NGO – Local Government Relationships

in Addressing the Homelessness Problem

in Kyiv, Ukraine

By

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Appendix VI:

Author's Declaration Form (to be included in the final version of the thesis)

I, the undersigned, Yuliia Turba, candidate for Public Policy, declare herewith that the present thesis is exclusively my own work, based on my research.
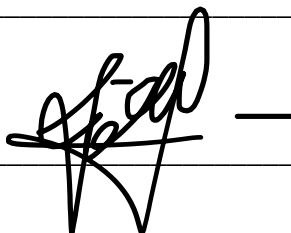
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Abstract

Homelessness remains a pressing global issue, and in the dynamic landscape of Ukraine's decentralization process, non-governmental organizations (NGOs) have stepped up to address this challenge. This study focuses on the partnership between NGOs and the City Council of Kyiv, Ukraine, exploring how they approach the challenging problem of homelessness. The author examines their collaboration forms by applying the Najam Four-C's Model. Through interviews with representatives from the Department of Social Policy of Kyiv and NGOs, the findings reveal a limited cooperation form between NGOs and state authorities in tackling homelessness. This means that both actors pursue the same goals and methods but lack the proper dialogue and more joint coordination to improve the well-being of homeless people in Kyiv. This research also sheds light on the dynamics of this collaboration and contributes to the ongoing efforts to fight homelessness in Kyiv.

Table of Contents

Introduction

The problem of homelessness evokes many concerns because it is significantly visible worldwide and its scope has been intensifying over the past decade. According to the United Nations (2020), approximately 1.6 billion individuals worldwide are living in inadequate housing conditions, which makes it a global issue.

Homelessness in modern Ukraine is not a marginal phenomenon that can be solely attributed to an individual's lifestyle or seen as a matter of personal choice. Instead, it is a socio-economic consequence, directly stemming from widespread poverty influenced by many factors, especially by war, economic instability, and social disorganization. In a society like Ukrainian, where poverty is prevalent, a considerable portion of the population faces a high risk of homelessness. It also has deep roots in history, such as in the Soviet Union, where even at the legislative level, homelessness was generally recognized as a "way of existence" and not as a lack of housing. Homeless people were forbidden to come within a hundred kilometers of the largest cities — Moscow, Leningrad, Kyiv, and others (hence, there is a common expression "one hundred and first kilometer"). Since these times, there has been a stereotype existing in society of people living below w the poverty line as an immoral, criminal, and antisocial element (Varoli 1997).

1. The Background and Current State of Homelessness in Ukraine

According to the official records of the Ministry of Social Policy of Ukraine (2021), there were 50.5 thousand individuals registered as homeless in the registration centers as of January 2021. However, based on the information provided by Ivan Kovalyshyn, the President of the association "Narodna Dopomoga," there is a belief among members of various public organizations that the actual numbers of homeless people in Ukraine are significantly higher than the figure reported by the Ministry of Social Policy. Kovalyshyn suggests that the number could be close to 200 thousand individuals (Ampilogova 2019). Following the extensive Russian invasion of Ukrainian territory starting on February 24, 2022, there has been a notable rise in the number of people experiencing homelessness. Official data indicates that as of the beginning of May this year, approximately 400,000 Ukrainians have been displaced and left without housing, with 135,000 individuals filing applications for damaged or destroyed housing (Melnyk 2022). Considering the ongoing nature of the war and the challenges in achieving a resolution, it is possible that the number of homeless people may continue to grow in the future, which makes it necessary to address the issue of homelessness urgently and implement effective measures to provide support and assistance to those affected.

2. Legal Protection for Homeless Individuals in Ukraine

The legal status of homeless people is addressed by the Law of the Constitution of Ukraine "On the Basics of Social Protection of Homeless Citizens and Homeless Children,"

which was initially adopted in 2005 and has undergone several amendments over the years. The law defines the concepts of "homeless person" and "homeless child", as well as establishes the rights and obligations of the state, citizens, and other subjects in the field of social protection of these categories of people. These include – the right to respect their dignity, health care, social protection, legal aid, applying in accordance with the legislation with statements and complaints to state authorities and local self-government bodies, and obtaining information about their rights and obligations. In addition, this law officially allows keeping records of homeless people at the state level, registering their location, and opening new institutions to provide social services (Constitution of Ukraine 2005, 343, 354, 80). In essence, the law ensures that homeless individuals have the same rights as fully secure citizens. However, according to Shlapak (2021) the need to provide conditions and social services for them to exercise these rights as homeless individuals remains.

In Ukraine, the provision of social services is decentralized, placing the responsibility on local governments to deliver these services to the population. Local authorities differ in their administrative and financial resources, and not all of them can provide the same financial support for institutions. Regarding homeless individuals, there has been a significant decrease in the number of institutions and specialized facilities catering to their needs, with a reduction of 14 units since 2018. Currently, there are 101 establishments available to address the requirements of the homeless population. Furthermore, the social protection institutions designated for homeless people are equipped with a capacity of only 1.8 thousand beds, which shows that the availability of beds is significantly lower than the actual demand (Ministry of Social Policy of Ukraine 2021). In fact, the area of social protection has not been prioritized in terms of funding, including

3

infrastructure development, financial support, and the salary fund for social workers (Babych, 2022).

3. The Role of NGOs in social services provision in Ukraine

When the government fails to provide an adequate quality of social services, non-governmental organizations step in to help. They provide crucial assistance and services to support low-income and vulnerable people. These organizations work diligently to ensure access to essential necessities such as housing, healthcare, and education, which are crucial for people in need.

"A Non-governmental organization (public association) is a voluntary association of individuals and (or) legal entities under private law for the exercise and protection of rights and freedoms, the satisfaction of the public, in particular economic, social, cultural, environmental and other interests." (Constitution of Ukraine 2014, 593). Since the country's independence in 1991, NGOs have been active in addressing a wide range of social, economic, and political issues, which resulted in a rise of the officially registered NGOs. As of January 1, 2021, there were approximately 160,000 registered civil society organizations in Ukraine. Among them, there were 92,470 public organizations, 1,875 civic unions, 26,651 religious' organizations, and 19,812 charitable organizations (USAID, ICNL, FHI360 2021, 4). Despite the extensive registration of NGOs, only a small fraction of them operates actively and consistently, while the majority exist merely on paper. Various estimates suggest that actively functioning and continuously engaged public organizations constitute only 8–9% of the total number in Ukraine (Kravchenko 2014).

