



Kaunas University of Technology
Faculty of Social Sciences, Arts and Humanities

**Challenges of Integration of Ukrainian and Belarusian
Citizens in Lithuania from the Perspective of
Non-governmental Organizations**

Master's Final Degree Project

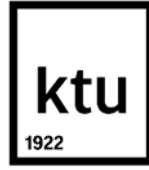
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Kaunas, 2024



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Public Policy and Security (6211JX044)

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Summary

Migration has been a significant concern for the European Union due to several crises it has faced recently, varying in scale and complexity. Due to a war and political persecution faced in the home country, Ukrainians and Belarusians have started a new life in one of the European Union's countries, Lithuania. Since different procedures were used while accepting both Ukrainians and Belarusians, newcomers encountered diverse challenges related to reception and integration. Given the instability in the world, new migratory crises are possible for not only Lithuania but also other European Union's countries; therefore, it is important to learn from past experiences and adapt to changing circumstances in order to ensure social cohesion. This explains the relevance of this topic. The novelty of this project lies in the investigation of the integration of Belarusian and Ukrainian citizens in Lithuania through the perspective of NGOs, an issue that has received limited focus in prior studies. However, the topic of integration was studied by different scholars starting from Landecker in 1951 to the most recent publications of Thomsen & Weilage (2023), Okafor & Kalu (2023), Shen & Xia (2023), and Ruiz et al. (2023). The research problem of this work is as follows: What are the main impacting factors and differences in the reception and integration of Ukrainian and Belarusian citizens in Lithuania according to the main 4 NGOs? The research object of this work is the challenges of integration of Ukrainian and Belarusian citizens in Lithuania from the perspective of the main 4 NGOs. The aim of this project is to investigate the challenges of integration of Ukrainian and Belarusian citizens in Lithuania from the perspective of the main 4 NGOs. The following 4 objectives of the project were identified. First of all, to analyse the specificity of the immigrants' integration process from a theoretical perspective. Second of all, to present the situation of foreigners' integration policy in Lithuania. Third of all, to systematise the actions of NGOs in the integration process of Ukrainian and Belarusian citizens in Lithuania. Lastly, to carry out an empirical research in order to highlight the challenges of the integration of Ukrainian and Belarusian citizens in Lithuania. The following 6 research methods were used in order to prepare this work: scientific literature review, analysis of official documents, analysis of documents, statistical data analysis, qualitative expert structured interview, and thematic analysis. The main results of the project are that the push-pull model explains forced migration the most extensively and determines appropriate support for different types of migrants in both their reception and integration. Integration is a complex, approximately a year-lasting process, involving several parties, who adapt and evolve towards the full acknowledgment of immigrants as part of the host society while preserving their culture and identity and promoting social cohesion and harmony within society. Integration can be explained by multiple dimensions that mostly relates to a person's identity and sense of belonging, cultural, social interaction and political, civic aspects. It is affected by individual, socioeconomic and policy-related factors. Employment, housing, education, health, and socialisation emerged as the 5 main areas of individual's life, most accurately defining the success of one's integration. Lithuania's integration

policy is a part of national migration policy and it has significantly improved since 2014, with various different institutions being involved. NGOs, including Lithuanian Red Cross, Caritas Lithuania, Save the Children Lithuania, and the Order of Malta Relief Organization, play a crucial role in helping both Ukrainian and Belarusian nationals in Lithuania by assuring essential humanitarian aid, organising case management and socialisation, and offering financial support. Ukrainians receive a more favourable reception in Lithuania, while Belarusians experience significantly more difficulties in their reception; despite this, Belarusians have a relatively better integration process compared to Ukrainians. In total, 12 factors that affect the reception of Belarusians, compared to 11 factors for Ukrainians, were identified. As for integration, both groups face challenges in areas such as education, employment, housing, health security, and socialisation. 32 factors impact Belarusian and 50 factors impact Ukrainian citizens integration. It highlights the need for improvements in policies.

This work contains 4 main chapters, 132 pages (with appendices), 17 tables, 12 figures, 16 appendices, 60 sources of scientific literature and 53 legal acts and data sources were used, which defines the structure of this project.

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Santrauka

Migracija Europos Sąjungai kelia didelį susirūpinimą dėl keleto krizių, su kuriomis ji pastaruoju metu susidūrė, įvairaus masto ir sudėtingumo. Dėl gimtojoje šalyje kilusio karo ir politinio persekiojimo ukrainiečiai ir baltarusiai pradėjo naują gyvenimą vienoje iš Europos Sąjungos šalių – Lietuvoje. Kadangi priimant ukrainiečius ir baltarusius buvo taikomos skirtingos procedūros, atvykėliai susidūrė su įvairiais priėmimo ir integracijos iššūkiais. Atsižvelgiant į nestabilumą pasaulyje, naujos migracijos krizės galimos ne tik Lietuvai, bet ir kitoms Europos Sąjungos šalims, todėl, siekiant užtikrinti socialinę sanglaudą, svarbu mokytis iš praeities patirčių ir prisitaikyti prie besikeičiančių aplinkybių. Tai paaikškina šios temos aktualumą. Šio projekto naujumas slypi Baltarusijos ir Ukrainos piliečių integracijos Lietuvoje iš NVO perspektyvos tyrinėjime – klausime, kuriam ankstesniuose tyrimuose buvo skiriamas nedidelis dėmesys. Tačiau integracijos temą nagrinėjo įvairūs mokslininkai, pradedant Landecker 1951 m. ir baigiant naujausiomis Thomsen ir Weilage (2023), Okafor ir Kalu (2023), Shen ir Xia (2023) ir Ruiz ir kt. (2023) publikacijomis. Šio darbo tyrimo problema yra tokia: Kokie yra pagrindiniai Ukrainos ir Baltarusijos piliečių priėmimo ir integracijos Lietuvoje veiksniai bei skirtumai pasak pagrindinių 4 NVO? Šio darbo tyrimo objektas – Ukrainos ir Baltarusijos piliečių integracijos Lietuvoje iššūkiai pagrindinių 4 NVO požiūriu. Šio projekto tikslas – ištirti Ukrainos ir Baltarusijos piliečių integracijos Lietuvoje iššūkius pagrindinių 4 NVO požiūriu. Buvo nustatyti 4 toliau nurodomi projekto tikslai. Visų pirma, iš teorinės perspektyvos išanalizuoti imigrantų integracijos proceso specifiką. Antra, pristatyti užsieniečių integracijos politikos situaciją Lietuvoje. Trečia, susisteminti 4 NVO veiksmus Ukrainos ir Baltarusijos piliečių integracijos Lietuvoje procese. Galiausiai, atlikti empirinį tyrimą, siekiant išryškinti Ukrainos ir Baltarusijos piliečių integracijos Lietuvoje iššūkius. Šiam darbui parengti buvo naudojami 6 tyrimo metodai: mokslinės literatūros apžvalga, oficialių dokumentų analizė, dokumentų analizė, statistinių duomenų analizė, kokybinis ekspertinis struktūrinis interviu, teminė analizė. Pagrindiniai projekto rezultatai yra tai, kad „traukos-stūmos“ modelis paaikškina priverstinę migraciją plačiausiai ir nustato, kokia parama būtų tinkamiausia įvairių tipų migrantams tiek juos priimant, tiek integruojant. Integracija yra sudėtingas, maždaug metus trunkantis procesas, kuriame dalyvauja kelios šalys, kurios prisitaiko ir tobulėja, kad imigrantai būtų visapusiškai pripažinti priimančios visuomenės dalimi, kartu išsaugant jų kultūrą ir tapatybę bei skatinant socialinę sanglaudą ir harmoniją visuomenėje. Integraciją galima paaikškinti įvairiomis dimensijomis, kurios dažniausiai yra susijusios su asmens tapatybe ir priklausymo jausmu, kultūrine, socialine sąveika ir politiniais, pilietiniais aspektais. Jį veikia individualūs, socialiniai ekonominiai ir su politika susiję veiksniai. Užimtumas, būstas, švietimas, sveikatos apsauga ir socializacija išryškėjo kaip 5 pagrindinės žmogaus gyvenimo sritys, tiksliausiai apibūdinančios integracijos sėkmę. Lietuvos integracijos politika yra nacionalinės migracijos

politikos dalis ir ji nuo 2014 m. gerokai patobulėjo, įtraukiant įvairias institucijas. Nevyriausybinės organizacijos, įskaitant Lietuvos Raudonąjį Kryžį, Lietuvos Caritas, „Gelbėkit vaikus“ ir Maltos ordino pagalbos tarnybą, atlieka itin svarbų vaidmenį padedant tiek Ukrainos, tiek Baltarusijos piliečiams Lietuvoje, užtikrindamos būtinąją humanitarinę pagalbą, organizuojant atvejo vadybą ir socializaciją bei teikdamos finansinę paramą. Ukrainiečiai Lietuvoje priimami palankiau, o baltarusiai patiria santykinai daugiau sunkumų jų priėmime, nepaisant to, baltarusių integracijos procesas yra santykinai geresnis nei ukrainiečių. Abi grupės susiduria su iššūkiais tokiose srityse kaip švietimas, užimtumas, apgyvendinimas, sveikatos apsauga ir socializacija, todėl pabrėžiama, kad politikos turi būti tobulinamos. Iš viso buvo nustatyta 12 veiksmų, turinčių įtakos baltarusių priėmimui, o ukrainiečių – 11. Kalbant apie integraciją, abi grupės susiduria su iššūkiais tokiose srityse kaip švietimas, užimtumas, būstas, sveikatos apsauga ir socializacija. Baltarusijos piliečių integracijai įtakos turi 32 veiksniai, o Ukrainos piliečių integracijai – 50 veiksmų. Tai rodo, kad reikia tobulinti politikas.

Šį darbą sudaro 4 pagrindiniai skyriai, 132 puslapiai (su priedais), 17 lentelių, 12 paveikslų, 16 priedų, 60 mokslinės literatūros šaltinių ir 53 teisės aktai bei duomenų šaltiniai, kurie apibrėžia šio projekto struktūrą.

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List of abbreviations

Abbreviations:

EU - European Union;

MIPEX - Migrant Integration Policy Index.;

NGO(s) - Non-governmental organization(s);

COVID-19 - Coronavirus disease 2019;

OECD - Organization for Economic Co-operation and Development;

BLR - Belarusian citizens;

UKR - Ukrainian citizens.

Introduction

In recent decades, migration has been one of the most relevant issues for the whole European Union (EU). Starting with the biggest European migrant crisis in 2015, the EU has also faced crises of a smaller scale, one of the most recent being influenced by the Ukrainian-Russian war in 2022. Both Ukrainians and Belarusians have started a new life in Lithuania in the recent years; some were forced to do so due to a war, some for political persecution faced in their home country. Both events have put a strain to Lithuanian systems, though different procedures were applied in both cases. Belarusians have passed an ordinary asylum procedure while Ukrainians, for the first time, have been granted temporary protection. As instability in the world prevails, new forced migratory influxes to not only Lithuania, but also the entire EU, are likely. As the Organization for Economic Co-operation and Development (OECD) (2019) claims, humanitarian crises in various global regions, particularly in developing nations, often lead to significant migration, and the risk factors influencing such crises are expected to persist, though international efforts to support the integration of forced and other migrants will be needed. Due to this reason, it is critical to study this topic more extensively as this might highlight both strengths and weaknesses of the implemented policies (reception and integration) from the perspective of non-governmental organizations (NGOs) that have been actively involved in both processes. This explains the **relevance of this topic**.

In general, integration is not a new concept, on the contrary, it has been investigated by different scholars quite frequently. The scientific resources used in this work ranged from publications written by Landecker in 1951 to the newest articles published last year by such researchers as Thomsen & Weilage (2023), Okafor & Kalu (2023), Shen & Xia (2023), and Ruiz et al. (2023). Even though the case of Belarusian and Ukrainian integration in Lithuania is starting to get attention from researchers in the recent years, this topic is still understudied, especially from the perspective of NGOs. The explanation for this might be that the events that forced both target groups to relocate to Lithuania occurred not long ago. It constitutes the **novelty of this topic**.

The **research problem** of this work is as follows: What are the main impacting factors and differences in the reception and integration of Ukrainian and Belarusian citizens in Lithuania according to the main 4 NGOs?

The **object** of this work is the challenges of integration of Ukrainian and Belarusian citizens in Lithuania from the perspective of the main 4 NGOs. Both groups are culturally similar to Lithuanians and were forced to leave their home country, though mechanisms used to accept and integrate these groups of people strongly differed. The research was focused exclusively on the experiences of individuals involved in NGOs' case management, which limited the scope of the study.

Taking that into account, the **aim** of this work is to investigate the challenges of integration of Ukrainian and Belarusian citizens in Lithuania from the perspective of the main 4 NGOs.

The following **objectives** for this work were identified:

1. To analyse the specificity of the immigrants' integration process from a theoretical perspective;
2. To examine the situation of foreigners' integration policy in Lithuania;
3. To systematise the actions of NGOs in the integration process of Ukrainian and Belarusian citizens in Lithuania;

4. To carry out an empirical research in order to highlight the challenges of the integration of Ukrainian and Belarusian citizens in Lithuania.

The below-mentioned **research methods** were used in order to prepare this work:

1. Scientific literature review, which was applied in Chapter 1 of this work, seeking to analyse the specificity of the immigrants' integration process from a theoretical perspective;
2. Analysis of official documents, which was used in Chapter 2 to explain the current legislative base on current migration policy's formation, implementation, as well as foreigners' reception and integration;
3. Analysis of documents, which was applied in Chapters 2 and 3 of this work to stress the actions of 4 selected NGOs in the field of integration;
4. Statistical data analysis, which was implemented in Chapters 2 and 3 of this work aiming to provide a statistical overview for asylum and temporary protection in Lithuania as well as the extent of financial assistance 4 selected NGOs have provided for this work's target groups;
5. Qualitative expert structured interview, which was used in order to conduct the research for this work. It was applied interviewing 5 experts who work for the 4 pre-selected NGOs integrating Belarusians and/or Ukrainians;
6. Thematic analysis, which was implemented in Chapter 4 of this work to analyse the data acquired from 5 expert interviews and identify common themes as well as patterns across them.

This work contains 4 main chapters, which defines the **structure of this project**:

1. In Chapter 1 of this work, the specificity of the immigrants' integration process from a theoretical perspective is being analysed by overviewing the concept of migration, its relation to integration through the push-pull model, main theories of integration, researchers' explanations, and approaches to integration dimensions;
2. In Chapter 2 of this work, the situation of foreigners' integration policy in Lithuania is being examined by discussing the development of this policy, its connection to migration policy, and reception policy of both Ukrainians and Belarusians. Statistical overview is also provided in this chapter;
3. In Chapter 3 of this work, the roles of NGOs working in the field of integration of Ukrainians and Belarusians in Lithuania are being systemised by presenting 4 main organizations and comparing the help provided by each of them to both target groups;
4. In Chapter 4 of this work, an empirical research that highlights the challenges of the integration of Ukrainians and Belarusians in Lithuania is being presented.

The project consists of 132 pages (with appendices), 17 tables, 12 figures, 16 appendices, 60 sources of scientific literature and 53 legal acts and data sources.

1. Specificity of immigrants' integration process from the theoretical perspective

This chapter will begin with a definition of migration, overview of its types and theories explaining it. It will be followed by the incorporation of the push-pull model to interpret the main drivers of migration from the standpoint of the forced migrants, the target group of this work. Additionally, the concept of integration, its multi-level dimensions, and main factors shaping immigrants' integration will be overviewed. It is aimed to provide a greater understanding of the specificity of immigrants' integration process.

1.1. Concept of migration and its relation to integration through the push-pull model

The simplest definition of migration is the movement of individuals (Douglas et al., 2019). However, it is a multifaceted, multi-layered process that has persisted for over a century and is comprised of multiple components (Rudžinskienė & Paulauskaitė, 2014). There are numerous types according to which migration can be classified (Table 1); it explains what a complex process migration is.

Table 1. Classification of migration (made by the author according to Maslauskaitė and Stankūnienė, 2007)

Types	Subtypes
Based on the length of migration	Long-term/permanent, short-term/temporary, seasonal, touristic, etc.
Based on the legality of migration	Official/legal/orderly, illegal/undeclared
Based on the direction of migration	Internal, external/international, local
Based on the nature of migration	Work, education, family reunification
Based on the migrants' qualifications preservation	"Brain drain", "brain waste", "hand drain"
Based on the autonomy of decision-making	Voluntary, forced, deportation/forcible
Based on the direction of migration movements towards a particular country	Emigration/departure, immigration/arrival, return migration
Based on economic motives for migration	Economic, labour, commercial migration, etc.
Based on the political motivators for migration	Repatriation, flows of refugees, colonization/decolonization migration, etc.
Based on the organizational aspect of migration	Organised, independent, etc.
Based on the criminogenic type	Human trafficking, etc.

To provide a more comprehensive explanation of migration, various theories have been developed; the most commonly mentioned theories in the scientific literature are outlined in Table 2 below.

Table 2. Overview of migration theories (made by the author according to Bueno & Prieto-Rosas, 2019; Damulienė, 2013; Čiarnienė et al., 2009; Maslauskaitė & Stankūnienė, 2007; Naulickaitė & Melnikas, 2015; Siniavskaitė & Andriušaitienė, 2015)

Name of the theory	Main idea
Neoclassical migration theory	Explains the migration choice of individuals driven by seeking higher income (microlevel) and broader country-level factors like salaries and employment conditions (macrolevel) (Bueno & Prieto-Rosas, 2019).
New economics of labour migration theory	Explains migration as a decision made by a family or household instead of an individual, where migration serves as a means of diversifying household

	resources when facing local income-related problems or risks (Bueno & Prieto-Rosas, 2019).
Dual labour market theory	Stresses that there are 2 different markets: high-qualification and non-qualified work sectors (Naulickaitė & Melnikas, 2015). As an increase in salaries cannot solve the problem of labour shortage in the non-qualified sector (Maslauskaitė & Stankūnienė, 2007), this sector is occupied by foreign workers when local population is not interested in it (Bueno & Prieto-Rosas, 2019).
World systems theory	Describes migration as being influenced by the movement of labour from underdeveloped, non-market economy regions (periphery) to capitalist, post-industrial states (centre), highlighting the interconnection between the centre and periphery through cultural, trade, linguistic, and other forms of ties (Siniavskaitė & Andriušaitienė, 2015).
Migration network theory	Migration is explained as a cumulative (Bueno & Prieto-Rosas, 2019), two-staged process when an individual initially leaves a poor region or country for a temporary stay in another place, and once experience and funds are acquired, an individual returns with a higher status (information, knowledge, social status); after that, individual leaves to a created environment in a foreign country with his family or other close people under favourable conditions (Maslauskaitė & Stankūnienė, 2007). However, this theory also clarify that connections could be formal when an exchange of information, financial and other assistance is being provided among migrants (Maslauskaitė & Stankūnienė, 2007).
Cumulative causation theory	Highlights the interconnected impact of migration on individual motivation as well as economic and social structures; it suggests that when migration grows, it transforms local cultures, ultimately becoming an appealing life strategy alongside other options (Damulienė, 2013).
Migration systems theory	Migration is described as the result of the interaction of macro- (institutional factors) and micro-level (emigrants' beliefs, experiences, networks) structures between two territories (Čiarnienė et al., 2009).

In the present modern times, migration is facilitated by a variety of factors, such as economic, social, cultural, and psychological (Rudžinskienė & Paulauskaitė, 2014). As it might be seen from Table 2, most discussed theories focus on the economic narrative, suggesting that an individual's decision to migrate is primarily influenced by economic reasons. In addition, all above-outlined theories are mostly explaining voluntary migration. However, scholars agree that there is no universal migration theory that could comprehensively explain migration reasons and factors, as well as how migration patterns develop (Naulickaitė & Melnikas, 2015). Taking this into consideration, it is advised to treat all theories as complementary to each other rather than alternative (Solnyškinienė & Adamonienė, 2017). Despite that, the push-pull model distinguishes among the various migration theories as the one that provides the most extensive explanation of the factors that drive migration; it also covers the under-addressed forced migration.

According to Bryer et al. (2020), a significant part of the research on emigration employ such perspective, it explains what push factors motivate people to leave their community or nation, while pull factors explain what attracts them to relocate to another community or nation. Pull factors refer to destination countries that offer better life conditions to foreigners, motivating them to move, while push factors are associated with the internal situation of one's own country (Siniavskaitė & Andriušaitienė, 2015). Fig. 1 below visualises how certain push and pull factors influence a person's decision to migrate.

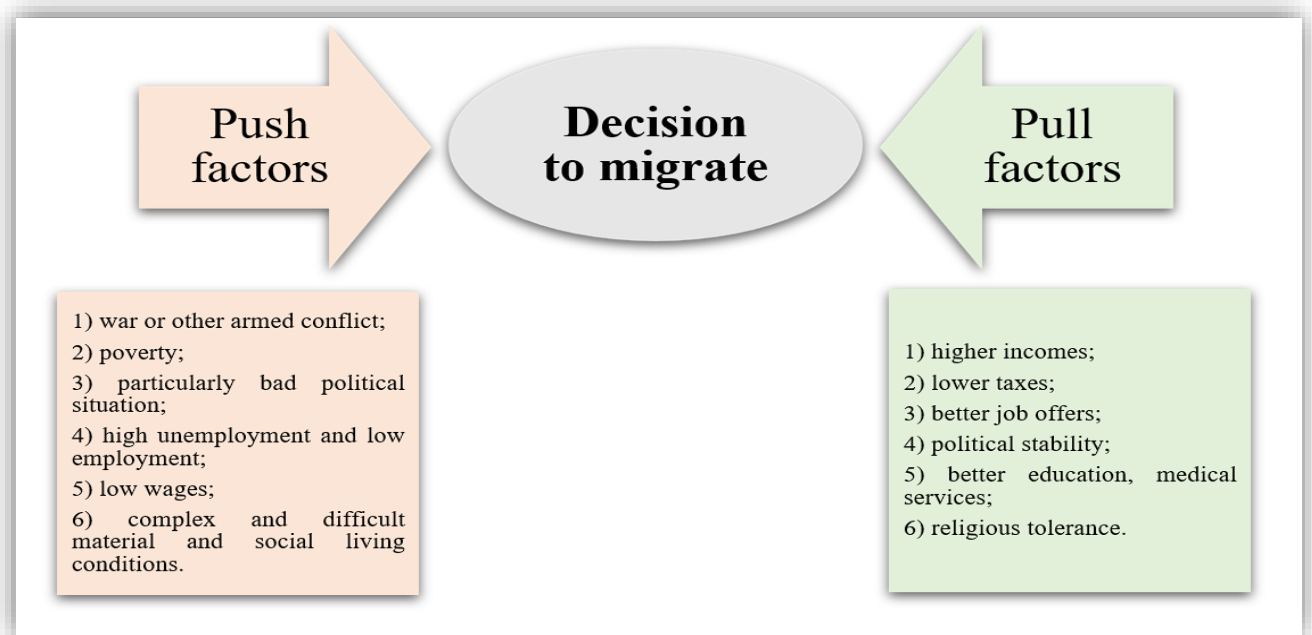


Fig. 1. The impact of push and pull factors on decision to migrate (made by the author according to Siniavskaitė & Andriušaitienė, 2015)

This model helps to distinguish between voluntary and forced migrants. Voluntary migrants are mostly driven by economic factors, for example, low wages or complex living conditions. On the contrary, forced migrants face life-threatening dangers—a war or other conflict, political persecution, human rights abuses—forcing people to seek shelter in other countries immediately, without proper preparation. Pull factors for forced migrants could be stability in the host country, the possibility of getting international protection, and familiar culture. It is important to treat these 2 groups differently because voluntary migrants often have the option to safely return to their home countries, while international protection seekers cannot. Even though better life conditions are being expected by both groups, survival is the primary aim of forced migrants. The push-pull model can also benefit policymakers in terms of creating suitable reception and integration policies aimed at newcomers, as it explains the wide scope of foreigners' migration drivers. Economically driven migrants often make self-sufficient decisions and might require less immediate assistance, taking into account their well-weighted choices. Forced migrants, facing urgent threats, typically require urgent psychological support due to experienced traumas and assistance in navigating their integration into a new society. By ensuring proper reception and integration procedures, such migrants, with time, can become valuable contributors to the host country.

In conclusion, migration can be explained as a multi-type process driven by different economic, social, cultural, and psychological factors. It can be explained by various theories, even though there is no universal migration theory. Among the most common migration theories, the push-pull model appeared to be the most suitable one for explaining forced migration. It gives insight on various migration causes, which is helpful in determining what support should be offered to certain arrivals. In further subchapters, all integration-related aspects are analysed from the perspective of this work's research focus on forced migrants; other types of migrants and their inherent characteristics are eliminated from the research.

1.2. Integration as a complex and dynamic process

In light of globalisation, the relaxation of border controls, and the movement of people, especially those escaping war-affected countries, every contemporary state faces both opportunities and challenges (Domalewska, 2019). It demonstrates the importance of immigrant integration policy in current and future political discourse (Čepeliauskaitė, 2018). It also affects social cohesiveness and group connections, as well as economic and social advancement (Heath & Schneider, 2021).

There are not many theories that explain integration, however Table 3 provides a summary of several theories that contribute to the explanation of this process.

Table 3. Overview of integration theories (made by the author according to Blau, 1960; Maddern, 2013; Heath & Schneider, 2021)

Name of the theory	Main idea
Theory of social integration	Social integration occurs if members of a group are united by mutual attraction. Several factors making a person attractive are as follows: high social status, similar values and personality (Blau, 1960).
The melting pot theory	When various immigrant cultures mix together, they create new blended cultural and social structures. The melting of several cultures, similar to the melting of metals at high temperatures, will result in a new and stronger compound (Maddern, 2013).
Segmented assimilation theory	Suggests that distinct ethnic groups might undergo various intergenerational paths and that assimilation rates might differ among several dimensions (Heath & Schneider, 2021).

To summarise Table 3, the theory of social integration concentrates on mutual attraction, the melting pot theory emphasises the blending of cultures, and the segmented assimilation theory suggests that integration's success depends on immigrants themselves, as there is no unique pathway to integration.

The term “integration” does not have a generally accepted definition (Heath & Schneider, 2021). However, it was defined in various ways by different researchers. The initial attempts to explain social integration may even be traced to the works of Durkheim, Marx, and Spencer (Seyidov, 2021).

Grzymała-Kazłowska (2008) identifies 4 contexts where and how the concept of integration is used which illustrates its complexity:

1. In migration studies, describing how different people from various cultures and ethnicities interact and function in the host society;
2. In normative and ideological sphere, expressing cultural, structural, and functional integration as the preferred social system's condition while framing immigrants as an issue and threat to societal unity and state functioning;
3. In law and institutional practice, focusing on modern societies' diversity as well as immigrants' existence. Here, integration is related to social policy, which focuses on developing mutual connections between newcomers and the host society, minimising issues and social disputes, protecting immigrants from exclusion and marginalisation;
4. In politics, portraying immigrants as both an issue and a danger. It is used by either politicians or journalists to achieve power and/or validate politicians' positions and actions, as well as catch receiving society's attention.

Integration can, first of all, be understood as a process that is quite complex and dynamic. It involves two parties: the local and immigrant communities (Givens, 2007), and both groups must adapt and evolve (Thomsen & Weilage, 2023), making it interactive (Heckmann, 2006). Heckmann & Bosswick (2006) indicate that it is essential for an accepting society to contribute, open institutions, and provide equal possibilities to immigrants.

Numerous policy agendas and global integration concepts, however, proceed addressing integration as a one-way process (Castles et al., 2014, as cited in Parker, 2021). This was also observed by Klarenbeek (2019) who states that outsiders are expected to integrate with insiders, and if they fail to do it, it is understood as their own problem (Klarenbeek, 2019).

In the opinion of Gidron & Hall (2019), social integration is a two-level multifaceted phenomenon which divides to the following levels:

1. Micro-level, which represents how well each individual is integrated into society;
2. Macro-level, which represents to what extent a society is integrated.

Gidron & Hall (2019) also emphasize that social integration in general is determined by 3 aspects:

1. An individual's sense of belonging to a common moral order;
2. An individual's social interaction with other people;
3. An individual's recognition or respect from other members of society.

Akar & Erdoğan (2019) agree that integration is a two-way process and stress the importance of establishing a secure and beneficial environment for both parties. Authors (2019) also draw attention to the fact that refugees must become active members of the reception country, with full access to all commodities and services, as well as local institutions, organisations. This was explained using the example of Syrian refugees' integration in Turkey since the Syrian civil war in 2011; while initially viewed as temporary, the case has switched perspectives from temporary protection and emergency assistance to a longer-lasting social and economic integration, implying that accepting countries must adopt more appropriate strategies.

The need for long-term political solutions was also briefly noted by another author, Rauhut (2020). The author (Rauhut, 2020) concluded that immigrant integration cannot be accomplished by using politicians' quick-fix strategy aimed at resolving integration issues within the present electoral term. It can be presumed that successful integration, as a complex process, demands enduring policies that would last even after elections.

Spencer & Charsley (2021, p. 16) point out that integration is the process rather than the goal, stressing the complexity of integration: "Processes of interaction, personal and social change among individuals and institutions across structural, social, cultural and civic spheres and in relation to identity; processes which are multi-directional and have spatial, transnational and temporal dimensions." The antithesis of integration, according to the authors (Spencer & Charsley, 2021), is not disintegration but instead the lack of interaction processes, social and personal change.

The role of institutions in the integration process was also investigated by another researcher, Freeman (2004), who found that multiculturalism is typically not a choice but an unpleasant result. If the society into which immigrants are integrated is fragmented, the integration process will be fragmented as well, Freeman (2004) claims, by introducing 4 main syndromes of Western nations

(Table 4). This table summarises the key differences between different countries' immigrant integration mechanisms.

Table 4. Immigrant integration syndromes and their characteristics (made by the author according to Freeman, 2004)

	Immigration policy	Economic system	Welfare system	Multiculturalism	Citizenship practices
1.	Completely open	Liberal	Liberal	Formal	Accessible
2.	Open to some degree	Coordinated market	Social democratic or corporatist	Formal, uneasily accepted	Accessible to some degree
3.	Open to labour migration only	Coordinated market	Corporatist	Occasionally resisted	Discouraged
4.	None	Liberal	Liberal	None	Restricted

Given the information in Table 4 above, it could be concluded that the most welcoming countries towards immigrants are the ones experiencing the first syndrome for the following reasons:

1. Its immigration policy is completely open to newcomers, which demonstrates that immigrants are welcome to arrive and settle in;
2. Its economic system is liberal, which, according to Ezrow & Hellwig (2015), indicates that labour markets are not regulated, companies compete rather than cooperate, and financing is allocated through capital markets;
3. Its welfare system is liberal, which, according to Taminskaitė (2019), shows that the state's intervention is minimal, with most of the responsibility being left to society itself, which, based on the free market, is responsible for its own well-being; social benefits in this model are relatively small;
4. Multiculturalism in such countries is formal, which might imply that cultural diversity is acknowledged at the national level of legislation, protecting immigrants' interests and rights;
5. Its citizenship policies are acceptable, which shows that such countries are not creating additional problems for immigrants when they are achieving host country's citizenship.

The worst conditions for immigrants are found in countries with the fourth syndrome, despite the fact that their economic and welfare systems correspond to the countries with the first syndrome, for the following reasons:

1. There are no official immigration policies, meaning that such countries are unprepared for immigrant influxes as they do not have any mechanism in place to cope with them;
2. There are also no policies dedicated for multiculturalism, implying that governments of such countries does not recognise the importance of multiculturalism;
3. Citizenship practices are restricted, which means that immigrants are not allowed to gain country's citizenship.

Skrobanek & Jobst (2019) demonstrate that integration is not straightforward and requires different actions to be taken simultaneously. Authors introduced 3 concurrent dynamics that characterise integration:

1. An individual's efforts to adapt to a new institutional and social setting;

2. A continuous transformation of the present social and institutional structures to which a person wishes to adapt;
3. A constant revision of adjustment attempts in light of (new) environment change.

This reveals that integration's success depends on more than just individuals' attempts to integrate. As social and institutional settings are always changing, a person's willingness and capability to transform with them is also an equally important factor that shapes the success of integration. It could be assumed that integration requires both efforts on the individual level as well as adaptability to changing circumstances.

Barker (2021), on the other hand, explains integration from a social perspective, though economic stability and knowledge of the local language(s) are also highlighted as important factors to integration. While investigating social integration from the perspective of Coronavirus disease 2019 (COVID-19), author (2021) identifies 4 fundamental components of social integration that complement the complexity of integration. According to Barker (2021), social integration is about:

1. A capacity to build social connections, bridges, as well as links;
2. Creating a feeling of belonging;
3. Connecting social and economic integration together;
4. Connecting social and linguistic integration together.

Integration may also be described in terms of preserving one's culture and identity. As Berry (2005) claimed, integration is the process through which an individual keeps his cultural integrity while participating in the greater social network. This was also brought up by García-Ramírez et al. (2011), who suggest that immigrants develop a new perspective of themselves whilst retaining their cultural identity. It enables immigrants to participate in collaborative decision-making and thrive in the new society (García-Ramírez et al., 2011). Researchers have additionally created a cycle of immigrants' psychopolitical acculturation, which is depicted in Fig. 2 below.

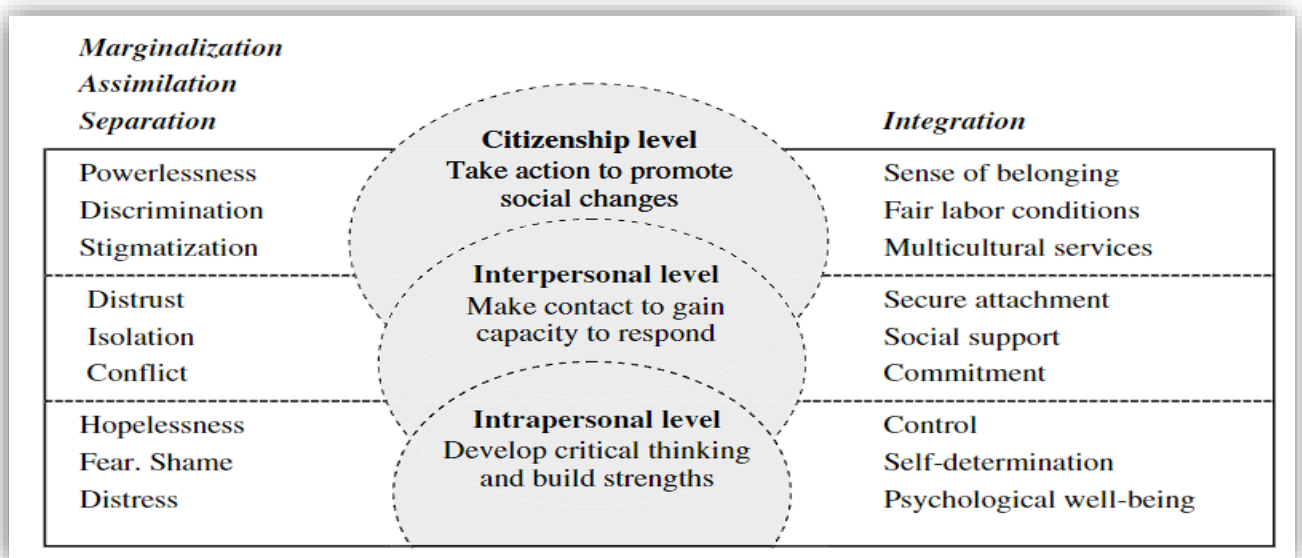


Fig. 2. Immigrants' psychopolitical acculturation cycle (García-Ramírez et al., 2011)

Fig. 2 visualise the shift “from marginalisation, assimilation and/or separation to integration” (García-Ramírez et al., 2011, p. 89) across 3 levels:

1. Citizenship level, at which integration revolves around on equitable access to as well as inclusion in multicultural services, just work conditions, and the accessibility of basic accommodation within community enclaves;
2. Interpersonal level, at which integration is linked to favourable social support and possibilities for involvement, commitment, as well as common responsibility;
3. Intrapersonal level, at which integration is connected to individual's psychological health, control, competence and independence.

It is also important to mention that integration is possible only when it is voluntary chosen and the dominant society is welcoming as well as tolerant to cultural diversity; once achieved, it becomes multiculturalism (Berry, 2005). This was also supported by Laurentyeva & Venturini (2017) and Penninx & Garcés-Masareñas (2016), who argue that social integration becomes possible after immigrants are acknowledged as part of society by the native population.

Integration can also be interpreted as a factor contributing to social cohesion and harmony among the society members. Heckmann (2006, p. 2) explains integration as “absence of immigration related severe group conflict and ... cohesion among major social groupings”. It suggests that integration creates social harmony by minimising conflicts while also promoting a sense of unity among different groups. Moreover, Seyidov (2021, p. 9) states that integration is a continuous and constantly evolving process developed through time by migrants and the host community, creating “a holistic structure in a society without losing its heterogeneity”. This suggests that integration harmonise the society, protecting its diversity.

This idea was also examined by Akar & Erdoğan (2019), who claim that integration is the process through which people of various races and ethnicities engage in society. Čepeliauskaitė (2018) further highlights that the convergence of immigrants and the host country's population results in the state's economic and social dimensions. The author implies this type of convergence could be beneficial to the state, however proper integration of immigrants needs to happen at first. Beresnevičiūtė (2003) indicates the importance of adhering to existing social rules, which is an integral part of integration, social cohesion, and harmony in the society. This suggest that knowing and complying to these rules can positively affect the life in society.

It should be emphasised that integration requires time; it takes for approximately a year to adjust to a new culture (Ruben & Kealey, 1979, as cited in Zapf, 1991). The U-shaped curve in Fig. 3 below visualises how initial optimism is followed by culture shock when struggles to participate effectively in a new culture are faced, leading to either recovery and integration once such difficulties are addressed or persistent frustration and the choice to leave (Zapf, 1991).

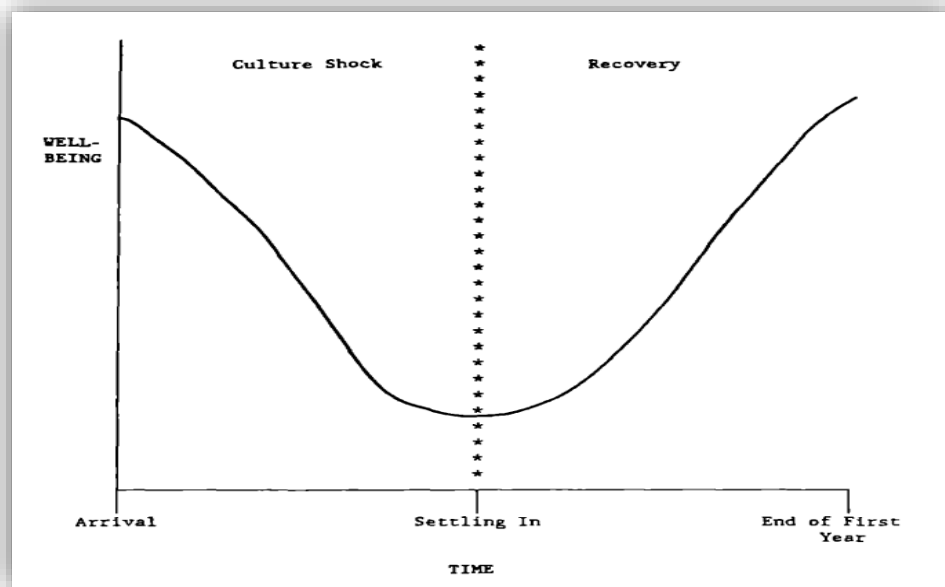


Fig. 3. Well-being of an individual over time (Zapf, 1991)

It is likely that providing a welcoming and inclusive environment could significantly reduce the magnitude of culture shock and promote the successful integration of newcomers in the host country.

To summarise, despite varying interpretations among scholars, scientific analysis has shown that there is a general agreement that integration is a long and complex process that involves both parties—immigrants and host society—who must simultaneously adapt and evolve, leading to full acknowledgment of immigrants as part of the host society while preserving their culture and identity and promoting social cohesion and harmony within society. For that, favourable policies must also be introduced.

1.3. Dimensions of immigrants' integration

The origins of measuring social integration go back to the Bogardus Social Distance Scale, which first appeared in 1924 and is still commonly used to assess bias (Wark & Galliher, 2007). According to Cover (1995), this scale is normally composed of 7 statements reflecting closeness to the group under consideration, where 1 corresponds to “would marry” and 7 to “would have to live outside of my country”. As stated by Wark & Galliher (2007), in this scenario, an individual who chooses the statement corresponding to 7, is considered to be more biased than an individual who selects the statement corresponding to 1-6. Scholars (2007) also point out that an individual who allow a group member into their neighbourhood also welcomes this same group in their homeland, while those who are unwilling to welcome a group into their homeland are also unwilling to welcome them into their community. Shen & Xia (2023) claim that this scale serves as a foundation for measuring social integration.

