UNHCR The UN Refugee Agency Ukraine

UNHCR's local NGO partner Right to Protection (R2P) enrolls evacuees for emergency cash assistance following a missile attack in Kryvyi Rih. © UNHCR/Viktoriia Tiutiunnyk

POST DISTRIBUTION MONITORING: MULTI-PURPOSE CASH ASSISTANCE UNHCR UKRAINE - 2025

UNHCR The UN Refugee Agency Ukraine

Contents

Executive Summary 3
Methodology 4
Limitations 5
Household profiles and socio-economic conditions 6
Household composition and demographic profile 6
Self-reported specific needs on household level 7
Access to social protection benefits 8
Outcomes of UNHCR's Multi-purpose cash assistance 9
Positive impact on well-being and living conditions 9
Recipients are highly satisfied with cash assistance 11
Ongoing needs 12
Availability of items and services and expenditure patterns 13
Expenditure pattern 14
Information sharing and perceptions around eligibility 15
Information sharing on cash assistance 15
Selection criteria and availability for cash assistance 17
Feedback and complaints management 18
Recipient selection and preferences about cash assistance 18
Respondent feedback and gratitude 19

Executive Summary

This Post-Distribution Monitoring (PDM) report assesses the relevance, effectiveness, operational performance, and outcomes of regular and emergency UNHCR's 2025 Multi-Purpose Cash Assistance (MPCA) programme streams in Ukraine. Emergency cash assistance provides rapid MPCA after aerial attacks and after evacuation. The findings are based on 2,643 telephone interviews conducted in May 2026 with households that received assistance under UNHCR's regular Multi-Purpose Cash Assistance programme, as well as households assisted through rapid response mechanisms following aerial attacks and emergency evacuations.

UNHCR's MPCA programme remains a critical component of the humanitarian response in Ukraine, providing vulnerable conflict-affected households with flexible financial support to meet urgent basic needs in a dignified and efficient manner. The programme reached a diverse recipient population, including internally displaced persons (IDPs), returnees, non-displaced conflict-affected households, and households experiencing sudden displacement. The assessment captured feedback from households assisted through both regular cash assistance programming and emergency response interventions targeting populations affected by sudden conflict-related shocks. Unless otherwise indicated, findings in this report are presented for the pooled sample. Where relevant, results are disaggregated across the three programme streams covered by the assessment. The three streams serve different operational purposes and reach households with different needs profiles. Therefore, differences between streams should be interpreted in light of their respective targeting approaches.

The survey findings confirm that UNHCR's cash assistance continues to generate positive outcomes for vulnerable households and remains highly relevant in addressing immediate humanitarian needs. 57% of respondents reported improved living conditions following receipt of assistance, while 62% reported reduced stress levels. General MPCA assistance enabled households to meet essential needs that otherwise would have remained unmet, particularly healthcare costs, food, utility bills, rent and shelter-related expenses, as well as clothing. Households assisted after aerial attacks prioritized shelter repair, especially where they remained in damaged locations. Recipients of cash after evacuation prioritized food, healthcare, rent and utilities, reflecting the immediate costs of displacement and settlement after movement. The results reaffirm the value of unrestricted cash assistance in allowing households to prioritize expenditures according to their own evolving needs and circumstances.

UNHCR's cash assistance programme demonstrated consistently strong operational performance and high level of recipient satisfaction. 96% of respondents reported no difficulties during registration or enrollment, 98% reported feeling safe receiving and using the assistance, and 96% expressed overall satisfaction with the assistance process. In addition, 89% of recipients indicated that the delivery timeline met their expectations. An overwhelming 98% expressed a preference for cash assistance, either as a standalone modality or in combination with in-kind support. These findings reinforce the continued relevance of cash-based interventions as a preferred and effective assistance modality in the Ukraine response.

The assessment also highlights the strategic complementarity between humanitarian cash assistance and Ukraine's national social protection system. While 65% of surveyed households reported receiving some form of government financial assistance, including pensions, IDP support, disability benefits, and other state programmes, many vulnerable households continue to experience temporary or structural gaps in accessing public assistance due to displacement, administrative delays, evolving eligibility requirements, or sudden conflict-related shocks. In this context, UNHCR's MPCA programme serves as an important complementary and gap-filling mechanism, providing timely support that enables vulnerable households to meet urgent needs while awaiting enrollment, reactivation, or regular access to government assistance schemes. The

programme therefore plays a critical role in reinforcing nationally led social protection systems and ensuring that vulnerable households are not left without assistance during periods of heightened vulnerability.

At the same time, the assessment confirms that humanitarian needs remain significant. While 62% of households reported being able to cover at least half of their basic needs, 31% indicated continued difficulty meeting even half of their essential household needs. To cope with ongoing financial pressures, 50% of households reported resorting to at least one coping strategy, including drawing on savings (42%), reducing expenditure on essential items (41%), borrowing money (16%), seeking additional work (15%) or delaying debt repayments (11%). Older-headed households, particularly those aged 60 years and above, consistently reported greater challenges meeting basic needs and demonstrated more limited access to livelihood opportunities and financial services.

The findings further confirm that local markets remain largely functional and capable of supporting cash-based interventions, with 96% of respondents reporting availability of required goods and services in local markets, and 88% confirming access to quality goods and services. Recipients primarily spent assistance on essential household expenditures, particularly food, healthcare, utilities, rent, and other priority needs.

Findings on information, inclusion and accountability should also be read by programme stream. Across all streams, recipients reported high satisfaction and strong preference for cash assistance, but some respondents perceived that older people, persons with disabilities, people with chronic illness, unemployed people and low-income families may face barriers to accessing assistance. This points to the continued importance of tailored communication, accessible registration and feedback channels adapted to the needs of older people and other groups with specific needs.

Overall, the findings demonstrate that UNHCR's Multi-Purpose Cash Assistance programme remains a highly relevant, efficient, and impactful intervention supporting conflict-affected households across Ukraine. Beyond addressing immediate humanitarian needs, UNHCR's cash assistance plays an important strategic role in complementing national social protection systems, bridging temporary assistance gaps, and strengthening household resilience during periods of acute vulnerability.

Methodology

This study was implemented by Kyiv International Institute of Sociology (KIIS) as a quantitative Post-Distribution Monitoring (PDM) survey covering UNHCR Ukraine's 2025 Multi-purpose cash assistance (MPCA). The PDM aimed to assess recipients' experiences with the assistance received, identify operational strengths and gaps, and generate evidence-based recommendations to improve service delivery and effectiveness.

The overall sampling frame consisted of recipients who received MPCA cash assistance in 2025. KIIS used UNHCR's assistance recipient lists as the sampling frame. These lists contained verified contact information of recipients who received MPCA.

The sampling frame was divided into MPCA recipients under the Ukraine Cash Working Group's Regular targeting approach, and recipients under the CWG's Rapid targeting approach. The latter covers households affected by aerial attacks and recently evacuated households. For the Regular targeting approach, sampling was stratified on 5 macro-regions and Kyiv city. A statistically representative sample was calculated for each macro-region using a 95% confidence level and ±5% margin of error.

Data were collected through Computer-Assisted Telephone Interviews (CATI). Trained interviewers conducted structured phone interviews using a standardized questionnaire. In total, KIIS conducted 2,643 interviews in May 2026. Of the total interviews conducted, 1,879 under the Regular targeting approach, 386 interviews with households affected by aerial attacks, and 378 interviews with recent evacuees.

