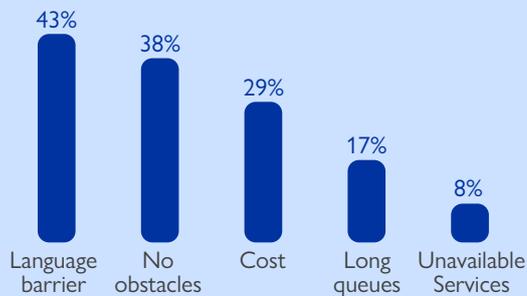
Household (HH) composition



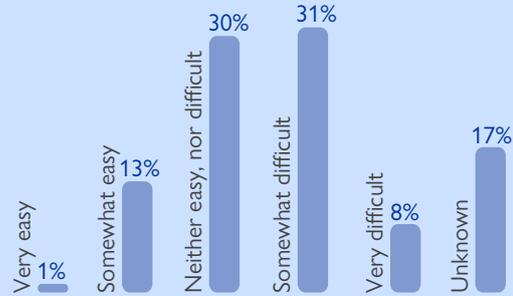
Children



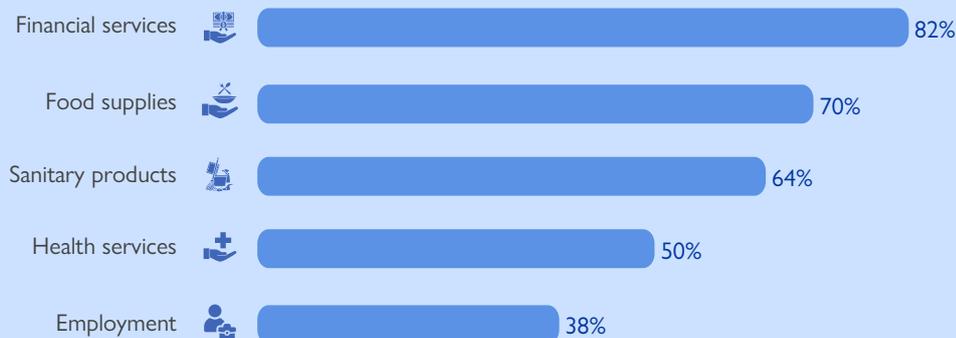
Obstacles in accessing healthcare



Ease of visiting a doctor



Needs of female-headed households



INTRODUCTION

IOM's Displacement Tracking Matrix (DTM) collected data on the needs, intentions, and integration challenges of refugees as part of the Surveys with Refugees in the Ukraine Response Region exercise. From January to March 2024 (Q1), DTM

interviewed a total of 437 individuals in Romania, all of whom were Ukrainian except one. This report presents the findings of surveys with 436 adult Ukrainian nationals, including access to services that facilitate integration, and need and assistance.

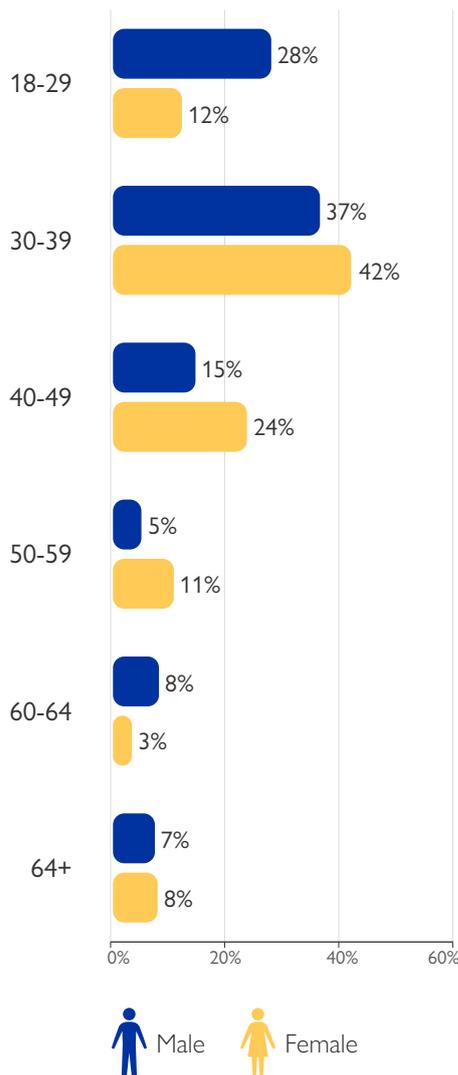
SOCIO-DEMOGRAPHIC PROFILE

AGE AND GENDER

A majority of respondents were women, comprising 81 per cent of the sample, while men accounted for 19 per cent. The average age of respondents was 41 years old, with women averaging 42 years and men averaging 38 years. The highest proportion of female respondents were in the age groups of

