HUNGARY

RCF Meeting
March 1, 2024
Online
AGENDA

- Overview of the 2024 RRP Hungary Launch
- Impact of Cash Intervention on Refugee Inclusion in Hungary: Partner Insights
- Updates on PSEA Resource Hub
- Extending TP Regime in Hungary: Communication with refugees (PWG)
- IM Updates: Service Mapping and 2024 MSNA
- AoB
Overview of the 2024 RRP

Hungary Launch
### Regional Planned Response

(January-December 2024)

- **2.2 M** projected refugee population
- **$1.1 B** total financial requirements in USD
- **313** RRP partners

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>FINANCIAL REQUIREMENTS IN USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulgaria</td>
<td>38,561,185</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>58,264,514</td>
</tr>
<tr>
<td>Estonia</td>
<td>10,589,248</td>
</tr>
<tr>
<td>Hungary</td>
<td>42,188,964</td>
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<tr>
<td>Latvia</td>
<td>9,682,633</td>
</tr>
<tr>
<td>Lithuania</td>
<td>15,450,605</td>
</tr>
<tr>
<td>The Republic of Moldova</td>
<td>303,055,882</td>
</tr>
<tr>
<td>Poland</td>
<td>377,377,752</td>
</tr>
<tr>
<td>Romania</td>
<td>117,215,789</td>
</tr>
<tr>
<td>Slovakia</td>
<td>59,940,518</td>
</tr>
<tr>
<td>Regional support²</td>
<td>48,232,912</td>
</tr>
</tbody>
</table>

- **44%** women
- **36%** children
- **19%** men
- **10%** older persons (60+)
- **6%** persons with a disability
- **27%** of refugees with a chronic illness
RRP 2024 – Timeline

ANALYSIS (MSNA)

WORKSHOP with RLO

WORKSHOP with NGOs + UN Agencies

MEETING with Government

RRP

June-August

September (23 and 26)

November (16)

Launch February 28 2024

Refugee Coordination Forum
Hungary Planned Response (January-December 2024)

- Projected refugee population: 85,000
- Total financial requirements in USD: $42.2 M
- RRP partners: 31

- Refugees supported with protection services: 40,000
- Refugee children supported with child protection services: 25,000
- Refugees supported in economic inclusion: 30,000
- Refugee children participating in non-formal education programs: 11,000
- Refugees supported with psychosocial interventions: 10,000
- Refugees receiving assistance for basic needs: 35,000

- Inclusion: 24%
- Protection: 39%
- Basic Needs: 37%

Regional Refugee Response for the Ukraine Situation
RRP HUNGARY / 2022 - 2024

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td># of partners</td>
<td>21</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td>Total appeal</td>
<td>$75</td>
<td>$63</td>
<td>$42</td>
</tr>
<tr>
<td>Amount raised (in %)</td>
<td>$48</td>
<td>$25</td>
<td></td>
</tr>
<tr>
<td>Pop targeted</td>
<td>250,000</td>
<td>200,000</td>
<td>85,000</td>
</tr>
<tr>
<td>Refugees reached</td>
<td>178,000</td>
<td>97,500</td>
<td></td>
</tr>
</tbody>
</table>

Bar charts showing the allocation of funds for the years 2022, 2023, and 2024.
RRP 2023 Final Report (Regional and Country)
The report looks back on the 2023 regional refugee response, summarizing the developments, priorities, and challenges that shaped the response. It has a regional and country chapters (Hungary is on page 25).

2023 Achievements Dashboard for Hungary
This dashboard presents both regional and country-specific indicators, with a detailed glimpse into our accomplishments in Hungary during the past year.

Q3 and Q4 Interagency Updates (Hungary)
These updates contain narratives and visual documentation that many of you have contributed through the quarterly reporting. They serve as invaluable insights into our ongoing work and progress in Hungary.
Impact of CBI on Refugee Inclusion in Hungary - Partner Insights

(IFRC, UNICEF, IOM, UNHCR)
Cash and Voucher Assistance 2023 in Hungary

Cash Assistance

- 12,453 individuals received multi-purpose cash assistance
- 15,555 individuals received cash/voucher assistance for basic needs