Within each oblast, recipients were randomly selected from the enrolment database to ensure equal probability of inclusion. In cases of non-response or ineligible contacts, replacements were drawn from the pre-selected reserve list within the same oblast.

Limitations

This study has some limitations that should be considered when interpreting the findings. First, the data is based on self-reported information from respondents, which may be subject to recall bias or social desirability bias.

Second, data collection was conducted remotely through phone interviews. As a result, the study could not directly observe household living conditions, and households that could not be reached by phone may have been excluded, potentially introducing selection bias.

Third, the study provides a snapshot of conditions at a specific point in time and therefore does not capture longer-term trends or the sustained impact of assistance over time.

Finally, the findings are specific to UNHCR MPCA cash assistance recipients and may not be generalizable to other cash assistance programs or the broader population. These limitations should be kept in mind when interpreting the findings or using them to inform policy decisions.

Household profiles and socio-economic conditions

This section outlines the geographical distribution of the surveyed respondents and provides key demographic characteristics. It includes a breakdown by gender, age groups, and household composition, offering insights into the socio-demographic structure of the recipient population reached with MPCA cash assistance.

HOUSEHOLD COMPOSITION AND DEMOGRAPHIC PROFILE

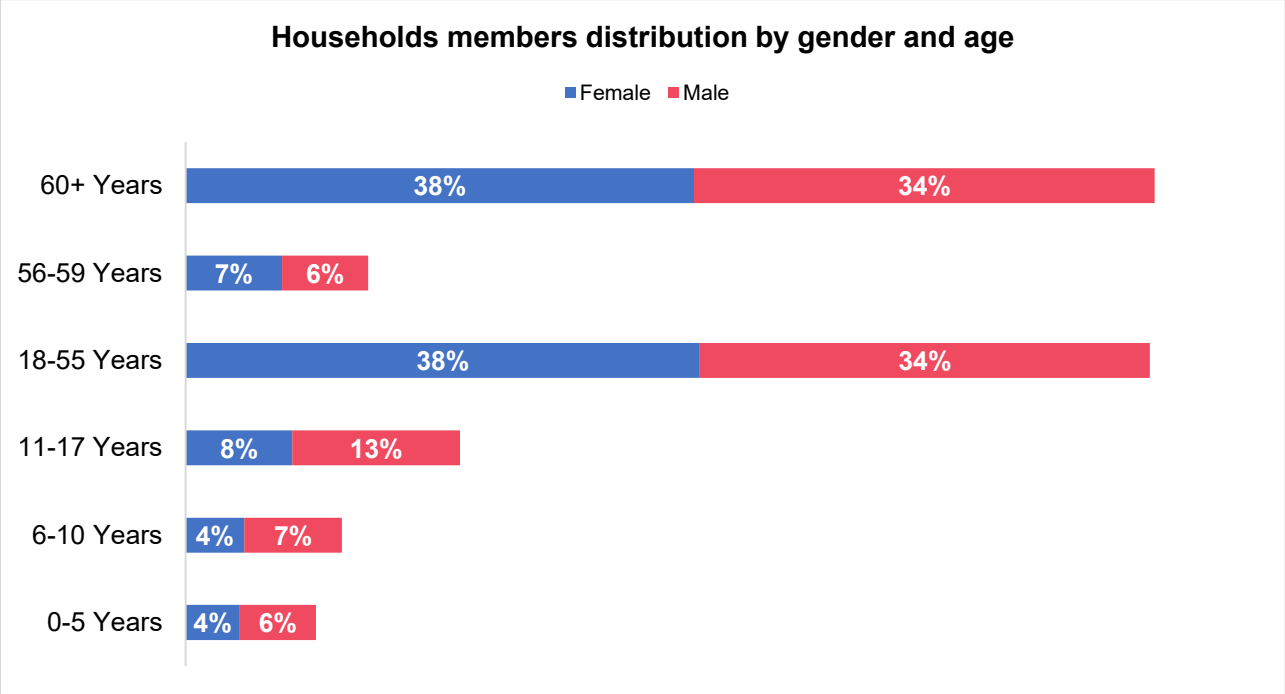
Among all respondents (2,643 cases), 79% (2,089 respondents) were women and 21% (554 respondents) were men. This gender distribution is due to the predominant share of women in Ukraine, who are more likely to be heads of households; it is also worth noting that this trend has significantly intensified during the war.

Almost half – 47% of the survey respondents are 60 years or older, which indicates a significant share of people in this age category as heads of households. The rest of the respondents, 10% are households' heads of pre-retirement age (56-59 years), 34% of heads of households are middle-aged respondents (36-55 years), and the share of young people (18-35 years) is the smallest with 9%.

The average household across the entire sample has 2.4 members. Significant differences in household size exist when considering age of the head of household. Households headed by persons aged 60+ tend to be smaller, with an average of 1.9 members, with nearly half of them living in single-person households.

The distribution of gender and age among household members is relatively balanced. The only significant difference is observed in the category of children 11-17 years, where the share of women is 5 percentage points higher than for men (13% vs. 8%).

More than half of the households surveyed (60%) are IDP families still in displacement. A further 27% are households who returned to their area of origin, including 21% IDP returnee and 6% refugee returnee. The remaining 13% of the surveyed households are non-displaced families. For most households (92%) this status remains unchanged from the moment of registration for assistance.



Respondents' distribution by gender and age				
Category	Average/ Total	General	Attack	Evacuation
Gender				
Female	79%	80%	76%	77%
Male	21%	20%	24%	23%
Age group				
60+ years	47%	48%	45%	45%
55-59 years	10%	10%	9%	8%
36-55 years	34%	33%	38%	36%
18-35 years	9%	9%	8%	11%
Households with children				
% of households with at least one child (0-17)	30%	34%	31%	25%
Average household size, by age of head of household				
60+ years	2	2	2	2
55-59 years	2	2	2	2
36-55 years	3	3	3	3
18-35 years	3	3	4	3
Displacement status				
IDP Displaced	60%	59%	31%	96%
IDP Returnee	21%	27%	8%	3%
Non-displaced	13%	6%	59%	1%
Refugee Returnee HH	6%	8%	2%	0%

SELF-REPORTED SPECIFIC NEEDS ON HOUSEHOLD LEVEL

Survey participants spoke about the existence of categories within households that may have greater socio-economic needs.