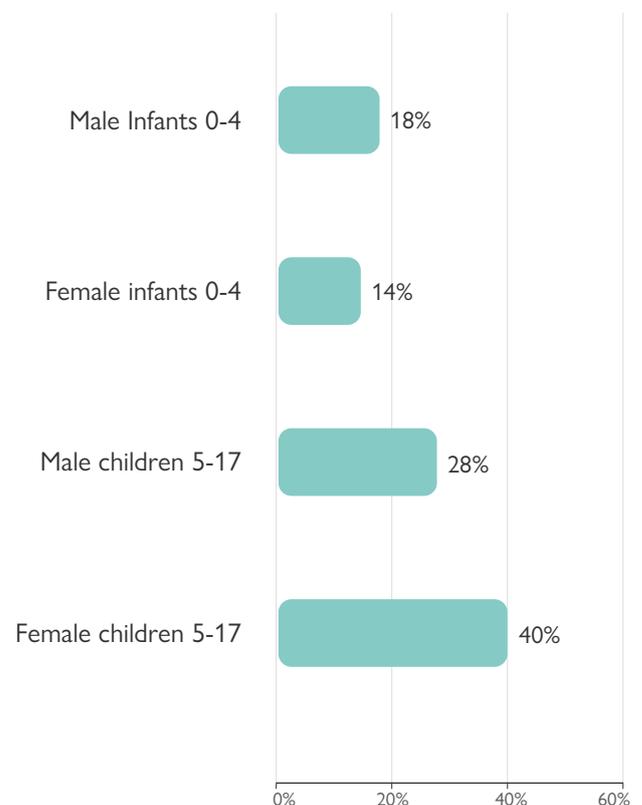
30 to 39 years (42%), followed by the 40 to 49 age category (24%). Similarly, a large share of men were aged 30 to 39 years (37%). Interestingly, however, 28 per cent of male respondents were aged 18 to 29 years, which is significantly higher than the 12 per cent of women in this age group.

Figure 1. Respondent age and gender (%)



Almost two thirds of households (65%) had children, while 35 per cent did not. A total of 299 Ukrainian children were present in the surveyed households. Among these children, 68 per cent were between 5 and 17 years old, and 32 per cent were infants between 0 and 4 years old.

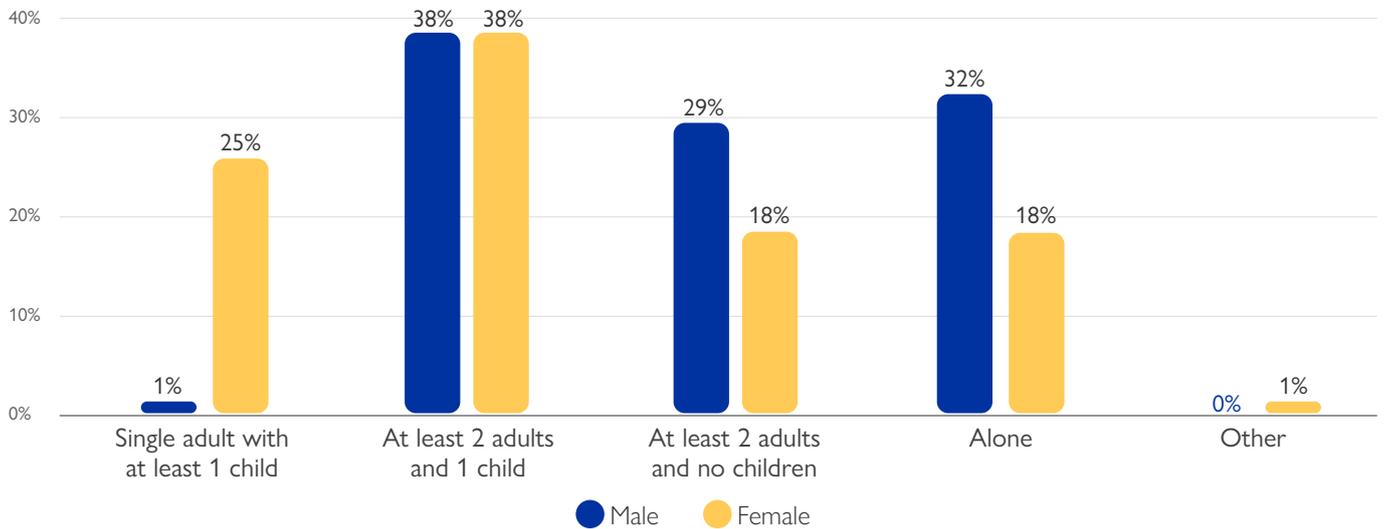
Figure 2. Age of children, by gender (%) (n=299)



The most common household composition consisted of at least two adults and one child (38%), for both male and female respondents. Among male respondents, around one-third (32%) were alone (single individual household) compared to 18 per cent of female respondents. Among women, one-fourth

(25%) of respondents were the only adult in their household taking care of at least one child. In comparison, only one per cent of the male respondents were part of a single adult household accompanied by one or more children.

