

HELP

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#HELPNOW HUB:

A 24/7 Online Support and Lifeline
for Those in Need After the Start
of a Large-Scale War in Ukraine

20 Months Summary report:
March, 2022 – October, 2023

The publication was prepared by #HelpNowHUB implemented by Alliance Consultancy with the support of the Regional project «SoS_project 2.0», led by the Alliance for Public Health.

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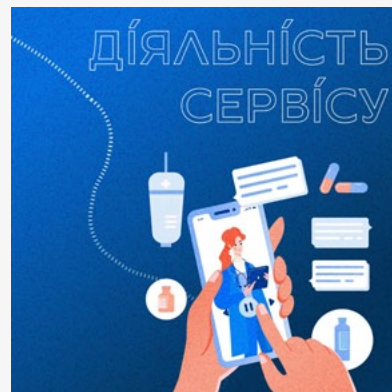
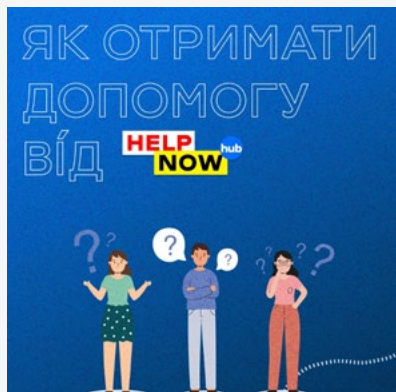


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Background and Summary:

In the first days of March 2022, just in a week since the start of the Russian war against Ukraine, the APH developed and launched a unique service to support PLHIV and KPs that have been faced with difficulties in accessing treatment and other necessary services. The Service was launched with the support of more than 50 organizations from across Europe, who voluntarily engaged in information collection and provision to Partner organizations and beneficiaries.



The necessity to leave their homes and become internally displaced persons or refugees in other countries, has created an additional barrier to accessing vital services and has put under threat their adherence to treatment and their lives.

The **#HelpNow service** made it possible to reach out to people in need easily using various methods and communication channels. The service provided the opportunity to contact specialists and consultants via various channels of communication and request informational support on how to receive the necessary treatment and or services and provide psychological support. HelpNow teams promptly informed people from among PLHIV and KP`s upon request and directed them to services they needed in their new (temporary) location and / or country.

In April 2022, **Alliance Consultancy** started the implementation of the emergency project “Emergency response in connection with the war to support internally displaced people within Ukraine and Ukrainian refugees abroad amongst the representatives of key populations and PLHIV” (**Help Now Hub, Emergency Response, Regional Project SoS 2.0**). The project was implemented by Alliance Consultancy within the frames of the Regional Program of APH #SoS_ Project 2.0, with the financial support of the

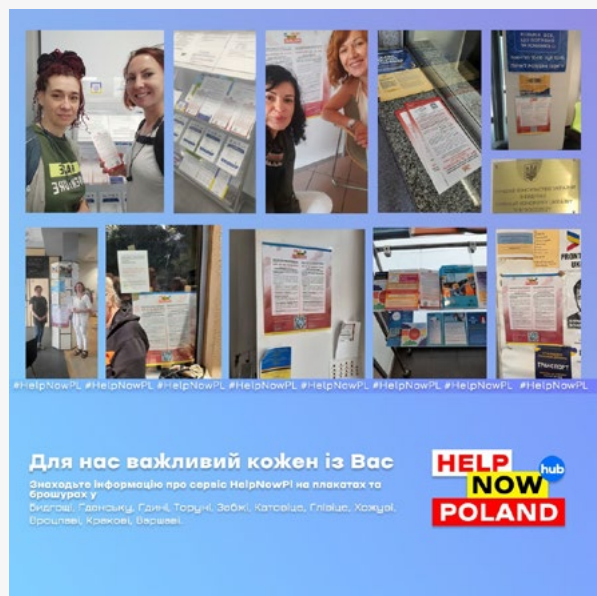
Global Fund, in partnership with the Public Health Center of the Ministry of Health of Ukraine. The project’s objective in April-December 2022 was to provide support and assistance to Ukrainian refugees from the key populations who have become refugees or internally displaced persons as a result of Russia’s attack on Ukraine. The support and assistance meant giving access to information resources, redirecting people to relevant therapy services providing appropriate treatment (ART - antiretroviral treatment, OST/OAT, anti-tuberculosis drugs, hepatitis treatment, hormonal therapy, etc.) or social services: psychological, legal, and social support, mental health related support and consultations with doctors.



Despite the ending of the abovementioned project in December 2022, Alliance Consultancy together with Alliance for Public Health and with the financial support of Aidsfonds have ensured the continuity of the services and necessary support to Ukrainian refugees worldwide.

Since 2022 the HelpNow Service has Developed into comprehensive Online HUB — #HelpNowHUB with key functions of Coordination-Navigation-Information. Besides the Service, the Hub Structure have developed and included: 2 country HUBs in Germany and Poland — #HelpNowDE and #HelpNowPL; 2 Partner Hubs in Moldova and Baltic Countries (Estonia, Latvia, Lithuania, Finland) -#HelpNowMolodva and #BalticHUB; #HelpNowDoctors and HelpNow Clinical HUB; provided social and humanitarian support and sheltering in partnership with APH and local and regional organizations.

From January 2023, until October 2023, Alliance Consultancy continued to implement the project “Providing emergency support to refugees from Ukraine and internally displaced persons among key population groups in Ukraine and other host countries — **Emergency Response Project, HelpNowHUB**”, with the assistance of Alliance for Public Health, and with the financial support of Aidsfonds.



The main tasks of the Project in 2023 were to provide information and consulting, including organisational support to Project clients from the point of border crossing to the point of relocation to another country or

integration into the local system of medical and social support.



During July — October 2023, the project was coming to closure, with step-by-step transforming the activities and objectives. Despite the absence of funding since August 2023, #HelpNowPL and #HelpNow Service continued to provide their services to key population representatives among the Ukrainian refugees or displaced persons voluntarily. Based on the Identified needs support was provided to ensure the registration of a community-based organization in Poland — HelpNow HUB, to continue the provision of services in the country.

Despite all of the challenges, during 20 months of operations #HelpNowHUB has provided more than **37 000** services to PLHIV and KP`s from among Ukrainian refugees and IDPs in more than **50 countries** and more than **200 cities worldwide**.

In the face of adversity, the resilience and solidarity displayed by the global community have been nothing short of remarkable. What began as a response to an urgent need evolved into a beacon of hope and support for thousands. The #HelpNow initiative stands as a testament to the power of collaboration, compassion, and unwavering determination.

As funding waned and challenges persisted, the commitment of individuals and organizations remained unwavering. Their dedication ensured that essential services continued to reach those in need, transcending borders and boundaries. The transformation of #HelpNow from a service

to a comprehensive Hub, spanning across countries and specialties, speaks volumes about the human capacity to adapt and innovate in times of crisis.

The impact of this initiative reverberates far beyond numbers; it resonates in the lives touched, the hope instilled, and the communities strengthened. Over **37,000** services are provided, more than statistics, behind every number there are real people and real stories. Statistics represent stories of resilience, courage, and the triumph of the human spirit.

While this chapter of the journey may be drawing to a close, the legacy of #HelpNowHUB lives on through the community-based organisations it helped establish, the networks it built, and the lives it transformed. The spirit of support and solidarity cultivated during these challenging times continues to inspire future endeavours, reminding us that in unity, even the most formidable challenges can be overcome.



MAIN RESULTS AND NUMBERS:





During the first months of the project implementation, the HelpNow service developed into a complex **HelpNow HUB** with the key functions of **“Information - Navigation - Coordination”** to provide comprehensive support, ensuring access to essential services for the key populations within and out of Ukraine. In particular, while implementing the service, the project team identified several areas where more significant or additional support is required. During project implementation, we were able to broaden the service by adding:

- Resource website — **HelpNow HUB online platform** HelpNow.aph.org.ua with comprehensive information on a wide range of topics for PLHIV and KPs in a (growing) number of “destination” countries that are constantly updated and actualized. HelpNow HUB serves as a joint/single entry point for accessing a wide range of information, materials, and services for Ukrainian refugees among key populations, including direct redirection to different services from the HUB web page.
- An integrated comprehensive support system built on the existing local solid NGO response in **Moldova (Intiativa Pozitiva)**.
- Development of the alternative/additional opportunities of access to the clinical consultation service online by creating the **HelpNow Doctor** (Clinical Hub) - online clinic, medical consultation service on the basis of the existing virtual clinic established by the Alliance - Help24 (www.help24.org.ua).
- Two virtual hubs in **Poland (HelpNow PL Hub)** and **Germany (HelpNow DE Hub)**. Ukrainian speaking info line with a wide range of aspects such as directing to the existing in-country medical services as well as providing psycho-social support, including mental health issues, legal and translation services covered by peer/professional consultants on ad hoc individual basis based on incoming requests.
- Direct humanitarian/social support is managed through the info line by accepting written requests from those especially in need (e.g., people with disabilities, pregnant women, women with many children, etc.) and is addressed on a case-by-case basis.

