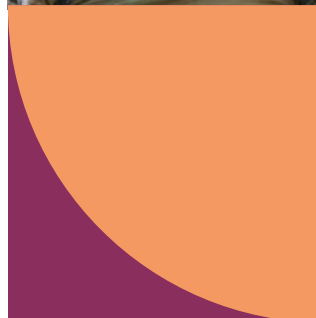
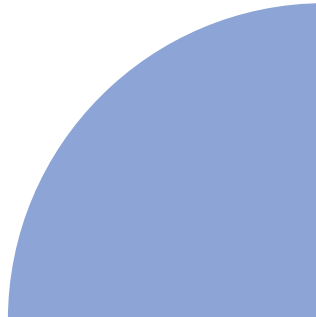


# General Results of the Centre's Work in 2025



DZHERELO CENTRE FOR SOCIAL  
SERVICES AND REHABILITATION

Results of the  
Centre's Work





Over  
 **14 000**

community residents  
were covered by  
long-term support  
and services

Over  
 **17 000**










long-term social services  
were provided in  
accordance with decisions  
of the Department of  
Social Protection

Over  
 **10 000**

requests were  
processed by the  
contact centre

# 14 279 community residents

received long-term support, including:

-  **1 333** children and persons with disabilities
-  **750** people experiencing homelessness
-  **2 028** survivors of domestic violence
-  **873** individuals and families in difficult life circumstances (low-income; large families; single parents; families where parents evade their responsibilities, etc.)
-  **38** family-based care arrangements
-  **826** internally displaced persons
-  **37** military personnel
-  **3 284** veterans and their families
-  **2 474** older persons, including those living alone or with disabilities

## WHERE WE PROVIDED SERVICES

 **Main building of the Dzherelo Centre, day care branches for children and youth**


 **Branch for Social Work with Homeless Persons**

 **Branch for Prevention and Counteraction to Domestic and/or Gender-Based Violence**


 **Branch for Social Work and Psychological Support**

 **Branch for home care and longevity**


 **Resilience Centres**


 **in people's homes (older persons or persons with disabilities, family-based care, children at risk)**

 **in healthcare institutions**

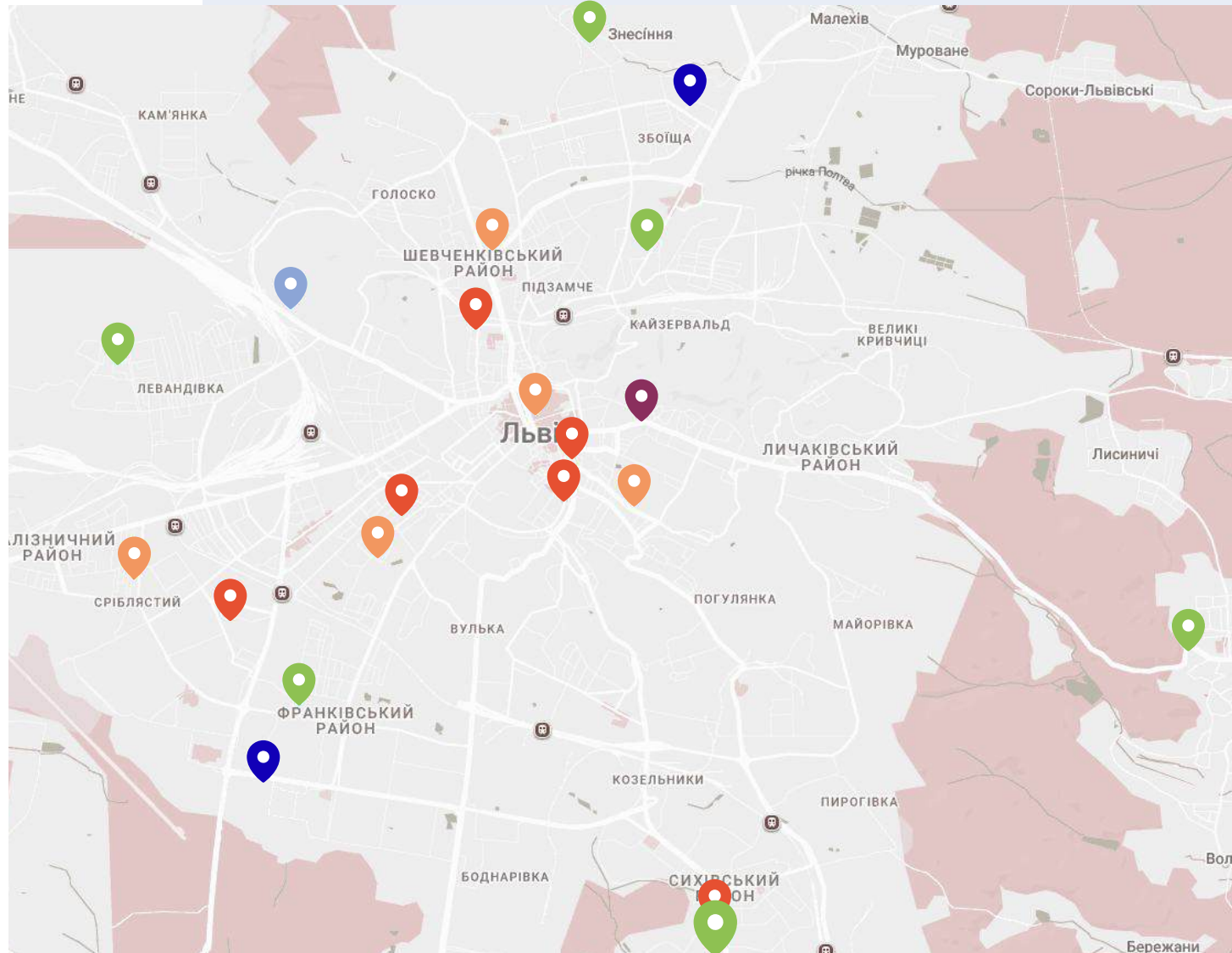
 **in schools and other educational institutions**