Figure 3. Household composition by gender of respondent (%)



ACCESS TO SERVICES

FINANCIAL SERVICES

Four out of five (76%) surveyed respondents in Romania had a personal bank account, 23 per cent did not, and one per cent did not give an answer. Having a bank account was the most common among those between 40 and 49 years old (84%), followed by those aged 30 to 39.

The smallest shares of respondents that had a bank account were aged between 60 and 64 years old (63%) and 65 years old and above (65%).

Out of those who did not have bank account, 50 per cent stated that they did not need one, followed by 39 per cent who planned to open one soon.

Figure 4. Share of respondents with a bank account, by age and total (%)

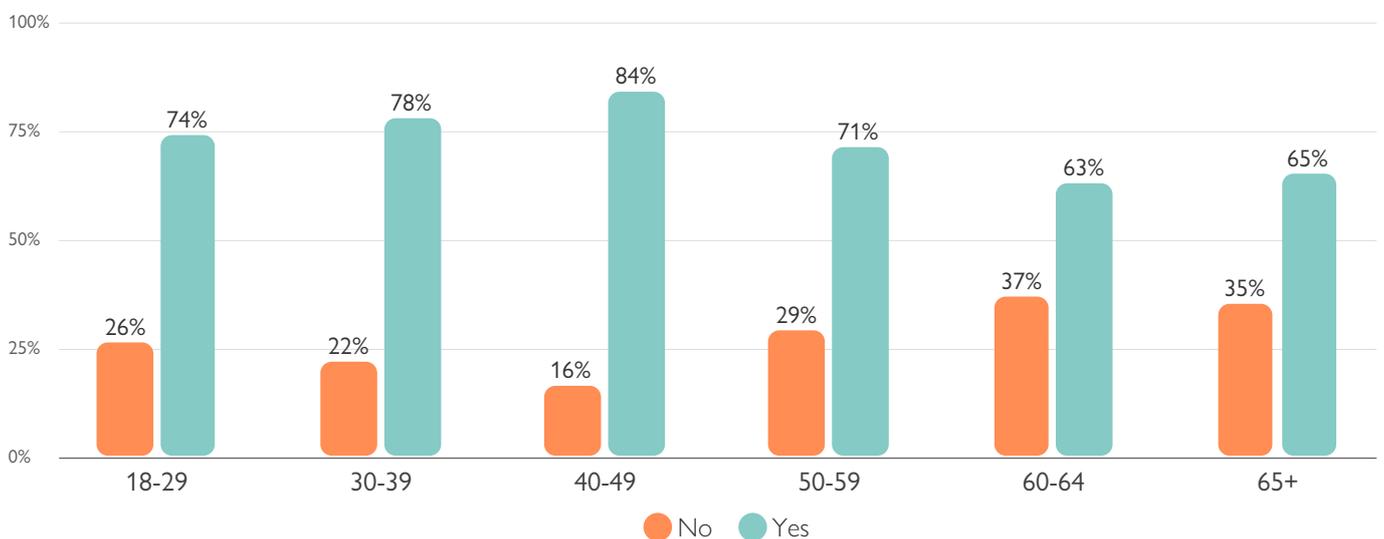
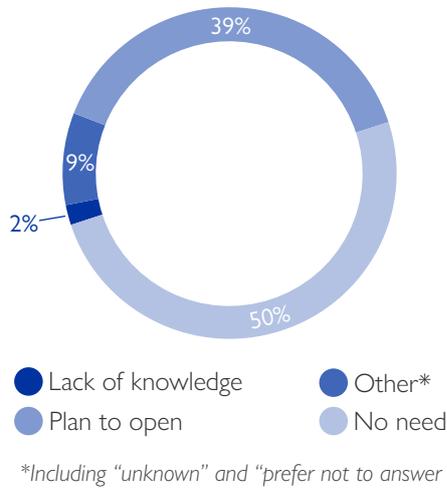


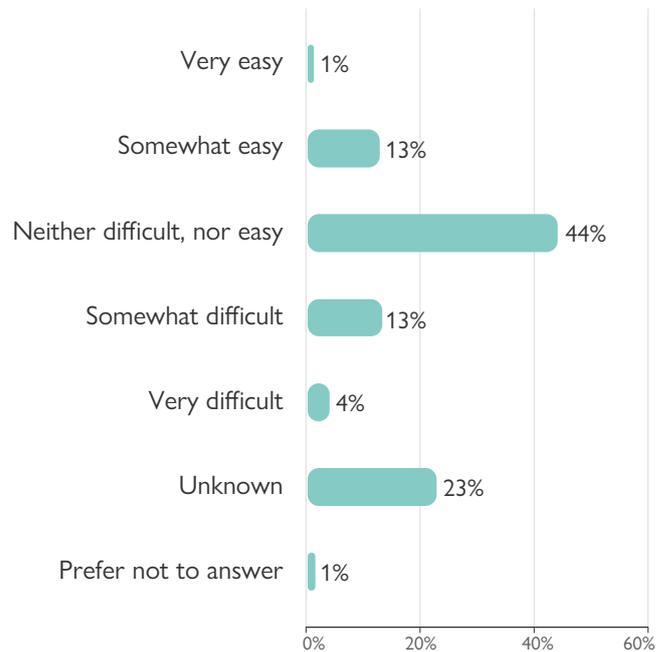
Figure 5. Share of respondents not having a bank account by reason (%) (n=102)



