

UKRAINE RESPONSE

# ROMANIA

## ACCESS TO SERVICES FOR REFUGEES FROM UKRAINE



APRIL-JUNE 2024



GLOBAL DATA INSTITUTE  
DISPLACEMENT  
TRACKING MATRIX

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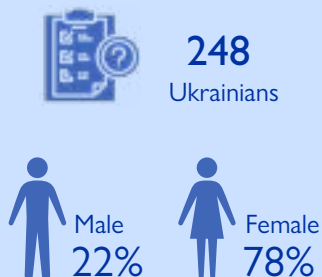
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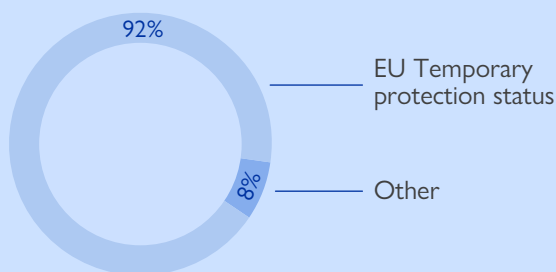
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# KEY FINDINGS

## Demographics



## Migration status



## Top needs\*



68%  
Financial support



59%  
Food supplies



58%  
Sanitary products

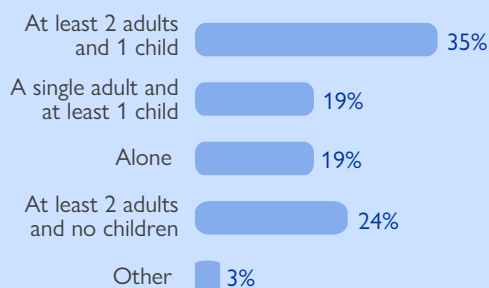


33%  
Health services

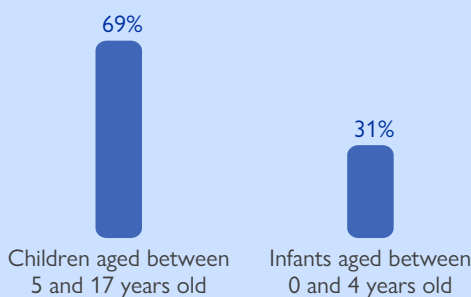


24%  
Education for adults

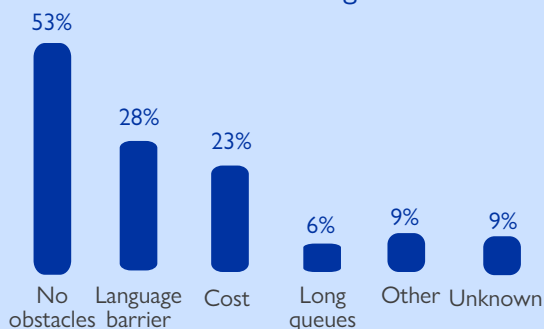
## Household composition



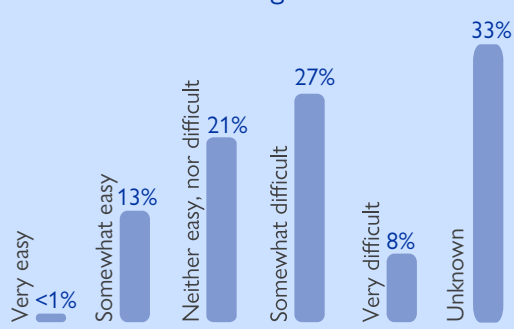
## Children



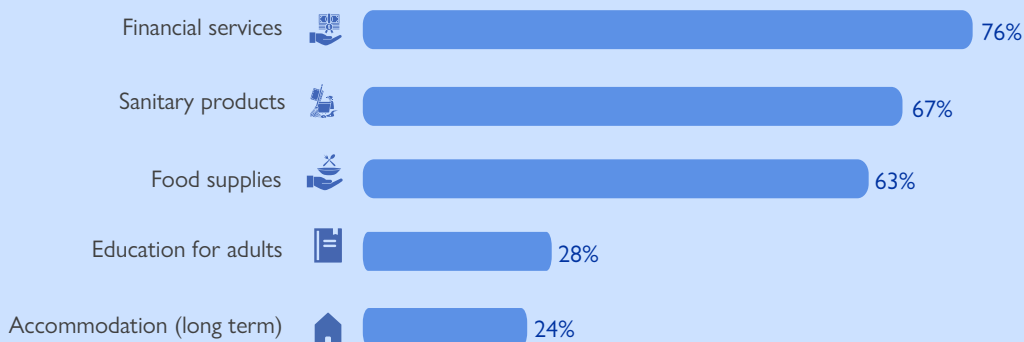
## Obstacles in accessing healthcare\*



## Ease of visiting a doctor



## Needs of female-headed households\*



\*Multiple answers possible

## INTRODUCTION

IOM's Displacement Tracking Matrix (DTM) collected data through [Surveys with Refugees in the Ukraine Response region](#) from April to June 2024. During the second quarter of 2024 (Q2, April to June), DTM interviewed a total of 248 refugees residing in Romania who intended to stay for the long term, all of whom

were Ukrainian. This report focuses on the needs, the assistance received, as well as the ease of registration and access to inclusion services among those surveyed. Some totals may not add up to 100 per cent due to rounding or multi-select questions.