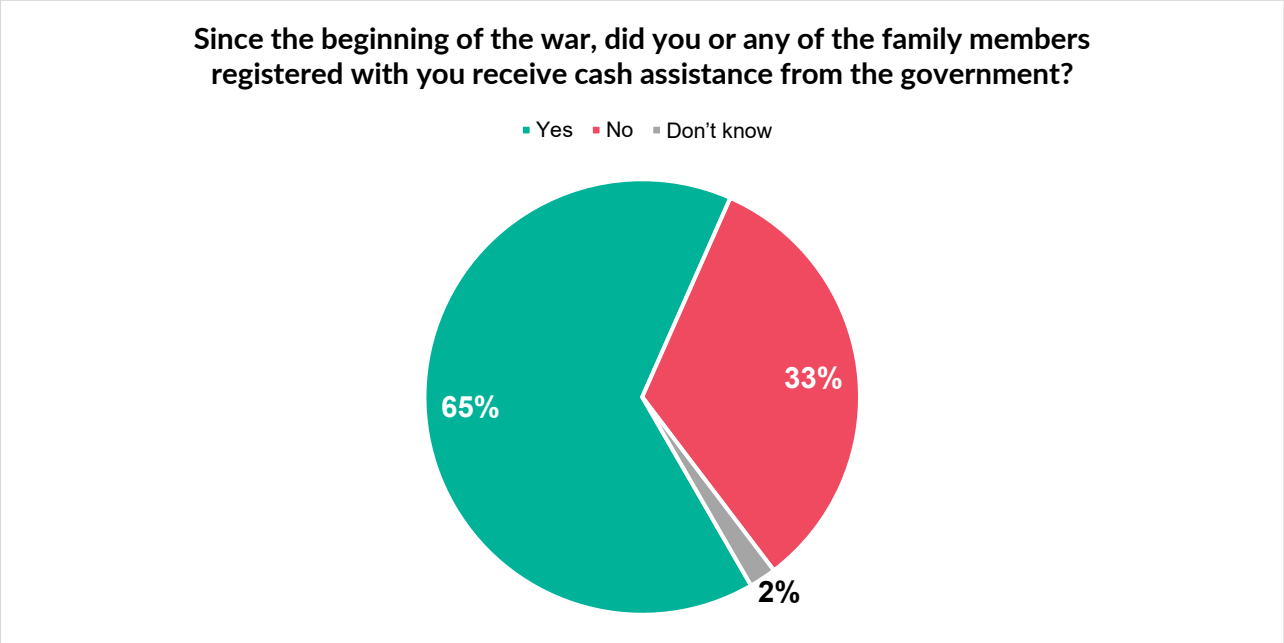
Self-reported household vulnerabilities by MPCA Programme				
Category	Total	General	Attack	Evacuation
Head of household is retired	46%	48%	45%	39%
Households with one or more persons with specific needs	45%	49%	35%	39%
HH affected by sudden shelling	44%	41%	78%	27%
Female headed household	38%	39%	40%	33%
Head of household is unemployed	24%	28%	16%	15%
HH residing in areas of armed conflict and where conflict is ongoing	22%	23%	30%	10%
Elderly headed household	19%	20%	19%	12%

Single headed households with at least 1 child under 18 years of age or older family members (over 55 years of age)	15%	17%	10%	9%
Household missing housing and land property document	3%	4%	3%	2%
Household missing civil documents	2%	2%	1%	1%
Foster families caring for UASC (documented)	1%	1%	1%	0%
Other, please specify	2%	2%	1%	1%
None of the above	4%	3%	4%	7%

Most households surveyed (96%) confirm that they fall under one or more vulnerability categories. Almost half of households (46%) are headed by retired people, another 45% of households have one or more persons with specific needs, and 44% are households affected by sudden shelling. For households receiving cash in the aftermath of an attack, 78% confirmed that they had been affected by sudden shelling, and 30% lived in areas of ongoing or armed conflict. More than a third (38%) of households are headed by women, and almost a quarter of households - 24% - are headed by unemployed people. The findings confirm that the MPCA intervention supported households with economic, dependency, protection and shock-related vulnerabilities.

ACCESS TO SOCIAL PROTECTION BENEFITS

The results of the household survey show that access to social assistance is quite significant. In particular, nearly two thirds of households (65%) have received cash support from the government since the start of the full-scale invasion, while (33%) of households indicated that they do not receive financial assistance.

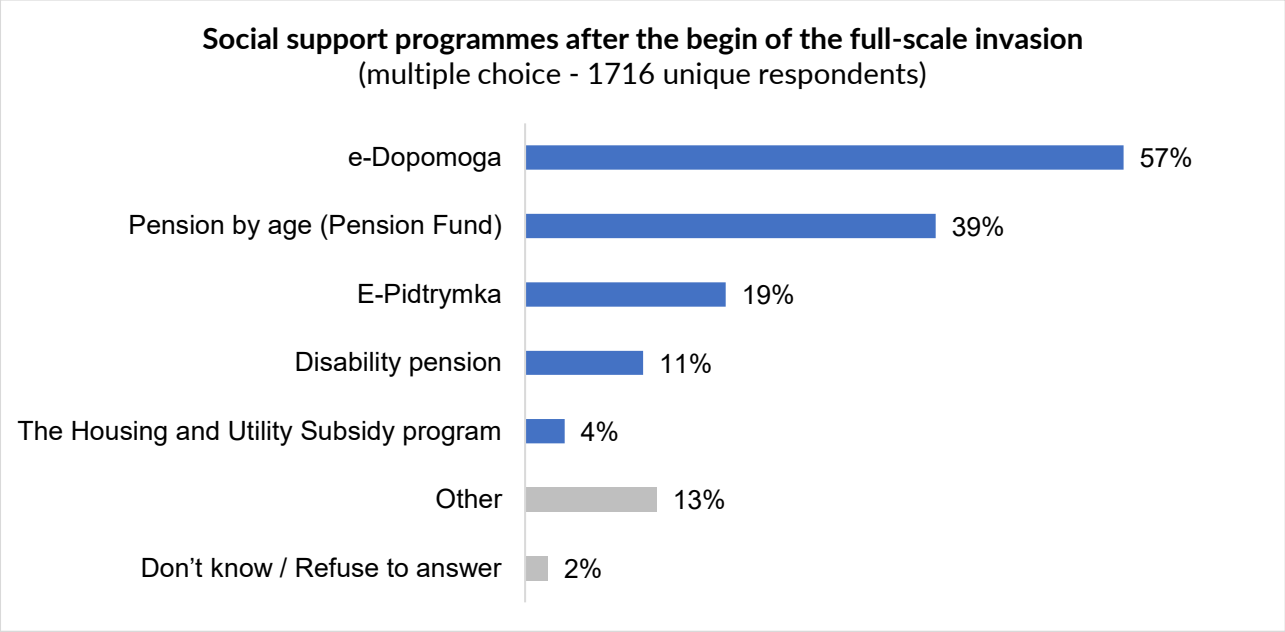


Among the 65% who received social benefits, 70% received or started receiving this payment before they registered for MPCA assistance. More than half (57%) received support through the IDP and Conflict Affected People Emergency Support Programme (e-Dopomoga), also more than a third (39%) of

respondents received the pension by age, 19% received e-Pidtrymka assistance, 11% - disability pension and 4% received housing and utility subsidy assistance.

Other types of financial assistance from the government were reported by 13% of respondents, such as:

- IDP cash assistance (2,000 UAH) – the most mentioned type of cash assistance
- Winter e-Support programme / 'Zelenskiy's Thousand' (1,000 UAH)
- Renovation-cash assistance (including E-Vidnovleniya program)
- Assistance to low-income families.



Outcomes of UNHCR's Multi-purpose cash assistance

POSITIVE IMPACT ON WELL-BEING AND LIVING CONDITIONS

UNHCR's multi-purpose cash assistance contributed to improved living conditions for more than half recipients (57%) across all macro-region of Ukraine, but less than a quarter part of recipients - 19% noting a significant improvement. Lower stress levels were reported by 62% of all recipients. Improvements are more often reported by younger heads of household, especially when compared with respondents of 60 years or older, as shown in table below. UNHCR assistance is more likely to improve living conditions and reduce stress. It is worth noting that recipients who received assistance for evacuation activities report improved living conditions (61%) compared to those who received general (57%) or post-attack assistance (58%). At the same time, this category of recipients shows the lowest – 55% (but still positive) level of stress reduction among other types of recipients.