LEGAL ASSISTANCE

More than nine out of ten (93%) respondents who were residing in Romania had EU temporary protection (TP). TP allows for EU countries to provide immediate protection to displaced individuals from non-EU countries who are unable to return to their country of origin.¹ Six per cent had other types of legal standing such as refugee status (1%), short-term residence up to 90 days (1%), student status (1%), irregular stay (1%), long-term residence permit (1%), and work permits (1%). One per cent did not give an answer. Upon assessing the ease of access to legal services, a large share of respondents either perceived it to be neither difficult nor easy (44%) or were unsure (23%). An equal share of respondents said accessing legal services was somewhat easy (13%) or somewhat difficult (13%). Four per cent found it very difficult and one per cent found the process very easy. Another one per cent did not give an answer.

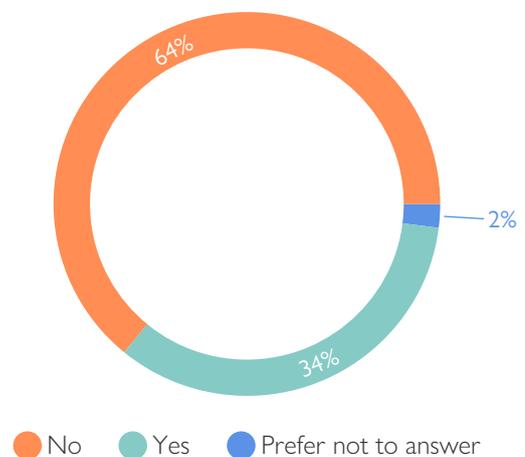
Figure 6. Ease of access to legal services (%)



HEALTH SERVICES

Thirty-four per cent of the surveyed population had and/or was with someone who had a serious health condition or specific healthcare needs. Most of the conditions reported (61%) were a chronic disease or serious health condition, followed by 14 per cent who reported a visual impairment (affecting themselves or a group member). Nine per cent had mobility difficulties and 8 per cent were with a pregnant or breastfeeding woman in the household. Other medical conditions included hearing impairments (3%), cognitive difficulties (2%), communication and understanding difficulties (2%), self-caring difficulties (1%), or children with special needs (1%).

Figure 7. Share of respondents and/or group members with a serious health condition or specific healthcare needs (%)

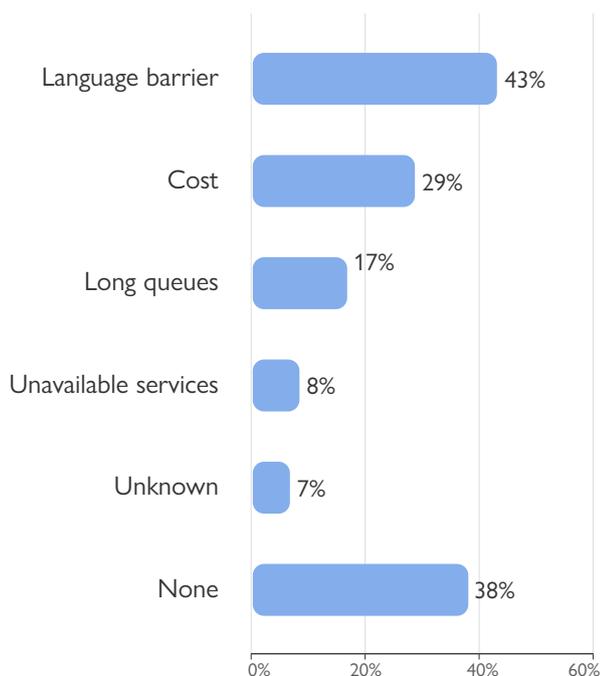


IOM supports communities through its awareness-raising sessions, facilitating access to health services and referral pathways in Romania © IOM 2022

1. Council of the European Union and the European Council, 2022. "Temporary protection", accessed 23 May 2024, https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporary-protection_en. At the time of this writing, TP status was extended until March 2025.

When asked about the ease of visiting a doctor in Romania, nearly a third of respondents (31%) described the process as difficult, followed by 30 per cent that found it neither easy, nor difficult. Less than a quarter of respondents found visiting a doctor somewhat easy, and eight per cent found the process very difficult. Only one per cent stated that visiting a doctor's office was very easy. Seventeen per cent did not know how to answer. The main difficulties in accessing healthcare services mentioned were the language barrier (43%), the cost (29%), long waiting lines (17%), lack of available services (8%), the unequal treatment (5%), lack of knowledge (2%) or lack of documentation (2%). One per cent mentioned other reasons, one per cent did not give an answer and seven per cent did not know how to answer. Thirty-eight per cent of the respondents found no difficulty in accessing healthcare services.