PARTNERS

[Logos of various organizations]
Hungary RRP 2023 – Q4 Reporting Overview

Individuals reached by category

- Refugees (from Ukraine): 27,962
- Refugees (other nationalities): 46

Individuals reached by age / gender

- 18+: Female 14,516, Male 4,002
- 0-17: Female 4,505, Male 4,985

Individuals reached by partner (top 10)

- UNICEF: 6,557
- IFRC: 4,953
- Dióafogadó: 3,221
- HIA: 2,920
- Baptist Aid: 2,799
- JRS: 2,394
- Food Bank Aid: 1,716
- United Way: 544
- Maltesi: 486
- Tdh: 276

Individuals reached by activity (top 10)

- Cash / voucher assistance for basic needs: 15,555
- Multi-purpose cash assistance: 12,453

Data on individuals reached represents the number of individuals having received a service. Individuals can receive multiple services, the numbers do not represent unique individuals. Host community has been excluded.
POST DISTRIBUTION MONITORING
UKRAINE AND IMPACTED COUNTRIES CVA OPERATION
PDM OVERVIEW
PDM OVERVIEW

4 CVA PROJECTS
94% OVERALL SATISFACTION
1170 SURVEY

Sources: AccesRC Dataflow, RedRose Classic;
Last update: 10/30/2023

Legend - text box
Individuals: XX
Individuals in the county: [XX]
HH: YY households in the county: [XX]
of the total of HHs

Map key
Approved applications
by county

- 2 - 100
- 100 - 300
- 300 - 600
- 600 - 900
- 900 - 1130
CVA OVERVIEW
RECEIPT OF MONEY

How did you receive your money?

- MoneyGram 84%
- IBAN transfer 8%
- Visa 4%
- Restricted

Did you feel safe when you collected the money/withdraw?

- Yes 97%
- No
  - Why not?
    - 0.62% Risk of theft
    - 1.25% Risk of losing money
    - 1.25% Other
SAFETY WHEN COLLECTING MONEY

97% FELT SAFE

3% RISK OF THEFT, LOSING MONEY, OTHER REASONS
BENEFICIARY CASH AND EXPENDITURES
What are the current needs of your family?

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>109</td>
<td>59.89</td>
</tr>
<tr>
<td>Accommodation</td>
<td>70</td>
<td>30.46</td>
</tr>
<tr>
<td>Health or Hygiene related</td>
<td>70</td>
<td>30.46</td>
</tr>
<tr>
<td>Utility bills or internet</td>
<td>58</td>
<td>31.87</td>
</tr>
<tr>
<td>Education</td>
<td>29</td>
<td>15.93</td>
</tr>
<tr>
<td>Other - please specify</td>
<td>18</td>
<td>9.89</td>
</tr>
<tr>
<td>Information of public services</td>
<td>18</td>
<td>9.89</td>
</tr>
<tr>
<td>Employment</td>
<td>18</td>
<td>9.89</td>
</tr>
<tr>
<td>Psychosocial support</td>
<td>13</td>
<td>7.14</td>
</tr>
</tbody>
</table>
Red Cross Cash Assistance showed to be the primary source of funds/income for sustaining their household needs.
Most of the family's monthly basic needs were partially met by the Red Cross's cash assistance.
Housing costs, including rent and food expenses, made up the majority of the household's spending followed by health expenditures.
COMMUNITY ENGAGEMENT AND ACCOUNTABILITY
96% Beneficiaries were satisfied with the amount of information shared before receiving cash assistance.
The most commonly used communication platforms were Viber, Facebook, Telegram, SMS and WhatsApp.
Almost 99% of the responders would prefer to receive cash as preferred assistance modality.

<table>
<thead>
<tr>
<th>Value</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash support</td>
<td>162</td>
</tr>
<tr>
<td>Non food items</td>
<td>1</td>
</tr>
</tbody>
</table>
• Thank you to all the employees of the Red Cross for their work, support and help!

• I have no offers. You are doing everything to improve the lives of Ukrainians who suffered from the war, for which we thank you very much.

• I am very grateful to you for the support you have given us. May God bless you for supporting people with financial aid in such a difficult time. Many thanks to the Red Cross! Happy New Year 2023!!!