It is worth mentioning that the current Ukrainian government actively promotes collaboration between NGOs and local and regional councils. This is supported by the National Strategy for the Development of Civil Society in Ukraine for the period 2021–2026. The main goal of the most recent strategy plan for 2024 is to create favorable conditions for the development of civil society, strengthen its potential, and support civil society organizations. It was implemented with the aim of ensuring greater citizen participation in decision-making, increasing accountability of governmental structures to society, and fostering sustainable social, economic, and cultural development in the country. This strategy contributes to the establishment of an open, democratic society where citizens can actively influence the development of their country and safeguard their rights and interests (Cabinet of Ministers of Ukraine 2023). In addition, since 2019, there have been legislative changes in Ukraine that have improved the provision of social services. Public organizations now have the capability and actively deliver social services to their target audience. The provision of social services by these organizations is regulated by relevant laws, such as the "On Social Services" (2019) and "On Social Work with Families, Children, and Youth" (2001). The specific range of social services that public organizations can offer is outlined in the Ministry's order, which includes information dissemination, counseling, conflict resolution assistance, temporary accommodation, childcare, assisted living for the elderly and individuals with disabilities, social support, rehabilitation services, and provision of essential items like food, hygiene products, and clothing. These changes have enhanced the ability of public organizations to provide support and assistance to those in need (Cabinet of Ministers of Ukraine 2020).

Overall, these laws benefit NGOs in Ukraine helping homeless people by providing clear rules and guidelines for delivering social services, ensuring credibility and professionalism. They

also allow NGOs to access state funding and streamline service provision through the social ordering system, making it easier to support those in need.

4. Research Objectives and Methodology

What is the primary motivation behind conducting this study? Despite the fact that Ukraine's current legislation on the social protection of homeless people is well-developed, the problems arise during the implementation process as the local governments cannot fully fulfill their obligations. The issues of social welfare provision are characterized by a few patterns such as lack of transparency and increased risk of misuse of government funds, police corruption, weak of homeless people's efforts to leave the street life behind, etc. (Skipalska 2022). This leads to the question in which form does the local government - NGOs partnership exist.

Kyiv, the capital city of Ukraine, serves as a crucial location to study the partnership between the government and NGOs in addressing homelessness due to its significant urban population, diverse socio-economic dynamics, and growing homelessness issue.

The central research question guiding this literature review is: What is the form of the local government - NGOs relations in addressing the homelessness issue in Kyiv? By examining this research question, the study aims to shed light on the role and potential of these two actors' collaboration in tackling homelessness, providing valuable insights for policymakers, practitioners, and researchers working in this field.

In this study, Najam's theory of Four-C is adopted as the main theoretical framework. It provides a comprehensive understanding of the four different types of relationships that can exist between government agencies and NGOs: cooperation, complementarity, co-optation, and

confrontation.

The hypothesis of this study suggests that local government and NGOs in Kyiv, Ukraine work together in a cooperative way. This is because the laws in Ukraine support collaboration between the government and NGOs to solve social issues like homelessness. Furthermore, both actors share a common goal of addressing the problem of homelessness and improving the well-being of the affected individuals.

The research methodology employed in this study is a qualitative approach, aiming to gain an in-depth understanding of the relationship between local government and NGOs in addressing homelessness in Kyiv, Ukraine. Two specific techniques were utilized: expert interviews with representatives from Kyiv NGOs and the local government's Department of Social Policy, and desktop research, which involved analyzing legal documents, media sources, governmental reports, and existing research papers. To ensure ethical considerations, participants were asked to provide informed consent, and their confidentiality and anonymity were optionally maintained.

The thesis is structured into seven chapters. Firstly, the introduction presents the problem of homelessness and emphasizes the significance of studying the collaboration between local government and NGOs. Moving on to the literature review, Najam's Four C's theory is reviewed, alongside a discussion of theoretical perspectives on NGOs' role in governance and homelessness in Kyiv. The third chapter outlines the research methodology, including details on the research approach, data collection methods, and ethical considerations. The next chapter presents the findings and discussions, categorizing NGO-government relations in various areas such as housing, shelters, rehabilitation, funding, and awareness campaigns. The conclusion summarizes the findings, evaluates the research question, and provides practical

recommendations. Finally, the sixth and seventh chapters include references and the appendix correspondingly.

1. Literature Review

The literature review section of this thesis aims to provide a comprehensive overview of the existing knowledge and theoretical perspectives surrounding the relationship between non-governmental organizations (NGOs) and local governments in addressing the issue of homelessness. It serves as a foundation for understanding the complexities, challenges, and potential opportunities that arise from the collaboration between NGOs and local government in tackling this problem.

The central research question guiding this literature review is: What are the NGOs – local government relations in addressing the homelessness issue in Kyiv?

This literature review will begin by presenting The Four C's of Government theory by Najam, and define key terms such as homelessness, NGOs, and government collaboration. It will then explore the existing conceptual frameworks and theoretical perspectives that underpin the study of governance cooperation and collaborative efforts between NGOs and local government in addressing homelessness. Furthermore, it will analyze the strengths and limitations of these theoretical perspectives in the specific context of Kyiv.

1.1. The Four C's of Government – NGOs Relations: Najam's Theory

In this chapter, the framework proposed by Najam will be examined as a main theory to understand the relationships between NGOs and the local government in addressing

homelessness in Kyiv (2000). This framework categorizes their interactions, by exploring which we can gain valuable insights into the dynamics of their collaborations and develop a comprehensive understanding of how they impact the efforts to address the homelessness issue in Kyiv. In this context, Najam's theory offers a valuable framework for comprehending the intricate dynamics between the local government and NGOs and identifying the exact collaboration type.

The relations between NGOs and the government are often poorly understood and oversimplified. In his work "The Four C's of Third Sector-Government Relations: Cooperation, Confrontation, Complementarity, and Co-optation," Najam claims that the relationships between government organizations and non-governmental organizations are complex and require an understanding of their nature. The author argues that these relationships are not simple and involve multiple factors that influence the interactions between the two types of organizations.

To address this, he proposes a four-C framework based on institutional interests and preferences for policy ends and means. According to Najam, the relationships between NGOs and governments can be categorized as confrontational, cooperative, co-optive, and complimentary. A confrontational relationship involves both parties considering each other's goals and strategies as contradictive and opposing, resulting in a refusal to cooperate. In the complementary relationship, the government and NGOs pursue similar aims but apply different methods of achievement. In co-optive relations, the government and NGOs prefer similar strategies but want to achieve different goals. Finally, in cooperative relations, there is often a similarity in policy goals between government agencies and NGOs, as well as similar strategies for achieving these goals, resulting in an agreement on the means (Najam 2000).

It has been studied that nowadays, the interactions between NGOs and governments are

becoming more frequent in the policy stream, occurring either intentionally or unintentionally. According to Tshiyoyo (2022), the analysis of the provision of public services, or collective goods, has undergone a significant shift in recent years. The author states that previously, the delivery of such services resulted mainly from collaboration between governmental functions and markets. However, today this process includes a third component, represented by the non-profit sector for a few reasons. Firstly, the governments are finding it challenging to be the only player in designing and implementing public policies, because there is an increasing complexity of global issues. Additionally, the involvement of non-state actors provides new perspectives and resources to the table that can help address policy-connected challenges. Secondly, it is necessary for governments to establish provisions to guarantee that the participation of NGOs is done in an organized and structured manner, in order to ensure the effective provision of services. Furthermore, according to Edwards, it is important to prevent the work of non-governmental actors from being biased in favor of certain groups and to avoid causing disruptions in the system (2017).