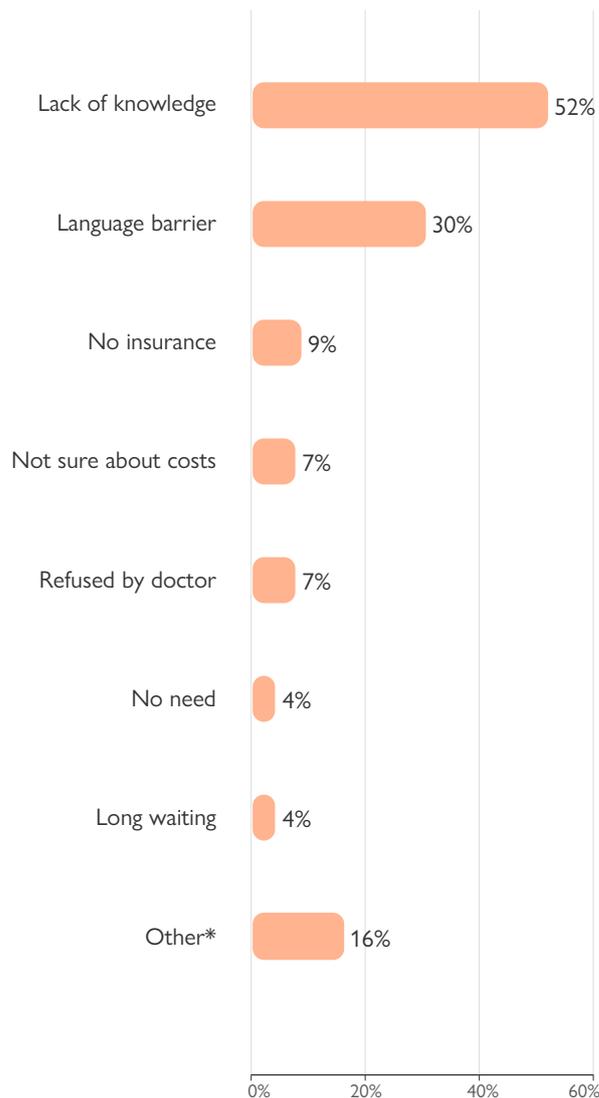
Figure 8. Main difficulties in accessing healthcare services (%)



Multiple answers possible

As the EU TP stipulates, Ukrainian nationals have free access to medical services that include a general practitioner (GP) and paediatrician for children.² The data shows that only 35 per cent of the Ukrainian respondents surveyed are registered with a GP. Among the 64 per cent who are not registered, the main reasons were lack of knowledge of the registration process (52%), the language barrier (30%), lack of insurance (9%), and costs (7%). Smaller shares of respondents experienced refusal by the GP, long queues (4%), or reported that they had no need for a GP (4%). Another five per cent mentioned other reasons, while 11 per cent did not know how to answer.

Figure 9. Top 5 reasons for not registering with a GP (%) (n=281)



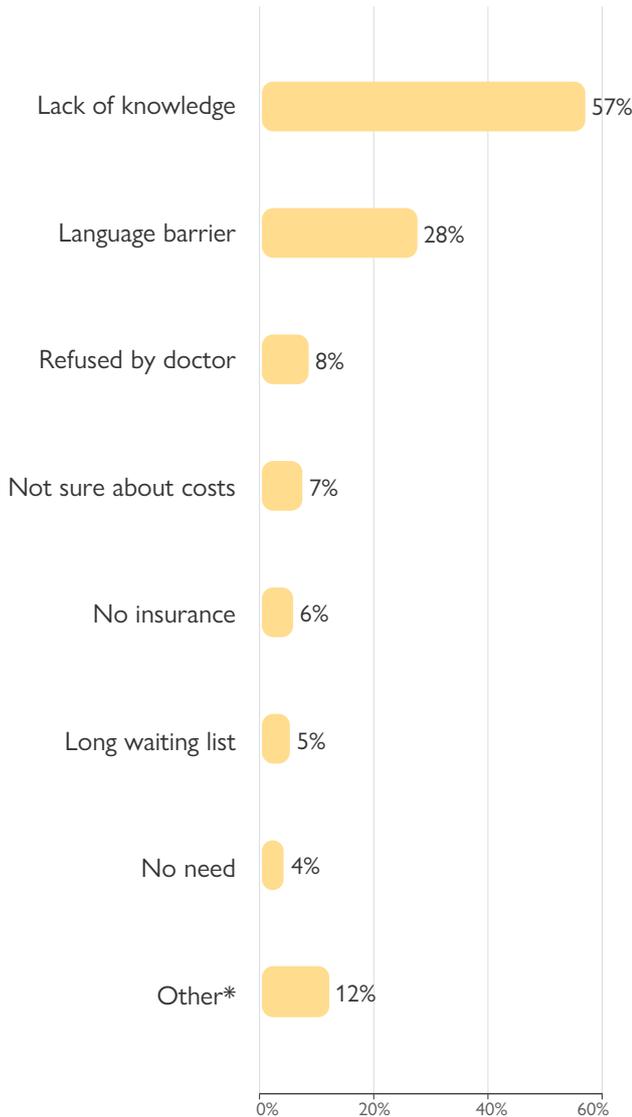
*Including "unknown"

