

Informing Ukrainian War Refugees: Lithuanian Case

Project owner: Laura Pereviciute, Ministry of Social Security and Labor

Project managers: Polina Soroka, Kseniia Yerofeieva

Contents

1. Introduction.....	2
2. Web Eco-System on Informing Ukrainians in Lithuania	3
3. “Customer journey” for Ukrainian-speaking user	5
4. Overview of informational web-platforms for Ukrainians in Lithuania	6
5. Conclusions.....	10
6. Appendix.....	11

1. Introduction

Since the beginning of Russian invasion of Ukraine, the Republic of Lithuania has accepted more than 71,000 Ukrainian refugees¹, most of whom are women and minor children (42 544 and 25 215 respectively). Such an influx of refugees, unseen since the Second World War, mobilized almost all public and private institutions to help, integrate and support Ukrainians in Lithuania. Ukrainian refugees receive the necessary support and help before they can find a job and earn a living in Lithuania. From the very first days, war refugees receive support – those who have no place to stay are provided with housing, food, hygiene products and psychological assistance. After receiving a temporary protection in Lithuania, refugees acquire the right to cash social assistance, child benefits, receive a one-time accommodation allowance, social assistance pensions, and social services². The high level of support for Ukrainian refugees in almost all spheres of life give its results: 49% of Ukrainians were renting an apartment or house in the open market³, 22.1 thousand Ukrainians were employed in Lithuania in seven months (from Feb 24 to Sep 20, 2022)⁴, more than 50% of Ukrainian children are participating in educational system⁵, etc.

One of the main tools for coordinating all the above-mentioned initiatives to help Ukrainians in Lithuania is informing refugees – providing reliable information on their rights and obligations as well as the public services provided for them. This is a key for a smooth running of migration and integration process⁶, which allows you to quickly deliver updated and reliable information to refugees in the most convenient way for them. Despite presence of the web pages, hotlines, and other channels of informing refugees in Lithuania, Ukrainians still feel a lack of information in such areas of life as migration procedures, accommodation, employment, health care, social benefits, registration of children in kindergartens and schools, etc⁷.

¹ 2022-12-05, <https://osp.stat.gov.lt/ukraine-dashboards>

² <https://vilnius.lt/en/2022/03/26/ukrainian-war-refugees-in-lithuania-what-social-support-are-they-entitled-to/>

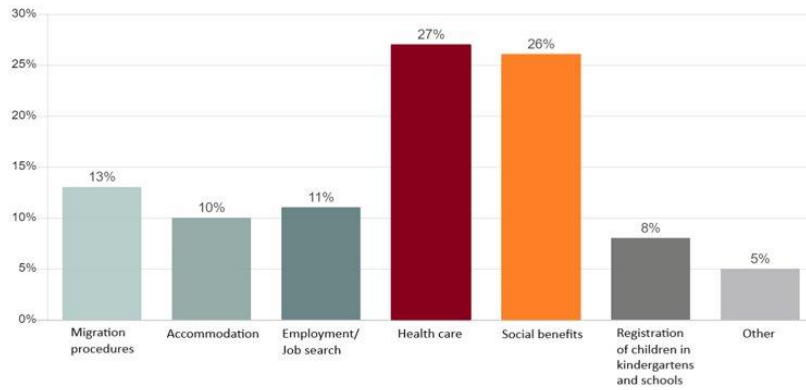
³ IOM survey september

⁴ Ukrainians refugees’ integration into Lithuanian labour market

⁵ Švietimo pagalbos specialistų patirtys ir poreikiai, vykdant ukrainiečių vaikų integraciją dr. Auksė Petruškevičiūtė

⁶ How to Communicate on Ukrainian Refugee Crisis, OECD report, 20 June 2022

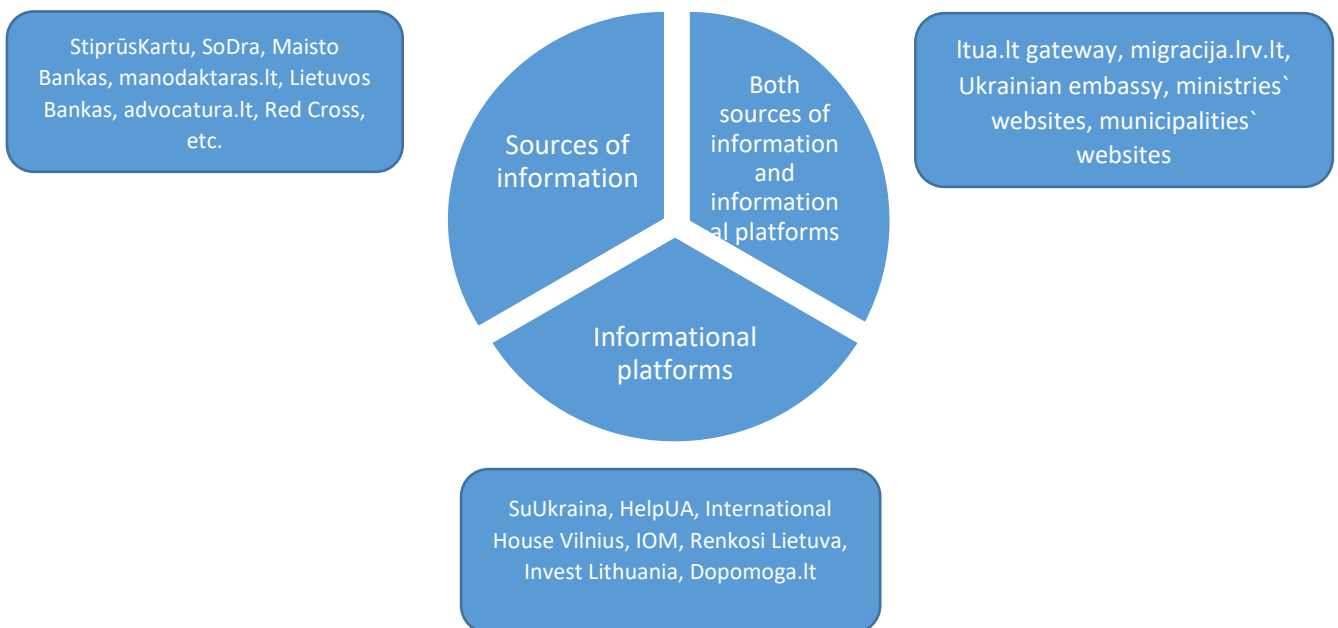
⁷ IOM survey on Ukrainian refugees



2. Web Eco-System on Informing Ukrainians in Lithuania

In response to the refugee crisis governmental and private initiatives almost simultaneously launched the web platforms dedicated to informing Ukrainians. There is 30+ of them in Lithuania. Some are covering a particular field in which the organization provides help to the refugees. Others report on a wider scale of issues. Such a variety of different information platforms (without considering sources of information that either adapt their content to Ukrainians or focus on them as their target audience) was due to an unexpected situation and the lack of cooperation between many independent subjects. Because of this, 10 months after the beginning of the full-scale Russian invasion of Ukraine, a whole "ecosystem" of informing Ukrainians who have arrived or are arriving in Lithuania has been formed in Lithuania.