### Operating:

 **mobile team for prevention and response to violence**

 **social patrol for work with homeless people**

 **multidisciplinary team for identifying individual needs**





**Preparing to open a Home of Supported Living, 39 Pasichna St.**



**A new early intervention team has started operating (funded from extra-budgetary sources)**





Preparing to open the eighth day care branch at 17 Patona St.



Renovations are underway at the ninth day care center at 109 Chervonoi Kalyna Ave.





# DEVELOPMENT OF A MUNICIPAL NETWORK OF SERVICES FOR CHILDREN AND YOUTH WITH DISABILITIES

Children and youth received day care services **in the main building and 6 branches:**

-  86A Chervona Kalyna Ave (main building)
-  3a Kyrylivska St.
-  23 Roksoliany St.
-  19 B. Khmelnytskoho St.
-  40 V. Velykoho St.
-  24 Mykolaichuka St.
-  12 Halytska St. (Vynnyky)
-  7 Patona St.
-  109 Chervona Kalyna Ave



## Early intervention

-  86A Chervona Kalyna Ave
-  4 Hrinchenka St.

## Comprehensive rehabilitation

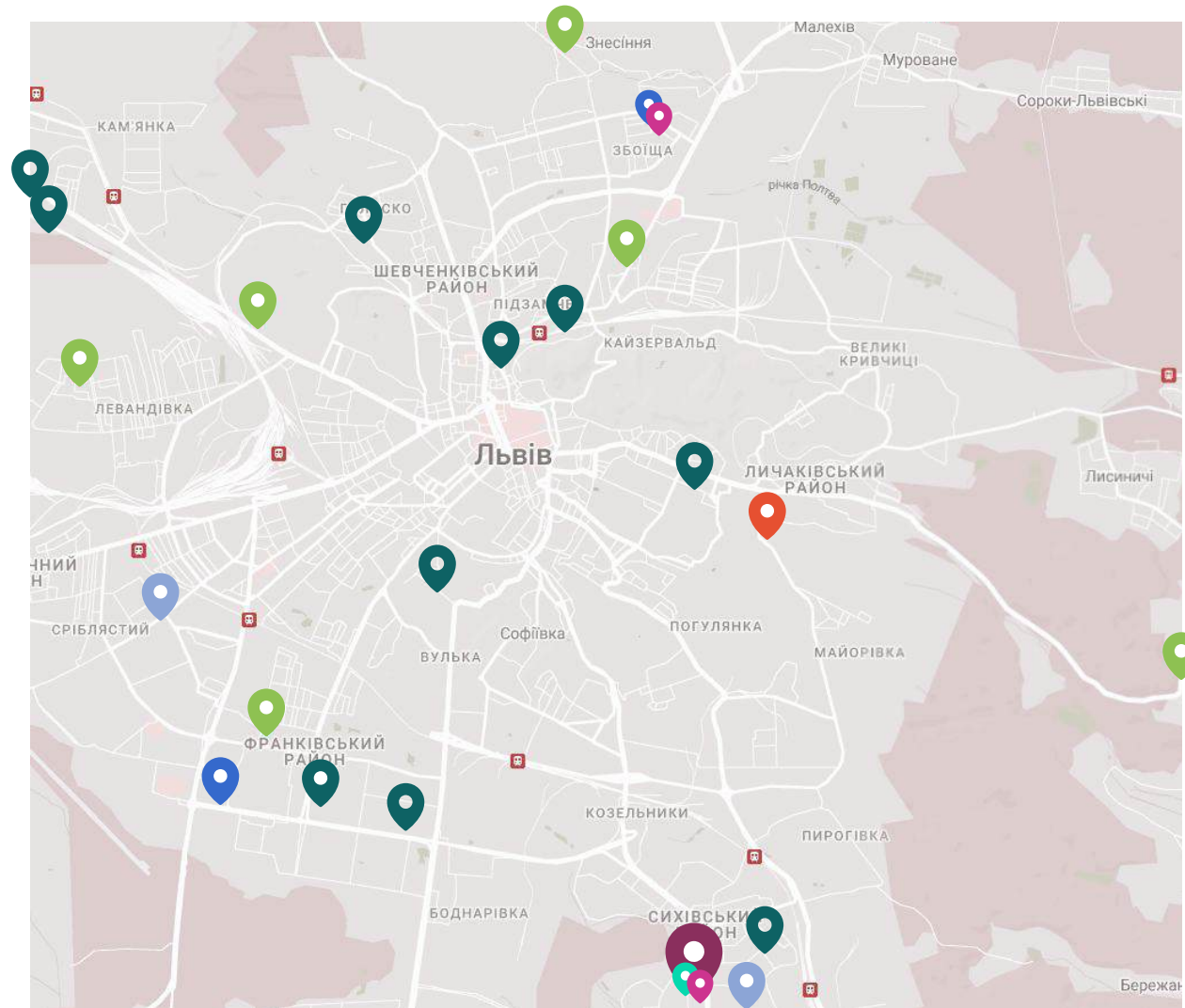
-  86A Chervona Kalyna Ave

## Resilience Centres












-  59-61 Naukova St.
-  4 Hrinchenka St.

## Home of Supported Living

-  39 Pasichna St.



## Support during inclusive education

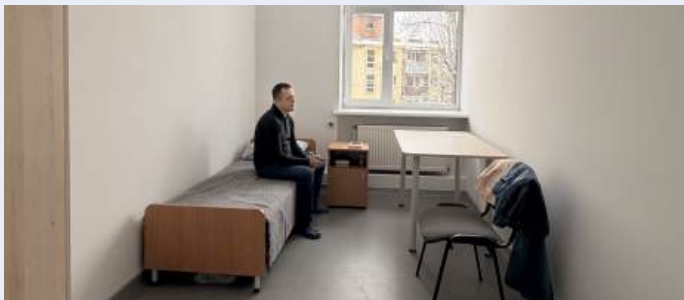
- |  |   |  |
|--|---|--|