Multiple answers possible

Similarly, only 35 per cent of the respondents have registered their children with a paediatrician. Among the 65 per cent who have not registered, the most common reasons were the lack of knowledge on how to do it (57%) and the language barrier (28%). Eight per cent were refused by a doctor, while seven per cent were unsure about the costs. Another six per cent mentioned not having insurance or long waiting list (5%). Five per cent stated other reasons, six per cent were unsure, and one per cent did not give an answer.

2. Council of the European Union and the European Council, 2022. "Temporary protection", accessed 23 May 2024, https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporary-protection_en.

Figure 10. Top 5 reasons for not registering with a paediatrician (%) (n=248)



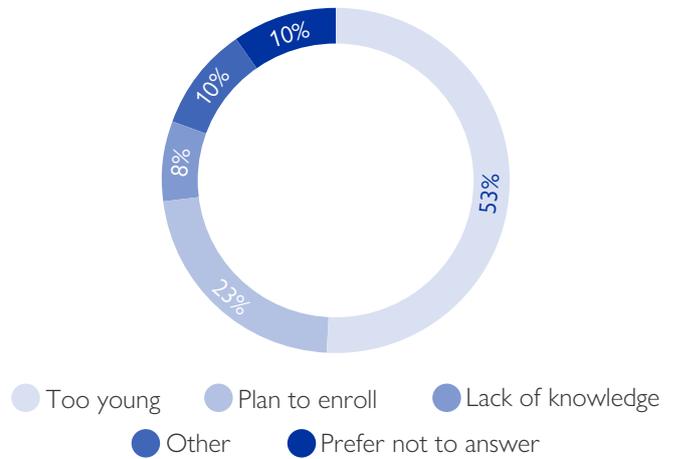
*Including "unknown" and "prefer not to answer"
Multiple answers possible

CHILDCARE AND SCHOOL ENROLMENT

In the households of the surveyed individuals, over half of the infants (55%) aged 0 to 4 were enrolled in a childcare facility. Significantly, four in 10 infants (40%) were not enrolled in any childcare facility. Three per cent did not know how to answer and two per cent did not want to answer.

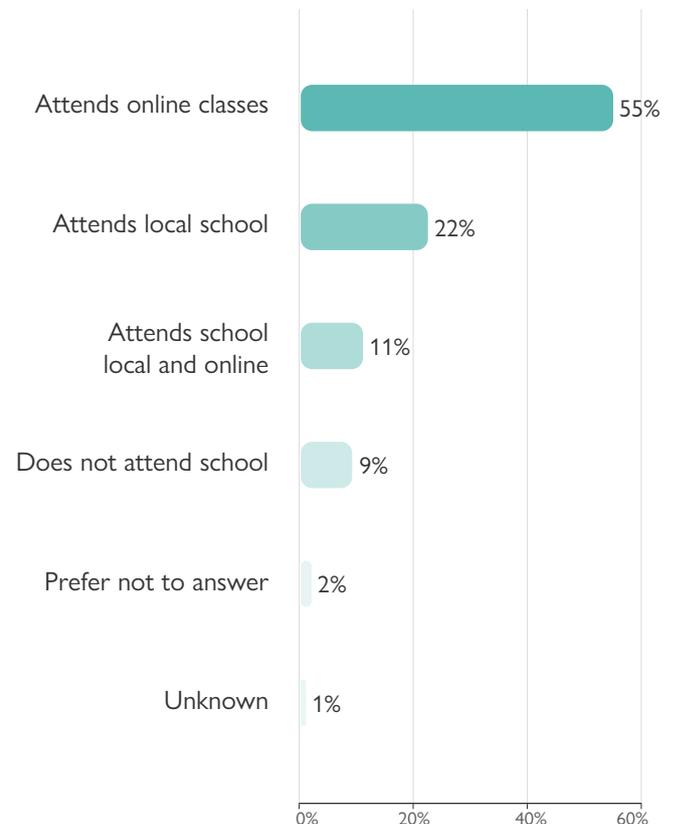
Among the 40 per cent of infants who were not enrolled, half (53%) were too young. Nearly a quarter of respondents intended to enrol their infants in a childcare facility in the future plans. Eight per cent did not know how. An equal share of respondents did not want to answer (10%) or had other reasons (10%).

Figure 11. Reason infants not enrolled in childcare facilities (%) (n=40)



For children aged between 5 and 17 years old, over half (55%) were attending online classes, followed by 22 per cent who were attending a local school. Eleven per cent of the children and youth were attending both online classes and local schools. Nine per cent were not attending any form of education. Two per cent of the respondents did not want to answer and one per cent did not know how to answer.