The analysis of 35 information platforms clearly distinguishes three groups of websites providing general information for Ukrainians:

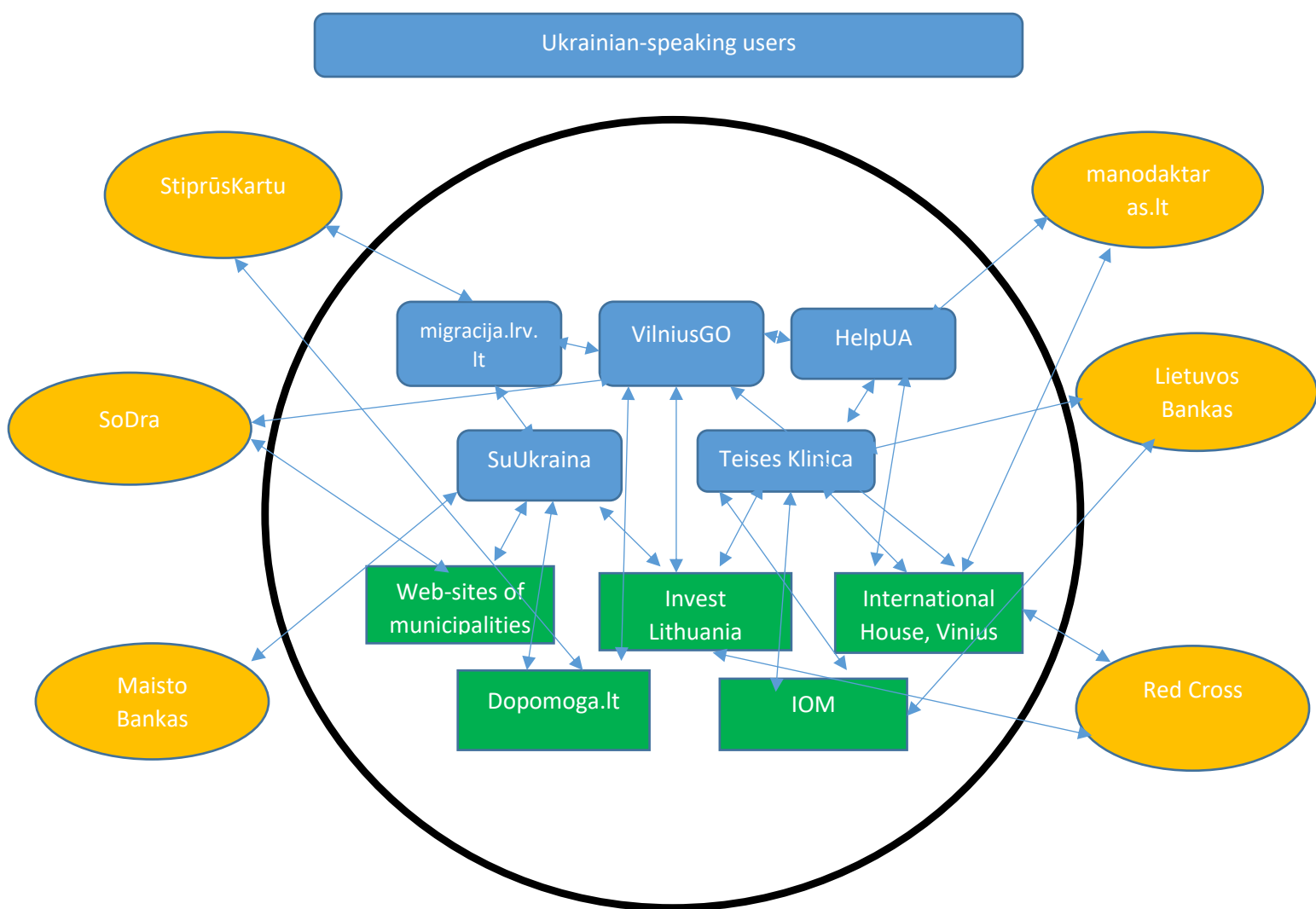


- Sources of information:** organizations' websites providing the original and reliable information regarding specific initiatives, services, aid, etc. for Ukrainian refugees. They don't collect and provide necessary information for Ukrainian-speaking users, only inform on their own initiatives (for example, StiprūsKartu).
- Both sources of information and informational platform:** organizations' websites providing original and reliable information regarding specific initiatives, services, aid, etc. as well as collecting all vital information for Ukrainian-speaking users (for example, migracija.lrv.lt).
- Informational platforms:** websites collecting and providing Ukrainians with all vital and necessary information, but they are not sources of any original information (for example, SuUkraina)

These three components are the pillars of informing Ukrainians in Lithuania because almost any reliable and official information that Ukrainian refugees in Lithuania receive comes from one of these sources (we do not count FB groups for Ukrainians, because a) these groups are used for promotion and advertisements b) contain a lot of unreliable and unverified information c) serve as a means of communication between Ukrainians). However, in this analysis, we focus only on two categories – a) informational platforms and b) both sources of information and informational platforms. On the one hand, they connect the Ukrainian-speaking user with sources of information, and on the other hand, adapt them to the needs and requests of Ukrainian refugees.

According to the analysis of all twenty-three websites providing the information for Ukrainians⁸ there are several leading websites standing out from another information platforms – the top of all information platforms list: migracija.lrv.lt (gateway ltua.lt), VilniusGo, HelpUA, SuUkraina, Teises Klinika. These five websites are in the top ten sources for a web search on any topic or question regarding assistance to Ukrainians in Lithuania via Google (in Ukrainian). The rest of the websites listed in the table are less known or promoted.

Thus, if have a look at the whole interaction between different types of the information platforms, all three pillars of informing Ukrainian refugees are closely related and linked to each other: informational platforms contain an information from the sources and other informational platforms and redirect a user to them to get more detailed information. The similar situation is with sources of information. However, it is necessary to notice that exactly well-known websites collecting the vital information for Ukrainian refugees are a bridge which sends Ukrainian-speaking users to other sources of information.



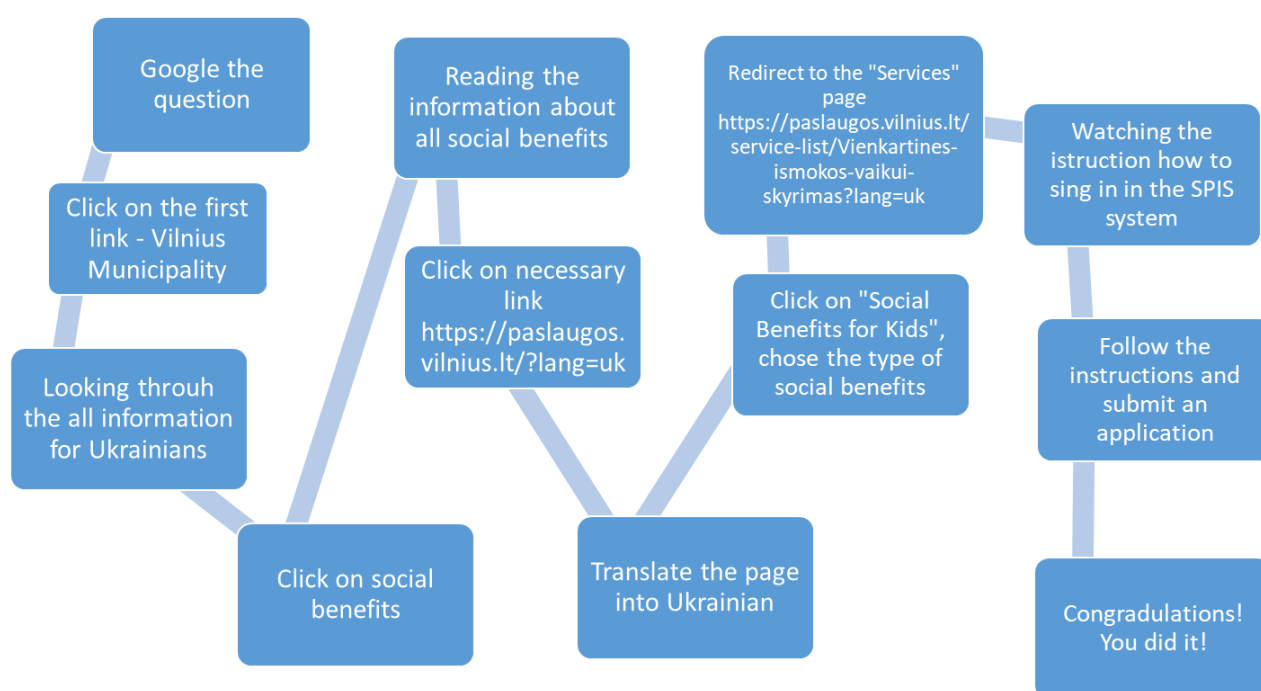
⁸ See the “Informational Platforms for Ukrainian Refugees in Lithuania” table for more detailed information