March 1, 2022



HelpNow
(Service Started the work)

April 1, 2022



HelpNowHUB
(Online HUB was introduced)

April 20, 2022



#HelpNowDe
(HelpNow Germany Was Launched)

April, 2022



HelpNow Moldova (Partner HUB by *Initiativa Pozitiva* was introduced)

May 1, 2022



HelpNow Clinical Hub (Network of Medical Doctors established)

May 11, 2022



#HelpNowPL
(Poland Infoline and HUB launched)

May 23, 2022



HelpNow Doctors (Online medical doctor on Help 24 platform)

July, 2022



Social and Humanitarian Address support

August, 2022



Shelters in Ukraine

December, 2022



HelpNowBaltia (Partner HUB in Baltic Countries led by EHPV was introduced)

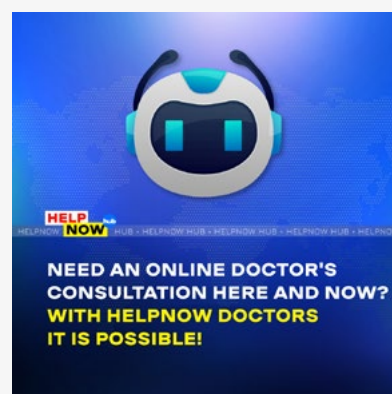
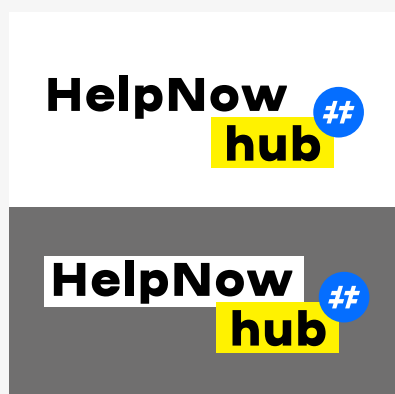
October, 2023



Registration of Foundation **“Help Now Hub”**
(Poland Based organization)

Introduction and Establishment of HelpNow HUB

From March 1, 2022, to October 31, 2023, HelpNow HUB operated as a critical support mechanism amidst the tumultuous Russian-Ukrainian conflict. In response to the urgent need for aid among Persons Living with HIV (PLHIV) and Key Populations (KPs), the Alliance for Public Health (APH) swiftly launched an innovative service. This service garnered support from over 50 European organizations, collaborating to facilitate access to essential treatment and support services.



A HELP THAT CAN'T WAIT

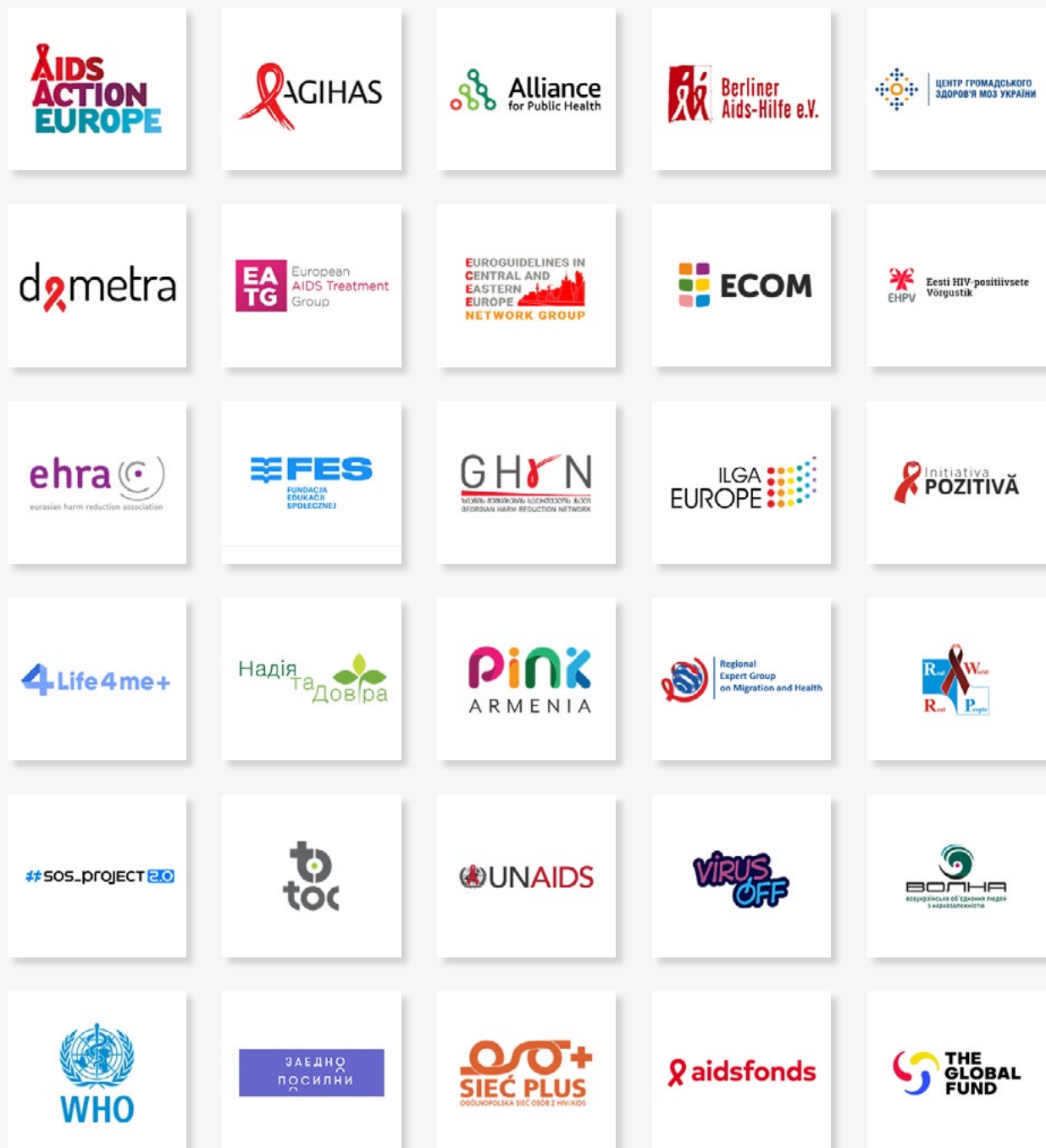
«Emergency response in connection with the war to support internally displaced people within Ukraine and Ukrainian refugees abroad amongst the representatives of key populations and PLHIV» (Help Now Hub) Project



Early Initiatives and Collaborative Support

During the initial days of March 2022, amidst the onset of the Russian invasion of Ukraine, APH, with voluntary contributions from numerous organizations across Europe, initiated the #HelpNow service. This service revolutionized aid provision by enabling

easy outreach to individuals in need through diverse communication channels. It facilitated direct communication with specialists and consultants, offering guidance on accessing vital treatments, services, and psychological support for PLHIV and KPs.



Regional Expansion and Emergency Response

By April 2022, the Alliance Consultancy commenced the implementation of the «Emergency response in connection with the war» project, specifically targeting internally displaced individuals within Ukraine and Ukrainian refugees abroad, primarily

focusing on key populations and PLHIV. This project, a part of the APH Regional Program #SoS_Project 2.0, received financial backing from the Global Fund and later in 2023 from Aidsfonds.



