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The UN Refugee Agency

FINDINGS
CBI POST-DISTRIBUTION MONITORING
UKRAINE SITUATION

BULGARIA | June, 2023

Introduction

In support of the response to the situation in Ukraine, UNHCR Bulgaria has been providing cash assistance to vulnerable households registered under Temporary or International Protection status in Bulgaria. The cash assistance program includes a one-time payment for protection and a one-time payment for winter support. Enrollment for the program began in August 2022.

To assess the outcome of the cash assistance program, UNHCR Bulgaria collected feedback from cash recipients using UNHCR's Post-Distribution Monitoring (PDM) tool. This tool captured essential information on cash utilization, challenges faced, and the overall situation of recipients in terms of basic needs.

The following slides present key findings from the Post-Distribution Monitoring, based on responses from 258 participants. The survey provides insights and feedback on demographics, accommodation, expenditure patterns, impact on livelihoods, and overall satisfaction with the Cash Assistance program.

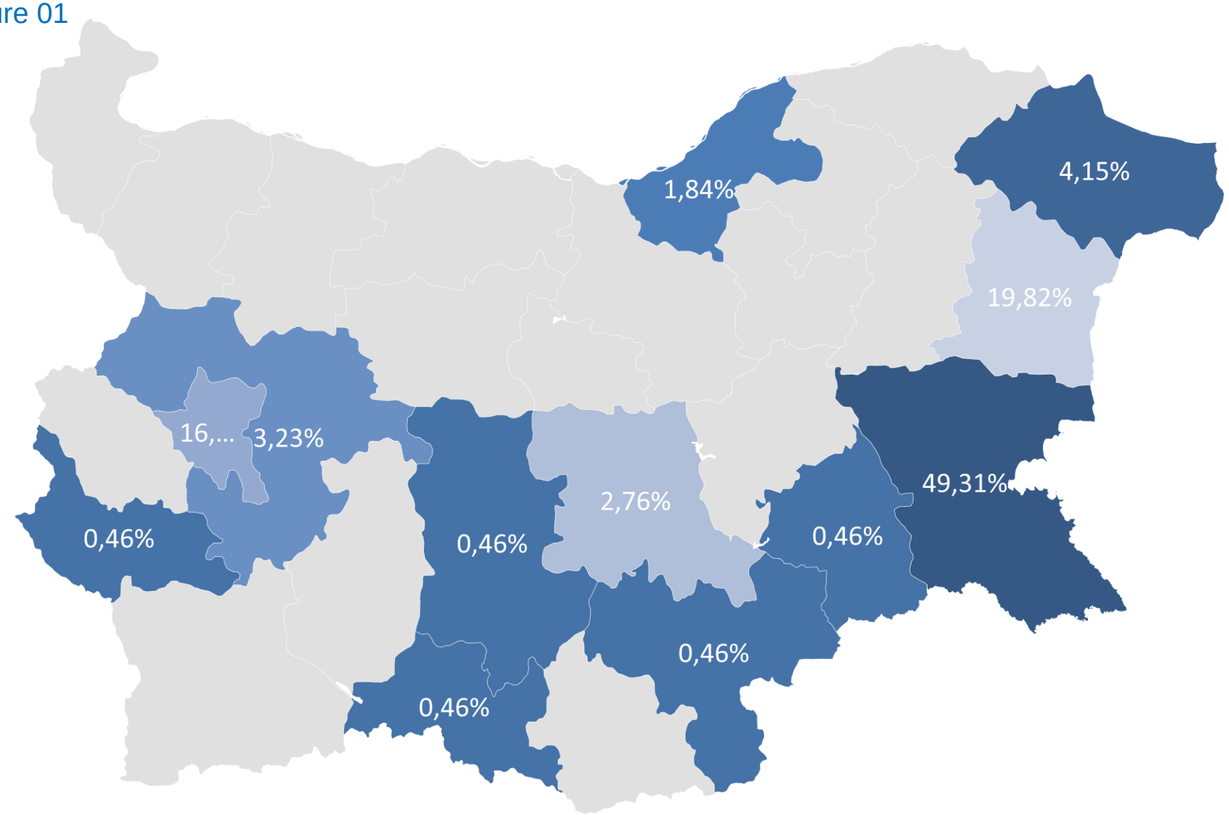
The survey specifically examined how the cash assistance was utilized and distributed. The Cash Assistance program has had a positive impact on alleviating financial burdens, improving living conditions, and moderately reducing stress levels.

These findings offer valuable insights into the experiences and perspectives of individuals benefiting from the Cash Assistance program in Bulgaria. They can inform the design and future improvement of the program.