3. “Customer journey” for Ukrainian-speaking user

Although in Lithuania there are more than twenty websites of various kinds providing general information for Ukrainians from reliable sources, the problem of informing remains one of the main ones in the process of integration of Ukrainians in Lithuania⁹. Refugees prefer FB groups, receive information directly from volunteers and coordinators and feel a problem with access to sources of information. It is no wonder, because the way to find an answer to a specific question about help or the conditions of stay of Ukrainians in Lithuania is quite inconvenient and confusing for a Ukrainian-speaking user. In most cases, Ukrainian-speaking users face two ways of obtaining information: a) a successful scenario, when a user can get the answer on his/her question, b) unsuccessful scenario, when a user cannot reach an answer on his/her question.

A successful scenario:

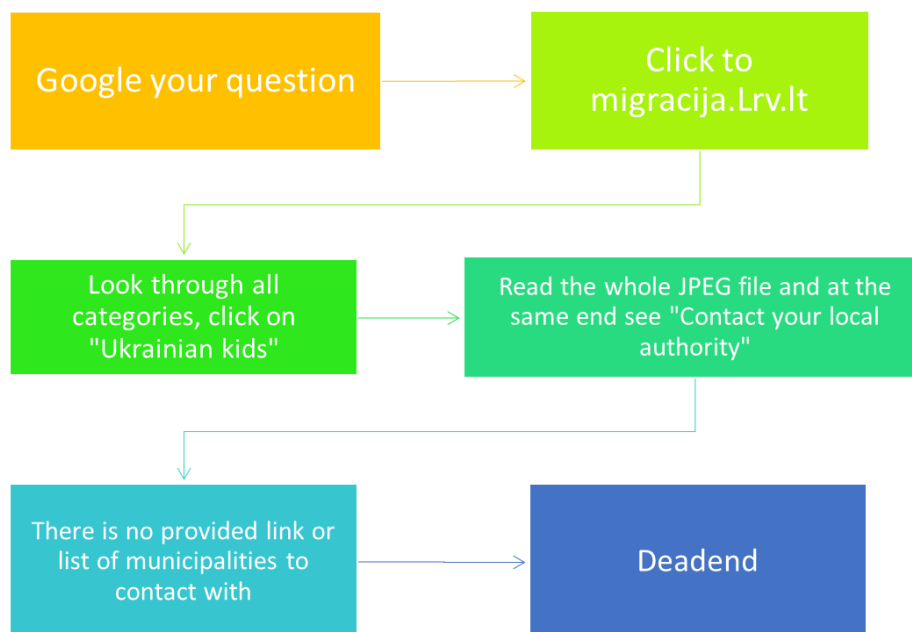
“How to get the social benefits for kids in Lithuania?”¹⁰



⁹ IOM Survey of Ukrainian refugees, 2022

¹⁰ A user enters the question into a Google search and uses the first link from the search results.

How to get the social benefits for kids in Lithuania?



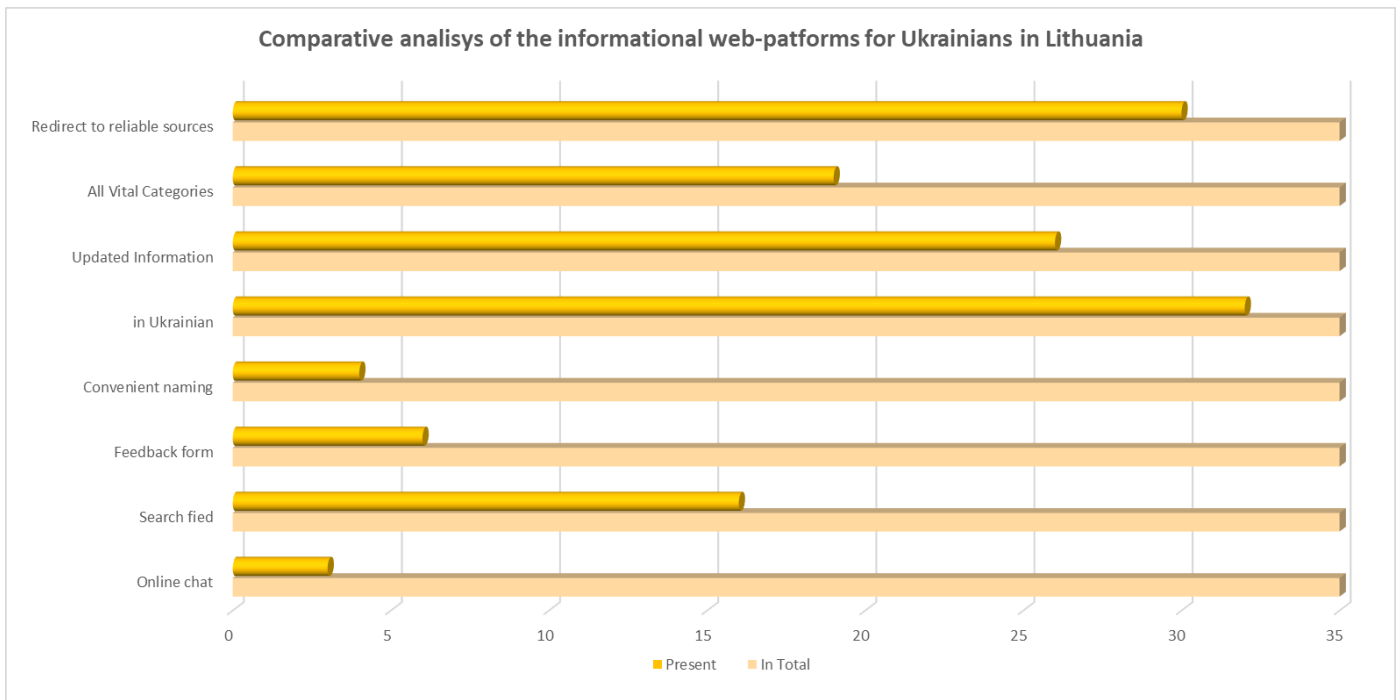
Regardless of the obtained results, a Ukrainian-speaking user faces several difficulties, some of which were visualized in the previously: too many redundant links between the information platform and the source of information, the necessary pages are not translated into Ukrainian or have an automatic translation, different information formats (JPG files, video guidelines, etc.), the information presented is usually generalized. The listed factors worsen the speed and quality of communication between the user and the page and do not provide clear answers to specific questions¹².