|  55B Volodymyra Velykoho St. |  15 I. Kavaleridze St. |  390 Shevchenka St. |
|  2 Naukova St.,              |  7 Khimichna St.       |  2 Komaryntsia St.  |
|  Riasne-Ruske village        |  8 I. Rubchaka St.     |  58 Varshavska St.  |
|  |  52 Yu. Rufa St.       |  18 Skydana St.     |





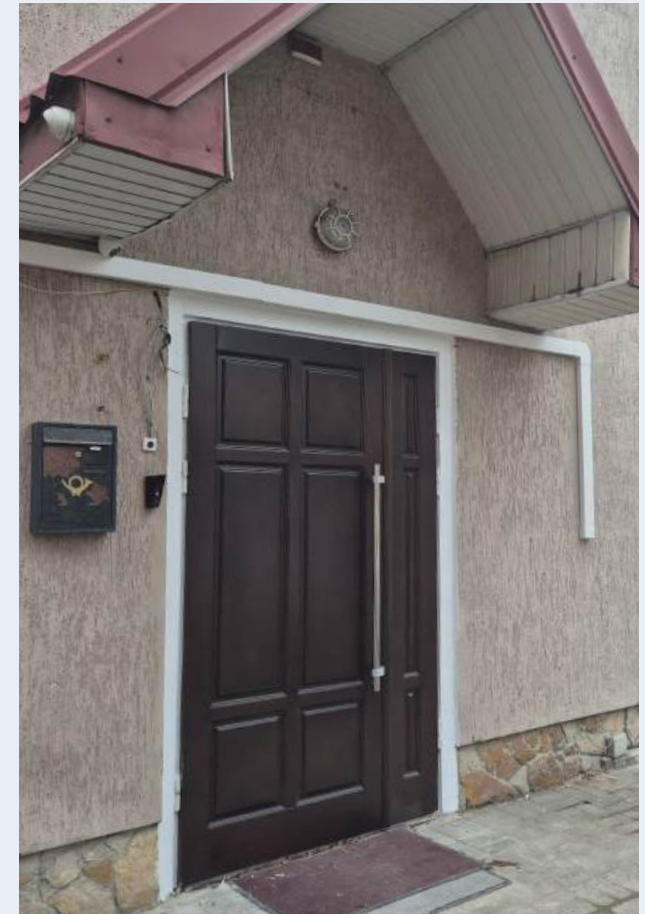
- Reconstruction of the building
- Arrangement of a barrier-free space: elevator and entrance area
- Arrangement of a day stay room and launch of the supported living service
- Expansion of the Social Patrol Service working hours: from 08:00 to 20:00, Monday to Sunday

*Hryhorii now has his own room and a dignified life*





- A barrier-free space was arranged in the social shelter: bathroom, rooms, and lifting platform
- Information and awareness campaigns were conducted, 50 trainings for educators and medical workers of the community



## CENTRE FOR ASSISTIVE TECHNOLOGIES

Services of the Centre for Assistive Technologies, where assistance is provided in selecting equipment for children with developmental difficulties or disabilities, were received **by 400 children from all regions of Ukraine.**

In particular, **individual selection and adaptation** of wheelchairs, standing frames, and walkers were provided, as well as modern solutions for communication and interaction.