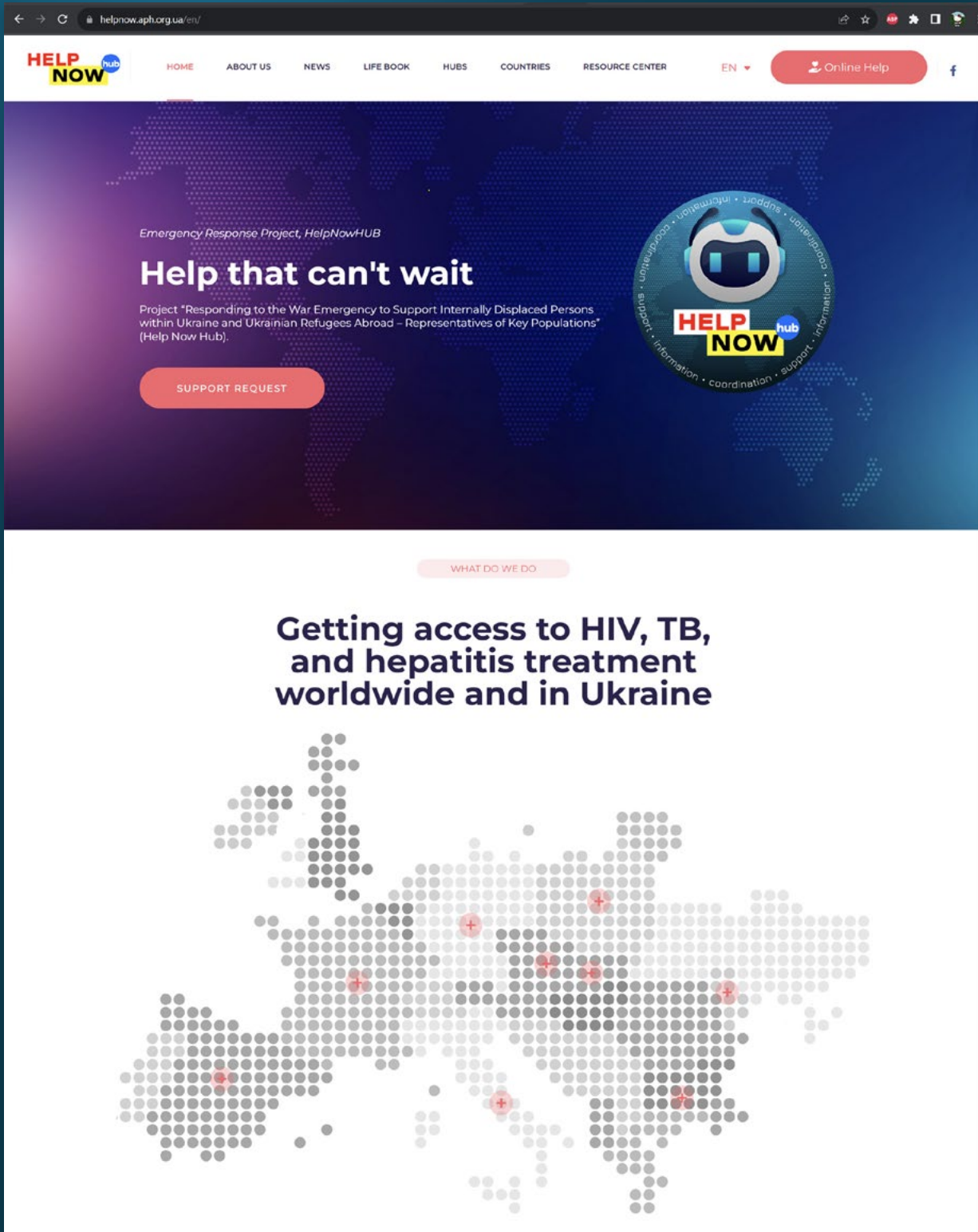
Collaborative Success and Global Outreach

Gratitude was extended to the partnering organizations, instrumental in extending aid across more than 50 countries. The voluntary support from these entities significantly bolstered service expansion, ensuring the dissemination of quality information and referrals to refugees.

Service Overview and Development

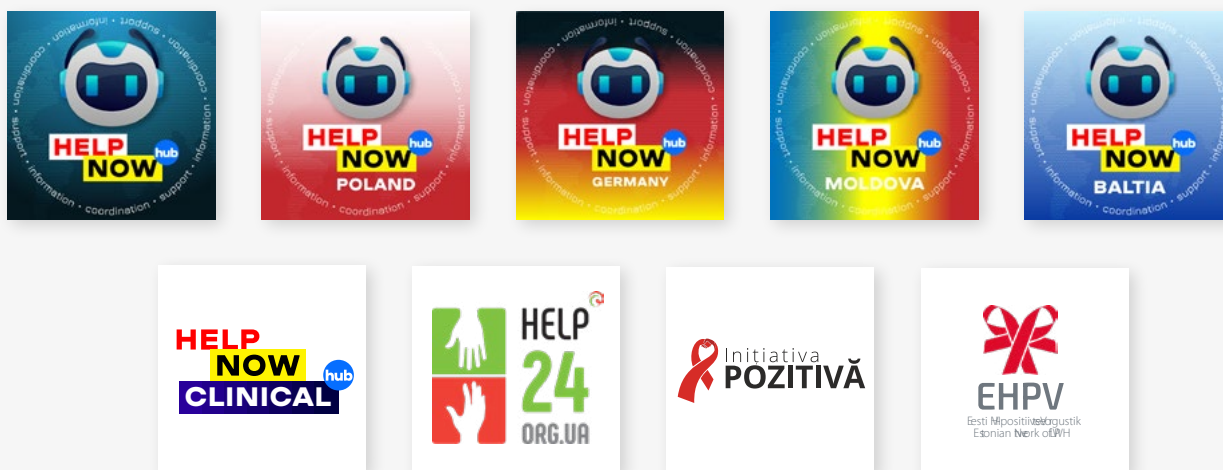
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Continuous Growth and Partnerships

Throughout 2022-2023, HelpNow HUB expanded its services by forging partnerships with various service providers, supporting and establishing the #HelpNowMoldova and #HelpNowBaltics HUB, and integrating with platforms like Help24, offering consultations with medical professionals, legal experts, and psychological support.



Transition and Continued Support

Between August and October 2023, the project took on two strategies for continuity: the registration of the Poland-based Foundation named “Help Now Hub” for independent operations, and the voluntary continuation

of services by #HelpNowPL and #HelpNow Service for Ukrainian refugees and displaced persons. The maintenance of the platform and services continued voluntarily.

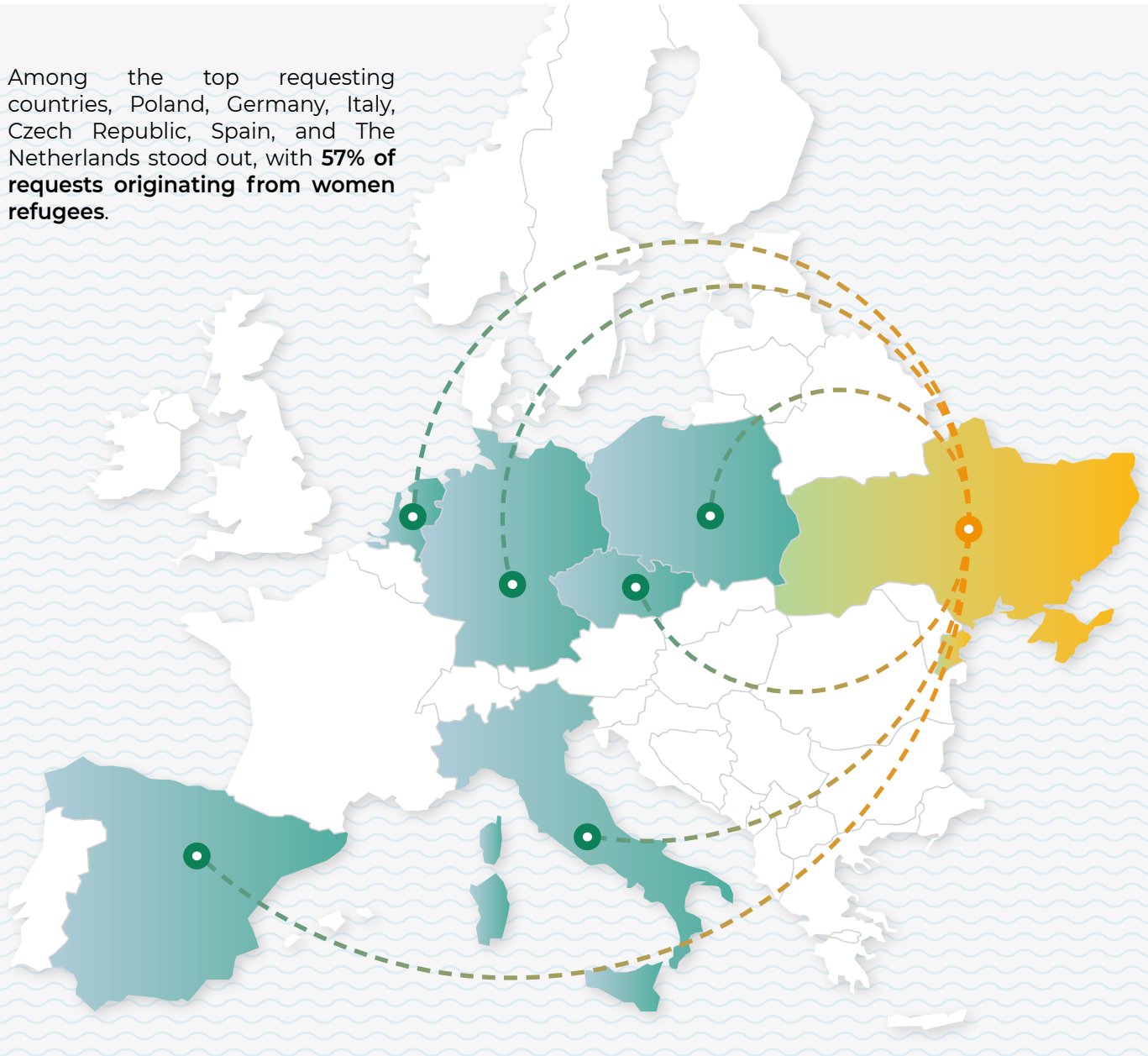
Impact and Contributions

Despite challenges, over 20 months, HelpNow HUB, along with its various services and partner hubs, provided more than 31,000 services to PLHIV and KPs among Ukrainian refugees and IDPs across 50+ countries and 200+ cities globally. Notably, Alliance Consultancy

coordinated over 20,000 requests and services, predominantly addressing access to Anti-Retroviral drugs (ARVs), social issues, and services in host countries, opioid antagonist therapies, and Tuberculosis/Hepatitis-related services.