## SOCIO-DEMOGRAPHIC PROFILE

### AGE AND GENDER

This report focuses on the respondents who have settled or are intending to settle in Romania for a period ranging from a few months to over a year. Most respondents were women, comprising 78 per cent of the sample, while men accounted for 22 per cent. The average age of respondents was 39 years old, with women averaging 41 years and men averaging 34 years. The largest proportion

of female respondents fell within the 30-39 year age group (42%), followed by the 40 – 49 age category (24%). Similarly, a significant proportion of men were aged 30 – 39 years (27%). However, nearly half of the male respondents (45%) were aged 18 – 29 years, which is significantly higher than the proportion of women in this age group (13%).

Among all respondents surveyed, 54 per cent had children in their households, while 46 per cent did not. A total of 197 children of Ukrainian nationality were residing in these 134 households. Among them, 69 per cent had children and youth aged between 5 and 17 years, and 31 per cent had infants aged between 0 and 4 years.

Figure 1. Respondent age and gender (%), n=248

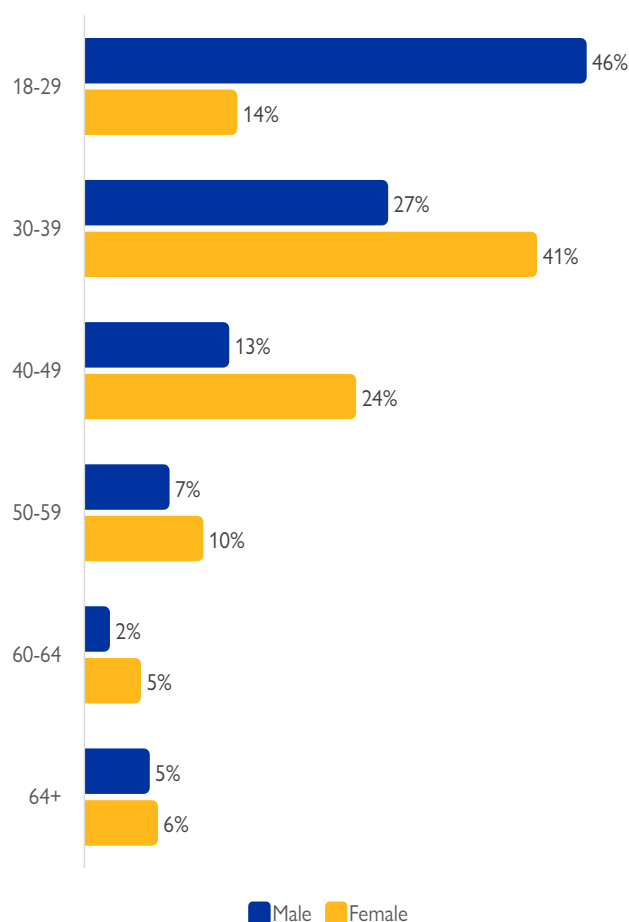
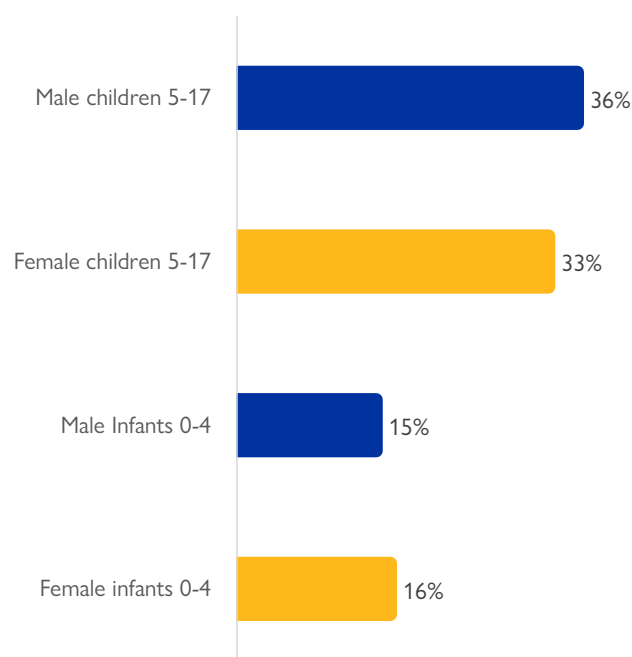