Najam's theory has broad applicability across different fields of government-NGOs collaborations, encompassing areas such as ecology, homelessness, education, and beyond. However, while applying this framework to this study, it is essential to acknowledge the specific context of Kyiv and the distinct challenges faced by homeless population in the city. This necessitates an approach that goes beyond theoretical perspectives and emphasizes the need for collaboration between NGOs and the government. This partnership is important because by working together, the stakeholders can develop comprehensive and effective solutions tailored to the specific needs of homeless individuals in Kyiv, thus making a meaningful impact on reducing homelessness and improving the overall well-being of the community.

1.2. The Strengths and Limitations of Using Najam's Theory in the Context of Managing

Homelessness in Kyiv

When considering the strengths and limitations of using Najam's framework in the context of managing homelessness in Kyiv, several points can be highlighted.

The proposed framework provides a clear conceptual understanding by categorizing the relations between NGOs and the local government in Kyiv. It examines various modes of collaboration, including cooperation, disagreement, support, and divergent approaches despite shared goals. This comprehensive analysis helps elucidate the impact of these collaborations on addressing homelessness. Moreover, using this framework facilitates the comparison and contrast of different collaborative approaches between NGOs and the local government in Kyiv, enabling a better understanding of their effectiveness and overall impact.

Speaking of the limitations, the framework's contextual specificity may be a concern. While it offers a valuable understanding of collaboration relations in general, it may not fully capture the unique social, political, and economic conditions of Kyiv. The historical background of Ukraine, particularly its previous affiliation with the Soviet Union, can exert a significant impact on the findings and implications of this study. Furthermore, the categorization of relationships into distinct types may oversimplify the intricate nature of NGO-government interactions. Real-world partnerships often exhibit elements of multiple categories and may evolve over time, defying rigid classifications. For instance, a collaboration between NGOs and the government in managing homelessness in Kyiv may involve aspects of cooperation, confrontation, and complementarity simultaneously, depending on the specific issue or stage of the collaboration. Additionally, the framework lacks the nuance necessary to address the specific

challenges and complexities of tackling homelessness in Kyiv. It provides a broad overview of collaboration types but may not offer detailed insights into the local context's specific strategies, policies, and obstacles.

1.3. Understanding Homelessness: Conceptual Framework

Studying homelessness is important as unfortunately, there is a widespread belief in society that homeless people have consciously chosen this lifestyle and are themselves responsible for their situation. However, this stigmatization is false, as homelessness can be the result of many complex social and economic factors. In addition, it poses numerous difficulties, including lack of food, health complications, and exposure to violence. Therefore, it's crucial to have a full understanding of what homelessness is and its effects to help effectively address this social issue.

There is a simple and complex approach to defining homelessness. On the one hand, homelessness is tightly linked to poverty and can be described as a social issue that pertains to individuals who lack a permanent and suitable place to live or stay (Ananko 2022). It can also be considered an extreme form of poverty, which is reflected in uncertain housing situations, limited renting options, and the absence of official registration in a particular place of residence. In his paper "Homelessness: Past, Present, Future" (2009), Hulchanski simply defines homelessness as "the experience of inadequate housing, inadequate income, and a lack of appropriate social supports". He argues that although the issue of homelessness is complex and multifaceted, it is still a problem of poverty and social inequality at its core.

On the other hand, the definition of homelessness is intricate and involves various social and economic factors that lead to unstable and poor housing conditions. Homelessness arises due to various factors, such as unaffordable housing, insecure tenancy, low income, individual crises,

poor health, mental health issues, addiction, traumatic experiences, problems faced by military veterans, child abuse, and involvement with the criminal justice system (Gaetz 2009). Indeed, people who do not have any shelter or accommodation are usually lonely, have no contact with relatives, are economically and legally unprotected, and do not receive proper medical care.

The phenomenon of homelessness poses a challenge for statistical measurement, as not all homeless individuals are officially registered as such, as noted by Kabachenko (2006, 220). Based on the latest national reports, it is estimated that in 2021 no less than 150 million people, or about 2 percent of the world's population, were homeless (Chamie 2021). However, globally about 1.6 billion, which is more than 20 percent of the world's population, may lack adequate housing (United Nations 2020). In fact, the visibility of homelessness has increased over time, as a majority of the current global population of 8 billion, 57 percent of which is located in urban areas, resides in proximity to the economically and politically powerful. This contrasts with 1950, when 70 percent of the world's population of 2.5 billion lived in rural areas, making housing problems largely invisible to urban centers (Statista 2022).

Understanding homelessness globally represents a significant challenge due to various reasons. One major difficulty is the lack of a universal definition, as homelessness can refer to inadequate housing, rough sleeping, or not having a permanent dwelling that provides a sense of security, identity, and emotional well-being. For example, in the USA, individuals and families who meet specific criteria, such as being under 25 years old and unaccompanied, or having experienced multiple recent moves without stable housing, are recognized as homeless. These criteria also apply to those facing barriers to employment or experiencing disability, ensuring that their housing situation is unstable, while in Ukraine it is not included in the definition (NCSL 2023). Without a globally agreed-upon definition, making accurate comparisons is

challenging. The United Nations recognizes that different countries have varying definitions, approaches, and standards for addressing homelessness based on cultural norms, perceptions of adequate housing, and social welfare provision, which means there is no one-size-fits-all definition of homelessness that can be applied worldwide (Salcedo 2019).

1.4. Non-Governmental Organizations in Governance: Theoretical Perspectives

"Non-governmental organization is a general term for an organization made up of private citizens and that has no affiliation with a government of any nation other than support from government sources in the form of financial or in-kind contributions." (Coppola 2020, 615). As a decisive stabilizing factor, NGOs serve as the basis of civil society and play a crucial role in ensuring a democratic path of development. Their social and political purpose is centered around providing assistance to individuals in addressing everyday problems, facilitating the identification of social and political initiatives, exercising self-government functions, and submitting proposals to public authorities regarding human rights issues, while also serving as bodies of public control over state activities to some extent. In addition, Galston (2000) claims that NGOs reduce the dangers of anomie by strengthening social ties, shaping public opinion, and providing a means for the non-instrumental expression of moral beliefs.

The society can resist the control of the government and promote human rights by creating new groups and organizations that focus on values like morality, spirituality, and individual dignity. Corry (2010) claims that the demand for NGOs is the highest in segments of society where the state is unable to effectively solve emerging social problems, which can often be quite acute. They are a part of a tertiary sector of the economy. So, the non-profit sector's level of development reflects how well society can self-organize, self-regulate, and self-govern,

allowing for a significant impact on socio-economic, political, and spiritual processes. Moreover, this impact provides opportunities for the population to be actively involved through collective action outside of government control. At the same time, such individuals are the primary driving force and indicator of the development of civil society, while public organizations serve as institutional forms of social activity (Pashchenko 2005).

Non-governmental organizations make an important contribution, not only in achieving results that instill optimism in protecting human rights worldwide but also by providing people all over the world with a literal means of protection. Therefore, understanding the interactions between NGOs and the government and identifying successful strategies is crucial. It allows for the improvement of policies and the strengthening of partnerships between these entities. As a result, in the context of this study, better outcomes can be achieved in addressing homelessness in Kyiv, leading to an overall improvement in the well-being of individuals in need.