Key Metrics and Demographics

Among the top requesting countries, Poland, Germany, Italy, Czech Republic, Spain, and The Netherlands stood out, with **57% of requests originating from women refugees.**



Continued Service and Voluntary Support

Although the project concluded on October 31, 2023, the maintenance of #HelpNow Service and #HelpNowHUB Platform continues voluntarily. The #HelpNowService persists in offering aid to Ukrainian refugees upon request on a voluntary basis, ensuring sustained support despite the formal conclusion of the project.

Online Hub #HelpNow — Help That Can't Wait

What can a person get on the Online Platform #HelpNowHUB?



1 An online hub provides access from a **single entry point to a variety of helpful information and materials** for key communities and PLHIV coming to host countries;

Get an **online consultation from Online Doctors #HelpNow**

Ask for **humanitarian and social assistance or support**;

Contact **hotline consultants** to get information about **temporary shelters** for key populations and much more.

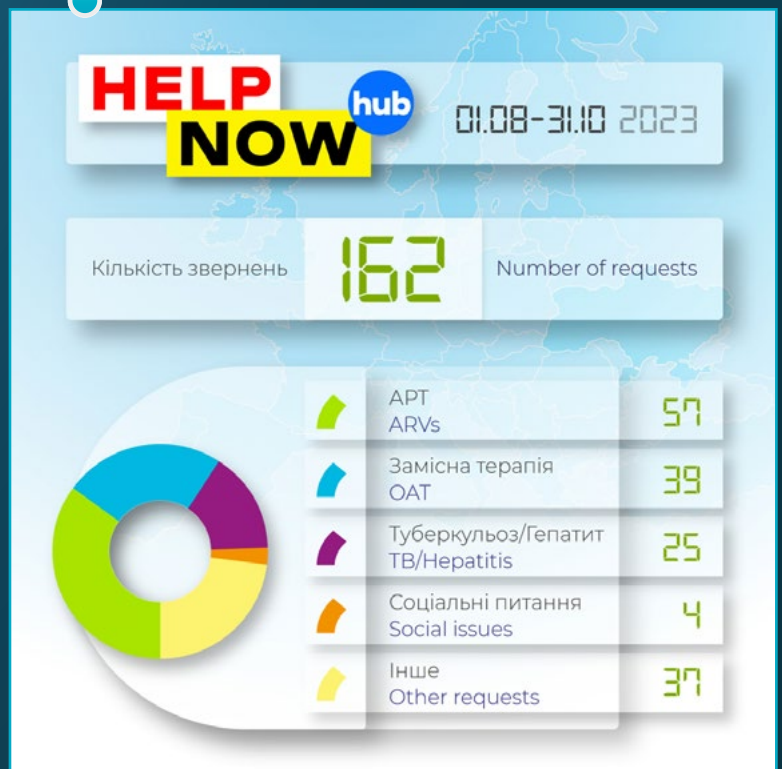
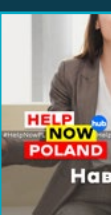
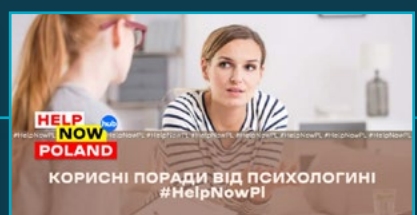
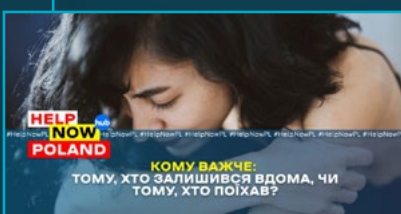
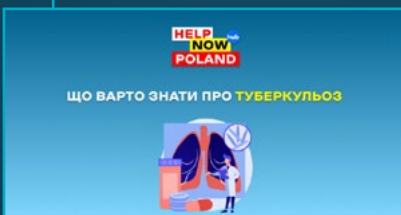
Here you can request **information on access to needed treatment in countries**, receive information on **ARV therapy, OST, hormone therapy, tuberculosis, and viral hepatitis treatment, psychological consultations, and support, and consult the roadmaps and recommendations for KP's**;

2 In the **«HUBS»** section of the online platform, you can learn more about the assistance provided by our **representative offices in Poland and Germany** and the **partner hub in Moldova**, helping directly in the host country. These offices are responsible for humanitarian and social assistance, support in receiving the necessary treatment, consultations of psychologists, lawyers, on an equal level, doctors, and social support.

Hubs have **information lines** that quickly provide the help you need.

Online Hub #HelpNow — Help That Can't Wait

3 More information for key groups can be found in the **Countries** section (currently available for nine countries with the essential information ranging from entry into the country to contacts of medical institutions) or **Useful Materials**, where we collect the most relevant and useful materials and news.



Online Hub #HelpNow — Help That Can't Wait

4 In the «Online Help» section, you will meet our Hub's key services

Here, you can use **all available services** of the project and HelpNow Hub.

You will be able to get individualized **care through** HelpNow Service (ARV, OST, TB drugs, viral hepatitis drugs, hormone therapy, humanitarian, social and psychological assistance both in Ukraine and abroad)



The #HelpNow service provides Ukrainians with information on how to access ART, RRT, anti-tuberculosis drugs, anti-viral hepatitis drugs, hormone therapy, and social and psychological assistance both in Ukraine and abroad through the following communication channels: Telegram, Facebook, Instagram, email or Google Form.

Or make an appointment and get a consultation with online doctors of **#HelpNow Clinical HUB**.

HELP NOW CLINICAL hub

HelpNOW Online Doctor

The team of Ukrainian doctors working with HelpNow, strives to provide adequate medical support and online support based on the principle of «telemedicine». This team focuses on the needs of Ukrainians who live with HIV or need infection prevention, who were forced to move within the country or abroad, who found themselves in conditions of damaged medical infrastructure and logistics as a result of Russia's war against Ukraine. <https://help24.org.ua/>

This section opens a **possibility of redirecting to Hubs in Poland, Germany and Moldova** for direct assistance in other countries.

On the website, you can **ask for targeted humanitarian assistance** for Ukrainian refugees, as well as **access information about shelters** in the country.



#HelpNowPL provides support to representatives of key groups and HIV+ people who were forced to leave Ukraine and stay now in Poland. The Hub allows you to navigate your options and regain access to treatment and services.



#HelpNowDE targets migrant patients from Ukraine who need to receive ART, HT, and treatment for TB and viral hepatitis.



#HelpNow Baltic HUB The partner Hub of "Estonian Network of People Living with HIV" (Estonia), Association "AGIHAS"(Latvia) and "Positiiviset ry, HivFinland" (Finland). #HelpNow Baltic HUB provides support to representatives of key populations and HIV+ people who were forced to leave Ukraine and are currently in Estonia, Latvia or Finland.



WE WON'T STOP THERE, AND WE WILL DEVELOP OUR SERVICE FURTHER TO HELP AS MANY UKRAINIANS FROM AMONG THE PLHIV AND KEY POPULATION WHO NEED HELP IN THESE DIFFICULT TIMES AS POSSIBLE)

Results: #HelpNow Service

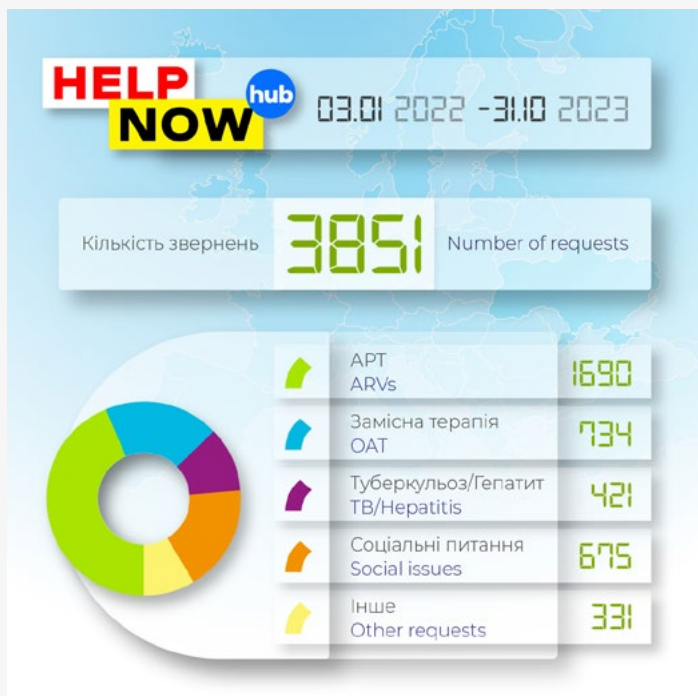


The HelpNow Service was launched to provide vital assistance for Ukrainians to get vital access to ART, OAT, anti-TB drugs, drugs for viral hepatitis, hormone therapy, HIV testing, assistance in cases of rights violations, mental assistance, and questions related to COVID-19 within Ukraine, as well as abroad. Since its beginning (March 1, 2022), people could contact directly by any of five points of communication:

- Telegram:** <https://t.me/helpnowbot> (or in the browser @helpnowbot)
- E-mail:** helpnowua@gmail.com
- Google form:** <https://bit.ly/3K9Tm4W>
- Instagram:** <https://www.instagram.com/aph.org.ua/>
- Facebook:** <https://www.facebook.com/SoSprojectEECA>

During the project implementation, HelpNow service developed into a complex HelpNow HUB with the key functions of “Information - Navigation - Coordination” to provide comprehensive support aimed at ensuring access to vitally important services for key populations within and out of Ukraine.

During the 20 months of operations (March 1, 2022 – October 31, 2023), HelpNow Service received and coordinated 3851 requests within the country and all over the world. Statistics show that most of them were related to access to ARV`s – 1690. Also, the Service fixed the big number of requests on “other” and Social issues (related to hormone therapy, HIV testing, assistance in cases of rights violations, mental assistance, and questions related to COVID-19, as well as social and humanitarian support in host countries) – over 1000 in total. Gender ratio: 29% - men, 69% - women, and 2% - other genders. The biggest number of requests from key group representatives (besides Ukraine) were recived from Poland, Germany, the Czech Republic, the Netherlands and Canada.



Among the requested services for key populations, it's worth to mention: support in accessing the primary treatment for key populations, integration to healthcare services, psychological help and support, financial and other social/humanitarian support, language related support and others.

During the operations, The service has developed and updated on a regular basis on its database of partners in assisting key groups in host countries, with verified and reliable contacts all over the world to support Ukrainian refugees from among KP`s worldwide.



During the Project period, a strong, comprehensive approach and support in new countries was developed in the frames of HelpNow Baltia an support and supervision of their operations. This Hub includes teams of local NGOs and representatives of target communities (Estonia, Latvia, Lithuania, Finland) that offered peer-to-peer counselling/ consultations based on their own experience. According to their involvement, over 1100 requests from Ukrainian key groups representatives were coordinated in total by HelpNowBaltia.

Joint statistics for HelpNow Service plus HelpNow Baltia for 20 months is presented below:

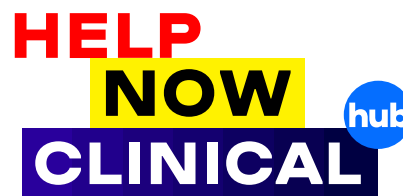
HelpNow Service has conducted several surveys among the beneficiaries of the project, in 2022 and in 2023.

More than 600 persons have participated in the surveys regarding the #HelpNow services for key populations and access to it in 2022-2023. The majority of all respondents, approx. 70% had interruptions in their treatments. However, the most majority of respondents - 86% of all respondents currently continue to receive their treatments now.

Besides the needs assesments and analytical data collection, to collect feedback from Ukrainians who applied to the HelpNow service, as well as to cover and reflect on the main issues of the Service and the Project generally, the team prepared interviews with clients, which later were published as a list of success stories on the HelpNow project website and in social networks.

Despite the fact that an emergency (in its common understanding) can't take a long period and even in the case of tomorrow's Victory in the war, Ukrainian KPs will need support within the country and over it. People still have very little knowledge and understanding of how to get access to vitally important services. Yes, there are a lot of open data sources, but one of the biggest challenges for them is how to get full, relevant, and verified information from one point of entrance. That's why the comprehensive support and necessity of HelpNow service as a complex with the key functions of "Information - Navigation - Coordination" will always be relevant.

Results: HelpNow Clinical Hub



As of October 31 2023, HelpNow doctors and the Multidisciplinary team of Medical Doctors have provided in total **15332** online medical consultations (**since 2023 the “HelpNowDoctors” we supported by Help24 as the Multidisciplinary team of Medical Doctors**) to Ukrainian refugees living with HIV who are currently staying in other countries using all available methods of online communication, including the online platform.



MAIN GOAL:

Ensuring the needs of people living with HIV, effective medical care, in the situation of forced migration of Ukrainians within the country and abroad, violations of medical infrastructure, the emergence of new challenges caused by Russia's military aggression against Ukraine.



TARGETS:

- **Preservation and development** of human resources of the medical care system for people living with HIV;
- **Identification and implementation** of pathways to adapt the medical care for people living with HIV in Ukraine to wartime conditions;
- **Introduction** of new forms of medical care based on the principles of telemedicine using online means of communication;
- **Maintaining** the connection of people living with HIV with the medical care system during the war.

To reach the targets above on May 1st, 2022 we have created a network of medical doctors (infectious diseases specialists) who are currently in Ukraine and are actively involved in providing medical care to Ukrainians living with HIV.

HelpNow network of medical doctors consists of 26 HIV specialists, including 24 adult doctors and 2 paediatric ID specialists, from 23 of 25 regions of Ukraine (excluding Lugansk region and Crimea) and from Kyiv City, and 1 HIV specialist from the PHC of the MOH of Ukraine.

All HelpNow physicians were approved by the PHC of the MOH of Ukraine and selected based on the concrete approved criteria. Median experience in HIV care of HelpNow doctors is 19 years.

As of December 30, 2022, since February 24th, 2022, HelpNow doctors provided online consultations to **5 351 + 621** Ukrainian patients living with HIV who were abroad using Online Platform, cell phone communication and messengers (Viber, Telegram, WhatsApp, Zoom etc.). Since 2023, the HelpNow Doctors operations have transformed and been supported within the frames of the Help24 Platform as Multidisciplinary Team of Online Medical Doctors. Since January 1, 2023, as of October 31, 2023 - Online Medical doctors provided 9360 online medical consultations through Help24 and other communication channels.

HELPNOW CLINICAL HUB WEEKLY MEETINGS:



As part of the HelpNow Clinical Hub weekly meetings are held every Friday involving the PHC of the MOH of Ukraine.

The aims of the meetings are to discuss the Project progress with HelpNow doctors, to update on Project activities and new technical features of the online platform, to answer any clinical and/or programmatic questions, and to exchange expertise and ideas.

31 weekly meetings have been conducted as of December 30, 2022.

Topics discussed at the meetings include:

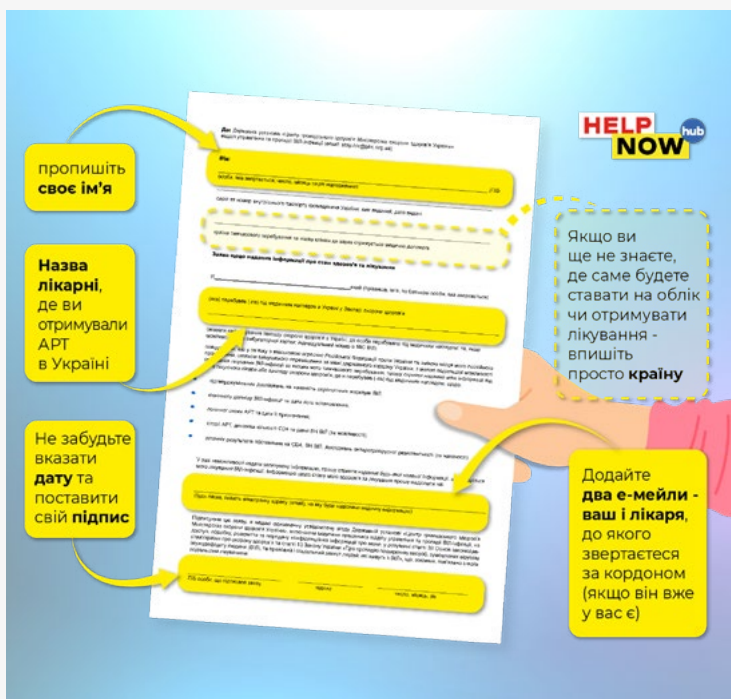
- ✓ Weekly updates from HelpNow on the HelpNow Clinical Hub activities, results, plans, and new technical features of the Help24 online platform;
- ✓ Collecting feedback from HelpNow doctors;
- ✓ Weekly updates from PHC on the HelpNow Clinical Hub activities and related issues;
- ✓ Clinical case studies discussion involving relevant National and international experts in HIV, TB, mental health etc.;
- ✓ Lectures regarding current European approaches to ART and HIV, OIs, co-infections management and discussion led by well-known experts from Ukraine and EU countries;
- ✓ Lectures and discussions regarding important modern clinical topics (e.g. current monkeypox outbreak, vaccination of people living with HIV etc.);
- ✓ Networking and exchanging ideas to improve medical care to Ukrainians living with HIV.

