Dear beneficiaries, partners and colleagues,

Every year has its memorable moments, and USAID claimed several in 2018 that will impact global development in general, and our efforts in Ukraine, more specifically.

First, in September, USAID Administrator Mark Green unveiled USAID’s new global development approach, which prioritizes supporting host country partners to become self-reliant and empowered to lead their own development journeys. The Journey to Self-Reliance, as we call the new development model, will work to improve the ability of the host country to plan, finance, and implement solutions to its own development challenges. After several years of collaboration with the Government of Ukraine (GOU) to more closely coordinate and target development efforts, USAID/Ukraine was able to seamlessly incorporate the new approach to this partnership.

The Mission finalized its new five-year Country Development Cooperation Strategy, which incorporates the Journey to Self-Reliance approach, and which was approved by Washington as 2019 began. This dynamic, new strategy is centered on helping develop an independent, democratic, prosperous, and healthy Ukraine united around core European values.

In 2018, USAID/Ukraine continued to support GOU anti-corruption efforts with several notable achievements. First, the Mission assisted the Ministry of Health to implement systemic reforms that created three new ministry agencies and initiated a new “money follows the patient” health system finance model.

The Mission also initiated a new five-year, $85 million Energy Security Project that will enhance Ukraine’s energy security by: (1) helping key government agencies and the energy regulator meet European Union requirements; (2) supporting unbundling transmission and distribution from generation and supply in both the gas and electricity sectors; and (3) establishing competitive energy markets in the electricity, natural gas, and district heating sectors; and (4) advancing renewables.

Meanwhile, USAID/Ukraine’s successful decentralization activity added 25 newly consolidated communities to the 50 it already supports, continuing to empower local activists while improving the effectiveness of municipal governments.

As 2018 ended, USAID announced two new activities that will focus efforts on Luhansk and Donetsk Oblasts, the two regions most impacted by the ongoing armed conflict with Russia. Together valued at approximately $120 million over five years, the two activities will improve democratic governance and stimulate economic growth in these and neighboring oblasts.

Susan K. Fritz
Mission Director
Ukraine plays a critical role in United States government efforts to help former Soviet countries establish democratic institutions and globally integrated free market economies. To help Ukraine achieve its goal of creating a democratic, secure, and prosperous Ukraine that is self-reliant and able to support its own development needs, USAID partners with Ukrainians on strengthened participatory, transparent, and accountable governance processes, broad-based resilient economic development, and improved access to health services. USAID also prioritizes efforts to counter trafficking in persons and provide humanitarian support to those in conflict zones, helping communities to transition to a more democratic and prosperous future within Ukraine. In addition, we support the Chornobyl Shelter Fund as part of a multi-donor international effort. A breakdown of USAID activities and the successes we’ve achieved follows.
A market-driven and inclusive economy is critical if Ukraine is to fulfil its aspirations as a democratic, prosperous, and self-reliant country. USAID supports Ukraine’s development by fostering sustainable and broad-based economic growth that benefits all citizens. To realize these aspirations and unlock new revenue sources that can finance the Journey to Self-Reliance, USAID works with the GOU and private sector partners to secure a reliable supply of affordable energy, strengthen the financial sector, make strategic investments in agriculture that are harmonized with EU standards, and support entrepreneurship and economic competitiveness. Our programs support a regulatory environment that welcomes new startups and supports fair trade, nurture fair competition, prioritize investments in both human and physical capital, fight corruption, and promote exports.

Harvest time at the Sady Donbasu Orchards in Poltavka Village, Donetsk Oblast. Photo credit: Vladyslav Sodel
USAID promotes the inclusive development of Ukraine’s agricultural sector by stimulating private sector investment and technical innovation, and encouraging regulations that promote more competition. USAID assistance in 2018 helped increase the productivity of Ukraine’s small and medium agricultural enterprises, which benefited the 14 million inhabitants of rural Ukraine who have insufficient employment opportunities, live at or below the poverty line, and lack logistical and social infrastructure.

