

RESULTS SUMMARY

ANNEX D3 Equipping duty bearers for veteran rehabilitation in Ukraine

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PROJECT	Title:	Equipping duty bearers for impactful veteran rehabilitation in Ukraine
	Partner:	Restart – Space of Opportunities & the Mykolaiv Regional Administration
	Country:	Ukraine
	Period:	2024-2025

CHANGE

The ‘Veteran Assistants’ employed in the municipalities of Mykolaiv Region are equipped to carry out their mandate of supporting the rehabilitation and reintegration of veterans returning from war with traumas and disabilities. The veterans in the area thereby have better access to qualified rehabilitation assistance and services and a dignified reintegration into civilian life. This helps improve their well-being, the well-being of their families, preventing Gender-Based Violence, reducing marginalisation and indirectly benefitting national economy.

CONTEXT

Although official data remains classified, estimates suggest that there are currently around 1,2 million veterans in Ukraine, who by the end of the war combined with their affected family members will constitute 5-6 million people – more than 10% of the population. Many veterans are traumatised and have acquired disabilities, and the need for rehabilitation, reintegration, and social support is both substantial and ongoing. Therefore, Ministry of Veterans established the new municipal position ‘Veteran Assistant’, with a social worker-like mandate.

CONTRIBUTION

‘Veteran Assistants’ (VAs) as a new position, for employment in the municipalities, was piloted by the Mykolaiv Regional Administration (MRA) since April 2023. Based on our close collaboration, the MRA requested in early 2025 Mission East for support in the competency development of the VAs in the region. With our local NGO partner ‘Restart - Space of Opportunities’, which also coordinates the national Coalition of Veteran Spaces, Mission East has educated 69 VAs in the region in 2025 of which 45 remain active (3 on maternity leave).



[See next page for more details](#) →

ADDITIONAL INFORMATION

ACTIVITIES

Mission East collaborates with the Department of Veterans Affairs of the MRA on provision of trainings to the VAs to ensure effectiveness of the VA support in the communities, enabling veteran access to necessary services and resources. The VAs work peer-to-peer to assist veterans returning to their communities in their rehabilitation and reintegration, by addressing challenges related to employment, disabilities, family life, GBV, legal issues and by making referrals for specialized psychologist support. The objective of the training is therefore to strengthen the professional capacity of the VAs, including within case management and referral mechanisms, social and legal protection, psychosocial support and crisis response, employment, education, and housing opportunities, prosthetics, as well as communication skills, addiction prevention, and prevention of domestic violence. The training lasts 11 days integrating theoretical knowledge and practical application and is delivered by leading Ukrainian experts in veteran policy, psychology, law, healthcare, and social support.

LESSONS

A relatively high rate of VAs from the first training rounds leaving their positions within six months was encountered, risking to compromise the value for money of the trainings. Of the 69 VAs trained by Mission East and our local training partner in 2025, only 65% remain active. Two of the trained VAs did not graduate, as they did not meet the training standards in the concluding exam and were thereby not able to operate their mandate. Many VAs left their employment, realising the complexities, responsibilities and emotional demands involved in the work. Some of these individuals were (to enable peer-to-peer support) family members of fallen and missing military personnel who had overestimated their psychological readiness for this difficult and demanding work. Over the coming years where many more VAs will be trained, building readiness in the region for receiving increasing numbers of veterans, a more careful VA employment selection process is now being applied based on this learning.

EVIDENCE

VAs in Mykolaiv officially recorded 5,125 formal support requests since mid 2024, while the MRA assesses the number of informal consultations to be three times higher. The MRA estimates that the VAs annually in average support 100 veterans and family members, applying the skills developed through the trainings provided by Mission East. While data is not collected by the authorities on the impact of the VA services, evidence is strong regarding the need for the service among the veterans in Ukraine. 71% report having a physical injury which for almost 1/3 is having a moderate to severe impact on their daily lives, and PTSD symptoms are self-reported by at least 1/3 (UNDP 2024). 25% report that either themselves, or members of their households are in need of psychological therapy. 35% indicated a lack of interest or pleasure, while 23% experienced feelings of sadness or depressed mood (IOM 2025). 57% require legal help post-discharge, rising to 77% for the injured (UNDP 2024).