1.5. The Role of Non-Governmental Organizations in Addressing Homelessness

From the perspective of managing homelessness, non-governmental organizations are primarily associated with providing direct services to homeless people, but it is important to recognize that modern NGOs working with this issue are multifaceted entities. In fact, together with front-line services such as accommodation and general engagement, they also carry out various other functions, including fundraising, human resources, communications, marketing, research, and advocacy (Allen 2016, 147).

Some countries demonstrate quite a successful cooperation between local authorities and NGOs in addressing homelessness. In particular, the statistics presented by the Ministry of Family, Labor and Social Policy of Poland indicate that in 2018, 126 out of 539 institutions providing shelter to the homeless in Poland, were directly managed by local government units.

At the same time about half (253) were mainly run by NGOs, which were commissioned by local governments, and 127 operated only as part of their statutory activity without public funds (Abdelhafez and Sidor 2021). Moreover, over the past two to three decades, Finland has successfully reduced homelessness, with the number of homeless people decreasing from 18,000 in 1987 to 10,000 in 1995 and reaching a low of 5,482 in 2018, making it one of the few EU member states to reach this. A key factor of this achievement is that homelessness prevention has evolved into a common goal, uniting non-governmental organizations, local municipalities, and the government towards a common goal (Kangas and Kalliomaa-Puha 2019).

Hungary is also a suitable example of how the government has been stepping forward towards the cooperation with NGOs. Today Hungarian non-governmental organizations commonly operate under a commission to provide emergency accommodation services and catering for homeless individuals. Municipalities may directly provide some of these services in conjunction with them too. In addition to these services, some NGOs are also actively engaged in advocacy efforts focused on housing rights, such as "The City is for All" Organization (2009). There are now 19 organizations that assist street sleepers in transitioning into affordable rental housing. Additionally, 20 other NGOs provide free legal advice, not only to homeless individuals but also to those who are at risk of homelessness (Albert et al. 2019).

Another example that emphasizes the significance of non-governmental engagement in managing homelessness is the fact that NGOs in Hungary provide a higher number of services compared to local authorities in several categories, which include emergency accommodations, rehabilitation institutions, old people's homes for homeless people, day centers, and street outreach services (Albert et al. 2019). Yet, a lot of NGOs dealing with the issue of homelessness

actively collaborate with local governments for funding and resources, coordinated and effective efforts, as well as to raise awareness and mobilize public support (Gazley 2007).

However, not all countries can boast of such success in managing homelessness through the joint work of governments and non-governmental organizations. In Malaysia, the initiatives of both the state and NGOs mainly aim for short-term results, and there is a lack of active collaboration between them. In fact, the situation has worsened as both parties blame each other for not properly addressing homelessness, which overall led to an increased number of homeless people (Adib, Hussin and Ahmad 2019).

As policies are being formulated and implemented, it is common for governmental organizations and non-governmental organizations to have different objectives, concerns, preferences, and resources, among other policy-related factors. This can result in situations where they need to work together, but also in situations where they may have conflicting interests (Najam 2000). This makes us question what forms of collaboration between governments and NGOs exist and what factors contribute to successful or unsuccessful collaboration in addressing homelessness in Kyiv.

3. Methodology

The research approach employed in this study includes qualitative methods to investigate the governmental-NGO relations in addressing homelessness in Kyiv, Ukraine. Two specific qualitative methods were chosen: desktop research and expert interviews.

Kyiv was chosen as the main location for studying the partnership between the government and NGOs in addressing homelessness for several reasons. As the capital city of

Ukraine, it is a significant urban center with a high population density and diverse social dynamics. This makes it an important context to examine the challenges and complexities of addressing homelessness on a larger scale. Secondly, Kyiv has been experiencing a growing homelessness issue, influenced by factors such as economic instability, social disorganization, and the ongoing war in the country. According to the Department of Social Policy of the Kyiv City State Administration, there were about 5,000 homeless people in Kyiv in 2020. However, these are only people who have registered with the Homeless Persons Registration Center. Unofficially, there are up to 20,000 people living on the streets of Kyiv, which is the greatest number in Ukraine (Vyshnytska, 2020). Also, Kyiv hosts several of the biggest NGOs in Ukraine, for example, "Dim Myloserdya" and "Help the Homeless", which are actively involved in addressing homelessness, working in collaboration with the government or independently.

Expert interviews were conducted with 4 representatives from Kyiv NGOs involved in managing homelessness and a representative from the Kyiv Department of Social Policy. These interviews provide valuable perspectives and in-depth insights into the dynamics of their collaboration and capture their perspectives, experiences, and the challenges they face in the government-NGOs partnership.

Desktop research involved analyzing legal documents, media sources, governmental reports, and existing research to understand the current state of governmental-NGOs relations in Ukraine. This method was selected to gather comprehensive insights into existing policies, initiatives, and frameworks related to homelessness management in Kyiv. It complements the interviews by providing a broader context and background information. The desktop research helps to gather comprehensive information about the current state of NGO-government relations, policies, and initiatives related to homelessness in Kyiv.

18

To ensure that the data collected is reliable and accurate, several steps were taken. Firstly, participants for the interviews were carefully chosen based on their knowledge and experience in the field of homelessness and NGO-government collaborations. This ensures that the information gathered is from people who are well-informed and relevant to the study. Secondly, the interviews followed a structured format, with carefully prepared questions, to make sure that the same topics are covered consistently in each interview. This helps in comparing the responses and making meaningful conclusions. Lastly, the data collected from interviews was cross-checked and compared with information from documents and other sources to ensure that the findings are consistent and trustworthy.

In addition, the analysis of collaboration between NGOs and the Kyiv local government will involve assessing housing opportunities, document renewal, winter warming shelters, and feeding points, rehabilitation programs, funding sources, and information campaigns serving as proxy indicators.

To analyze the collected data, thematic analysis, and content analysis were used. Thematic analysis helps us find important themes and patterns in the data, and meeting the trustworthiness criteria (Nowell, Norris and Moules 2017). In this particular study it gives us insights into how NGOs and the government work together to address homelessness. Content analysis, on the other hand, helps us study and organize the information in documents and reports, so we can better understand the strategies and approaches used, in this case, by NGOs and the government (Maier 2017).

Speaking of the ethical considerations, it is important to follow them because they guarantee that participants are treated fairly, data is collected and analyzed honestly and transparently, and the research findings are reliable and trustworthy (Ngozwana 2018). In this

study, they were carefully addressed to protect the rights and boundaries of participants. First, all participants were asked to sign a consent form to provide their permission to take part in the research. They also had a choice to remain anonymous or reveal their personal information during interviews. To address potential conflicts of interest or ethical dilemmas, a fair and transparent approach was employed. All potential conflicts or biases were recognized and actively addressed. The researcher maintained objectivity and impartiality throughout the data collection and analysis, ensuring that personal or professional biases did not influence the findings.