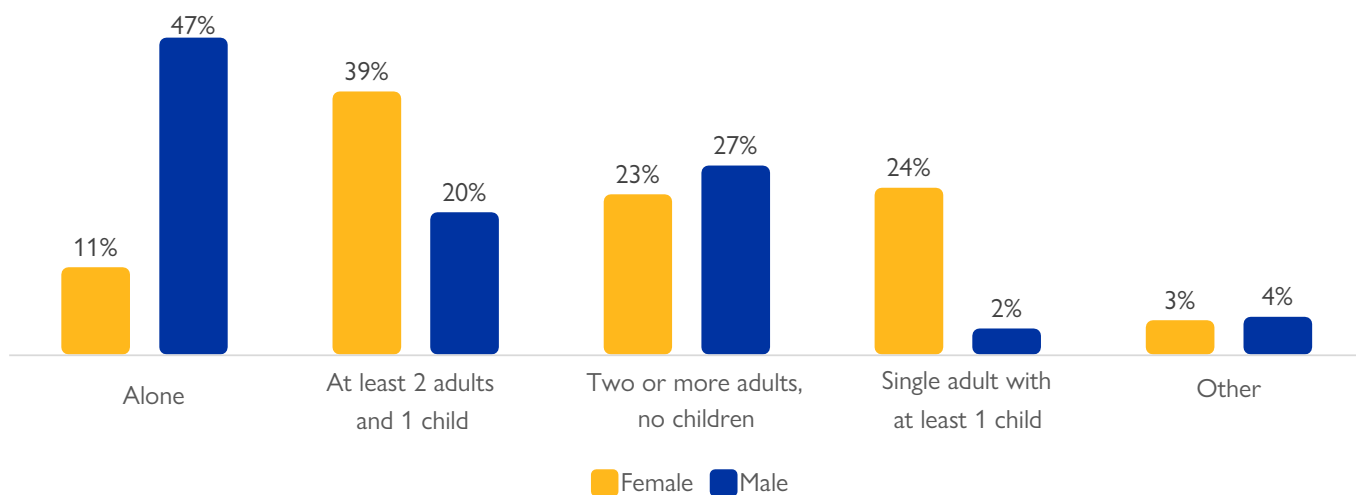
Figure 2. Age of children, by gender (%), n=197



When analysing household compositions, the most common type of household included at least two adults and one child (35%), for both male and female respondents. The second most common type of household composition, was of two or more adults and no children (24%). The most common type of household

for men, was a single-adult household (47%). For women, the most common type of household composition was of two or more adults and children (39%). One in four women were part of single-parent households, with one adult and one or more children, compared to only two percent of men.

Figure 3: Household composition by gender (%), n=248



## ACCESS TO SERVICES

### FINANCIAL SERVICES

Seventy-six per cent of the surveyed respondents had a personal bank account in the country of residence, 21 per cent did not have one and over 3 per cent did not want to give an answer. Having a bank account is more common among those aged between 40-49 years old (85%), followed by those aged between 60-64 years old (80%) and those aged over 64 years old (80%). Seventy-eight per cent of those aged 30-39 reported having

a bank account, as well as 75 per cent of those aged between 50-59 years old. Not having a bank account is most common among those aged between 18-29 years old (27%). Among those not having a bank account, 70 per cent had stated that they planned to open one soon, followed by 18 per cent that stated that they did not need one.