Impact on well-being by age group											
Improved living conditions*						Reduced feelings of stress**					
Category	Total	18-35	36-55	56-59	60+	Category	Total	18-35	36-55	56-59	60+

Improved	**57%**	77%	61%	53%	52%	Reduced stress	62%	78%	68%	61%	55%
No improvement	**43%**	23%	39%	47%	48%	No reduction in stress	38%	22%	32%	39%	45%
Households with at least one child (0-17 years)											
Improved	65%	78%	65%	45%	54%	Reduced stress	71%	79%	70%	71%	59%
No improvement	35%	23%	35%	55%	46%	No reduction in stress	30%	21%	30%	29%	41%
Households without children											
Improved	54%	75%	55%	54%	52%	Reduced stress	58%	76%	65%	59%	55%
No improvement	46%	25%	45%	46%	48%	No reduction in stress	42%	24%	35%	41%	45%

Disaggregating by MPCA type							
Category	**General**	**Attack**	**Evacuation**	**Category**	**General**	**Attack**	**Evacuation**
Improved	57%	58%	61%	Reduced stress	64%	58%	55%
No improvement	43%	43%	39%	No reduction in stress	36%	42%	45%

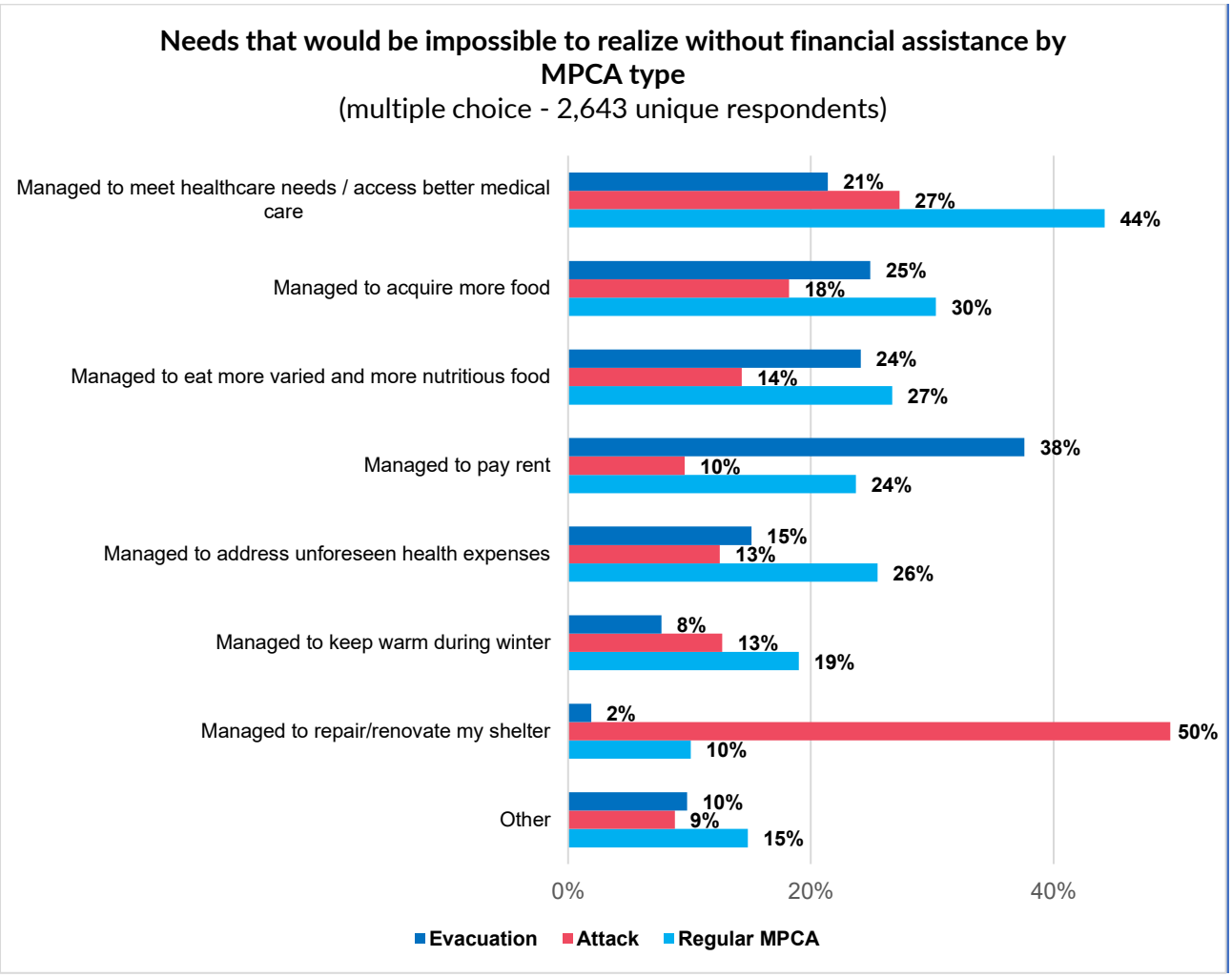
* NB: Improved/No improvement are NET results combining: improved (significantly, moderately), no improvement (slightly, not at all)

** NB: Reduced stress/No reduction in stress are NET results combining: reduced stress (significantly, moderately), no reduction in stress (slightly, not at all)

Cash assistance enabled households to cover basic needs that would not have been possible without UNHCR assistance. Households' priorities reflect the reasons why they received cash assistance in the first place. 50% of households supported with cash after an aerial attack said they managed to repair their shelter, followed by better access to medical care (27%). Households evacuated from the frontline managed to pay rent (38%), to buy more or better food (25%), and to meet their healthcare needs (21%). Cash assistance enabled households identified through the regular targeting approach to cover health care needs and access better medical care (44%), more than a quarter of households (26%) noted that financial assistance enabled them to cover unforeseen health care expenses. UNHCR assistance also contributed to households' ability to purchase more food - 30%, and to diversify and improve the nutritional quality of their food - 27%.

A certain share of households also noted several other fulfilled needs, such as:

- possibility to buy clothes – the most mentioned type of cover needs.
- to cover utility costs
- to cover transport costs
- improve living conditions (buy furniture or appliances)
- provide the household with hygiene products



RECIPIENTS ARE HIGHLY SATISFIED WITH CASH ASSISTANCE

Most of UNHCR's recipients (77%) received financial assistance through bank transfers, while 23% received financial assistance as cash assistance over the counter through Western Union or Privat Bank branches.