However, the research methodology in this study has certain limitations and constraints that need to be acknowledged. First, the limited time available for data collection and analysis may have restricted the extent and thoroughness of exploring all aspects of NGOs' collaboration with the local government in addressing homelessness in Kyiv. Secondly, the participation and willingness of the Kyiv government in the research, as well as their openness to disclose information, were limited. Also, due to the ongoing war, many statistical reports in Ukraine are not regularly updated. This lack of up-to-date information can result in a limited understanding of the current situation and challenges related to homelessness in the city.

Overall, this research design aligns with the research question and objectives as it allows for a thorough exploration of governmental-NGO collaboration in addressing homelessness in Kyiv. The chosen methods provide a comprehensive understanding of the context and capture nuanced perspectives, contributing to a deeper understanding of the topic.

4. Findings

4.1. Identifying the proxy indicators of the study

The analysis of collaboration between NGOs and the Kyiv government involved assessing several proxy indicators. The suggested order of the indicators is based on a logical progression that aligns with addressing the issue of homelessness. To begin with, the focus is on document renewal assistance as identification is the very first step in helping a homeless person. The next subchapter examines the availability and quality of social and temporary housing options for homeless people, as it is one of the best solutions to homelessness. The management of winter warming shelters and feeding points focuses on how and by whom emergency social services for the homeless are organized during cold weather conditions. The following subchapter examines whether NGOs addressing homelessness receive funding from the government and explores the possibility of these NGOs securing grants for their activities and projects. Lastly, the focus is on information campaigns and raising public awareness and whether there are any collective efforts to educate the public and reduce stigmatization surrounding homelessness.

For this study, interviews were conducted with several prominent organizations actively involved in addressing homelessness in Kyiv, Ukraine. These organizations include NGO "Dim Myloserdya", NGO "Sant'Egidio", NGO "Bez Doma", and "Right to Life". These interviews provided valuable insights into the efforts and initiatives undertaken by these organizations to combat homelessness and assist vulnerable individuals. Additionally, a representative from the Department of Social Policy of Kyiv Council, who wished to remain anonymous, was also

interviewed to gain an understanding of the government's perspective and collaboration with NGOs in addressing the homelessness issue.

4.1.1. Documents Renewal Assistance

The process of renewing documents for homeless people in Kyiv plays a vital role in supporting their well-being and facilitating their integration into society. According to Sophia Kordonets, a representative of the charity organization "Right to Life," obtaining valid identification documents is often the initial priority when providing assistance to the homeless. This is because without being officially registered, homeless individuals are not recognized as citizens of Ukraine. Having valid identification papers is essential for them to access important social benefits, healthcare services, and employment opportunities, and exercise their basic rights as citizens.

As indicated by Vitaliy Parubochiy, the head of NGO "Dim Myloserdya", homeless people in Kyiv often do not have documents for various reasons, such as loss or theft. Furthermore, homeless individuals, due to their challenging life circumstances, often lack the means or willingness to regularly register and renew their documents. The lack of documents makes it difficult for them to access social services, medical care, and opportunities to find work, which further complicates their chances of getting out of homelessness.

The Ukrainian government has implemented measures to ensure that homeless people can renew their documents. The government's digital transformation initiative "Diia" informs that if a passport is lost or damaged, the first step is to file a report with the police and obtain a confirmation of the application for the lost documents. It is possible to apply at any branch of the State Migration Service of Ukraine or the Centers for the Administrative Services Provision, regardless of the place of permanent registration, as long as it is in government-controlled

territories and not in areas with active military actions. Speaking of the costs, Ukrainian citizens who apply for a passport for the first time after reaching the age of 14 are eligible to receive it free of charge. However, in case of re-registration, an administrative fee of 372 UAH will need to be paid.

Despite the effective legal base to arrange document renewal, several challenges were identified during the research. The process of renewing documents for homeless individuals in Kyiv faces the financial factor as many homeless people cannot afford the costs associated with document renewal. Also, bureaucratic procedures and requirements can be complex and time-consuming, making it difficult for homeless people to navigate the system. Limited access to necessary documentation and information further complicates the process too. In such cases, the involvement of a lawyer may be necessary to handle identification procedures through the court. Additionally, a lack of awareness among homeless individuals about the opportunity to renew their documents adds to the challenges. Lastly, homeless individuals may experience social stigma and rejection from medical workers or other government representatives when they need to provide a medical report during the document renewal process. Addressing these obstacles highlights the need for effective cooperation and coordination between government agencies and NGOs to overcome the financial, bureaucratic, and informational barriers faced by homeless individuals. The question of which measures do both actors take to manage these challenges?

"There are certain things that the government cannot do due to bureaucratic limitations, but public organizations, on the other hand, have more freedom to take actions because they are not restricted by the same rules and regulations, that's where the cooperation begins." claimed Yuriy Lifanse, the head of the NGO "Sant'Egidio. When a homeless person is unable to afford the costs associated with the document renewal process, the government typically does not cover

these expenses. However, in such cases, NGOs play a crucial role by stepping up and either covering the costs themselves or seeking sponsors to support the homeless people in obtaining their documents. In addition, in exceptional cases, NGOs pay for the lawyers to issue the documents through the court. They cooperate with the Kyiv Council and other relevant local agencies providing guidance and support to navigate the bureaucratic procedures involved in document renewal. The NGOs' willingness to step in and provide financial support demonstrates their commitment to working alongside the government to improve the situation of homeless individuals and ensure their access to essential services.

At the same time, as the representative of the Department of Social Policy in Kyiv said, the local government also helps to raise awareness among homeless people about the opportunity to receive their documents. For instance, in the Solomyanka district of Kyiv, since 2019, the process of restoring lost documents has been made easier for them. According to the interviewee, a new approach was launched, in which social workers together with the Homeless Citizens Registration Center directly visit homeless people who want to renew their documents. They provide immediate assistance, helping them fill out application forms and guiding them to the right institutions to complete the required documents. This approach helped to remove obstacles that hindered the homeless in the process of restoring their documents considering their personal circumstances and needs.

Overall, NGOs and the government in Kyiv work together to address homelessness, forming a cooperative partnership. While both share the same goal, NGOs can offer financial support that the government is unable to provide due to legal limitations.

4.1.2. Social Housing Provision in Kyiv

Social housing is a traditional way of meeting the housing needs of low-income and vulnerable populations. It is mostly owned by the government or institutions associated with or financed by it and is provided at below-market prices. Why is social housing so important for the homeless people? The research conducted in 2006 and 2012 on the causes and trends of homelessness in Ukraine found that homeless people's responses to the question "What do you need to return to a normal life?" varied slightly between the years. However, the overall trend revealed that most homeless individuals prioritize obtaining housing as the key factor for reintegrating into normal life. In 2006, 57.1% of homeless individuals mentioned stable housing as a requirement to go back to a regular lifestyle, while in 2012, this percentage increased to 58.3% (Davydyuk 2013).

The Constitution guarantees the right to housing in Ukraine, but it cannot always be executed in practice. In fact, there is a Housing Fund for social purposes and the corresponding social apartment registration of people who use it or are on the waiting list. According to the Transparency International Ukraine Organization (2022), in Kyiv, despite the existence of the Social Housing Fund, the number of social housings is low, and the sector has been critically underfunded for years. All because the state concentrated on constructing and purchasing housing for private ownership. This approach is economically unprofitable and socially unfair. However, housing problems can be solved — for this, social housing funds must be increased.