40,000
Number of small farmers brought into fruit, vegetable, and dairy value chains with increased income opportunities.

3,000
Number of household dairy producers in Luhansk Oblast benefiting from improved milk purification technologies that produce a higher grade, more valuable product.

4,000
Number of USAID-supported households in Rivne, Khmelnytsky, and Cherkasy Oblasts engaged in beef production cooperatives receiving increased incomes.

3.5 Million
Value of new loans disbursed by USAID-supported credit unions to agricultural SMEs.
USAID’s programs in Ukraine accelerate economic growth, unlock business opportunities, and spur competition. Our entrepreneurship programs in eastern Ukraine supported people affected by conflict - including IDPs and people with disabilities -- to become entrepreneurs and start their own businesses. Through its Western NIS Enterprise Fund activity, USAID provided $1.3 million in loans and equity investments to four Ukrainian IT startups. USAID supported the participation of 90 young entrepreneurs in business-related study programs and 80 companies in trade shows that expanded access to markets. USAID partnered with Ukraine’s Anti-Monopoly Committee to strengthen its ability to develop and implement policies that support competition, and is now supporting both Ukraine’s Export Promotion Office and the Ukraine Invest Office as they transition from relying on donor funds to becoming sustainable state entities financed through the government budget.

Amount of loans and investments in 4 start-ups in the science, innovation, and information technology sectors.

Number of jobs created for IDPs, people with disabilities, and other groups affected by conflict.

Number of businesses receiving USAID support in conflict-affected oblasts.

Number of entrepreneurs receiving USAID-provided training to strengthen business skills.
Access to finance for small businesses and entrepreneurs is critical to unleashing sustainable economic growth. USAID is cooperating with the National Bank of Ukraine to promote banking, deposit guarantee, and pension reforms that benefit all Ukrainians. To support these reform efforts, USAID increased access to financing for small and medium enterprises via bank and non-bank services; helped the National Bank of Ukraine build confidence in the financial sector; introduced seven innovative investment instruments to help develop an effective commodities market for agricultural and energy products; improved the pension system by contributing to the adoption of legislation to balance it; procured a modern server for improved pension services, data security, and pension record centralization; and identified digital financial service providers for improved access to finance.

- **Value of low-interest loans issued to enterprises:** $332,648
- **Number of vulnerable people trained in financial literacy:** 9,449
- **Number of Ukrainians who received increased pensions:** 9 M
- **Value of SME leasing contracts concluded through Q3:** 555 M
USAID assists Ukraine to strengthen its energy security by advancing reforms in the gas, electricity, and district heating sectors. Specifically, USAID supports the development of competitive energy markets, diversifying energy resources, including sustainable generation from renewable energy, and the implementation of the EU Association Agreement, as well as improved transparency and reduced corruption in the sector. In 2018, USAID partnered with the City of Kyiv to establish a new district heating utility services provider, KyivTeploEnergo, ensuring access to electricity, hot water, and heat for 2.9 million people. USAID also collaborated with the cities of Kyiv, Zaporizhzhia, and Bila Tserkva to assist them with district heating network development planning, enabling these municipalities to attract critical investments supporting secure and sustainable operations.

$100 Million

First Ever

Value of USAID-facilitated MOU between Kyiv and international finance institutions on future investments for energy security.

Energy Transparency Index developed, and first ever law on Ensuring Transparency in Extractive Industries adopted, with USAID assistance.
USAID continued to partner with the GOU and civil society in 2018 to realize the country’s commitment to broad reforms, including decentralization, a more independent judiciary that upholds rule of law, a transparent and accountable elections system, and measures to stem government corruption. USAID activities supported the continued development of a more democratic, transparent, and better-governed Ukraine, where human rights are respected and citizens are fully engaged in the governance process. In 2018, USAID assisted in improving the transparency and accountability of the legislative process, and helped decentralize government resources to consolidate and empower local communities. USAID activities promoted transparent local elections in the newly consolidated communities and more representative, inclusive political parties. USAID support helped bolster civil society as an advocate for the public interest and strengthened Ukraine’s independent media sector. USAID efforts protected human rights and assisted victims of human trafficking.