General Overview

The total number of respondents reached amount to **258** (95% Confidence Level, Margin of error ± 7%)

Figure 01

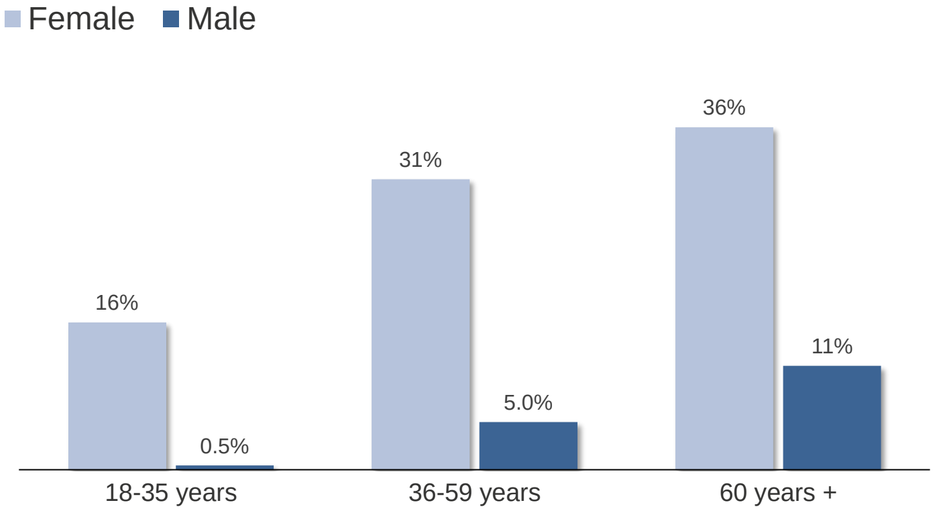


More than half of all respondents – 73,28% - are accommodated in the municipalities of the Black Sea region – 49,31% in Burgas; 19,82% in Varna, and 4,15% in Dobrich regions.

The age/gender distribution is **led by females** from 18 to 59 years - **46% of all**, followed by 60+ years (36%). The percentage of male respondents in 18-59 years is nearly 6%.

Figure 02

Distribution of respondents based on their age and gender



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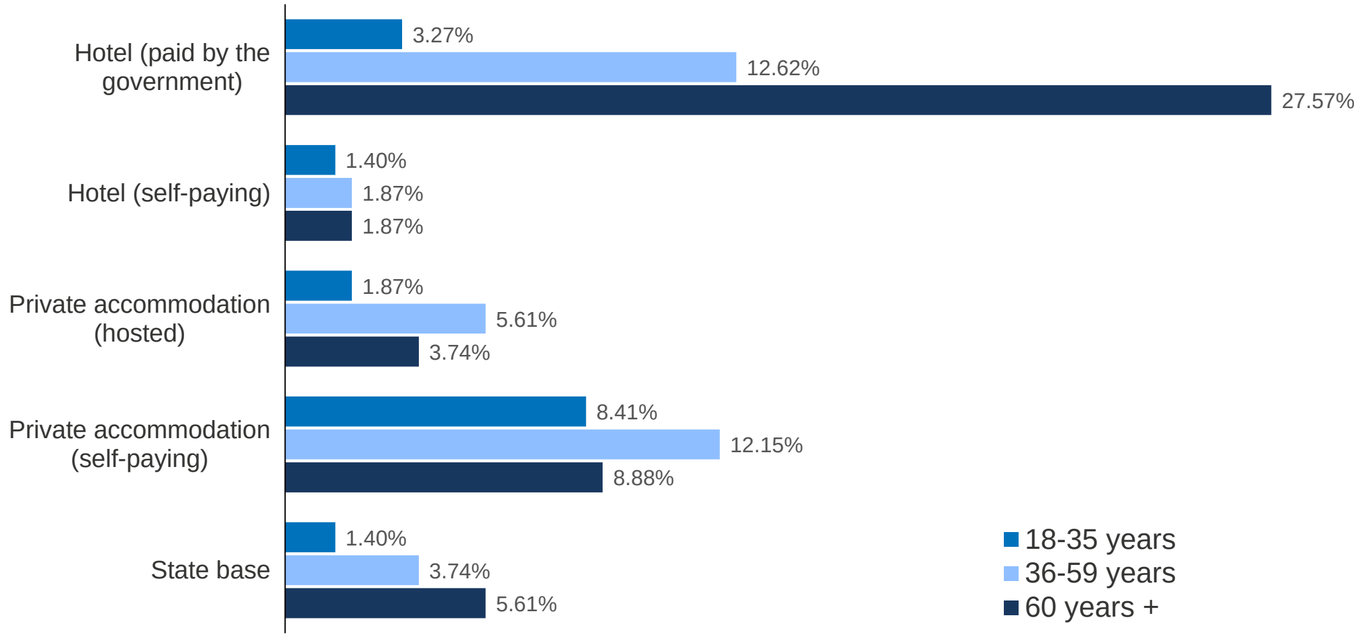
Accommodation