The responsibility for managing social housing falls under the jurisdiction of the local government, which handles applications from citizens seeking improved housing conditions. There are 14 categories of individuals eligible to apply for social housing, ranging from persons with disabilities to internally displaced people (IDPs), who are also prioritized by the local

government (Constitution of Ukraine 2006). In theory, the approach to helping homeless individuals involves providing them with temporary housing in shelters, and then gradually transitioning them to more permanent options like temporary or social housing. The ultimate goal is for them to eventually secure their own housing through renting or buying. However, in reality, this transition process often doesn't work smoothly due to poor coordination, inconsistencies, and underdeveloped methods. In practice, homeless individuals, who are often unaware of the option to apply for social housing, are typically excluded from the eligibility criteria. Furthermore, even in cases where they are aware, they are frequently denied the opportunity to apply (Cedos 2022).

It is difficult to find accurate information about the total number of social housing units in Ukraine. This information is not publicly available and can only be obtained for specific areas or settlements. Based on information from the analytical center Cedos, as of January 2021, there were only 72 social housing apartments in Kyiv, however, the waiting list does not prioritize homeless people to get this type of accommodation.

According to the NGO "Help the Homeless" (2020), there were more than 20,000 homeless people in Kyiv. Among them, approximately only 5,000 are officially registered by the Department of Social Policy. Some experts believe that the actual number of homeless people in the capital could be as high as 50,000, and the increase in homelessness started around 2015-2016 when the living standards of Ukrainians declined.

As per the interview with the Department of Social Policy representative, it is important to note that there is a temporary accommodation in Kyiv called the House of Social Care and Kyiv Center for Social Adaptation of the Elderly, Disabled, and People Without a Permanent Place of Residence, where homeless individuals can temporarily stay overnight, get food,

medical assistance, consultation with a social worker and access to hygiene facilities. The House

of Social Care is the only facility funded by the government within Kyiv, which hosts the

homeless. However, this place has a limited capacity of only 150 beds, and it comes with a fee of

10 UAH per night. Moreover, only those who have identification documents, and a health

certificate can seek assistance there, and its distant location from the city center poses difficulties

for homeless people to access it. Speaking of the Kyiv Center for Social Adaptation is located

even further away and placed in the Kyiv region in Yasnohorodka village. Homeless people

receive full government support, the length of stay at the center is from 2 up to 9 months, and the

number of beds is limited to 300. However, it is not suitable for emergency cases because to get

a place there, a person needs to complete the following steps: get registered in the Registration

Center for Homeless Citizens first, obtain a permit from the Department of Social Policy to move

in and provide a list of medical certificates. Also, as mentioned in the previous subchapter, the

bureaucratic process is usually guided by NGO representatives.

There are three temporary housing facilities established by NGOs, such as "Dim

Myloserdya", "Depaul" and Hostel of the Missionary Sisters of Love. They all provide basic

social services like food, new clothes, sleeping place, hygiene facilities, and first medical aid, but

in "Dim Myloserdya" homeless people receive more complex care and assistance. Vitaliy

Parubochiy informed that the organization currently manages two shelters in Kyiv, one for men

and one for women, with a capacity of up to 30 people each. Previously, the organization had

another separate building outside the city, but it was occupied and destroyed during the full-scale

war. Homeless people can stay in these shelters for as long as they need, and apart from basic

services, they can receive additional support tailored to their specific needs, such as document

renewal, job assistance, psychological help, etc. The organization is prepared to provide lifelong

support to some individuals, while others undergo rehabilitation for an average of six months before transitioning out of the shelter to positively influence other homeless people and help them change their lives.

Currently, there is limited cooperation between the local government and NGOs in Kyiv when it comes to addressing housing for the homeless. Both actors theoretically have the same goal of providing accommodation to homeless people, and they both employ temporary shelters as a common method to achieve this objective since social housing is unavailable in Kyiv today. However, neither local government nor NGOs do not communicate together on improving the housing policies and conditions.

4.1.3. Winter Warming Shelters and Feeding Points Management

Providing winter warming shelters and feeding points for homeless people in Kyiv is crucial to ensure their well-being and survival during harsh weather conditions when the temperature drops below zero. Up to 90% of homeless people in winter suffer from frostbite and various diseases, so these facilities offer a safe and warm place to stay, along with food and basic necessities.

As the Department of Social Policy in Kyiv claims, every year, from December 1 to April 1, special social patrols are created in Kyiv to help homeless people. They provide them with hot food, warm clothes, and shelter. These patrols follow a schedule and work together with the city's operational headquarters for homeless assistance. There were 44 of them established in Kyiv in total in 2021. According to an order from the Kyiv City Military Administration, such social patrols were organized in Kyiv from December 1, 2022, to April 1, 2023, but due to the blackouts caused by missile bombings of energy infrastructure, they expanded their purpose. This year they were predesignated not only for homeless people but for all citizens who needed

help during the war in wintertime. These patrols consisted of a social worker, a driver, and a cook who operated from the House of Social Care. Each day during this period, they provided food for around 200 homeless people in areas where they are most concentrated. Maryna Honda (2020) expressed that homeless individuals often respond negatively to assistance provided by state social services. However, there is hope that non-governmental organizations can play a crucial role in reaching out to them and explaining that the intention is solely to offer help and support.

In addition to the efforts of social patrols, NGOs in Kyiv also establish additional warming shelters throughout the city to provide food and warm drinks to homeless people. Yuriy Lifanse says that before the war, "Sant'Egidio" was organizing such points every day and managing to distribute up to 1500 meals per week. After the full-scale invasion, the frequency decreased to 5 days per week. However, setting up these facilities requires negotiation with the government, obtaining permissions, and complying with regulations. Unfortunately, the biggest challenge in this communication is often a time-consuming bureaucracy and negligence from the government's side. NGOs sometimes request additional funding from the government to cover expenses like electricity in the shelters, but they face a lack of collaboration in these situations.

It is challenging to determine the type of collaboration between NGOs and the government in Kyiv in this case. On one hand, both employ similar methods and dedicate equal efforts to support the well-being of homeless individuals during the winter season. They have a dialogue during this process, but according to the NGO representatives, this communication is not regular, coordinated, and effective enough. Hence, this form of collaboration is also characterized as limited cooperation.

4.5.4. Funding

The lack of stable involvement of financial and material resources remains a problematic issue for non-governmental organizations. Based on the data collected by The Department of Civil Communication withing Kyiv City Coucil in 2020, membership fees, where individuals contribute to the organization, are the primary sources of funding for NGOs in Kyiv at 29.4%. Additionally, charitable donations from both citizens (21.3%) and businesses (15.2%) play an important role in sustaining NGO initiatives. A smaller percentage, 10.4%, comes from budget funds allocated by various government institutions. However, it is concerning to note that a significant percentage, around 32.4%, reported having no funding at all. All four NGO representatives, who were interviewed supported these statistics too, but claimed that they do not have any governmental grants as their funding sources. This highlights the financial challenges faced by these organizations, which can disable their ability to effectively address homelessness and provide essential services to those in need (Department of Social Policy in Kyiv representative, from the interview).