Figure 4: Share of respondents having a bank account, by age (%), n=239

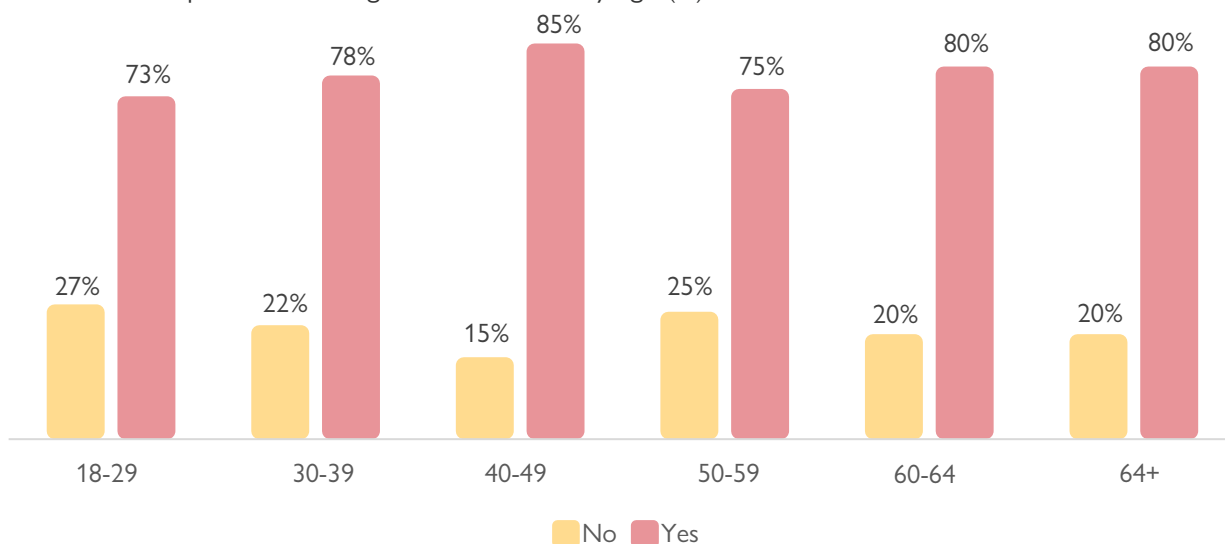
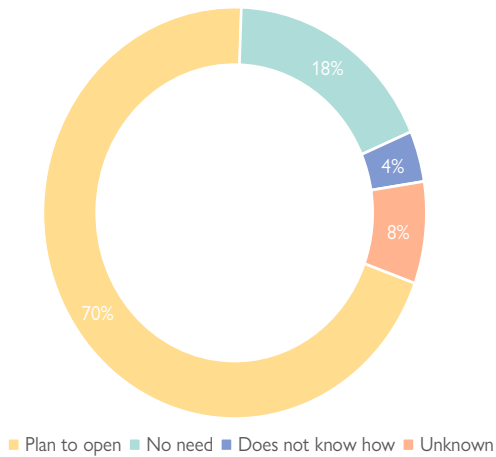


Figure 5: Share of respondents not having a bank account by reason (%), n=50



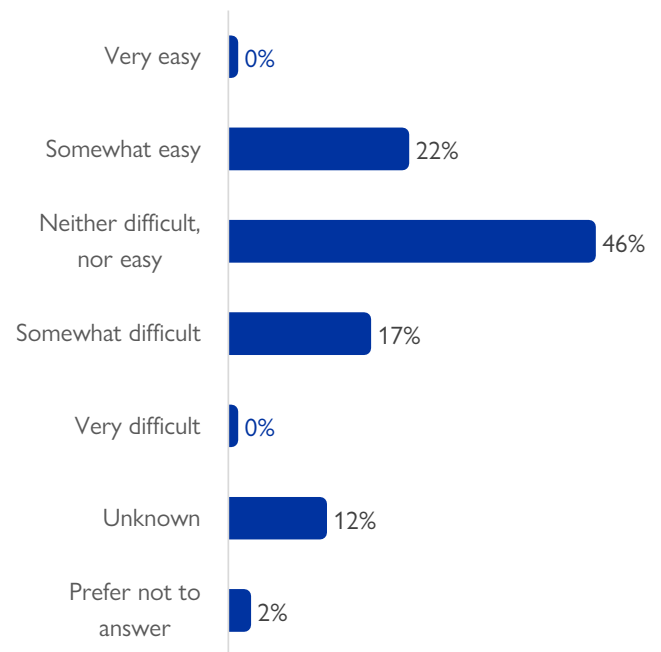
## LEGAL SERVICES

Regarding the legal status of the respondents who were residing in Romania, 91 per cent reported having EU temporary protection (TP) status. 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.<sup>1</sup> Three per cent did not want to give an answer. The remaining six per cent had other types of legal status like refugee (2%), student (2%), short term residence (90 days) – (1%). Upon assessing the ease of access of legal services, most respondents mentioned it as being neither difficult nor easy (46%), followed by 22 per cent that found it somewhat easy. Another 17 per cent found accessing legal services somewhat difficult, while no respondents found the process very easy or very difficult. Twelve per cent were unsure of the level of difficulty and another two per cent did not want to give an answer.



A Refugee from Ukraine received a referral through IOM for a specialist who performed an audiogram, enabling the purchase of new hearing aids in Bucharest, Romania. © IOM 2023

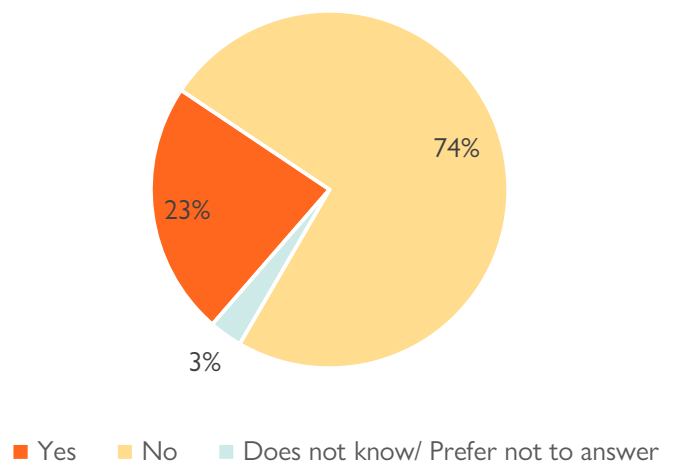
Figure 6: Ease of access of legal services (%), n=248



## HEALTH SERVICES

Nearly one in four respondents had at least one person with a serious health condition or specific healthcare needs in their household. The most common health issue present in households was chronic disease or serious health condition, which impacted 59 per cent of households, followed by mobility difficulty, affecting 20 per cent. Nine per cent of households included individuals with visual impairment and six per cent included a pregnant or breastfeeding woman. Other medical conditions included cognitive difficulties (2%), children with special needs (2%) and wounded or injured people (2%).