Various scholars explain the process of integration using so-called integration dimensions, which help to understand its specifics (Fig. 4).

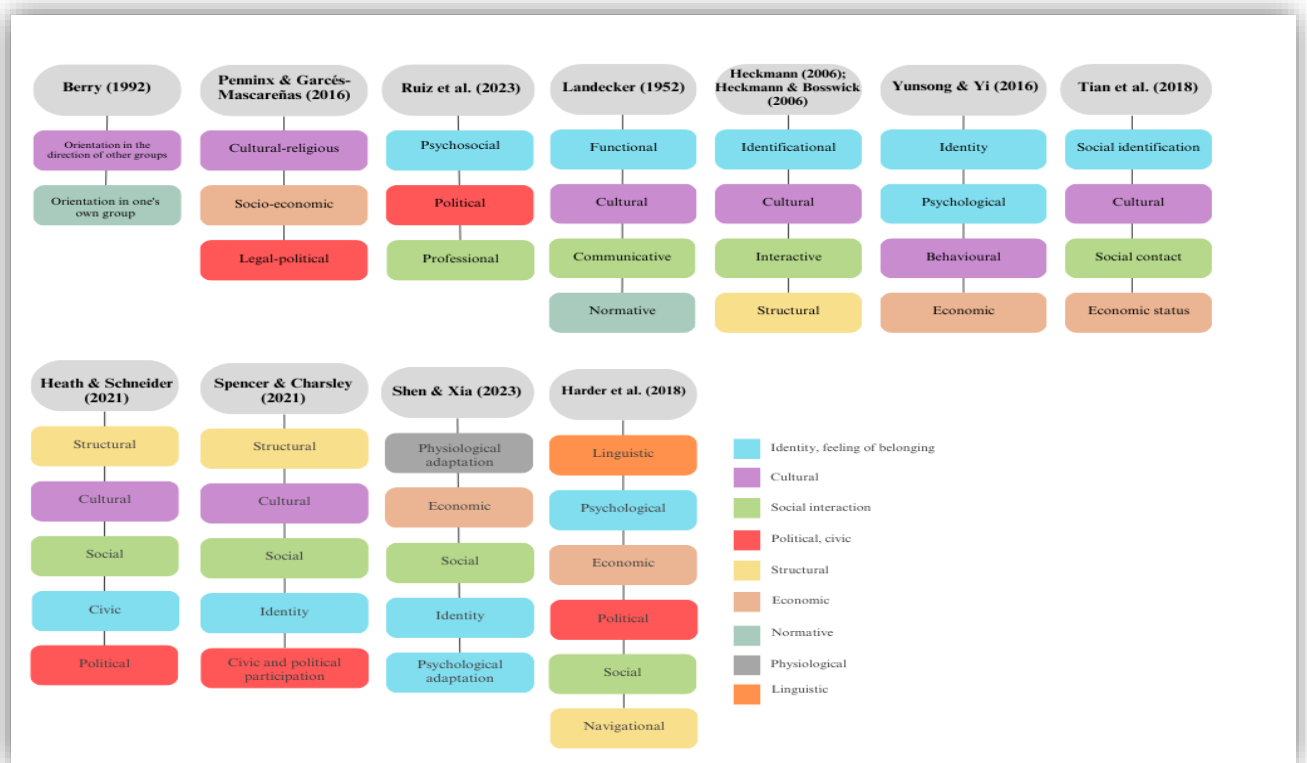


Fig. 4. Dimensions and their interconnectedness in all approaches (made by the author according to Berry, 1992; Penninx & Garcés-Masareñas, 2016; Ruiz et al., 2023; Landecker, 1952; Heckmann, 2006, Heckmann & Bosswick, 2006; Yunsong & Yi, 2016; Tian et al., 2018; Heath & Schneider, 2021; Spencer & Charsley, 2021; Shen & Xia, 2023; Harder et al., 2018)

There is currently no consensus between experts regarding a number of dimensions or their exact components (Heath & Schneider, 2021). To address it, this chapter will present different dimensions that are commonly found in scientific literature in more detail.

Fig. 4 above provides a scheme of all dimensions that were found in the literature; the essence of all dimensions can be understood according to the colour categories proposed by the author of this work; in total 9 different categories were identified. It was noticed that authors focus on dimensions related to identity and a sense of belonging, as well as culture and social interaction aspects, which indicates a consensus among scholars. Physiological adaptation, linguistic, and normative dimensions, on the contrary, are the least popular among these researchers. There can be many explanations for this; thus, one possible explanation could be that these dimensions are not given sufficient significance by scholars, leading to them being either completely deleted from the suggested approaches or merged into another dimensions. To explain all identified dimensions in more detail, all proposed models were grouped to 5 approaches: two-dimensional, three-dimensional, four-dimensional, five-dimensional, and six-dimensional. All of them will be presented in the further text.

Berry, who developed and presented the Acculturation model in 1992, identified integration as one of 4 strategies of acculturation. Here, immigrants are keeping their cultural identities while joining the dominant society (Berry, 1992). Integration in this model is based on 2 separate dimensions (García-Ramírez et al., 2011):

1. Orientation in the direction of one's own group, as well as a concern for preserving one's identity along with cultural history;
2. Orientation in the direction of other groups, as well as an attraction for contact and engagement in greater society, together with other ethno-cultural groupings.

This classification suggests that immigrants who choose the first dimension are more concerned with the preservation of their own culture, for example, the usage of their native language or various cultural norms' nurturement. Such individuals are normally more interested in their closest circle, such as family and people of the same nationality or culture. On the contrary, those who choose the second dimension are more likely to connect with people beyond their typical circle, in this case, with the members of their host country's society.

When compared to other researchers' ideas covered further in this work, who see integration as a more multidimensional process, this standpoint appears to be the most straightforward as it contains only 2 dimensions, both of which are concerned with social interactions. It does not acknowledge other important factors and challenges faced by immigrants, which could result in an incorrect understanding of this complex process. Thus, one-dimensional approach is solely based on the chosen approach of socialisation, which explains that socialisation is the foundation of one's integration.

More ideas corresponding to this two-dimensional approach were not found in the scientific literature used in this work. It might imply that other scholars tend to explain integration more comprehensively, especially when immigrants' integration has gained more attention in the last decade due to increasing migration.

According to Penninx & Garcés-Masareñas (2016), immigrants, each with their unique qualities, efforts, and levels of adaptability, interact with the receiving society, which has its own features and reactions to immigrants. These scholars (2016) also emphasise that the interaction between these 2 parties determines what is the direction and result of the integration process; however, receiving society possess more power and resources than immigrants. This connection can progress into the 3 dimensions described below (Penninx & Garcés-Masareñas, 2016):

1. Legal-political dimension, which corresponds to place of residence, political rights, as well as statuses. This dimension is concerned with whether and to what degree immigrants are seen as complete political society members;
2. Socio-economic dimension, which relates to residents' social and economic situation, regardless of their citizenship. This dimension explains immigrants' access to and engagement in areas that are critical for any resident, such as equal access to institutional institutions for employment, accommodation, education, and health services;
3. Cultural-religious dimension, which is concerned with both immigrants' and receiving societies' perceptions and practices, along with their mutual attitudes to diversity and difference. Both cultural or religious diversity might be or might not be accepted by the host society.

Fig. 5 below visualises how exactly two main stakeholders in the integration process, immigrants and receiving society, interact with one another.

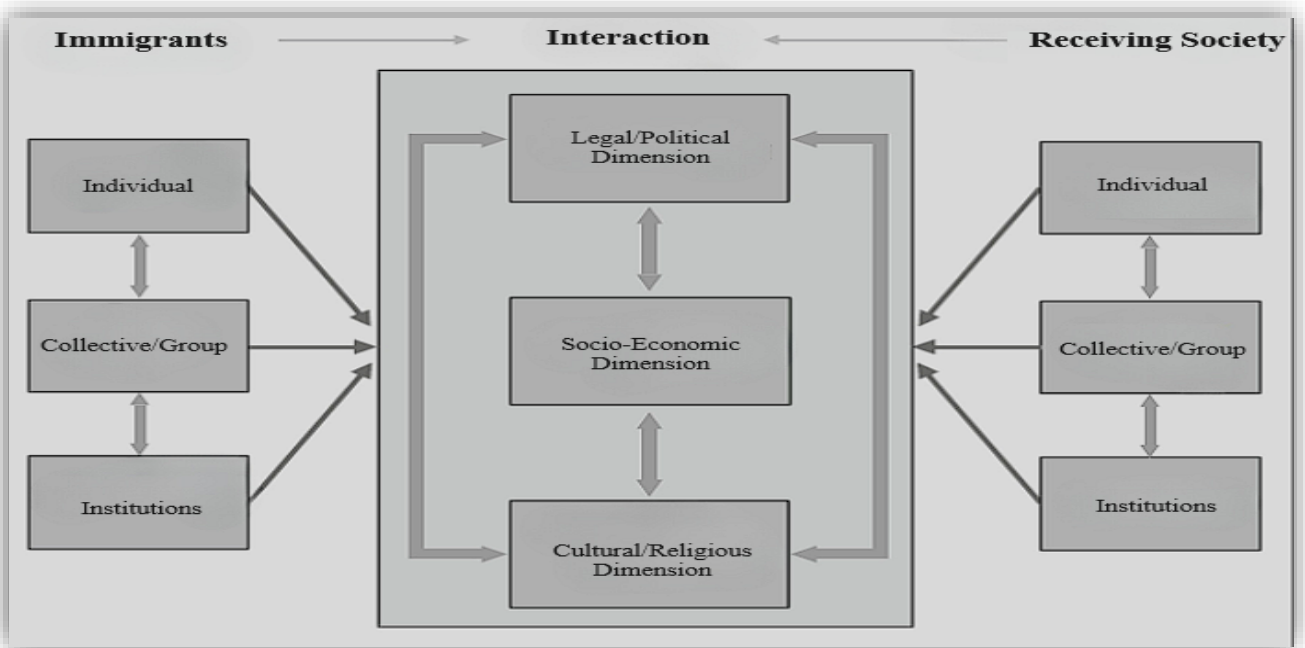


Fig. 5. Integration processes (made by the author according to Penninx & Garcés-Mascareñas, 2016)

As it might be seen from Fig. 5 above, both immigrants and the receiving country can participate in integration on 3 different levels: individual, collective/group, or institutional. It is also clear that there is no particular order which dimension of integration comes first. Dimensions are explained from the standpoint of socialisation (cultural-religious, legal-political dimensions) as it concentrates on social interactions between both groups, as well as employment, housing, education, and health (socio-economic dimension).

The three-dimensional approach was also applied by Ruiz et al. (2023) to examine immigrant integration to Canada, identifying dimensions where higher indicators are related with more successful immigrant integration:

1. Professional, which refers to immigrants' level of satisfaction with work, the degree of trust in their management, and the extent of open relationships with their superiors at work;
2. Psychosocial, which measures the feeling of belonging of immigrants, relationships with non-immigrants, and their feelings about the host country.
3. Political, which assesses how favourable immigrants rate their federal and provincial governments, as well as the host country in general.

Both approaches include the political dimension, though these 2 three-dimensional approaches focus on slightly different integration-related aspects. Penninx & Garcés-Mascareñas (2016) focus on fairly wider social aspects, while Ruiz et al. (2023) examine integration from the standpoint of individual experiences as well as opinions. Dimensions provided by Ruiz et al. (2023) discuss such spheres of an individual's life as employment (professional) and socialisation (psychosocial, political), as both dimensions relate to immigrants' level of social mixing. When exploring the three-dimensional approaches, 5 main life spheres emerged: socialisation, employment, housing, education, and health.

Landecker (1952) provides one of the initial interpretations of immigrants' integration by acknowledging 4 types of integration:

1. Cultural integration, which describes the extent to which cultural norms are commonly consistent;
2. Normative integration, which indicates how well the group's behaviour corresponds to its cultural norms;
3. Communicative integration, which characterises the degree to which group members are related to one another through the interchange of meanings;
4. Functional integration, which displays the extent to which people are connected through service exchanges.

According to Landecker (1951), the degree of cultural integration is directly related to inconsistencies in a culture; if consensus is not reached among society members on a topic, it is considered to be an inconsistency. This kind of integration, author believes, can range from severe uniformity to a high level of inconsistency among norms within the same culture. Landecker also argues that normative integration might vary from a very high rate of compliance with cultural norms to a high level of misconduct. In this case, the local community serves as a unit for recording offences and donations to the welfare fund (Landecker, 1951). From the perspective of Landecker, communicative integration extends from group communication to the occurrence of communication obstacles inside the group. The author also emphasises that the more widespread the interpersonal communication network will be, the fewer socially isolated people will be in society. Lastly, functional integration, according to him, fluctuates from total interdependence to complete self-sufficiency (Landecker, 1951). Landecker's proposed dimensions are mostly related to the sphere of socialisation.

Another scholar, Heckmann, offers a different classification of social integration, consisting of 4 below-mentioned dimensions (Heckmann, 2006; Heckmann & Bosswick, 2006):

1. Structural integration, which refers to acquiring rights and gaining control over position as well as status in the host society's core institutions, which include the economy and job market, the systems of education and qualification, accommodation, welfare state agencies, and complete political citizenship;
2. Cultural integration, which relates to immigrants' cognitive, behavioural, and attitude changes. Immigrants must learn the fundamentals of a new culture and society in order to assert their rights and occupy roles in the new community. Cultural integration is an interactive and reciprocal process that affects not only immigrants, but also the host community, which has to discover new ways of interacting with immigrants and adjusting to their demands. Several examples of cultural integration are language abilities and gender roles;
3. Interactive integration, which refers to immigrants' acceptance and involvement in the host society's relationships, social networks, various organizations. Marriage and friendship are 2 examples of interactive integration indicators that may help immigrants in the early stages of their integration—for example, through support and information-sharing with relatives—though they might later face a challenge with further integration and link creation with the host society;
4. Identificational integration, which relates to the subjective sense of belonging and identification with certain groups within a host society. As a result of involvement and acceptance, this sense of belonging may emerge at a later stage in the integration process.

Heckmann (2006) also recognises the importance of time in all above-mentioned dimensions; he claims that integration requires time as it is a process of learning. The author notes that the first and second generations of immigrants face different kind of challenges that need great intellectual and emotional work. The accepting society, on the other hand, must acquire methods of interacting with immigrants and adjust its institutions to the needs of newcomers, Heckmann says. According to Heckmann, integration develops at a different pace across the dimensions, implying that, for example, integration into the employment market occurs quicker than naturalisation. Heckmann (2006) also reveals that integration has a spatial dimension, claiming that space in structural integration could be, for example, accommodation. The dimensions of cultural, interactive, and identificational integration can be linked to one sphere, socialisation, as all of them are focused on a person's interaction with the society in the host country and his acceptance. Structural integration additionally explains integration through several different spheres, such as employment, education, housing, and health.

Yunsong & Yi (2016) contribute to the four-dimensional approach by presenting such dimensions:

1. Economic integration, which relates to factors such as people's income and the extent of social security coverage;
2. Behavioural integration, which is related to cultural behaviour;
3. Psychological integration, which examines people's association with both city people and rural migrants;
4. Identity integration, which relates to people's sense of belonging to urban and local identity.

It might be argued that the explanation of integration of Yunsong & Yi (2016) is mostly centred on the spheres of employment (economic integration) and socialisation (behavioural, psychological, and identity integration).

Lastly, Tian et al. (2018) suggests additional dimensions for measuring the process of social integration:

1. Economic status, which relates to an immigrant's viewpoint of the gap in income between himself and locals;
2. Social contact, which refers to how easily a migrant interacts and communicates with local people;
3. Cultural identification, which is concerned with a migrant's viewpoint towards the locals' lifestyle in comparison to his own;
4. Social identification, which explores whether an immigrant views himself as a local.

Dimensions of Tian et al. (2018) are related to 2 following spheres, employment and socialisation, as economic status reflects immigrants' economic standing influenced by employment opportunities in the host country while social contact, cultural and social identification are explaining socialisation-related aspects, such as interaction between immigrant and locals, immigrant's sense of belonging.

Scholars, when defining the four-dimensional approach, mainly focus on immigrant's identity and feeling of belonging, which is followed by culture-related aspects (for Yunsong & Yi (2016) it is a behavioural dimension). Dimensions related to social interaction were also a popular option among researchers, with 3 out of 4 highlighting them in their works. The economic dimension was clearly identified by the most recent scholars in 2016 by Yunsong & Yi and 2018 by Tian et al. Heckmann (2006) and Heckmann & Bosswick (2006) assign economy-related characteristics under the structural dimension of integration, which was explained by presenting examples in different spheres, such as

employment, education, housing, and health. Given the fact that the structural dimension is regarded to be a collection of interrelated aspects, this dimension was not labelled as economic in Fig. 4. Landecker's (1952) normative dimension stands out as a unique contribution to this approach, separating it from the interpretations of other researchers; others add normative aspects to cultural or social interaction-related dimensions. When exploring the four-dimensional approaches, 5 main life spheres emerged: socialisation, employment, housing, education, health.

Heath & Schneider (2021) divides integration into 5 main dimensions:

1. Structural integration, which focuses on developing equality in the matter of an individual's position within society according to their current occupational situation as well as the overall income of their household;
2. Cultural integration, which refers to the process when attitudes, values, and language are shared between the host society and migrants;
3. Social integration, which explores the social interaction of minority and dominant groups;
4. Civic integration, which relates to an individual's national identity with their host country and the fact whether an individual has destination country's citizenship, which can be a sign of efficient integration from the host state's perspective;
5. Political integration, which refers to the degree to which immigrants take an active role in the new country's public life through non-electoral political activity as well as balloting in the most recent national elections, representing their willingness to contribute to the advancement of their host country.

This approach of Heath & Schneider (2021) primarily emphasises aspects related to employment (structural integration) and socialisation (cultural, social, civic, political).

Spencer & Charsley (2021) developed a heuristic model that describes integration processes and their effectors, highlighting the 5 dimensions of integration listed below:

1. Structural, which is concerned with involvement in the work and housing markets, as well as educational and healthcare systems;
2. Cultural, which investigates changes in people's values, attitudes, conduct and lifestyle;
3. Social, which explores social interactions between people, relationships and networks;
4. Identity, which covers the processes through which people from various origins may build a common identity along with a sense of belonging to the location, country, communities, and individuals who live among them;
5. Civic and political participation, which consists of participation in democratic process and communal life.

This model depicts integration as interconnected, multidirectional processes that extend across various domains (Spencer & Charsley, 2016). Additionally, it clarifies that society is organised, not uniform, and that its boundaries are porous (Spencer & Charsley, 2021). Spencer & Charsley's (2021) model also explain that the processes may occur at several levels, including the smallest level of networks and families, the larger level of local communities, the national as well as transnational levels. All proposed dimensions could be related to the following spheres: employment, housing, education, health (structural), and socialisation (cultural, social, identity, civic and political participation).

In one of the most recent publications (2023), Shen & Xia examined China's floating population's social integration based on 5 integration dimensions:

1. Physiological adaptation, which impacts the floating population's ability to adapt to different eating habits, climates, and acclimatisation obstacles eventually affecting their general health and integration;
2. Economic integration, which determines the economic ability of the floating population;
3. Social adaptation, which involves aspects such as working and accommodation conditions, as well as welfare security in the areas of inflow;
4. Identity integration, which examines whether the floating population see themselves either "locals" or "outsiders" and whether they actively engage in different local activities throughout the day and communication groups when they have free time. The goal is to achieve an approximate psychological distance with locals as with people from the place of origin;
5. Psychological integration, which involves the floating population's sense of belonging and has two components: subjective and passive psychological integration. Subjective psychological integration refers to whether or not immigrants want to stay and integrate into the local community. Passive psychological integration relates to whether or not the locals consider the floating population as capable of becoming locals.

It is noteworthy that dimensions are listed in order of importance, meaning that physiological integration is the foundation of social integration while psychological integration is the highest point of such integration (Shen & Xia, 2023). Thus, this approach explains the importance of such life spheres as health (physiological adaptation), employment (economic integration), housing (economic integration), and socialisation (identity and psychological integration) when integrating.

To summarise the five-dimensional approach, Heath & Schneider (2021), along with Spencer & Charsley (2021), explain integration with almost the same-named dimensions, though the idea is the same. There are more differences in the approach proposed by Shen & Xia (2023), who were the only ones who separated the economic dimension, though its essence was overviewed in the structural dimension of Heath & Schneider (2021) and Spencer & Charsley (2021) and introduced the concept of physiological adaptation, highlighting the importance of health-related aspects. When exploring the five-dimensional approaches, such life spheres emerged as the most important for successful integration: socialisation, employment, education, health, and housing.

The six-dimensional approach to immigrants' integration was used by Harder et al. (2018) who examines integration using such dimensions:

1. Psychological integration, which measures how attached an individual is to the host nation, his desire to stay, and feeling of belonging;
2. Economic integration, which assesses factors such as earnings, job status, contentment with work, and the capacity to handle various degrees of unforeseen expenses;
3. Political integration, which considers political knowledge as well as comprehension of the significant political problems of the host country, as well as the level to which immigrants participate in political action and discussion;
4. Social integration, which evaluates social connections and communication with locals in the accepting country, and bridging social capital, which is assessed by involvement to organisations with natives;

5. Linguistic integration, which indicates immigrants' proficiency in their host nation or region's language through reading, speaking, writing, and understanding;
6. Navigational integration, which explains immigrants' capability to handle essential needs in the accepting country, including assessing healthcare, dealing with legal problems, and job search. It also evaluates knowledge of the country's basic conventions, such as tax payment procedures, driving rules, addressing a letter, and seeking medical assistance.

It could be concluded that the authors pay attention to all aspects researched by the previous scholars—psychological, economic, political, and social; however, new dimensions, such as navigational and linguistic integration, arise in this approach. Explored dimensions could be related to the following life spheres: socialisation (psychological, political, social), employment (economic), education (linguistic), health (navigational). These authors provide the most comprehensive approach to integration processes that has been found in the scientific literature on immigrants' integration.

To summarise all approaches, integration and the dimensions that describe it both vary according to the changing environments as well as conditions. 5 main life spheres—employment, housing, education, health, and socialisation—have surfaced in this subchapter as the ones that reflect the success of an individual's integration into the host society the most, according to scholars (Fig. 6). All dimensions that are related to interpersonal relationships, legal and political rights, civic and political participation in different communal processes, psychological well-being and adaptation, personal identity, and culture were assigned to the category of socialisation as all of them share a common aspect—interaction between immigrants and host society.

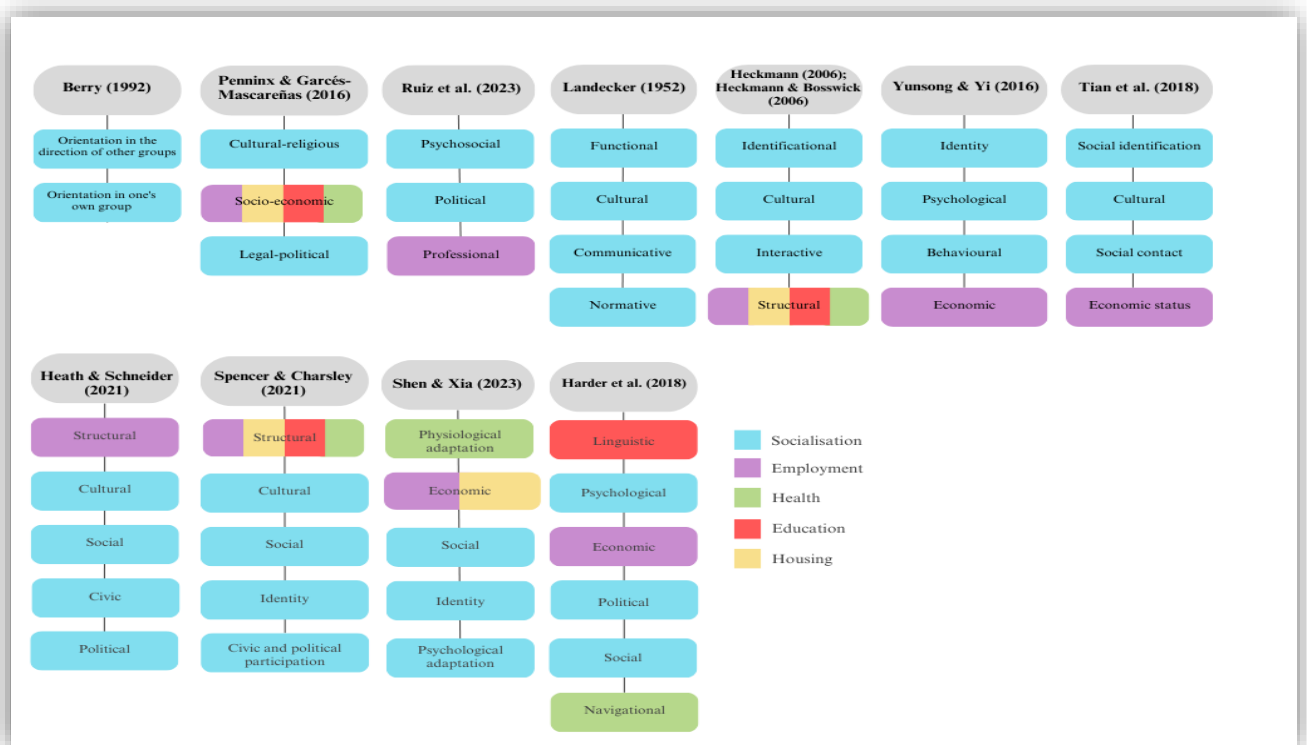


Fig. 6. Main life spheres featured in the dimensions of immigrants' integration (made by the author according to Berry, 1992; Penninx & Garcés-Mascareñas, 2016; Ruiz et al., 2023; Landecker, 1952; Heckmann, 2006, Heckmann & Bosswick, 2006; Yunsong & Yi, 2016; Tian et al., 2018; Heath & Schneider, 2021; Spencer & Charsley, 2021; Shen & Xia, 2023; Harder et al., 2018)

1.4. Factors shaping the success of immigrants' integration

The analysis of existing scientific literature has shown that the success of immigrants' integration depends on a number of different factors. This subchapter will be focused on their presentation and explanation. In order to present such factors in a clear manner, all detected factors were divided into 3 following groups: individual, socio-economic, and policy-related factors.

Okafor & Kalu (2023) state that attitudes of immigrants are among many factors affecting immigrants' integration. This is also supported by Spencer & Charsley (2016) who highlighted the importance of cultural attitudes along with immigrants' motivation. Here, immigrants' backgrounds also play an important role; education, career, experienced traumas, obstacles, and losses endured prior and during relocation, linguistic, and other abilities all impact the success of a person's integration (Spencer & Charsley, 2016, Özmete et al., 2022; Okafor & Kalu, 2023). Other individual-level factors impacting the progress of integration process are as follows: immigrants' choices, for example, pursuing an education in the new country (Okafor & Kalu, 2023), satisfaction of their basic necessities (Özmete et al., 2022), and language barrier (Özmete et al., 2022). In this case, integration is mostly influenced by factors related to the person himself or his individual background. This could either affect integration positively or negatively.

One of the social factors in this case is families and social networks, that may pose both limits and possibilities for each integration domain; examples of these include duties related to caregiving and cultural expectations (Spencer & Charsley, 2016). Social factors that impede immigrants' integration are social isolation, discrimination and racism (Spencer & Charsley, 2016; Özmete et al., 2022). The need for care, reliance on family and lack of income also significantly impact social integration (Özmete et al., 2022). This complements the idea of Fokkema & de Haas (2011) that migrants driven by economic advantages are more interested in integrating than other immigrants because they believe it will result in greater economic benefits on their investment in human capital. Such factors are mostly related to different social circumstances that is typically beyond a person's influence.

Heckmann (2006) identified an extensive list of policy-related factors. It include the legal obstacles or institutional regulations that prevent immigrants from participating and becoming members, which is also known as institutional discrimination. Discriminatory behaviour towards immigrants when interacting personally, also known as irrational unequal treatment, is another policy-related factor. Author also states that prejudice and insufficient support from both state and civil society to facilitate the process of integration are additional factors making an impact to immigrants' integration. According to scholar (2006), both prejudice and insufficient support has the potential to result in discriminatory behaviour.

Heckmann (2006) also identifies that societal integration might be threatened by the following factors:

1. A rise of ethnic tensions among immigrant communities;
2. Ethnicization of societal issues, the growth of extremism of the right-wing;
3. Growing welfare dependability of the immigrants, putting financial burden on government funds.

The latter factor, according to Heckmann (2006), can either lead to the emergence of nativist movements that coordinate anti-immigrant campaigns or to the establishment of political parties

dedicated solely to opposing immigration and immigrant integration. In Heckmann's opinion (2006), such violent conflicts can escalate the intensity of disputes and threaten social cohesion. Spencer & Charsley (2016) additionally stress the importance of policy interventions by drawing the attention to the fact that dominant policies may either benefit (for example, by creating new job opportunities) or interfere with integration processes. The significance of having favourable opportunities for an extended stay in the host country was also emphasized by Echterhoff et al. (2020).

To conclude this chapter, migration is a complex process driven by a range of economic, social, cultural, and psychological factors and can be explained using various theories, although there is no universal migration theory; the push-pull model is particularly useful for understanding forced migration and determining appropriate support for different types of migrants in both their reception and integration. Integration is, in fact, a long and complex process that involves both parties—immigrants and host society—who must simultaneously adapt and evolve, leading to full acknowledgment of immigrants as part of the host society while preserving their culture and identity and promoting social cohesion and harmony within society. To achieve successful immigrants' integration, appropriate strategies from the political side are needed as well. This process can be explained by different dimensions, though the vast majority of researchers agree that it mostly relates to a person's identity and sense of belonging, cultural, social interaction and political, civic aspects. After conducting an analysis of all dimensional approaches of integration, 5 main areas of individual's life, most accurately defining the success of one's integration emerged: employment, housing, education, health, and socialisation. Factors shaping integration can be influenced by a couple of different aspects, though they can be grouped to 3 groups: individual, socio-economic, and policy-related. The outcome can be predicted, however, it is difficult to perform precisely since it depends on which elements dominate.

2. The situation of foreigners' integration policy in Lithuania

Integration policy is a crucial component of immigration policy that gives an opportunity to take an advantage from the available economic and social prospects of immigration (*Lietuvos socialinių tyrimų centras* [Lithuanian Social Research Centre] et al., 2015). This is supported by the OECD (2019) that states that enhancing the refugees and other migrants' employment prospects enables them to unlock their complete economic potential, leading to a favourable economic contribution, while also enhancing their integration and acceptance within the local community (OECD, 2019). The failure to integrate them negatively impacts the countries as it results in higher social exclusion and tensions, as well as limited future policy responses to incoming migrants (OECD, 2019).

This chapter will be concentrated on Lithuanian foreigners' integration policy development and application in practise from the viewpoint of various institutions. The overview of statistical situation will also be included to this chapter aiming to reveal the growing need for a successful integration policy.

2.1. The development of foreigners' integration policy in Lithuania and its relationship to national migration policy

Lithuania has been a refugee-accepting country since 1997, when it ratified the 1951 Convention Relating to the Status of Refugees and its protocol of 1967 (United Nations High Commissioner for Refugees, 2014). In that very year, the initial decisions to provide asylum to foreign nationals in Lithuania were made (Lithuanian Red Cross, 2022). As stated by the Migration Department under the Ministry of the Interior of the Republic of Lithuania (Migration Department) (n.d.), an obligation to investigate requests for asylum and ensure refuge to people in need was only strengthened in 2004 when Lithuania became a European Union's Member State, falling under the EU law (Migration Department, n.d.). If Lithuania would want to refuse this duty, it would have to denounce the 1951 Convention and leave the European Union (Migration Department, n.d.). For Lithuania, it would mean the loss of various benefits which are ensured to all EU Member States and, likely, loss of reputation on the international stage.

However, as Makarevičiūtė & Vedrickas (2020) Lithuania's immigration and migrant integration policies were not a top focus for a very long period. It was also noted by the Migrant Integration Policy Index 2020 (MIPEX), according to which there were no cardinal changes in this field until 2014 (Appendix 1). Positive changes might be linked to the Lithuanian Migration Policy Guidelines and the Action Plan for the Implementation of Foreigners' Integration Policy for the Period of 2015–2017 that created new integration centres in the biggest cities of Lithuania, where individuals were provided with a variety of integrational services, for example, language learning, psychological, social or legal consultations, both of which were approved in 2014 (Makarevičiūtė & Vedrickas, 2020). As it might be seen from MIPEX (Appendix 1), most indicators measuring integration remained stable throughout the period from 2007 to 2014, except for access to nationality, which increased from 9 points to 22 points. The anti-discrimination indicator grew from 45 in 2008 to 51 and remained the same until 2014. Additionally, the health indicator was added to the analysis in 2014, scoring 23 points. Analysing statistics from 2015 to 2019, it is seen that labour market mobility became more favourable towards immigrants increasing from 46 to 52 points. Education is a sphere which faced the most positive result – 43 points out of 100 in comparison with 29 that remained stable from 2007 to 2017. Health indicator grew to 31 from 2014, suggesting positive changes in policy.

Despite these recent positive changes, Lithuania’s score remained at 37 out of 100 in 2020, indicating that the country’s integration policies continue to pose more challenges than possibilities for integration (MIPEX, 2020).

A significant change in integration policy has also occurred in 2016. The conditions and guidelines for the state’s assistance in foreign nationals’ integration in Lithuania were approved by the government; it was focused on the provision, organization and execution of integration support by the state for asylum recipients, the conditions of integration support in the Refugee Reception Centre and municipalities, rules explaining how benefits in cash as well as allowances are paid, employment and education, the end and restoration of integration support, public awareness about the integration process (Ministry of Social Security and Labour of the Republic of Lithuania, 2020). Since 2016, the regulation has been improved an additional couple of times.

According to Makarevičiūtė & Vedrickas (2020), in 2018, the long-term vision of migration named “Demografijos, migracijos ir integracijos politikos 2018–2030 m. strategija” [Demography, migration and integration policy strategy for 2018-2030] was approved, which was the first attempt of Lithuania to develop a long-term strategy, though it still lacked the possible solutions for more effective refugees and third-country nationals’ integration.

It explains that integration policy of Lithuania has improved over the years, particularly by strengthening its legislative base in the field of immigrant integration and ensuring actual integration-focused measures are implemented. Even though, there are still areas where continued development could be ensured.

To understand the integration policy more extensively, its relationship to national migration policy should be explained. At the moment, the national migration policy consists of 3 core parts (Leveckytė & Junevičius, 2014):

1. Legal immigration to Lithuania;
2. Illegal immigration and return;
3. Integration of foreigners.

The latter—the integration of foreigners—is the main focus of this work. As the migration and integration policies intertwine, the migration policy will be presented first which will be followed with the policy of integration.

The Lithuanian policy of migration itself involves a wide scope of different institutions (Table 5).

Table 5. Institutions involved in Lithuania's migration policy formulation and implementation (made by the author according to *Dėl Lietuvos Respublikos Vyriausybės 2014 m. sausio 22 d. nutarimo Nr. 79 „Dėl Lietuvos migracijos politikos gairių patvirtinimo“ pakeitimo, 2020 m. vasario 26 d., Nr. 166* [Regarding the 2014 January 22 Resolution No. 79 of the Government of the Republic of Lithuania, “Regarding the Approval of the Lithuanian Migration Policy Guidelines” Amendment, 2020 February 26, No. 166], 2020)

Formulation and implementation	<ul style="list-style-type: none"> • Ministry of the Interior.
Formulation within the scope of competence	<ul style="list-style-type: none"> • Ministry of Social Security and Labour; • Ministry of Education, Science and Sport; • Ministry of Foreign Affairs; • Ministry of Economy and Innovation.

Implementation	<ul style="list-style-type: none"> • Migration Department; • State Border Guard Service; • Refugee Reception Centre; • Employment Service; • State Labour Inspectorate; • State Social Insurance Fund Board; • State Data Agency; • NGOs; • Migration Commission of the Government of the Republic of Lithuania.
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Table 5 above suggests that the main institutions forming the whole policy of migration are 5 ministries of Lithuania (*Dėl Lietuvos Respublikos Vyriausybės 2014 m. sausio 22 d. nutarimo Nr. 79 „Dėl Lietuvos migracijos politikos gairių patvirtinimo“ pakeitimo, 2020 m. vasario 26 d., Nr. 166* [Regarding the 2014 January 22 Resolution No. 79 of the Government of the Republic of Lithuania, “Regarding the Approval of the Lithuanian Migration Policy Guidelines” Amendment, 2020 February 26, No. 166], 2020):

1. Ministry of the Interior, which is mainly in charge of organising, coordinating and supervising the migration policy’s execution;
2. Ministry of Social Security and Labour, which is working with the labour policy, employment, social guarantees of foreigners and the development of a social integration policy. Additionally, it administrates the fund of the Asylum, Migration, and Integration, repatriates and integrates political prisoners and members of diaspora, their families.
3. Ministry of Education, Science and Sport, which is tasked with the establishment and modification of the legal framework of education of Lithuanian descent foreigners and Lithuanians living abroad, foreign student education and studies, as well as the engagement of researchers and teachers from abroad in Lithuanian academic and research institutions.
4. Ministry of Foreign Affairs, which is in charge of the policy of providing visas to foreigners and fostering links between foreign Lithuanians and Lithuania;
5. Ministry of Economy and Innovation handles the shaping of economic policy, examination of labour market supply and demand, coordinates the process of recognition of professional qualifications acquired outside Lithuania, creates and approves the list of professions that require high qualification and what kind of workers are needed in Lithuania, coordinates a foreign professional qualification recognition, and implements the procedures to equate the professional experience for foreign workers.

It can be concluded that the Ministry of the Interior is the main institution that forms and implements the policy of migration in Lithuania, though additional 4 ministries involve into its formation within taking into account their scope of competence.

The following organizations are the key ones involved in the migration policy’s implementation (*Dėl Lietuvos Respublikos Vyriausybės 2014 m. sausio 22 d. nutarimo Nr. 79 „Dėl Lietuvos migracijos politikos gairių patvirtinimo“ pakeitimo, 2020 m. vasario 26 d., Nr. 166* [Regarding the 2014 January 22 Resolution No. 79 of the Government of the Republic of Lithuania, “Regarding the Approval of the Lithuanian Migration Policy Guidelines” Amendment, 2020 February 26, No. 166], 2020):

1. Migration Department, which assures compliance with EU rules related to free movement of people, visas, immigration, asylum and other legal statuses, addresses questions related to Lithuania's citizenship, and issues identification documents.
2. State Border Guard Service, which manages migration processes, arrests and temporarily shelters detained foreign nationals, performs the first phases of the asylum process, decides and enforces decisions regarding foreigners' deportation, ensures their implementation;
3. The Refugee Reception Centre, which is offering social services, housing and integration support to foreigners who received the asylum, were transferred to Lithuania from another EU member state, etc.;
4. Employment Service, which carries out the policy of employment support, provides permits to work to foreign nationals;
5. State Labour Inspectorate, which monitors illegal work and supervises the work of authorities that are responsible for the control of illegal work;
6. State Social Insurance Fund Board, which gathers data from employers on employed foreign employers;
7. State Data Agency, which manages official statistics, carries out the general policy of the state on statistical methodology and organization, generates and releases statistical data on the international movement of population, as well as the migrant demographics;
8. NGOs, which organise housing and ensure conditions of reception for asylum seekers in substitute accommodation facilities as well as create a network of cooperation;
9. Migration Commission of the Government of the Republic of Lithuania (Migration Commission), which has been assigned with execution of the migration process management system's reform; is also in charge of coordinating the inter-institutional partnership in the sphere of migration by accepting decisions linked to the country's management of migration processes.

It should be highlighted that the Migration Department along with the State Border Guard Service are involved in the earliest phases of foreigners' acceptance to the new country, thus these institutions' work defines the reception policy of foreigners. Up to a certain level, the Refugee Reception Centre could be also classified as the institution involved in the reception as it also accepts and provides support to asylum seekers who are waiting for the decision regarding their legal status. However, it is more connected to foreigners' integration as the period when individuals are providing in the centre is considered to be the first of 2 phases of the state's integration programme. Its role will be discussed in more detail further in this subchapter.

Proceeding with an examination of the integration policy, Table 4 below identifies main institutions included to this process. The Ministry of Social Security and Labour is entrusted with the formation of the integration policy of foreigners in Lithuania since 2014 (*Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2023). This explains why the vast majority of institutions that implement the integration policy are working under the Ministry of Social Security and Labour (Table 6). 5 out of 13 institutions working within the field of migration policy also works with integration of foreigners, thus it will not be presented second time; institutions that have not yet been overviewed will be addressed.