## SUPPORT DURING INCLUSIVE EDUCATION

Training on the basic social service “Support during inclusive education. Content and methodology” at the Dzherelo Centre was completed **by 481 community residents.**

Additionally, specialists conducted eight training courses for individuals providing professional care. **142 residents of the Lviv community received certificates of completion.**



1

**Work began within the social web portal**

2

**An internal training system was launched**

3

**Study visits for experience exchange were conducted**

Participation in the international early intervention conference (Lisbon, Portugal)

Study visit within the programme on human rights and EU integration processes (Lund, Sweden)

Visit to the Social Department of Munich (Germany)

Experience exchange visit to Trieste (Italy)

4

Throughout the year, **service quality was monitored** through calls to service recipients, surveys, and feedback forms

5

**Barrier-free access was arranged at two Dzherelo locations**

6

**A new website of the Dzherelo Centre was launched, accessible and user-friendly for people with visual, hearing, and motor impairments and users of assistive technologies**



## ATTRACTION OF EXTRA-BUDGETARY FUNDS

In 2025, more than

**UAH 50 million was raised**

UAH 10 million was attracted to strengthen the Centre's current activities.

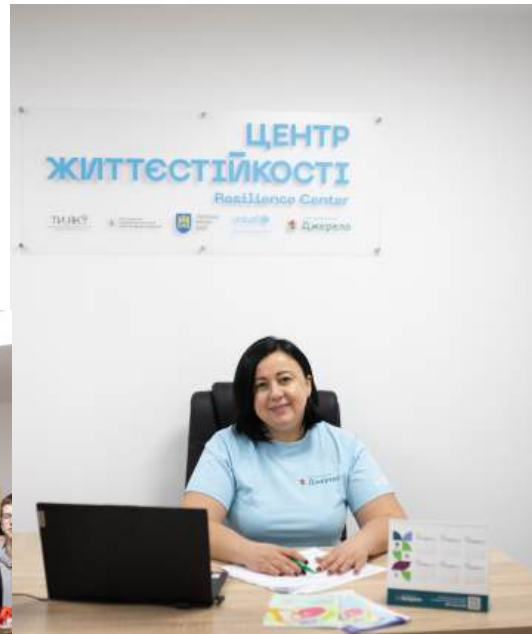
In particular, for repairs and arrangement of new premises for social service provision, procurement of diesel fuel for generators and purchase of generators, acquisition of tents and crisis response supplies, as well as furniture and computer equipment.

- **The experience of Lviv and Dzherelo was scaled in partnership with UNICEF**
- **Two Resilience Centres were established**
- **A 200 kW generator was received**



# ATTRACTION OF EXTRA-BUDGETARY FUNDS

## Resilience Centre 4 Hrinchenka St.



## Resilience Centre 59-61 Naukova St.

## ЗАЛУЧЕННЯ ПОЗАБЮДЖЕТНИХ КОШТІВ

The Canada-Ukraine Foundation and Alongside Hope supported **the renovation and furnishing of day care branches for children**



The Canada-Ukraine Foundation and Friends of Dzherelo in Toronto supported **the reconstruction of the Home of Supported Living at 39 Pasichna Street**

**The reconstruction of the Home of Supported Living at 39 Pasichna Street** was also supported by Mr. Michael Zaczekiewicz and his family, together with the community of Bad Dürkheim and Caritas Germany



GlobalGiving provided **financial support for the activities of the Centre for Assistive Technologies**



In 2025–2026, Dzherelo **launched a new Early Intervention Team** within the framework of the Small Grants Programme for Social Service Providers



## ЗАЛУЧЕННЯ ПОЗАБЮДЖЕТНИХ КОШТІВ

In partnership with the East Europe Foundation and with the support of the Embassy of Switzerland in Ukraine, Dzherelo **renovated and equipped a barrier-free space in a social shelter for survivors of domestic violence**



Through a joint project with the Norwegian Refugee Council, **the building of the homeless shelter at 3A Kyrylivska Street was renovated and upgraded**