Figure 03

Types of accommodation amongst the different age groups



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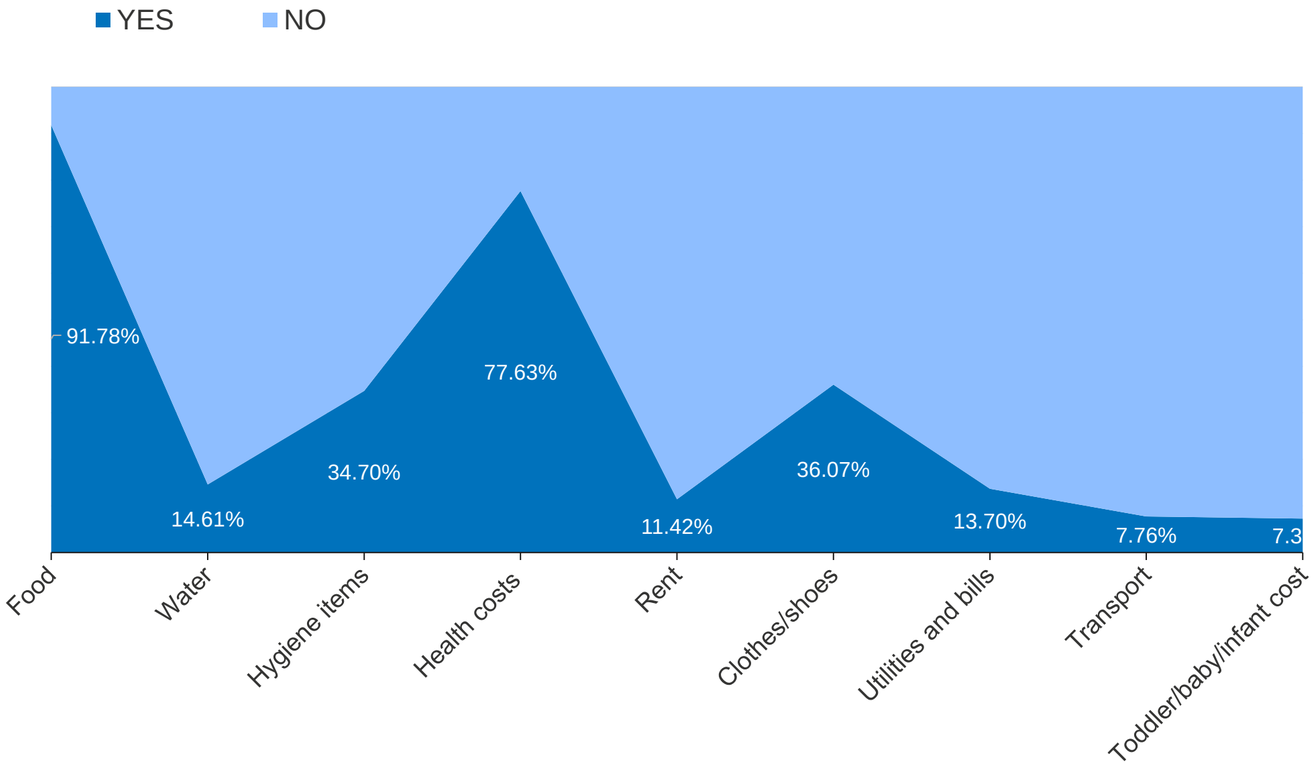
When it comes to the type of accommodation, **government-paid hotel accommodation** is the prevailing answer among respondents, with **43%**. Self-paying private accommodation follows closely behind at 29.63%, while state accommodation, hosted private accommodation, and self-paying hotel accommodation account for 11%, 11%, and 5% respectively across all age groups.

The statistics show that the majority of elderly people (60+) are accommodated in hotels paid by the government.

Use of Cash Assistance

Figure 04

Type of expenditures made



The majority of the allowance was allocated on **food expenses, constituting 90% of the total expenditures**. Health, hygiene costs and clothing followed as significant areas of expenditure.

Utilities and other bills accounted for nearly 20% of the allocation of the allowance, with rent and water bills being subsequent priorities.

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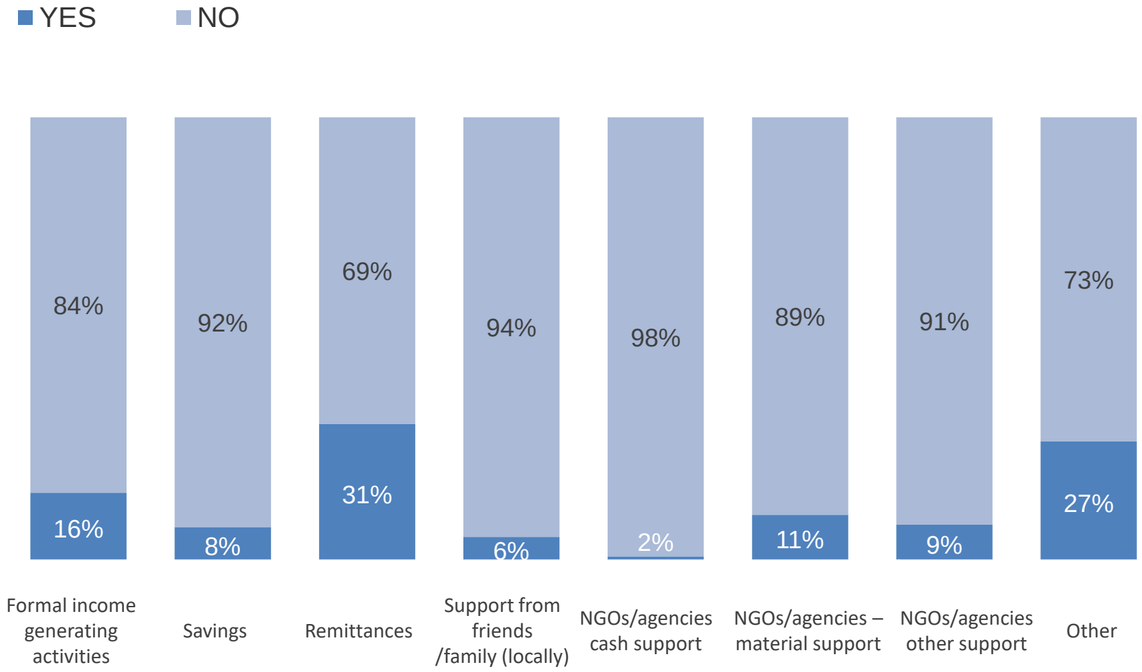
Sources of Income