Table 6. Institutions involved in the integration process of foreigners (*Dėl Lietuvos valstybės paramos užsieniečių integracijai teikimo sąlygų ir tvarkos aprašo patvirtinimo, 2016 m. spalio 5 d., Nr. 998* [Regarding

the approval of the document describing the conditions and procedure for the provision of Lithuanian state support for the integration of foreigners, 2016 October 5, No. 998], 2016)

Integration	<ul style="list-style-type: none"> • Ministry of Social Security and Labour; • Ministry of Education, Science and Sport; • Employment Service; • Department of Supervision of Social Services; • Municipalities of Lithuania; • Refugee Reception Centre; • Committee on issues of support for the integration of asylum recipients; • NGOs.
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The Resolution “*Dėl Lietuvos valstybės paramos užsieniečių integracijai teikimo sąlygų ir tvarkos aprašo patvirtinimo, 2016 m. spalio 5 d., Nr. 998*” [Regarding the approval of the document describing the conditions and procedure for the provision of Lithuanian state support for the integration of foreigners, 2016 October 5, No. 998] adopted by the Government of the Republic of Lithuania in 2016 explains that:

1. Municipalities of Lithuania mainly coordinate the provision of social support, health care and education services to asylum recipients living in the territory of the municipality and to foreigners who have received temporary protection in Lithuania, it also cooperate with other responsible institutions regarding integration-related questions;
2. The Department of Supervision of Social Services organises training and qualification improvement for employees of integration-implementing institutions and other institutions working in the field, collaborates with a variety of institutions on different issues connected to support for the integration of asylum recipients. The Committee on issues of support for the integration of asylum recipients solves following questions related to the support for integration in the territory of the municipality: extension, termination, renewal of the integration period, allocation of additional support.

It is also important to draw attention to the role of NGOs in the integration process of foreigners as it differs from its role in terms of migration policy that was presented. NGOs sign a contract with an individual who have been granted asylum or members of his family regarding the provision of integration support in the territory of the municipality, develop and update the individual plan, send updates to the Refugee Reception Centre regarding the progress of the individual’s integration and the use of funds, and make proposals for the extension, termination, or renewal of the integration of individuals, also other needed integrational support is being ensured (*Valstybės kontrolė* [National Audit Office], 2023).

2.2. The rules of reception of Ukrainian and Belarusian citizens in Lithuania

Since 2013, all EU member states must abide the Directive 2013/33/EU, which determines 19 reception conditions for international protection applicants (European Parliament & Council of the European Union, 2013). It also includes Lithuania, which has an obligation to ensure an appropriate reception to all asylum applicants. A few examples of current reception standards include providing food, ensuring suitable accommodation, and access to healthcare (European Parliament & Council of the European Union, 2013).

Asylum in Lithuania is considered to be either refugee status or subsidiary protection (Migration Department, n.d.). However, in the aftermath of the conflicts in Yugoslavia, the EU adopted a unified mechanism of temporary protection in 2001 for non-EU citizens who could be a part of an unprecedented immigration surge to the EU in the future, and this mechanism was first activated by the Council of the EU on March 4, 2022, following Russia's invasion of Ukraine (Directorate-General for Migration and Home Affairs, n.d.). However, this mechanism was not applied throughout the EU's 2015-2016 migration crisis (Jakulevičienė, 2022). This might be a reason behind the collapse of the common asylum system when the system was too overwhelmed and could not assure appropriate management of arrivals (European Commission, 2022). In light of Ukrainian-Russian war, the EU has shown that it has learnt from its past mistakes.

It is important to highlight that Ukrainians and those who have arrived from Ukraine are granted temporary protection, while citizens of Belarus are typically granted the status of refugee (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023). Different statuses affects how their integration is addressed. However, the Migration Department—which grants temporary protection or asylum—remains to be the most important organization for both groups.

Once an individual expresses the desire to seek asylum, the status of the asylum seeker is acquired along with the corresponding rights, such as the right to stay in the country, while a decision regarding the individual's request is not accepted (Lithuanian Red Cross, 2022). It is relevant to Belarusian citizens who are typically granted asylum for political persecution. A desire to seek asylum can be expressed by submitting a request to grant asylum. It can be submitted to one of the following institutions: at border checkpoints or transit zones to the State Border Guard Service; in the territory of the Republic of Lithuania to the Migration Department or the State Border Guard Service (*Lietuvos Respublikos įstatymas dėl užsieniečių teisinės padėties, 2004 m. balandžio 29 d. Nr. IX-2206* [Law of the Republic of Lithuania on the Legal Status of Foreigners, 2004 April 29, No. IX-2206], 2004).

All requests are being further examined by the Migration Department only, which accepts one of the following decisions, which can be appealed in courts in case of unsatisfaction (Migration Department, n.d.):

1. To not examine the asylum request. This decision can be accepted if: a person has been granted asylum in another EU Member State/safe third country and can return there; has entered country from a safe third country; or has filed a subsequent application for asylum which does not contain any new substantive reasons.
2. To not examine the asylum request in substance and transfer a person to another EU Member State. This decision can be accepted if another country is being responsible for asylum request;
3. To examine the asylum request. This decision can be accepted if there is no justification to not examine it. After gathering all relevant information, the Migration Department determines whether to grant asylum to the applicant by making one of the above-mentioned decisions:
4. To provide a status of refugee along with the permanent residence permit for 5 years;
 - To not provide a status of refugee but grant the subsidiary protection along with the temporary residence permit for 2 years;
 - To not provide asylum but awarding a person with the temporary residence permit for other reasons;
 - To not provide asylum and send or deport a foreigner from Lithuania.

When a person gets an asylum, he earns a right to enter the first stage (3-6 months) of the national integration programme, which is divided into 2 stages and offers participant with social support based on his integration progress (*Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2023). A person residing in the centre is guaranteed free housing, psychological, social, health, and job support, as well as Lithuanian language classes and various allowances based on their status (*Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2023). This stage can be bypassed, allowing individuals granted asylum to be transferred directly to the second stage if at least 1 of the following conditions is met (Diversity Development Group, n.d.):

1. Has a job and a place to live;
2. His/her children attend educational institutions;
3. Can communicate in Lithuanian;
4. Has been reunified with family.

The next phase occurs in the municipality of a person's choosing (12-36 months), with NGOs taking over the process and continuing to assist asylum recipients (*Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2023). According to Jakulevičienė (2022), over an extended period, Lithuania stood as one of the couple of countries that prohibited asylum seekers from working, though at the moment, asylum seekers are granted the right to work if their asylum requests are not examined within 6 months of its acceptance. It means that asylum seekers can actively participate in the labour market and improve their living conditions by not relying on only the help from the state while waiting for the decision.

The reception of people coming from Ukraine differs notably from the reception of Belarusians and other asylum seekers, though the initial steps are being made through Migration department as well. As the primary concern of temporary protection is to provide immediate help to those in need, the legalisation of stay for people fleeing the war in Ukraine was made as simple and quick as possible.

Individuals coming to Lithuania were required to have valid passports and to register at the Migration Department as soon as possible (Ministry of Foreign Affairs, 2022). After registering, people had and still have the opportunity to apply for either a 1-year temporary residence permit or a 1-year national visa for humanitarian reasons (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023a). The temporary residence permit to live in Lithuania is issued in up to 3 months; however, following the changes from January 1, 2023, all permits are being issued and changed in digital form in 1 day (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023b; 2023c). This suggest that the procedure is accelerated and simplified to the point where getting and changing residence permit is as simple as performing any other daily activities. Once a person gets a permit to live in Lithuania, the rights to employment, housing, social and financial support, healthcare access, and the opportunity for family reunification are acquired (Jakulevičienė, 2022).

According to the International Centre for Migration Policy Development (ICMPD) (2023), the Temporary Protection Directive was activated for 18 months in September 2023, which is half of its 3-year maximum duration. Taking into account the duration of the ongoing war between two countries, the need for protection might be needed for longer than 3 years.

All statuses overviewed in this subchapter determines the situation of a person differently. Table 7 compares asylum seekers, asylum recipients, and temporary protection recipients in terms of the 5 integration-related human rights.

Table 7. Comparison of foreigners’ rights across different statuses (made by the author according to *Lietuvos Respublikos įstatymas dėl užsieniečių teisinės padėties, 2004 m. balandžio 29 d. Nr. IX-2206* [Law of the Republic of Lithuania on the Legal Status of Foreigners, 2004 April 29, No. IX-2206], 2004)

	Asylum seeker	Asylum recipient (refugee or subsidiary protection)	Temporary protection recipient
Right to choose a place of living	Assured if a person is not detained	Assured	Assured
Right to work	Assured after 6 months from request for asylum submission if decision has not been made by the Migration Department and it is not a person’s fault	Assured	Assured
Right to education	Assured for children only	Assured	Assured
Right to health care	Only emergency assistance	Assured	Only emergency assistance
Right to support for integration	Not assured	Assured	Not assured

As shown in Table 7, only people who have been granted asylum have the most extensive list of rights, while asylum seekers who have not yet legalised their presence in Lithuania have the most limited use of these rights. Temporary protection recipients can exercise these rights fully, with the exception of health care and assistance provided under the national integration programme. The explanation for this might, once again, be tied to the amount of persons who have this status and a higher risk of possible exploitation of the system. It is also noteworthy that the right to support for integration can only be assured for asylum recipients who have signed a contract with a responsible institution and agreed to participate in different integration-related measures and case management.

2.3. Statistical overview of asylum and temporary protection in Lithuania

According to the *Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department] (2023), at the beginning of 2023, there were 189,411 foreigners living in Lithuania, of which 48,804 were Belarusians and 94,891 were Ukrainians. The majority of the total number were living in Vilnius, respectively 39,538 and 23,121 (“*Gimimo valstybė*” [Country of birth], 2023). It is all-time highest rate based on the official statistics of the last 10 years; starting from 32,300 in 2013 (Migration Department, 2018). This indicates that during this time, 157,100 immigrants have entered Lithuania.

Since the Ukrainian-Russian war in 2022, 82,018 individuals have been registered at the Migration Department (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023d), though it does not mean that this amount of people have stayed in the country. As the Head of the Migration Department Evelina Gudzinskaitė explains, a part of them arrived in Lithuania for only a brief period and chose not to seek temporary protection, while others,

who initially received temporary protection, subsequently pursued residence permits for different reasons or have departed Lithuania altogether, though based on the most recent data of March 2023, there were 41,933 persons who were still living in Lithuania (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023e). Half of this amount is living in Vilnius. Aiming to visualise the scope of this influx, the example of Lithuanian municipalities might be taken into account. There are less persons residing in 48 of Lithuania’s 60 municipalities than there are Ukrainians who have remained in Lithuania since the start of the war (Appendix 2).

Taking into account these significant proportions of Ukrainians and Belarusians residing in Lithuania, it is noteworthy to examine Lithuanians’ attitudes towards these 2 groups as it impacts newcomers’ integration. According to the most recent public opinion survey conducted by the “Spinter”, Lithuanians are the most favourable towards Ukrainians, who scored almost 8 points out of 10 while Belarusians are in the third place with 5.15 points out of 10 (Gaučaitė-Znutienė, 2023). Even though Belarusians are less welcomed than Ukrainians, the survey still indicates a quite high acceptance degree. The reason for that could be the fact that the situation in Ukraine was more highlighted on the national level, for example, by using different media channels, shaping Lithuanians’ mindset in more positive way. Another influencing factor is the number of Ukrainians; with such a concentration of Ukrainians, there is a higher probability of meeting them in person, which could also positively influence people’s attitudes. There is also an unsettling factor for Belarusian citizens according to the public opinion survey conducted by “Baltijos tyrimai” [Baltic Research] in 2023, September 22–October 7. It has shown that 60.61% of respondents wanted the conditions of entry to Lithuania to be tightened for Belarusian citizens (“*Tyrimas atskleidžia*, [The study reveals,]”, 2023). It shows a rising Lithuanian people’s distrust in Belarusians, which could negatively impact the integration of people who are already residing in the country or planning to come for a living.

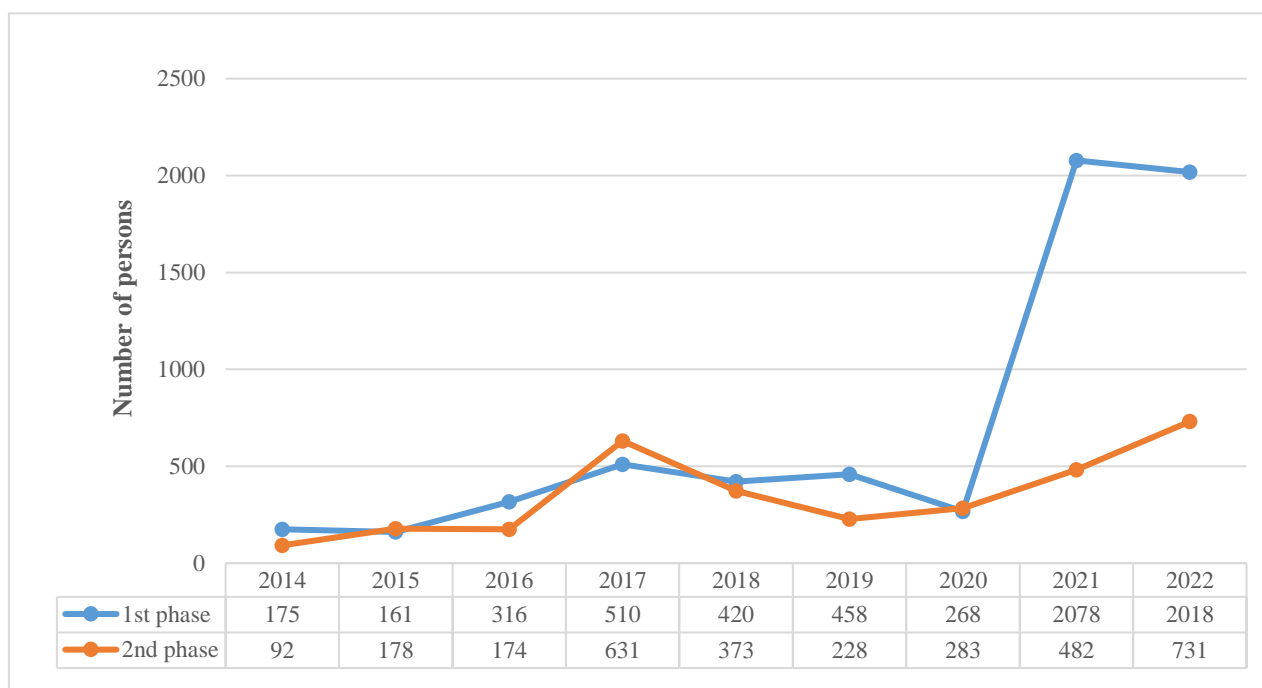


Fig. 7. Participation in national integration programme 2014-2022 (made by the author according to *Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023; 2019)

Fig. 7 above visualises the scope of asylum recipients who have participated in the national integration programme since 2014. On average, 592 people took part in the 1st phase, while the 2nd phase attracted significantly fewer people—352. However, the statistics remained quite consistent, except in 2017 when the impact of the 2015–2016 migration crisis could be observed and in 2020–2022, when the Refugee Reception Centre’s capacity was tested with around 8 times higher demand.

Fig. 10 also depicts with what the national integration programme is normally coping; it would be unable to adequately satisfy temporary protection recipients’ demands if they had been included in this programme. It is worth noting that Belarusians make up just 326 (Phase 1) and 361 (Phase 2) of the total number of participants from 2014 to 2022; significantly greater numbers are seen in 2022. It relates to the unfavourable political situation in Belarus, which forced Belarusian citizens to search for a safer life abroad.

In summary, Lithuania has made significant actions in improving its integration policies for foreign nationals in recent years, resulting in positive changes. However, there are still opportunities for further progress. At the moment, a wide scope of different institutions are being involved in the process, from ministries shaping migration policy to those ministry-accountable institutions responsible for its execution, and NGOs playing a vital role in foreigners’ integration. As every institution is entrusted with its own functions, this ensures transparency and increases the chances to have a working integration system. While Lithuania meets EU standards for the reception of foreigners, it is essential to note that the reception of Ukrainians and Belarusians differs significantly, with Ukrainian reception being the fastest and easiest as possible. A possible difficulty for Belarusians has been identified in preparing a statistical overview, which has shown that the negative attitude of Lithuanians has become more prevalent. This might pose a challenge to not only their reception but also for their further integration in the country.

3. Role of NGOs in Ukrainian and Belarusian citizens' integration in Lithuania

The modern society is being formed by 3 main sectors (Fig. 8).

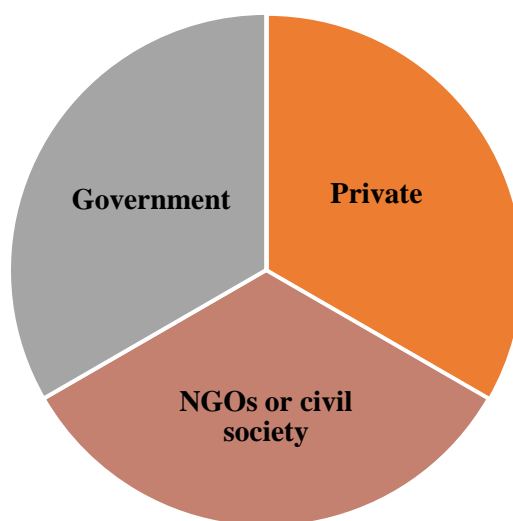


Fig. 8. Sectors of modern society (made by the author according to Brinkerhoff et al., 2007)

In the government sector (also known as the public sector), services are provided by the state and its municipalities to satisfy public interests, often at reduced or no cost, while in the private sector, private interests are served, focusing on profit or income (*Visuotinė lietuvių enciklopedija* [Universal Lithuanian encyclopedia], n.d.; n.d.-a). The so-called third sector—NGOs, or civil society—emerged out of civic initiative and ambition to address unmet needs beyond the capacities of both government and private sectors (*Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2022).

Taking the example of social services, there is an increasing demand for affordable or free services for multiple vulnerable groups, however, the state's capacity to satisfy this demand is limited (Vorevičienė, 2016). Over the years, NGOs have demonstrated greater adaptability to change than other sectors, leading to an expanding role and scope of activities within the state (Šilinskytė, 2013). Volunteers, as highlighted by Acus (2018), are playing a significant role in this context by professionalising NGOs' activities free of charge. It addresses the shortage of high-quality services, although it also increases competition, which can be challenging for other organizations from other sectors that operate in the same field. It could be said that all 3 sectors play distinct roles in society, and that society as a whole benefits from their combined efforts.

There are 5 organizations that are working in the field of foreigners' integration by implementing the national integration programme for asylum beneficiaries, including Belarusians: Lithuanian Red Cross, which is an association; Caritas Lithuania, which is a traditional religious community or association; Order of Malta Relief Organization in Lithuania, which is an association; “*Nuoširdus rūpestis*” [Sincere Care], which is a public enterprise; and “*Nacionalinis socialinės integracijos institutas*” [National Institute for Social Integration], which is also a public enterprise.

However, when it comes to Ukrainians' integration, the available information indicates that only 3 organizations are involved in the field of Ukrainians' integration, and these include the previously mentioned Lithuanian Red Cross and Caritas Lithuania, as well as the Association Save the Children Lithuania.

NGOs consists of several types, such as associations, charity and support funds, public enterprises, and other NGOs that focus on narrower areas like professional unions and religious communities (Guogis et al., 2007). Taking this into account, all 6 above-mentioned organizations are NGOs.

Only 4 organizations that have been operating in the field for the longest and are the most accountable for their activities were selected for a more thorough analysis, also taking into consideration the scope of this work:

1. Lithuanian Red Cross (integration of both target groups);
2. Caritas Lithuania (integration of both target groups);
3. Order of Malta Relief Organization in Lithuania (integration of Belarusian refugees);
4. Save the Children Lithuania (integration of Ukrainian families and pregnant women);

The following subchapters will provide a more detailed presentation of these organizations' actions in the field, since they are crucial to the integration of the selected target groups in the country.

3.1. Integration assistance provided by the Lithuanian Red Cross for foreigners

The Lithuanian Red Cross describes itself as one of the oldest and largest humanitarian organizations within the country that provides its help to the state and people since 1919 (*Lietuvos Raudonojo Kryžiaus draugija* [Lithuanian Red Cross], n.d.-a). It has 6 primary areas of work, one of which is dedicated to assisting refugees, asylum seekers, and other migrants.

The Asylum and Migration Programme carries out activities since 1997; back then it offered only legal aid for asylum seekers, though the spectrum of services has broadened over the years (*Lietuvos Raudonasis Kryžius* [Lithuanian Red Cross], n.d.-b). According to the Lithuanian Red Cross (n.d.-b), at the moment, it provides a wide spectrum of services for any legal status holders, including legal aid, psychosocial, humanitarian assistance, restoration of family ties, case management. Furthermore, reception conditions and asylum processes are being monitored, and representation of foreigners' interests is being ensured through the pursuit of systematic changes (*Lietuvos Raudonasis Kryžius* [Lithuanian Red Cross], n.d.-b).

Case Managers in this programme are working with recipients of asylum-either individuals or family-by (*Lietuvos Raudonojo Kryžiaus draugija* [Lithuanian Red Cross], n.d.-c):

1. Helping with finding accommodation and job;
2. Helping with finding professional studies or courses;
3. Registering for medical services;
4. Enrolling children for nursery school and institutions of education;
5. Mediating with other institutions of municipality regarding provided services;
6. Conducting courses of Lithuanian language;
7. Consulting on day-to-day problems;
8. Supervising the process of integration, assessing completed obligations with other specialists, considering factors impacting recipients in achieving their planned responsibilities, analysing

the efficacy of the selected integration measures, services and methods, tracking the integration progress.

It could be concluded that Case Managers working with asylum recipients, including Belarusians, are helping foreigners with various integration-related aspects, though it is more based on intermediation and consultations rather than financial assistance, which is ensured as well.

During the period 2022 February-2023 February, the Lithuanian Red Cross offered 3 types of support to people affected by the war in Ukraine (Lithuanian Red Cross; n.d.):

1. Monetary assistance, which was delivered through monthly allowances to 62 families with disabled persons (6,785 EUR per month) and prepaid cards during 3 stages of distribution:
 - 11,240 cards (each value was equal to 130 EUR);
 - 21,383 cards for hygiene (each value was equal to 25 EUR);
 - 2,885 cards for children (each value was equal to 50 EUR).
2. Support for relief, the scale of which can be visualised by the following numbers:
 - Aid was handed out in total of 135,898 times;
 - 53,984 kits with hygiene product were distributed;
 - 15 truckloads of warm clothing and sleeping bags were sent to Ukraine;
 - 2 truckloads of clothing and 260 power generators were sent to Ukraine;
 - 1,173,600 packages of instant noodles were sent to Ukraine;
 - 4,000 sleeping bags were sent to Ukraine;
 - Medicine valued at 852,400 EUR was sent to Ukraine;
 - 8,200 answered calls via the newly created helpline;
 - 3,562,944 EUR collected via campaign called „Mūsų širdys ir rankos – Ukrainai!“ [Our hearts and hands for Ukraine!] together with other 4 NGOs.
3. Activities aimed at integration, including case management for 422 highly vulnerable persons, participation of 4,203 people in community gatherings, the provision of information 11,203 times, and the involvement in language clubs by 283 participants.

Although the Lithuanian Red Cross's support was primarily financial and humanitarian, it also worked towards newcomers' integration through various initiatives. Given the amount of individuals arriving from Ukraine, it would be complicated to integrate everyone, thus the Lithuanian Red Cross provided case management to only the most vulnerable families in the greatest need. It is also worth noting that the Lithuanian Red Cross has opened a Kaunas-based day centre “InLT” for all foreigners having permanent or temporary residence permits; the centre consults people on housing, employment, health care and other issues (“*Darbo vietų niekas nevagia*, [No one steals jobs,]”, 2017).

This implies that even after completing the programme, former clients can still get in touch with the centre's staff for assistance if needed. Ukrainians can also get help here, as they correspond to the target group of the centre.

3.2. Integration assistance provided by Caritas Lithuania for foreigners

Adhering to the principles of solidarity, subsidiarity, and justice, Caritas Lithuania (Caritas) presents itself as an international Catholic organization which is helping people in need, despite their nationality, religion, race, gender, or other differences (*Lietuvos Caritas* [Caritas Lithuania], n.d.-a; n.d.-e).

Since its founding in Lithuania in 1989, the organization has developed a couple of different areas of activity, one of which is the Foreigners' Integration Programme, established in 1998 (*Lietuvos Caritas* [Caritas Lithuania], n.d.-b). In total, 7,182 persons received help under the programme in 2022, 4,221 of which were from Ukraine (*Vilniaus arkivyskupijos Caritas* [Caritas of Vilnius Archdiocese], n.d.).

Caritas' employees in this programme help refugees, migrants, and third-country nationals by (*Lietuvos Caritas* [Caritas Lithuania], n.d.-c):

1. Consulting on legal, social, psychological, career questions;
2. Acting as an intermediary when communicating with state and public authorities, searching for a job or learning opportunities;
3. Organising Lithuanian language learning;
4. Planning community events.

It could be understood that Caritas helps all immigrants regardless their status. To ensure the provision of such services, Caritas opened a first Vilnius-based integration centre in 2016 (*Vilniaus arkivyskupijos kurija* [Curia of the Vilnius Archdiocese], 2016). All legally residing foreigners can visit the centre to get integration-facilitating help.

Caritas has also assisted individuals affected by the war in Ukraine by (*Vilniaus arkivyskupijos Caritas* [Caritas of Vilnius Archdiocese], n.d.; *Lietuvos Caritas* [Caritas Lithuania], n.d.-d):

1. Delivering humanitarian aid to 892 people in the form of hygiene packages, shopping centre cards, and mobile phone cards;
2. Distributing clothes, shoes, and other things was provided to Ukrainian people in total of 23 460 times;
3. Established friendships between 164 Ukrainian and Lithuanian families;
4. Involved 85 Ukrainian families in the Advent campaign when they received presents from other families living in Vilnius;
5. Ensured consultations of social workers, lawyers, and employment experts; organised Lithuanian language classes in Vilnius, Panevėžys, and Marijampolė; provided escort services to institutions; and assisted those who had been the victims of abuse or human trafficking.

Caritas, additionally, along with other 4 NGOs, was involved in the „*Mūsų širdys ir rankos – Ukrainai!*“ [Our Hearts and Hands for Ukraine!] project, where funds were being collected for Ukrainians escaping the war zones (*Maltiečiai* [the Maltese], n.d.).

It is possible to draw the conclusion that Caritas, similarly to the Lithuanian Red Cross, has provided multifaceted integrational support to people coming from Ukraine, starting with humanitarian aid and ending with case management.

3.3. Integration assistance provided by Save the Children Lithuania for foreigners

Since its founding in 1991, Save the Children (Save the Children) Lithuania has been focused on ensuring the well-being of children, which is achieved by following these 4 principles: consciousness prevention, message, and response (*Gelbėkit vaikus* [Save the Children], n.d.; n.d.-a). It is seen from its reports that this organization has been helping Ukrainian children since 2018, though, following the events in Ukraine on February 24, 2022, it extended the scope of its help significantly (*Gelbėkit vaikus* [Save the Children], n.d.-b, n.d.-c). The help from this organization is being provided to 3 target groups: 24,143 families with children, 543 pregnant women and 276 unaccompanied minors

of residents who have stayed in Ukraine or children from foster homes (*Gelbėkit vaikus* [Save the Children], n.d.-c).

In 2022, all support provided for people fleeing the war in Ukraine could be divided to 2 main groups (*Gelbėkit vaikus* [Save the Children], n.d.-c):

1. Psychosocial and humanitarian help:
 - The establishment of a coordinator network to assist Ukrainian families; among the offered services are escorting to institutions and providing consultations on relevant questions;
 - Delivery of educational support (5 lectures on the topic of proper breastfeeding for pregnant women, 4 educational live broadcasts on “Facebook” on war-related topics, etc.);
 - Provision of psychological counselling for, in total, 514 children and 156 adults in 2021;
 - Establishment of 7 Ukrainian refugee registration centres (17,737 children attended) and 1 centre of humanitarian support for Ukrainians. Children’s involvement to already operating 3 children’s care centres (276 children attended) and children’s day centres (100 children attended). Various socialisation and therapy-related, educational activities were offered to Ukrainians among the wide range of services provided in these centres.
2. Financial help:
 - The allocation of one-time financial aid, with allowances ranging from 600 to 1590 EUR, to 242 most vulnerable families.

The organization was also among 5 NGOs that carried out a fundraising campaign called „*Mūsų širdys ir rankos – Ukrainai!*“ [Our Hearts and Hands for Ukraine!] (*Maltiečiai* [the Maltese], n.d.).

Save the Children is also providing essential support to asylum recipients. Cooperating with 3 refugee reception centres located in Lithuanian cities—Rukla, Pabradė, and Vilnius—a total of 782 persons were assisted, 433 of them were children (*Gelbėkit vaikus* [Save the Children], n.d.-c). The support was two-fold:

1. Humanitarian, which included the provision of supplies for hygiene, school, centre activities, as well as products to cope with stress, etc.;
2. Psychosocial, which included different activities designed for children to strengthen their sense of self-confidence, establish a safe environment, and recognise their feelings.

There was no publicly available information related to case management for individuals holding refugee status, thus it may be presumed that this organization does not offer such service. It means that Save the Children works with only 1 target group of this work.

3.4. Integration assistance provided by the Order of Malta Relief Organization in Lithuania for foreigners

Since its founding in 1991, the Order of Malta Relief Organization in Lithuania (Order of Malta) has contributed to the integration of both target groups of this work (*Maltiečiai* [the Maltese], n.d.). The Order of Malta began working in the sphere of refugee integration in 2021, when 81 refugee from Iraq, Syria, and Afghanistan were assisted (*Maltiečiai* [the Maltese], n.d.-a). It means that the case management is applied for these individuals along with other benefits assured by the programme, though it also proves this to be a fairly recent practice for the organization.

In the activity report of 2022, the organization provided information about individuals from Belarus, Iraq, Eritrea and other countries being curated under the national integration programme and helped with problems related to accommodation, education, employment (*Maltiečiai* [the Maltese], n.d.). Even though the organization did not specify the concrete number of integrated persons in 2022, it should have remained more or less similar, with Belarusians making up a minor part of the total number.

The Order of Malta, among other NGOs, has also shown its solidarity with Ukraine since the outbreak of the Ukrainian-Russian war in 2022 undertaking the following actions (*Maltiečiai* [the Maltese], n.d.):

1. Taking a part in a joint fundraising project with other 4 NGOs called „Mūsų širdys ir rankos – Ukrainai!“ [Our Hearts and Hands for Ukraine!];
2. Opening its own refugee registration centre in the city of Marijampolė;
3. Opening its own centre for humanitarian help centre for calls and consultations;
4. Creating 11 help spots to Ukrainians across different cities, where the help was provided in total of 23,745 times in 2022 by consulting individuals on different integration-related questions;
5. Distributing 21,472 humanitarian packages;
6. Providing 30 Ukrainian children with the possibility to attend children’s day centres;

In 2022, help to Ukraine and those impacted by crises accounted for 29% of the total organization’s expenses, or around 1,405,943.93 EUR (*Maltiečiai* [the Maltese], n.d.). No information about direct financial support provided to Ukrainians were found, though it might be assumed that this organization has not implemented this kind of support. This organization’s staff might be considered implementing case management as they frequently consulted those impacted by the conflict in Ukraine trying to solve existing problems.

Table 8 below clearly summarises all 4 chosen NGOs’ assistance in the field of integration of Ukrainians and Belarusians.

Table 8. NGOs’ assistance in integrating Ukrainian and Belarusian citizens (made by the author)

	Lithuanian Red Cross	Caritas Lithuania	Save the Children Lithuania	Order of Malta Relief Organization in Lithuania
Creation date	1919 (in the field of integration since 1997)	1989 (in the field of integration since 1998)	1991	1991
Target group	Ukrainians and Belarusians	Ukrainians and Belarusians	Only Ukrainians (families with children, pregnant women, unaccompanied children)	Ukrainians and Belarusians
Number of assisted foreigners (2022)	15,644	7,182	No concrete data on the total number of assisted foreigners	No concrete data on the total number of assisted foreigners
	<u>Ukrainians:</u>	<u>Ukrainians:</u> • 4,221 <u>Belarusians:</u>	<u>Ukrainians:</u> • 24,962 <u>Belarusians:</u>	No concrete data on either of the groups

	<ul style="list-style-type: none"> Case management: 422 persons Community events: 14,259 participants <u>Belarusians:</u> <ul style="list-style-type: none"> No data 	<ul style="list-style-type: none"> No data 	<ul style="list-style-type: none"> No data 	
Main services	<u>Ukrainians:</u> <ul style="list-style-type: none"> Monetary assistance Humanitarian aid Case management and socialisation <u>Belarusians:</u> <ul style="list-style-type: none"> National integration programme 	<u>Ukrainians:</u> <ul style="list-style-type: none"> Humanitarian aid Case management and socialisation <u>Belarusians:</u> <ul style="list-style-type: none"> National integration programme 	<u>Ukrainians:</u> <ul style="list-style-type: none"> Monetary assistance Humanitarian aid Case management and socialisation <u>Asylum recipients:</u> <ul style="list-style-type: none"> Humanitarian aid Psychosocial assistance 	<u>Ukrainians:</u> <ul style="list-style-type: none"> Humanitarian aid Case management and socialisation <u>Belarusians:</u> <ul style="list-style-type: none"> National integration programme
Centres	Centre in Kaunas	Centre in Vilnius	<u>Opened:</u> <ul style="list-style-type: none"> 7 Ukrainian refugee registration centres 1 centre of humanitarian support for Ukrainians <u>Involved:</u> <ul style="list-style-type: none"> 3 children's care centres Children's day centre 	Humanitarian help centre for Ukrainians

As it can be seen from Table 8 above, all 4 chosen organizations are operating in Lithuania for a long time, ranging from 32 to 104 years. 3 out of 4 chosen organizations are working with both target groups of this work, though Save the Children is more concentrated on people coming from Ukraine. It is possible that the organization supports Belarusians as well, but it is not in the form of the national integration programme where case management is applied.

A total number of assisted foreigners were disclosed by only Lithuanian Red Cross and Caritas, with Lithuanian Red Cross being a leading organization. As there is no uniform system how the assistance for people coming from Ukraine should be provided, all organizations counted reached individuals differently or did not count it at all. Here, the uncertainty arises as it is not known what exactly was being measured. However, the available data prompts that in the case of Ukrainians, Save the Children helped the greatest share of people (24,952), with Caritas being the last (7,182), despite the Order of Malta that did not provide any data. While specific numbers of Belarusian citizens participating in the national integration programme in each of the analysed organizations are not publicly disclosed, it is worth noting that based on data from 2022, a total of 254 Belarusians were participating in the national integration programme across all involved organizations, making up approximately 35% of the total participants' number (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023). Taking the example of 2022,

Belarusians constituted the largest group within the national integration programme (*Migracijos departamentas prie Lietuvos Respublikos vidaus reikalų ministerijos* [Migration Department], 2023).

All organizations provided similar services to Ukrainians. 2 out of 4 organizations provided monetary assistance. However, financial aid for Ukrainians is limited, reflecting an approach that encourages self-sufficiency rather than reliance solely on assistance. Other organizations either did not provide such help or did not disclose such information to the greater public. The measures of humanitarian help, case management and socialisation were implemented by all 4 organizations. For Belarusians, the services are generally similar across all organizations, as the national integration programme ensures the same services regardless of the organization that was chosen by a person (financial help, individually appointed Case Manager, etc.). Asylum recipients, while integrating in the territory of municipality, can get 2 allowances: one for settling in (one-time) and one for essential needs (monthly) (Appendix 3). The size of monthly payment is being calculated by evaluating family size, vulnerability, and progress that has been made. Additional allowances or compensations might be approved as well based on the situation.

Only one organization—Save the Children—does not participate in the national integration programme, though it provides its support to asylum recipients anyway by cooperating with other institutions. As it is not known whether this organization helps Belarusians, Table 6 above did not specify the help to Belarusians from the perspective of Save the Children.

Both Red Cross and Caritas have an integration centre based in Vilnius and Kaunas. These organizations are providing the opportunity to all foreigners to seek professional assistance whenever it is needed, regardless of their status. This implies that help may be provided to anybody who is lawfully residing in the country, including those who have been granted asylum, temporary protection or have finished their national integration programme. Save the Children has opened its own 8 centres at the start of Ukrainian influx and has actively involved Ukrainian children to already working children's care and day centres ensuring their socialisation and basic needs assurance. Order of Malta has also created the humanitarian help centre aimed to Ukrainians.

These actions of organizations shows a strong preparedness to cope with arising crises from the perspective of Lithuanian NGOs. It could be concluded that such cooperation from NGOs is a positive indicator for challenges that might emerge in the future.

4. Empirical research on the integration of Ukrainian and Belarusian Citizens in Lithuania from the perspective of four NGOs

This chapter presents the methodology of empirical research, introducing such aspects as sample size, and methods used for sampling, data collection and analysis. The process of data collection, ethical research aspects, as well as data processing were also covered in this chapter. Further on, the analysis of empirical research was introduced, along with the conclusions and interpretation of empirical research provided at the end of this chapter.

4.1. Substantiation of empirical research methodology

It was chosen to exclude Belarusians and Ukrainians from this research due to their psychological and emotional sensitivity, which presumably arises from experienced shocks and traumas. Instead, the focus was narrowed to only specialists closely involved in integration of both target groups. The non-probability sampling (convenience sampling) method was used to conduct this research as the author of this work had an opportunity to use professional connections to reach all necessary informants. When identifying potential experts for the research, 3 criteria were used: direct work with Ukrainian and (or) Belarusian citizens' integration, employment in one of the identified NGOs, and work experience in the organization. The initial plan was to interview at least 2 experts in 1 organization as all organizations separate work with Ukrainian and Belarusian citizens. The search path for experts looked as follows:

1. An expert from Red Cross working with Belarusian citizens (I2) was asked to participate in the study; the expert agreed to participate in the interview.
2. An expert from Red Cross working with Ukrainian citizens (I3) was asked to participate in the study; the expert agreed to participate in the interview; the expert was asked to share contact details of other experts working within the field in other organizations; contact details of an expert working in Save the Children (I1) were obtained;
3. An expert from Save the Children working with Ukrainian citizens (I1) was asked to participate in the study; the expert agreed to participate in the interview; the expert shared that he also works with Belarusian citizens' integration in the Order of Malta Relief; it was decided to interview an expert about both target groups;
4. An expert from Caritas (I5) working with Ukrainian citizens but also having contact with Belarusian citizens was asked to participate in the study after getting his contact details through mutual acquaintances; the expert agreed to participate in the interview;
5. An expert from Caritas (I4) working with both target groups, but mainly with Belarusians, was asked to participate in the study after getting his contact details through mutual acquaintances; the expert agreed to participate in the interview.
6. As sufficient diversity was achieved by finding informants in all pre-selected NGOs, it was decided to finish the process of the new informant search.

Only NGOs' employees-experts from Vilnius were interviewed; interviews were held both face-to-face at their workplaces and remotely using Google Meet and Microsoft Teams throughout October and November 2023. A total of 6 interviews were conducted with experts working in 4 selected NGOs; 1 expert in a managerial position was interviewed to guarantee higher response diversity. After finalising the research questionnaire, a test interview was carried out with 1 specialist employed in a pre-selected NGO. After identifying significant weaknesses in the test interview, certain questions were revised and eliminated to enhance clarity and reduce misunderstandings. The

improved questionnaire was subsequently employed for the remaining 5 interviews. It is significant to note that because there were distinctions between the 1st and 2nd versions of the questionnaire, the results of a test interview were not included in this empirical research.

Table 9 below summarises the main characteristics of this research’s informants. To maintain anonymity, the specific names of informants’ job positions will not be revealed; only the level according to the currently valid Lithuanian profession classifier will be disclosed (*Dėl Lietuvos profesijų klasifikatoriaus LPK 2012 patvirtinimo*, 2013 m. kovo 6 d. Nr. 4-171 [Regarding the approval of the Lithuanian profession classifier LPK 2012, 2013 March 6, No. 4-171], 2013).

Table 9. Characteristics of the interviewed informants (made by the author)

Informant	Organization	Work experience in the current position at the time of an interview	Current level of the position in the organization	Type of the interview
Informant No. 1 (I1)	Save the Children; Order of Malta Relief	Save the Children - 3 years; Order of Malta Relief - 3 months	Specialist	Face-to-face meeting
Informant No. 2 (I2)	Lithuanian Red Cross	1 year and 3 months	Specialist	Face-to-face meeting
Informant No. 3 (I3)	Lithuanian Red Cross	1 year and 3 months	Specialist	Video conferencing
Informant No. 4 (I4)	Caritas	3 years	Head	Face-to-face meeting
Informant No. 5 (I5)	Caritas	1 year and 8 months	Specialist	Video conferencing

All informants were asked 15 open questions divided to 5 main blocks (Table 10). Despite the fact that the focus of this work is on the obstacles experienced by chosen target groups in their reception and integration, it was decided to expand the questions asked; experts were requested to evaluate not only the negative but also the positive sides of specific aspects. This contributed to the formation of a broader view of the existing situation. To ensure clarity in assessing the reception process (questions 5–6), experts were specifically requested to evaluate the asylum grant process for Belarusians and the temporary protection grant process for Ukrainians. When considering integration and its challenges (questions 7–10), 5 key spheres were asked to be evaluated; these spheres—employment, housing, education, health security (slightly adjusted in accordance to the theoretical part), and socialisation—emerged from the theoretical part of this project (Chapter 1). The last question (15) was included in the questionnaire to provide informants with the opportunity to add anything they think would be relevant in terms of this research. The translated questionnaire is provided in Appendix 4. All informants were informed about the anonymity of the research, meaning that their names and full transcriptions of their answers will not be made public, as well as their right to not answer or finish an interview if they desire (Appendix 4). All interviews were recorded with a voice recorder after obtaining the permission of all informants.