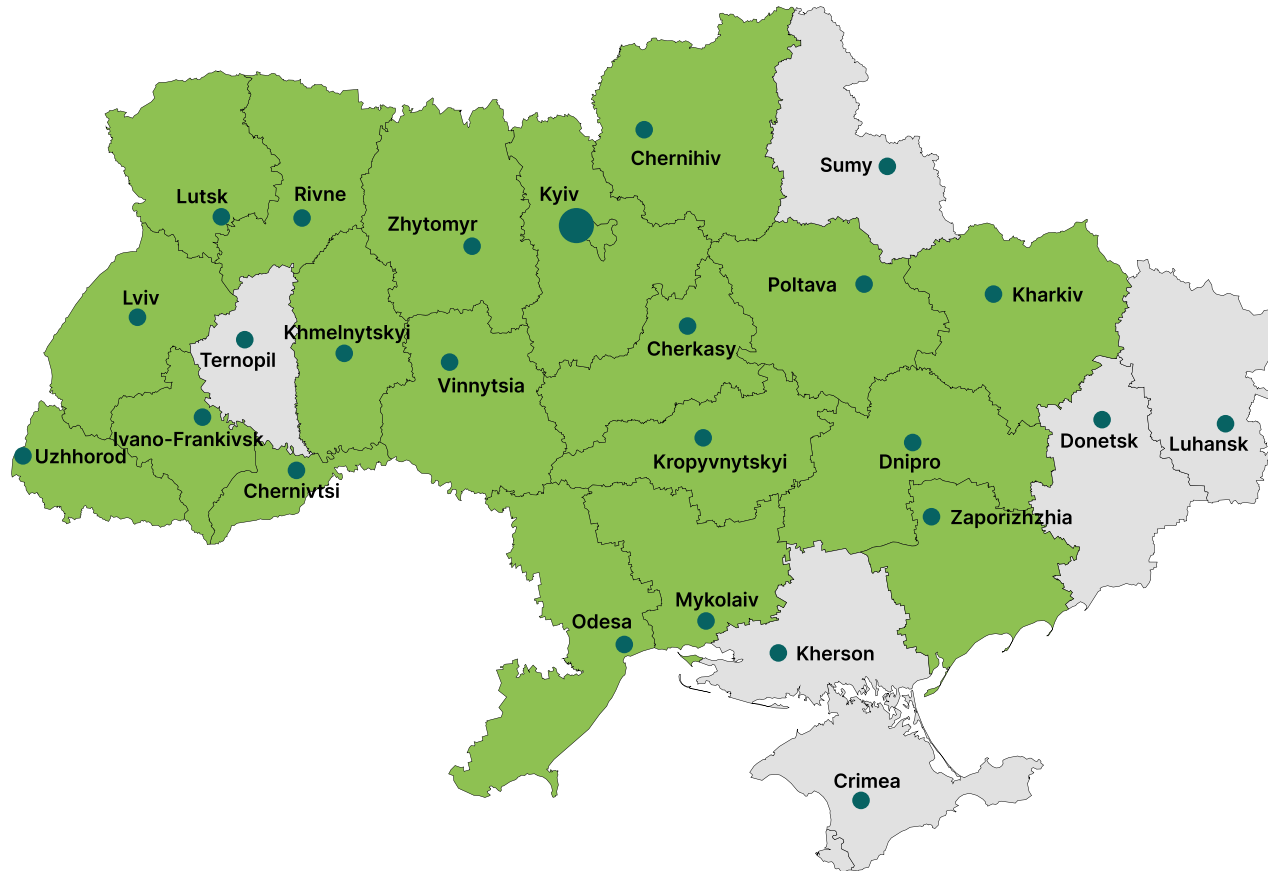
With the support of MH4U, Dzherelo **developed a training course on the Supported Living Service**. The organization also contributed financially to the reconstruction of the Home of Supported Living at 39 Pasichna Street



The Dzherelo Centre **became a partner in the new international project "CAPABLE: Competent Assistance for Aging Better, Living Easier."** The project is co-funded by the European Union and implemented under the Interreg Europe Programme



## SCALING THE EXPERIENCE OF LVIV AND THE DZHERELO CENTRE



**A nationwide network was formed and the capacity of 40 NGOs and parent organisations from different regions was strengthened**

**74 early intervention teams completed certified training**

**Training on provision of day care services was developed and delivered**

**Training on selection of assistive technologies was conducted**

**Dozens of delegations from different regions of Ukraine took part in experience exchange, and thousands of professionals from various sectors adopted the experience of Dzherelo and Lviv, especially in organising and delivering services for children and youth with disabilities**

## SCALING THE EXPERIENCE OF LVIV AND THE DZHERELO CENTRE

**21 communities from Lviv, Volyn, and Zakarpattia regions strengthened the development of social services, opened resilience and family support centres.**