Decentralization helped the Baikivetska Consolidated Community in Ternopil Oblast repair the House of Culture in Lozova Village through increased budget resources. 

Photo credit: Vladyslav Sodel for USAID DOBRE activity
Through support for various reform efforts, USAID is assisting Ukraine to fight endemic corruption by strengthening judicial independence, improving financial disclosure and reporting, conducting anti-corruption risk assessments and action plans in ministries and regional administrations, and working with youth and civil society to hold the government accountable. USAID also helped automate many standard government processes, thus making corrupt practices more difficult. In 2018, the automation effort included support for e-governance and open data systems development at the national and local level. USAID helped Ukraine’s government further improve ProZorro, its electronic public procurement system, which has saved the state budget an estimated $2.5 billion since 2016. USAID support helped increase the availability of government information to the public by opening data sources both nationally and locally. USAID promoted the adoption of digital finance tools by government, businesses, and consumers to support the Cashless Economy project of the National Bank of Ukraine, which will lead to increased transparency in financial transactions, thereby reducing opportunities for corruption and illicit trade. This will boost tax revenue and make more capital available for lending and sustainable economic development.

249

Number of government officials receiving anti-corruption training.

2.5 bln

Amount that the ProZorro public procurement system has saved the state budget.
In 2018, USAID advanced efforts to establish an independent, accountable, transparent, and effective justice system that upholds the rule of law and is empowered to fight corruption. USAID promoted the adoption of the new Law on the High Anti-Corruption Commission and trained judges on verifying financial assets and family ties declarations to increase transparency. Ukrainian civil society conducted more than 260 roundtables, forums, conferences, and other events, recording an attendance of more than 11,000 people, to solicit citizen-driven feedback on judicial reforms and court performance. USAID further supported civic oversight of the judicial reform process through the Public Integrity Council by working with the High Qualifications Court on judicial selection and the High Council of Judges on judicial discipline processes. Legal education remained a key component of support during 2018 with the introduction of a nationwide admission process to master’s programs in law and international law. More than 15,800 candidates applied to 114 law schools through this process.

Number of citizens providing inputs and feedback to justice sector reform: 11,000
Number of courts that improved their case management systems: 136
Number of judges and judicial personnel trained with USAID support: 964
In 2018, USAID continued to support a more effective and independent legislature in Ukraine, and increased citizen participation in the policy-making process. USAID support included improvements to constituent outreach through the development of a parliamentary outreach and communication strategy. It also included more citizen-friendly tools, such as an e-petitions portal, the Citizens-Rada Legislative Discussion E-Platform, the formation of an e-committee, and e-plenary sessions. USAID also assisted civil society groups to strengthen their advocacy campaigns and oversight functions of parliamentary processes and decisions. USAID’s RADA activity, together with the Verkhovna Rada’s Secretariat and Computerized Systems Department, drafted and launched a Parliament Development Strategy for 2018-2020, which ensures a stable and secured IT-infrastructure and investments in modern cybersecurity systems.

- Number of public forums resulting from USG assistance in which national legislators and the public interact: 85
- Number of national executive oversight actions taken by the legislature: 2,807
- Number of citizens using Parliamentary electronic platforms: 321,629
USAID continued to promote political processes that lead to more representative, transparent, and accountable governance. USAID provided support through the Central Election Committee (CEC) and its Training Center to strengthen local elections administration prior to elections in the newly consolidated communities. USAID and the CEC Training Center initiated a capacity building program for staff to strengthen administration of the voter rolls in these communities and conducted 79 training sessions throughout Ukraine. With the 2019 presidential and parliamentary elections on the horizon, USAID also worked to strengthen cybersecurity through support to the CEC to strengthen its capacity to counter a growing number of cyber threats to Ukraine’s electoral system. USAID supported elections-based grassroots activism, polling, and analytics to promote the development of issues-based platforms, elections observation, and women as political party leaders. USAID trained more than 3,600 activists and political party members, including more than 100 local elected officials, on citizen engagement, as well as 200 activists on political and leadership skills. These efforts improved electoral legislation and administration, increased citizen turnout, made political parties and elected officials more responsive to constituents, and improved the credibility of election results.