Figure 05

Other sources of income



More than 30% of the survey participants indicate that they receive **remittances as their primary source of income**, while 27% rely on other forms of income. 16% have a formal income, 8% are utilizing their savings, and a mere 2% depend on cash support from NGOs.

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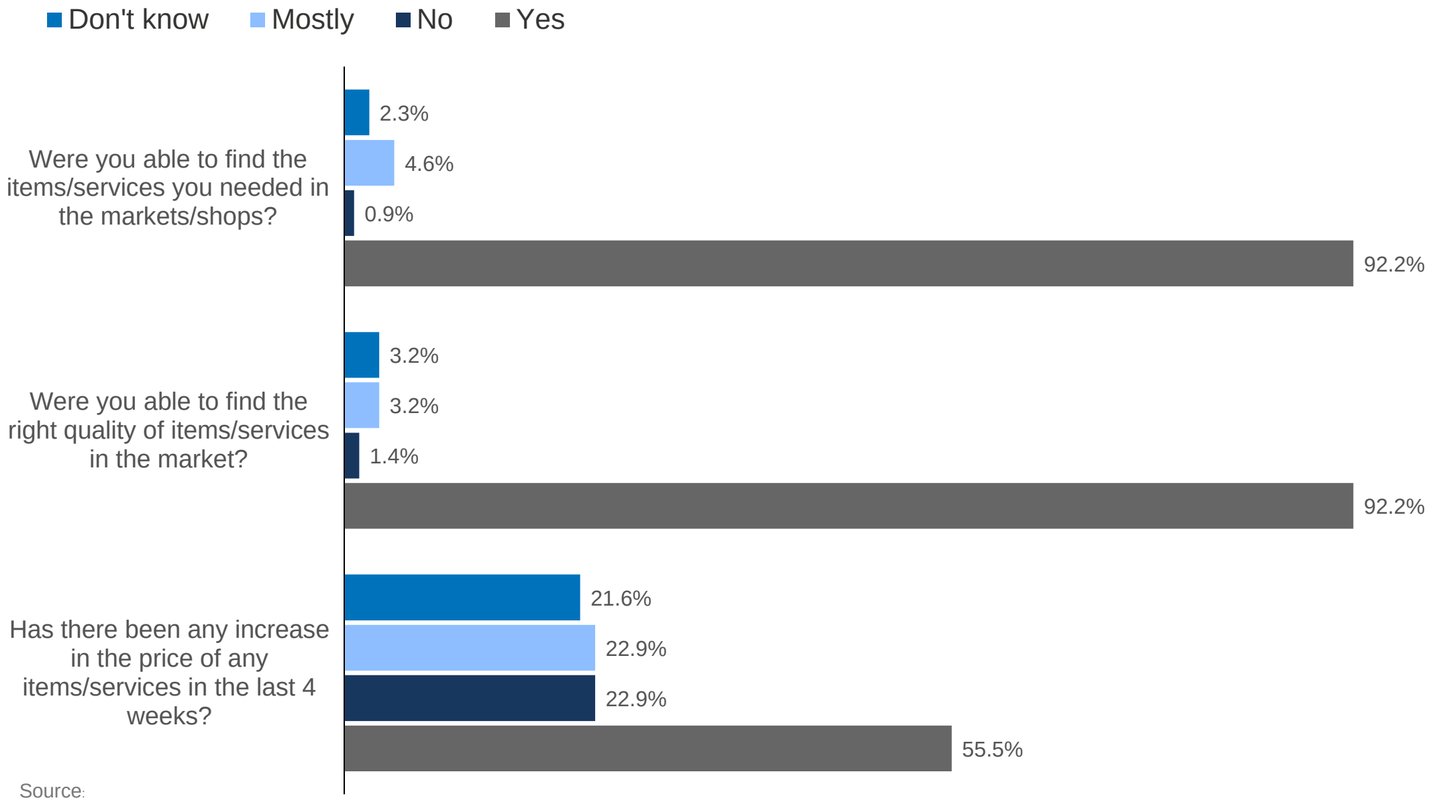
Market Prices