MEDICAL DATA SHARING ALGORITHM INVOLVEMENT

Medical Data Sharing Algorithm developed by the Public Health Centre of the Ministry of Health of Ukraine together with WHO Office for Europe, CHIP, EACS and ECEE is a very important tool to improve the quality of medical care for Ukrainians living with HIV who were forced by the war to move to other countries (published: <https://apps.who.int/iris/bitstream/handle/10665/353083/WHO-EURO-2022-5288-45052-64211-eng.pdf>).

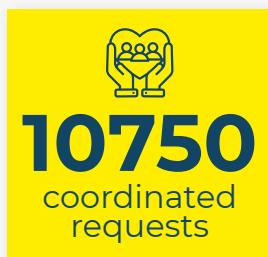
HelpNow doctors coordinate patients' medical data collection on a Regional level and fill the patients' medical data forms in English.

458 patient's medical data forms were prepared and/or coordinated by HelpNow doctors as of December 30, 2022.





Results: HelpNow Poland



#HelpNowHub Poland Infoline was launched on the 11 of May 2022, providing support to Ukrainian key population in Poland, including enabling clients to obtain a PESEL number and be able to receive medical care, including ART and ST treatment.

The total number of directed and processed phone calls from 11/05/22, the start of operation of three hotline numbers throughout Poland as of October 31, 2023, is 10750. Monthly average number of coordinated requests was nearly 590 per month. In Poland, the vast majority of the requests were related to Social issues, counting approximately half out of the all requests. The access to ARV`s related information was requested and coordinated 3250 times, coming to 30% out of all requests.

A relevant chat group for communication and exchange of experience between representatives of key populations has been created and moderated by the project consultants on Telegram, which has received a wave of support from the community and helps to integrate Ukrainians into the medical system, build social connections and maintain treatment adherence, share personal experiences and advice on conditions and medical guarantees in the EU region and other countries. All chat participants belong to key groups (participants pass a test questionnaire before entering the chat, clarify the terms of using the chat, the rules of communication, and maintain the confidentiality of information - each participant is consulted separately by the chat moderator).



MAIN SUBJECTS OF APPEALS AND REQUESTS TO THE #HELPNOWPL HUB:

1. Comprehensive work to expand access to therapy for Ukrainian refugees in Poland

- 1.1. Searching, referring and assistance in obtaining ART, ST at the place of stay; viral hepatitis and TB treatment options
- 1.2. Motivational counseling on treatment adherence, regular ART intake, monitoring of tests and general health, regular visits to specialists
- 1.3. Counseling on the possibilities of treatment and stay in other EU countries (Germany, the Netherlands, Italy, Greece, the Czech Republic, Hungary, Israel, Cyprus, Switzerland).

2. Strengthening work with representatives of key population groups of Ukrainian refugees in Poland

- 2.1. Counselling support in cases of discrimination and rights violations

- 2.2. Algorithms for obtaining pre- and post-exposure prophylaxis
- 2.3. Pre- and post-test counseling and psychological support
- 2.4. Making appointments with infectious disease specialists, psychiatrists, specialist doctors and family doctors (first contact doctors) through hospital and polyclinic registers, accompanying patients by telephone (language barrier), assistance with prescriptions and analogues of medicines in Poland.
- 2.5. Requests for disclosure status counseling for relatives, family, children and children living with HIV
- 2.6. Focus on the mental health of Ukrainian members community, case management and psychological support, counseling and support from specialists (psychiatrists)

3. Provision of social / legal consultations to representatives of key population groups of Ukrainian refugees in Poland

- 3.1. Lists of necessary documents and algorithms of actions for legalization of stay in the country.
- 3.2. Receipt of payments from host states, receipt of material assistance (payments) from international bodies and local voluntary centers and organizations, registration and codes for prescription and non-prescription drugs in pharmacies.
- 3.3. Housing, employment, enrollment in local schools and kindergartens, disability payments (disability group processing), payments and co-financing for children in education (up to 21 years of age).
- 3.4. Registration/renewal/renewal of documents (Ukrainian and foreign passports), guardianship of children in Poland, placement of children in consular registry, notarised sworn translations (birth, marriage, divorce certificates), death and birth registration in Poland.
- 3.5. Opportunities for material, monetary, food support (shopping cards) and immediate humanitarian needs (clothing, food).
- 3.6. Requests for personal support (people with disabilities, large families, pregnant women, clients with psychiatric disorders and representatives of key groups in difficult life circumstances), fear of disclosing status and confidential information to third parties (issues of stigmatization and internal stigma).
- 3.7. Requests for information on the specific treatment of chronic and acute conditions (emergency services, ambulance services, hospital admissions, receiving outpatient treatment and specialist supervision).
- 3.8. Inquiries regarding legal support (visa-free issues, border crossing, residence permits), issues of obtaining a secondary education certificate (Ukraine, Poland) and admission opportunities for applicants; continuation of studies and acquisition of education by students of higher education institutions of Ukraine.
- 3.9. Inquiries regarding the coverage of transport costs and the possibility of discounted travel in various voivodeships.

#HelpNowPL supported key populations and people living with HIV+ who have been forced to leave Ukraine and were in Poland. Hub allowed you to navigate the available opportunities and restore access to treatment and services provided by the project and the state.

EVOLUTION AND PERSISTENCE: THE EMERGENCE OF THE «HELP NOW HUB» FOUNDATION

Building upon the groundwork laid by HelpNowPL, a notable transformation unfolded during the period of August to October, 2023. This phase marked the official registration of the Poland-based Foundation, aptly named «Help Now Hub.» The establishment of this

Foundation signifies a pivotal step towards the sustained provision of vital community-based services to Key Populations (KPs) and Persons Living with HIV (PLHIV) arriving from war-torn Ukraine to Poland.

MISSION AND CONTINUING SUPPORT IN TIMES OF CONFLICT

The primary objective behind the formation of the “Help Now Hub” Foundation remains steadfast: to extend unwavering support and assistance to those affected by the ongoing war in Ukraine, seeking refuge in Poland. The newly established Foundation pledges to carry forward the legacy of HelpNowPL by maintaining a robust framework for

community-based services. Its mission revolves around catering to the specific needs of KP individuals and PLHIV, ensuring continued guidance, aid, and support for all who seek it amidst the conflict’s tumultuous circumstances.

AN INCLUSIVE APPROACH TO HUMANITARIAN AID

A central tenet of the Foundation’s vision is inclusivity. Beyond catering exclusively to specific groups, it stands committed to providing assistance and aid to anyone in need, embodying an ethos of compassion and

solidarity with all individuals facing challenges due to displacement or the ravages of war. Providing support to KP’s and PLHIV from among Ukrainian refugees in Poland.

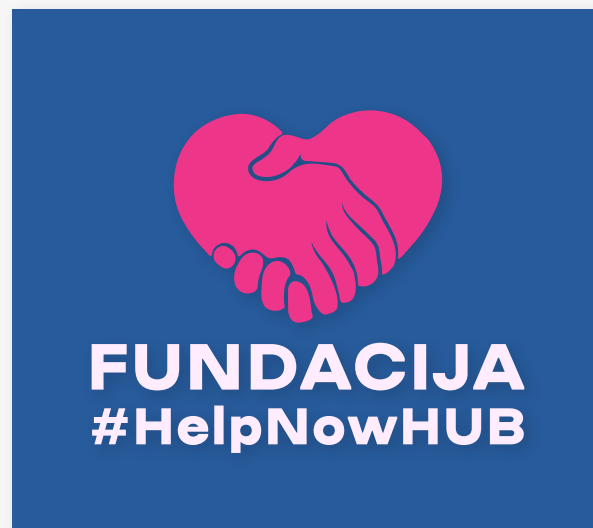
HOLISTIC ASSISTANCE AND OUTREACH IN CONFLICT ZONES

The “Help Now Hub” Foundation aims to offer a range of comprehensive services that encompass not only immediate necessities but also holistic support. These services include but are not limited to access to essential healthcare, psychological support, legal guidance, and social services. The Foundation strives to create a safe space where individuals can access multifaceted assistance, ensuring

their well-being and fostering a sense of belonging within the Polish community and Polish-Ukrainian community of PLHIV and KP’s, particularly for those affected by the harrowing consequences of war.