Number of initiatives to increase women’s political participation.

Number of election officials trained.

Number of election observers trained to monitor first-ever local elections in more than 252 newly consolidated communities.
USAID is helping cultivate a new cadre of Western-trained Ukrainian leaders by offering competitive opportunities to learn from American and European experts. Through its Participant Training Program, USAID provided 80 Ukrainians an opportunity to participate in study tours to the United States and Europe that addressed specific themes. Through its legacy fund, the Western NIS Enterprise Fund (WNISEF), USAID provided scholarships to six college students for graduate studies in business, public policy, and law, at top U.S. universities. For teenagers, WNISEF’s Ukrainian Leadership Academy continued to provide young Ukrainian high school graduates a chance to develop national leadership qualities through a year-long gap year program prior to entering university. WNISEF also trained 72 teachers from 24 hub schools throughout Ukraine, launched six innovative education projects, and kickstarted training for coding and IT skills among Ukrainian girls.

Number of scholarships awarded to students for advanced degree programs in the U.S.  Number of Ukrainian students attending the Ukrainian Leadership Academy.
USAID continued to build the organizational capacity of Ukrainian civil society to become stronger citizen advocates and government watchdogs, as well as assist them to better represent citizens’ interests and drive reforms through oversight and advocacy. This support increased the capacity of 87 CSOs to build coalitions, advocate, and monitor government performance, and helped 162 CSOs increase their organizational capacity, contributing to Ukraine’s Civil Society Sustainability Index score of 3.2, which remains the highest in the region. A total of 142 CSOs were engaged in advocacy interventions, shaped public agendas, changed public policies, and influenced other processes that impact people’s lives. Additionally, 249 CSOs received anti-corruption training. USAID also worked to maintain the
In 2018, USAID continued to strengthen the freedom of the press and access to objective information for Ukrainian citizens by supporting media-related civil society organizations and print, radio, TV, and Internet outlets through training, consultation services, technical assistance, and grants to media outlets. Media CSOs advocated for key media legislation and provided support to the independent public service broadcaster, including strategy and capacity development. Institutional support to Ukraine’s public broadcaster helped produce marketable, quality content and contributed toward completing destatization of print media, and increasing the transparency of media ownership. Furthermore, USAID support to media outlets helped produce content informing Ukrainian citizens of ongoing reforms in education, medicine, the pension system, and decentralization. Additionally, through anti-corruption interventions that focused on investigative journalism, more than 70 anti-corruption lawsuits were triggered. Countering malign narratives by the Kremlin also remained a focus during 2018, for which USAID supported media literacy interventions, including media monitoring aimed at journalists, community leaders, and citizens.