Figure 06

Market availability and prices



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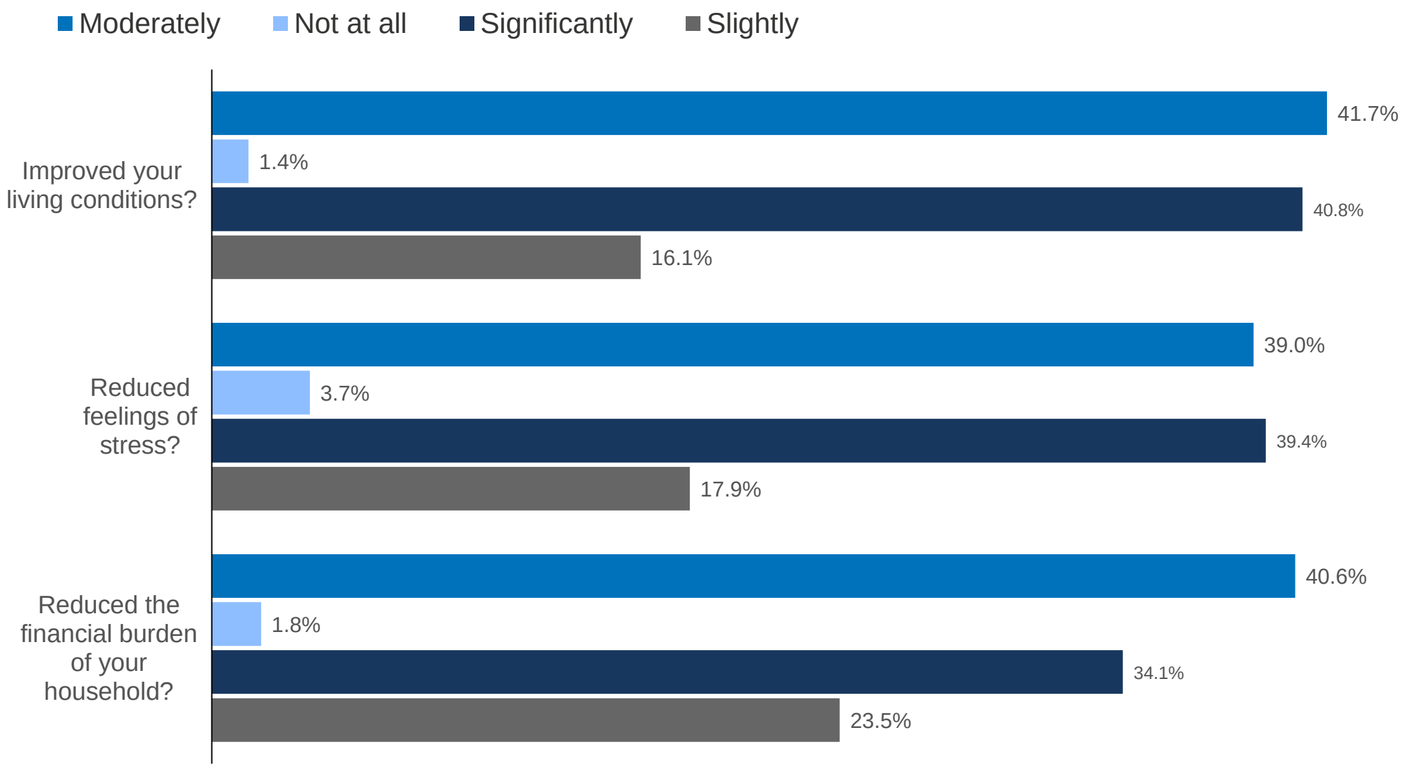
The findings reveal that **over 90%** of the participants successfully found the items or services they needed and were satisfied with their quality. Additionally, a majority of **over 55% noted a recent surge in the prices** of the items or services within the past four weeks.

Cash Assistance Outcomes

Figure 07

Impact on living conditions



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Nearly **40%** of all respondents share that the Cash Assistance has **significantly alleviated the financial strain** on their household, leading to an improvement in their living conditions and a moderate reduction in their stress levels.

Coping Strategies

Figure 08

Coping strategies (top answers)