**16 new premises for service provision were arranged in small communities.**



### **Volyn region**

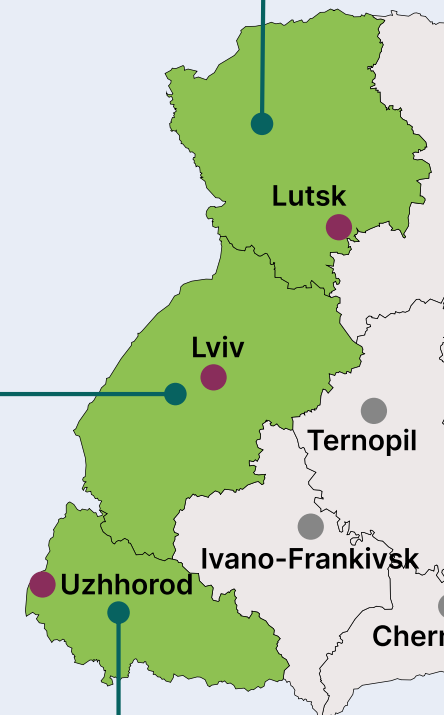
(Lutsk, Volodymyr, Novovolynsk, Ratne, Liubeshiv, Kovel, Zymne, Horokhiv, Kivertsi, Shatsk, Vyshniv)

### **Lviv region**

(Lviv, Stryi, Khodoriv, Novyi Rozdil, Sambir, Rudky)

### **Zakarpattia region**

(Mukachevo, Uzhhorod, Kholmok, Vynohradiv, Velykyi Bychkiv)



## SCALING THE EXPERIENCE OF LVIV AND THE DZHERELO CENTRE



Staff of the Dzherelo Centre developed a training course on the provision of day care services and delivered it for representatives of 21 communities from Lviv, Volyn, and Zakarpattia regions.



## OUR SMALL VICTORIES

The Dzherelo Centre was included in the Long List of the Responsibility Award 2025. We nominated the results achieved in projects implemented in partnership with UNICEF.



**The Dzherelo Centre won in the nomination “Architects of Care” for leadership in implementing the reform of care and support for children during the national ceremony “Family for Every Child. Better Care Awards”**

**//** This is a team that proves every day: every child has the right to be in a family, to be heard, to be happy

**Zoreslava Liulchak**

DZHERELO CENTRE FOR SOCIAL  
SERVICES AND REHABILITATION



Strategy 2025–2027

Implementation of  
tasks in 2025



# Strengthening organizational capacity

Direction 1

Internal portal	
Internal interaction guidelines	
Development of a financial plan, including extra-budgetary funds	
HR service implementation	
Teambuilding activities	
Staff training system, including onboarding	
Standardization of institutional processes (procedures, regulations, policies, protocols)	
Exchange of experience (other regions, abroad)	
Unified office in every district	

 Completed

 In progress

# Service development

Direction 2

Centre for Assistive Technologies within the municipal institution	<input type="checkbox"/>
Renovation and equipping of two new day care branches	<input checked="" type="checkbox"/>
New location + an additional early intervention team	<input checked="" type="checkbox"/>
Reconstruction and equipping of the Home of Supported Living	<input checked="" type="checkbox"/>
Opening of two Resilience Centres	<input checked="" type="checkbox"/>
Accessibility improvements at all locations	<input checked="" type="checkbox"/>
Expansion of services for homeless people	<input checked="" type="checkbox"/>
Transition to a unified web portal (case management)	<input checked="" type="checkbox"/>
Development and advocacy of pilot paid services	<input checked="" type="checkbox"/>
Social café	<input type="checkbox"/>
Leisure centre for older adults	<input type="checkbox"/>
Launch of social support services	<input checked="" type="checkbox"/>
Temporary babysitter service for survivors of domestic violence (volunteer-based)	<input type="checkbox"/>
Energy audit	<input type="checkbox"/>
Implementation of residential care at Dzherelo	<input type="checkbox"/>

Completed

In progress

# Partnership and communication

Direction 3

Establishment of an Association of Social Service Providers	<input type="checkbox"/>
Development of YouTube and TikTok channels	<input checked="" type="checkbox"/>
Communication strategy development	<input type="checkbox"/>
Volunteer engagement plan	<input checked="" type="checkbox"/>
Development plan for the parents' movement	<input checked="" type="checkbox"/>
Advocacy on systemic issues together with other service providers	<input type="checkbox"/>
Promotion of family-based care	<input checked="" type="checkbox"/>
Advocacy for legislative changes in social services	<input checked="" type="checkbox"/>
Early intervention training for communities	<input checked="" type="checkbox"/>