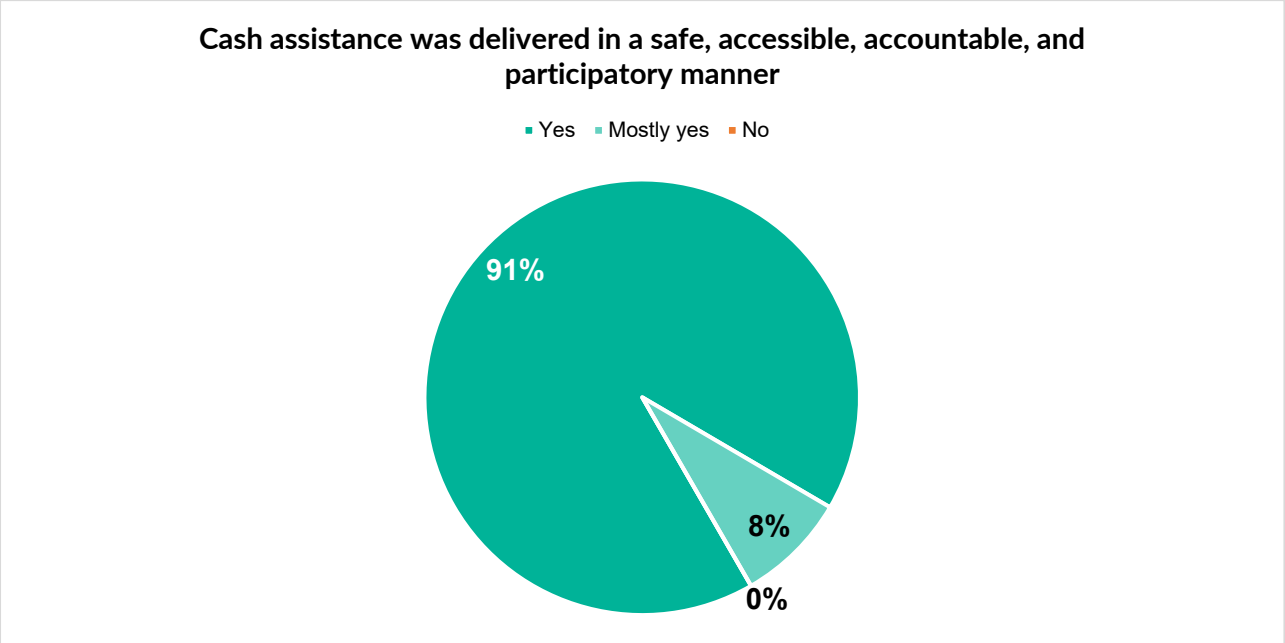
Virtually all respondents believe that financial assistance from UNHCR was delivered in a safe, accessible, accountable and participatory manner. Overall, 96% of recipients are fully or mostly satisfied with the process of receiving cash assistance, and 96% reported no problems with registration or enrolment. only 4% indicated the opposite position. Out of these 4%, 29% of recipients indicated unclear processes, long duration of the process and long queues (14% for each of the options), another 28% indicated other problems, such as short deadlines for registering, incorrectly entered data, or problems with the bank or bank card. Among those reporting challenges, 87% are recipients of Regular MPCA, for whom the eligibility determination is relatively complex and time-consuming.

Overall, 98% felt safe receiving, keeping or spending the assistance. Those feeling unsafe indicated threats of actual shelling or bombing as main concern. Merely 1% of recipients experienced technical issues, such as the person registered to pick up the money being not available, or problems with access codes, or poor connectivity in frontline areas.

Almost all recipients (98%) felt safe receiving, keeping or spending cash assistance. None of the households reported being coerced or asked to do anything unwanted to participate in the program.

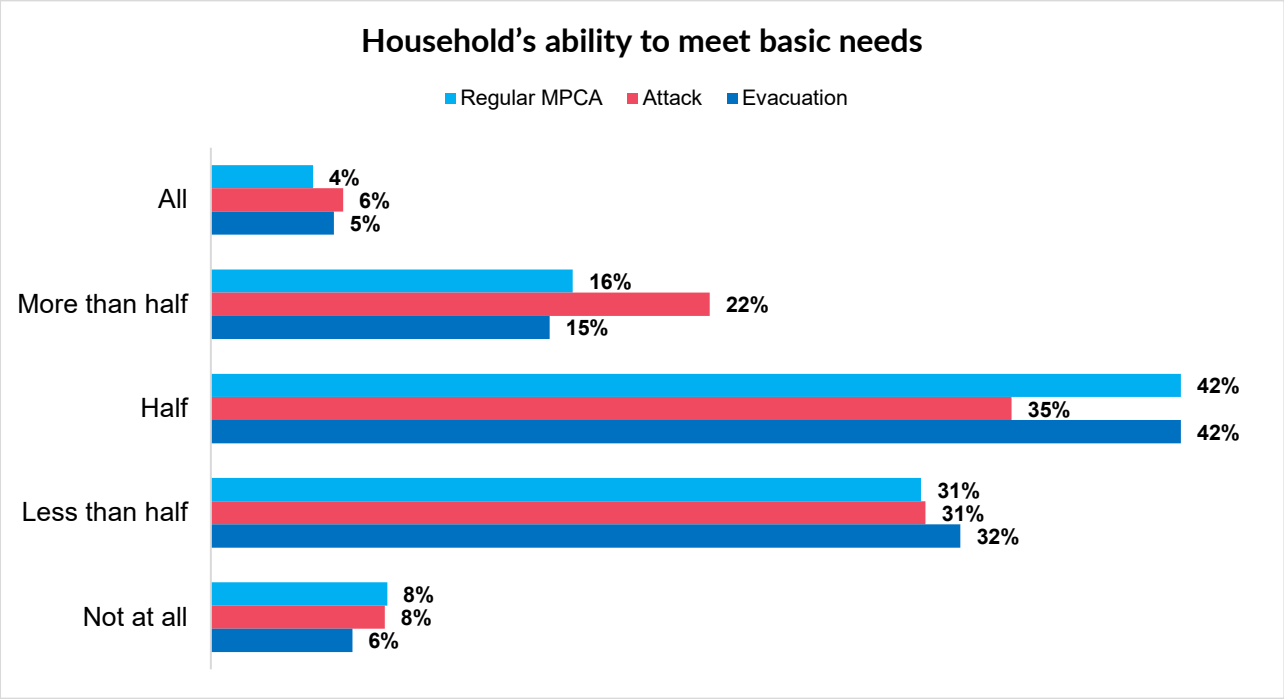
Most of the respondents (84%) reported that they received cash assistance within 1-2 months from the moment of application, and 15% of respondents said they needed to wait for 3 months or longer. The delivery timeline met expectations of 89% of all recipients. Only 8% said they did not receive funds within the expected timeframe.

In most cases (92%) the person registered to receive cash did not need help to access the cash. Among the remaining 7%, almost half indicated limited mobility, almost a third (31%) noted that they did not know how to use the payment mechanism (card, mobile money, code etc.), and 18% indicated other problems, including vision problems, lack of a bank card, problems with transportation, and non-working ATMs.



ONGOING NEEDS

As part of the survey, recipients indicated the extent to which they could meet their basic needs. More than half (62%) of households say they manage to cover at least half of their basic needs: 41% say they can meet half of their basic needs, another 16% more than half, and 5% were able to meet their basic needs in full. However, 31% of all respondents struggle to cover even half of their basic needs. There is almost no significant difference between households by the type of financial assistance received from UNHCR, except for households that received assistance in connection with attacks on their homes - in particular, this category of households demonstrates a slightly higher indicator of the ability to meet basic needs by more than half. Socioeconomic characteristics of Households that received assistance after attacks seem to have a more mixed experience of displacement compared to households assisted through the evacuation or regular targeting approaches. Evacuated households and those identified through the regular targeting approach, in contrast, need to have been displaced as a targeting criterion. However, this pattern should be interpreted cautiously and in light of programme targeting differences.