Figure 7: Share of households with members with serious health condition or specific healthcare needs (%), n=248

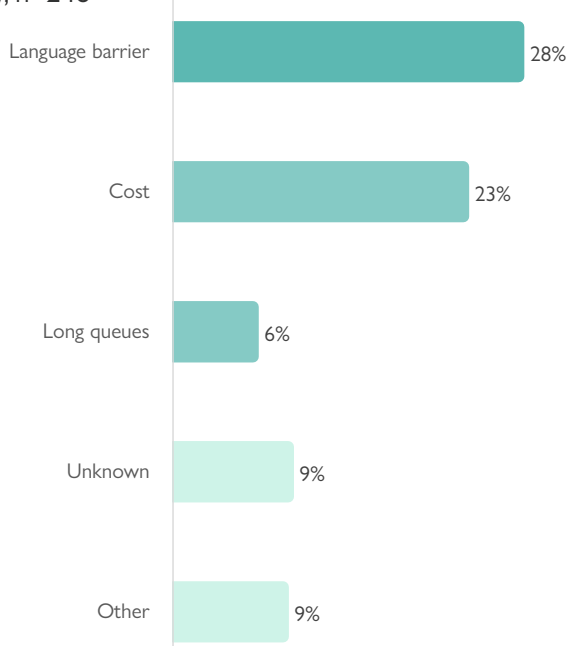


1. European Commission, "Temporary protection," accessed 31 July 2024, [https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporaryprotection\\_en](https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporaryprotection_en).

When asked about the ease of visiting a doctor, most respondents (27%) described the process as difficult. This was followed by 21 per cent who found it neither easy nor difficult. Thirteen per cent found visiting a doctor somewhat easy, while five per cent found the process very difficult. Thirty-two per cent did not know how to answer and one per cent preferred not to answer.

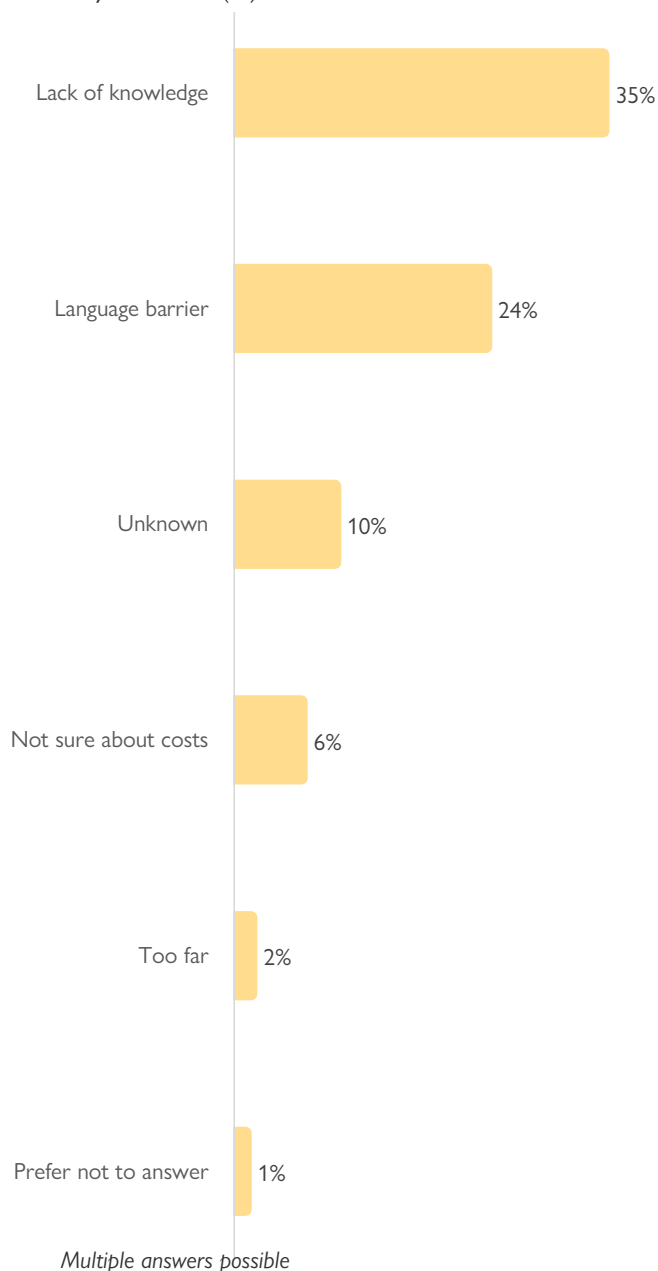
The main difficulties in accessing healthcare services were the language barrier (28%), the cost (23%) and the long waiting lines (6%). Nine per cent did not know how to answer. Other difficulties mentioned were the lack of knowledge on how to assess healthcare services (4%), discrimination (2%), lack of documentation (2%) and unavailable services (2%). Two per cent preferred not to answer. Fifty-three per cent of the respondents found no difficulty in accessing healthcare services.