Completed

In progress

DZHERELO CENTRE FOR SOCIAL  
SERVICES AND REHABILITATION

Budget



# Operational Budget Execution – 2025 (in thousand UAH)

<b>Opening balance including endowment future period expenses</b>		<b>16 396 3 000 13 396</b>	
<b>REVENUES</b>	<b>(PLANNED) 2025</b>	<b>(ACTUAL) 2025</b>	<b>Growth (%)</b>
Local budget	274 418	269 884	99
Grants	80 000	90 459	113
Fundraising – Ukraine (including parental donations)	1 400 60	680 21	49
Fundraising – Europe	3 000	2 949	99
Fundraising – North America	4 500	4 876	109
In-kind resources, humanitarian aid	1 000	913	92
Service donations	800	1 058	133
Other income (bank interest)	250	298	120
<b>Total revenues</b>	<b>365 368</b>	<b>371 117</b>	<b>102</b>
<b>EXPENSES</b>			
Salaries	245 859	252 553	103
Food	3 600	4 025	112
Transportation maintenance	3 300	3 645	111
Disinfectants & PPE	180	189	105
Project service and equipment costs	80 000	99 254	124
Humanitarian aid	1 500	657	44
Staff development	1 200	1 063	89
Outreach activities	500	208	42
Building, equipment & premises maintenance	2 200	2 903	132
Utilities	3 500	5 217	149
General administrative expenses	1 600	2 253	126
Events & promotion	1 000	516	52
<b>Total expenses</b>	<b>344 439</b>	<b>372 483</b>	<b>108</b>
Result for the period	<b>20 929</b>	<b>-1 366</b>	
<b>Closing balance including endowment future period expenses</b>		<b>15 030 3 500 11 530</b>	

# Implementation of the 2025 Operational Budget

**Actual coverage of current expenditures in 2025:**



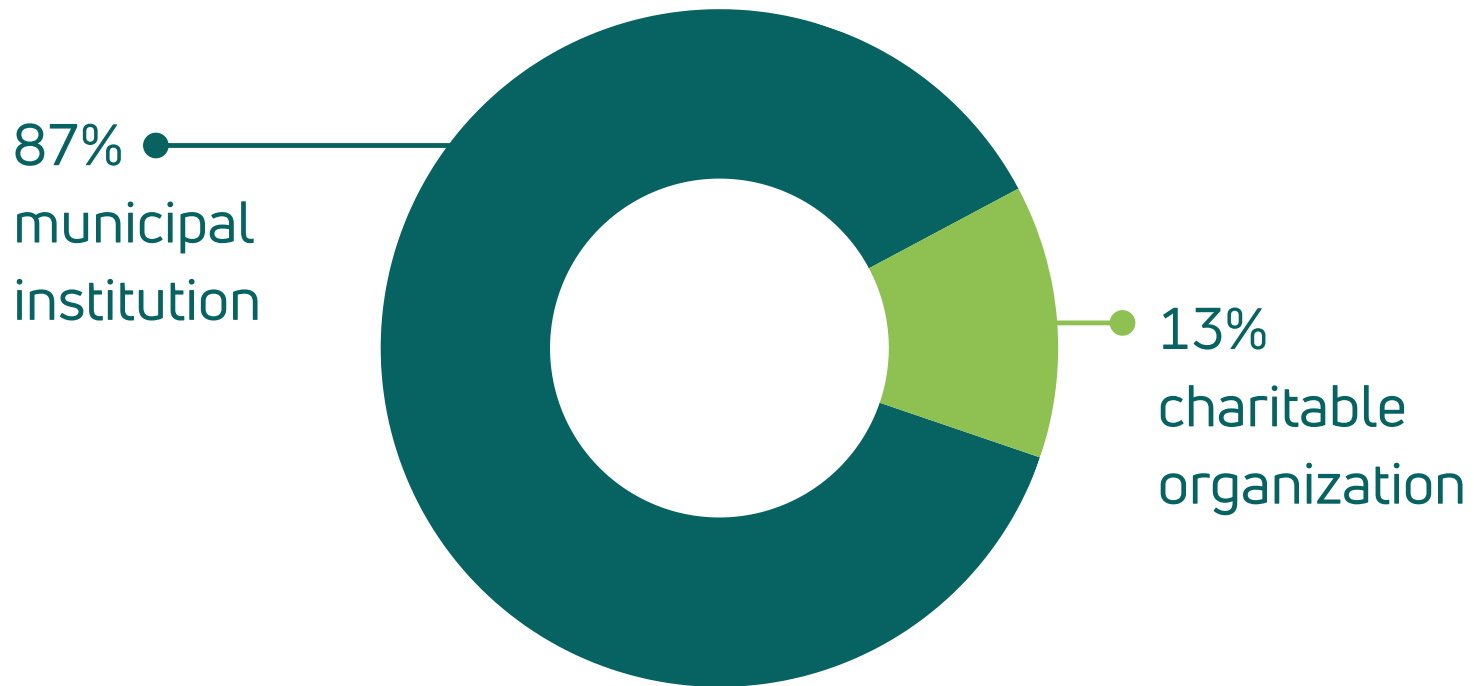
**According to the plan for 2025, the target was:**  
75,1% – municipal institution,  
24,9% – charitable organization.