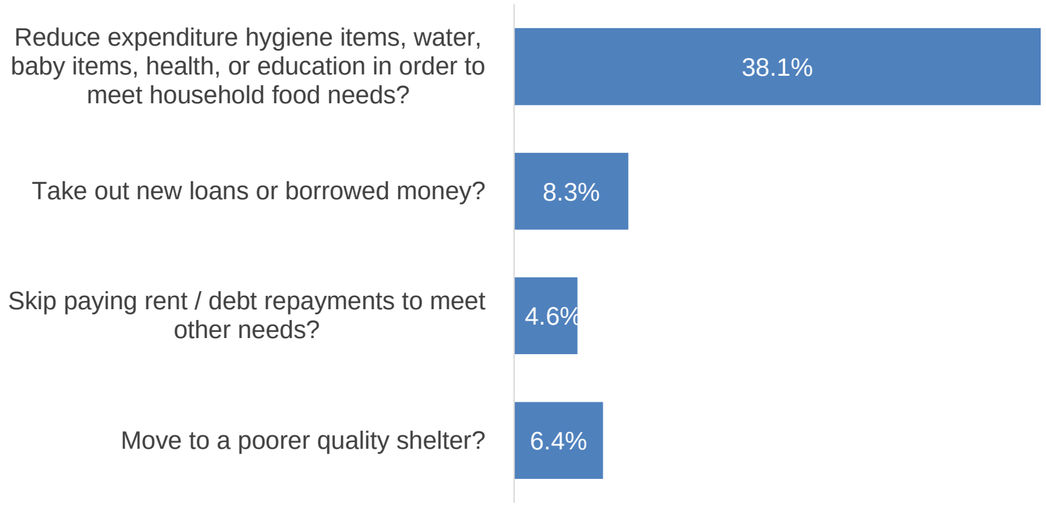
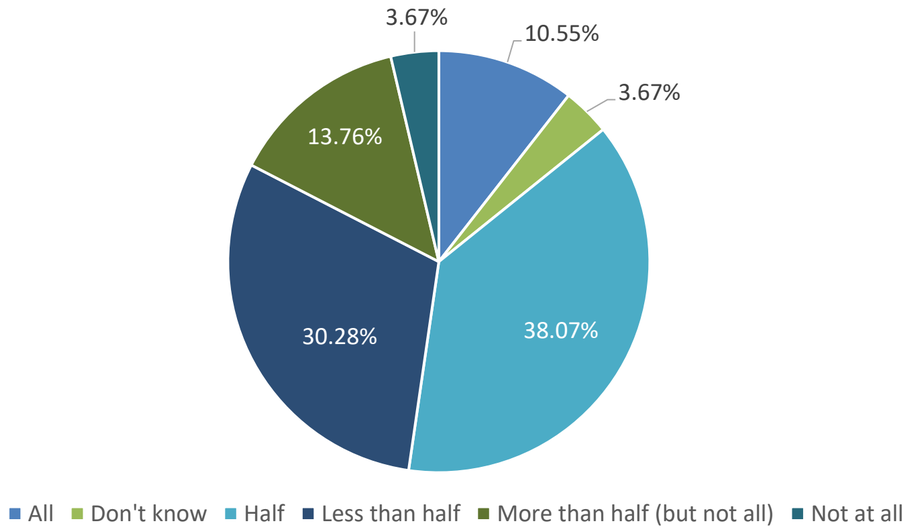


Figure 09

Ability to meet basic needs

Overall, to what extent are you currently able to meet the basic needs of your household?



The primary coping mechanism adopted by the majority of respondents **(38%) involves cutting back on expenses** related to hygiene products, water, baby items, and other necessities. Merely around 5% of the participants could not cover their rent, and just over 6% revealed that they had to move to a poorer shelter.

Approximately **40%** of all respondents reported that they managed to meet half of their basic needs**,** a mere 30% of them met less than half, and nearly 4% stated that their needs have not been met at all.

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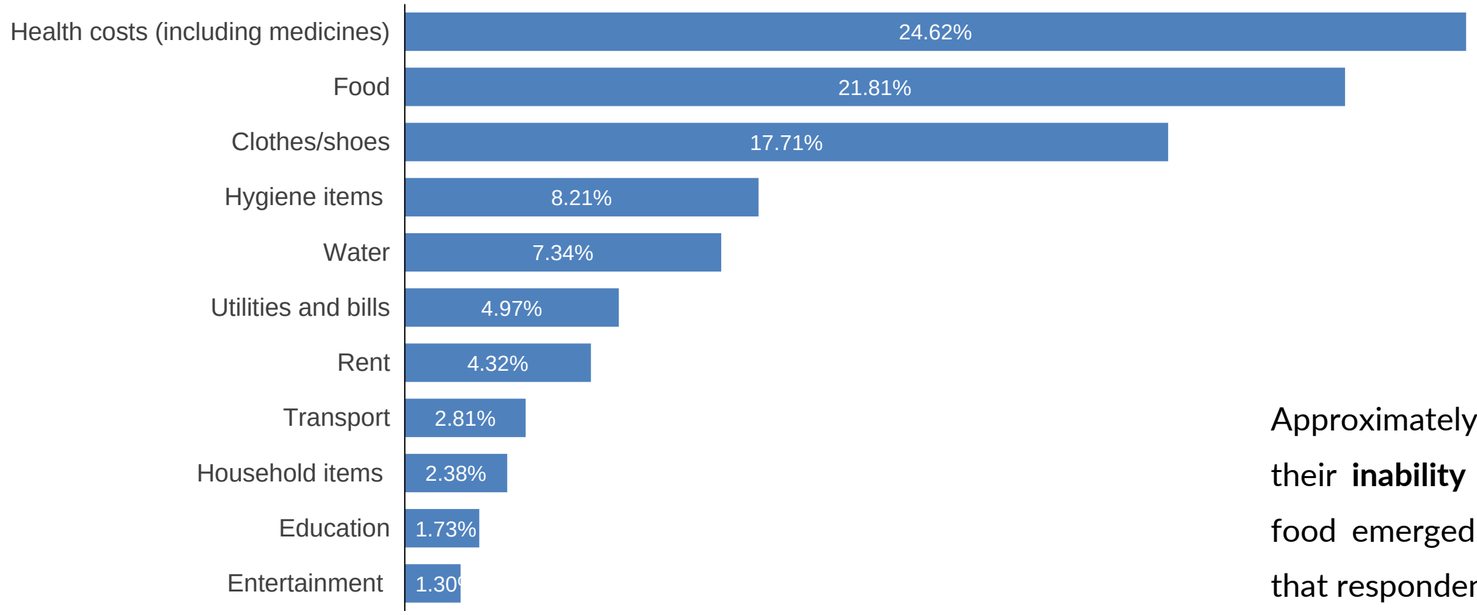
Unable to Afford Necessities