4. Overview of informational web-platforms for Ukrainians in Lithuania

However, the list of above-mentioned inconveniences is a view from the position of a Ukrainian-speaking user who finds the main information platforms through a Google search to get answers to a specific question. To understand the actual cause of the identified problem, it is necessary to take a closer look at other information platforms and web pages providing Ukrainian refugees with vital information. A detailed analysis of 35 web pages is in the “Informational Platforms for Ukrainian Refugees in Lithuania” table (see the appendix).

¹¹ This time, the user knows that the official information is on the site migracija.lrv.lt

¹² All twenty-three webpages of the ministries, municipalities and non-state institutions were analyzed from the point of view of convenience and accessibility for Ukrainian-speaking users



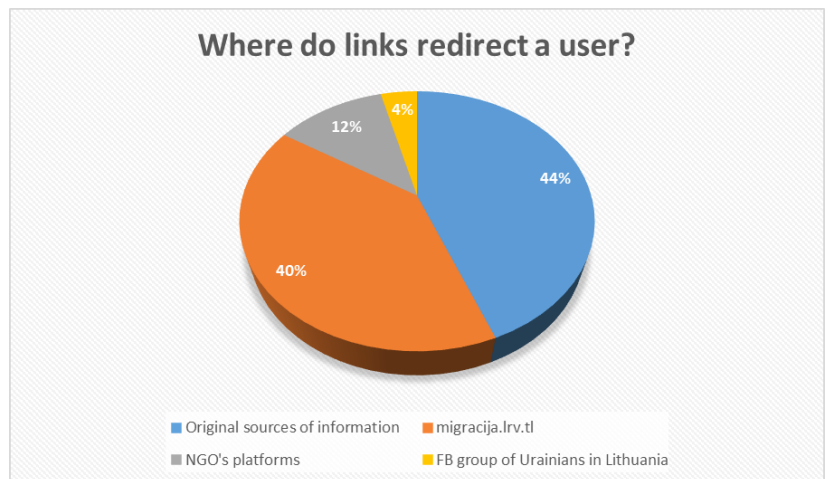
A comparative analysis of various institutions webpages gives us a general picture of how convenient and adapted they are for Ukrainian-speaking users. The advantages of majority information webpages in Lithuania are the use of information from reliable sources, structured delivery of information (it is usually presented in the form of categories related to all vital spheres of life), in most cases the information is updated, almost all web pages have a Ukrainian translation. However, along with the advantages, there are also several disadvantages that worsen the quality of obtaining information for a user. Typical problems for most information platforms are inconvenient naming, lack of user interaction with the site (the ability to ask questions or send a feedback form), lack of online chats for consultations, as well as the ability to find the necessary information within on the website through its search field. However, such an overview of the advantages and disadvantages is quite generalized and does not demonstrate all the nuances of each category¹³.

1) **Redirect to reliable sources.**

Redirect to reliable sources. Thirty out of thirty-five web pages use the same sources of information for Ukrainian refugees in Lithuania. An analogous situation is with the links provided by information platforms for Ukrainian refugees: they all lead to the same sources of information, the list of which does not change significantly on different platforms.

2) **All Vital Categories¹⁴.** The main categories of information for

Ukrainian refugees are migration procedures, social benefits, accommodation, employment, and medicine. Most webpages provide at least links or a brief explanation of each of these categories of information in Ukrainian. However, there are also sites that provide a limited list of information for Ukrainians. There are usually two main reasons for this: a) the web page belongs to an institution

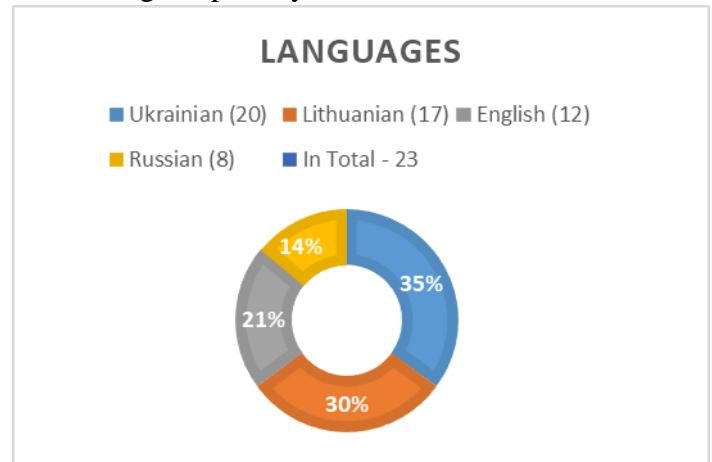


¹³ For more detailed information about each web page for Ukrainians, see the “Informational Platforms for Ukrainian Refugees in Lithuania” table.

¹⁴ 19 out of 35

specializing only in the provision of a particular service (usually such websites can be sources of information in themselves); accordingly, there is no need to dedicate a page to literally all categories¹⁵; b) poorly adapted to the needs and requests of Ukrainian refugees¹⁶.

- 3) **Updated information.** Twenty-six¹⁷ out of thirty-five pages for Ukrainian refugees regularly update information, but ten out of twenty-three do not. However, often the information itself does not need to be updated (or constantly updated), because it remains relevant and has not changed since March¹⁸. Another reason is that informing Ukrainian refugees is no longer a priority¹⁹.
- 4) **In Ukrainian.** Thirty-two out of thirty-five information platforms have Ukrainian translation, but the situation with languages is more complicated than it seems at first glance. First, three out of thirty-five websites do not have a Ukrainian translation, the information provided in English, Lithuanian or Russian²⁰. Secondly, several webpages have an automatic²¹ or partial²² translation into Ukrainian, which is sometimes placed together with the text in Lithuanian, Russian or English.
- 5) **Convenient naming.** Convenient naming (keywords "Ukraine", "Help", "Aid", etc.) from all web pages with information for Ukrainians has only 4 platforms out of 35²³. The absence of convenient naming for Ukrainians in most cases is logical because information pages often belong to certain institutions and organizations (ministries, municipalities, NGOs) posted on their websites.
- 6) **Feedback form.** Six out of thirty-five²⁴ information pages have a user feedback form (this category includes both the ability to send a question and get an answer by e-mail and the ability to leave your feedback on the site's operation as a whole). But it should be taken into account that 2 of them allow asking questions only about one narrow area (Invest Lithuania – for businesses and entrepreneurs who have been forced to leave Ukraine; Teises Klinika – about legal assistance), SuUkraina offers to send your feedback on the site's operation. On the municipalities websites a user cannot ask questions in Ukrainian (Alytus City Municipality can automatically translate the page into Russian).