Figure 12. Share of children and youth attending a form of schooling (%) (n=201)

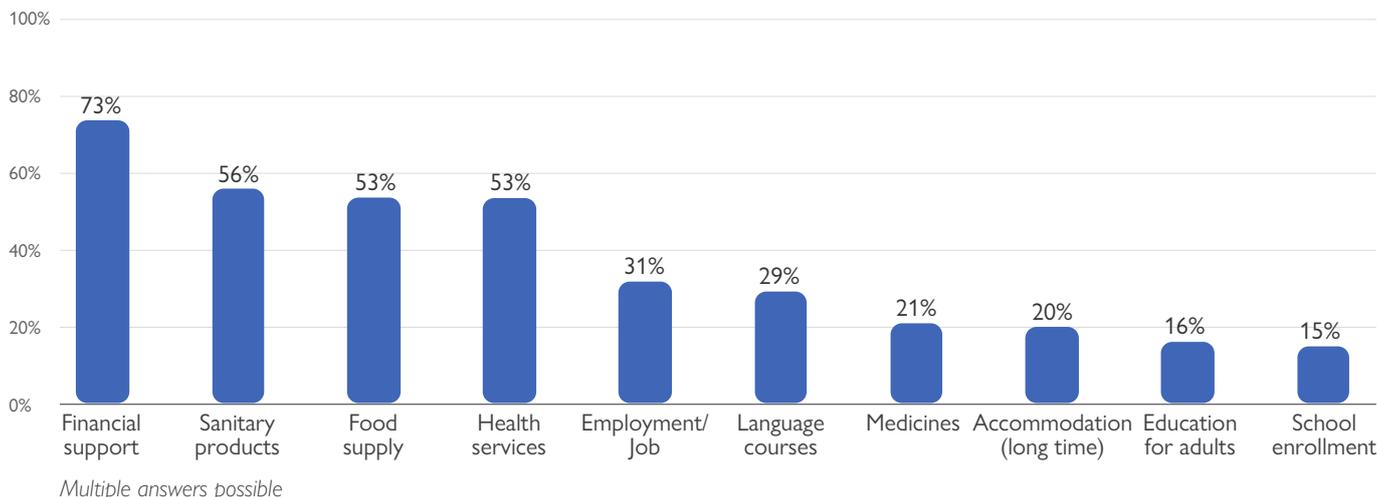


NEEDS AND ASSISTANCE

The main needs mentioned by the surveyed respondents was the need for financial support (73%), sanitary products (56%), food supplies (53%), health services (53%), employment (31%),

and language classes (29%). Other needs included medicine (21%), long-term accommodation (20%), education and training for adults (16%), and school enrolment for children (15%).

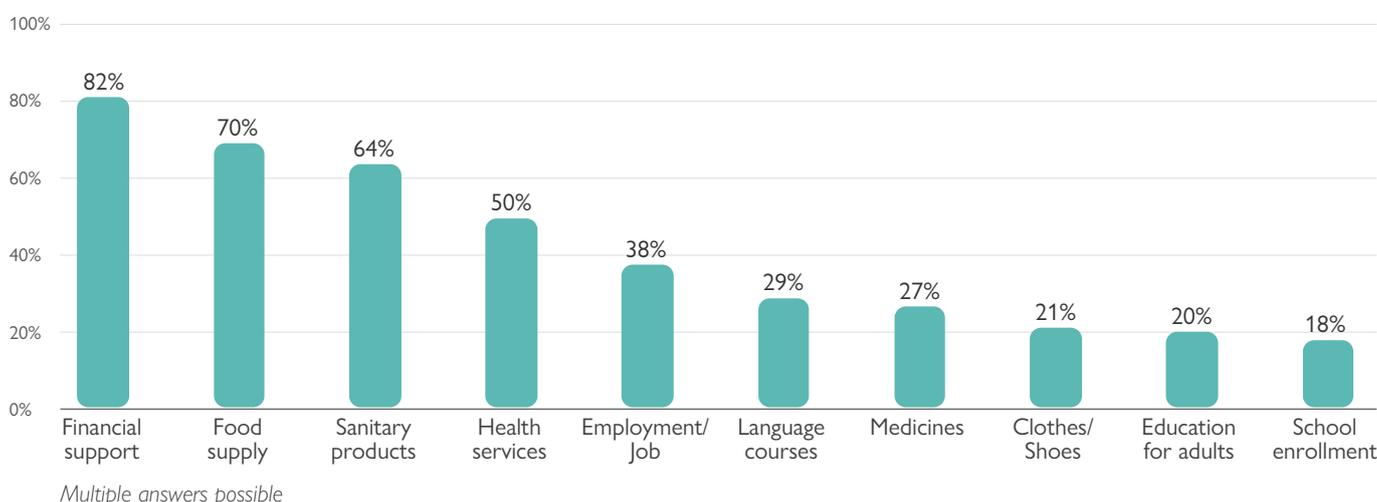
Figure 13. Top 10 needs (%)



The needs of single mothers are similar to those of the entire sample, with an emphasis on the need for financial services

(82%), food supplies (70%), sanitary products (64%), and employment (38%).