Table 10. Distribution of questions and blocks of the questionnaire (made by the author)

Question block	Questions
General information	1-4
Reception	5-6

Integration and its challenges	7-10
Future perspectives and recommendations	11-14
Additional information	15

It should be emphasized that the following methods were used in order to conduct a research: a method of structured expert interviews was used for data collection while data analysis was performed using a method of qualitative (thematic analysis) research. The data that was obtained during the empirical study were transcribed verbatim with the help of Microsoft 365, prepared for coding by translating all transcriptions from Lithuanian to English and categorised according to thematic groups using MAXQDA Analytics Pro 24 software. The data was analysed trying to search for links and connections between the pre-selected categories identified in the questionnaire. To summarise the empirical research methodology, a visualised research design is presented in Fig. 9 below.

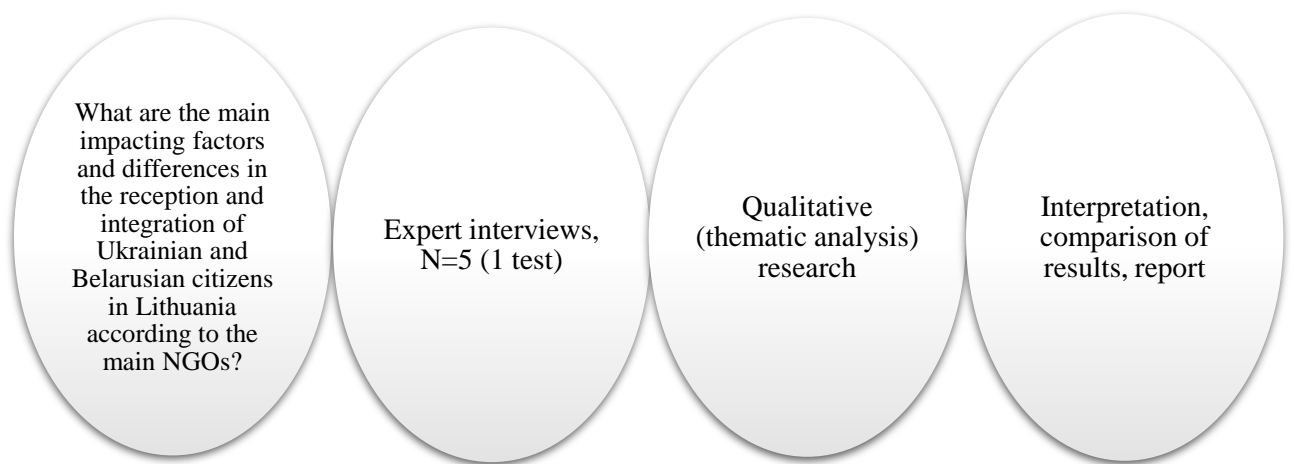


Fig. 9. Overview of the research design (made by the author)

4.2. Thematic analysis of expert interviews

This chapter will further present the findings of the conducted empirical research (expert interviews). In order to provide a clear and concise analysis, all findings will be overviewed within identified categories. Full original and translated citations retrieved from the conducted research will be provided in indicated Appendices (5-14). This subchapter will present already-analysed information grouped into categories and subcategories to ensure clear information presentation for the reader.

The important part of newcomers' overall well-being is played by the reception policy, which might affect the success of foreigners' integration either positively or negatively, depending on their initial experiences. Both target groups of this work are being welcomed in Lithuania differently due to dissimilar situations and contrasting mechanisms that are being applied for them. In order to find out what are the main differences in their reception policy, all informants were asked to evaluate it by naming and explaining both positive and negative aspects of this policy from the perspective of people they work with. In terms of the empirical research conducted for this particular work, the reception policy was more positively evaluated for Ukrainian citizens by the interviewed NGOs' representatives (Table 11). Full citations for this category are provided in Appendix 5.

Table 11. Evaluation of the reception policy for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Reception policy			
Ukrainian citizens		Belarusian citizens	
Positive aspects	Negative aspects	Positive aspects	Negative aspects
Effective first humanitarian help (I1)	Long queues for social benefits (I1)	Asylum recipients can participate in the national integration programme (personal Case Manager, financial assistance, etc.) (I1)	Long queues for social benefits (I1)
Financial assistance for those in the biggest need (I1)	Gaps in inter-institutional communication (I1)	Benefits of asylum status (I2)	Long asylum process (I2; I4; I5)
Simplified procedure of residence permit obtainment (I2; I3; I5)	Massive registration of Ukrainians for residence permit's obtainment (I3)	Belarusian citizens' acceptance to Lithuania in general (I5)	Inability to work for asylum seekers (I2; I4)
State's preparedness for a crisis (I1; I4)	Limited resources of NGOs (I4)	-	Declining in asylum assurance to Belarusian citizens (I4; I5)
Simplified procedure of residence permit extension (I4; I5)	Ignoring individual situations (I4; I5)		No social guarantees for asylum seekers (I4; I5)
The involvement of NGOs into the process (I3; I5)	-		Thrive of illegal work of asylum seekers (I4)
-	-		Full health insurance is assured for the most vulnerable groups of asylum seekers only (I4)
-	-		Problems with proving that a person is a political refugee (I4)
-	-	-	Belarusian citizens' uncertainty about the future (I4)

Results have shown that Ukrainian citizens coming to Lithuania receives a variety of benefits, such as effective first humanitarian help (I1), financial assistance (I1), and simplified procedures of legalising (I2; I3; I5) their stay in the country. It is important to highlight the fact that all people coming from Ukraine due to the war is being awarded with the subsidiary protection almost immediately due to simplified procedures. Such people do not need to wait months to get a decision regarding their request, as it is made in a matter of days. It can be argued that this simplification was approved in connection with the number of people coming to Lithuania and seeking to avoid a probable failure of the current reception system. Otherwise, it would have resulted in an overload of the state's institutions and delayed help provision for people in crisis. Informants also stressed that this was achieved not only by the state itself, but also with the help of NGOs, which were actively involved along the process. To understand what kind of help is being assured from the NGOs, Informant No. 3 highlighted the fact that Lithuanian Red Cross is helping the state with the issuance of the residence permits: “ <...> vyksta masinis <...> ukrainiečių registravimas dėl dokumentų išdavimo, <...> ir net Raudonasis Kryžius irgi šitoj vietoj įsijungia kaip valstybės pagalbininkas migracijai, kad padėti <...> ukrainiečių srautą registruoti, kad jiems būtų paprasčiau ir greičiau išduoti dokumentai. [... there is a mass registration of ... Ukrainians for the issuance of documents, ... and even the Red Cross is also joining this as the state's helper for migration to help ... register the

flow of Ukrainians so that they can be issued documents more easily and quickly.]”. This was also mentioned by the Informant No. 5, claiming that NGOs help less technologically capable individuals in filling needed documentation: “*Tiem, kurie yra visiškai toli nuo ten informacinių technologijų, nu, tai čia jau mes (NVO – aut. past.) esam tam, tą jau mes darom.* [For those who are completely far from information technology, well, that is why we [NGOs] are here for, that is what we do.]”.

The most positive aspect of reception for Belarusian citizens, on the contrary, was the fact that they were being accepted by the country in general. It could be related to the Belarus-Russia relationship, which has been actively discussed by the public since the outbreak of the Ukraine-Russia war in 2022. Other mentioned positive aspects were more related to the period when persons already legalise their status in the country as asylum recipients, meaning that their asylum procedure has ended and their request for asylum was approved, rather than their reception to the country. However, it could be interpreted as the fact that most Belarusians ask for asylum and when they get it, they can enjoy various benefits ensured along with their new status. An example of this could be the participation in a national integration programme up to 3 years and getting a personal Case Manager who helps participants integrate as well as financial help while a person is in the programme. Informant No. 2 also pointed out that “<...> *paskui jie (baltarusiai – aut. past.) gali gauti ir ten tuos dokumentus <...> į Europos Sąjungos ten tas irgi šalis gyventi, tai jiems tas suteikia, iš tikrųjų, daugiau laisvės negu ukrainiečiams.* [... then they [Belarusians] can also get those documents ... to live in those countries of the European Union, which gives them, in fact, more freedom than Ukrainians.]”. This refers to the change of the permanent residence permit, which is easily replaced with the same kind of document, only with an additional note that the person is a long-term resident of the EU. This allows persons to leave Lithuania for unforeseen period and settle in other EU countries. However, the same expert, Informant No. 2, notices that Belarusian refugees in most cases are willing to stay in the country and even apply for Lithuanian citizenship rather than leave: “<...> *labai daug baltarusių, jie nori vėliau kreiptis, praėjus tiem dešimčiai metų, dėl Lietuvos pilietybės. <...> turint tą būtent prieglobsčio statusą jiems tiesiog suteikia tą tokį ir saugumo jausmą ir galimybę <...>* [... a lot of Belarusians, they want to apply for Lithuanian citizenship later, when those ten years have passed. ... having that particular asylum status simply gives them that feeling of security and the opportunity ...]”.

As the Informant No. 1 assures, state’s institutions were overwhelmed with the number of social benefit requests, which resulted in long queues for Ukrainians. However, it could be said that it also affected all Lithuania’s residents applying for the same benefits, meaning that Belarusian citizens were affected by this as well. It is likely that the main reason for that was the flow of people coming from Ukraine that was quite large and sudden, and procedures of social benefits that were not simplified enough. However, the Informant No. 1 explains, that there are some gaps in inter-institutional communication that should be addressed: “*Aš manau, kad komunikacijoje yra labai iš mūsų pusės silpnoka, dėl to žmonės mėtosi, klysta ir panašiai, kol atkeliauja iki jiems tikrai priklausantių kažkokių tais finansinių išmokų ir panašiai.* [I think that communication is very weak from our part, that is why people keep making mistakes until they get to some of those financial payments that really belong to them.]”. This could also shed light on the fact that, due to the lack of information, people’s applications may contain errors for which they could be rejected and people will need to reapply and wait once again. High numbers of arrivals from Ukraine result in the massive registration for residence permit’s obtainment at the same time, which is another negative aspect of the reception policy (I3). State was faced with a serious challenge when people were arriving for the

first time, and it needed to use the help of NGOs in order to cope with it properly. The changing of issued residence permits could have been another challenge because people from Ukraine have received residence permits for exactly 1 year and it comes to an end, but the state came up with another solution for this. The electronic extension was presented, when a person receives an electronic version of their residence permit after filling out the needed form online in a couple of days. It may be stated that it was quickly learned from the past, and it will not be a problem with which the reception system could be faced in the future. Even though the reception of people from Ukraine seems to be well functioning, Informants No. 4 and No. 5 note that they have worked with a few individual cases which was ignored by the Migration Department, for example: “ <...> būdavo ir moterų, kurios, vat, tuoj gimdys, o jom sako: „Mes negalim ten pratęsti jūsų leidimo gyventi. Jūs turite išvažiuoti ir atvažiuoti.“ [... there were also women who were about to give birth, and they were told “We cannot extend your residence permit. You have to leave and come back.” ...]” (I4). It shows the gaps in the current system and legislation, which, according to Informant No. 4, are tried to be addressed by the NGOs, though it requires a lot of resources: “ <...> čia reikia, nu, irgi įdėti labai daug darbo, laiko, resursų, kurių šiaip neturi niekas, ir plius ir NVO, irgi nelabai turi <...> [... here you need, well, to put in a lot of work, time, resources, which no one has anyway, and also NGOs do not have much either ...]”. Here, changes on the state-level should be initiated, but there is a lack of interest in this matter at the moment: “ <...> labai mažai dėmesio buvo skirta būtent tam, kas, vat, dedasi ten kažkur užkulisiuose, nes niekas apie tai nekalba <...> [... very little attention was paid to exactly what is happening behind the scenes, because no one talks about it ...]” (I4).

Most negative aspects of reception policy for Belarusian citizens were related with long asylum process as explained: “ <...> kadangi jiems tenka labai ilgą laiką laukti ir kol jie sulaukia savo leidimo gyventi, praeina metai, o net ir daugiau <...> [... because they have to wait for a very long time and before they get their residence permit, years or even more pass ...]” (I4). During this period, experts say, asylum seekers cannot work, which force people to work illegally in order to ensure the most basic needs. This creates the conditions for employers to exploit illegal workers which can further damage a person’s psychological state. Moreover, the situation is even more worsened with the fact that there is a lack of social guarantees granted for asylum seekers; it includes such measures as compulsory health insurance and financial help. Therefore, as Informant No. 5 brought attention, it is questionable on how these persons should survive in such conditions. In addition to this, Belarusian citizens are already faced with problems proving that they need refuge, as the majority of them arrive without being able to gather all supporting documents (I4), but they also feel extremely insecure about their future as it is speculated that people from Belarus will not be allowed to enter the country in the future: “žiniasklaidoj girdim labai daug komentarų būtent dėl Baltarusijos piliečių, kad tuoj <...> nieko nepraleis per sieną, kad tas skaičius bus labai ribojamas [we now hear a lot of comments in the media specifically about the citizens of Belarus, that soon ... no one will be allowed across the border, that the number will be severely limited]” (I4). However, the same Informant No. 4 points out that this has already started: “ <...> šių metų pradžioj, tai atrodė, kad gal ir bus kažkaip kitaip, nes visai daug baltarusių priėmė ir jiems davė prieglobstį, bet <...> dabar išvis ten mažai žmonių gauna tą prieglobstį galiausiai <...> [... at the beginning of this year, it seemed that maybe it would be somehow different, because quite a lot of Belarusians were accepted and given asylum, but ... now very few people get that asylum after all ...]”. It is probable that it stresses out not only possible asylum seekers, but also those who are already living in the country as it shows increasing hostility towards this group. It could be concluded that even though a refugee status ensures a person’s

security, a lot of problems must be faced along the way, which could even form an understanding for a person that this country does not want him, resulting in difficult further integration and even leaving for another country in search of better life conditions.

To summarise, experts pointed out more positive aspects and significantly less negative aspects in terms of Ukrainian citizens' reception in Lithuania which explains that Belarusian citizens' reception policy is more flawed and improvable.

NGOs are among the most involved parties in the field of immigrant integration, particularly in the case of Ukrainian and Belarusian integration. Assistance for these 2 groups are being provided in many forms (Table 12). Full citations for this category are provided in Appendix 6.

Table 12. NGOs' integration assistance aimed at Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: NGOs' integration assistance		
	Ukrainian citizens	Belarusian citizens
Lithuanian Red Cross	<ul style="list-style-type: none"> • Case management (I3); • Psychological help (I3); • Legal help (I3); • Opportunity to participate in other Red Cross's programmes (I3); • Opportunity to work with volunteers (I3). 	<ul style="list-style-type: none"> • Case management (I2); • Lithuanian language courses (I2).
Caritas Lithuania	<ul style="list-style-type: none"> • Case management (I5); • Humanitarian help (I5); • Legal help (I5); • Help with job search (I5); • Psychological help (I5); • Lithuanian language courses (I5); • Support for school supplies (I5); • Events (I5); • One-time financial assistance in the form of a humanitarian card (I4). 	<ul style="list-style-type: none"> • Case management (I4); • Financial assistance (I4); • Acting as an intermediary (I4); • Legal help (I4); • Help with job search (I4); • Art therapy (I4); • Psychological help (I4); • Lithuanian language courses (I4).
Save the Children Lithuania	<ul style="list-style-type: none"> • Case management (I1); • Escort services (I1); • Financial assistance (I1); • Cultural orientation and events (I1); • Positive parenting courses (I1). 	-
Order of Malta Relief Organization in Lithuania	-	<ul style="list-style-type: none"> • Case management (I1); • Acting as an intermediary (I1).

Table 10 above visualises that all NGOs provide case management for target groups of this work. In simple terms it means that a person works closely with an appointed Case Manager; consultations and other services are being ensured according to the made integration plan reaching specified aims. Other ensured services depends on the organization and its resources.

However, it should be highlighted that national integration programme ensures the same services across all participating organizations for refugees. It means that Belarusian citizens, who have been granted asylum in Lithuania and participates in such programme, enjoy more or less similar services not depending on which organization curates their integration process. Case management, psychological, legal, and job search help are a few examples of services that are ensured in all

organizations, even though not all interviewed experts have mentioned that during the interview. However, some fewer essential services might be offered by organizations as additional help for their clients. An example of this could be an art therapy organised in Caritas. Another difference that is worth mentioning is the financial help, which is assured under the programme and is paid monthly while the person participates in the programme.

The situation slightly differs for the war-affected Ukrainians: “ <...> *dalyvaudami, pavadinkim taip, programoje arba bent jau yra įtraukti į atvejo vadybą, jie negauna išmokų, tam tikrų piniginių išmokų, jie tiesiog gauna, iš esmės, konsultacijas, priežiūrą, <...> nukreipimą į kitus specialistus ar kitas programas, tačiau, <...> (programoje – aut. past.) jų nieks nelaiiko. [... when they are in a programme, let us call it that, or at least they are involved in case management, they do not get benefits, some sort of monetary benefits, they just get, basically, counselling, supervision, ... referral to other professionals or other programmes, but, well, in principle, nobody keeps them [in the programme].]*” (I3). It suggests that Ukrainians normally do not get regular financial assistance like Belarusians do, and such case management is based on voluntary participation only, which makes it the main differences between the help being assured for these 2 target groups across NGOs. It is noteworthy that out of all organizations, only Informant No. 3 from Save the Children pointed out financial assistance for Ukrainians; other organizations did not include it as one of their services. However, a one-time financial assistance was mentioned by Informant No. 4 from Caritas; Ukrainians receive this assistance within approximately 6 months of their arrival in Lithuania in the form of a humanitarian card. The card allows them to make purchases in a store, and it is up to them to decide how they will use the funds on the card (I4). It implies that even though not regular, some financial assistance is guaranteed.

To summarise, all NGOs implement the case management for both groups. Regular financial assistance is provided to Belarusians, but there can be some financial support for Ukrainians as well. All other services, such as job-related, legal, psychological consultations are provided to both groups according to what an NGO can propose.

To understand the specificity of work in the field of integration, it is important to overview the challenges with which experts are encountered on the regular basis. Fig. 10 below depicts all work-related difficulties and the actions that are taken to address them. Full citations for this category are provided in Appendix 7.

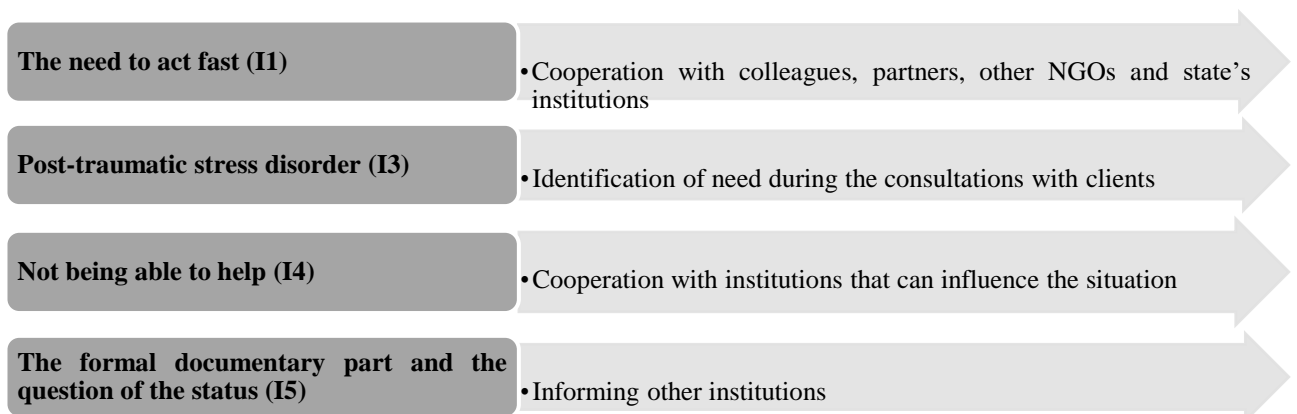


Fig. 10. Challenges experienced by informants at work and their corresponding solutions (made by the author according to conducted expert interviews)

The emerging challenges of the experts indicate that they all depend on external factors beyond the influence of the experts. This is likely because challenges within the power of experts can be resolved faster, while challenges that are dependent on others require more time and effort. Here, solving challenges is mostly based on cooperation with other specialists or institutions by drawing attention to the exact problem. However, it should be understood that not every cooperation ends with positive results; it can even not end if other party is not interested enough in the matter being brought up to them. This shows the gaps in inter-institutional cooperation that should be addressed in the future, though the question on how to achieve it remains unanswered.

To have a better understanding of the integration process, it is beneficial to focus on several key areas of an individual's integration, the first of which is employment (Table 13). Full citations for this category are provided in Appendix 8.

Table 13. Evaluation of employment for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Employment			
		Ukrainian citizens	Belarusian citizens
Positive aspects	Factors influenced by the external environment	Possibility to not work (I1)	Cultural similarities with Lithuanians (I2)
		Positive attitude from employers (I1; I3)	Benefits of a refugee status (I2)
		Faster recognition of diplomas (I1; I4)	-
		Received help with job search (I3)	-
	Factors influenced by the individual	Willingness to work (I3; I4; I5)	Willingness to work (I4; I5)
		Russian language knowledge (I3; I5)	Russian language knowledge (I2)
Negative aspects	Factors influenced by the external environment	Issues related to disability (I1)	Inability to work (I2)
		Unqualified job (I4)	Unqualified job (I4)
		Lack of needed documents (I4)	Complex process of diploma recognition (I4)
		-	Lack of needed documents (I4)
	Factors influenced by the individual	Not knowing the language (I3)	Moral difficulties (I2)
		Hard adaptation (I1)	-
Moral difficulties (I1)		-	

Starting with positive aspects, Ukrainian mothers with kids up to 2 years can choose the form of their occupation. There are 3 choices: working, studying Lithuanian and getting a stipend throughout the course, or doing both, but without a stipend for learning: “ <...> *mamos su mažais vaikais iki 2 metų gali nedirbti. Joms nėra siūlomas darbas. <...> jos gali mokytis lietuvių kalbą nedirbant ir gauti stipendiją, solidžią sumą, bet gali ir dirbti, bet negaus stipendijos <...>* [... mothers with small children up to 2 years old can to not work. They are not offered a job. ... they can learn Lithuanian without working and receive a scholarship, a solid amount, but they can also work, but they will not receive a scholarship ...]” (I1). Such an opportunity can not only ease the pressure of finding a job to ensure the basic needs of mothers and their children, but also facilitate mothers' inclusion in the labour market once they are ready for that, as language skills will increase the chances of securing a better job placement. However, Ukrainians already receive favourable circumstances regarding employment since attitudes from Lithuanian employers towards Ukrainians are positive: “ <...> *šiais metais labai ryškiai matosi <...> darbovietės, kurios pasižymėjusios save ukrainiečių atributika, priima ukrainiečius ir taip galima greičiau surasti darbą.* [... this year it is very clearly visible

that...workplaces which distinguished themselves by Ukrainian attributes, accept Ukrainians and this way you can find a job faster.]”. Additionally, their diplomas are being recognised faster: “<...> *ukrainiečių diplomai buvo pripažįstami ir ten net ir gydytojai, ir ten mokytojai ir kiti, jie galėjo visai greitai grįžti į savo profesijas* <...> [... Ukrainian diplomas were recognized and there even doctors, and teachers and others, they could return to their professions very quickly ...]” (I4) and they receive help with their job search: “*Tai šiuo atveju Užimtumo tarnyboje jie gali ieškotis darbo, bet, vėlgi, lygiai taip pat Raudonasis Kryžius turi užimtumo specialistus* <...> [In this case, they can look for a job at the Employment Service, but, again, the Red Cross also has employment specialists ...]” (I3). It shows that Ukrainian citizens have real opportunities to swiftly get back into the labour market. Thus, it is important to mention that Ukrainian authorities are willing to interchange the information with Lithuanian authorities, which makes it easier to validate Ukrainians’ education documents. However, for Belarusians and other refugees, the process do not go as smoothly as authorities normally do not cooperate and this process of recognition become too complex, which is a negative side of Belarusians’ employment in Lithuania (I4). Both Ukrainians and Belarusian also face the problem of a lack of documents (I4) due to the same reason—willingness to save their lives. This arises as a problem in the process of diploma recognition, even though for Ukrainians, as it was mentioned previously, might not be such a big problem due to an ongoing inter-institutional communication. Without recognised educational documents, people cannot work within the scope of their profession, and they are forced to either find new opportunities or legalise their education and profession in other ways, for example, by finishing studies and getting a degree in Lithuania: “*Jie dirbę tenais, Baltarusijoje, užimdami aukštas pareigas, o atvykę į Lietuvą jie turi pradėti viską nuo nulio.* [They worked there in Belarus, occupying high positions, and when they came to Lithuania, they had to start everything from scratch.]”. However, in most cases people cannot do it for numerous reasons, one of them being kids they need to provide for. Following this, Belarusians are forced to start with low-qualified jobs in order to survive (I4). Unqualified work is prevalent among Ukrainians as well: “<...> *jie, visgi, susiranda tą nekvalifikuotą darbą ir, dažniausiai, jie dirba tikrai ne pagal profesiją, bent jau ten pirmą laiką.* [... they still find that unskilled job, and most of the time, they work really not by profession, at least at first.]” (I4). It demonstrates that there are many situations within the field; not everyone can quickly integrate into the labour market, although the conditions for that seem to be in place. Informant No. 5 provides a following insight about newcomers’ exploitation: “<...> *iki mūsų atėjusių tų atvejų yra, nu, daug. Kai žmogui nesumokama, kai sutarties su juo nėra, kai moka ženkliai mažiau negu kitiem* <...> [... there are, well, many of those cases that have reached us. When a person is not paid, when there is no contract with him, when he is paid significantly less than others ...]”, which reveals how employers take advantage of foreigners’ unawareness.

Both Ukrainian and Belarusian citizens are also influenced with individual factors, such as willingness to work (I3; I4; I5) and having Russian language skills (I2; I3; I5). Interviewed experts notice that both groups are interested in working by themselves rather than relying on financial assistance from other sources, and Russian language knowledge surely increases their chances of being employed. For Belarusians, cultural similarities with Lithuanians (I2) were also mentioned as a positive aspect here as “<...> *yra šiek tiek panašumų su Lietuva.* [... there are some similarities with Lithuania.]” (I2). Informant No. 2 also points out the benefits of a refugee status: “*Tai jiems yra lengviau susirasti tą darbą, bet būtent tada, kai jie jau turi tą pabėgėlio statusą, kai jau turi asmens kodus.* [It is easier for them to find that job, but only when they already have that refugee status, when they already have personal codes.]” (I2). It could be understood that refugee status and a permanent

residence permit ensure some kind of security for Lithuanian employers, which affects their treatment of this group of persons in terms of employment.

In terms of negative aspects, Ukrainians face significantly more difficulties caused by external environment rather than by themselves. First of all, there are issues related to disability: “*Žinoma, yra tokių atvejų, kai žmogus yra neįgalus, jisai, nu, turi registruotis darbo biržoje dėl tam tikrų niuansų, bet <...> jam siūlomas darbas, sakykim, ar netinka, ar <...> jis tiesiog negali (dirbti – aut. past.) dėl sveikatos priežasčių* [Of course, there are cases when a person is disabled, he, well, has to register at the Employment Service for certain nuances, but ... the job which is offered for him, let us say, either ... is not suitable for him, or he is simply unable [to work] for health reasons]” (I1). However, Informant No. 3 explains that: “<...> *jeigu turi negalią, tai irgi gauna neįgalumo išmokas.* [... if you have a disability, you also receive disability benefits.]”, which suggests that there are protection mechanisms in place; people with disabilities get at least a certain amount of financial support.

Ukrainians are also faced with the following individual factors: not knowing Lithuanian language (I3), finding it hard to adapt (I1), and facing moral difficulties (I1). Even though Russian language knowledge ensures newcomers at least some advantage, it cannot fully replace Lithuanian language, which is needed for quality work in certain spheres: “*Nors dabar irgi yra įvedama tai, kad ukrainiečiai, tie, kurie dirba su <...> klientais, su žmonėmis, turėtų išsilaikyti lietuvių kalbos <...> egzaminą, turėti sertifikatą, <...> kad jie galėtų dirbti tam tikrose profesijose <...>* [Although now it is also being introduced that Ukrainians, those who work with ... clients, with people, should pass the Lithuanian language ... exam, have a certificate, ... so that they can work in certain professions ...]” (I3). There is also a prevalent problem of adaptation due to following reasons: “<...> (*iš Ukrainos atvykę asmenys – aut. past.) jaudinasi dėl savo artimųjų, likusių toj šaly ir sunku susikoncentruoti, dirbti, mąstyti, reikalingus dokumentus susitvarkyti, <...> norint gauti tam tikras išmokas <...>* [... [persons who came from Ukraine] are worried about their loved ones, who remained in that country, and it is difficult to concentrate, work, think, manage the necessary documents, ... wanting to receive certain benefits ...]” (I1). It is questionable how successful a person’s integration into a new society can be if he is constantly worrying about those who are important to him; in this case, first psychological help should be ensured to at least try to alleviate the stress. Moral difficulties occur mainly as a result of the unwillingness to do lower-qualification work: “<...> *sunku prisiversti dirbti, na, menkesnį darbą.* [... it is hard to force yourself to work, well, lower-qualification work.]” (I1). This is also a very well-known feeling for Belarusians; it closely relates to the inability to work (I2), which is a major problem for asylum seekers, and even the problem of the diploma recognition (I4). However, some changes were already introduced recently on the national level, assuring the possibility of work after 6 months since the day an asylum request was accepted if a decision had not been made yet.

To conclude, the sphere of employment for both target groups was evaluated similarly, with the same number of negative and positive aspects being identified; most of them were influenced by external factors. The exception was with moral difficulties (I2) for Belarusian citizens, which are influenced by the individual. It means that, at least in the sphere of employment, not much depends on the individual.

The situation with housing is evaluated similarly to employment, with positive and negative aspects being equally distributed for both target groups (Table 14). Full citations for this category are provided in Appendix 9.

Table 14. Evaluation of housing for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Housing			
		Ukrainian citizens	Belarusian citizens
Positive aspects	Factors influenced by the external environment	State's preparedness (I1)	-
		Financial help (I1)	
		Inter-institutional cooperation (I1)	
		Free housing (I3; I4)	
Positive aspects	Factors influenced by the individual	People who have settled in assist newcomers (I5)	Independence (I1)
		-	Russian language knowledge (I2)
		-	Small families (I2)
Negative aspects	Factors influenced by the external environment	Shortage of free housing in Vilnius (I1; I3)	Housing renters' dishonesty (I1)
		Problems with legal rent (I4)	Problems with legal rent (I2; I4)
		Negative attitudes from housing renters (I4) and people in general (I5)	Negative attitudes from housing renters (I4)
		Human exploitation (I4)	-
	Factors influenced by the individual	Ukrainians' unwillingness to live outside of Vilnius city (I3)	-

The most mentioned positive aspect for Ukrainians was free housing (I3; I4), meaning that “<...> *patys lietuviai, žmonės priėmė pas save gyventi ir pirmus metus tikrai apgyvendino nemažai ukrainiečių, suteikė būstą <...>* [... the Lithuanians themselves, the people accepted them to live at their place and in the first year they really accommodated a number of Ukrainians, provided housing ...]” (I3) with the help of an organization called Strong Together (“Stiprūs kartu”). Such involvement of Lithuanian community can be considered to be a good practice, since it created the foundation for the state’s ability to prepare for the upcoming challenges: “<...> *pačioj pradžioj <...> dar Lietuva nebuvo pasiruošusi, bet laikui bėgant bendruomenė...mūsų Lietuva, kaip žmonės, buvo labai susikooperavę, labai pasijungę, tai, aišku, viskas nublėso, bet tame nublėsimė spėjo valstybė pasiruošti šioje vietoje.* [... at the very beginning ... Lithuania was not ready yet, but over time the community...our Lithuania, as people, was very cooperative, very connected, of course, everything faded, but in that fading, the state managed to prepare in this place.]” (I1). Informant No. 4 also highlights that free housing was also provided by the state, not only Lithuanian community: “<...> *net ir valstybės buvo dideli centrai, kur jie (ukrainiečiai – aut. past.) galėjo ten kažkiek laiko pabūti.* [... even there were big centres of the state where they [Ukrainians] could have stayed for a while.]” (I4). NGOs are also involved in this process. Effective inter-institutional cooperation makes it easier for them to help with accommodation searches for those in need: “<...> *yra kitų <...> organizacijų, su kuriomis bendradarbiaujame, jos, sakykime, turi savo kažkokią bazę, kurią galima pamatyti, kur yra laisvų vietų <...>* [... there are other ... organizations with which we cooperate, they, let us say, have their own database, where you can see where there are available places ...]” (I1). Even though “<...> *nemokamo (apgyvendinimo – aut. past.) tikrai nedaug yra.* [... there really is not much free [accommodation] available.]” at the moment, other forms of assistance were created. For example, financial help (I1) from various organizations are provided; it helps newly arrived people to start a new life in Lithuania and gives them time to secure a stable income.

Conducted research has shown that Belarusians' independence helps them to find and maintain accommodation: “ <...> jie pakankamai savarankiški žmonės. <...> aš kiek gavau žmonių, tai visi jau <...> nuomojasi būstus. [... they are quite independent people. ... from people I have received, all of them are already ... renting apartments.]” (I1). It can be related to the previously mentioned long asylum process, as people must find an accommodation sooner than they get a residence permit or apply for an integration programme. Russian language knowledge (I2) and the tendency for Belarusians to have smaller families (I2) are additional advantages that impact success in accommodation-related matters. This, compared to refugees of other nationalities, eliminates issues for the accommodation owners, such as the inability to communicate without an intermediary. Smaller families benefit from less space required to properly accommodate all family members, which determines the amount of the rent payment.

However, negative sides are also prevalent in this sphere and all of them are related with the renters and their attitude. One of the negative aspects that were pointed out is legal rent, which is not always reachable as: “ <...> iki šiol yra labai daug žmonių, kurie, pavyzdžiui, nenori savo <...> nuomos sutarties registruoti. [... until now, there are a lot of people who, for example, do not want to register their ... lease contract]” (I4). Such decision might be influenced by unwillingness to pay taxes as legal rent requires concrete taxes to be paid. Additionally, some might think that illegal renting provides landlords with better protection. This relates to the following point made by the Informant No. 1: “ <...> šeimininko nesąžiningumas tęsiant sutartį arba, sakykime, ją nutraukiant, ir iš finansinės pusės galbūt (yra – aut. past.) nelabai sąžininga <...> [... dishonesty of the landlord in continuing the contract or, let us say, terminating it, and perhaps [it is] not very fair from the financial side ...]”. Tenants may face such problem due to the lack of knowledge of Lithuanian legislative base or unawareness to whom they could approach for needed guidance. Taking into account the previously mentioned aspect that most Belarusians start the national integration programme with already having a place to live, meaning that their case is started to be managed after the rent contract was signed, it might be very convenient for landlords to exploit such a situation. It also relates to the negative attitudes of the owners highlighted by the Informant No. 4: “ <...> tai dabar mes matome, kad tai pasitaiko jau ir su baltarusiais, į kuriuos irgi kažkaip žiūri nepalankiai, bet ir į ukrainiečius irgi. [... now we see that this is already happening with Belarusians, who are also somehow looked down upon unfavourably, but also with Ukrainians as well.]”. The challenge of legal rent and negative attitudes from housing renters are also common for Ukrainians. However, they also face negative attitudes from people in general, which was not reflected in the insights of experts working with Belarusians: “ <...> mūsų žmonės jie jau nebenori. <...> Pavalgę jie tos situacijos yra ir <...> nebėra taip, kad <...> visi linkę duoti ir <...> nieko už tai nenorėti, na, bet tai yra normalu. [... our people, they do not want anymore. ... They have had enough of this situation and ... it is no longer the case that ... everyone tends to give and ... not want anything in return, well, but this is normal.]” (I5). This is likely that this may negatively affect the rental market by not only creating a shortage of free housing in Vilnius (I1), but also of paid housing as well. Informant No. 3 draws attention to the current situation, stating the following: “ <...> nėra, ką pasiūlyti, tai tiesiog dabar jau atvykę ukrainiečiai yra nukreipiami arba savarankiškai ieškotis arba jie apsistoja pas artimuosius, <...> kol susitvarkys dokumentus, susiras darbą ir kad galėtų patys išsinuomoti. [... there is nothing to offer, it is just that the Ukrainians who have already arrived are directed to either search themselves or they stay with relatives, ... until they get their documents, find a job and so that they can rent it themselves.]”. It explains that the system that was adopted at the start of the assistance provision is

no longer in place; newly arrived people from the war zones are not given free accommodation. On the contrary, newcomers are empowered to search for housing independently, which is not necessarily a negative thing as people who have settled in Lithuania assist newcomers: “ <...> *kažkiek jau ukrainiečių yra atvažiavę, tada atvažiuoja* (ukrainiečiai – aut. past.) *jau pas tuos atvažiavusius* <...> [... some Ukrainians have already arrived, then [Ukrainians] come to those who have already arrived ...]” (I5). This can also be related to the shortage of paid accommodation as well; with such an immigration rate, every tenant in the country faced a challenge in finding an accommodation in the biggest cities; Ukrainians’ unwillingness to live outside of Vilnius city (I1), the capital, did not improve the situation as well. Another negative aspect in this sphere are the cases of human exploitation. According to Informant No. 4, there were several incidents of human exploitation, demonstrating how a particularly vulnerable group of Ukrainians became an easy target of exploiters: “*Ir buvo tikrai labai daug atvejų, kai ten žmonės tiesiog verbavo, ir vežėsi kažkur, ir jie gyveno, ir po to tik sužinodavo ten ir mūsų ir medija, ir valstybė* <...> [And there were really many cases when people were simply recruited there, and transported somewhere, and they lived, and our media and the state only found out after that ...]”. This may be related with free housing when, at the start of the crisis, Lithuanians were called to provide free accommodation to people fleeing the war in Ukraine. It was a great opportunity for exploiters to use this situation to their advantage.

To sum up, there were 10 aspects highlighted for Ukrainian citizens; 8 of them being influenced by external factors and the remaining 2 by individual-related factors. Meanwhile, Belarusian citizens’ situation was explained with 6 aspects in total; 3 of which were related to external factors and 3 by individual-related factors. It is clear from this that external factors have a bigger impact on the situation of Ukrainian citizens, while for Belarusians, it impacts only the negative sides of the sphere; all positive aspects that were pointed out for Belarusians are influenced by individuals themselves rather than any external factors.

Out of all 5 pre-selected spheres, education was one of the most commented on by the experts, with the most comments being noted explaining the situation for Ukrainians (Table 15). Full citations for this category are provided in Appendix 10.

Table 15. Evaluation of education for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Education			
	Ukrainian citizens	Belarusian citizens	
Positive aspects	Factors influenced by the external environment	Compensations (I1)	Compensations (I1)
		Increasing involvement of Ukrainian citizens to the education system (I1)	Possibility to choose among educational institutions (I2)
		Faster processes in admission to kindergartens (I1)	Possibility to attend educational institutions (I5)
		Response to children with special needs (I1)	-
		Possibility to choose among educational institutions (I4)	
		Assurance of language learning for children (I4)	
		Possibility to attend educational institutions (I3; I5)	
		Possibility of distance learning in Ukrainian schools (I1; I3)	

	Factors influenced by the individual	-	-
Negative aspects	Factors influenced by the external environment	Lack of state funding to Ukrainian school (I1)	Possession of the same rights as Lithuanian citizens (I1)
		Non-recognition of persons arriving from particular territories (I1)	Discrimination from children (I2)
		Possibility of distance learning in Ukrainian schools (I3)	The lack of financing for Lithuanian language courses (I1)
		The highest concentration of applicants in several schools (I4)	-
	Problems with learning (I4)		
	Teachers' unpreparedness (I4)		
		Shortage of assistant teachers (I4)	
Factors influenced by the individual	Unwillingness of mothers to let children to educational institutions (I1; I5)	-	

To start with preschool education, faster processes in admission to kindergartens were stressed by the experts as a favourable aspect for Ukrainians; it was stated that “ <...> *darželius vaikai gauna, pakankamai greitai gauna. Nereikia laukti kaip standartiniam lietuviui.* [... children get kindergartens, they get them quickly enough. There is no need to wait like a standard Lithuanian does.]” (I1). Belarusians, apparently, are not so privileged in this context as “ <...> *viskas pabėgėliams yra tas pats, kaip ir lietuviams. Tai, reiškias, visa ta pati sistema galioja.* [... everything is the same for refugees as it is for Lithuanians. It means that the same system applies.]”; it suggests that Belarusians possess the same rights as Lithuanian citizens (I1), which was noted as a disadvantage when compared to Ukrainian citizens, who obtained a few exemptions within the field of education.