¹⁵ Darbo birža, State Child Rights Protection and Adoption Service, Invest Lithuania, IOM

¹⁶ Dopomoga.lt, Varena district municipality, Šalčininkų rajono savivaldybės administracija, Panevezio Municipality, Biržai Municipality, Kretingos Region Municipality, Radviliškis Region Municipality, Raseiniai Region Municipality, Šakiai Region Municipality, Trakai Region Municipality, Utena Region Municipality, Vilkaviškis Region Municipality

¹⁷ SuUkraina, Ministry of the Economy and Innovation of the Republic of Lithuania, Ukrainian Embassy in Lithuania, Darbo birža, State Child Rights Protection and Adoption Service, Teises Klinika, Vilniaus Universiteto, Helpua.lt, Ministry of Social Security and Labor, Migration Department of the Ministry of Social Security and Labor, International House Vinius, Vilnius Municipality, Kaunas Municipality, Klaipeda Municipality, Panevezio Municipality

¹⁸ For example, <https://migracija.lrv.lt/lt/naudinga-informacija/ukraina-ukrayina-ukraina-ukraine/informatsiia-dlia-gromadian-ukrayini/ekstrena-dopomoga>

¹⁹ IOM, Renkosi Lietuva, Dopomoga.lt

²⁰ IOM, Invest lithuania, Renkosi Lietuva

²¹ Vilnius Municipality,

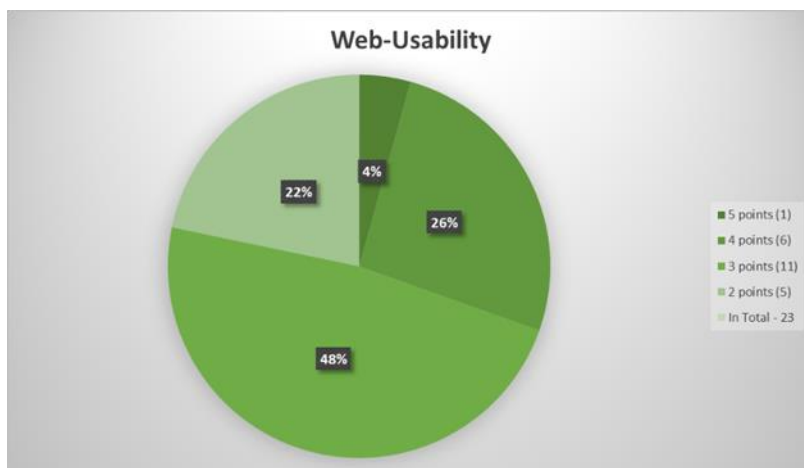
²² State Child Rights Protection and Adoption Service, Alytus City Municipality, Varena district municipality, Visaginas Municipality, Šalčininkų rajono savivaldybės administracija, Panevezio Municipality, Ministry of the Economy and Innovation of the Republic of Lithuania

²³ SuUkraina, Ukrainian Embassy in Lithuania, Dopomoga.lt, Helpua.lt

²⁴ SuUkraina, Invest lithuania, Teises Klinika Vilniaus Universiteto, Klaipeda Municipality Site, Alytus City Municipality, Visaginas Municipality

- 7) **Search field.** 16 out of 35²⁵ web pages for Ukrainians have a search bot to find necessary information on the website, but this function is also often not convenient to use for a Ukrainian-speaking user for several reasons: a) search in Ukrainian is not possible, and if possible, the information found is presented in Lithuanian, b) the search can be performed on a limited range of questions (e.g., only consular questions on the website of the Ukrainian Embassy in Lithuania), c) the search field redirects the user to Google (Klaipeda Municipality). Only the SuUkraina site has a convenient search option that is fully adapted to the needs of Ukrainian refugees.
- 8) **Online chat.** Only 3 out of 35²⁶ information pages that provide help for Ukrainians have the possibility of online consultations through online chat. However, Ukrainian Embassy online-chat advises users only on consular issues, and online-chats of Kaunas and Šiauliai municipalities are in Lithuanian (Šiauliai Municipality Administration can answer questions in Ukrainian, Kaunas Municipality online chat is automatic and only in Lithuanian).

Along with the criteria of accessibility and convenience of various information pages for Ukrainian refugees in Lithuania, there is also the web-usability factor – the ease of use of a particular website or project²⁷. In our case, it is how user-friendly the website or webpage for Ukrainian-speaking users, as well as how well the page is adapted to their requests and needs²⁸. Website visual design, the text and categories of information placement, the format of information presentation (PDF, JPG, Word



files, etc.), the quality of the translation of the text into Ukrainian, etc. impact upon the “user-friendliness” level. An analysis of thirty-five websites or webpages with information for Ukrainian refugees in Lithuania shows that seventeen of them have an average level of user-friendliness, and 6 out of 35 – high level²⁹. The most common factors that hinder the convenient use of the site by a Ukrainian-speaking user are the arrangement of the text in the form of a list, the lack of explanations in Ukrainian and the necessary links to sources of information, outdated links, lack of categorization of information, inconvenient information format (e.g., JPG files are not clickable).

²⁵ SuUkraina, Ukrainian Embassy in Lithuania, Darbo birža, Renkosi Lietuva, Ministry of Social Security and Labor, Klaipeda Municipality Site, Alytus City Municipality, Visaginas Municipality, Šalčininkų rajono savivaldybės administracija

²⁶ Ukrainian Embassy in Lithuania, Kaunas Municipality, Šiauliai Municipality Administration

²⁷ <https://www.techopedia.com/definition/23903/website-usability>

²⁸ Evaluation criterion from 1-5, where 1 is “poor”, 5 is “excellent”

²⁹ Comments on each website or webpage are in the “Informational Platforms for Ukrainian Refugees in Lithuania” table

5. Conclusions³⁰

- Currently, Lithuania has a whole ecosystem of information platforms and websites that inform Ukrainian refugees. This system is organic because most information platforms were created independently of each other, without coordination of information selection and placement. All elements of the ecosystem are closely related to each other.
- The use of the same sources of information is a guarantee of reliability and verifiability of the information received by Ukrainian refugees. However, the problem is often that the format of the information itself is not changed, supplemented, or explained in Ukrainian.
- Most information platforms provide structured information for Ukrainians regarding all important categories of life, often in the form of answers to the most frequently asked questions. However, many platforms do not have a convenient search for information on the site, the possibility of online consultation (feedback, form for request, online chat) adapted to Ukrainians.
- The web page <https://migracija.lrv.lt/lt/naudinga-informacija/ukraina-ukrayina-ukraina-ukraine/informatsiia-dlia-gromadian-ukrayini> is one of the main sources of information for Ukrainian refugees in Lithuania, as well as the main resource of reliable information for other information platforms (both for websites of municipalities and for private organizations). The page of the Department of Migration is naturally one of the most cited information platforms. Almost all web info pages dedicated to informing Ukrainian war refugees are linked to it as to the official source of information.
- The SuUkraina website <https://suukraina.lt/ua/refugee-guide/> is one of the most convenient information platforms for Ukrainian refugees in Lithuania because, in addition to official information, the site contains a variety of information about private initiatives and programs, a service search function for Ukrainians on site, feedback form, high level of web-usability and convenient naming.

³⁰ Conclusions are based on the analysis main text and its appendix.