According to Kyiv City Council (2021), the City Competition Commission, established in 2018 to select public associations for financial support from Kyiv's budget, does not seem to prioritize applications from organizations working on homelessness. In 2021, none of the 132 submitted applications were from organizations addressing homeless issues, which indicates the possible unfavorable attitude of the authorities toward this problem.

The Department of Social Policy in Kyiv informs that despite there being no open grant programs for NGOs dealing with homelessness and poverty, there is still the opportunity for them to receive funding from the government to provide social services. It is a possibility for them to get registered as official social service providers and get funded for completing state

social orders. By meeting the criteria outlined in the Cabinet of Ministers' resolution, NGOs can become registered social service providers in Ukraine. This involves submitting the required documents outlining the types of social services they offer and ensuring that these services meet established standards. NGOs also need to demonstrate the qualifications and expertise of their staff members when delivering social services. Once registered, NGOs become eligible to utilize the social ordering system and potentially receive funding from the government to provide social services. There are currently six out of nine filled-in spots for becoming social services providers in Kyiv. Most of the registered non-governmental organizations mainly deal with the social and physical rehabilitation of disabled, elderly people, and women with kids, but they also include "homelessness" as a category of social services delivery.

The NGOs, that address homelessness, on the other hand, claim that it is almost impossible to get officially registered as social services providers because the selection process prioritizes NGOs with which the authorities have unofficial close connections. This means that everything happens unfairly and through collusion, indicating a form of favoritism. Consequently, the interviewed NGOs do not have enough motivation to work closely together with the local government in Kyiv, in terms of funding, because do not believe that the process is transparent.

Overall, there is a good legislative base that allows for NGO-local government cooperation in Kyiv, but because of the lack of communication and motivation from both parties, it is limited. The City Council does not propose enough funding programs that would focus solely on the homelessness issue, and the NGOs do not trust the system, which undermines the potential for effective partnerships.

4.5.5. Information Campaigns and Raising Public Awareness

Homeless people face many challenges in the society. They often become the object of stereotypes, prejudices, and even violence which results in social withdrawal and exclusion from ordinary life. It also leads to discrimination and denial of important things like housing, jobs, healthcare, and social services. This creates a cycle of interdependence, where homeless people experience difficulties in getting out of their situation, as stigma and social rejection hinder their opportunities to build sustainable lives and integrate into society.

There are two main problems when it comes to information and awareness about homelessness. First, many homeless people do not know about their rights and the help that is available to them. They may not be aware of the support they can receive or how to access it. This lack of knowledge can make it even harder for them to improve their situation. Second, many people in society don't fully understand the seriousness and causes of homelessness. So, they often have negative attitudes towards homeless individuals, which leads to discrimination and exclusion. This lack of understanding and empathy prevents the governments and NGOs from finding lasting solutions to the issue.

In Kyiv, the authorities and non-governmental organizations have the same goal to raise awareness of this problem and help homeless to practice their fundamental rights. Based on the interviews, all four organizations had common information campaigns together with Kyiv Council. Especially it was frequent during the COVID-19 pandemic. In fact, from 2019 to 2021, the round table called "Friends on the Street" was operating, which was created by the Department of Social Policy in Kyiv to coordinate NGOs that help homeless people, such as: "Help the homeless", "BEZDoma", "Umbrella", "DePaul", "Sisters of Mother Teresa", "From heart to heart", "Feed the hungry", "Caritas", etc. (Huba 2020). They jointly implemented various

initiatives aimed at educating homeless about the virus and promote safety measures. They conducted information campaigns to raise awareness about COVID-19, its transmission, and the importance of hygiene practices such as handwashing and wearing masks. These initiatives also provided information on where homeless individuals could seek help, access healthcare services, and receive necessary support during the pandemic.

Moreover, the Communication Center "VCentri" was founded by the Kyiv City Council (2022). The center promotes the initiatives of the local authorities and encourages active citizens and NGOs to participate in their implementation. Its main focus is to popularize mechanisms of participation, evaluate them, and seek improvement. In addition, its another priority lies in creating a proper dialogue and providing enlightenment to both non-governmental organizations and officials to facilitate effective partnership. The center has launched a major online information campaign together with social activists in which they raised awareness among Kyiv citizens about the key factors of homelessness, how to help these people and where to find all the information. Overall, the work of 'VCentri' increased the number of electronic petitions created by citizens, consultations, public hearings, and NGOs in Kyiv, providing an increased scope for collaboration.

In summary, the type of collaboration in the field of raising informational campaigns among homeless people and Kyiv citizens is cooperative, because both actors share a common goal of addressing homelessness and raising awareness about the issue. They recognize the importance of working together to tackle the challenges faced by homeless individuals and to promote understanding within the wider society.

4.2. Promoting Joint Efforts: Collaborative Initiatives between NGOs and the Local Government in Kyiv

Overall, based on the findings, the collaboration between NGOs and the local government in Kyiv doesn't fully align with Najam's theory. It's more appropriate to describe it as "limited cooperation" because even though both groups share the same goals and take similar actions, they do not effectively communicate or work together. In simpler terms, they are not joining forces as much as they could, despite having common objectives.

This section focuses on the possibilities of collaboration between non-governmental organizations and the Kyiv City Council, as by working together, both actors can address important issues more effectively. The purpose of presenting these opportunities for collaboration between the government and NGOs in the abovementioned fields is to highlight the potential benefits and improvements that can be achieved through their joint efforts. To improve their relations in addressing homelessness, the government and NGOs in Kyiv can take several specific steps suitable for all areas studied.

Firstly, they should establish a joint task force consisting of representatives from both sectors to develop a streamlined and simplified process for renewing identification documents for homeless individuals. This can involve the government taking responsibility for sponsoring this process, as it would save a lot of time for NGOs, which would otherwise need to find sponsors themselves. It would make the renewal faster and more efficient for the homeless to get their documents renewed, helping them access social benefits, healthcare services, employment opportunities, and exercise their basic rights as citizens.

Secondly, the government and NGOs should collaborate on a comprehensive plan to increase the number of social housing units in Kyiv. This can be done by conducting joint assessments of housing needs, revising eligibility criteria to include homeless individuals, and

34

securing adequate funding for the construction and maintenance of social housing projects. Moreover, regular meetings and consultations between government officials and NGO representatives can facilitate effective communication and coordination in implementing this plan.

Another step is that both parties may establish a structured framework for managing winter warming shelters and feeding points. This can involve creating a centralized coordination body that includes representatives from both sectors. A permanent communication should remain to discuss operational matters, address any bureaucratic challenges, and ensure that necessary resources, such as food, clothing, and shelter, are available during harsh weather conditions.

Also, the government should enhance financial support for NGOs addressing homelessness by allocating a specific budget for their activities and projects. As mentioned, there is already an opportunity for NGOs to become official social services providers, but this process had to be more regulated and transparent. Additionally, collaborative efforts should be made to secure additional funding through grants, which can involve jointly identifying funding opportunities, preparing grant proposals, and leveraging the combined expertise and resources of both sectors.