CONTINUITY AND GROWTH AMIDST WAR

With its inception, the Foundation sets its sights on sustained growth and expanded outreach. Through collaborations, partnerships, and community engagement, it aims to broaden its reach, touching the lives of a larger number of individuals in need amidst the challenges and adversities posed by the ongoing conflict, thereby creating a more significant impact within the local and regional context.



COMMITMENT TO HUMANITY IN TIMES OF WAR AND CRISIS

Above all, the establishment of the “Help Now Hub” Foundation is a testament to the unwavering commitment to humanity amidst the ravages of war. It embodies the spirit of empathy, solidarity, and proactive engagement in addressing the challenges

faced by displaced individuals, further emphasizing the essence of community-driven support and resilience in times of conflict.



Results: HelpNow Germany



#HelpNowDe (HelpNow Germany) hotline began its work since April 20, 2022. As of June 30th, 2023 in total 4316 consultations were provided to key populations among Ukrainian refugees in Germany.

Out of a total of 4316 consultations, almost 40% were regarding the access to ARV`s in Germany, while another 40% were regarding Social issues and support, and Other issues, including COVID-19 related informations.

HelpNow Germany have supported beneficiaries from the moment of making a decision to leave Ukraine due to the war to the moment of receiving the necessary medical assistance in Germany.

In 2022 and 2023 we have an increased number of enquiries from Ukrainians in refugee camps in major German cities: Hannover, Hamburg, Bremen, Stuttgart, Cologne.

Refugee camps were overcrowded and people were unable to get medical and social assistance.

We supported our clients, HIV - positive refugees- citizens of Ukraine who receive and need ART, OST, treatment of viral Hepatitis, Tuberculosis and were forced to change their place living through the war. from the moment of making a decision to leave Ukraine due to the war to the moment of receiving the necessary medical assistance in Germany.

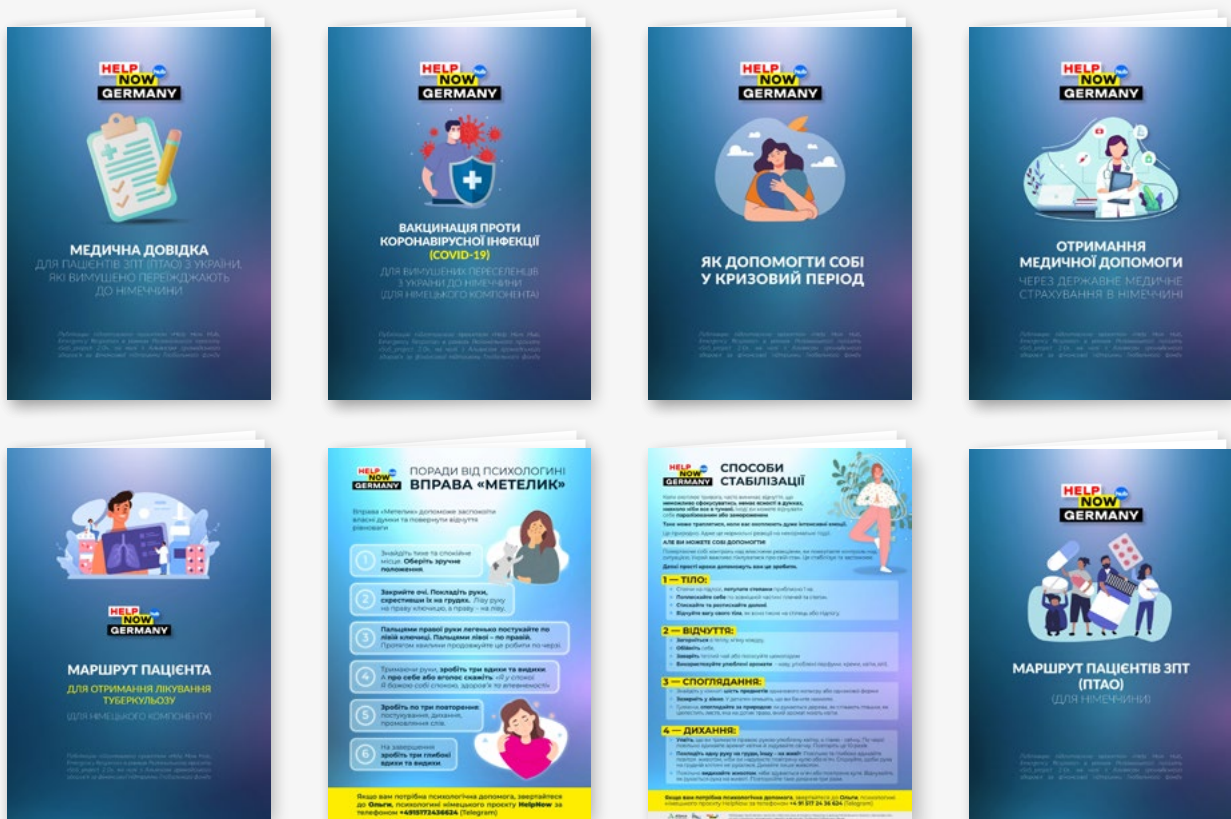


We created a well-established system “patient - request - received help”, which will have the most simple, transparent and understandable route for receiving ART, OST, treatment of viral Hepatitis, Tuberculosis.

IN 2022-2023 HELPNOWDE PROVIDED FOLLOWING ACTIVITIES:

- routinely monitored the situation regarding access to ART and OST in different regions of Germany and navigated ART and OST patients to those regions where there was current access to treatment;
- organised care and medical and social support for HIV-positive patients and patients in refugee camps;
- provided counselling on resolving social issues and obtaining health insurance;
- referred patients to the nearest doctor (family doctor or infectious disease doctor) for consultation, necessary examinations, obtaining prescriptions for drugs;
- organised information and referral of Ukrainian HIV-positive refugees for necessary vaccinations, integrated patients into the medical and social system of Germany (consultations on obtaining medical insurance);
- provided translation services (online) during a visit to a doctor and translation of necessary medical documents;
- provided connection with Ukrainian doctors to obtain information about treatment in Ukraine;
- organised support for HIV-positive pregnant women, assisted with documents for child registration online consultations of a psychologist;
- conducted regular chat with HIV - patients;
- created online women’s club for HIV-positive Ukrainian refugee women.

As of June 30, 2023, HelpNowDE ceased its formal operations. Despite this closure, a dedicated group of consultants has generously volunteered their time to continue providing support. Notably, since July, numerous assistance requests originating from Germany have been redirected to the HelpNow Service, where these committed volunteers have stepped in to offer their expertise and aid. This transition has ensured that crucial support remains available to those seeking assistance in the wake of HelpNowDE’s closure.



Results:

HelpNowHUB - Online Platform

The inception of the Online HUB in May 2022 marked a pivotal milestone for the project. Over the course of its operation, the HelpNow HUB website became a repository of knowledge, amassing nearly 400 articles, materials, and news stories in both Ukrainian and English. These resources encompassed a wide array of topics, from guidance on HIV, ARV, and access to treatment and testing for key populations in host countries to psychological recommendations, roadmaps, guidelines, and uplifting success stories.

Throughout the 20-month support period, our platform cataloged and disseminated close to 90 stories detailing the assistance rendered. Collaborating with other services within the project framework, we compiled and shared nearly 50 recommendations, roadmaps, and essential tips tailored specifically for Ukrainian refugees among Key Populations. Additionally, our dedicated psychologists, stationed at the Hubs in Poland and Germany, contributed over 45 psychological recommendations for these key populations.

The repository of support stories and invaluable information remains accessible through our website's «Useful Materials» section at: [HelpNow HUB Useful Materials](#).

To gather feedback from HelpNow Service users, we established the «Life Book» section, conducting interviews and showcasing success stories on the project website and social media platforms: [Life Book Section](#).

Our platform garnered significant traction, recording over 90,000 unique users and more than 200,000 page views. Continuous engagement was sustained across various social media channels, averaging at least 10 posts and stories per week. Recognizing the need for direct engagement, we launched a dedicated Instagram Page for HelpNowHUB, solidifying our commitment to accessibility and information dissemination. In 2023, this Instagram Page became the primary communication channel, showcasing joint publications with APH.

CHANNELS UTILIZED FOR COMMUNICATION:

- **Alliance Consultancy Facebook Page:** Alliance Consultancy Facebook Page
- **HelpNowHUB Instagram:** HelpNowHUB Instagram
- **Alliance for Public Health Instagram Page:** APH Instagram
- **SoS Project Facebook Page:** SoS Project EECA Facebook Page
- **Alliance for Public Health Facebook Page:** APH Facebook Page

In total, we published more than 700 social media posts and stories across Facebook and Instagram. To further broaden our outreach, we employed diverse formats such as Stories on Facebook and Instagram, as well as video visualizations tailored for the German and Polish HUBs.