6. Appendix

Informational Platforms for Ukrainian Refugees in Lithuania³¹

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ³²	Information is updated	Language				The naming is convenient	Feedback form	Search field ³³	Online chat for consultation	Web-usability ³⁴
						UK	LT	EN	RU					
1	SuUkraina	https://suukraina.lt/informacija-ukrainieciams/	+	+	+	+	+	-	-	+	+	+	-	5
<p>Comments:</p> <p>The web page has a convenient design and a presentation of all the information necessary for Ukrainians, divided into separate criteria. The site has an appropriate naming and feedback form, all information is presented quite succinctly, provides links to original sources, and allows users to use the search function to find the help they need. The only downside of the platform is that not all categories have updated information.</p>														
2	Ministry of the Economy and Innovation of the Republic of Lithuania	https://eimin.lrv.lt/en/important-information-for-business/coming-to-lithuania-a-guide-for-ukrainians-1 https://eimin.lrv.lt/en/important-information-for-business/coming-to-lithuania-a-guide-for-ukrainians-1/korisna-informatsiia	+	+	+	+	+	-	-	-	-	-	-	3
<p>Comments:</p> <p>Often link redirect to the sources which are in Lithuanian or English, links also lead to a main page, without given the direct answer to the question. A focus on the finances, employment, and business, for all other spheres the site redirect to relevant sources of info for getting more detailed information (original sources, websites of another ministries, etc.). Even though the last update was on 15-06-2022, the problem with updated information is solved mostly in account the original sources of info to which the site redirects. The site does not have a form for user feedback, the ability to ask questions or consult.</p>														

³¹ + presence - absence

³² Health, Social benefits, Migration procedures, Employment, Accommodation

³³ Available in Ukrainian

³⁴ Evaluation criterion from 1-5, where 1 is "poor", 5 is "excellent"

3	Ukrainian Embassy in Lithuania	https://lithuania.mfa.gov.ua/konsulski-pitannya/informaciya-dlya-timchasovo-peremishchenih-z-ukrayini-osib	+	+	+	+	-	+	-	+	-	+	+	4
---	--------------------------------	---	---	---	---	---	---	---	---	---	---	---	---	---

Comments:
The web page provides information in the Ukrainian language, divided into various categories, and related to various spheres of life of Ukrainians in Lithuania (housing, employment, medical assistance, etc.), has a convenient naming and constantly updates the information. The site focuses on providing information about consular services, which is not surprising, and most of the information is devoted to this category. Regarding other questions, the web page even has very concise information and redirects the user to the original sources (the sources are not always in Ukrainian). On the site, it is possible to ask questions via online chat, and there is also the possibility of searching for the necessary information using keywords (applies only to consular questions).

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ³⁵	Information is updated	Language				The naming is convenient	Feedback form	Search field ³⁶	Online chat for consultation	Web-usability ³⁷
						UK	LT	EN	RU					
4	Dopomoga.lt	https://www.dopomoga.lt/lt	-	-	-	+	+	-	-	+	-	-	-	3
<p>Comments:</p> <p>The site is focused on offers of help to Ukrainians in Lithuania, the information is divided into categories. However, the site does not provide all the necessary categories of information (for example, there is no "housing" category), so there is no possibility of feedback or online consultation. The site does not provide explanations for categories of information, only links to sources of information, the date of information update is not provided.</p>														
5	Darbo birža	https://uzt.lt/ua/nformacija-dlja-gromadjan-ukrani/275	+	-	+	+	-	-	-	-	-	+	-	3
<p>Comments:</p> <p>The site is more focused on providing information about employment in Lithuania and is itself an original source of information. Therefore, the page with general information for Ukrainians is small and is a list of links to the necessary sources of information (their number is also small). The information is not divided into categories, and is also dedicated only to some aspects of the life of Ukrainian refugees. The information update date is not available, there is no form for online consultations or feedback. Information in Ukrainian.</p>														
6	IOM – International Organization of Migration	https://lithuania.iom.int/support-ukrainian-nationals	-	-	-	-	-	+	-	-	-	-	-	3
<p>Comments:</p> <p>The site provides concise information for Ukrainian refugees in Lithuania only in English, a lot of information is quite general (for example, the number of Ukrainians currently in Lithuania, the participation of IOM in assistance initiatives for Ukrainians, etc.). The page does not provide links to the IOM initiatives themselves or sources of information. The information is divided into categories, but not all of them are presented on the site. The page is more of a platform for reporting on the organization's assistance to Ukrainians, although it does provide hotline numbers. There is no form for online consultation or site feedback.</p>														

³⁵ Health, Social benefits, Migration procedures, Employment, Accommodation

³⁶ Available in Ukrainian

³⁷ Evaluation criterion from 1-5, where 1 is "poor", 5 is "excellent"

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ³⁸	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
7	State Child Rights Protection and Adoption Service	https://vaikoteises.lt/ukraine/	+	-	+	+	+	+	-	-	-	-	-	3
<p>Comments:</p> <p>The site is focused on informing users about the protection of children's rights in Lithuania, so the main information is dedicated to this issue. The information on the page is provided in English, Russian and Ukrainian at the same time and in the form of JPG files. In addition, the page provides information on other categories of information in the form of links to original sources at the bottom of the page. The information is divided into categories, but these categories are presented as one large list. The page does not have a form for online consultations or feedback.</p>														
8	Invest Lithuania	https://investlithuania.com/guide-for-ukrainians-ru/	+	-	-	-	+	+	+	-	+	-	-	3
<p>Comments:</p> <p>The page contains several categories of information for Ukrainian refugees - arrival of Ukrainians in Lithuania, employment, business information, Covid-19 regulations, housing and important contacts. All information is structured and presented in the form of answers to questions. The site indicates the date of the last update, the provided links lead to the original sources of information, and has a contact form. However, the information is not available in Ukrainian, some links lead to inaccessible pages, the categories are presented in the form of a list.</p>														
9	Teises Klinika, Vilniaus Universiteto	https://teisesklinika.lt/ukraina/	+	+	+	+	+	+	+	-	+	-	-	4
<p>Comments:</p> <p>The site provides all the necessary information for Ukrainians in Lithuania, which is structured and presented on the site in the form of separate categories. The categories of information relate to all aspects of the lives of Ukrainian refugees and lead to reliable sources of information. The information is in Ukrainian, there is a form for asking questions online. The only downside of this information platform is the search function, which allows you to search for information only on the site in general.</p>														

³⁸ Health, Social benefits, Migration procedures, Employment, Accommodation

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ³⁹	Information is updated	Language				The naming is convenient	Feedback form	Search field ⁴⁰	Online chat for consultation	Web-usability ⁴¹
						UK	LT	EN	RU					
10	Renkosi Lietuva	https://www.renkuosilietuva.lt/en/information-for-ukrainian-citizens/	+	+	-	-	+	+	+	-	-	+	-	3
Comments: The site provides all the necessary information for Ukrainians in Lithuania, which is structured and presented on the site in the form of separate categories. The categories of information relate to all aspects of the lives of Ukrainian refugees and lead to reliable sources of information. Basically, the information in the categories is presented in the form of answers to common questions of Ukrainians, so it is not always possible to find links to sources of information in the answers to questions (in most cases, the site provides only concise answers to questions without references). Information is not provided in Ukrainian, categories are represented in the form of a list, there is no form for online consultations or questions from users, naming is not convenient. Search in Ukrainian is possible, but the information found will be in English.														
11	Helpua.lt	https://helpua.lt/	+	+	+	+	-	-	-	+	-	-	-	4
Comments: The site contains all the necessary categories of information for Ukrainian refugees in Lithuania, the information is constantly updated and has links to verified sources of information. The information is provided in Ukrainian, the visual placement of categories is convenient for the user. Most of the links lead to Word files or Excel tables where all links to information sources are collected. The page does not have a form for online consultation or feedback, and there is no search option either.														
12	Ministry of Social Security and Labor	https://socmin.lrv.lt/lt/veiklos-srityys/socialine-integracija/informatsiia-dlia-gromadian-ukrayini-1?lang=uk	+	+	+	+	+	-	-	-	-	+	-	3
Comments: The site contains all necessary categories of information for Ukrainian refugees in Lithuania and has links to verified sources of information. Information is provided in Ukrainian (automatic translation). In the categories, information is provided in two formats: as answers to the most common questions, or as brief information in Ukrainian, JPG files are often used. The site does not contain an online chat for consultations or a user feedback form. The page has a news column for Ukrainians, but it is visually inconspicuous among other categories and has not been updated since summer 2022.														
13	Migration Department of the Ministry of Social	https://migracija.lrv.lt/lt/naudinga-informacija/ukraina-ukrayina-ukraina-ukraine/informatsiia-dlia-gromadian-ukrayini	+	+	+	+	-	-	-	-	-	-	-	4