Ability to meet basic needs also varies by age, with older heads of households facing greater difficulties. For instance, 36% of respondents between 18 and 35 say they manage to cover more than half of their basic needs. The same is true for only 18% of respondents 36 to 55 years old, also 10% of recipients 56 to 59 years and 12% of those 60 years and older. The same proportion of older respondents indicate that they can meet less than half of their basic needs. This may be partially due to the higher expenses associated with healthcare that older households must cover, as well as with more limited access to income-generating activities.

In order to meet their basic needs at an adequate level, 50% of households had to use at least one alternative coping strategy during the four weeks preceding the survey to meet basic needs. Almost half (42%) of households needed to tap into their savings, practically the same part (41%) of households had to reduce spending on essential items. Also, 16% needed to take out loans or borrow money, almost the same part (15%) was forced to look for additional work, and 11% had to skip paying rent or debt repayments. Most households (92%) say they had enough food in the past seven days, regardless of the type of assistance received during the MPCA program.

Availability of items and services and expenditure patterns

In almost all cases (96%), the goods and services that recipients needed to buy were available in local markets. Most recipients surveyed (88%) also reported that they were able to find high-quality goods and services. Only around 2% reported unavailability of services and items are lack of access to fuel, medication, building materials and non-food items were the problems most frequently mentioned, mostly due to non-functional markets, unavailable services in the area, and high prices. The situation among the macro-regions of Ukraine in terms of the availability of goods and services does not differ significantly - necessary goods and services remain largely accessible among all macro-regions.

Availability of goods and services in local shops				
Macroregion	Yes	Mostly	No	N/A
All respondents	94.2%	2.1%	0.4%	3.3%

Central	93.2%	3.0%	1.2%	2.7%
East	95.1%	2.0%	0.3%	2.6%
Kyiv	91.5%	2.0%	0.3%	6.1%
North	95.1%	1.8%	0.3%	2.8%
South	94.3%	1.5%	0.0%	4.3%
West	94.7%	0.0%	0.0%	5.3%
NA	95.0%	2.4%	0.4%	2.2%

EXPENDITURE PATTERN

Expenditure patterns provide further insights how cash assistance is used to fulfill a broad set of household needs depending on a household's specific situation. The spending profile of households receiving cash after evacuation is centered on food (65%), health costs (48%), rent (36%) and utilities (36%), pointing to the costs of re-establishing day-to-day living after movement.

Households receiving cash after attacks spent their cash assistance predominantly on shelter repair (54%), while food (43%), health costs (42%) and especially rent (12%) are less prominent. When zooming in on the subgroup of non-displaced households among those affected by attacks, the importance of shelter repairs increases even more to 69%. Mentions of food, health costs and rent decrease considerably (to 32%, 35%, and 3% respectively). In contrast, spending priorities for households who received cash after an attack and were displaced, resemble that of evacuated households, with mentions of food (64%), health (55%), utilities (43%) and rent (31%). Mentions of spending on shelter repairs drops to merely 25%, compared to 69% in the group of non-displaced households.

This shows that displacement status is a key determinant of needs and highlights the strength of cash assistance: the same cash amount can be used differently depending on whether households are displaced or remaining in damaged locations. Overall, displaced households prioritize food, rent, utilities and health costs, while non-displaced attack-affected households prioritize shelter repair and related recovery spending.

Spending of cash assistance after Attack or Evacuation		
Good / service	Attack (n=386)	Evacuation (n=378)
Food	43%	65%
Health costs	42%	48%
Utilities and bills	29%	36%
Shelter repair	54%	3%
Rent	12%	35%
Clothes / shoes	11%	21%
Hygiene items	8%	5%
Firewood / Fuel for cooking or heating	8%	5%
Other	3%	1%

In the general MPCA programme, food and healthcare expenses were the main items on which financial assistance was spent. Two thirds of households mentioned these two categories of expenses - 67% for food, and 67% for healthcare costs (including medicines). It is worth noting that healthcare spending was still a

higher priority than food, as indicated by 26% of households compared to 22% prioritizing food as their top spending priority. In addition, a significant portion of surveyed households spent financial assistance funds on utility bills, with 49% of surveyed households indicating this position. Also, a significant share falls on clothing expenses and rent, with 25% and 23% of all households indicating these categories.

Respondent age adds an important layer to this picture. Younger respondents aged 18 – 35 years show the most consumption-oriented spending profile: 81% report spending on food, 58% on utilities, 49% on clothes or shoes and 29% on rent. By contrast, respondents aged 60+ years are less likely to prioritize food (62%) and clothing (17%) but more likely to spend on health costs (69%), making health their top spending category. The middle age groups sit between these two patterns: respondents aged 36–55 years combine high spending on food (71%) and health (65%), while those aged 56–59 years show a similar balance, with health becoming slightly more prominent. Overall, age appears to shift priorities from more mobile and household-establishment costs among younger respondents toward healthcare and essential bills among older respondents.

The situation by macro-region in general maintains this trend with some minor exceptions. Households in the eastern macro-region were more likely to spend financial assistance on food (72%) than households in the Southern and Western macro-regions (63%). Households in the Central macro-region were also less likely to spend money on health care (57%), compared to households in the North and West (74%). Households in Kyiv were significantly less likely to spend money on utilities and bills (38%). Households in the West also shows high utilities and health spending, but that sub-sample is very small (n=19) and should be interpreted cautiously. In addition, households in the South were significantly less likely to spend money on rent (13%), while households in the Central macro-region were the most likely (44%).

GENERAL MPCA type cash spending on goods and services							
Good / service	Total (n=1,879)	Central (n=336)	East (n=391)	Kyiv (n=343)	North (n=390)	South (n=400)	West (n=19)
Food	67%	68%	72%	65%	69%	63%	63%
Health costs	67%	57%	67%	64%	74%	70%	74%
Utilities and bills	49%	43%	48%	38%	59%	55%	74%
Clothes / shoes	25%	24%	28%	20%	31%	23%	21%
Rent	23%	44%	28%	17%	17%	13%	32%
Hygiene items	15%	18%	20%	11%	14%	12%	5%
Firewood / Fuel for cooking or heating	11%	16%	6%	6%	16%	12%	11%
Shelter repair	9%	8%	4%	12%	9%	12%	21%
Other	5%	5%	6%	4%	4%	4%	0%