Both groups—Ukrainians and Belarusians—receive some financial assistance from the state in a form of compensations for schools as further explains Informant No. 1: “*Na, tai ukrainiečiai ir ne tik ukrainiečiai, ir baltarusiai, tikrai gali gauti išmoką kanceliarinėms prekėms įsigyti* (mokyklai – aut. past.) <...> [Well, so Ukrainians and not only Ukrainians, but also Belarusians, they can certainly receive a payment to purchase office supplies [for school] ...]”. Informant No. 1 additionally states that “ <...> *yra šeimom tokių kaip ir lengvatų, tai, reiškias, kažkokia suma, nu, jinau yra konkreti suma, dabar gal net nesakysiu tiesiog, gal jinau pakitus bus, remia valstybė, tai vat.* [... there are benefits for families, it means some amount, well, it is a specific amount, I will not even say it now maybe, maybe it changed, which is supported by the state, so yes.]”. The results have shown that both target groups have all possibilities of choosing among different educational institutions (I2; I4) and are able to attend them (I3; I5) because “ <...> *Lietuvoje ir, ypatingai Vilniuje, yra rusakalbių mokyklų* <...> [... in Lithuania and, especially in Vilnius, there are Russian-speaking schools ...]” (I2) and “ <...> *yra atidaromos ukrainietiškos mokyklos.* [... Ukrainian schools are being opened.]” (I3). However, Ukrainian schools are faced with the problem of a lack of state funding; the reason is explained further by Informant No. 1: “<...> *mokykla yra tiesiog atidaryta kaip bendruomenė. Jinau negauna valstybinio palaikymo, todėl yra sudėtinga, nes dauguma ukrainiečių ten ir mokosi* <...> [... the school is simply open as a community. It does not receive state support, so it is difficult, because most Ukrainians study there ...]”. As the last few quotes suggest, the highest number of applicants is concentrated in schools where Russian or Ukrainian are the main language of learning

(I4); the reason for that is likely to be parents' willingness to assure quicker adaptation of their children, minimising additional traumas. This way, children can continue learning usual subjects without needing to learn Lithuanian first.

In order to let children get used to changes, the possibility of distance learning in Ukrainian schools for up to 1 year was assured for newcomers (I1) as explains the following quote: “ <...> *bet pas mus yra taip, kad jeigu <...> (vaikai iš Ukrainos – aut. past.) gyvena Lietuvoje virš metų, tai jau tikrai turi tik Lietuvoje mokytis <...> [... but here we have that if ... [children from Ukraine] live in Lithuania for more than a year, then they really have to study in Lithuania only ...]” (I1). Even though such an initiative is welcomed, it is reported to have negative results as well because “ <...> *vaikai nesocializuojasi, <...> gyvenimas dar kaip ir vyksta Ukrainoje ir bendrauja su Ukrainos vaikais. [... children do not socialize, ... life still takes place in Ukraine and they communicate with Ukrainian children.]” (I3). Those who enrol in Lithuanian schools also face challenges, in this case with learning (I4). As children are included in Lithuanian classes, they must quickly adjust to new circumstances by acquiring at least the basics of the Lithuanian language to be able to follow the new material taught in schools. Not everyone are able to do so and there are “ <...> (yra – aut. past.) *daug atveju, kai, pavyzdžiui, vaikai yra paliekami antriem metam. [... [there are] many cases when, for example, children are left for the second year.” (I4). It means that “ <...> *ju draugai jau pereis į kitą klasę ir tai irgi paveiks ju, na, šiaip socializaciją. [... their friends will already be moving on to the next grade and that will also affect their, well, socialisation.]” (I4). Reacting to this, schools started doing “ <...> *papildomus užsiėmimus, kur jie veda lietuvių kalbą <...> [... additional classes where they teach the Lithuanian language ...]” (I4) and it was noticed that because of this “ <...> *vaikai, nu, tai gan greitai gal ir pramoksta pačią kalbą ir susiranda ir draugų <...> [... children, well, they maybe learn the language very quickly and find friends as well ...]” (I4). It is likely helping children to learn a foreign language—Lithuanian—faster and integrate into society more effectively. Ukrainian children with special needs are also not left on their own; equal learning conditions are being attempted to ensure, “ <...> *yra skiriami pedagogai, auklėtojai. [... pedagogues, tutors are appointed.]” (I1) by the educational institutions. Nonetheless, Informant No. 4 admits that there is a shortage of assistant teachers based on his experience.*******

However, problems at school are faced by not only children but also by their teachers; experts notice that teachers might have been caught unprepared for such a challenge of “ <...> *kaip dabar, pavyzdžiui, vesti pamokas, kai tu turi <...> 15 lietuvių ir 10 rusakalbių <...> [... how to conduct lessons now, for example, when you have ... 15 Lithuanians and 10 Russian speakers ...]” (I4). Belarusian children, on the contrary, face different challenges at school, one of which is discrimination (I2). Informant No. 2 provides a following example: “ <...> *buvo pas mus atvejis, <...> kai iš vieno vaiko tiesiog tyčiojosi todėl, kad jis yra baltarusis ir <...> nes jo tėtis...jisai buvo išvykęs į Ukrainą kariauti už Ukrainą <...> [... we had a case ... when one child was simply bullied because he is Belarusian and ... because his father...he had gone to Ukraine to fight for Ukraine ...]”.**

It is important to mention that children must attend educational institutions from 6 to 16 years old, according to Lithuanian law. Nevertheless, there are instances when children cannot attend educational institutions. The first of them could be Ukrainian mothers' unwillingness to let their children attend educational institutions (I1; I5). However, this problem is being handled by introducing fines (I5) and NGOs' informing people about their obligations when living in Lithuania

(I1). At the moment, bigger involvement of Ukrainian citizens to the education system is observed: “*Mamos pradžioj tai nenoriai darė, neaktyviai, bet dabar jau į sistemą įsitraukinėja ir, manau, kad pačios supranta, kad joms to reikia <...>* [At first, mothers did it reluctantly, passively, but now they are getting involved in the system and, I think, they themselves understand that they need it ...]” (I1). Another instance is the non-recognition of persons arriving from particular territories (I1) when “*Jeigu per Rusiją atvyksta, tai ir ilgiau biurokratiniai dalykai vyksta, dėl to, pavyzdžiui, sakykime, laiku negauna laikino gyvenimo to Lietuvoje, <...> tai negali registruotis mokykloj ir panašiai <...>* [If they come through Russia, bureaucratic things take longer, as a result of which, for example, they do not get temporary residence in Lithuania and they cannot register at school, and so on ...]” (I1).

The lack of financing for Lithuanian language courses (I1) for adult Belarusians was also mentioned as a negative side of education sphere. Informant No. 1 stressed the following “*<...> tai mes perkam paslaugą <...> lietuvių kalbą <...>, bet finansavimas nelabai didelis <...>* [... we buy the service ... the Lithuanian language ... , but the financing is not very big ...]” (I1). It implies that NGOs follow the public procurement procedure; nevertheless, if existing funding is insufficient and NGOs must choose the cheapest service possible, it is questionable what quality of training will be provided to their clients. Taking into account that the national integration programme is fixed-term, Lithuanian language courses should be of the highest possible quality to ensure that individuals complete the programme knowing basic Lithuanian. Another important aspect is that low-quality courses might reduce refugees’ overall motivation to learn; funding will not be used as efficiently and attendance might drop.

In general, the situation with education for Ukrainians is being evaluated positively; as Informant No. 1 shared, “*<...> Lietuva jau tam yra pasiruošusi iš ugdymo pusės. [... Lithuania is already prepared for this from the point of view of education.]*”. Despite the fact that numerous negative aspects have been identified by specialists in this field for Ukrainians, positive changes are already being seen. As stated in the text, there are cases when Ukrainian and Belarusian difficulties match. The fact that Ukrainians’ settlement in Lithuania is still relatively new may contribute to a more negative assessment of their situation. The position of Belarusians in the educational system has less favourable aspects, yet the negative ones are not systemic and, likely, less impactful than those faced by Ukrainians, so their overall situation with education is better.

The health security situation in the host country is another aspect that affects the success of individuals’ integration (Table 16). Full citations for this category are provided in Appendix 11.

Table 16. Evaluation of health security for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Health security			
		Ukrainian citizens	Belarusian citizens
Positive aspects	Factors influenced by the external environment	Automatic mandatory health insurance for most vulnerable groups (I1)	Compensations under the integration programme (up to 7 months) (I1)
		Everyone got state-financed mandatory health insurance at first (I4)	Doctors’ knowledge of the Russian language (I2)
		Most arising health-related problems are solved once NGOs are involved (I1;I5)	State-financed health insurance for participants of integration programme (I4)

	Factors influenced by the individual	-	-
Negative aspects	Factors influenced by the external environment	Unawareness of medical institutions' employees (I1)	No health insurance while being asylum seekers except for the most vulnerable groups (I4)
		No mandatory health insurance if a person does not work (I1; I3; I5)	Lack of information on what emergency aid is (I4)
		-	Unawareness of medical institutions' employees (I4)
	Factors influenced by the individual	People's lack of awareness about mandatory health insurance (I1; I3)	Unwillingness to seek treatment (I2)

At first, “ <...> ukrainiečiam, kaip ir visiems, jiems buvo, nu, (suteiktas – aut. past.) tas privalomas sveikatos draudimas iš karto. [... for Ukrainians, like everyone else, they were, well, [given] that mandatory health insurance right away.]” (I4), which was mentioned as one of the positive sides in this sphere. Informant No. 3 also points out that initially Ukrainians could have register at the Employment Service and be ensured by the state as persons who search for a job; however, it is no longer possible. However, experts see it as a rather negative aspect, as there is a requirement to work in Lithuania for at least 6 months to get insurance (I3) prior to registration with the Employment Service, which means that a person is not ensured unless he has needed experience. Other Informants also point out that insurance is not assured not only when a person wants to register with the Employment Service and get a health insurance, but also when a person does not work at all (I1; I5). It suggests that all costs for medical services in this period of 6 months must be covered by the individual; this might influence persons' unwillingness to reach out for medical help on time. However, as temporary residence permit holders, Ukrainians are not required to pay monthly costs for compulsory health insurance; therefore, at least the debt does not accumulate as it does for Belarusians. At the moment, the automatic mandatory insurance is being assured for the most vulnerable groups only: “ <...> asmenys, iki 18 metų, <...> draudžiami yra pensininkai, nėščios moterys ir šiaip neįgalūs asmenys. [... persons under the age of 18, ... pensioners, pregnant women and also disabled persons are insured.]” (I1). Informant No. 1 additionally draws attention to the fact that, without previously mentioned groups, state-funded insurance is also secured for people suffering from certain illnesses according to the approved list of diseases and oncological patients. On the one side, this may be viewed as a negative aspect of health security, yet on the contrary, state-funded health insurance is still available for those in need; people who can work are empowered to do so and obtain the insurance this way (I1; I5; I3). It is clear that such state-funded insurance for all newcomers puts an extreme burden on the state's resources, and, unfortunately, it creates suitable conditions for individuals to not work over time. Another disadvantage with the health security is the lack of information what is covered by the insurance for not only Ukrainians (I1; I3), but also employees of medical institutions (I1). Informant No. 1 highlights that: “ <...> yra niuansų, tai kai žmogus, sakykime, negali dirbti dėl, nu, psichologinių dalykų, nežinojo, kad reikia darbo biržoje registruotis arba išvis nesuprato, kad reikia dirbti [... there are nuances, when a person, let us say, cannot work due to, well, psychological issues, did not know that it was necessary to register at the Employment Service, or did not understand at all that it was necessary to work]” (I1). Informant No. 3 seconded

that: „, <...> jie kreipiasi į privačią kliniką ir ten ne visos paslaugos yra kompensuojamos. <...> Jie – aut. past.] ne iki galo galbūt supranta, kas gali būt apmokama, kas negali būti apmokama <...> [... they go to a private clinic and not all services are reimbursed there. ... Maybe [they] do not fully understand what can be paid, what cannot be paid ...]” (I3). Taking the example of medical institutions, Informant No. 1 explained the situation as follows: “*Ateina žmogus, sistemoje rodo, kad žmogus nėra draustas, nes neturi to <...> [6 mėnesių – aut. past.] įdirbio ir panašiai, bet ne visi gydytojai žino, kad yra sąrašas, ir, vadovaujantis tokiu ir tokiu įsakymu, reikia žmogų nukreipti ir suteikti nemokamą gydymą.* [A person comes, the system shows that the person is not insured because he does not have that ... work experience [of 6 months] and so on, but not all doctors know that there is a list, and according to such and such law, it is necessary to refer the person and provide free treatment.]” (I1). However, Informant No. 5 and Informant No. 1 also stressed that most arising problems within the field of health are solved once NGOs are involved in the process: “ <...> jeigu jau kreipiasi žmogus ir tu tada bandai skambinti, nu, va, tiesiai į tą kažkokią įstaigą, ligoninę, polikliniką. Tada tie dalykai dažnai sprendžiasi. [... if a person is already contacting you and you then try to call, well, straight to that institution, hospital, clinic. Then those things often are resolved.]” (I5), which is understood as a positive aspect. It means that NGOs plays an important role here for both sides.

There are 3 main positive aspects for Belarusians in this field, as separated by the experts. Belarusians are not only insured by the state while they are participating in the programme (I4), but they can also receive additional benefit during the first 7 months of their integration: “ <...> jie gauna iš integracijos iki 7 mėnesių kompensaciją, jeigu jie ten įsigyja medikamentus, sakykime, ar gydymas kainuoja, aišku, ir sumos yra limituotos <...> [... they receive up to 7 months of compensation from the integration, if they purchase medication, let us say, if the treatment costs, of course, and the amounts are limited ...]” (I1). It explains that Belarusians, based on their vulnerability, can get free insurance for the period of 1-3 years. However, as Belarusians are normally the holders of permanent residence permits, they are obliged to have mandatory health insurance as all Lithuanian citizens; otherwise, a debt will be calculated and forcibly collected, as it was mentioned previously. Another aspect that significantly improves the situation of Belarusians is the fact that most doctors know Russian (I2); consequently, there are no problems for individuals to solve their medical problems without intermediaries, which is also prevalent for Ukrainians as well.

Belarusians face similar negative aspects within this field as Ukrainians do. They also have problems understanding exactly what medical services are free and what are not; this is very relevant when people are still asylum seekers and they have a right to get only emergency aid: “ <...> ne iki galo aišku, kas yra ta skubi pagalba, pavyzdžiui, nes, jeigu tau suskaudo dantį ar tai yra skubi pagalba? <...> gal visai taip, jeigu tau tikrai skauda, bet įstaigos tai gali priimti visai kitaip <...> [... it is not entirely clear what emergency aid is, for example, if you have a toothache, is it emergency aid? <...> maybe yes, if you are really in pain, but institutions may take it quite differently <...>]” (I4). It is necessary to point out that asylum seekers Belarusians do not get state-funded health insurance except for the most vulnerable groups (I4), such as “ <...> vaikai, pensininkai, ir žmonės su negalia, gal nėščios moterys <...> [... children, pensioners, and people with disabilities, maybe pregnant women ...]” (I4). Cases of dealing with uninformed personnel are also common for this target groups as illustrates the following example: <...> *atvažiuoja baltarusė mama su vaiku, vaikas karščiuoja, jie, sako, pažiūri, reiškia, dokumentus, sako : „nu, jūs ne ukrainiečiai, jum nieko nepriklauso (pagalba – aut. past.)“ <...> [... a Belarusian mother comes with a child, the child has a fever, they check the*

documents, they say: “well, you are not Ukrainians, you are not entitled [to help]” ...]“ (I4). The only one individual-influenced aspect for Belarusians is unwillingness to seek treatment, which was confirmed by the Informant No. 2: “<...> dauguma žmonių, ypatingai vyrai, jie nenori registruotis į poliklinikas ir nenori gydytis savo ligų, nes tiesiog čia galbūt yra jų toks kaip ir asmeninis tabu [... most people, especially men, do not want to register at clinics and do not want to treat their illnesses, because perhaps there is a personal taboo here]”.

To summarize, the situation with health security in Lithuania was reported to be similar for both groups with situation being mostly influenced by the external environment. Individual-related factors were identified as well, though only as negative aspects.

One of the last roles in successful integration into the host country is being played by socialisation. However, both Ukrainian and Belarusian citizens have different experiences along this process (Table 17). Full citations for this category are provided in Appendix 12.

Table 17. Evaluation of socialisation for Ukrainian and Belarusian citizens (made by the author according to conducted expert interviews)

Category: Socialisation			
		Ukrainian citizens	Belarusian citizens
Positive aspects	Factors influenced by the external environment	A strong two-way socialisation and engagement (I1) NGOs and other institutions' involvement in strengthening of communities (I3)	-
	Factors influenced by the individual	Russian language knowledge (I3) Being of a proactive and communal nature (I4; I5)	Being of a proactive and communal nature (I1; I2; I4) Socialisation with Lithuanians only (I2)
Negative aspects	Factors influenced by the external environment	-	-
	Factors influenced by the individual	Lack of socialisation with Lithuanians (I4) Untrust (I5)	Lack of socialisation with Lithuanians (I4) Socialisation with Lithuanians only (I2)

As it is seen from the Table 17 above, the socialisation of Belarusian citizens is mostly affected by individual-influenced factors rather than an external environment. Ukrainians' socialisation, on the contrary, is affected by both factors—the external environment and the individual himself.

Some Belarusian citizens, according to Informant No. 2, tend to socialise with Lithuanians only, excluding socialisation with other Belarusians, which can be understood ambiguously—positively and negatively. On one hand, it proves a person's eagerness to integrate into a new society and become a part of it. On the other hand, a person completely separates himself from his culture, which might result in the loss of his identity and cause various psychological problems. It could be stated that normally integration is more effective and happens faster if a person integrates into the new society without fully cutting out of his previous one. However, as the results have shown, Belarusians are more likely to maintain a contact with people of their own nationality than not; their proactive and communal nature ensures that (I1; I2; I4). Of course, there are cases when Belarusians are not willing to maintain relationships with Lithuanians at all (I4); thus, it could be interpreted that it mostly

depends on the person and various other aspects. A couple possible examples are as follows: negative past experiences, worsened mental state, or the environment in which a person lives. The same applies for Ukrainian citizens as well, though an important role here is being played by untrust (I5) and Russian language knowledge (I3), which did not appear relevant for Belarusians from the viewpoint of experts.

Ukrainian socialisation, according to Informant No. 1 and Informant No. 3, was significantly affected by the environment as well. To be exact, a strong two-way socialisation and engagement (I1), and NGOs and other institutions' involvement in strengthening of communities (I3) were 2 aspects that ensured a fast-paced and effective Ukrainian citizens' socialisation in Lithuania.

In conclusion, socialisation for Belarusians is based on only individual-related factors, suggesting that individuals themselves determine the scope of socialisation and its success. As results have shown, Belarusians and Ukrainians tend to be the proactive and social members of society. It means that they need less interference from external actors in order to socialise with others; yet, the external environment does play a part in Ukrainians' socialisation specifically.

Taking into account the resources of most NGOs, integrational and other services cannot continue indefinitely. When the help from NGOs ends, people are being left to continue their further integration into the country themselves. However, there are some negative factors impacting the life of foreigners (Fig. 11). Full citations for this category are provided in Appendix 13.



Fig. 11. Factors impacting foreigners' integration after receiving assistance from NGOs (made by the author according to conducted expert interviews)

Informant No. 1 highlights the impact of non-governmental organizations' work as follows: “ <...> *jeigu neliktų mūsų organizacijų pagalbos, aš sakau, SPC (socialinių paslaugų centrai – aut. past.) užsikištų, savivaldybės užsidegtų, <...> labai strigtų procesai stipriai ir būtų nežmoniški krūviai, gali būti profesiniai perdengimai žmonėms, darbuotojams, <...> būtų chaosas toksai, manyčiau.* [... if there would not be the help of our organizations, I say, SSC [social service centres] would get overcrowded, municipalities would be on fire, ... processes would be very stalling and there would be inhumane workloads, there could be professional burnouts for people, employees, ... there would be chaos, I think.]” (I1). It provides insights on what meaningful part of the job is being done by NGOs for those in need. It was seconded by another Informant, emphasising the valuable role of the Case Managers in the case management: “*Vis tiek jisai (integruojamas asmuo – aut. past.) ir atsiveria, kalba ir matosi, ar žmogui reikia kažkaip padėti arba vesti link tos psichologinės pagalbos. <...> kuratorius kuruoja, stebi tą žmogų. Po integracijos jau jo nestebi niekas.* [Still, he [a person who is being integrated] opens up, talks and it is seen if a person needs to be helped in some way or guided

towards that psychological help. ... the curator supervises and monitors that person to some extent. After the integration, no one is monitoring him anymore.]” (I2). It demonstrates that a lack of supervision following integration may provide a barrier to newcomers in the future since it is impossible to completely integrate while lacking the most critical elements for this: stable physical and mental health. Thus, it is crucial to assure the best integration service while a person is still in case management, minimising such risks.

Another problem stressed by the experts is the abundance of information: “ <...> *aš tai matyčiau iššūkį arba gal sunkumą ukrainiečiams susigaudyti, nes <...> tikrai labai daug ir nuo pat pradžių daug...daug srauto informacijos apie pagalbą, apie ten...paramas, apie viską ir, kad tai būtų vienoj kažkur vietoje, sunku gauti, tai dėl to tu turi eiti į skirtingas nevyriausybinės organizacijas ir sužinot, kas yra pas juos, <...> nes Vilniuje nėra infocentro. [... I would see it as a challenge or maybe a difficulty for Ukrainians to catch up because ... there is really a lot and from the very beginning a lot...a lot of information flow about help, about support, about everything, and that it should be in one place locally, it is difficult to get, so you have to go to different non-governmental organizations and find out what they have ... because there is no info centre in Vilnius.]” (I3). This shows that specialists are already seeing the problem and considering a potential solution: an information centre for Ukrainians in Vilnius, the city accommodating the highest number of Ukrainians.*

Uncertainty is also a factor that plays a significant role in the post-integration of the foreigners. However, it could be two-fold. First of all, it could be from the perspective of foreigners about their future: “*Jeigu tu šiaip dar gauni tą leidimą nuolat gyventi, nu, tai tau yra ramu ten 5 metus, bet, vis tiek, lieka tas nerimas, kaip bus toliau: ar man jį prateš, neprateš, kokia čia bus situacija. [If you still get that permanent residence permit, well, you are calm for 5 years, but still, there is the worry of what will happen next: will it be extended or not, what will be the situation here.]” (I4). Uncertainty about the state’s help in the future is also prevalent: “<...> *mūsų valstybės, bet ir kitų valstybių resursai irgi jau eina į pabaigą. Tai <...> dėl to yra neaišku, kaip atrodys jų, pavyzdžiui, nežinau, finansinė parama, ar ir toliau ten valstybė turės tas pačias kompensacijas, socialines pašalpas, ar tai kažkaip nutrūks ir nutrūks, nu, labai staigiai, nes <...> norisi, kad kažkaip būtų tai viskas taip palaipsniui, kad žmonėms netektų ten atsibusti kitą rytą ir sužinoti, kad jie neteko ten visko. [... the resources of our country, but also of other countries, are already coming to an end. This ... is why it is unclear what their, for example, financial support will look like, whether the state will continue to have the same compensations, social benefits, or whether it will somehow stop and stop, well, very suddenly, because ... you want it to be somewhat gradual so that people do not have to wake up the next morning and find out that they lost everything.]” (I4).**

Negative attitudes from Lithuanian citizens towards foreigners is another factor that might interfere with further foreigners’ integration. As Informant No. 5 highlights, „<...> *Lietuvos gyventojai jau jie pyksta, jau juos nervuoja, jau mašinų per daug pristatyta kiemuose, jau ten, nežinau, (rusų – aut. past.) kalbos jie per daug girdi ten viešose erdvėse, juos jau erzina. <...> ir tas gali didėti <...> [... Lithuanian residents are already angry, they are already nervous, too many cars are already parked in yards, they already, I do not know, hear too much [Russian] language in public spaces, they are already annoyed. ... and it can increase ...]“ (I5). It can be assumed that the situation will worsen in the future, resulting in the division of society if necessary measures are not implemented.*

The factors stated by the informants reveal that even after early assistance is ensured, difficulties that might impair a person’s possibilities to integrate into society or even undo all progress made up to that point persist. It demonstrates the significance of the post-integration phase as well.

As there are always opportunities for advancement, both analysed public policies—reception and integration—can be improved in several ways, as the conducted research has shown (Fig. 12). Full citations for this category are provided in Appendix 14.

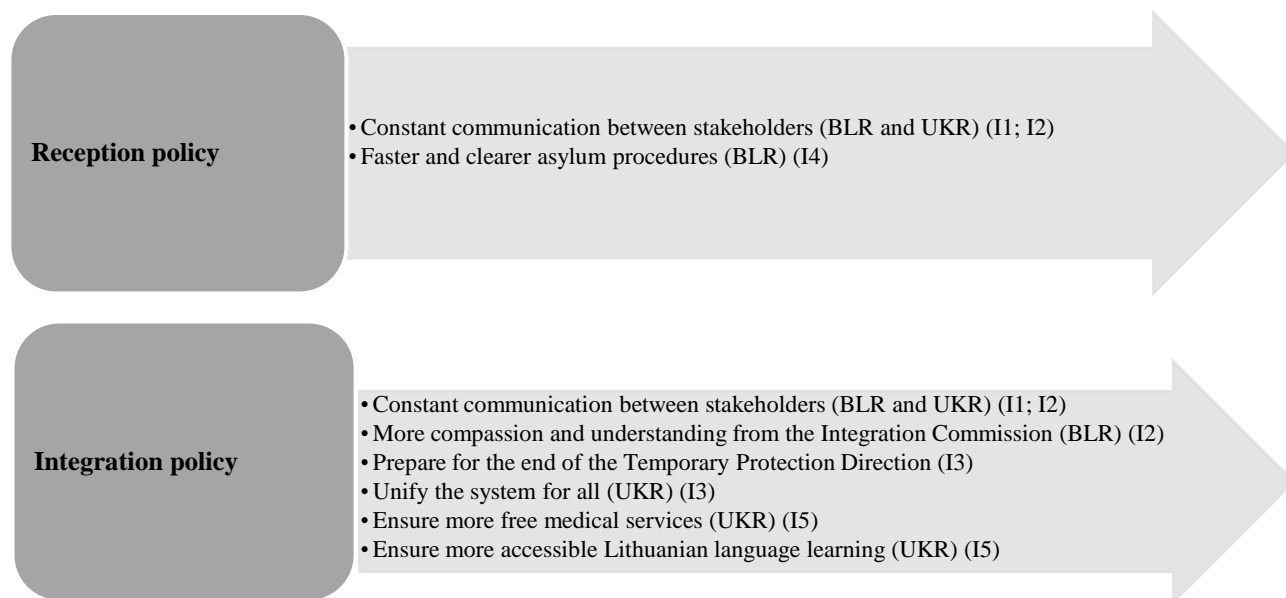


Fig. 12. Suggestions for improving of reception and integration policies (made by the author according to conducted expert interviews)

As seen in Fig. 12, integration policy is regarded as the most in need of improvement. It is likely to be related to the fact that all of the interviewed experts operate in the area of foreigners’ integration; yet, some of them were still able to point out difficulties of reception policy, which they noticed along their working practice. One of the experts’ recommendations for both policies and target groups was focused specifically at communication between main stakeholders since it is not perceived to be as successful and constant as it could be (I1). This would ensure a more efficient provision of help to those in need.

As one of the most often mentioned negative aspects of the receiving policy for Belarusians was the long asylum process (Table 11), it is quite reasonable that faster and clearer asylum procedures (I4) is suggested as a possible improvement in terms of this policy for Belarusian citizens. As Belarusians are participating in the national integration programme, their integrational progress is carefully and regularly monitored throughout the duration of this particular programme. It means that their documents are submitted to the Integration Commission, which evaluates the need for the programme’s extension and the amount of further financial support. However, Informant No. 2 notices a major obstacle for Belarusians here: “ <...> *ir pastebėta, kad į baltarusius žiūri, na, kad jie yra visagaliai, kad jiems tos tarsios integracijos kaip ir nereikia, arba tie tikslai <...> lengvai yra pasiekiami <...> ” [... and it has been noticed that they look at Belarusians, well, that they are omnipotents, that they do not need integration, or those goals ... are easily achieved ...]. Taking this into account, more compassion and understanding was recommended when evaluating Belarusians’ progress and willingness to integrate. There is no denying that Belarusians may integrate sooner than*

other refugees due to factors such as language and similar culture, but it is important to note that such individuals, as this research has shown, frequently have psychological problems, which they are often unwilling to treat or even acknowledge. However, such problems were also observed among Ukrainians, implying that it is a legacy of Soviet times: “ <...> *kodėl žmonės nenori psichologo? Čia, matyt, tas sovietinis vis dar kažkur tai groja suvokimas.* [... why people do not want a psychologist? Here, apparently, that Soviet perception is still playing somewhere.]” (I5).

In the light of Ukrainian reception and integration, the period for which the residence permit is issued was criticised by the Informant No. 3 as follows: “ <...> *jie visada turi tokį pakankamai trumpą laiką ir niekada nėra užtikrinti, ar jie neturės grįžti namo, <...> ar jiems nebus nutrauktas ir nebus išduotas dokumentas. Tai kai kurie ukrainiečiai galbūt ieško darbo ir keičia dokumentą į darbo vizą, <...> kiti galbūt studijuot nori ir panašiai, bet iš esmės dauguma ukrainiečių <...> (jie – aut. past.) nesijaučia saugūs <...>* [... they always have such a short enough time and there is never any guarantee whether or not they will have to go home or if their document will not be terminated or not issued. Some Ukrainians may be looking for a job and change their document to a work visa, ... others may want to study and so on, ... [they] do not feel safe ...]“. As previously stated, the Temporary Protection Directive allows the temporary protection mechanism to be established for a maximum of 3 years. Given the current state of circumstances in Ukraine, the topic of what will happen beyond the deadline is open for debate, and it is necessary to prepare for this in advance in order to minimise this uncertainty of people. As “ <...> *pagalba ukrainiečiams šiuo metu yra sumažėjusi <...> [... the help for Ukrainians now is reduced ...]* ” (I3) and “ <...> *dabar gal šiek tiek paliekama daugiau savarankiškumo jiems <...> [... now maybe a little more independence is left for them ...]* ” (I3), the integration of newly arriving persons in Lithuania may be negatively affected. Thus, it is recommended to unify the system for all, avoiding this (I3). Additionally, the need for supplementary free medical care for Ukrainians (I5) and more accessible Lithuanian training (I5), which is mostly related to funding from the state and other sources.

It should be noted that such high-number immigration (influenced by the war in Ukraine) in a short period of time to Lithuania was experienced for the first time, along with the use of subsidiary protection mechanism across all the EU, thus, the system could hardly have been flawless. However, provided recommendations could be taken into account for making improvements, preparing for any similar scenarios in the future, and progress towards the EU standards in both reception and integration.

4.3. Summary and interpretation of expert interviews

Both public policies—reception and integration—are intertwined; as it was explained throughout the work, improper reception experiences might negatively affect the whole integration process. Taking this into account and seeking to examine newcomers’ experiences more extensively, both policies were examined with more attention being paid to integration, the primary working field of pre-selected NGOs. The results have shown that both target groups of this work—Ukrainians and Belarusians—face challenges in their acceptance and overall integration into the host country.

More problem areas were identified in the reception of Belarusians than Ukrainians (Appendix 15). In the light of a war in Ukraine, its residents received an especially warm welcome in Lithuania. The goal was to make their reception as simple and rapid as possible, ensuring the return to a more or less regular life as quickly as possible. Once arrived, Ukrainians almost instantly received a temporary

residence permit, which is a basis for any kind of integration. This helped them to quickly return to their former normal way of life; they were able to work as employers accepted Ukrainians very willingly, children were guaranteed the opportunity to continue their education, housing was initially found for people without major problems, and health insurance was automatically provided to all. A very important role here was played by the Lithuanian community who has shown its solidarity and unity for those in need. However, various governmental institutions and NGOs have also made important contributions by providing information, humanitarian and other needed types of assistance, as well as simplifying different procedures, such as conditions for receiving various compensations. Throughout the early months of Ukrainians' acceptance, different institutions ensured consistent and multidirectional information, humanitarian help and even some financial assistance. The situation has now reached a point of stability as significantly reduced numbers of people are still arriving. As a result, intensive assistance and favours are now also being observed to decrease, further promoting the integration and empowerment of people. The state has had enough time to prepare and establish effective procedures, such as a simplified process for extending residence permits, which is currently in place and functioning well. This issue may be linked to a negative aspect of the massive registration of Ukrainians for obtaining residence permits. It is presumed that the government has learned from this and has implemented policies to prevent it from reoccurring.

However, negative aspects are prevalent in the reception of Ukrainians as well, one of which is flawed inter-institutional communication. This might result in other challenges, for example, ignoring individual situations, which could also put a strain on NGOs resources by trying to solve such arising problems. Taking this into account, the gaps in inter-institutional communication should be addressed, and ways to ensure that all Ukrainians receive the needed support should be found without wasting resources of NGOs. Long queues for social benefits appeared as another negative aspect of reception policy (it is also a case for Belarusians), also indicating a need for better inter-institutional communication and a review of the existing rules.

The reception of Belarusians, on the contrary, is not as positive as that of Ukrainians; complex challenges are being faced upon their arrival. Firstly, Belarusians must overgo the standard asylum procedure, which is a sophisticated and long process, especially when it is based on political persecution. While Belarusian citizens were mostly accepted in the past and it was seen as a positive aspect, there has been a decline in their acceptance, and it is unclear what will happen next. Even though it is declared that asylum requests should be evaluated within 6 months of their submission, this is not always the case, as the results have shown. It means that asylum seekers are being left in uncertainty for an unknown period of time. As for Ukrainians, the same applies for Belarusians—various possibilities open with the obtainment of a residence permit. Without it, they cannot work legally; however, such circumstances force them to work illegally as people must support themselves, which grows the shadow market. It is noteworthy that only the most vulnerable groups of people get full mandatory health insurance, omitting all other people from it. The lack of such social guarantees further worsens the situation. The national integration programme, too, requires participants to have a valid residence permit, which means that their case management starts when a significant period of time has passed and people should have already met their basic needs, such as housing. Consequently, it might be not so vitally important compared to when they first arrived. In such a situation, Belarusians might seek assistance from other Belarusians who have already settled in Lithuania and are familiar with various procedures, as there is not much freely available relevant information online. However, a valid residence permit is important to not only adults but also to children who come with

them, as, technically, they cannot enrol in any educational institutions without legalising their stay in Lithuania first. Such life conditions only worsen the personal state of mind and deepens the crisis. It is worth noting that Belarusian asylum seekers, and later refugees, can request accommodation from the Refugee Reception Centre. Although, it is important to acknowledge that the availability of free spaces in these centres is limited. Furthermore, it is uncertain how willing Belarusians would be to reside in a closed centres with roommates, as it may differ greatly from their previous living conditions. It may also create feelings of helplessness and a sense of dependency, which would further worsen the already challenging situation for people.

With newcomers' integration, which, in terms of this work, officially starts once a person gets a residence permit, the situation differs (Appendix 16). When NGOs are involved in the process, integration becomes more or less steady for Belarusians. This might be impacted by regular financial assistance, which is paid monthly and based on an individual's or family's integrational performance. The national integration programme offers a maximum duration of 1 or 3 years based on vulnerability levels, providing individuals with a sense of security as they receive a predetermined amount for a specific period of time. It is important to mention that non-vulnerable Belarusians (age, mental and physical health, marital status are assessed) can participate in the programme for up to 1 year, while Ukrainians do not have such opportunity; only vulnerable people are ensured with this possibility. Participants have their own Case Manager throughout this time, who supervises their integration in Lithuania, provides support, and encourages them to pursue established goals. As experts have highlighted, negative aspects of integration for Belarusians are primarily influenced by various external factors, while the positive aspects are attributed to the individual's efforts, indicating that Belarusians are making substantial efforts to integrate. However, there are certain challenges that cannot be addressed solely by their own actions; interference from government institutions is needed. For example, it seems that these individuals are no longer seen as "actual" refugees, who require support for integration. Their personal characteristics, such as knowledge of the Russian language and being from a similar culture, do indeed contribute to their successful integration, and they can maintain a certain level of independence. Therefore, it is crucial to evaluate each person's unique situation individually rather than absolutizing everyone.

The case management for the most vulnerable Ukrainians and Belarusians differs. While both groups receive a Case Manager, Ukrainians have more flexibility as they are not bound by contracts or obligations. They can seek assistance whenever they have questions and choose to approach any NGO they prefer. Unlike Belarusians, Ukrainians are not entitled to regular financial support, and their progress is either not evaluated or does not have any impact on their possibility to get services at NGOs. When it comes to positive and negative aspects, external factors in Ukrainians' integration have a greater influence compared to individual-related factors. In addition to the significant participation of various stakeholders in the integration of Ukrainians, Ukrainians themselves are also actively involved in the process. Lithuania already has a sizable Ukrainian community, similar to the Belarusian community, which offers various support to newcomers; the so-called migrant networks fasten the integration.

To summarise the most criticised areas of integration policy, they are further listed from most to least: education, employment, housing, health security, and socialisation for Ukrainians; employment, health security, housing, education, and socialisation for Belarusians (Appendix 16). The most positively evaluated areas, listed from most to least, are as follows: education, employment, housing,

socialisation, and health security for Ukrainians; employment, housing, education, health security, and socialisation for Belarusians (Appendix 16).

The main positive factors that determine Ukrainian citizens' integration in the field of employment are as follows: possibility to not work, positive attitude from employers, faster recognition of diplomas, received help with job search, willingness to work, Russian language knowledge. On the contrary, negative factors are as outlined: issues related to disability, unqualified job, lack of needed documents, not knowing the language, hard adaptation, moral difficulties. For Belarusians, positive aspects within the field are as follows: cultural similarities with Lithuanians, benefits of a refugee status, willingness to work, Russian language knowledge. Negative factors are inability to work, unqualified job, complex process of diploma recognition, lack of needed documents, moral difficulties. For both target groups, most factors are related to the external environment, suggesting that success in this field does not depend much on a person.

Within the sphere of housing, such positive factors make the most impact for Ukrainians: state's preparedness, financial help, inter-institutional cooperation, free housing, the fact that people who have settled in assist newcomers. Negative factors are shortage of free housing in Vilnius, problems with legal rent, negative attitudes from housing renters and people in general, human exploitation, Ukrainians' unwillingness to live outside of Vilnius city. For Belarusians, positive factors are independence, Russian language knowledge, small families, while negative factors are housing renters' dishonesty, problems with legal rent, negative attitudes from housing renters. For Ukrainians, a bigger part of factors are influenced by the environment, while Belarusians' integration is impacted by the combination of the same amount of external and individual-related factors.

For Ukrainians, positive aspects in the field of education include compensations, increasing involvement of Ukrainian citizens to the education system, faster admission processes to kindergartens, response to children with special needs, the possibility to choose among educational institutions, assurance of language learning for children, the possibility to attend educational institutions and possibility of distance learning in Ukrainian schools. Negative factors include the lack of state funding for Ukrainian school, non-recognition of persons arriving from particular territories, possibility of distance learning in Ukrainian schools, the highest concentration of applicants in several schools, problems with learning, teachers' unpreparedness, shortage of assistant teachers, and unwillingness of mothers to let children to educational institutions. For Belarusians, positive factors in the sphere of education include compensations, possibility to choose among educational institutions, and possibility to attend educational institutions. Negative factors include possession of the same rights as Lithuanian citizens, discrimination from children, and the lack of financing for Lithuanian language courses. In this field, Ukrainians' integration are influenced by significantly more factors that have both a negative and positive impact than Belarusians, whose overall situation with education is better despite several negative aspects.