**Figure 8:** Main difficulties in accessing healthcare services (%), n=248



As the EU TP policy stipulates, Ukrainian nationals who qualify for temporary protection are offered cost-free access to medical services, including a general practitioner (GP) and paediatrician for children.<sup>2</sup> The data shows that 76 per cent of respondents surveyed are not registered to a general practitioner, with only 19 per cent having one. The main reasons for not having registered to a general practitioner were the lack of knowledge with the process (35%), the language barrier (24%), costs (6%), and distance (2%). Ten per cent did not know how to answer.

**Figure 9:** Share of respondents not registered to a GP, by reasons (%), n=187

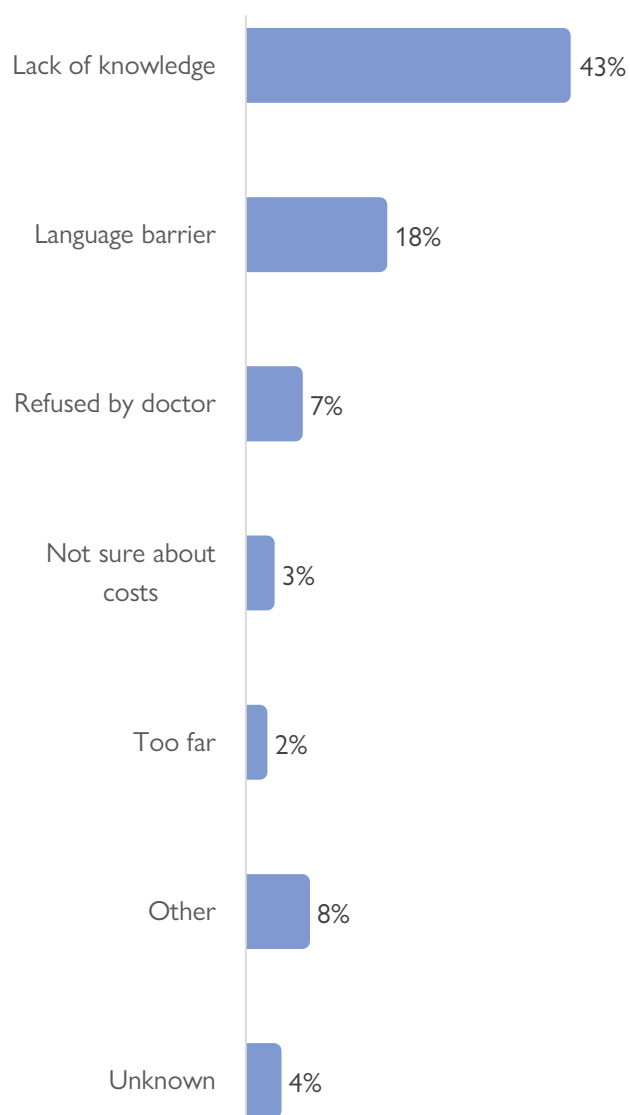


Similar to the registration with a general practitioner, less than a quarter of the respondents (24%) had registered their children with a paediatrician. The main reasons for not registering their children with a paediatrician were the lack of knowledge on how to do so (43%) and the language barrier (18%). Seven per cent were refused by a doctor, while eight per cent mentioned other barriers such as costs (3%), distance (2%), lack of insurance (1%) or long waiting times (1%). Four per cent did not know how to answer and three per cent did not want to answer.

2. European Commission, "Fleeing Ukraine: healthcare," accessed 31 July 2024, [https://eu-solidarity-ukraine.ec.europa.eu/information-people-fleeing-war-ukraine/fleeing-ukraine-healthcare\\_en](https://eu-solidarity-ukraine.ec.europa.eu/information-people-fleeing-war-ukraine/fleeing-ukraine-healthcare_en).