The journey of HelpNowHUB has been nothing short of impactful, highlighting its indispensable role as a powerhouse of knowledge and a robust support platform. By curating a wealth of comprehensive resources, sharing compelling success narratives, and harnessing the potential of social media strategically, this initiative not only disseminated crucial information but also cultivated a profound sense of community engagement.

In its stride, HelpNowHUB went beyond the conventional, extending invaluable assistance to key populations. Its initiatives left an enduring legacy by providing unwavering support and empowerment within the specific communities it aimed to uplift. The ripple effect of its efforts continues to resonate, echoing the profound impact of its support and the lasting imprint it left behind.



THE HELP, THAT CANT WAIT!

Our unique and innovative features were:

- **Comprehensive approach to addressing the response** - combination of providing information with individual approach and virtual (and sometimes real life) case-management and address social and humanitarian support.
- **Utilising digital technology and combining it with high level medical professionals** – developing the medical professionals capacity and strengthening their opportunity and possibility to give a better response to the situation as well as providing the client with the easiest / most convenient method of communication and collaboration with the doctor
- **Community led / peer support in countries** - our teams / infolines include representatives of target communities that offer peer-to-peer counselling / consultations based on their own experience
- **A strong referral and navigation between the components of the projects as well as existing services.** Entering the HUB and web page, the patient has the possibility from one entry point to request and receive information, receive coordination and navigation services and support, request technical support and direct services.
- **Development of patients' algorithms** - unique user-friendly materials that guide the client through the process from leaving their home city/Ukraine to undergoing all necessary registration processes and receiving all social support and required medical and other related services.
- **Including the Clinical component** to the comprehensive package of services within the HelpNow Hub and the integration of our efforts with the HIV Healthcare system of Ukraine.
- **In partnership and close coordination with the Public Health Centre of the MOH of Ukraine we created a network of medical doctors** – infectious diseases specialists who are currently directly involved in HIV care in Ukraine. This group of medical doctors includes 26 HIV specialists from all regions of Ukraine, with a median experience in HIV care of 19 years. HelpNow doctors and Online Doctors are providing medical care to internally displaced patients with HIV, provide online consulting of Ukrainian patients both in Ukraine and in other countries using all possible online communication measured, including the online platform for clinical consultations (Help24), and they are directly involved in the Data sharing algorithm created by the PHC of the MOH of Ukraine together with international partners – **WHO, CHIP, EACS, ECEE and ECDC** (<https://apps.who.int/iris/bitstream/handle/10665/353083/WHO-EURO-2022-5288-45052-64211-eng.pdf>).
- **Regarding the online consulting of Ukrainian patients using the online platform for clinical consultations** (Help24), on May 23 HelpNow Hub introduced a unique for Ukraine approach, creating a depersonalised profile of a medical doctor, providing access to online HIV care for Ukrainian patient from 9 am till 9 pm every day, 7 days a week (doctors have one 4-hour shift/week).

Conclusions:

- 1. COLLABORATIVE RESILIENCE:** The HelpNow HUB stands as a testament to the remarkable potential unleashed by collaboration and resilience amidst challenges. Its success story embodies the collective strength of diverse organizations and volunteers, surpassing limitations to offer vital support. It highlights the potency of unity, demonstrating how it conquers even the most daunting circumstances.
- 2. IMPACTFUL SERVICE DELIVERY:** Throughout its 20 months of operations, #HelpNowHUB has exemplified a commitment to action, delivering over 37,000 vital services to Persons Living with HIV (PLHIV) and Key Populations (KPs) among Ukrainian refugees and Internally Displaced Persons (IDPs). This numerical testament underscores the tangible impact of the initiative, showcasing its ability to navigate challenges and consistently provide essential support to those in need. The quantifiable scope of services reinforces the dedication and effectiveness of #HelpNowHUB in meeting the specific needs of the affected communities, further solidifying its role as a beacon of humanitarian excellence.
- 3. HUMANITARIAN INNOVATION:** The initiative's rapid, tailored response to the crisis revealed a landscape of innovative solutions crafted specifically for the urgent needs of PLHIV and KPs impacted by the conflict. This acts as a beacon of inspiration, stressing the significance of adaptable, swift, and responsive humanitarian aid models during crises, setting a precedent for future initiatives.
- 4. EMPOWERMENT OF COMMUNITIES:** HelpNow HUB's comprehensive services didn't just provide immediate aid; they empowered communities by granting access to critical resources, services, and information. This emphasized the importance of fostering self-reliance and empowerment within affected populations, ensuring sustained resilience beyond short-term assistance.
- 5. GLOBAL IMPACT AND SOLIDARITY:** Encompassing over 50 countries and 200 cities, the initiative's widespread outreach symbolizes global solidarity and humanity's interconnection during trying times. The cross-border outpouring of support accentuates the profound impact that collective goodwill can achieve, showcasing a global network of compassion.
- 6. SUSTAINED COMMITMENT:** The continued provision of services even post-project conclusion reflects an enduring dedication to humanitarian causes. This ongoing support signifies an unwavering commitment to assisting those who persist in facing challenges beyond the formal conclusion of aid initiatives.
- 7. LESSONS FOR FUTURE RESPONSES:** The triumph of HelpNow HUB imparts invaluable lessons for future emergency responses, spotlighting the necessity of swift action, collaboration, adaptability, and ongoing support in addressing humanitarian crises worldwide. Its success story serves as a guidepost for effective strategies in similar circumstances.
- 8. EMPATHY IN ACTION:** Above all, HelpNow HUB's journey illustrates the transformative influence of empathy translated into action. It demonstrates the profound impact that a compassionate, united effort can have on alleviating suffering and nurturing hope in the lives of individuals weathering crises.

In conclusion, HelpNow HUB's journey stands as a shining beacon, illustrating how collective action, innovation, and unwavering commitment can genuinely impact individuals and communities grappling with adversity. It remains an inspiring testament to the resilience and inherent generosity of the human spirit, inspiring others to follow suit.

Thank you!

Dear Supporters, Partners, Donors, and Team Members,

We want to extend our deepest gratitude to each of you for your invaluable contributions to the remarkable journey of HelpNow HUB. Your unwavering support, dedication, and commitment have made an indelible impact on the lives of countless individuals and communities facing crises.

To the exceptional individuals at the core of HelpNow HUB, your dedication and tireless effort have been the driving force behind this initiative's success. Your unwavering commitment has brought our collective vision to life and touched the lives of those in need.

Every member of our team has played an indispensable role in this transformative journey. Your resilience, dedication, and pursuit of excellence have turned challenges into opportunities, creating positive change and leaving a lasting impact.

We acknowledge and celebrate the countless hours, sacrifices, and unwavering determination of each team member. Your collaborative spirit, innovative thinking, and support for one another have formed the foundation upon which HelpNow HUB stands today.

Your commitment to our shared mission and your compassion for those in need have set an extraordinary example for everyone. Through your collective efforts, obstacles have become stepping stones toward progress.

Thank you for your unwavering dedication, resilience, and passion. Your commitment to making the world a better place through HelpNow HUB has been truly inspirational.

We extend immense thanks to our partners whose collaborative spirit and shared vision have been fundamental to HelpNow HUB's success. Your support and innovative ideas have amplified our ability to reach those in need, showcasing the power of unified action.

Heartfelt appreciation goes to the state institutions, international organizations, and donors whose support, guidance, and generosity have been invaluable. Your contributions have shaped HelpNow HUB into a beacon of hope and resilience on a global scale.

Every contribution, regardless of size, has been crucial in shaping this narrative of compassion and solidarity. Your dedication and generosity have not only impacted lives but have also inspired others to join in creating a more resilient world.

Thank you for being an integral part of the HelpNow HUB family and for your unwavering commitment to humanitarian causes. Together, we continue to make a profound difference.

With heartfelt gratitude,

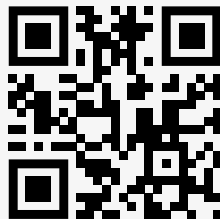
#HelpNowHUB and Alliance Consultancy

We do not stop there, and we will develop our service further to help as many Ukrainians from among the PLHIV and key population who need help in these difficult times as possible)

To be continued...

Together we shall win! Glory to Ukraine!

MAKE A DONATION



DONATION

<http://donate.aph.org.ua>

“Alliance Consultancy”, #HelpNow HUB

Contact persons:

Vlasta Brodska,

Director

e-mail: brodska@aph.org.ua

Armen Aghajanov,

Communications Manager, HelpNow HUB

e-mail: armen.aghajanov@gmail.com

Phone: +38 (093) 532 1129 (also
Viber, Telegram, WhatsApp)

Inna Gavrylova

#SoS_project 2.0 PR & Communications

e-mail: gavrylova@aph.org.ua

web: helpnow.aph.org.ua

FB: [SoSprojectEECA](https://www.facebook.com/SoSprojectEECA)

Instagram: [/helpnow.aph.org.ua](https://www.instagram.com/helpnow.aph.org.ua)