	Security and Labor													
<p>Comments: The site provides all necessary information for Ukrainian refugees in Lithuania with links to original sources of information. Information is divided into separate categories, which in turn provide information in the form of concise explanations or answers to questions (JPG files are often used). The page does not have an online chat for consultations or a feedback form. Sometimes some categories do not have sufficient content or do not accompany the provided links with explanations in Ukrainian.</p>														

³⁹ Health, Social benefits, Migration procedures, Employment, Accommodation

⁴⁰ Available in Ukrainian

⁴¹ Evaluation criterion from 1-5, where 1 is “poor”, 5 is “excellent”

№	Name	Link	Links redirect to reliable sources	The information on all vital categories	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
14	International House Vinius	https://ihvilnius.lt/migration-ua-	+	+	+	+	+	+	+	-	-	-	-	3
<p>Comments: The page contains all the necessary information for Ukrainian refugees in Lithuania, which concerns all spheres of life of Ukrainians in Lithuania. The information is provided in Ukrainian, provided in the form of concise explanations. The links provided lead to reliable sources of information. The site does not have an online chat for consultations or a user feedback form. The page is closely related to the page of the Vilnius Municipality, so meetings often lead to the GoVilnius website. Categories of information are presented in the form of a list.</p>														
15	Vilnius Municipality	https://ukraina.vilnius.lt/ua/	+	+	+	+	+	+	-	-	-	-	-	3
<p>Comments: The page contains all the necessary information for Ukrainian refugees in Lithuania, which concerns all spheres of life of Ukrainians in Lithuania. Information is provided in Ukrainian in two formats: concise explanations or in the form of answers to questions. Categories of information are presented in the form of a list, the page does not have an online chat for consultations or a feedback form for users.</p>														
16	Kaunas Municipality	http://www.kaunas.lt/2022/03/svarbi-informacija/ua/	+	+	+	+	-	+	-	-	-	+	+	3
<p>Comments: The page contains all the necessary information for Ukrainian refugees in Lithuania, which concerns all spheres of life of Ukrainians in Lithuania. The information is provided in Ukrainian and divided into separate categories. Despite the division, all information is presented in one large text. The provided links lead to reliable sources of information, a consultation form and a search query in Lithuanian only.</p>														
17	Klaipeda Municipality	https://www.klaipeda.lt/lt/pagalba-ukrainieciams-dopomoga-ukrancjam-help-for-ukrainians-pomosc-dlja-ukraincev/9660/	+	+	+	+	+	+	+	-	+	+	-	4
<p>Comments: The site contains all the necessary sources of information divided into separate categories. The information is provided in the Ukrainian language in the form of concise explanations for each of the categories. Visually, subcategories look like separate columns of text. Online chat for consultations is only in Lithuanian and Russian (translation into languages other than Ukrainian and Lithuanian is automatic), the search on the site is done through Google, which still leads to the appropriate category of information.</p>														

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ⁴²	Information is updated	Language				The naming is convenient	Feedback form	Search field ⁴³	Online chat for consultation	Web-usability ⁴⁴
						UK	LT	EN	RU					
18	Alytus City Municipality	https://alytus.lt/lt/gyventojams/pagalba-ukrainai	-	+	-	+	+	+	+	-	+	+	-	2
<p>Comments: The page provides all the necessary information for Ukrainians in Lithuania, distributed by category and visually presented in the form of separate blocks. Category headings are provided in Lithuanian with a translation into Ukrainian below them, some of the categories contain concise information only in Lithuanian, some in Lithuanian, Russian and Ukrainian together, and some categories are only links to other information resources or Word files. The page does not have an online chat for consultations, the form for questions from users is available only in Lithuanian. Search in Ukrainian is available, but information will appear mostly in Lithuanian.</p>														
19	Varena district municipality	https://varena.lt/ukraina#0986ab6fee192e2bd	+	-	-	+	+	-	-	-	-	-	-	2
<p>Comments: The page has only four categories of information for Ukrainians, with the category names translated into Ukrainian. The text itself in the categories is in Lithuanian, only in some places there is a partial translation of the names into Ukrainian. The site provides links to reliable sources of information, but there are only a few such links. The site does not have an online chat for consultations and a feedback form for users. Search on the website is only available in Lithuanian.</p>														
20	Visaginas Municipality	https://visaginas.lt/dopomoga-ukran/5939	+	+	-	+	+	-	+	-	+	+	-	2
<p>Comments: The information on the page is not structured and divided into categories, but rather a mixture of various links, zip files, leaflets and headings in Ukrainian, Lithuanian and Russian languages. The links provided lead to reliable and verified sources of information. The site does not have an online chat for consultations, the search query is only available in Lithuanian. Search in Ukrainian is available, but information will appear mostly in Lithuanian.</p>														
21	Šalčininkų rajono savivaldybės administracija	https://salcininkai.lt/pagalba-ukrainai/1822	+	-	-	+	+	-	+	-	-	+	-	2
<p>Comments: The site does not have all categories of information for Ukrainians, rather it is a list of links to files or other sources of information. For more detailed information, the site redirects to the SuUkraine page. The translation into Ukrainian is only partial, Ukrainian and Russian languages are presented mainly in the jpeg file for</p>														

refugees from Ukraine. Headlines are mostly in Lithuanian. The site does not have an online chat for consultations, search is possible only within the site in Lithuanian. Search in Ukrainian is available, but information will appear in Lithuanian.

⁴² Health, Social benefits, Migration procedures, Employment, Accommodation

⁴³ Available in Ukrainian

⁴⁴ Evaluation criterion from 1-5, where 1 is “poor”, 5 is “excellent”