**Figure 10:** Share of respondents not registering the children to a paediatrician, by reasons (%), n=105

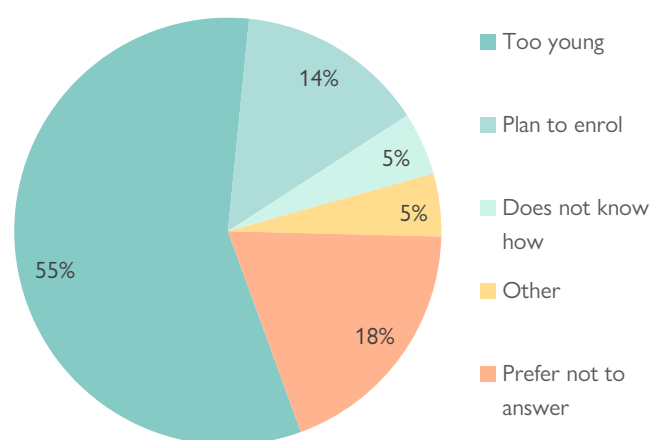


*Multiple answers possible*

## CHILDCARE AND SCHOOL ENROLMENT

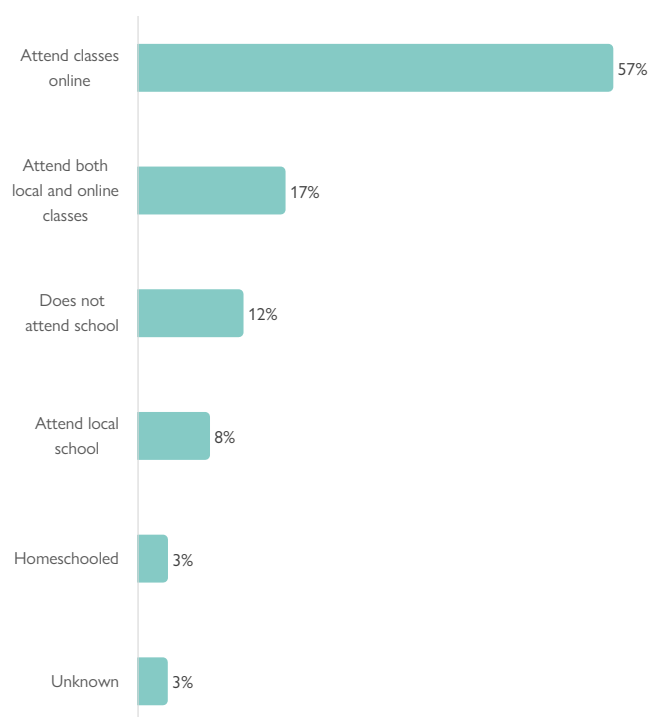
As noted, 54 per cent of respondents had children in their household composition. Among these respondents, 69 per cent were children and youth between 5 and 17 years old, and 31 per cent were infants between 0 and 4 years old. More than half of the infants (55%) were enrolled in a childcare facility, while 40 per cent were not. Two per cent did not know how to answer and three per cent did not want to answer. Out of the infants not enrolled in childcare facilities, 55 per cent were too young to enrol. For 14 per cent of the respondents, enrolling their infants in a childcare facility was part of their future plans. Eighteen per cent did not want to answer. Another five per cent did not know how to enrol the infants in childcare facilities

**Figure 11:** Reasons for not enrolling infants in childcare facilities(%), n=22



Among children and youths aged between 5 and 17 years old, 57 per cent were attending online classes, followed by 17 per cent that were both registered to online classes and local schools. Eight per cent of the children and youths were attending a local school. Twelve per cent were not attending any form of education. Three per cent were being homeschooled and three per cent did not know how to answer or did not want to give an answer