Within the field of health security, Ukrainians face such positive factors: automatic mandatory health insurance for most vulnerable groups, the fact that everyone got state-financed mandatory health insurance at first, and that most arising health-related problems are solved once NGOs are involved. Negative factors are unawareness of medical institutions' employees, no mandatory health insurance if a person does not work, and people's lack of awareness about mandatory health insurance. For Belarusians, positive factors are as follows: compensations under the integration programme (up to 7 months), doctors' knowledge of the Russian language, state-financed health insurance for participants

of integration programme. Negative aspects are as specified: no health insurance while being asylum seekers except for the most vulnerable groups, lack of information on what emergency aid is, unawareness of medical institutions' employees, unwillingness to seek treatment. In this field, both groups face a similar amount of external environment-related factors rather than individual-related factors.

In the field of socialisation, such positive factors are prevalent for Ukrainian citizens: a strong two-way socialisation and engagement, NGOs and other institutions' involvement in strengthening of communities, Russian language knowledge, being of a proactive and communal nature. The lack of socialisation with Lithuanians and untrust are the only negative factors in this field. In the case of Belarusian citizens, positive factors are the following: being of a proactive and communal nature, and socialisation with Lithuanians only. Negative factors are the lack of socialisation with Lithuanians and, on the contrary, socialisation with Lithuanians only. It is the best-evaluated field for both groups, mostly affected by individual-related factors, suggesting that individuals themselves determine the success in this area.

Even though both target groups face challenges during their stay in Lithuania, Ukrainians appear to receive a more favourable reception. However, their integration situation is relatively less favourable in comparison with Belarusians. On the other hand, Belarusians experience the opposite trend, with a less welcoming reception, but a relatively better integration process. Addressing the issue of non-integrated groups can be beneficial for the state, as it would help to cope with the worsening demographic situation and ensure the country's economic prosperity. A significant impact here is already being made by NGOs that ensure a wide scope of integration assistance to the target groups of this work, operates as state helpers, but NGOs assistance can be provided for a limited time. After the assistance period, persons might face such problems as abundance of information, uncertainty, negative attitudes from Lithuanian citizens. The representatives of NGOs also face challenges, such as the need to act fast, the post-traumatic stress disorder of clients, not being able to help, the formal documentary part, and the question of the status; most of them are wider than the scope of their work.

The positive example of Ukrainians' acceptance when a possibility to work was ensured immediately, along with other rights, has shown that the same could be employed with Belarusians and other asylum seekers without deepening their traumatic experiences that might result in not wanting to stay in the country at all. With all asylum procedures taking a long time, the integration programme for Belarusians seems to have been implemented in later stages than it should have been. The research has also shown the need for an improved integration strategy for Ukrainians, as most factors are influenced by the environment, meaning that the interference of public institutions is needed.

In total of 8 recommendations are proposed in terms of this project; with 2 recommendations being for reception and 6 for integration. The reception-related recommendations are related to the constant communication between stakeholders working with Belarusian and Ukrainian citizens, as well as faster and clearer asylum procedures for Belarusians. The integration-related recommendations also involve the need of constant communication between stakeholders working with Belarusian and Ukrainian citizens. Further, more compassion and understanding from the Integration Commission should be demonstrated towards Belarusian citizens. In the case of Ukrainians, it should be prepared for the end of the Temporary Protection Direction on the national and international level. It is also recommended to unify the system for all Ukrainian citizens, assure more free medical services and more accessible Lithuanian language learning.

Conclusions

1. Migration is a complex process driven by a range of economic, social, cultural, and psychological factors and can be explained using various theories, although there is no universal migration theory; the push-pull model is particularly useful for understanding forced migration and determining appropriate support for different types of migrants in their reception and integration. Integration is a continuous, complex, and dynamic process that lasts approximately to a year and involves multiple parties. While scholars might have different interpretations of integration, scientific analysis has shown that integration could be defined as a long and complex process that involves both parties—immigrants and host society—who must simultaneously adapt and evolve, leading to full acknowledgment of immigrants as part of the host society while preserving their culture and identity and promoting social cohesion and harmony within society. For that, favourable policies must also be introduced. Immigrants' integration is shaped by 3 different factor groups: individual, socio-economic and policy-related. Individual factors include immigrants' attitudes, backgrounds, choices. Socio-economic factors influencing integration comprise of situations in the family and social networks, as well as economic incentives. Policy-related factors relate to legal and institutional obstacles, irrational unequal treatment, prejudice and insufficient support, rise of ethnic tensions, ethnicization of societal issues and right-wing extremism, welfare dependability of immigrants. Researchers commonly explain integration implementing various dimensions, although the majority agree that it mostly relates to a person's identity and sense of belonging, cultural, social interaction and political, civic aspects. Employment, housing, education, health, and socialisation emerged as the 5 main areas of life, most accurately defining the success of integration.
2. Integration of foreigners is a part of the national migration policy, which consists of 3 main parts. Despite Lithuania's becoming a refugee-accepting country since 1997 and a reinforced obligation to investigate asylum requests after becoming an EU member in 2004, significant policy advancements in integration policy only occurred after 2014. Lithuania's integration policy is based on inter-institutional cooperation between an extensive list of different institutions, with the Ministry of Social Security and Labour forming the integration policy of foreigners. Most institutions involved in the integration process are under the governance of this ministry. Upon arrival in Lithuania, Ukrainian and Belarusian nationals undergo different reception processes, with Ukrainians granted temporary protection and Belarusians awarded refugee status. These differing legal statuses result in varied rights, which might influence uneven reception experiences. A statistical overview indicated a growing level of trust in Ukrainian citizens among Lithuanians, while the opposite trend is occurring towards Belarusians; it could be a difficulty for not only the reception of Belarusian citizens but also for their further integration. While there have been positive changes in recent years within the field of integration policy, Lithuania is still facing challenges, and improvement could be ensured.
3. The following 3 sectors—government, private, and NGOs or civil society—are forming modern society by playing distinct roles and benefiting society through their collective efforts. The chosen representatives of the latter sector—Lithuanian Red Cross, Caritas Lithuania, Save the Children Lithuania, and Order of Malta Relief Organization in Lithuania—are the longest working NGOs in Lithuania that address people's unmet needs. All NGOs work with both Ukrainian and Belarusian citizens, except Save the Children Lithuania, which mostly works with Ukrainian citizens; however, organization assures asylum recipients with humanitarian aid and psychosocial

assistance, which, at least theoretically, Belarusian refugees may benefit from. In general, the assistance that NGOs ensures for Ukrainian citizens is as follows: humanitarian aid (all 4 NGOs), case management and socialisation (all 4 NGOs), and monetary assistance (Lithuanian Red Cross and Save the Children Lithuania). As a form of assistance, Belarusian citizens are assured of the possibility of participating in the national integration programme, which comes with monitored case management by an appointed Case Manager, regular financial assistance directly related to a person's progress, and other free services according to the need. All NGOs have their own information centres for foreigners, with the Lithuanian Red Cross in Kaunas and Caritas Lithuania in Vilnius assisting all foreigners, and the Malta Relief Organization in Lithuania and Save the Children Lithuania specifically dedicated to helping Ukrainians (Save the Children Lithuania is also involved in several children's centres regardless of nationality).

4. Ukrainian and Belarusian citizens face challenges in their reception and integration processes. While Ukrainians generally receive a warm welcome and have quicker access to permits and other benefits, they struggle with their integration process. Belarusians encounter more complex challenges during the asylum procedure, such as the long asylum process and their inability to work while waiting for a decision, and face difficulties legalising their stay. However, it has been observed that their integration process is relatively stable and effective when a person is more or less settled in Lithuania. Once obtaining residence permits, both groups receive various support from different NGOs according to their needs and the NGOs' resources: case management, job-related, legal, psychological, and other consultations. Belarusians also get regular financial assistance, unlike Ukrainians. The integration of target groups is also significantly influenced by the presence of a large and active Ukrainian and Belarusian community, which helps their compatriots settle in. Negative aspects of integration for Belarusians are primarily influenced by various external factors, while positive aspects are attributed to the individual's efforts, indicating that Belarusians are making substantial efforts to integrate or that negative areas are already addressed by the state. The situation of Ukrainians contrasts with that of Belarusians, as both positive and negative aspects are influenced by external factors rather than individual-related factors. However, it should be acknowledged that certain challenges cannot be addressed solely by individuals' actions; interference from government institutions is needed. In terms of reception, Ukrainians' situation is influenced by such positive factors: effective first humanitarian help, financial assistance for those in the biggest need, simplified procedure of residence permit obtainment, state's preparedness for a crisis, simplified procedure of residence permit extension, the involvement of NGOs into the process. Negative factors are long queues for social benefits, gaps in inter-institutional communication, massive registration of Ukrainians for residence permit's obtainment, limited resources of NGOs, ignoring individual situations. For Belarusians, positive factors are the fact that asylum recipients can participate in the national integration programme (personal case manager, financial assistance, etc.), benefits of asylum status, Belarusian citizens' acceptance to Lithuania in general. Negative factors are as follows: long queues for social benefits, long asylum process, inability to work for asylum seekers, declining in asylum assurance to Belarusian citizens, no social guarantees for asylum seekers, thrive of illegal work of asylum seekers, the fact that full health insurance is assured for the most vulnerable groups of asylum seekers only, problems with proving that a person is a political refugee. The integration areas where Ukrainians face the most challenges are as follows in descending order: education, employment, housing, health security, and socialisation, while for Belarusians, employment, health security, housing, education, and socialisation. On the contrary, the areas

with the highest number of positive aspects, ranked in descending order, for Ukrainians were education, employment, housing, socialisation, and health security, while for Belarusians, employment, housing, education, health security, and socialisation. The main positive factors that determine Ukrainian citizens' integration in the field of employment are as follows: possibility to not work, positive attitude from employers, faster recognition of diplomas, received help with job search, willingness to work, Russian language knowledge. On the contrary, negative factors are as outlined: issues related to disability, unqualified job, lack of needed documents, not knowing the language, hard adaptation, moral difficulties. For Belarusians, positive aspects within the field are as follows: cultural similarities with Lithuanians, benefits of a refugee status, willingness to work, Russian language knowledge. Negative factors are inability to work, unqualified job, complex process of diploma recognition, lack of needed documents, moral difficulties. Within the sphere of housing, such positive factors make the most impact for Ukrainians: state's preparedness, financial help, inter-institutional cooperation, free housing, the fact that people who have settled in assist newcomers. Negative factors are shortage of free housing in Vilnius, problems with legal rent, negative attitudes from housing renters and people in general, human exploitation, Ukrainians' unwillingness to live outside of Vilnius city. For Belarusians, positive factors are independence, Russian language knowledge, small families, while negative factors are housing renters' dishonesty, problems with legal rent, negative attitudes from housing renters. For Ukrainians, positive aspects in the field of education include compensations, increasing involvement of Ukrainian citizens to the education system, faster admission processes to kindergartens, response to children with special needs, the possibility to choose among educational institutions, assurance of language learning for children, the possibility to attend educational institutions and possibility of distance learning in Ukrainian schools. Negative factors include the lack of state funding for Ukrainian school, non-recognition of persons arriving from particular territories, possibility of distance learning in Ukrainian schools, the highest concentration of applicants in several schools, problems with learning, teachers' unpreparedness, shortage of assistant teachers, and unwillingness of mothers to let children to educational institutions. For Belarusians, positive factors in the sphere of education include compensations, possibility to choose among educational institutions, and possibility to attend educational institutions. Negative factors include possession of the same rights as Lithuanian citizens, discrimination from children, and the lack of financing for Lithuanian language courses. Within the field of health security, Ukrainians face such positive factors: automatic mandatory health insurance for most vulnerable groups, the fact that everyone got state-financed mandatory health insurance at first, and that most arising health-related problems are solved once NGOs are involved. Negative factors are unawareness of medical institutions' employees, no mandatory health insurance if a person does not work, and people's lack of awareness about mandatory health insurance. For Belarusians, positive factors are as follows: compensations under the integration programme (up to 7 months), doctors' knowledge of the Russian language, state-financed health insurance for participants of integration programme. Negative aspects are as specified: no health insurance while being asylum seekers except for the most vulnerable groups, lack of information on what emergency aid is, unawareness of medical institutions' employees, unwillingness to seek treatment. In the field of socialisation, such positive factors are prevalent for Ukrainian citizens: a strong two-way socialisation and engagement, NGOs and other institutions' involvement in strengthening of communities, Russian language knowledge, being of a proactive and communal nature. The lack of socialisation with Lithuanians and untrust are the only negative factors in this

field. In the case of Belarusian citizens, positive factors are the following: being of a proactive and communal nature, and socialisation with Lithuanians only. Negative factors are the lack of socialisation with Lithuanians and, on the contrary, socialisation with Lithuanians only. After the NGOs assistance period, persons might face such problems as abundance of information, uncertainty, negative attitudes from Lithuanian citizens. The representatives of NGOs while working with Ukrainians and Belarusians also face challenges, such as the need to act fast, the post-traumatic stress disorder of clients, not being able to help, the formal documentary part, and the question of the status; most of them are wider than the scope of their work. There is a need to enhance both reception and integration policies in order to ensure that beneficiaries of international protection receive the treatment they have a right to. Addressing the problem of non-integrated communities can have positive outcomes for the country, as it would contribute to addressing demographical issues and promoting economic prosperity. In total of 8 recommendations are proposed in terms of this project; with 2 recommendations being for reception (constant communication between stakeholders working with Belarusian and Ukrainian citizens, faster and clearer asylum procedures for Belarusians) and 6 for integration (constant communication between stakeholders working with Belarusian and Ukrainian citizens, more compassion and understanding from the Integration Commission towards Belarusian citizens, preparation for the end of the Temporary Protection Directive on the national and international level, unification of the system for all Ukrainian citizens, assurance of more free medical services and accessible Lithuanian language learning for Ukrainians).

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Appendices

Appendix 1. Evaluation of the integration policy in Lithuania from 2007 to 2019 on a 100-point scale (made by the author according to MIPEX, 2020)

	Labour market mobility	Political participation	Access to nationality	Education	Family reunion	Permanent residence	Anti-discrimination	Health
2007	41	5	9	29	43	52	45	-
2008	41	5	9	29	43	52	51	-
2009	41	5	9	29	43	52	51	-
2010	41	5	22	29	43	52	51	-
2011	41	5	22	29	43	52	51	-
2012	41	5	22	29	43	52	51	-
2013	41	5	22	29	43	52	51	-
2014	41	5	22	29	43	52	51	23
2015	46	5	22	29	43	52	51	-
2016	46	5	22	29	43	52	51	-
2017	46	5	22	29	43	52	51	-
2018	52	5	22	43	43	52	51	-
2019	52	5	22	43	43	52	51	31

Appendix 2. Number of residents in Lithuania's municipalities (made by the author according to Official Statistics Portal, n.d.)

The name of municipality	Number of residents	The name of municipality	Number of residents
Neringa Municipality	4,090.00	Šakiai District Municipality	25,973.00
Birštonas Municipality	4,123.00	Rokiškis District Municipality	27,761.00
Pagėgiai Municipality	7,151.00	Šalčininkai District Municipality	29,760.00
Rietavas Municipality	7,252.00	Kaišiadorys District Municipality	29,817.00
Kalvarija Municipality	9,874.00	Raseiniai District Municipality	30,167.00
Kazlų Rūda Municipality	10,908.00	Plungė District Municipality	33,199.00
Ignalina District Municipality	14,147.00	Trakai District Municipality	33,685.00
Zarasai District Municipality	14,578.00	Ukmergė District Municipality	34,016.00
Širvintos District Municipality	14,857.00	Radviliškis District Municipality	34,404.00
Skuodas District Municipality	15,534.00	Vilkaviškis District Municipality	34,426.00
Kupiškis District Municipality	16,028.00	Panevėžys District Municipality	35,465.00
Molėtai District Municipality	16,762.00	Tauragė District Municipality	37,404.00
Lazdijai District Municipality	17,599.00	Kretinga District Municipality	37,554.00
Palanga City Municipality	17,849.00	Utena District Municipality	37,670.00
Pakruojis District Municipality	18,120.00	Šilutė District Municipality	38,519.00
Akmenė District Municipality	19,301.00	Telšiai District Municipality	39,141.00
Visaginas Municipality	19,652.00	Šiauliai District Municipality	40,725.00
Druskininkai Municipality	20,094.00	Jonava District Municipality	41,498.00
Varėna District Municipality	20,466.00	Kėdainiai District Municipality	45,997.00
Joniškis District Municipality	20,542.00	Mažeikiai District Municipality	51,855.00
Šilalė District Municipality	21,258.00	Alytus City Municipality	51,948.00
Švenčionys District Municipality	22,227.00	Marijampolė Municipality	54,606.00
Pasvalys District Municipality	22,302.00	Klaipėda District Municipality	63,990.00
Biržai District Municipality	22,426.00	Panevėžys City Municipality	87,395.00
Anykščiai District Municipality	22,658.00	Kaunas District Municipality	100,500.00
Elektrėnai Municipality	24,201.00	Vilnius District Municipality	103,142.00
Jurbarkas District Municipality.	24,804.00	Šiauliai City Municipality	106,087.00
Kelmė District Municipality	24,877.00	Klaipėda City Municipality	156,745.00
Prienai District Municipality	24,926.00	Kaunas City Municipality	302,875.00
Alytus District Municipality	25,513.00	Vilnius City Municipality	586,836.00

Appendix 3. Allowances paid under the national integration programme in the territory of municipalities (made by the author according to *Lietuvos Respublikos socialinės apsaugos ir darbo ministerija* [Ministry of Social Security and Labour], 2023)

One-time allowance to settle in				
1 person/family of 2 persons – 628 EUR				
Family of 3-4 persons – 942 EUR				
Family of 5-6 persons – 1,099 EUR				
Family of 7+ persons – 1,256 EUR				
Unaccompanied minor, turned 18 – 1,727 EUR				
Monthly allowance for essential needs				
	Up to 7 months	From 8 to 12 months	From 13 to 18 months	From 19 to 36 months
1 person	314 EUR	157-314 EUR	157-219,8 EUR	94,2-157 EUR
Family of 2 persons	471 EUR	235,5-471 EUR	235,5-329,7 EUR	141,3-235,5 EUR
Family of 3 persons	628 EUR	314-628 EUR	314-439,6 EUR	188,4-314 EUR
If there are more than 3 people in the family, each additional person is paid extra every month	78,5 EUR	39,25-78-50 EUR	39,25-54,95 EUR	23,55-39,25 EUR
Additional allowances				
<ul style="list-style-type: none"> • Allowance for school-aged children to purchase essential school supplies (one-time) – 73,5 EUR • Compensation for the kindergarten payment (monthly) – 78,4 EUR • Compensation of the rent payment (monthly) – calculated based on the rules provided under the law 				

Appendix 4. Questionnaire (translated)

I am Aurelija Vasilevskytė, a master's student of Kaunas University of Technology, Public Policy and Security study programme, conducting research on the topic “Challenges of the integration of Ukrainian and Belarusian citizens in Lithuania from the perspective of non-governmental organizations”. The purpose of this study is to find out what challenges Ukrainian and Belarusian citizens face during integration in Lithuania, based on the insights of non-governmental organization employees-experts. All submitted answers will be confidential and anonymous, the transcription of the answers will be used only for scientific purposes and will not be made public. The processed data will be accessible. The completed, depersonalized master's thesis will be published on the eLABa website. Participation in this study is voluntary; you have the right not to answer a question or to stop participating in this study at any time without giving a reason.

Interview questions for experts

General information

1. Briefly introduce yourself, which non-governmental organization do you represent, what position do you currently work in and how long have you been working there?
2. What are your main job functions in your current job position?
3. Specify which target group of this research you are working with: Ukrainians, Belarusians or both?
4. How many people in this target group are you currently working with?

Reception

5. What strengths of the reception policy could you highlight in relation to the persons you curate (*for Belarusian citizens it is granting of asylum, for Ukrainian citizens it is temporary protection*)?
6. What weaknesses of the reception policy could you highlight in relation to the persons you curate (*for Belarusian citizens it is granting of asylum, for Ukrainian citizens it is temporary protection*)?

Integration and its challenges

7. What kind of help does your organization provide to the persons you curate when integrating in Lithuania?
8. Do you face any challenges in your work?
9. If yes, how do you address them?
10. Evaluate the integration of the persons you curate in Lithuania in the following areas, distinguishing positive and negative aspects:
 - a) employment;
 - b) housing;
 - c) education;
 - d) health security;
 - e) socialisation.

Future perspectives and recommendations

11. Are there any factors that may hinder the integration of your curated persons after the assistance provided by your NGO has ended?
12. If yes, what are they and why?
13. Do you see a need for improving the existing reception and integration policy in Lithuania in relation to the persons you curate?
14. If yes, what are they and why?

Additional information

15. Do you have any additional comments that you think are relevant in the context of the research on this topic? Comment.

Appendix 5. Category: Reception policy

Ukrainian citizens			
Positive aspects		Negative aspects	
Effective first humanitarian help (I1)	<p>“ <...> tai dabar man atrodo stiprioji pusė, tai ta pirmoji humanitarinė pagalba. Atvyksta į Lietuvą, gauna nukreipimą, kur toliau galėtų eiti. [... it seems to me now that a strong side is the first humanitarian aid. Arrives in Lithuania, receives guidance on where to go next.]” (I1).</p>	Long queues for social benefits (I1)	<p>“Vien dėl to, kad, nu, statistiškai ukrainiečių yra nemažai Lietuvoje, tai jiems tenka tikrai ilgai laukti socialinių išmokų. [Just because, well, statistically there are a lot of Ukrainians in Lithuania, they have to wait a really long time for social benefits.]” (I1).</p>
Financial assistance for those in the biggest need (I1)	<p>“<i>Tai stipriosios pusės, tai finansinis palaikymas integracijos metu, konkrečiai baltarusiams, tai jis yra limituotas. O <...> ukrainiečiams pagal finansines aplinkybes žiūrима. [So, strong sides, it is financial support during integration, specifically for Belarusians, it is limited. For ... Ukrainians, their financial circumstances are being taken into account.]” (I1).</i></p> <p>“ <...> taip pat finansiškai yra padedama tiek vienai, tiek kitai pusei. [... and financial support is provided to both parties.]” (I1).</p>	Gaps in inter-institutional communication (I1)	<p>“<i>Aš manau, kad komunikacijoje yra labai iš mūsų pusės silpnoka, dėl to žmonės mėtosi, klysta ir panašiai, kol atkeliauja iki jiems tikrai priklausančių kažkokių tais finansinių išmokų ir panašiai. [I think that communication is very weak from our part, that is why people keep making mistakes until they get to some of those financial payments that really belong to them.]” (I1).</i></p>
Simplified procedure of residence permit obtainment (I2; I3; I5)	<p>“ <...> ukrainiečiam yra šiek tiek ir palengvinta ta situacija, o baltarusiai, na, tai įprasta eile, kaip ir kiti užsieniečiai [... for Ukrainians, that situation is a little bit eased, and for Belarusians, well, it is a normal queue, like other foreigners.]” (I2).</p> <p>“<i>Tai šiuo atveju kaip ir yra tokia supaprastinta tvarka, kad ukrainiečiai, atvykę, registruojasi į Migraciją, jiems paskiriamas laikas, <...> gauna baltą lapą ir laukia iki kol jiems bus išduotas leidimas laikinai gyventi. Tai...tas vadinamas baltas lapas iš Migracijos jiems suteikia teisę gauti būtinąją pagalbą. <...> tai yra tas vadinamas ESI (elektroninės sveikatos istorijos – aut. past.) kodas paciento, pagal kurį ligonių kasos apmoka, kuomet žmogus nėra draustas dar, jis gauna kaip ir būtinąją medicininę pagalbą. [In this case, the procedure is so simplified that upon arrival, Ukrainians register with Migration, are given a time, ... receive a white sheet and wait until a temporary residence permit is issued to them. This...that so-called white sheet from Migration entitles them to emergency aid. Emergency aid, that there is so-called EHR [Electronic Health Record] code of the patient,</i></p>	Massive registration of Ukrainians for residence permit's obtainment (I3)	<p>“ <...> vyksta masinis <...> ukrainiečių registravimas dėl dokumentų išdavimo, <...> [... there is a mass registration of ... Ukrainians for the issuance of documents, ...]” (I3).</p>

	<p>according to which the health fund pays, when a person is not yet insured, he receives the emergency medical aid.]” (I3).</p> <p>“<i>Kas liečia ukrainiečius, tai, reiškia, migracijos tarnyba yra, man atrodo, labiau ten įdėjus darbo, labiau buvo su, kaip čia, sumobilizuota ir kažkaip jie ten greitai susitvarkė</i> (viską – aut. past.). <i>Tie visi procesai pas juos, nu, taip daugmaž aiškiai įvyko. Turiu galvoj, kad žmonės ateina ten, padaro tą, ir beveik visais atvejais gauna tą, reiškia, laikinąją apsaugą, ar ne?</i> [As for the Ukrainians, the migration service has, it seems to me, put more work in there, it was more mobilized and somehow they quickly managed [everything]. All those processes with them, well, happened more or less clearly. I mean, people come there, do that, and almost always get that temporary protection, or not?)]” (I5).</p>		
State’s preparedness for a crisis (I1; I4)	<p>“<i>Reiškia, mes jau esam pasiruošę, bazė yra. Yra, kur nueiti. Anksčiau...pačioj pradžioj to nebuvo, todėl buvo labai sunku <...></i> [It means, we are already ready, the base is there. There is somewhere to go. Before...it was not there at the very beginning, so it was very difficult ...]” (I1).</p> <p>“ <i><...> stiprioji pusė ir gal mūsų valstybės tas planas ukrainiečiam buvo tikrai geras, man atrodo, nes jie reagavo labai greitai ir tuo pat metu. [... the strong side and maybe our state’s plan was really good for the Ukrainians, I think, because they reacted very quickly and at the same time.]” (I4).</i></p>	Limited resources of NGOs (I4)	“ <i><...> čia reikia, nu, irgi įdėti labai daug darbo, laiko, resursų, kurių šiaip neturi niekas, ir plus ir NVO, irgi nelabai turi <...> [... here you need, well, to put in a lot of work, time, resources, which no one has anyway, and also NGOs do not have much either ...]” (I4).</i>
Simplified procedure of residence permit extension (I4; I5)	<p>“<i><...> gal ir pats procesas gal nebuvo tiek sudėtingas, bent jau, pavyzdžiui, kai jie turėjo pratęsinėti savo kortelę, tai ten išvis buvo kaip ir labai lengva, jie galėjo tiesiog įsijungti ir tai padaryti [... maybe the process itself was not that complicated, at least, for example, when they had to renew their card, it was like very easy, they could just log in and do it.]” (I4).</i></p> <p>“ <i><...> jie metam gauna (leidimą gyventi – aut. past.), tada ateina keitimo laikas, <...> labai geras dalykas, <...> kurį jie padarė praeitąmet, <...> tai, kad neliko tų popierinių, ta prasme, tų faktinių pažymėjimų, o jie yra skaitmeniniai, tai, nu, tai yra dar lengviau, tiesiog</i></p>	Ignoring individual situations (I4; I5)	<p>“<i>Ir, kadangi, tų atvejų, nu, nėra ten didžioji dalis, tai, nu, taip labai pro pirštus pažiūri Migracijos departamentas. [And since, well, there are not the majority of such cases, then, well, the Migration Department overlooks them.]” (I5).</i></p> <p>“ <i><...> labai mažai dėmesio buvo skirta būtent tam, kas, vat, dedasi ten kažkur užkulisuose, nes niekas apie tai nekalba, o tie žmonės yra, nu, tikrai pasimetę ir ten būdavo ir moterų, kurios, vat, tuoj gimdys, o jom sako „Mes negalim ten pratęsti jūsų leidimo gyventi. Jūs turite išvažiuoti ir atvažiuoti.“ [... very little</i></p>

	<p><i>susigaudai, pavyzdžiui, savo telefone <...> [... they get [a residence permit] for a year, then it is time to change it, ... a very good thing, ... which they did last year, ... that those papers, meaning, those actual cards are no longer used, they are digital now, it is, well, it is even easier, you just have it, for example, on your phone ...]” (I5).</i></p>		<p>attention was paid to exactly what was going on somewhere behind the scenes because nobody talks about it, and those people are, well, really lost, and there were also women who were about to give birth, and they were told “We cannot extend your residence permit. You have to leave and come back.” ...]” (I4).</p>
<p>The involvement of NGOs into the process (I3; I5)</p>	<p>“ <...> vyksta masinis <...> ukrainiečių registravimas dėl dokumentų išdavimo, <...> ir net Raudonasis Kryžius irgi šioj vietoj įsijungia kaip valstybės pagalbininkas migracijai, kad padėti <...> ukrainiečių srautą registruoti, kad jiems būtų paprasčiau ir greičiau išduoti dokumentai. [... there is a mass registration of ... Ukrainians for the issuance of documents, ... and even the Red Cross is also joining this as the state’s helper for migration to help ... register the flow of Ukrainians so that they can be issued documents more easily and quickly.]” (I3).</p> <p>“<i>Tiem, kurie yra visiškai toli nuo ten informacinių technologijų, nu, tai čia jau mes (NVO – aut. past.) esam tam, tą jau mes darom. [For those who are completely far from information technology, well, that is why we [NGOs] are here for, that is what we do.]” (I5).</i></p>	-	
Belarusian citizens			
Positive aspects		Negative aspects	
<p>Asylum recipients can participate in the national integration programme (personal Case Manager, financial assistance, etc.) (I1)</p>	<p>“<i>Na, taip, laiko resursai pradžioj duota tokių kliūčių, bet dabar jie turi garantą, kurie yra gavę integraciją Lietuvoje... žmonės baltarusiai, kad jie gali kreiptis, turi... žino savo teises, turi tarpininką, atstovą, tai socialinio darbuotojo... atvejo vadybininką, taip pat finansiškai yra padedama <...> [Well, yes, time resources were initially obstacles, but now they have a guarantee, who have received integration in Lithuania... Belarusian people, that they can seek, they have... they know their rights, they have an intermediary, a representative, a social worker... a Case Manager, and financial support is provided ...].” (I1).</i></p>	<p>Long queues for social benefits (I1)</p>	<p>“<i>Vien dėl to, kad, nu, statistiškai ukrainiečių yra nemažai Lietuvoje, tai jiems tenka tikrai ilgai laukti socialinių išmokų. [Just because, well, statistically there are a lot of Ukrainians in Lithuania, they have to wait a really long time for social benefits.]” (I1).</i></p>
<p>Benefits of asylum status (I2)</p>	<p>“ <...> jie gauna tą prieglobsčio statusą. Tai jiems iškart irgi palengvina būtent tą gyvenimą Lietuvoje, nes jie vis tiek gauna jį pirmiausia penkiem metam, paskui jie (baltarusiai – aut. past.) gali gauti ir</p>	<p>Long asylum process (I2; I4; I5)</p>	<p>“<i>Tai...o, silpnoji dalis, tai, be abejo, tas būtent laukimas, tai vis tiek tuos pirmus pusę metų jie prieš gaudami tą pabėgėlio statusą, jie gauna tuos užsieniečio registracijos pažymėjimus ir dar</i></p>

	<p><i>ten tuos dokumentus <...> į Europos Sąjungos ten tas irgi šalis gyventi, tai jiems tas suteikia, iš tikrųjų, daugiau laisvės negu ukrainiečiams. [... they get that asylum status. This also immediately makes life in Lithuania easier for them because at first they get it for five years, then they [Belarusians] can also get those documents ... to live in those countries of the European Union, which gives them, in fact, more freedom than Ukrainians.]” (I2).</i></p> <p><i><...> labai daug baltarusių, jie nori vėliau kreiptis, praėjus tiems dešimčiai metų, dėl Lietuvos pilietybės. <...> turint tą būtent prieglobsčio statusą jiems tiesiog suteikia tą tokį ir saugumo jausmą ir galimybę <...> [... a lot of Belarusians, they want to apply for Lithuanian citizenship later, when those ten years have passed. ... having that particular asylum status simply gives them that feeling of security and the opportunity ...]” (I2).</i></p>		<p><i>negali dirbti. [That...oh, the weak part, that is, of course, that waiting, the first half year before they get that refugee status, they get those foreigners’ registration certificates and they cannot work yet.]” (I2).</i></p> <p><i>“ <...> su baltarusiais, tai tikrai yra daug, kadangi jiems tenka labai ilgą laiką laukti ir kol jie sulaukia savo leidimo gyventi, praeina metai, o net ir daugiau, ir tuo metu jie negali dirbti. [with Belarusians, it is really a lot because they have to wait for a very long time and before they get their residence permit, years or even more pass, and during that time they cannot work.]” (I4).</i></p> <p><i>“Tai, nu, pradėkim nuo to, kad jie laukia to prieglobsčio labai ilgai. [So, well, let us start with the fact that they wait for refuge for a very long time.]” (I5).</i></p>
<p>Belarusian citizens’ acceptance in Lithuania general (I5)</p>	<p>“ <...> na, apskritai, kad juos įleisdavo, tai yra, tai jau gerai yra, dabar ten visaip. [... well, in general, that they were allowed in, that is, it is already good, now there are all kinds of situations.]” (I5).</p>	<p>Inability to work for asylum seekers (I2; I4)</p>	<p><i>“Tai...o, silpnoji dalis, tai, be abejo, tas būtent laukimas, tai vis tiek tuos pirmus pusę metų jie prieš gaudami tą pabėgėlio statusą, jie gauna tuos užsieniečio registracijos pažymėjimus ir dar negali dirbti. [That...oh, the weak part, that is, of course, that waiting, the first half year before they get that refugee status, they get those foreigners’ registration certificates and they cannot work yet.]” (I2).</i></p> <p><i>“ <...> su baltarusiais, tai tikrai yra daug, kadangi jiems tenka labai ilgą laiką laukti ir kol jie sulaukia savo leidimo gyventi, praeina metai, o net ir daugiau, ir tuo metu jie negali dirbti. [with Belarusians, it is really a lot because they have to wait for a very long time and before they get their residence permit, years or even more pass, and during that time they cannot work.]” (I4).</i></p>

	Declining in asylum assurance to Belarusian citizens (I4; I5)	<p>“ <...> šių metų pradžioj, tai atrodė, kad gal ir bus kažkaip kitaip, nes visai daug baltarusių priėmė ir jiems davė prieglobstį, bet <...> dabar išvis ten mažai žmonių gauna tą prieglobstį galiausiai <...> [... at the beginning of this year, it seemed that maybe it would be somehow different, because quite a lot of Belarusians were accepted and given asylum, but ... now very few people get that asylum after all ...]” (I4).</p> <p>“ <...> na, apskritai, kad juos įleisdavo, tai yra, tai jau gerai yra, dabar ten visaip. [... well, in general, that they were allowed in, that is, it is already good, now there are all kinds of situations.]” (I5).</p>
	No social guarantees for asylum seekers (I4; I5)	<p>“ <...> tai jie negauna ir kažkokių socialinių išmokų, kompensacijų. [... they do not receive any social benefits or compensations.]” (I4).</p> <p>“Čia dar viena problema ateina, kad...kad šiuo metu nėra projekto, kuris palaikytų finansiškai tuos žmones iki gavimo atsakymo iš Migracijos, nu, iki, pavyzdžiui, prieglobsčio gavimo. Tai, kaip jie turi išgyventi klausimas kyla. [Here, another problem comes that...that at the moment there is no project that would financially support those people until receiving an answer from Migration, well, until, for example, receiving asylum. The question arises as to how they have to survive.]” (I5).</p>
	Thrive of illegal work of asylum seekers (I4)	<p>“Tai yra, jie gali dirbti, bet tai, žinoma, bus nelegalus darbas <...> [That is, they can work, but it will, of course, be illegal work ...]” (I4).</p>
	Full health insurance is assured for the most vulnerable groups of asylum seekers (I4)	<p>“ <...> tai pažeidžiamos grupės, kaip vaikai, pensininkai, ten žmonės su negalia, bet visi kiti, tai jie nepatenka ir jiems kartais ir tenka, na, susimokėti už tas paslaugas, kurios kaip ir būtų visiems, na, taikomos, ir gal net ir suteikiamos vienodai visiems <...> [... there are vulnerable groups, such as children, pensioners, and people with disabilities, but everyone else, they are not included and sometimes they have</p>

	<p>Problems with proving that a person is a political refugee (I4)</p>	<p>to, well, pay for those services ...]” (I4).</p> <p>“ <...> gal tiesiog neturi laiko surinkti visus dokumentus, ten video ir parodyti juos, atvažiuavę į Lietuvą, nes dažniausiai jiems reikia bėgti čia...tiesiog šią minutę, ir jie neturi kažkokio plano, kurį galėtų padaryti ir sugalvoti. [... maybe they just do not have time to collect all the documents, videos and show them when they come to Lithuania because usually they need to run...just this minute, and they do not have some kind of a plan that they can do and come up with.]” (I4).</p> <p>“ <...> bet taip pat ir tas pats procesas įrodyti, kad tu esi politinis pabėgėlis. Tai yra labai sudėtinga <...> [... but also that process to prove that you are a political refugee. It is very complicated ...]” (I4).</p>
	<p>Belarusian citizens’ uncertainty about the future (I4)</p>	<p>“<...> jie dabar turi labai daug nerimo dėl to ar bus pratęsimas to leidimo gyventi, ar kažkas keisis, nes žiniasklaidoj girdim labai daug komentarų būtent dėl Baltarusijos piliečių, kad tuoj <...> nieko nepraleis per sieną, kad tas skaičius bus labai ribojamas. [... they now have a lot of anxiety about whether there will be an extension of that residence permit, whether something will change because we now hear a lot of comments in the media specifically about the citizens of Belarus, that soon ... no one will be allowed across the border, that the number will be severely limited.]” (I4).</p>

Appendix 6. Category: NGOs' integration assistance

NGO	Type of assistance	Citation
Lithuanian Red Cross	<p>Ukrainian citizens:</p> <ul style="list-style-type: none"> • Case management (I3); • Psychological help (I3); • Legal help (I3); • Opportunity to participate in other Red Cross's programmes (I3); • Opportunity to work with volunteers (I3). <p>Belarusian citizens:</p> <ul style="list-style-type: none"> • Case management (I2); • Lithuanian language courses (I2). 	<p>Ukrainian citizens: <i>“Tai, pirmiausia, kalbant apie Raudonąjį Kryžių, tai tikrai suteikiama individuali pagalba, kas susiję su atvejo vadyba, ar ne, tai yra nustatomas poreikis ir nukreipiamas žmogų į pagalbą pas specialistus, kur reikia. Tai vien nemaža dalis pagalbos yra teikiama Raudonajam Kryžiu. Taigi yra...ir psichologinė pagalba ir...teisinė pagalba, nemokamos konsultacijos. Taip pat yra įvairios programos, kur ukrainiečiai lygiai taip pat dalyvauja kaip ir lietuviai. Tai yra, pavyzdžiui, stiprios šeimos programa., šiltų apsilankymų programa, tai, reiškiams, kur ukrainiečiai, pavyzdžiui, vyresnio amžiaus, senjorai turi savanorį, kuris irgi, pasirūpina, mezgasi draugystės ir panašiai...ir lygiai taip pat būtent šeimose, kur yra negalių turintys asmenys, tai ukrainiečiai lygiai taip pat irgi turi savo savanorį ir irgi sulaukia pagalbos būtent šiose programose. [So, first of all, in terms of the Red Cross, it is really providing individual assistance what is related to the case management, or not, the need is identified and a person is referred to a help of a specialist where needed. This alone is a significant part of the aid provided by the Red Cross. So, there is...psychological help and...legal help, free consultations. There are also various programmes in which Ukrainians participate just as Lithuanians do. There is, for example, a strong family programme, a programme of warm visits, where Ukrainians, for example, older people, seniors have a volunteer who also takes care of them, builds friendships, and so on...and the same is in families where there are persons with disabilities, so Ukrainians also have their own volunteer and also receive help in these programmes.]” (I3).</i></p> <p>Belarusian citizens: <i>“Tai pirminis dalykas tai yra integracijos atvejo vadybininkai, kurie dirba su žmonėmis ir juos konsultuoja dėl įvairių klausimų, kurie iškyla šeimoms, teikiant įvairias...dėl pašalpų, konsul...kompensacijų, taip pat užtikrina ir nemokamą lietuvių kalbos mokymąsi...ir kaip ir viskas. [So, the primary thing, it is integration case managers who work with people and advise them on various issues that arise for families, providing various...about allowances, consuls... compensations, and also ensure free Lithuanian language learning... and that is about it.]” (I2).</i></p>
Caritas Lithuania	<p>Ukrainian citizens:</p> <ul style="list-style-type: none"> • Case management (I5); • Humanitarian help (I5); • Legal help (I5); • Help with job search (I5); • Psychological help (I5); • Lithuanian language courses (I5); • Support for school supplies (I5); • Events (I5); • One-time financial assistance in the form of a 	<p>Ukrainian citizens: <i>“Socialinės konsultacijos plačiaja prasme. Tada yra humanitarinė pagalba, čia ukrainiečiam. Humanitarinė pagalba higienos paketais, drabužiais, vaistais, reiškia, vaikam dalykais mokyklai skirtais ir taip toliau ir panašiai. Tada teisinė pagalba. Tada pagalba ieškantiems darbo, tada psichologo pagalba. Lietuvių kalbą mes dėstom, reiškia, jie gali mokytis lietuvių kalbos ir įvairios veiklos, pradedant nuo veiklų vaikams, baigiant veiklom moterims, dailės terapija. [Social consultations in a broad sense. Then there is humanitarian help; it is for Ukrainians. Humanitarian help in the form of hygiene packages, clothes, medicine, school things, and so on and so forth. Then legal help. Then help for job seekers, then psychological help. We teach the Lithuanian language, which means they can learn the Lithuanian language and various activities, starting with activities for children, ending with activities for women, art therapy.]” (I5).</i></p> <p><i>“Tik (finansinę pagalbą – aut. past.) gauna tie, kurie ką tik atvažiavo iš Ukrainos, tai jie gauna tą humanitarinę kortelę. Ją gauna tik 1 kartą ir laikotarpiu, kai jie tik atvyko, tai ten kažkur 6 mėnesiai po atvykimo į Lietuvą jie gali gauti tą kortelę ir ja pasinaudoti parduotuvėje. Tai čia jau jų pasirinkimas, ką jie pirks už tuos pinigus. [Only those who have just arrived from Ukraine receive [financial assistance], so they receive that humanitarian card. They receive it only once, and during the period when they have just arrived, that is, somewhere around 6 months after their</i></p>