Figure 14. Main needs of single female-headed households (%) (n=90)



CONCLUSION

Almost all respondents have a form of formal migration status in Romania, including 93 per cent of holding EU TP status. Despite the privileges of the TP status, many respondents face difficulties in accessing services that would facilitate their integration into their host country. Many respondents face barriers accessing healthcare services (including registering with a GP or paediatrician for their children), legal services, and

enrolling their children in school often due to language barriers or lack of understanding of how to navigate the process. The lack of knowledge of how to access different services poses an impediment in the integration of Ukrainian citizens living in Romania, calling for more support in navigating the Romanian bureaucracy.

METHODOLOGY

IOM's Displacement Tracking Matrix (DTM) is a system to track and monitor displacement and population mobility. It is designed to regularly and systematically capture, process and disseminate information to provide a better understanding of the movements and evolving needs of displaced populations, whether on site or en route.

Since April 2022, IOM Displacement Tracking Matrix has been regularly surveying people who are residing in the eleven countries included in the Regional Refugee Response Plan for Ukraine. The aim of the survey is to improve the understanding of their profiles, displacement patterns, intentions, and needs. The survey is deployed in 5 countries neighbouring Ukraine – Belarus, Hungary, Poland, the Republic of Moldova, and Romania, and other 5 countries in Europe, particularly impacted by the arrivals of refugees from Ukraine, including Bulgaria, Czechia, Estonia, Latvia, and Lithuania.

Face-to-face surveys were conducted by trained enumerators, with adult refugees from Ukraine (18+ years old). Surveys were collected at selected locations (information centres, humanitarian aid distribution points, accommodation centres, transit points and IOM premises) in Romania. The survey is anonymous and voluntary, administered after obtaining consent from the respondent. Respondents can stop the survey at any time. In Romania, the questionnaire is available in English, Ukrainian and Russian, and the preferred language is determined by the interviewee. Only fully completed surveys are considered for analysis. Prior to the start of the survey, all enumerators were trained by IOM on DTM standards, the use of Kobo application, IOM approach to migrants' protection and assistance, the ethics of data collection and the provision of information and referral mechanism in place.



ABOUT THE SURVEY

Aim

To improve the understanding of the profiles of refugees from Ukraine residing in Romania, including their displacement patterns, intentions, and needs.

Target Population

The present analysis focuses on the access to integration services of the surveyed Ukrainian nationals residing in Romania (18-64 years-old) refugees from Ukraine.

Location and execution

Face-to-face surveys were conducted by trained enumerators stationed at selected locations in Romania. Surveys are conducted in English, Ukrainian and Russian with the help of a mobile application.

Regional data collection and analysis

The survey is deployed in 10 countries: 5 neighbouring countries (Belarus, Hungary, Poland, the Republic of Moldova, Romania), and 5 other countries (Bulgaria, Czechia, Estonia, Latvia, and Lithuania) impacted by the arrival of refugees from Ukraine.

LIMITATIONS

The sampling framework was not based on verified figures of refugees from Ukraine entering through all land border points or staying in the various regions where the surveys are conducted, due to the lack of baseline information.

The geographic spread of enumerators deployed captures a wide range of locations. Whilst the overall results cannot be deemed as representative, the internal consistency of data collection in each country and at the regional level suggests that the current sampling framework produces findings of practical value.

While every attempt was made to capture all types of locations, the operational reality of fieldwork was confronted with diverse levels of accessibility, including the different availability of target individuals to comfortably spend 10-20 minutes responding to the questionnaire depending on a mix of personal conditions. Other factors more related to the conditions at a specific location and period, such as organizational changes in the entry and transit areas from national authorities, or weather conditions, also play a role.

IOM REGIONAL OFFICE
FOR SOUTH-EASTERN EUROPE, EASTERN
EUROPE AND CENTRAL ASIA

 rovienna.iom.int
 roviennadataresearch
-newsletter@iom.int

Dampfschiffstrasse
4/10-11, 1030
Vienna, Austria

  
@iomrovienna

DTM

Displacement Tracking Matrix (DTM) is a system to track and monitor displacement and population mobility. The survey form was designed to capture the main displacement patterns of refugees of any nationality fleeing from Ukraine because of the war. It captures the demographic profiles of respondents and of the group they are travelling with, if any; it asks about intentions relative to the intended destinations and prospects in the country of displacement; it gathers information regarding a set of main needs that the respondents expressed as more pressing at the moment of the interview.

Since the onset of the war in Ukraine, several IOM's DTM tools were deployed in countries neighbouring Ukraine and in other countries particularly impacted by the new arrivals of refugees from Ukraine.

For more information, please consult:

<https://dtm.iom.int/responses/ukraine-response>