Figure 10

Which of your household's basic needs can you not afford?



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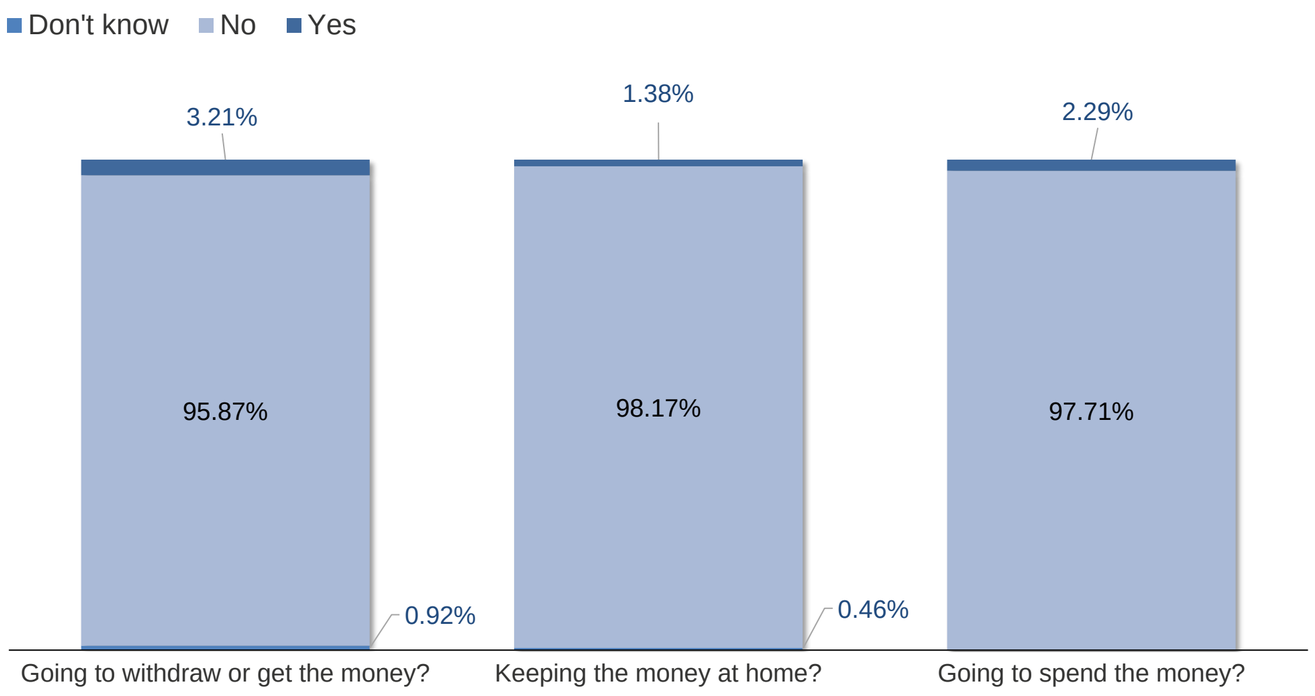
Approximately **25%** of the participants revealed their **inability to afford healthcare expenses**, and food emerged as one of the primary basic needs that respondents admitted unable to meet.

Perceived Safety Receiving and Withdrawing the Money

Figure 11

Did you feel physically unsafe or at risk of harm during the last distribution:



Nearly all of the respondents state that during the distribution of the Cash Assistance, they felt safe when spending the money, keeping it at home, or withdrawing it.