	<p>humanitarian card (I4).</p> <p>Belarusian citizens:</p> <ul style="list-style-type: none"> • Case management (I4); • Financial assistance (I4); • Acting as an intermediary (I4); • Legal help (I4); • Help with job search (I4); • Art therapy (I4); • Psychological help (I4); • Lithuanian language courses (I4). 	<p>arrival in Lithuania, they can receive that card and use it in a store. It is their choice what they will buy with that money.]" (I4).</p> <p>Belarusian citizens:</p> <p><i>“Tai integracijos programoje kiekvienas žmogus turi savo kuratorių, kuris jam tiesiog padeda kasdienėse, nu, nežinau, problemose, reikaluose, jeigu turi kažkokių problemų su...problemų arba klausimų, susijusių šiaip, kaip vyksta Lietuvoje reikalai, tai mes galim padėti. Taip pat žmogus gauna ir tam tikrą finansinę pagalbą. <...> Tai mes irgi daug tarpininkaujame tarp įvairiausių institucijų, tai yra ir savivaldybė, švietimo įstaigos, Užimtumo tarnyba, irgi turim ir kitų specialistų, kaip ir teisininką ir užimtumo specialistą, taip pat turim ir dailės terapiją, ir psichologą, kurie, nu, kaip ir bando žmogui padėti čia integruotis Lietuvoje. Taip pat ir nepamirškime, žinoma, lietuvių kalbos, kuri yra labai irgi geras dalykas, tik kad, na, su tuo irgi būna žmonėm dažniausiai sunkumų, bet tikrai turim daug labai sėkmingų atvejų, kai žmonės, na, visgi, išmoksta lietuvių kalbos ir tai jiems praverčia toliau čia gyvenant Lietuvoje. [In the integration programme, each person has his own Curator who simply helps him with every day, well, I do not know, problems, affairs, if you have any problems with...problems or questions related to how things are going on in Lithuania, we can help. Also, a person receives some financial assistance. ... We also act as intermediaries a lot between various institutions, such as the municipality, educational institutions, the Employment Service. We also have other specialists, such as a lawyer and an employment specialist, and we also have art therapy and a psychologist, who, well, are trying to help a person integrate here in Lithuania. Also, let us not forget, of course, the Lithuanian language, which is also a very good thing, but, well, people usually have difficulties with that too, but we certainly have many very successful cases when people, well, anyway, learn the Lithuanian language and that it is useful for them to continue living here in Lithuania.]” (I4).</i></p>
<p>Save the Children Lithuania</p>	<p>Ukrainian citizens:</p> <ul style="list-style-type: none"> • Case management (I1); • Escort services (I1); • Financial assistance (I1); • Cultural orientation and events (I1); • Positive parenting courses (I1). 	<p><i>“Konsultavimas, nukreipimas, atstovavimas, palydėjimo paslauga, ilgalaikis ryšys, absoliučiai viskas, finansinė parama, kultūrinė parama, jeigu galima taip išsireikšti, organizuojami renginiai. Kas dar čia tokio...kursai pozityviosios tėvystės... galime tėveliams pasiūlyti, adaptacija yra atlikta rusų kalba. Ką čia dar mes turime... aš, kaip sakau, nėra...nėra turbūt tokio...tokio kampo, kur negalėtumėte padėti, visa integracija, absoliučiai viskas. [Consulting, referral, representation, escort service, long-term relationship, absolutely everything, financial support, cultural support, if you can say so, organized events. What else is there... positive parenting courses...we can offer parents, the adaptation is done in Russian. What else do we have here...as I say, there is no...there is probably no such...such an angle where we could not help, all integration, absolutely everything.]” (I1).</i></p>
<p>Order of Malta Relief Organization in Lithuania</p>	<p>Belarusian citizens:</p> <ul style="list-style-type: none"> • Case management (I1); • Acting as an intermediary (I1). 	<p><i>“O iš baltarusių pusės paslauga yra tokia, na, tai mes padedame integruotis pagal...pagal sutartį, pagal planą, įvertiname jų, sakykime, rizikas, ką geba, ko negeba, ko reiktų patobulinti. Nu, sakykime, reikia lietuvių kalbą išmolti, tame tarpe mes ir padedame. Jeigu nelanko lietuvių kalbos, aiškinamės, kodėl nelanko, <...> . Na, tai irgi tarpininkaujame, jeigu to reikia, sakykime, ši grupė yra savarankiškesnė. [And from the side of Belarusians, the service is like this, well, we help them integrate according to...according to the contract, according to the plan, we assess their, let us say, risks, what they are capable of, what they are not capable of, what should be improved. Well, let us say, you need to learn the Lithuanian language, and we help with that. If they do not attend the Lithuanian language, we find out why they do not attend Well, we also act as intermediaries, if necessary, let us say, this group is more independent.]” (I1).</i></p>

Appendix 7. Category: Challenges experienced by informants at work and their corresponding solutions

Challenge	Citation	Solutions	Citation
The need to act fast	„ <i>Na, sakykime, atvyksta naujas žmogus, <...> ir mūsų iššūkis yra <...> (asmenį – aut. past.) nukreipti, <...> jeigu neturi, kur gyventi, tai surasti, kur (gyventi – aut. past.). [Well, let us say a new person arrives ... and our challenge is ... to direct [a person] ... , if he does not have a place to live, then find where [to live].]</i> ” (I1).	Cooperation with colleagues, partners, other NGOs and state’s institutions	“ <i><...> tai turime kontaktus, jau vis tiek turime partnerius, kolegas, kitas nevyriausybės organizacijas ir valstybės žinom vietas kur...kur yra, sakykime, vietos, dar galima būtų apnakvindinti žmones ir panašiai. Nu, tiesiog komunikuojame, nukreipiame, taip pat atstovaujame. [... we have contact information, we already have partners, colleagues, other non-governmental organizations and we know the state’s places where...where there are, let us say, places where people could be accommodated and so on. Well, we simply communicate, direct, and also represent ...]</i> ” (I1).
Post-traumatic stress disorder	„ <i>Tai tikrai yra labai ryškus potrauminio streso sindromas. Tai, pirmiausia, <...> turbūt didžiausias būna iššūkis ir problema, ypač pradžioje, kurie žmonės atvyksta, kad jiems truputėlį padėti nusiraminti, atlikti kažkokį psichologo vaidmenį, o tuomet jau kreipti pas specialistus. [There are a very pronounced post-traumatic stress syndrome. First of all, ... probably the biggest challenge and problem is, especially at the beginning, when people come, to help them calm down a little, to play the role of a psychologist, and then to refer to specialists.]</i> ” (I3).	Identification of need during the consultations with clients	„ <i>Tai, vėlgi, turbūt pokalbio metu, konsultacijų metu, vat, tas poreikių identifikavimas ir problemos identifikavimas yra išsprendžiamas <...> [Again, probably during the conversation, during the consultations, that identification of needs and identification of the problem is solved ...]</i> ” (I3).
Not being able to help	„ <i><...> bet man, atrodo, tas didžiausias tas iššūkis, kai tu supranti, kad tu nelabai gali kuo padėti. [... but it seems to me that the biggest challenge is when you realize that you cannot help much.]</i> ” (I4).	Cooperation with institutions that can influence the situation	„ <i>Kad mes tada tikrai bandom bendradarbiauti su kitom įstaigom, bet čia yra ir ministerijos, ir Migracijos departamentas, kurie tikrai gali paveikti tą situaciją. [That we really try to cooperate with other institutions, but there are also ministries and the Migration Department that can really influence that situation.]</i> ” (I5).
The formal documentary part and the question of the status	„ <i>Na, vėlgi pradedant nuo tos formaliosios dalies dokumentinės ir statusų klausimo, kur kartais žmogus būna, nu, jis tiesiog pakabintas, jam sako: „Tai tu išvažiuok dabar iš Lietuvos, o paskui kažkaip ten įvažiuok ir žiūrėsim.“ [Well, again, starting from the formal documentary part and the question of the status, where sometimes a person is, well, he is just hung up, they say to him “You should leave Lithuania now, and then somehow get there and we will see.”]</i> ” (I5).	Informing other institutions	“ <i>Tai turim tuos tarpinstitucinius susirinkimus. Jie gelbėja (mus – aut. past.) ta prasme, kad, <...> valdžia, vyriausybė, jinai yra visą laiką pasijungusi daugiau mažiau, tai mes komunikuojam <...>, jie nevyriausybinių organizacijų pagalbos nori <...> Ir jie kažkaip linkę yra paklausti <...> ir, nu, dažnai <...> kažką daro su tuo, jo, o jeigu mes nesusitvarkom, <...> nu, tai tiesiog padeda kitos organizacijos nevyriausybinės <...>. [We have those inter-institutional meetings. They save [us] in the sense that, ... the authority, the government, they are more or less involved all the time, we communicate ... , they want the help of non-governmental organizations ... And somehow, they tend to listen ... and often ... they do something with it, and if we do not manage to deal with it, ... well, other non-governmental organizations help ...]</i> ” (I5).

Appendix 8. Category: Employment

	Ukrainian citizens		Belarusian citizens	
Positive aspects	Possibility to not work (I1)	<p>“Jos (mamos, auginančios nepilnamečius vaikus – aut. past.) privalo registruotis Užimtumo tarnyboje, bet tai jiems yra tokia privilegija, pliusas riebus, kad mamos su mažais vaikais iki 2 metų gali nedirbti. Joms nėra siūlomas darbas. <...> jos gali mokytis lietuvių kalbą nedirbant ir gauti stipendiją, solidžią sumą, bet gali ir dirbti, bet negaus stipendijos <...> [They [mothers raising minor children] must register with the Employment Service, but they have such a privilege, a plus, that mothers with small children under 2 years old have a possibility to not work. They are not offered a job. ... they can learn Lithuanian without working and receive a scholarship, a solid amount, but they can also work, but they will not receive a scholarship ...]” (I1).</p>	Cultural similarities with Lithuanians (I2)	<p>“Tai jie ir pabrėžia, kad na, vis tiek jiems yra lengviau susirasti darbą ir dėl kultūrinių aspektų, nes vis tiek yra šiek tiek panašumų su Lietuva. [They are also emphasizing that it is still easier for them to find a job due to cultural aspects because there are some similarities with Lithuania.]” (I2).</p>
	Positive attitude from employers (I1; I3)	<p>“ <...> šiais metais labai ryškiai matosi <...> darbovietės, kurios pasižymėjusios save ukrainiečių atributika, priima ukrainiečius ir taip galima greičiau surasti darbą. [... this year it is very clearly visible that...workplaces which distinguished themselves by Ukrainian attributes, accept Ukrainians and this way you can find a job faster.]” (I1).</p> <p>“ <...> ir tikrai Lietuvoje visi pagrindiniai portalai darbo skelbimų pritaikę yra ukrainiečiams atskiras, kaip čia...profesijas, darbo paieškos vietas, tai tikrai ukrainiečiai net atsifiltruoti gali, koks yra siūlomas darbas būtent ukrainiečiams, tai čia toks irgi pliusas. [and indeed, in Lithuania, all the main portals for job advertisements separate for Ukrainians, like...professions, job search places, so Ukrainians can even filter out what kind of work is offered specifically for Ukrainians, that is another plus here.]” (I3).</p>	Benefits of a refugee status (I2)	<p>“Tai jiems yra lengviau susirasti tą darbą, bet būtent tada, kai jie jau turi tą pabėgėlio statusą, kai jau turi asmens kodus. [It is easier for them to find that job, but only when they already have that refugee status, when they already have personal codes.]” (I2).</p>
	Faster recognition of diplomas (I1; I4)	<p>“Taip pat, sakykime, greitėja procesai žmonėms, turintiems kvalifikaciją, sakykime, tenais, medikai, pedagogai, su vertimo dalykais, tai greičiau išsiverčia savo dokumentus. [Also, let us say, the processes for people with qualifications, let us say, doctors, teachers, is accelerated, they translate their documents faster.]” (I1).</p> <p>“ <...> didžiausias turbūt skirtumas tarp ukrainiečių ir baltarusių, kad ukrainiečių diplomai buvo pripažįstami</p>	Willingness to work (I4; I5)	<p>“Tai, kiek pastebėjau, pavyzdžiui, baltarusiai, ukrainiečiai, gal visai ne tai, kad lengvai, bet visai susiranda užimtumą ir darbą. [As far as I have noticed, for example, Belarusians, Ukrainians, maybe not that they easily find employment and work, but they find it.]” (I4).</p> <p>“Nu, turim su kuo palyginti, tai ir ukrainiečiai, ir baltarusiai jie, nu, iš tikrųjų, jie kažkaip darbo ieškotims imasi greitai ir...ir visai tai sekasi,</p>

	<p><i>ir ten net ir gydytojai, ir ten mokytojai ir kiti, jie galėjo visai greitai grįžti į savo profesijas, <...> žinoma, turėjo įdėti daug pastangų, kad ten išmokti ir lietuvių, nes jiems tada reikėjo jau tą normalų kursą pabaigti lietuvių kalbos. [... perhaps the biggest difference between Ukrainians and Belarusians is that Ukrainian diplomas were recognized and there even doctors, and teachers and others, they could return to their professions very quickly, ... of course, they had to put a lot of effort into learning Lithuanian as they had to finish the normal Lithuanian language course.]” (I4).</i></p>		<p><i>tai turbūt irgi kalba čia dar kažkiek yra rodiklis <...> [Well, as we have something to compare, both Ukrainians and Belarusians, well, actually, they somehow start looking for work quickly and...and it is quite successful, so maybe the language is also an indicator here ...]” (I5).</i></p>
Received help with job search (I3)	<p><i>“Tai šiuo atveju Užimtumo tarnyboje jie gali ieškotis darbo, bet, vėlgi, lygiai taip pat Raudonasis Kryžius turi užimtumo specialistus <...> [In this case, they can look for a job at the Employment Service, but, again, the Red Cross also has employment specialists ...]” (I3).</i></p>	Russian language knowledge (I2)	<p><i>“Tai pirmas teigiamas dalykas yra vis tiek Lietuvoje daug kas kalba rusų kalba, tai baltarusiai irgi kalba rusiškai. [The first positive thing is that many people in Lithuania still speak Russian, so Belarusians also speak Russian.]” (I2).</i></p>
Willingness to work (I3; I4; I5)	<p><i>“Teigiama pusė, kad tikrai dauguma ukrainiečių noriai ieško darbo, bando įsidarbinti. Aišku, darbas yra galbūt nekvalifikuotas ir jie negali dirbti pagal savo išsilavinimą, nu, dėl kalbos barjero, kalbos mokėjimo. Nors dabar irgi yra įvedama tai, kad ukrainiečiai, tie, kurie dirba su...su klientais, su žmonėmis, turėtų išsilaikyti lietuvių kalbos, kaip čia, egzaminą, turėti sertifikatą, nes tiesiog, kad jie galėtų dirbti tam tikrose profesijose <...> [The positive side is that the majority of Ukrainians are willingly looking for work, trying to get a job. Of course, the work is perhaps unskilled and they cannot work according to their education, well, because of the language barrier, language proficiency. Although now it is also being introduced that Ukrainians, those who work with...with clients, with people, should pass the Lithuanian language exam, have a certificate, simply so that they could work in certain professions ...]” (I3).</i></p> <p><i>“Tai, kiek pastebėjau, pavyzdžiui, baltarusiai, ukrainiečiai, gal visai ne tai, kad lengvai, bet visai susiranda užimtumą ir darbą. [As far as I have noticed, for example, Belarusians, Ukrainians, maybe not that they easily find employment and work, but they find it.]” (I4).</i></p> <p><i>“Nu, turim su kuo palygint, tai ir ukrainiečiai, ir baltarusiai jie, nu, iš</i></p>	-	

		<p><i>tikrujų, jie kažkaip darbo ieškotis imasi greitai ir...ir visai tai sekasi, tai turbūt irgi kalba čia dar kažkiek yra rodiklis <...> [Well, as we have something to compare, both Ukrainians and Belarusians, well, actually, they somehow start looking for work quickly and...and it is quite successful, so maybe the language is also an indicator here ...]” (I5).</i></p>	
	<p>Russian language knowledge (I3; I5)</p>	<p><i>“Lygiai taip pat jiems nereikia kažkokio palydėjimo į darbo pokalbį, nes jie gali susikalbėti patys ir patys savarankiškai ieško darbo. [In the same way, they do not need any kind of escort for job interviews because they can talk on their own and independently search for a job.]” (I3).</i></p> <p><i>“Nu, turim su kuo palygint, tai ir ukrainiečiai, ir baltarusiai jie, nu, iš tikrujų, jie kažkaip darbo ieškotis imasi greitai ir...ir visai tai sekasi, tai turbūt irgi kalba čia dar kažkiek yra rodiklis <...> [Well, as we have something to compare, both Ukrainians and Belarusians, well, actually, they somehow start looking for work quickly and...and it is quite successful, so maybe the language is also an indicator here ...]” (I5).</i></p>	
<p>Negative aspects</p>	<p>Issues related to disability (I1)</p>	<p><i>“Žinoma, yra tokių atvejų, kai žmogus yra neįgalus, jisai, nu, turi registruotis darbo biržoje dėl tam tikrų niuansų, bet <...> jam siūlomas darbas, sakykim, ar netinka, ar <...> jis tiesiog negali (dirbti – aut. past.) dėl sveikatos priežasčių. [Of course, there are cases when a person is disabled, he, well, has to register at the Employment Service for certain nuances, but ... the job which is offered for him, let us say, either ... is not suitable for him, or he is simply unable [to work] for health reasons.]” (I1).</i></p> <p><i>“Ir...ir...ir...ir stringa procesas, neįgalumo <...> nusistatymo Lietuvoje, nes ne visi neįgalumai yra prilyginami. Vieni yra prilyginami, adaptacija vyksta Lietuvoje greitai, o kitus reikia tiesiog komisijoje iš naujo praeiti ir kartais ir neduoda neįgalumo dėl jų ligos, tai vat. Tai čia stringa ir darbinimosi procesai šitoj dalyje. [And...and...and...and the process of establishing disability in Lithuania is stalling because not all disabilities are equated. Some are recognised, the adaptation takes place quickly in Lithuania, while others simply need to re-pass the commission and sometimes it do not assure disability because of their illness, so yes. This is</i></p>	<p>Inability to work (I2)</p> <p><i>“ <...> pirmi pusė metų. Tai yra katastrofiškai tikrai sudėtingi, kai jie negali dirbti ir gyvena tik iš santaupų. O kitas pusmetis arba ilgesnis laikotarpis, kai jie gali tiktai dirbti, bet neturi dar pabėgėlio statuso, tai irgi yra sudėtinga, nes dauguma darbdavių nenori tuo užsiimti (įdarbinti – aut. past.), todėl ir dauguma žmonių tiesiog ieškosi darbo tiesiog nelegaliai dirbti. Ar tai būtų statybose, ar tai būtų kitose vietose. [... the first half of the year. It is catastrophically really complicated when they cannot work and live only on savings. And the next six months or a longer period, when they can work, but do not yet have refugee status, this is also difficult because most employers do not want to do it [employ], and therefore most people just look for work to work illegally. Be it in construction or be it in other places.]” (I2).</i></p>

	where the work processes in this part also stuck.]” (I1).		
Unqualified job (I4)	“ <...> jie, visgi, susiranda tą nekvalifikuotą darbą ir, dažniausiai, jie dirba tikrai ne pagal profesiją, bent jau ten pirmą laiką. [... they still find that unskilled job, and most of the time, they work really not by profession, at least at first.]” (I4).	Unqualified job (I4)	“ <...> jie, visgi, susiranda tą nekvalifikuotą darbą ir, dažniausiai, jie dirba tikrai ne pagal profesiją, bent jau ten pirmą laiką. [... they still find that unskilled job, and most of the time, they work really not by profession, at least at first.]” (I4).
Lack of needed documents (I4)	“ <...> čia jau tikrai problema tarp abiejų, kad kartais tiesiog neturi tų dokumentų, nes, nu, tikrai reikėjo, vat, čia ir dabar išvykti, o ten kažkaip dabar per institucijas atgauti tuos dokumentus yra neįmanoma, kadangi pas ukrainiečius tai tiesiog ten vyksta karas, o baltarusių įstaigos, tai jos tiesiog atsisako ir pasako „Tu turi, privalai pats atvažiuoti“, bet, žinoma, jie to padaryti negali, nes po to nebeišvažiuos. [... here is really a problem between both of them, that sometimes they just do not have those documents because, well, it was really necessary to leave here and now, and to get those documents back through the institutions is impossible because there is a war going on with the Ukrainians, and Belarusian institutions, they simply refuse and say “You have to, you have to come yourself”, but, of course, they cannot do that, because they will not leave after that.]” (I4).	Complex process of diploma recognition (I4)	“ <...> didžiausias turbūt skirtumas tarp ukrainiečių ir baltarusių, kad ukrainiečių diplomai buvo pripažįstami <...> [... perhaps the biggest difference between Ukrainians and Belarusians is that Ukrainian diplomas were recognized ...]” (I4).
Not knowing the language (I3)	“A, tai turbūt iššūkiai tai tas, kad darbas galbūt nekvalifikuotas, kalbos nemokėjimas, vat, yra problema susirasti geresnį darbą. [Ah, challenges probably are the perhaps unskilled work, not knowing the language, yes, it is a problem to find a better job.]” (I3).	Lack of needed documents (I4)	“ <...> čia jau tikrai problema tarp abiejų, kad kartais tiesiog neturi tų dokumentų, nes, nu, tikrai reikėjo, vat, čia ir dabar išvykti, o ten kažkaip dabar per institucijas atgauti tuos dokumentus yra neįmanoma, kadangi pas ukrainiečius tai tiesiog ten vyksta karas, o baltarusių įstaigos, tai jos tiesiog atsisako ir pasako „Tu turi, privalai pats atvažiuoti“, bet, žinoma, jie to padaryti negali, nes po to nebeišvažiuos. [... here is really a problem between both of them, that sometimes they just do not have those documents because, well, it was really necessary to leave here and now, and to get those documents back through the institutions is impossible because there is a war going on with the Ukrainians, and Belarusian institutions, they simply refuse and say “You have to, you have to come yourself”, but, of course, they cannot do that, because they will not leave after that.]” (I4).

Hard adaptation (I1)	<p>“ <...> kyla gal tokių, sakykim, iššūkių dėl psichologinio klimato, tai yra žmonių, kuriems tiesiog...vis dar sunku adaptuotis, <...> jaudinasi dėl savo artimųjų, likusių toj šaly ir...sunku susikoncentruoti, dirbti, mąstyti, reikalingus dokumentus susitvarkyti <...> [... maybe there are, let us say, challenges due to the psychological climate, there are people who just...still find it difficult to adapt, are worried about their loved ones who are left in that country and...it is difficult to concentrate, to work, to think, to prepare the necessary documents ...]” (I1).</p>	Moral difficulties (I2)	<p>“Ir dar vienas dalykas, ką pastebėjau, kad vis tiek dauguma baltarusių, kurie atvyksta į Lietuvą, jie būna tikrai talentingi. Jie dirbę tenais, Baltarusijoje, užimdami aukštas pareigas, o atvykę į Lietuvą jie turi pradėti viską nuo nulio ir tas jiems irgi yra ir psichologiškai sudėtinga. [And one more thing I noticed is that most Belarusians who come to Lithuania are really talented. They have worked as teachers in Belarus, occupying high positions, and when they come to Lithuania, they have to start everything from scratch, and that is also psychologically difficult for them.]” (I2).</p>
Moral difficulties (I1)	<p>“Galų gale, egzistuoja ir moraliniai dalykai, sunku prisiversti dirbti, na, menkesnį darbą. [After all, there are also moral things, it is hard to force yourself to work, well, lower-qualification work.]” (I1).</p>	-	

Appendix 9. Category: Housing

	Ukrainian citizens		Belarusian citizens	
Positive aspects	State's preparedness (I1)	<p>“ <...> <i>pačioj pradžioj Housing</i> <...> <i>dar Lietuva nebuvo pasiruošusi, bet laikui bėgant bendruomenė...mūsų Lietuva, kaip žmonės, buvo labai susikooperavę, labai pasijungę, tai, aišku, viskas nublėso, bet tame nublėsimė spėjo valstybė pasiruošti šioje vietoje. [... at the very beginning ... Lithuania was not ready yet, but over time the community...our Lithuania, as people, was very cooperative, very connected, of course, everything faded, but in that fading, the state managed to prepare in this place.]” (I1).</i></p>	Independence (I1)	<p>“<i>Tai, va, o dėl baltarusių...jie pakankamai savarankiški žmonės. Aš nežinau, aš kiek gavau žmonių, tai visi jau... jau su savo būstais, ta prasme, nuomojasi būstus. [Well, as for the Belarusians...they are quite independent people. I do not know, from people I have received, all of them are already with their own apartments, meaning that they are renting apartments.]” (I1).</i></p>
	Financial help (I1)	<p>“ <...> <i>bet organizacijos turi finansinę paramą, teikia, tuomet žmogus gali bent jau porą mėnesių, kol susiras, tarkim, darbą, susikurs tas stabilias pajamas, nuomotis. [... but organizations have financial support, they provide it, then a person can rent for at least a couple of months, until he finds, let us say, a job, creates that stable income.]” (I1).</i></p>	Russian language knowledge (I2)	<p>“<i>Tai apgyvendinimas, kiek žiūrėjau iš saviškių, su kuriais aš dirbu, tai jiems nebuvo tiek sudėtinga, todėl, kad na rusakalbiamis nėra problemų išsinuomoti būsto. [So, accommodation, as far as I have seen from the people I work with, was not so difficult for them because Russian speakers have no problem renting the housing.]” (I2).</i></p>
	Inter-institutional cooperation (I1)	<p>“<i>Tai, vat, yra kitų...kitų...kitų organizacijų, su kuriomis bendradarbiaujame, jos, sakykime, turi savo kažkokią bazę, kurią galima pamatyti, kur yra laisvų vietų <...> [Well, there are other...other...other organizations with which we cooperate, they, let us say, have their own database, where you can see where there are available places ...]” (I1).</i></p>	Small families (I2)	<p>“ <...> <i>na, jų šeimos nėra dažniausiai labai didelės. Tai jiems irgi nėra tiek sudėtinga susirasti būstą, kaip, pavyzdžiui, daugiavaikešs šeimoms iš kitų šalių. [... well, their families are usually not very big. It is also not as difficult for them to find housing as, for example, for large families from other countries.]” (I2).</i></p>
	Free housing (I3; I4)	<p>“ <...> <i>pradžioj, kai tik atvyko didelis srautas ukrainiečių, pasijungė visa valstybė ir buvo organizacija „Stiprūs kartu“, kuri padėjo rasti gyvenamuosius būstus nemokamai Lietuvoje. <...> patys lietuviai, žmonės priėmė pas save gyventi ir pirmus metus tikrai apgyvendino nemažai ukrainiečių, suteikė būstą <...> [... in the beginning, as soon as a large flow of Ukrainians arrived, the whole country were involved and there was an organization called “Strong Together” which helped to find housing for free in Lithuania. ... the Lithuanians themselves, the people accepted them to live at their place and in the first year they really accommodated a number of Ukrainians, provided housing ...]” (I3).</i></p>	-	

		<p>“ <...> ukrainiečiam buvo ta...ir kažkoks apgyvendinimas, net ir valstybės buvo dideli centrai, kur jie galėjo ten kažkiek laiko pabūti. [...Ukrainians had that...and some kind of accommodation, even there were big centres of the state where they could have stayed for a while.]” (I4).</p>	
	<p>People who have settled in assist newcomers (I5)</p>	<p>“Bent mes nežinom žmonių, kurie, nu, vat, stovėtų gatvėje ir visai nėra kur eiti. Galų gale vis tiek kažkur yra, reiškia, kur atsidurti yra, juolab, kad kažkiek jau ukrainiečių yra atvažiuavę, tada atvažiuoja jau pas tuos atvažiavusius <...> [At least we do not know people who would stand on the street and have nowhere to go. In the end, there is still somewhere, it means that there is a place to be, especially since some Ukrainians have already arrived, then people come to those who have already arrived ...]” (I5).</p>	-
Negative aspects	<p>Shortage of free housing in Vilnius (I1; I3)</p>	<p>“Tai, vat, dabar apgyvendinimas, na sakykime, nemokamo tikrai nedaug yra. Vilnius išvis labai užpildytas yra, keli miestai yra, kurie, sakykime, tame nedalyvauja, nelabai noriai dalyvauja <...> [Well, now accommodation, let us just say, there really is not much free available. Vilnius is already very full, there are several cities that, let us say, do not participate in it, do not participate very willingly ...]” (I1).</p> <p>“ <...> Vilniuje šiuo metu praktiškai nėra nemokamų būstų. [... Currently, there are practically no free housing in Vilnius.]” (I3).</p>	<p>Housing renters’ dishonesty (I1)</p> <p>“Visi turi, kur gyventi, tai galbūt būtų iššūkiu tokie, jeigu tai galima minusu įvardinti, tai, sakykime, galbūt, kad šeimnininko nesąžiningumas tęsiant sutartį arba, sakykime, ją nutraukiant, ir iš finansinės pusės galbūt (yra – aut. past.) nelabai sąžininga <...> [Everyone has a place to live, so maybe the challenges would be the following, if it can be called a minus, then, let us say, maybe the landlord’s dishonesty of the landlord in continuing the contract or, let us say, terminating it, and perhaps [it is] not very fair from the financial side ...]” (I1).</p>
	<p>Problems with legal rent (I4)</p>	<p>“Iki šiol yra labai daug žmonių, kurie, pavyzdžiui, nenori savo sutarties...nuomos sutarties registruoti. Registracija, kaip mes žinome, yra svarbi ir ukrainiečiam ir baltarusiam, jeigu jie nori gauti kompensaciją, nes tai, na, vis tiek yra tam tikra parama, papildoma, ir tai padaryti yra itin sudėtinga, tai dažniausiai jie tiesiog nuomojasi butą, turi tą sutartį, bet registracijos neturi, nes, nu, tiesiog, nesutinka. [There are still a lot of people who, for example, do not want to register their contract...lease contract. Registration, as we know, is important for both Ukrainians and Belarusians, if they want to get compensation, because it is, well, still a certain support, additional, and it is extremely difficult to do it, they usually just rent an apartment, have that contract, but do not have registration,</p>	<p>Problems with legal rent (I2; I4)</p> <p>“ <...> galbūt yra sudėtinga susirasti tokį būstą <...> oficialiai, kaip sakant, kad jie galėtų tą deklaruoti registru centre, deklaruoti gyvenamąją vietą, kad jie galėtų kreiptis dėl įvairių kompensacijų. [... maybe it is difficult to find housing ... officially, so to speak, so that they can declare it in the Registration Centre, declare their place of residence, so that they can apply for various compensations.]” (I2).</p> <p>“Iki šiol yra labai daug žmonių, kurie, pavyzdžiui, nenori savo sutarties...nuomos sutarties registruoti. Registracija, kaip mes žinome, yra svarbi ir ukrainiečiam ir baltarusiam, jeigu jie nori gauti kompensaciją, nes tai, na, vis tiek yra tam tikra</p>

	<p>because, well, they just do not agree.]" (I4).</p>		<p><i>parama, papildoma, ir tai padaryti yra itin sudėtinga, tai dažniausiai jie tiesiog nuomojasi butą, turi tą sutartį, bet registracijos neturi, nes, nu, tiesiog, nesutinka.</i> [There are still a lot of people who, for example, do not want to register their contract...lease contract. Registration, as we know, is important for both Ukrainians and Belarusians, if they want to get compensation, because it is, well, still a certain support, additional, and it is extremely difficult to do it, they usually just rent an apartment, have that contract, but do not have registration, because, well, they just do not agree.]" (I4).</p>
<p>Negative attitudes from housing renters (I4) and people in general (I5)</p>	<p><i>“Gal atsirado kažkoks nepasitikėjimas savininkam, <...> gal ir šiek tiek bijo, gal nežino, kaip čia bus, <...> nes daug girdėjom, kad „Oi, tai jie kitą dieną paims ir išvažiuos.“ <...> [Maybe some mistrust of the owners has arisen, ... maybe they are a little afraid, maybe they do not know how it will be here ... because we heard a lot that “Oh, they will leave the next day.” ...]” (I4).</i></p> <p><i>“ <...> mes vis tiek dirbam su įvairiausiai užsieniečiais, tai mes turim ir šiaip iš Tadžikistano, Eritrėjos, ten Sirijos ir kitų šalių, tai jeigu mes visada turėjom su jais, na, labai sudėtingas situacijas, nes žmonės tiesiog gal dėl rasizmo, diskriminacijos nenorėdavo juos priimti į savo namus ir nuomoti jiems butą, tai dabar mes matome, kad tai pasitaiko jau ir su baltarusiais, į kuriuos irgi kažkaip žiūri nepalankiai, bet ir į ukrainiečius irgi. [... we still work with all kinds of foreigners, we also have from Tajikistan, Eritrea, Syria and other countries, if we always had with them, well, very difficult situations, because people just maybe because of racism, discrimination, they did not want to accept them into their home and rent them an apartment, but now we see that this is already happening with Belarusians, who are also somehow looked down upon unfavourably, but also with Ukrainians as well.]” (I4).</i></p> <p><i>“ <...> mūsų žmonės jie jau nebenori. <...> Pavalgę jie tos situacijos yra ir <...> nebėra taip, kad <...> visi linkę duoti ir <...> nieko už tai nenorėti, na, bet tai yra normalu. [... our people,</i></p>	<p>Negative attitudes from housing renters (I4)</p>	<p><i>“ <...> mes vis tiek dirbam su įvairiausiai užsieniečiais, tai mes turim ir šiaip iš Tadžikistano, Eritrėjos, ten Sirijos ir kitų šalių, tai jeigu mes visada turėjom su jais, na, labai sudėtingas situacijas, nes žmonės tiesiog gal dėl rasizmo, diskriminacijos nenorėdavo juos priimti į savo namus ir nuomoti jiems butą, tai dabar mes matome, kad tai pasitaiko jau ir su baltarusiais, į kuriuos irgi kažkaip žiūri nepalankiai, bet ir į ukrainiečius irgi. [... we still work with all kinds of foreigners, we also have from Tajikistan, Eritrea, Syria and other countries, if we always had with them, well, very difficult situations, because people just maybe because of racism, discrimination, they did not want to accept them into their home and rent them an apartment, but now we see that this is already happening with Belarusians, who are also somehow looked down upon unfavourably, but also with Ukrainians as well.]” (I4).</i></p>

	they do not want anymore. ... They have had enough of this situation and ... it is no longer the case that ... everyone tends to give and ... not want anything in return, well, but this is normal.]” (I5).		
Human exploitation (I4)	<p>“<i>Bet ir šiaip čia buvo ta didžiulė problema, kuri ir sukėlė, na, tiesiog daug labai ir atvejų prekybos žmonėmis, nes, nu, ukrainietės...ukrainietės moterys, kurios yra labai pažeidžiamos, jos turi ir vaikų, ir net ir ten, nežinau, atvyksta su senyvo amžiaus ten mamom, senelėm, tetom. Ir buvo tikrai labai daug atvejų, kai ten žmonės tiesiog verbavo, ir vežėsi kažkur, ir jie gyveno, ir po to tik sužinodavo ten ir mūsų ir medija, ir valstybė, kad ten dedasi negeri dalykai, ir jie buvo išnaudojami.</i> [But anyway, there was this huge problem that caused, well, just a lot of cases of human trafficking, because, well, Ukrainian women...Ukrainian women who are very vulnerable, they have children, and even, I do not know, comes with elderly mothers, grandmothers, and aunts. And there were really many cases when people were simply recruited there, and transported somewhere, and they lived, and our media and the state only found out after that that bad things were happening there, and they were exploited.]” (I4).</p>	-	
Ukrainians’ unwillingness to live outside of Vilnius city (I3)	<p>“ <...> <i>bet ukrainiečiai nenori ne Vilniuje gyventi, labai čia visi Vilniuje nori gyventi ir aplink jį.</i> [... but Ukrainians do not want to live outside of Vilnius, everyone wants to live here in Vilnius and around it.]” (I3).</p>		

Appendix 10. Category: Education

	Ukrainian citizens		Belarusian citizens	
Positive aspects	Compensations (I1)	“ <i>Na, tai ukrainiečiai ir ne tik ukrainiečiai, ir baltarusiai, tikrai gali gauti išmoką kanceliarinėms prekėms įsigyti (mokyklai – aut. past.) <...> [Well, so Ukrainians and not only Ukrainians, but also Belarusians, they can certainly receive a payment to purchase office supplies [for school] ...]</i> ” (I1).	Compensations (I1)	“ <i>Na, tai ukrainiečiai ir ne tik ukrainiečiai, ir baltarusiai, tikrai gali gauti išmoką kanceliarinėms prekėms įsigyti (mokyklai – aut. past.) <...> [Well, so Ukrainians and not only Ukrainians, but also Belarusians, they can certainly receive a payment to purchase office supplies [for school] ...]</i> ” (I1).
	Increasing involvement of Ukrainian citizens to the education system (I1)	“ <i>Mamos pradžioj tai nenoriai darė, neaktyviai, bet dabar jau į sistemą įsitraukinėja ir, manau, kad pačios supranta, kad joms to reikia <...> [At first, mothers did it reluctantly, passively, but now they are getting involved in the system and, I think, they themselves understand that they need it ...]</i> ” (I1).	Possibility to choose among educational institutions (I2)	“ <i>Tai, manau, didžiausias tas teigiamas dalykas yra tai, kad jie turi galimybę rinktis, na, vis tiek ar nori vaiką labiau į lietuvių mokyklą ar nori į rusakalbių mokyklą. [I think the biggest positive thing is that they have the opportunity to choose, well, whether they want their child to go to a Lithuanian school or a Russian-speaking school.]</i> ” (I2).
	Faster processes in admission to kindergartens (I1)	“ <i><...> darželius vaikai gauna, pakankamai greitai gauna. Nereikia laukti kaip standartiniam lietuviui. [... children get kindergartens, they get them quickly enough. There is no need to wait like a standard Lithuanian does.]</i> ” (I1).	Possibility to attend educational institutions (I5)	“ <i><...> kas liečia mūsų tiesioginį darbą su...su ukrainiečiais ir...ir baltarusiais, jie turi galimybę mokytis ir privalo mokytis vaikai, pavyzdžiui. [... what concerns our direct work with...with Ukrainians and...and Belarusians, they have the opportunity to study and children must study, for example.]</i> ” (I5).
	Response to children with special needs (I1)	“ <i><...> žinoma, yra vaikų su poreikiais, vadinkime taip, tai yra skiriami pedagogai, auklėtojai. [... of course, there are children with needs, let us call it that, so pedagogues, tutors are appointed.]</i> ” (I1).	-	
	Possibility to choose among educational institutions (I4)	“ <i>Tai su švietimu, kiek žinau, tai kažkaip žmonės visada žiūri pagal save, kur, pavyzdžiui, registruoti vaiką, į kurią mokyklą. [So, with education, as far as I know, people somehow always choose what is best for themselves, where, for example, to register a child, to which school.]</i> ” (I4).		
	Assurance of language learning for children (I4)	“ <i><...> mokyklos kažkaip dabar jau pradėjo daryti tokius papildomus užsiėmimus, kur jie veda lietuvių kalbą ir ten šiek tiek padeda. [... somehow, schools have already started to do such additional classes, where they teach the</i>		