**Figure 12:** Share of children and youth attending a form of schooling (%), n=99

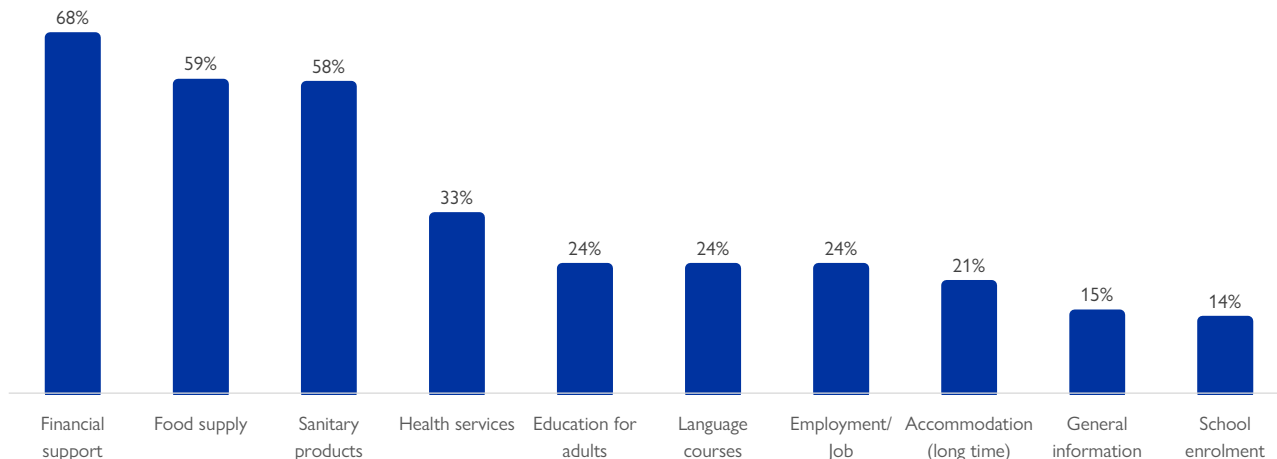


## NEEDS AND ASSISTANCE

The main needs mentioned by the surveyed respondents were for financial support (68%), food supplies (59%), sanitary products (58%), health services (33%), employment (24%), language classes (24%) and education

for adults (24%). Other needs included long term accommodation (21%), general information (15%) and school enrolment for children (14%).

Figure. 13: Top 10 needs (%), n=248

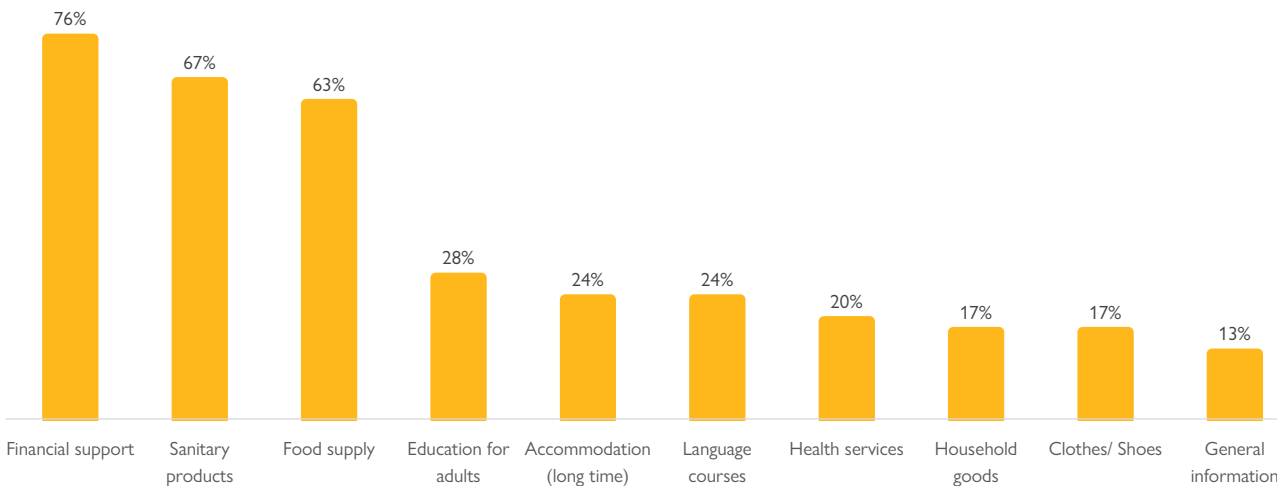


Multiple answers possible

The needs of single mothers closely resemble those of the general Ukrainian population surveyed, with a greater

emphasis on financial services (76%), sanitary products (67%), food supplies (63%), and adult education (28%).

Figure 14: Top 10 needs of single mother run households (%), n=46



Multiple answers possible

## CONCLUSION

The majority of Ukrainian respondents hold an EU temporary protection status. This is a positive step towards their integration into the host community, as it provides them with a legal standing and potential access to services. However, their integration journey is not without challenges. Language barriers and a lack of information have made it difficult for many to access healthcare services. This is particularly evident when it comes to registering with a general practitioner or a paediatrician for their children. These barriers hinder their full integration into Romanian society. Navigating

the bureaucratic process coupled with unmet needs such as financial support, sanitary products, food supplies, and healthcare access, poses significant challenges.

Ultimately, while obtaining migration status contributes to the integration of the Ukrainian community in Romania, language barriers, lack of information, and bureaucratic hurdles present considerable obstacles. Addressing these challenges are crucial to ensuring a successful integration into the host community.

## 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 refugees from Ukraine 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 five countries neighbouring Ukraine – Belarus, Hungary, Poland, the Republic of Moldova, and Romania, as well as five other countries particularly impacted by the arrival of refugees from Ukraine: 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 conducting surveys, all enumerators were trained by IOM on DTM standards, the use of the Kobo application, IOM's approach to migrant 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 services of Ukrainian refugees living in Romania aged over 18 years old.

#### Location and execution:

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

#### Regional data collection and analysis:

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

### 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.

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## 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>