# Planned Operational Budget 2025 (in thousand UAH)

Opening balance including endowment future period expenses		15 030 3 500 11 530	
<b>REVENUES</b>	<b>(ACTUAL) 2025</b>	<b>(PLANNED) 2026</b>	<b>Growth (%)</b>
Local budget	269 884	275 717	103
Grants	90 459	30 000	34
Fundraising – Ukraine (including parental donations)	680 21	800 30	118
Fundraising – Europe	2 949	3 000	102
Fundraising – North America	4 876	5 000	103
In-kind resources, humanitarian aid	913	1 000	110
Service donations	1 058	1 200	114
Other income (bank interest)	298	300	101
<b>Total revenues</b>	<b>371 117</b>	<b>317 017</b>	<b>86</b>
<b>EXPENSES</b>			
Salaries	252 553	254 938	101
Food	4 025	4 941	123
Transportation maintenance	3 645	3 887	107
Disinfectants & PPE	189	310	164
Project service and equipment costs	99 254	40 000	41
Humanitarian aid	657	1 000	153
Staff development	1 063	1 000	94
Outreach activities	208	500	241
Building, equipment & premises maintenance	2 903	3 600	124
Utilities	5 217	5 800	112
General administrative expenses	2 253	2 700	120
Events & promotion	516	800	155
<b>Total expenses</b>	<b>372 483</b>	<b>319 476</b>	<b>86</b>
Result for the period	<b>-1 366</b>	<b>-2 459</b>	
<b>Closing balance including endowment future period expenses</b>		<b>12 571 3 500 9 071</b>	

# Planned budget for 2026

**Projected ratio of coverage for current expenditures in 2026:**



DZHERELO CENTRE FOR SOCIAL  
SERVICES AND REHABILITATION

Priorities and  
challenges for 2026



## PRIORITIES



# SERVICES FOR CHILDREN AND YOUTH WITH DISABILITIES

**1** **Introduction of two new services** – respite care for parents/caregivers of children with disabilities and supported living for persons with disabilities – location: Home of Supported Living at 39 Pasichna St.

**2** **Opening of an inclusive café**, location – Dzherelo Centre main building in Sykhiv

**3** **Expansion of the network of day care branches** in Lviv – opening a branch at Patona St., second phase of renovation at Chervona Kalyny Ave

**4** **Operation of a new early intervention team** within the municipal institution

**5** **Purchase of the first social apartment** for supported living services

**6** **Development of the Centre for Assistive Technologies** for children with disabilities, equipment selection, training and information campaigns

**7** **Implementation of a training programme on resilience skills** for school students and teachers, non-toxic communication, conflict resolution, and stress management

**8** **Formation of a team and development of social support programmes for alternative care forms**, including for children with disabilities

## PRIORITIES



### SERVICES FOR OLDER PERSONS

1

**Start of renovation of premises for the Active Longevity Centre for older persons and the University of the Third Age**

2

**Introduction of regular open meetings for older residents and persons with disabilities for socialisation and psycho-emotional support**



### ADMINISTRATIVE AND OPERATIONAL NEEDS

1

**Need to ensure alternative sources of heating and electricity**

2

**Repair of the heat pump**

3

**Repair or replacement of fencing and improvement works around the Dzherelo premises to ensure children's safety**



### SERVICES FOR PREVENTION OF DOMESTIC VIOLENCE

1

**In 2026, continuation of training and awareness campaigns on response and identification of signs of violence**

## PRIORITIES



### RESILIENCE CENTRES AND SOCIAL WORK

**1** Development and implementation of volunteer programmes

**2** School programmes on bullying prevention, including for children with special educational needs



### SERVICES FOR HOMELESS PEOPLE

**1** Development of supported living services for homeless people – location: shelter at 3A Kyrylivska St.

**2** Development of reintegration services through social work and partnerships



### DEVELOPMENT OF THE PARENT MOVEMENT

**1** Organisation of activities for the development of the Network of Parent Organisations

**2** Preparation of self-advocates and leaders to lobby for changes regarding children's right to grow up in a family environment and development of services for children with disabilities at the national level

## CHALLENGES

1



**Increasing stress levels in the community**, more people need support, while the team operates at the limit of its capacity

2



**The number of children with disabilities is increasing**, but there is no space to expand services

3



**Cases of bullying, conflicts, and aggression are increasing in schools**

4



**Lack of tools for early identification of families in difficult life circumstances**, particularly those with children

5



**People with mental health disorders remain without regular support due to insufficient development of local services**

6



**Lack of programmes addressing addictions**, which are often a cause of violence and parental neglect

7



**Difficulty in attracting extra-budgetary funding** – donors focus on frontline regions and crisis programmes

8



**Ineffective intersectoral cooperation protocol** for strengthening child protection at the community level

 097 400 22 88  
063 400 22 88  
066 400 22 88

*Contact centre for people in difficult life circumstances*

 0 800 307 305

*Hotline of the mobile team  
providing social and psychological  
assistance to persons affected by domestic  
and/or gender-based violence*



*Submit a request  
or feedback*



**THE SOLUTION IS NEAR.  
AND SO ARE WE**