- Number of media sector institutions assisting independent media or journalists: 27
- Number of print/broadcast investigative stories developed: 452
- Number of training days provided to journalists: 3,079
As part of a coordinated package of international donor assistance to the GOU to implement nationwide decentralization reforms, USAID continued to assist local governments to be more effective, responsive, and capable of delivering tangible benefits to citizens. This included assisting the Parliament, line ministries, and local governments to draft decentralization-enhancing legislation consistent with the European Charter of Local Self-Government. USAID helped draft 64 local governance laws and 60 strategies, and facilitated the consolidation of 292 communities. The tangible benefits of decentralization, which include increased budgets and budget control at the local level, are helping to improve education, healthcare, and administrative and maintenance services at the local level, as well as ensure that infrastructure is repaired, businesses licensed, and routine governmental actions are implemented close to home. USAID assisted local governments to ensure that their voices were heard during key constitutional and legislative discussions. USAID provided assistance to 1,829 consolidated communities in 2018. Greater financial autonomy and resource management at the local level also remained a priority for USAID-supported fiscal decentralization efforts in 2018, and resulted in increasing local budgets by $8.7 billion, a 7.1% increase. Overall, engagement with these communities is helping to develop models of effective and efficient local governance for replication and dissemination nationwide.
Countering Trafficking in Persons (CTIP) remained a key USG priority, particularly as the GOU was ranked Tier 2 in the 2018 TIP Report. In 2018, USAID partnered with the Ministry of Social Policy (MSP) to reduce TIP and make MSP efforts sustainable by supporting the implementation of the National Referral Mechanism that provides assistance to Victims of Trafficking, including those newly identified among Internally Displaced Persons (IDP) from eastern Ukraine. USAID continued its advocacy efforts with the MSP to integrate the State Rehabilitation Center into the national social and health care system. Complementing decentralization reform efforts, USAID’s CTIP program assisted local governments to allocate meaningful resources to implement the state policy in countering TIP. In 2018, other notable achievements included more than 300 victims of trafficking receiving assistance and another 1,131 individuals trained on improving practices and procedures to combat human trafficking. To raise awareness about the dangers of TIP, USAID implemented a counter-trafficking information campaign, *Danger Might be Invisible at First*, aimed at alerting Ukrainians to the dangers of modern-day slavery and how to protect themselves from being trafficked.

Number of victims of trafficking directly assisted.

Number of people trained on TIP related issues.
USAID continued to support the capacity of civil society to document and report human rights abuses and war crimes arising from the conflict in eastern Ukraine and the illegal annexation of Crimea. While Ukraine faces serious human rights challenges, including continued armed conflict in Donbas by Russia-led forces, in 2018 USAID supported human rights monitoring across Ukraine; local, national, and international human rights advocacy efforts; strategic litigation before the Ukrainian courts and the European Court of Human Rights; awareness-raising and citizen empowerment activities; and assistance to survivors of torture and conflict. For instance, the Human Rights Abuse Documentation Center, originally piloted in 2017 with USAID’s support, collected evidence of human rights violations concerning 2,914 conflict-affected individuals in 2018. Additionally, 8,006 conflict-affected individuals from Donbas and Crimea received legal assistance, and 260 armed-conflict human rights defenders improved their human rights monitoring skills and knowledge of international humanitarian law.

Number of individuals from low income or marginalized communities receiving free legal aid or victim’s assistance.

Number of Human Rights Defenders trained and supported.
In 2018, USAID provided critical support for health reforms that introduce a transparent and efficient health system and better respond to the needs of Ukrainians. USAID also continued to help Ukraine respond to its high burden of infectious diseases, including HIV/AIDS, viral Hepatitis C, and multi-drug resistant tuberculosis (MDR-TB), and to counter widespread misinformation about immunization.
USAID contributed to the reform of national health care financing, health sector governance, service delivery, and pharmaceutical procurement and distribution. In 2018, the National Health Service of Ukraine (NHSU) was established as the government purchaser of health services and medicines. By the end of 2018, all 1,207 state primary health care facilities had signed contracts with the NHSU to be reimbursed for services based on their number of patients, and USAID assisted facilities to manage the transition of the financing models. More than 23.5 million Ukrainians signed declarations with a primary care doctor to receive the free package of primary services.

In 2018, USAID supported a reimbursement program launched by the Ministry of Health (MOH) to create a co-payment mechanism for treatment of cardiovascular diseases, type II diabetes, and bronchial asthma. The program enrolled 8,000 pharmacies and registered 6.6 million patients to receive free medicines reimbursed through the NHSU. As a result of the increased use of these medicines, the MOH identified a 5 percent decrease (16,800) in the number of ambulance calls in response to emergencies related to these diseases. With USAID support, the MOH and the Ministry of Economic Development and Trade are institutionalizing transparent, uncorrupted processes for the national procurement of medicines. A Central Procurement Agency was established in October 2018 and will begin working on HIV and TB pharmaceutical procurements through the Global Fund.