Information sharing and perceptions around eligibility

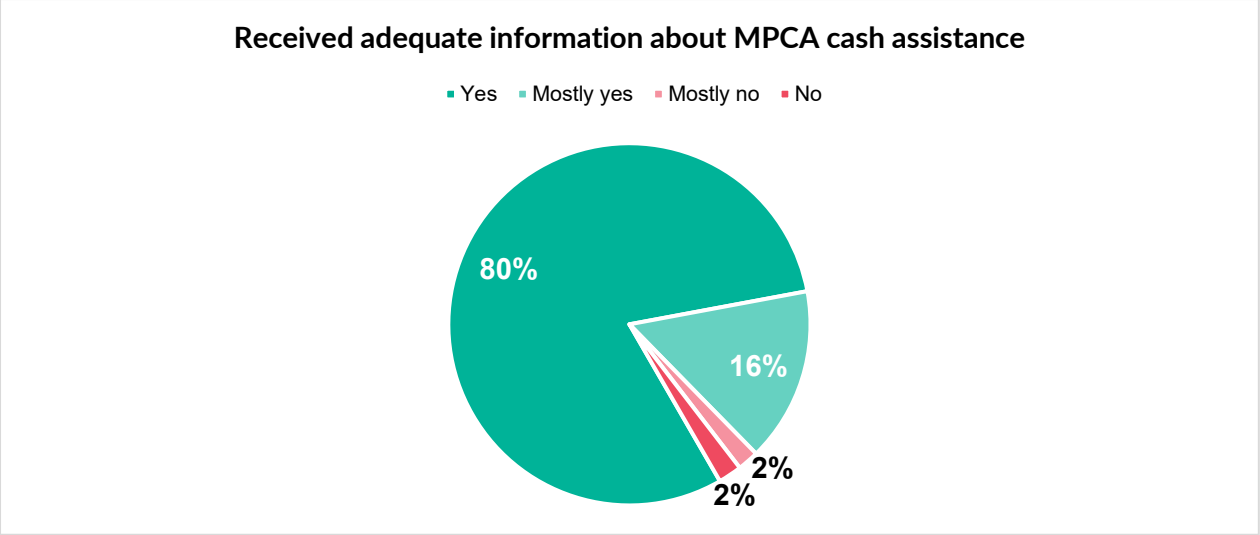
INFORMATION SHARING ON CASH ASSISTANCE

According to recipients, virtually all received sufficient and useful information about financial assistance. In total, 80% of recipients noted they received adequate information and another 16% indicated that the information provided was mostly adequate. There are no substantial variations across macro-regions.

Almost half (46%) of recipients expressed an interest in additional information on cash assistance. The following topics emerge:

- Eligibility for other cash assistance - 56%

- What assistance is coming next - 54%
- Information on other UNHCR services - 26%
- Distribution date, time and location - 24%



For the multi-purpose cash programme, almost half of all recipients (42%) received information about financial assistance from relatives, neighbors and friends, regardless of age and region of living. One in five recipients (22%) received information through social media (Facebook, Twitter, WhatsApp). Also, a fairly significant portion of recipients (19%) received information about financial assistance from local leaders and community representatives.

Communication modes and trends vary across different age groups and assistance type groups. Older people are much less likely to receive information through social media compared to young people (17% vs. 32%). People receiving general financial assistance were more likely to receive information through relatives, neighbors, and friends (47%), a trend that also persisted for the group of recipients receiving assistance related to evacuation measures (31%). Recipients of cash assistance after an aerial attack were more likely to indicate local leaders as a source of information about assistance (33%), as these are the most important sources of information on impacted households.

Information received by age groups and MPCA type:								
		Age groups				MPCA type		
Information channel	Total	18-35	36-55	56-59	60+	General	Attack	Evacuation
Via relatives, neighbours, friends	42%	45%	40%	40%	43%	47%	23%	31%
Social media (e.g. Facebook, Twitter, WhatsApp)	22%	32%	27%	23%	17%	28%	6%	11%
Via local leaders/ community representatives	19%	14%	18%	24%	19%	15%	33%	23%
NGOs staff or outreach volunteers	9%	7%	10%	11%	9%	8%	18%	10%
Other	9%	7%	9%	5%	11%	8%	7%	15%

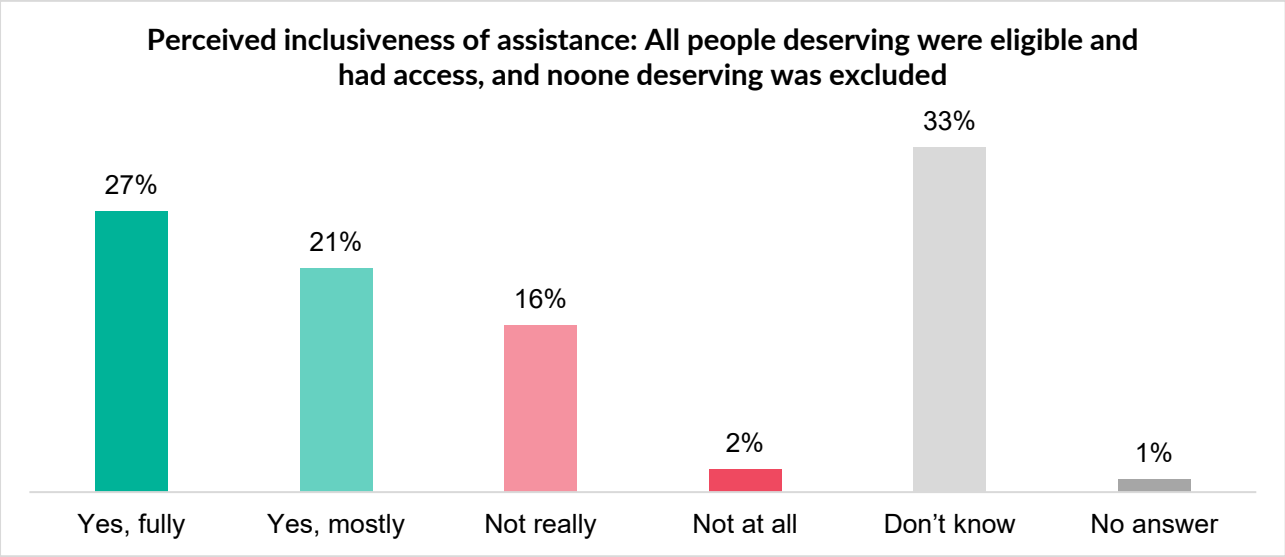
Preferred source of information by age groups and MPCA type:

		Age groups				MPCA type		
Information channel	Total	18-35	36-55	56-59	60+	General	Attack	Evacuation
Social media (e.g. Facebook, Twitter, WhatsApp)	39%	53%	48%	42%	29%	42%	30%	33%
Text (SMS) message	37%	41%	41%	33%	35%	38%	41%	30%
Via local leaders/ community representatives	18%	13%	18%	19%	19%	16%	23%	24%
UNHCR staff	15%	16%	17%	16%	14%	16%	21%	8%
Via relatives, neighbours, friends	14%	17%	12%	12%	15%	15%	9%	14%

In terms of preferred sources of information, a slightly different situation is observed. Overall, recipients consider social networks the most preferred source of information - 39%. However, it is worth noting that this source of information for recipients is not convenient for everyone, for example, people aged 60 and older demonstrate a rather low level of adherence (29%), while young people have the highest level (53%). Among all age groups, additional information sharing via text messages is preferred, albeit also decreasing with age. Information sharing through local leaders, through UNHCR staff, or through relatives, neighbours, friends were all mentioned by less than one in five households. Any information strategy should rely on a combination of these information channels to ensure adequate information dissemination.