		<p>Lithuanian language and they help a little.]” (I4).</p> <p>“ <...> vaikai, nu, tai gan greitai gal ir pramoksta pačių kalbą ir susiranda ir draugų <...> [... children, well, they maybe learn the language very quickly and find friends as well ...]” (I4).</p>	
	Possibility to attend educational institutions (I3; I5)	<p>“ <...> ukrainiečiai dauguma susitvarko...savivaldybėje pateikia prašymus vaikus leisti į mokyklas, ieško savarankiškai arba <...> registruojasi į ukrainietiškas mokyklas, nes yra atidaromos ukrainietiškos mokyklos. [... most Ukrainians manage...submit requests to the municipality to send their children to schools, they search independently or ... they register in Ukrainian schools because Ukrainian schools are opening.]” (I3).</p> <p>“ <...> kas liečia mūsų tiesioginį darbą su...su ukrainiečiais ir...ir baltarusiais, jie turi galimybę mokytis ir privalo mokytis vaikai, pavyzdžiui. [... what concerns our direct work with...with Ukrainians and...and Belarusians, they have the opportunity to study and children must study, for example.]” (I5).</p>	
	Possibility of distance learning in Ukrainian schools (I3)	<p>“ <...> bet pas mus yra taip, kad jeigu <...> (vaikai iš Ukrainos – aut. past.) gyvena Lietuvoje virš metų, tai jau tikrai turi tik Lietuvoje mokytis <...> [... but here we have that if ... [children from Ukraine] live in Lithuania for more than a year, then they really have to study in Lithuania only ...]” (I1).</p> <p>“ <...> nemažai mokosi „online“ Ukrainoje. Tai galbūt vyresnio amžiaus vaikai, kurie, vat, nenori čia persikelti, nori pabaigti dar ten, kad vėliau galėtų stoti į universitetą ir panašiai, tai tikrai mokosi nemažai vaikų namuose <...> [... there are quite a lot who are studying online in Ukraine. These may be older children who do not want to relocate and prefer to finish their studies there so that they can later attend university and so on, thus there are definitely a lot of children studying at home ...]” (I3).</p>	
Negative aspects	Lack of state funding to Ukrainian school (I1)	<p>“ <...> viena yra ukrainiečių mokykla Lietuvoje, viena mokykla yra tiesiog atidaryta kaip bendruomenė. Jinai negauna valstybinio palaikymo, todėl yra sudėtinga, nes dauguma ukrainiečių ten ir mokosi <...> [... one Ukrainian school is in Lithuania, one school is simply open as a community. It does not receive state support, so it is difficult, because most Ukrainians study there ...]” (I1).</p>	<p>Possession of the same rights as Lithuanian citizens (I1)</p> <p>“ <...> viskas pabėgėliams yra tas pats, kaip ir lietuviams. Tai, reiškias, visa ta pati sistema galioja. [... everything is the same for refugees as it is for Lithuanians. It means that the same system applies.]” (I1).</p>

Non-recognition of persons arriving from particular territories (I1)	“ <i>Jeigu per Rusiją atvyksta, tai ir ilgiau biurokratiniai dalykai vyksta, dėl to, pavyzdžiui, sakykime, laiku negauna laikino gyvenimo to Lietuvoje, <...> tai negali registruotis mokykloje ir panašiai <...></i> [If they come through Russia, bureaucratic things take longer, as a result of which, for example, they do not get temporary residence in Lithuania and they cannot register at school, and so on ...]” (I1).	Discrimination from children (I2)	“ <...> buvo pas mus atvejis, <...> kai iš vieno vaiko tiesiog tyčiojosi todėl, kad jis yra baltarusis ir <...> nes jo tėtis...jisai buvo išvykęs į Ukrainą kariauti už Ukrainą <...> [... we had a case ... when one child was simply bullied because he is Belarusian and ... because his father...he had gone to Ukraine to fight for Ukraine ...]” (I2).
Possibility of distance learning in Ukrainian schools (I3)	“ <...> vaikai nesocializuojasi, <...> gyvenimas dar kaip ir vyksta Ukrainoje ir bendrauja su Ukrainos vaikais. [... children do not socialise, ... life still takes place in Ukraine and they communicate with Ukrainian children.]” (I3).	The lack of financing for Lithuanian language courses (I1)	“ <...> tai mes perkam paslaugą <...> lietuvių kalbą <...>, bet finansavimas nelabai didelis <...> [... we buy the service ... the Lithuanian language ... , but the financing is not very big ...]” (I1).
The highest concentration of applicants in several schools (I4)	“ <i>Tikrai ne visi renkasi lietuviškas mokyklas. Daugelis, visgi, pasirenka rusų mokyklas. <...> . Tai...bet ten visada kažkaip ir vietų kiekis yra ribotas, ir dažniausiai nepatenka. Tai, vat, iš tų gal tokių, nežinau, sėkmingų atvejų, tai visada yra lietuvių namai, kurie, vis tiek, duoda tą galimybę turėti tuos išlyginamuosius metus. Tai daugelis tikrai nori patekti ten, bet kadangi ir vėl kiekis yra ribotas, o vaikų, kurie norėtų ten patekti, yra labai daug, o vaikų, kurie norėtų ten patekti, yra labai daug, tai, manau, tikrai yra sudėtinga.</i> [Not everyone chooses Lithuanian schools. Many, however, choose Russian schools. ... So...but there is somehow always a limited number of places, and usually they do not get in. So, yes, of those, maybe, I do not know, successful cases, there is always the Lithuanian House, which still gives the opportunity to have that additional year. So, a lot of people really want to get in there, but because, again, the number is limited and there are a lot of kids who would like to get in there, I think it is really difficult.]” (I4).	-	

	Problems with learning (I4)	<p>“ <...> bet vis tiek yra tiem...tie, kuriem, nu, tiesiog nesiseka, pavyzdžiui, kalbos ir išmokti naują kalbą, nu, yra tikrai labai sudėtinga. [... but still there are those...those who, well, just are not good at it, like languages and learning a new language, well, it is really, really difficult.]” (I4).</p> <p>“ <...> daug atvejų, kai, pavyzdžiui, vaikai yra paliekami antriems metams. Bet tai reiškia, kad ir jų draugai jau pereis į kitą klasę ir tai irgi paveiks jų, na, šiaip socializaciją. [... many cases when, for example, children are left for the second year. But this means that their friends will already be moving on to the next grade and that will also affect their, well, socialisation.]” (I4).</p>	
	Teachers’ unpreparedness (I4)	<p>“ <...> kaip dabar, pavyzdžiui, vesti pamokas, kai tu turi <...> 15 lietuvių ir 10 rusakalbių <...> Tai, man atrodo, gal ir trūksta tų kažkokių kursų mokytojam, pavyzdžiui, kaip elgtis, kaip galima, nežinau, pakeisti programą arba pritaikyti. [... how to conduct lessons now, for example, when you have ... 15 Lithuanians and 10 Russian speakers ... It seems to me that maybe some courses are needed for teachers, for example, how to behave, how it is possible, I do not know, to change the programme or adapt.]” (I4).</p>	
	Shortage of assistant teachers (I4)	<p>“ <...> net ir tie papildomi padėjėjai, kurių, nu, žinia, mes irgi negalim sau leisti, na, iš valstybės lėšų <...> [... even those assistant teachers, which, well, are known, we cannot afford either, well, from state funds ...]” (I4).</p>	
	Unwillingness of mothers to let children to educational institutions (I1; I5)	<p>“ <...> na, mūsų, vat, ukrainiečiai, čia gal kultūros dalykai yra...dauguma nenori vaikų vesti į darželį, netgi iki 4 metų yra atvejų, mamos, nes tiesiog nenori, sakykime, taip, bet mūsų...remiantis įstatymais, nuo 5 metų privalu lankyti ugdymo įstaigas, tai mes su tuo supažindinam. [... well, our, uh, Ukrainians, maybe there are cultural things here...most do not want to let children to kindergarten, there are cases even up to 4 years old, mothers, because they just do not want to, let us say, yes, but our...according to the law, it is mandatory to attend educational institutions from the age of 5, so we inform about that.]” (I1).</p> <p>“ <...> yra nemažai vaikų, kurie...tėvai tiesiog jų neleidžia į mokyklą. Ir dabar jau yra siūlomos baudos už tai <...> [... there are quite a few children whose...parents simply do not allow them to go to school. And now there are already proposed fines for this ...]” (I5).</p>	

Appendix 11. Category: Health security

	Ukrainian citizens	Citation	Belarusian citizens	Citation
Positive aspects	Automatic mandatory health insurance for most vulnerable groups (I1)	“<...> <i>asmenys, iki 18 metų, <...> draudžiami yra pensininkai, nėščios moterys ir šiaip neįgalūs asmenys.</i> [... persons under the age of 18, ... pensioners, pregnant women and also disabled persons are insured.]” (I1).	Compensations under the integration programme (up to 7 months) (I1)	“<...> <i>su baltarusiais yra taip, kad jie gauna iš integracijos iki 7 mėnesių kompensaciją, jeigu jie ten įsigija medikamentus, sakykime, ar gydymas kainuoja, aišku, ir sumos yra limituotos <...></i> [... the thing with Belarusians is that they get they receive up to 7 months of compensation from the integration, if they purchase medication, let us say, if the treatment costs, of course, and the amounts are limited ...]” (I1).
	Everyone got state-financed mandatory health insurance at first (I4)	“<...> <i>ukrainiečiam, kaip ir visiems, jiems buvo, nu, (suteiktas – aut. past.) tas privalomas sveikatos draudimas iš karto.</i> [... for Ukrainians, like everyone else, they were, well, [given] that mandatory health insurance right away.]” (I4).	Doctors’ knowledge of the Russian language (I2)	“ <i>Na, o teigiama tai būtent vis tiek, kad daug gydytojų kalba kaip ir rusiškai, tai jiems nereikia nei vertėjų, nei kažkokios kitos pagalbos.</i> [Well, the positive thing is that many doctors speak Russian as well, so they do not need translators or any other help.]” (I2).
	Most arising health-related problems are solved once NGOs are involved (I5; I1)	“ <i>Dėl to labai dažnai tenka tarpininkauti, aiškintis ir bendrauti tiek su gydytoju, tiek su direktorium, su bet kuo, įrodinėji, nes žinai, kad taip yra <...></i> [That is why, very often, you have to act as an intermediary, explain and communicate with the doctor, the director, anyone, you prove yourself because you know that this is like that ...]” (I1). “<...> <i>jeigu jau kreipiasi žmogus ir tu tada bandai skambinti, nu, va, tiesiai į tą kažkokią įstaigą, ligoninę, polikliniką. Tada tie dalykai dažnai sprendžiasi.</i> [... if a person is already contacting you and you then try to call, well, straight to that institution, hospital, clinic. Then those things often are resolved.]” (I5)	State-financed health insurance for participants of integration programme (I4)	“ <i>Nu, žinoma, kai jie, pavyzdžiui, pradeda integraciją, tai jie tada gauna tą sveikatos draudimą, kadangi jie jau yra integracijoje, valstybės lėšomis yra apmokamas sveikatos draudimas.</i> [Well, of course, when they, for example, start integration, then they get that health insurance, since they are already in integration, health insurance is paid for by the state.]” (I4).
Negative aspects	Unawareness of medical institutions’ employees (I1)	“ <i>Ateina žmogus, sistemoje rodo, kad žmogus nėra draustas, nes neturi to <...></i> [6 mėnesių – aut. past.] <i>įdirbio ir panašiai, bet ne visi gydytojai žino, kad yra sąrašas, ir, vadovaujantis tokiu ir tokiu įsakymu, reikia žmogų nukreipti ir suteikti nemokamą gydymą.</i> [A person comes, the system shows that the person is not insured because he does not have that ... work experience [of 6 months] and	No health insurance while being asylum seekers except for the most vulnerable groups (I4)	“<...> <i>o baltarusiam, kurie dar laukė leidimo gyventi, tai ne visi gaudavo tą sveikatos draudimą. Ten buvo tikrai, nu, tokios situacija, kur tu net pats nesupranti, kodėl vienas gavo draudimą, kodėl kitas ne. Ir ten buvo tas punktas, kad visi turi teisę į skubią pagalbą, bet kas yra skubi pagalba, tai irgi nebuvo aišku. Kai kurie žmonės, nu, pateko į tas rizikos grupes,</i>

	<p>so on, but not all doctors know that there is a list, and according to such and such law, it is necessary to refer the person and provide free treatment.]” (I1).</p>		<p><i>tai yra vaikai, pensininkai, ir žmonės su negalia, gal nėščios moterys, bet kiti, na, nepatenka ir tada, irgi tas klausimas, tai, ką daryti jiems. Arba išvis nesikreipti į gydytoją kol ten nebus kažkoks skubus atvejis arba tai apmokėti. [... and for Belarusians who were still waiting for a residence permit, not all of them received that health insurance. There was really, well, a situation where you do not even understand why one got insurance and why the other did not. And there was that point that everyone has the right to emergency aid, but what emergency aid is, it was also not clear. Some people, well, fell into those risk groups - children, pensioners, people with disabilities, maybe pregnant women, but others, well, do not fall into those groups and then, again, there is the question of what to do with them. Either they do not go to the doctor until there is some urgent case or they have to pay for it themselves.]“ (I4).</i></p>
<p>No mandatory health insurance if a person does not work (I1; I3; I5)</p>	<p>“<i>Tai vat, o žmonės, kurie yra sveiki ir gali dirbti, jie nėra draudžiami. Jiems priklauso tiktais pirmoji pagalba ir laikinas šeimos gydytojas <...> [So yes, and people who are healthy and can work, they are not insured. First aid and a temporary family doctor are ensured ...]“ (I1).</i></p> <p>“<i><...> pradžioj buvo toks, kad jie galėjo registruotis į Užimtumo tarnybą ir gauti sveikatos draudimą, bet dabar jie turi atidirbti 6 mėnesius Lietuvoje, turėti stažą tam tikrą, kad jie galėtų būti drausti. [... it was the case in the beginning that they could register at the Employment Service and get health insurance, now they have to work for 6 months in Lithuania, have a certain length of work experience in order to be insured.]“ (I3).</i></p> <p>“<i><...> jeigu tu nedirbi, tai tu esi nedraustas. [if you do not work, you are uninsured.]“ (I5).</i></p>	<p>Lack of information on what emergency aid is (I4)</p>	<p>“<i><...> ne iki galo aišku, kas yra ta skubi pagalba, pavyzdžiui, nes, jeigu tau suskaudo dantį ar tai yra skubi pagalba? <...> gal visai taip, jeigu tau tikrai skauda, bet įstaigos tai gali priimti visai kitaip <...> [... it is not entirely clear what emergency aid is, for example, if you have a toothache, is it emergency aid? <...> maybe yes, if you are really in pain, but institutions may take it quite differently <...>]“ (I4).</i></p>
<p>People’s lack of awareness about mandatory</p>	<p>“<i><...> yra niuansų, tai, kai žmogus, sakykime, negali dirbti dėl, nu, psichologinių dalykų, nežinojo, kad reikia darbo biržoje registruotis</i></p>	<p>Unawareness of medical institutions’ employees (I4)</p>	<p>“<i><...> atvažiuoja baltarusė mama su vaiku, vaikas karščiuoja, jie, sako, pažiūri, reiškia, dokumentus, sako : „nu,</i></p>

health insurance (I1; I3)	<p><i>arba išvis nesuprato, kad reikia dirbti [... there are nuances, when a person, let us say, cannot work due to, well, psychological issues, did not know that it was necessary to register at the Employment Service, or did not understand at all that it was necessary to work]” (I1).</i></p> <p><i>„ <...> jie kreipiasi į privačią kliniką ir ten ne visos paslaugos yra kompensuojamos. <...> Jie – aut. past.] ne iki galo galbūt supranta, kas gali būti apmokama, kas negali būti apmokama <...> [... they go to a private clinic and not all services are reimbursed there. ... Maybe [they] do not fully understand what can be paid, what cannot be paid ...]” (I3).</i></p>		<p><i>jūs ne ukrainiečiai, jums nieko nepriklauso (pagalba – aut. past.)“ <...> [... a Belarusian mother comes with a child, the child has a fever, they check the documents, they say: “well, you are not Ukrainians, you are not entitled [to help]” ...]“ (I4).</i></p>
-		Unwillingness to seek treatment (I2)	<p><i>“ <...> dauguma žmonių, ypatingai vyrai, jie nenori registruotis į poliklinikas ir nenori gydytis savo ligų, nes tiesiog čia galbūt yra jų toks kaip ir asmeninis tabu [... most people, especially men, do not want to register at clinics and do not want to treat their illnesses, because perhaps there is a personal taboo here]” (I2).</i></p>

Appendix 12. Category: Socialisation

	Ukrainian citizens	Citation	Belarusian citizens	Citation
Positive aspects	A strong two-way socialisation and engagement (11)	<p>“<i>Tai ukrainiečiai, nežinau, ar pastebėjote, labai patys to įnešė į Lietuvą. Nuo, sakykime, troleibusas „Lietuva myli Ukrainą“ iki kavinės „Kyiv“. Kultūriškai labai įsitraukusi Lietuvoje ir pati...patys Ukrainos piliečiai labai. Atskiros bendruomenės atsidariusios. Iš mūsų pusės, vyksta renginiai, organizacijos turi kažkokią bendruomenę, vykdo įvairius projektus, tiek „Gelbėkit vaikus“ vaikams...anksčiau būdavo žaidimų aikštelė atidaryta, vaikai ateidavo pažaisti. Tuo pačiu...būdavo kaniterapijos, ir dabar kartais vyksta. Dabar trupučiuką viskas priblėšę, bet tai vyksta. Atsižvelgiama yra į poreikį. Vyksta festivaliai, jaunimas labai įsitraukęs yra, taip pat savarankiškai organizuoja koncertus, nu, bendruomeniškai viskas. Įsitraukimas tikrai matosi, verslai atsidaro. Man atrodo, kad kultūra gyva tiek...tiek iš mūsų pusės integracija mūsų atvykėlių į Lietuvą, tiek jų pačių čionais <...> [Ukrainians themselves have made a significant contribution to Lithuania. From, let us say, the trolleybus with the slogan “Lithuania loves Ukraine” to the café named “Kyiv”. They have brought their culture and actively engaged in the country. Separate communities have emerged. From our side, there are events taking place, organizations have their own communities, and they carry out various projects, such as Save the Children for children...there used to be an open playground, where children would come to play. At the same time, there were also canine therapy sessions, which still occasionally take place. Now, due to the current situation, everything has slowed down a bit, but it is still happening. The needs are taken into account. Festivals are organised, and young people are actively involved, even independently organising concerts and other community events. The involvement is clearly visible, and businesses are opening up. I believe that culture is vibrant both in terms of integration of newcomers into Lithuania from our side and in terms of their own integration here ...]” (11).</i></p>	-	

		<p>“ <...> stengiasi žmonės kalbėti lietuviškai tiek ukrainiečiai, tiek baltarusiai, ir jų socializacija, na, lietuvių kalbos atžvilgiu vyksta. [... people, both Ukrainians and Belarusians, make an effort to speak Lithuanian, and their socialisation, well, in terms of the Lithuanian language, is happening.]” (I1).</p>	
	<p>NGOs and other institutions’ involvement in strengthening of communities (I3)</p>	<p>“Aišku, jie galbūt irgi lengviau integruojasi, nes daug nevyriausybinų organizacijų irgi vykdo lietuvių kalbos kursus ukrainiečiams, sudarytos sąlygos tikrai lankyt įvairius užsiėmimus, renginius, ekskursijas. Tai šitoj vietoj tikrai neblogai. Lygiai taip pat Raudonasis Kryžius irgi vykdo ir informacines sesijas. Tai tiek su Migracijos, Užimtumo tarnyba, VMI, Sodra, Regitra, turiu omeny, suteikia konsultacijas ir informaciją, kur kokias paslaugas jie gali gauti, kaip pasitvirtinti, pavyzdžiui, kvalifikaciją ir dokumentus. Taip, ir lygiai taip pat Raudonajam Kryžiuje dirba bendruomenių stiprinimo toks koordinatorius, kuris irgi padeda ukrainiečių bendruomenę kartu su lietuvių bendruomene, žodžiu, įtraukti į kažkokias bendras veiklas per renginius, susitikimus ir panašiai. [Of course, they may also integrate more easily because many non-governmental organizations also offer Lithuanian language courses for Ukrainians, creating opportunities for them to participate in various activities, events, and excursions. So, in this regard, things are going quite well. Similarly, the Red Cross also holds informational sessions. This includes consultations and information provided by the Migration, Employment Service, State Tax Inspectorate, State Social Insurance Fund and “Regitra” services, advising on what services they can receive and how to verify qualifications and documents, for example. Also, the Red Cross has a Coordinator for community strengthening who helps both the Ukrainian and Lithuanian communities to engage in joint activities through events, meetings, and so on.]” (I3).</p>	
	<p>Russian language knowledge (I3)</p>	<p>“Su socializacija iš teigiamų dalykų tikrai yra turbūt palankios sąlygos, vėlgi, kalbant apie tai, kad ukrainiečiai čia geba susikalbėti, ar</p>	<p>Being of a proactive and communal “ <...> jie bendruomenėse patys dalyvauja. Vien tai, kad jie mokosi lietuvių kalbą, tai, aš manau, jau yra socializacija, nes jie stengiasi,</p>

		<p>ne. [With socialisation, there are certainly favorable conditions for positive things, again, speaking about the fact that Ukrainians here are able to communicate, or not?]" (I3).</p>	<p>nature (I1; I2; I4)</p>	<p><i>domisi, klausinėja. <...> stengiasi žmonės kalbėti lietuviškai tiek ukrainiečiai, tiek baltarusiai, ir jų socializacija, na, lietuvių kalbos atžvilgiu vyksta. [... they themselves participate in communities. Just the fact that they are learning the Lithuanian language, I think, is already socialising because they are making an effort, showing interest, and asking questions. ... people, both Ukrainians and Belarusians, make an effort to speak Lithuanian, and their socialisation, well, in terms of the Lithuanian language, is happening.]” (I1).</i></p> <p><i>“Tai socializacija, aišku, priklauso nuo to, kokie yra tie asmenys, nes tikrai yra ir pas mane tų tokių asmenų, kurie, pavyzdžiui, dalyvauja įvairiuose renginiuose, dalyvauja įvairiuose baltarusių protestuose, kurie vyksta Vilniuje, būtent kovodami už savo teises baltarusiai. [So, socialisation, of course, depends on what kind of individuals there are because there are definitely people like that around me who, for example, participate in various events, take part in various Belarusian protests happening in Vilnius, precisely fighting for their rights as Belarusians.]” (I2).</i></p> <p><i>“<...> tai baltarusiai, pavyzdžiui, jie turi labai daug savo bendruomenių, į kurias buriasi, kurios tikrai jiems labai daug padeda, kaip, pavyzdžiui, „Dapamoga“, „Razom“. Jie ir dar ir veda įvairiausių renginių, veiklas, jeigu, pavyzdžiui, atvažiuoja nauji baltarusiai, jie ten susisiečia per savo grupes, jie randa jiems kartais ir kur gyventi kažkurį laiką, ten, nežinau, kažkokių dalykų būtinausių, kaip ten rūbai, maistas, vaistai ir dar kažkas, tai jie gali padėti su tuo. Net ir, vat, būtent „Dapamoga“, tai jie tikrai apgyvendina kažkuriam laikui ten pas save tam „centriuke“. [... So, Belarusians, for example, have a lot of their own communities that they come together in, which really help them a lot, like “Dapamoga” and “Razom”. They also organise various events and activities, and</i></p>
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				<p>if, for example, new Belarusians come, they connect with them through their groups. They sometimes find them a place to live for a while, you know, the most necessary things like clothes, food, medicine, and some other things, they can help with that. Even “Dapamoga”, they really accommodate them for a period of time in that centre.]” (I4).</p> <p>“ <...> šios 2 grupės yra gana aktyvios, jeigu kažkur kažkas vyksta, tai jie tikrai nueina ir ten kažkaip prisijungia. Tai, man atrodo, jie per tai irgi kažkaip randa tuos savo ryšius. [... these 2 groups are quite active, if something is happening somewhere, they definitely go and somehow join it. So, it seems to me that they also somehow find their connections through this.]” (I4).</p>
	<p>Being of a proactive and communal nature (I4; I5)</p>	<p>“Ukrainiečiai taip pat kažkaip buriasi į tokias grupes, nes yra tikrai nemažai dabar ir centrų, kurie atsidarę. Man atrodo, juos, vis tiek, sieja, na, tas bendrumas, kad jie, nu, vis tiek, bėgo nuo to paties, patyrė maždaug tą patį ir tai juos, na, bendrina, ir jie kažkaip tarpusavyje, tai tikrai labai daug socializuojasi ir daro kažkokių veiklų, net ir kažkokių informacinių renginių. [Ukrainians also somehow form such groups because there are quite a few centres that have opened up now. It seems to me that they are connected by a sense of community because, well, they still fled from the same things, experienced more or less the same things, and that unites them, and they somehow socialize a lot among themselves and engage in various activities, even informational events.]” (I4).</p> <p>“ <...> šios 2 grupės yra gana aktyvios, jeigu kažkur kažkas vyksta, tai jie tikrai nueina ir ten kažkaip prisijungia. Tai, man atrodo, jie per tai irgi kažkaip randa tuos savo ryšius. [... these 2 groups are quite active, if something is happening somewhere, they definitely go and somehow join it. So, it seems to me that they also somehow find their connections through this.]” (I4).</p> <p>“Aš manyčiau, kad su socializacija yra visai nebloga situacija ir žmonės</p>	<p>Socialisation with Lithuanians only (I2)</p>	<p>“Tačiau yra ir dauguma tų, kurie nebendruoja su kitais baltarusiais, vengdami tų kontaktų, ir bendruoja, pavyzdžiui, tik su lietuviais. [However, there are also the majority of those who do not communicate with other Belarusians, avoiding those contacts, and communicate, for example, only with Lithuanians.]” (I2).</p>

		<p><i>yra linkę kažkaip kuo toliau, tuo labiau dalyvauti įvairiuose renginiuose, į kažkokias bendruomenes burtis. Juo labiau, kad pasiūla yra, tai jie tarpusavyje gali bendrauti <...> [I would say that with socialisation, the situation is quite good, and people are inclined to participate in various events and join communities. Moreover, with the available options, they can interact with each other ...]” (I5).</i></p>		
Negative aspects		-		-
	Lack of socialisation with Lithuanians (I4)	<p><i><...> kartais, na, tikrai pritrūksta tos socializacijos jau su kitais, tai yra su lietuviais, nu, kažkaip gal ne tiek dažnai jie tai daro, bet, aš sakyčiau, gal, ir, nu, yra, nu, tikrai sudėtinga, kur čia rasti tų draugų. [... Sometimes, well, there is a lack of socialisation with others, that is with Lithuanians, well, they do not do it as often, but, I would say, maybe, well, it is really difficult to find friends here.]” (I4).</i></p>	Lack of socialisation with Lithuanians (I4)	<p><i><...> kartais, na, tikrai pritrūksta tos socializacijos jau su kitais, tai yra su lietuviais, nu, kažkaip gal ne tiek dažnai jie tai daro, bet, aš sakyčiau, gal, ir, nu, yra, nu, tikrai sudėtinga, kur čia rasti tų draugų. [... Sometimes, well, there is a lack of socialisation with others, that is with Lithuanians, well, they do not do it as often, but, I would say, maybe, well, it is really difficult to find friends here.]” (I4).</i></p>
	Untrust (I5)	<p><i>“ <...> kalba eina apie <...> psichologinę būklę ir apie, pavyzdžiui, bendradarbiavimą su institucijomis, tokiom, kaip policija, sakykim, tai <...> jie netiki, jie nenori, čia juos apgaus ir taip toliau ir panašiai. <...> galvoju, kad, nu, vėlgi kažkokie kultūriniai labai dalykai, pavyzdžiui, kodėl žmonės nenori psichologo? Čia, matyt, tas sovietinis vis dar kažkur tai groja suvokimas. [... when discussing ... psychological state and, for example, collaboration with institutions like the police, they simply do not believe, they do not want to, they think they will be tricked and so on and so forth. ... I think it might be some cultural factors, like why people do not want a psychologist? Here, apparently, that Soviet perception is still playing somewhere.]” (I5).</i></p>	Socialisation with Lithuanians only (I2)	<p><i>“Tačiau yra ir dauguma tų, kurie nebendrauja su kitais baltarusiais, vengdami tų kontaktų, ir bendrauja, pavyzdžiui, tik su lietuviais. [However, there are also the majority of those who do not communicate with other Belarusians, avoiding those contacts, and communicate, for example, only with Lithuanians.]” (I2).</i></p>

Appendix 13. Category: Factors impacting foreigners' integration after the NGOs assistance period

Factor	Citation
The impact of non-governmental organizations' work	“ <...> jeigu neliktų mūsų organizacijų pagalbos, aš sakau, SPC (socialinių paslaugų centrai – aut. past.) užsikvištų, savivaldybės užsidegtų, <...> labai strigtų procesai stipriai ir būtų nežmoniški krūviai, gali būti profesiniai perdengimai žmonėms, darbuotojams, <...> būtų chaosas toksai, manyčiau. [... if there would not be the help of our organizations, I say, SSC [social service centres] would get overcrowded, municipalities would be on fire, ... processes would be very stalling and there would be inhumane workloads, there could be professional burnouts for people, employees, ... there would be chaos, I think.]” (I1).
Lack of supervision after the integration	“Vis tiek jisai (integruojamas asmuo – aut. past.) ir atsiveria, kalba ir matosi, ar žmogui reikia kažkaip padėti arba vesti link tos psichologinės pagalbos. <...> kuratorius kuruoja, stebi tą žmogų. Po integracijos jau jo nestebi niekas. [Still, he [a person who is being integrated] opens up, talks and it is seen if a person needs to be helped in some way or guided towards that psychological help. ... the curator supervises and monitors that person to some extent. After the integration, no one is monitoring him anymore.]” (I2).
Abundance of information	“ <...> aš tai matyčiau iššūkį arba gal sunkumą ukrainiečiams susigaudyti, nes <...> tikrai labai daug ir nuo pat pradžių daug...daug srauto informacijos apie pagalbą, apie ten...paramas, apie viską ir, kad tai būtų vienoj kažkur vietoje, sunku gauti, tai dėl to tu turi eiti į skirtingas nevyriausybinės organizacijas ir sužinot, kas yra pas juos, <...> nes Vilniuje nėra infocentro. [... I would see it as a challenge or maybe a difficulty for Ukrainians to catch up because ... there is really a lot and from the very beginning a lot...a lot of information flow about help, about support, about everything, and that it should be in one place locally, it is difficult to get, so you have to go to different non-governmental organizations and find out what they have ... because there is no info centre in Vilnius.]” (I3).
<ul style="list-style-type: none"> • Uncertainty about the future; • Uncertainty about the state's help in the future. 	<ul style="list-style-type: none"> • “Jeigu tu šiaip dar gauni tą leidimą nuolat gyventi, nu, tai tau yra ramu ten 5 metus, bet, vis tiek, lieka tas nerimas, kaip bus toliau: ar man jį pratęs, nepratęs, kokia čia bus situacija. [If you still get that permanent residence permit, well, you are calm for 5 years, but still, there is the worry of what will happen next: will it be extended or not, what will be the situation here.]” (I4); • “ <...> mūsų valstybės, bet ir kitų valstybių resursai irgi jau eina į pabaigą. Tai <...> dėl to yra neaišku, kaip atrodys jų, pavyzdžiui, nežinau, finansinė parama, ar ir toliau ten valstybė turės tas pačias kompensacijas, socialines pašalpas, ar tai kažkaip nutrūks ir nutrūks, nu, labai staigiai, nes <...> norisi, kad kažkaip būtų tai viskas taip palaipsniui, kad žmonėms netektų ten atsibusti kitą rytą ir sužinoti, kad jie neteko ten visko. [... the resources of our country, but also of other countries, are already coming to an end. This ... is why it is unclear what their, for example, financial support will look like, whether the state will continue to have the same compensations, social benefits, or whether it will somehow stop and stop, well, very suddenly, because ... you want it to be somewhat gradual so that people do not have to wake up the next morning and find out that they lost everything.]” (I4).
Negative attitudes from Lithuanian citizens towards foreigners	“ <...> Lietuvos gyventojai jau jie pyksta, jau juos nervuoja, jau mašinų per daug pristatyta kiemuose, jau ten, nežinau, (rusų – aut. past.) kalbos jie per daug girdi ten viešose erdvėse, juos jau erzina. <...> ir tas gali didėti <...> ir tada tas pagalbos suteikimas yra toks <...> mažiau kokybiškas. [... Lithuanian residents are already angry, they are already nervous, too many cars are already parked in yards, they already, I do not know, hear too much [Russian] language in public spaces, they are already annoyed. ... and it can increase ... and then the provision of help is so ... of lower quality.]” (I5).

Appendix 14. Category: Improvement of reception and integration policies

Target group	Proposed improvements	Citation
Both	<p>Reception and integration:</p> <p>Constant communication between stakeholders</p>	<p>„Mano manymu, kad turi būti vientisas komunikavimas nuo ten, sakykime, valstybinio lygmens, žiniasklaida, iki <...> nevyriausybinų organizacijų, iki savivaldybių tikslingai. Jeigu gydymo įstaigos atstovas gavo tam tikrą informaciją, jinai tikrai turi nueiti iki seselės, iki administracijos, ir tuo labiau iki gydytojo. <...> Ir lygiai tas pats visur kitur <...>. [In my opinion, there must be continuous communication from, let us say, the state level, the media, to ... non-governmental organizations, to municipalities purposefully. If the representative of the medical institution received certain information, it must definitely reach the nurse, the administration and, especially, the doctor. ... And exactly the same is everywhere else ...] (I1).</p>
Belarusian citizens	<p>Integration:</p> <p>More compassion and understanding from the Integration Commission</p>	<p>„<...> mes turime ir teikti į Ruklos pabėgėlių priėmimo centrą dokumentus, <...> ir pastebėta, kad į baltarusius žiūri, na, kad jie yra visagaliai, kad jiems tos, tarsi, integracijos kaip ir nereikia, arba tie tikslai <...> lengvai yra pasiekiami, <...> mano manymu, na, turėtų būti irgi atsižvelgta, kad ir baltarusiam yra tikrai sudėtinga ir būtent <...> tose nematomose srityse, ypatingai toje psichologinėje pagalboje. [... we also have to submit documents to the Rukla Refugee Reception Centre, ... and it has been noticed that they look at Belarusians, well, that they are omnipotents, that they do not need integration, or those goals ... are easily achieved, <...> in my opinion, well, it should also be taken into account that it is really difficult for Belarusians and precisely in ... those invisible areas, especially in psychological help.]“ (I2).</p>
Ukrainian citizens	<p>Integration:</p> <ul style="list-style-type: none"> • Prepare for the end of the Temporary Protection Direction (I3); • Unify the system for all. 	<ul style="list-style-type: none"> • “ <...> jie visada turi tokį pakankamai trumpą laiką ir niekada nėra užtikrinti, ar jie neturės grįžti namo, <...> ar jiems nebus nutrauktas ir nebus išduotas dokumentas. Tai kai kurie ukrainiečiai galbūt ieško darbo ir keičia dokumentą į darbo vizą, <...> kiti galbūt studijuoti nori ir panašiai, bet iš esmės dauguma ukrainiečių <...> (jie – aut. past.) nesijaučia saugūs <...> [... they always have such a short enough time and there is never any guarantee whether or not they will have to go home or if their document will not be terminated or not issued. Some Ukrainians may be looking for a job and change their document to a work visa, ... others may want to study and so on, ... [they] do not feel safe ...]“ (I3). • “ <...> turėtų veikti sistema, kad <...> galima būtų vienodai, lygiai taip pat, ar ukrainiečiai prieš metus atvyko ar dabar, suteikti pagalbą jam susigaudyti Lietuvoje. [... a system should work in a way, so <...> it is possible to provide assistance to him in Lithuania in the same way, regardless of whether the Ukrainians arrived a year ago or now.]“ (I3).
Belarusian citizens	<p>Reception:</p> <p>Faster and clearer asylum procedures</p>	<p>“ <...> norėtusi, nu, kad <...> pagreitėtų tie visi etapai, nes, nu, tikrai yra labai sudėtinga žmonėms tiesiog laukti metus ar čia man priims mano tą prašymą ar nepriims. Ir kai tu nieko negali daryti tuo laikotarpiu, nu, tai irgi yra sudėtinga, tai, <...> norėtusi (gauti – aut. past.) <...> to aiškumo ir gal šiek tiek greičio. [... maybe would be good, well, ... if all those stages speed up, because, well, it is really very difficult for people to just wait a year to see if my request will be accepted or not. And when you cannot do anything during that period, well, it is also complicated, so, ... would be good to [get] ... that clarity and maybe some speed.]“ (I4).</p>
Ukrainian citizens	<p>Integration:</p> <ul style="list-style-type: none"> • More free medical services; • More accessible Lithuanian language learning. 	<ul style="list-style-type: none"> • „ <...> kažkaip norėtusi, kad, na, kad jie gautų daugiau tų nemokamų (medicininių – aut. past.) paslaugų, kokių gauna, vat, Lietuvos piliečiai arba, sakykim, prieglobstį gavę asmenys. [it would be good to, well, if they would receive more of those free [medical] services that Lithuanian citizens or, let us say, asylum recipients receive.]“ (I5). • „Ir lietuvių kalbos mokymosi prieinamumas. Man atrodo, yra prieinami jau dabar tie kursai. Kuo labiau jie bus prieinami, tuo geriau. [And the availability of Lithuanian language learning. It seems to me that those courses are already available. The more accessible they are, the better.]“ (I5).

Appendix 16. Summary of positive and negative aspects of Ukrainian and Belarusian citizens integration across 5 life spheres

	Positive aspects					Negative aspects				
Ukrainians	Employment	Housing	Education	Health security	Socialisation	Employment	Housing	Education	Health security	Socialisation
	Possibility to not work (11) Positive attitude from employers (11; 13) Faster recognition of diplomas (11; 14) Received help with job search (13) Willingness to work (13; 14; 15) Russian language knowledge (13; 15)	State's preparedness (11) Financial help (11) Inter-institutional cooperation (11) Free housing (13; 14) People who have settled in assist newcomers (15)	Compensations (11) Increasing involvement of Ukrainian citizens to the education system (11) Faster processes in admission to kindergartens (11) Response to children with special needs (11) Possibility to choose among educational institutions (14) Assurance of language learning for children (14) Possibility to attend educational institutions (13; 15) Possibility of distance learning in Ukrainian schools (11; 13)	Automatic mandatory health insurance for most vulnerable groups (11) Everyone got state-financed mandatory health insurance at first (14) Most arising health-related problems are solved once NGOs are involved (15; 11)	A strong two-way socialisation and engagement (11) NGOs and other institutions' involvement in strengthening of communities (13) Russian language knowledge (13) Being of a proactive and communal nature (14; 15)	Issues related to disability (11) Unqualified job (14) Lack of needed documents (14) Not knowing the language (13) Hard adaptation (11) Moral difficulties (11)	Shortage of free housing in Vilnius (11; 13) Problems with legal rent (14) Negative attitudes from housing renters (14) and people in general (15) Human exploitation (14) Ukrainians' unwillingness to live outside of Vilnius city (13)	Lack of state funding to Ukrainian school (11) Non-recognition of persons arriving from particular territories (11) Possibility of distance learning in Ukrainian schools (13) The highest concentration of applicants in several schools (14) Problems with learning (14) Teachers' unpreparedness (14) Shortage of assistant teachers (14) Unwillingness of mothers to let children to educational institutions (11; 15)	Unawareness of medical institutions' employees (11) No mandatory health insurance if a person does not work (11; 13; 15) People's lack of awareness about mandatory health insurance (11; 13)	Lack of socialisation with Lithuanians (14) Untrust (15)
Belarusians	Employment	Housing	Education	Health security	Socialisation	Employment	Housing	Education	Health security	Socialisation
	Cultural similarities with Lithuanians (12) Benefits of a refugee status (12) Willingness to work (14; 15) Russian language knowledge (12)	Independence (11) Russian language knowledge (12) Small families (12)	Compensations (11) Possibility to choose among educational institutions (12) Possibility to attend educational institutions (15)	Compensations under the integration programme (up to 7 months) (11) Doctors' knowledge of the Russian language (12) State-financed health insurance for participants of integration programme (14)	Being of a proactive and communal nature (11; 12; 14) Socialisation with Lithuanians only (12)	Inability to work (12) Unqualified job (14) Complex process of diploma recognition (14) Lack of needed documents (14) Moral difficulties (12)	Housing renters' dishonesty (11) Problems with legal rent (12; 14) Negative attitudes from housing renters (14)	Possession of the same rights as Lithuanian citizens (11) Discrimination from children (12) The lack of financing for Lithuanian language courses (11)	No health insurance while being asylum seekers except for the most vulnerable groups (14) Lack of information on what emergency aids (14) Unawareness of medical institutions' employees (14) Unwillingness to seek treatment (12)	Lack of socialisation with Lithuanians (14) Socialisation with Lithuanians only (12)

Factors influenced by the external environment

Factors influenced by the individual-related factors