USAID also supported the establishment of a state owned enterprise that will organise and administer an e-Health system. E-Health is the backbone of a reformed system that ensures transparent financing and reimbursement models and improved patient service delivery.

- Percentage increase in primary care physicians’ salaries: 400%
- Number of Ukrainians who signed declarations with primary care facilities to receive free primary care services: 23.5 mln
- Number of pharmacies that signed contracts with NHSU to be reimbursed for essential drugs: 8,000
- Number of primary health care facilities that signed contracts with NHSU (100%): 1,207
Ukraine has the highest burden of HIV/AIDS in Eastern Europe, with an estimated 244,000 people living with HIV. The Ukraine epidemic is concentrated in key populations: people who inject drugs (PWID) and their sexual partners, men who have sex with men (MSM), and female sex workers.

Through the U.S. President’s Emergency Plan for AIDS Relief, USAID supported efforts to reduce the transmission of HIV among key affected populations, including PWIDs and their sexual partners, MSMs, and the incarcerated. USAID support includes help to improve the quality of services and increase the capacity of government and NGOs to respond to the HIV/AIDS needs of key populations at the national, regional, and local levels. The UNAIDS Fast Track Strategy, also known as the “90-90-90” strategy, opened a new era for tackling the HIV/AIDS epidemic globally, encouraging Ukraine to expand its comprehensive AIDS response rapidly between now and 2020 to achieve the highly ambitious goal of ending AIDS as a public health threat by 2030.

- Number of individuals who underwent HIV testing and received their results: 48,071
- Number of HIV-positive people identified: 2,337
- Number of adults newly enrolled in antiretroviral therapy: 928
- Number of individuals within key populations reached with HIV prevention interventions: 9,430
Ukraine’s TB treatment effectiveness rate is 74 percent, compared with the World Health Organization’s recommended minimum standard of 85 percent. The country is among 30 in the world with the highest burdens of MDR-TB, with an exceptionally low, 51 percent rate of MDR-TB treatment effectiveness, compared to the global average of 80 percent.

USAID’s TB control activity assists in the prevention and control of TB, MDR-TB, extensively drug resistant TB, and TB/HIV co-infection. It improves the quality and availability of TB services based on a patient-oriented approach, implements effective TB infection control measures, introduces new TB drugs for treatment of MDR-TB patients, and improves the quality of laboratory diagnoses. USAID also supported an ambulatory treatment model, which has developed a new TB treatment protocol, and is rolling out ambulatory care procedures nationwide, providing laboratory testing quality assurance, and training health care workers on case management. MDR-TB received special attention through MDR counseling boards, training on the use of rapid diagnostic tests, creation of an MDR-TB case database, and implementation of a TB and MDR-TB outpatient care model.

- Number of new MDR-TB cases detected: 6,757
- Number of HIV-positive patients with new or relapsed TB on antiretrovirals during TB treatment in USAID target oblasts: 1,962
- Percentage of people with MDR-TB successfully treated in USAID target oblasts: 55%
- Percentage of people with drug-susceptible TB successfully treated in USAID target oblasts: 75%
While there are more than 50,000 people with the Hepatitis C virus (HCV) officially registered in Ukraine, the WHO estimates that 5 percent of Ukraine’s population (approximately 2 million people) are actually infected with HCV. USAID helped pilot a new, simplified testing and treatment protocol among key populations to ensure more people complete treatment and are cured of the disease. USAID also helped develop the draft National Viral Hepatitis Elimination Strategy and Country Operation Plan with the ambitious goal of eliminating HCV by 2030 through disease-awareness, surveillance, professional education, access to testing, diagnostics and treatment, prevention of transmission, and blood safety activities.