DOMAINS

<i>Development strategy priorities:</i>	Response to conflict, forced displacement and irregular migration	
<i>Changes in the lives of people facing poverty, marginalisation or vulnerability</i>		x
<i>Changes in laws, policies and practices that affect people's rights</i>		-
<i>Changes in the capacity of organisations and communities to support rights</i>		x
<i>Changes in partnerships and collaborations that support people's rights</i>		x
<i>Changes in participation of groups facing poverty, marginalisation or vulnerability</i>		x
<i>Changes in local leadership of development and humanitarian work</i>		-

GUIDANCE NOTE

This format consists of two overall sections: on page one, the results summary communicates results to an external audience using a brief summary of what has been achieved; while page two provides an opportunity to explain the background and evidence behind the claims made as part of the summary.

Page 1: Results summary

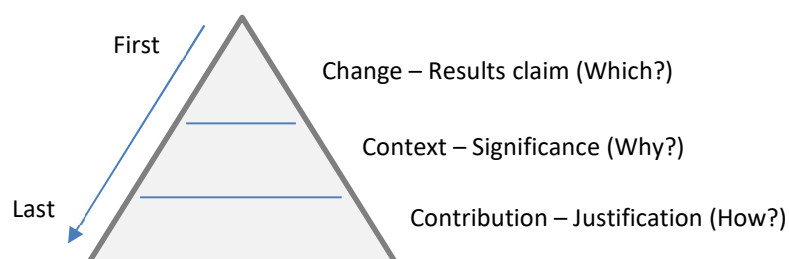
The results summary should outline of the overall change. This should be phrased in a clear and concise manner, focusing on the benefits for target groups or communities, and preferably start out by stating the overall key message as a one-line statement. It is thus important to prioritise what the key message should be and not attempt to describe every possible change that may have occurred.

Note that case studies should not describe all of the activities carried out during the implementation. Instead, it should focus on one or two key messages to be highlighted – which may also span several projects – and only outline activities to backup contributions to the highlighted change.

This can be illustrated as a “reverse funnel.” First, the “change” section introduces the overall results claim, which answers the “which.” Note that this is done before any details have been provided. Second, the “context” section outlines the problem being addressed by the project and the significance of the change. For example, by explaining “why” it benefits target groups or communities.

Finally, and lastly, the “contribution” section should provide examples to justify for “how” the intervention contributed to realising change. Note that this should focus on the plausible linkage between the change and intervention rather than describing details from activities. It is often useful to think of this as a reverse theory-of-change, i.e. “After we did X, then Y occurred, because of Z.”

Figure 1:
Reverse funnel for communication



Page 2: Additional information

The second page should provide background and evidence for project's contribution to change. It can also address technical issues that do not fit in the results summary. The section consists of the following sections:

- **Activities:** Whereas the “contribution” section on page one provides a brief summary of the project contributions to change, the “activities” section allows for more detail on the project design, organisation and underlying activities in support of the contributions made.
- **Lessons:** Describes lessons learned through the implementation. These should relate to the results claim or alternatively the project(s) as a whole. Please consider (1) novelty – i.e. whether the change represents something new – and (2) the potential to scale and/or build on lessons going ahead.
- **Evidence:** A narrative comparison between results claims and the underlying evidence. It should answer “X led to Y, because of Z,” although it does not need to be phrased this way. It is useful to include references to a few selected documents for further details. Please see guidelines for more.
- **Domains and development strategy:** Describes contributions to defined domains and the Danish development strategy. Please consider limiting the number of domains to a few selected ones.