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Feedback

Figure 12

Technical Issues

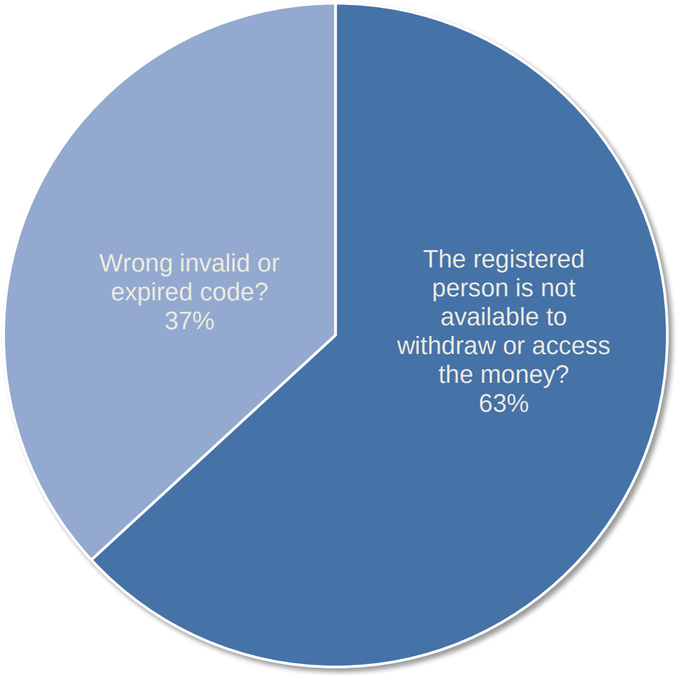
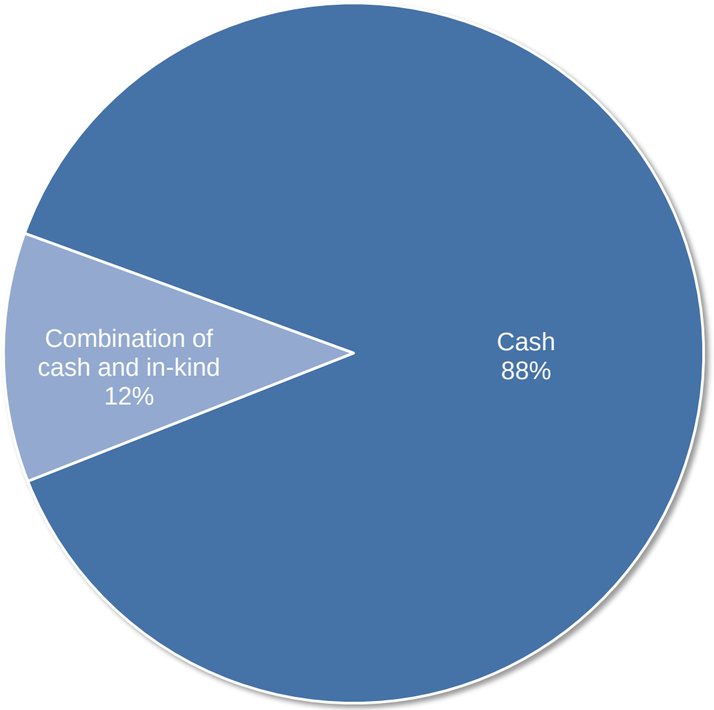


Figure 13

Preferred Modality



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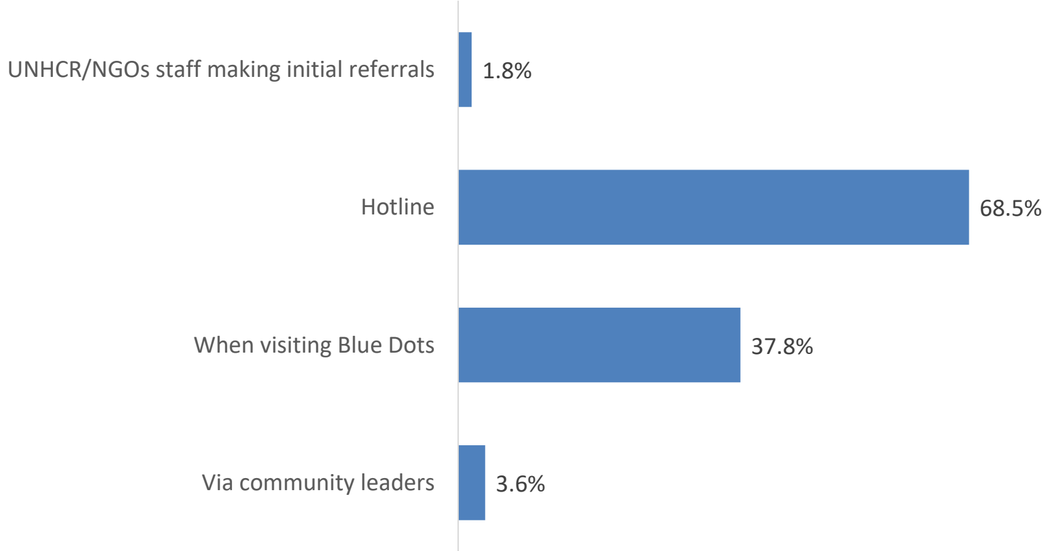
Feedback

Figure 14

Knowledge of complaints and feedback reporting mechanisms on the cash assistance from UNHCR?



Approximately **70%** of the participants shared that their preferred way to report complaints and feedback is through the hotline, nearly 40% reported when visiting the Blue Dots, and merely 3,6% via community leaders.

All of the respondents stated that they know how to report complaints and feedback on the cash assistance from UNHCR.

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