Lastly, the government and NGOs should jointly develop and implement information campaigns to raise public awareness about homelessness. This can include organizing public events, distributing educational materials, and using social media platforms to share stories and information. Regular meetings and working groups can be established to plan and coordinate these campaigns, ensuring that both sectors contribute their expertise and resources.

By taking these concrete steps, the government and NGOs can strengthen their relations and effectively address homelessness in Kyiv, leading to improved outcomes for homeless people and the broader community.

5. Conclusion

In conclusion, this thesis aimed to examine the partnership between the local government and non-governmental organizations (NGOs) in addressing homelessness in Kyiv, Ukraine. The main objective was to understand the nature of their collaboration and its effectiveness in tackling the issue. This study goes beyond a mere description of the problem but contributes to the broader understanding of homelessness globally. By examining the specific type of collaboration in managing homelessness in Kyiv, it provides valuable insights and potential strategies for addressing homelessness globally as well.

The research was based on Najam's theory of Four C's, which explores different types of relationships between government agencies and NGOs: cooperation, complementarity, co-optation, and confrontation. This theory helped in achieving the goal of the study, but it did not fully capture the unique context of Kyiv, as the partnership between the local government and NGOs exhibited specific characteristics and challenges not accounted for by the theory alone. By applying this framework, the research found that the local government and NGOs in Kyiv work together in a limited cooperative manner to tackle homelessness.

To achieve the research objective, a qualitative approach was used, involving expert interviews with representatives from NGOs and the Kyiv Department of Social Policy, as well as desktop research analyzing legal documents, media sources, and existing research papers.

The limited cooperation between the government and NGOs in Kyiv to address the challenges faced by homeless individuals are evident in several areas, including document

36

renewal assistance, social housing provision, the management of winter warming shelters and feeding points, funding, and the information campaigns.

As per findings, firstly, both the government and NGOs in Kyiv take measures to manage the challenges related to document renewal for homeless people. The government provides a legal framework and procedures for document renewal, but there are financial constraints that prevent them from covering the costs associated with document renewal. In such cases, NGOs play a crucial role by either covering the costs themselves or seeking sponsors to support homeless individuals in obtaining their documents. NGOs also provide guidance and support to navigate the bureaucratic procedures involved in document renewal.

When it comes to social housing provision, the government is responsible for managing social housing, but the sector has been critically underfunded for years. NGOs provide temporary housing facilities and basic services for the homeless, by managing shelters where they can stay for as long as they need, and they offer additional support tailored to their specific needs. However, there is limited cooperation between the local government and NGOs in addressing housing for the homeless.

Another area is winter warming shelters and feeding points are managed by both – social patrols organized by the government and NGOs. During the winter season, both actors provide homeless individuals with hot food, warm clothes, shelter, and establish warming shelters along with offering food and warm drinks. While there is some communication and dialogue between NGOs and the government during this process, it is not regular, coordinated, and effective enough.

Funding remains a significant challenge for NGOs in Kyiv. They rely on membership fees, charitable donations from citizens and businesses, and a smaller percentage comes from

budget funds allocated by government institutions. There is an area for a better cooperation, but the City Competition Commission, responsible for selecting public associations for financial support from Kyiv's budget, does not seem to prioritize applications from organizations working on homelessness, indicating a possible unfavorable attitude of the authorities toward this issue.

The cooperation type was indicated in information campaigns and raising public awareness area. In general, the government and NGOs work together to address homelessness and raise awareness about the issue. They implement information campaigns and initiatives to educate homeless individuals about their rights, available support, and safety measures, especially during the COVID-19 pandemic. Additionally, they collaborate to promote understanding and empathy among the wider society and create partnerships to find lasting solutions to homelessness.

The collaboration between NGOs and the local government in Kyiv is currently limited, meaning they do not work together as effectively as they could. However, there are opportunities for them to join forces and improve the situation. To address homelessness in Kyiv, it is important for the government to take the initiative and engage in meaningful dialogue with non-governmental organizations. It is crucial for the government to recognize and value the work done by NGOs and actively participate in finding solutions to this issue. By taking specific steps to enhance their cooperation, such as streamlining processes, increasing affordable housing, managing shelters, providing financial support, and conducting joint information campaigns, the government and NGOs can work more effectively together to eliminate homelessness in Ukraine.

Certainly, there are some limitations to consider. Firstly, the sample size of expert interviews from both sides was limited, and the findings may not fully represent the perspectives

of all relevant stakeholders. Also, due to time constraints, this study was limited in its ability to thoroughly investigate all aspects and complexities of the collaboration. Another limitation of this research was the lack of comprehensive and up-to-date statistics specifically related to the collaboration between the local government and NGOs in addressing homelessness. Lastly, the absence of relevant and detailed data restricted the depth of analysis and understanding of the partnership's effectiveness.

Future studies can build upon the findings of this research to further explore effective partnerships between governments and NGOs in addressing homelessness. The findings and insights can serve as a reference for future broader research in similar or different contexts, aiding researchers in comprehending the challenges and identifying solutions for effective partnerships. Additionally, the limitations identified in this study can guide future researchers in addressing these gaps and building upon the existing findings.

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Appendix

The interview questions:

Understanding the organization:

– Can you tell us about your organization and its mission?

– What is your organization's approach to helping homeless people?

– How many people has your organization helped so far?

– What are the common reasons why people become homeless?

– How do you measure the success of the services your organization provides?

– What are the biggest challenges your organization faces in helping homeless people?

– Does your organization collaborate with other non-profits or government agencies to help

homeless people?

The government's role in addressing homelessness:

– In your opinion, what is the government's role in addressing homelessness?

– What kind of policies or programs do you think are most effective in reducing

homelessness?

– Do you think the government is doing enough in addressing the homelessness issue in

Kyiv through implementing policies?

Studying collaboration level:

– Does your organization collaborate with other non-profits or government agencies to help homeless people?

– In your opinion what kind of collaboration does your organization have with the government? Cooperative, co-optive, complementary, or confrontational? Why?

– How do you identify potential areas for collaboration with the government?

– How do you communicate and coordinate with the government on homeless-relates issues?

– Do you know about any cases of the government or police negatively interfering or disrupting the work of NGOs in managing homelessness? If yes, why do you think it was happening?

The impact of war on non-profit and government collaboration:

– Have there been any changes in the priorities or funding of non-profit organizations and the government for homelessness programs in Ukraine since the outbreak of war? If so, how have these changes affected collaboration?

– Can you describe the ways in which non-profit organizations and the government have collaborated in managing homelessness in Ukraine before and after the outbreak of war? Are there any differences?

– How has the conflict in Ukraine affected the ability of non-profit organizations and the government to work together in addressing homelessness?

Future of non-profit and government collaboration:

– How can the government best support non-profit organizations in their work with

homeless people?

– What opportunities do you see for your organization to expand its collaboration with the

government in the future?

– How do you see the future of homeless people in Kyiv? Will the number increase or

decrease? Is the government motivated enough to contribute to the elimination of this

problem?