| Number of individuals tested for HCV through USAID support. | 1,446 |
| Percentage of people cured of Hepatitis C in USAID target oblasts. | 97% |
| Number of individuals treated for HCV through USAID support. | 867 |
| Percentage of HIV/HCV co-infected individuals treated for HCV through USAID support. | 55% |
USAID provided conflict-affected populations with life-saving assistance in 2018, including food, healthcare, nutrition, shelter, and other humanitarian needs to vulnerable households in both government-controlled and non-government-controlled areas, while also laying a foundation for longer-term recovery. USAID's programs helped connect areas close to the conflict to the rest of Ukraine, demonstrated the tangible benefits of reform, and provided information that counters malign and divisive narratives in eastern Ukraine.

Local activists strengthen their community and promote healthy lifestyles with USAID support by participating in the East Biking Forum in Kramatorsk, Donetsk Oblast. Photo Credit: Vladyslav Sodel
USAID’s Office of U.S. Foreign Disaster Assistance (OFDA) provided more than $6.7 million to protect and assist conflict-affected Ukrainians in government and non-government controlled Ukraine. Activities included mental health and psychosocial support, legal aid, and water/sanitation infrastructure repair. Throughout 2018, water infrastructure came under constant attack in eastern Ukraine, with 81 incidents registered that impacted critical water and sanitation facilities. Many disruptions, due to shelling and landmine explosions, interrupted access to water for millions of people on both sides of the contact line. Other OFDA activities included support for assistance coordination, support to the elderly, and livelihood promotion to help IDPs become self-reliant, meet the needs of their families, and make positive economic contributions to their new communities. In FY 2018, USAID’s Office of Food for Peace contributed approximately $1.3 million to support conflict-affected people in Donetsk and Luhansk with unconditional cash transfers for food for five months.

- **$6.7 Million**: Amount spent on humanitarian assistance.
- **3,000**: Number of vulnerable households receiving cash transfers for food to meet their basic food needs during the winter season.
- **285,000**: Number of people reached through protection, water, sanitation and hygiene (WASH), emergency shelter, agricultural/food security, multi-purpose assistance.
USAID’s Office of Transition Initiatives continued efforts in Luhansk and Donetsk Oblasts of eastern Ukraine in 2018 to ensure that Ukrainians closest to the conflict see the benefits of the country’s transition and reform processes. USAID activities demonstrated tangible reform and helped build new relationships between citizens and the state in regions that are most skeptical of the reform process. By promoting e-procurement, improving the openness and accessibility of city council decision making, and empowering civil activists, USAID helped make local government more transparent and accountable. In helping local governments establish new, modern Administrative Services Centers, USAID improved service delivery and reduced opportunities for corruption. USAID also worked with Ukrainians in these regions to creatively shape and embrace a new civic identity based on social responsibility and tolerance, including through the development of public spaces. USAID has also developed co-working spaces and start up centers to help young entrepreneurs and promote economic transformation in the region.

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<thead>
<tr>
<th>Statistic</th>
<th>Description</th>
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<tbody>
<tr>
<td>16</td>
<td>Number of government administrative service centers improved in eastern Ukraine.</td>
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<tr>
<td>1+ M</td>
<td>Number of Ukrainians receiving improved government services annually.</td>
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<tr>
<td>5,000</td>
<td>Number of new initiatives with civil society, media, and government partners.</td>
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<tr>
<td>475</td>
<td>Number of media pieces produced supporting national unity.</td>
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<td>118,000</td>
<td>Number of people attending USAID-supported public events.</td>
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<tr>
<td>611</td>
<td>Number of people pursuing new economic opportunities with USAID support.</td>
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<tr>
<td>200%</td>
<td>Percent increase from 2016 to 2018 of support for government reforms in Donbas.</td>
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<tr>
<td>7,600+</td>
<td>Number of civic leaders and volunteers receiving support.</td>
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CONTACT INFORMATION:

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