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ⁴⁵	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
22	Šiauliai City Municipality	https://www.siauliai.lt/lt/list/view/-nformac-ja-dlja-gromadjan	+	+	-	+	+	+	-	-	-	+	+	4
<p>Comments: The site provides all the necessary information for Ukrainians, divided into separate categories. Each category provides concise information in Ukrainian with links to reliable sources of information, current contacts of coordinators, centers and initiatives. The categories are presented in the form of a list, the site has an online chat for consultations (even in Ukrainian), the search on the site does not work, there is also no user feedback form.</p>														
23	Panevezio Municipality	https://www.panevezys.lt/lt/informacija-ukrainieciams.html	+	-	+	+	+	-	-	-	-	-	-	2
<p>Comments: The site simultaneously provides information in Lithuanian and Ukrainian languages, in Ukrainian only information is available on contacts of municipality coordinators, social benefits, as well as several links to postcards, Word documents and links to other sources of information. The information is not structured and presented in plain text, often without a translation into Ukrainian. There is no online chat for consultations, a feedback form for users, and a search function on the website of the municipality.</p>														
24	Akmene City Municipality	https://www.akmene.lt/dopomoga-ukran/4020	+	+	+	+	+	-	+	-	-	+	-	3
<p>Comments: The site provides all necessary information for Ukrainians, however the information provided as a long list divided into separate categories only by bolded titles. The information in all categories is concise and provided links redirect a user to reliable sources of information. The main information about social help, benefits, etc. packed into JPG files in Ukrainian, Russian and Lithuanian. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian. There are no feedback form or online-chat for consultation.</p>														
25	Biržai Municipality	https://www.birzai.lt/gyventojams/p arama-ukrainai/638	-	-	+	+	+	-	+	-	-	+	-	2
<p>Comments: The site doesn't provide all necessary categories of information for Ukrainians, the information provided as a long list in Lithuanian and Ukrainian simultaneously (titles merge with each other). The information in all categories is very concise and only provided in the form of Word documents or JPG files. The main information about social help, benefits, etc. packed into JPG files in Ukrainian, Russian. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian. There are no feedback form or online-chat for consultation.</p>														

⁴⁵ Health, Social benefits, Migration procedures, Employment, Accommodation

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ⁴⁶	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
26	Druskininkai City Municipality	https://druskininkusavivaldybe.lt/go.php/lit/img/1242	+	+	+	+	-	-	+	-	-	-	-	3
Comments: The site provides all necessary information for Ukrainians, however the information provided as a long list divided into separate categories only by bolded titles. The information in all categories is concise and provided links redirect a user to reliable sources of information (mostly local institutions and initiatives). There are no feedback form, search field or online-chat for consultation.														
27	Kretingos Region Municipality	https://www.kretinga.lt/dopomoga-ukrayincyam-u-kretingskomu-rayoni	-	-	+	+	-	-	-	-	-	+	-	3
Comments: The site doesn't provide all necessary categories of information for Ukrainians, only the contact list, the information provided as a long list in Ukrainian. The information in all categories is very concise. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian. There are no feedback form or online-chat for consultation.														
28	Kupiškis Region Municipality	https://www.kupiskis.lt/lt/informacija/pagalba-ukrainai.html	+	+	+	+	+	+	-	-	-	-	-	2
Comments: The site provides all necessary information for Ukrainians divided into categories. However, these categories are "hidden" under several pictures in Lithuanian redirecting the user to migracija.lrv.lt web-page. Titles of the categories in English and Lithuanian merging with each other. The info in the categories mostly provided in Lithuanian and packed into PDF, JPG and WordDocs. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian. There are no feedback form or online-chat for consultation.														
29	Palanga City Municipality	https://www.palanga.lt/del-situacijos-ukrainoje/9145#c-364/t-955	+	+	+	+	+	+	+	-	-	+	-	3
Comments: The site provides all necessary categories of information for Ukrainians, the information divided into categories. The categories' titles are in Lithuanian, Ukrainian, English and Russian (not all of them translated into Ukrainian). The detailed answers to the questions are mostly in Lithuanian, information in Ukrainian or Russian mostly in the format of PDF, WORD or JPG files. There are no feedback form or online-chat for consultation. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian.														

⁴⁶ Health, Social benefits, Migration procedures, Employment, Accommodation

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ⁴⁷	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
30	Radviliškis Region Municipality	https://www.radviliskis.lt/pagalba-ukrainai/	+	-	+	+	+	-	+	-	-	-	-	3
Comments: The site doesn't provide all necessary information for Ukrainians, however the information is divided into separate categories only. The information in all categories is concise and can be in the format of QA as well as just contact list. The site redirects a user to migracija.lrv.lt for more detailed information. There is no feedback form or online-chat for consultation. The site has a search field and a user can find information using Ukrainian keywords. The given information is very concise.														
31	Raseiniai Region Municipality	https://www.raseiniai.lt/informacija-ukrainos-pilieciams/	+	-	+	+	+	-	-	-	-	+	-	2
Comments: The site doesn't provide all necessary categories of information for Ukrainians, the information doesn't divided into categories, rather as the list of contacts, JPG pictures and links. The site redirects a user to the page of migracija.lrv.lt, but the link name is in Lithuanian. The information in all categories is concise. The web site has a search field, and a user can find information via Ukrainian keywords, however the search results mostly will be in Lithuanian. There are no feedback form or online-chat for consultation.														
32	Šakiai Region Municipality	https://www.sakiai.lt/puslapiai/informacija-apie-pagalba-ukrainai-20220225020207	+	-	+	+	+	-	-	-	-	-	-	3
Comments: The site doesn't provides all necessary information for Ukrainians, provided information is in QA format in Ukrainian and Lithuanian. The titles are in Ukrainian and Lithuanian at the same time (not all of them). The explanations are given in Ukrainian and DOC, PDF, JPG Word files format as well. The web site has a search field, but it doesn't work with Ukrainian keywords. There are no feedback form or online-chat for consultation.														
33	Trakai Region Municipality	https://www.trakai.lt/gyventojams/svarbi-informacija-del-ukrainos-pilieciu-priemimo/4227	+	-	+	+	+	-	-	-	-	-	-	2
Comments: The site doesn't provide all necessary information for Ukrainians (only contact list and useful links), the information divided into groups which are separated with bolded titles. The information is provided as a list with attached links, JPG and PNG files. The titles of the groups are in Lithuanian and Ukrainians simultaneously, merging with each other. There is no feedback form or online-chat for consultation. The web site has a search field, but it doesn't work with Ukrainian keywords.														

⁴⁷ Health, Social benefits, Migration procedures, Employment, Accommodation

№	Name	Link	Links redirect to reliable sources	The information on all vital categories ⁴⁸	Information is updated	Language				The naming is convenient	Feedback form	Search field	Online chat for consultation	Web-usability
						UK	LT	EN	RU					
34	Utena Region Municipality	https://www.utenal.lt/index.php/lt/pradzia/informacija-apie-karukrainoje/2-uncategorised/3164-svarbus-kontaktai-utenos-rajone-ukrainieciams-ir-utenos-rajono-gyventojams-bei-verslo-imonems-priimancioms-karo-pabegelius	+	-	+	+	+	+	-	-	-	-	2	
<p>Comments: The site doesn't provide all necessary information for Ukrainians (only as a contact list of organizations helping Ukrainians), however the information is divided into separate categories on language, not on content grounds. The information is provided as a list with the division into different contact of various organizations. There is no feedback form or online-chat for consultation. The site has a search field, but it doesn't work with Ukrainian keywords.</p>														
35	Vilkaviškis Region Municipality	https://vilkaviskis.lt/pagalba-ukrainai/	+	-	+	+	-	-	-	-	+	-	2	
<p>Comments: The site provides all necessary information for Ukrainians; the information is divided into separate categories of information. However, the categories' titles are in Lithuanian and Ukrainian at the same time, and Ukrainian translation is hardly visible because it's under the Lithuanian title. The information in categories is given in Lithuanian, Ukrainian, English and Russian simultaneously (merging with each other). The format varies from short explanation in different languages till just attached files in Word, JPG, PDF formats. There is no feedback form or online-chat for consultation. The site has a search field, but it doesn't work with Ukrainian keywords.</p>														

⁴⁸ Health, Social benefits, Migration procedures, Employment, Accommodation