SELECTION CRITERIA AND AVAILABILITY FOR CASH ASSISTANCE

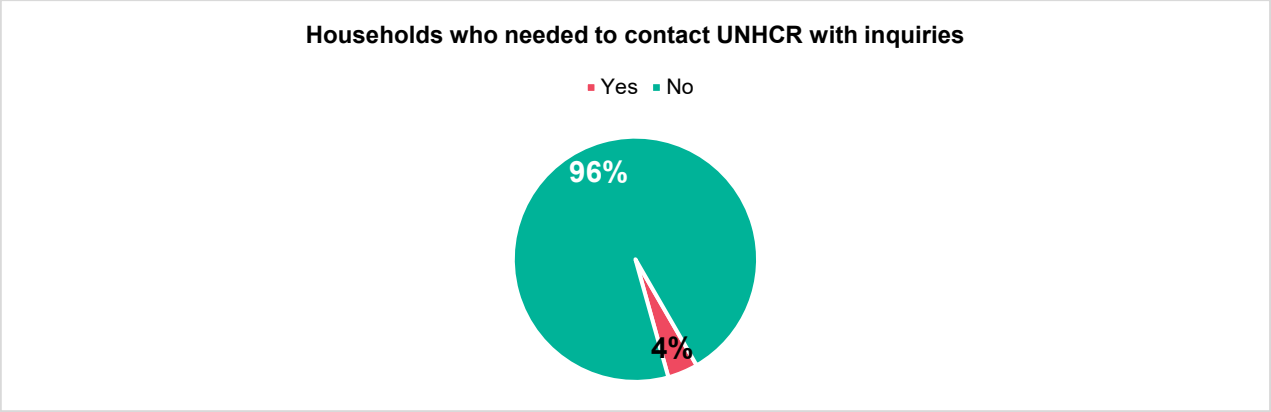
Almost half (48% overall) of recipients believe that all people who applied and needed financial assistance had access to it and the opportunity to receive it: 27% of recipients are completely sure of this, and another 21% are somewhat sure. At the same time, 18% think that some groups were excluded. These recipients believe that older people and pensioners are the most excluded category, followed by people affected by war, people with disabilities and chronic illnesses, unemployed people, and families with low incomes. 34% of respondents did not know or did not answer this question.



FEEDBACK AND COMPLAINTS MANAGEMENT

Most recipients (96%) indicated that they had no complaints or feedback regarding financial assistance from UNHCR. Nevertheless, nearly two-thirds (62%) were aware of available complaints and feedback mechanism. Awareness varied across age groups, with youth demonstrating significantly higher levels of awareness of complaints and feedback mechanisms (77%), compared with older people, who reported the lowest level of awareness (54%).

Among the 4% (106 households) who had feedback to provide, more than half (65%) reported their feedback to UNHCR, while the rest did not. Of those who provided feedback, 48% of recipients used a hotline (telephone, WhatsApp, call centers) and 23% provided feedback to UNHCR staff.



87% said they received a timely response, 4% were still waiting for a response at the time of the survey, and 9% reported that they had to wait a long time for a response.

The 37 recipients who did not report their complaints and feedback noted several reasons, including:

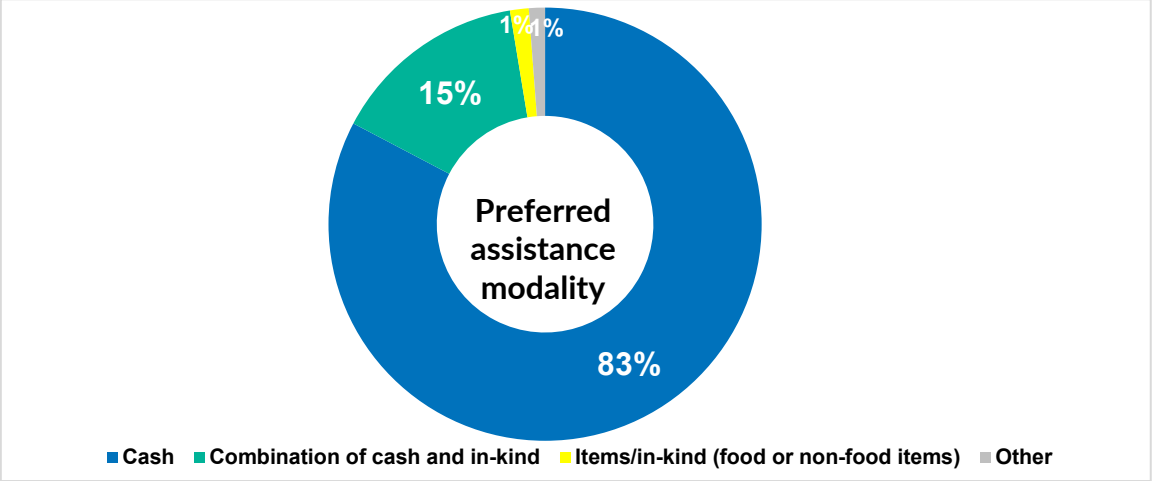
- Lack of awareness of the complaints and feedback mechanism – 15 responses
- Lack of means of communication to access the mechanism - 5 responses
- Distrust of the system - 1 response
- No expectation of a response - 2 responses
- Other reasons such as lack of time, and unwillingness to complain - 10 responses
- Do not know what to answer – 6 responses.

RECIPIENT SELECTION AND PREFERENCES ABOUT CASH ASSISTANCE

A strong majority, 98%, of respondents indicated a preference for cash assistance either as only assistance modality or in combination with in-kind assistance. If given the choice between cash or in-kind assistance as humanitarian assistance in the future, most recipients, namely 83%, prefer cash assistance, and another 15% prefer a combination of cash and in-kind support. Only 1% indicated a preference for in-kind assistance. The preference for cash only is significantly higher among older respondents, 89% of whom prefer cash only. Younger respondents on the other hand prefer cash assistance in 74% of all cases, with another 23% expressing a preference for combined cash/in-kind assistance. 90% of recipients assisted after evacuation preferred cash assistance as only assistance modality, and 9% preferred a combination of cash and in-kind assistance.

Among respondents who preferred hybrid or in-kind assistance, almost a half (48%) indicated that the cash amount was not enough cash to buy all necessary items; 18% expressed a concern that shopkeepers would increase the prices of items; and another 15% of recipients indicated that the items were not always available in the markets (which is not supported by responses on market functionality). Other reasons (28%)

included convenience, lack of mobility (e.g. among older people), products received from UNHCR will be of higher quality



RESPONDENT FEEDBACK AND GRATITUDE

At the end of the survey, recipients could provide additional comments on any aspects of UNHCR's assistance. While 31% did not wish to leave a comment, almost half (47%) of recipients expressed their gratitude for the assistance provided. The remaining recipients indicated their own wishes for improving the process of providing financial assistance:

- 2% indicated that they want to receive more assistance, since it is not always enough for cover all needs.
- 1% indicated that the categories of recipients need to be expanded, since not everyone who needs and deserves assistance receives it.
- 1% noted the need to improve the information campaign, in particular, both expanding the list of information sources and its content, especially for elderly people.
- A few respondents indicated that the registration process needs to be improved, making it more accessible (especially for older people), as well as extending the deadlines for accepting applications (many people did not have enough time for registration).
- A few indicated the need to improve the mechanism for distributing assistance, in particular, some people have limited mobility, it is also necessary to reduce the number of queues and the number of people at the delivery facilities.
- A few recipients reported the need for technical improvements in the provision of financial assistance, in particular, this concerns the designation of these funds as humanitarian aid, and there are also problems with the operation of bank cards.

DONORS

UNHCR is grateful for the essential support provided by our top government donors and for the generous contributions from individuals and the private sector, as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.

CONTACTS:

- **Jamal Abu Musa, Senior Programme CBI Officer,** abumusa@unhcr.org
- **Robert Heyn, Programme CBI Officer,** heyn@unhcr.org

FOR MORE INFORMATION:

- Visit Ukraine's **Operational Data Portal** for more information products here.
- Visit **UNHCR Ukraine's Website** here.

Contact **UNHCR's Hotline 0-800-307-711** for feedback and advice on assistance and services.