• Good afternoon! Happy New Year and Merry Christmas to your organisation! You help our family in this difficult situation. I am pregnant on 15 weeks and have 2 small children 2 and 4 years, and still in Hungary didn’t receive children government assistance for me and children. That’s why your help for me is so happy in December on Christmas. Thanks a lot. If you have possibility to continue help us, we will be so happy!! But anyway, thanks 100 times!
FEEDBACK FROM THE CASH RECEPIENTS

• It is very good when you help in a difficult moment. We will wait for your help again, because it is very difficult for all of us to live in a new country without basic things for life. And you don't even have to wait for comfort here. Our Ukrainians are very impressed by how expensive life is abroad, but here our children are calmer than at home under shelling. Thank you very much for your help, and we look forward to further assistance.

• Our family is very grateful to you for the much needed help. We hope that at least sometimes it will be organized again and it will be possible to join it in order to stay "afloat".

• Thank you for helping in such a difficult situation. In which many people found themselves. And those who need help.

• (I would like to) Receive further support from the Red Cross! And information about further assistance. I am sincerely grateful for the support you provide for me and my children!!
THANK YOU
Budapest Help Cash Programme
For Ukrainian Refugees Households with children
RCF, 1\textsuperscript{st} of March 2024
Budapest Cash Help:

- **Objective**: to enable refugee households in Budapest respond to the essential needs of their children during difficult time of displacement through the provision of **unconditional, unrestricted** cash assistance.

- **The transfer value** 48,000 per child/ pregnant woman in the HH

- **The targeting criteria** are households with children and pregnant woman who are residing in Budapest, arrived after 24th of Feb 2022, and meet one of the following criteria:
  1. Ukrainian citizens with temporary protection status, OR
  2. Ukrainian-Hungarian citizens with an equivalent status

**Winter response**: a top-up of 3 rounds of cash transfer
The programme has two main components:

**Cash Transfer**

Through the bank

**Referral component**

Links humanitarian cash transfer with national social protection system
PDM Survey’s objectives

➢ Understand the socio-economic characteristics of families benefiting from the programme;

➢ Assess the effectiveness, efficiency and impact of the programme; and

➢ Collect feedback about beneficiaries’ perceptions of and satisfaction with the programme.

➢ Data collection: Quantitative in person interviews

• Sample size: 23%, 322 HH including 1,202 people

➢ 1st PDM survey of the emergency cash assistance (the 1st payment)
Key Findings of PDM survey
Demographic characteristics

- Average size of household: 3.7
- Average number of children per household: 1.7
- 16% surveyed households members lived with chronic diseases, with over 28% of these cases being children.
- 4% of surveyed households’ members lived with disabilities, with 43% of these cases being children.
- 43% of working-age households members were unemployed at the time of the survey
- More than 50% of female households members, at the working age, were unemployed.
Working status of households members at the working age (N=686)

- Doesn't work: 43%
- Irregular job: 12%
- Permanent job: 36%
- Temporary job: 9%

Working status of households members at the working age, according to gender (N=686)

- Male:
  - Doesn't work: 25%
  - Irregular job: 15%
  - Permanent job: 52%
  - Temporary job: 8%

- Female:
  - Doesn't work: 55%
  - Irregular job: 11%
  - Permanent job: 25%
  - Temporary job: 9%
79% of households were living below the national average income in Hungary by 48%, 16% of households had incomes more than the national average income and 4% either did not know or declined to answer.
62% of households monthly expenditure was on food and rent.
Direct correlation between household size and household expenditure

Average per capita monthly expenditure according to household size (N= 320)

- Household with 1 child: HUF 172,693
- Household with 2 children: HUF 135,156
- Household with 3 children: HUF 91,701
- Household with 4 children: HUF 91,712
- Household with 5 children or more: HUF 60,250

Average: 110,302
More than 70% of households reported spending on food with the cash assistance they received.

Areas prioritised by households with the cash assistance (multiple responses) (N= 322)

- Food: 72%
- Clothes: 58%
- Education: 22%
- Health: 11%
- Hygiene items: 11%
- Rent: 3%
- Small household items: 3%
- Utilities (water, electricity, gas): 2%
- Savings: 2%
- Others: 2%
Speed at which households have used the cash assistance (N= 322)

- 65%: 7 days or less
- 14%: 8 and 15 days
- 11%: 16 and 30 days
- 4%: More than 30 days
- 7%: Still have savings

% of households according to the extent to which the amount received helped cover their children's basic needs (N= 322)

- 49%: Significantly
- 43%: Moderately
- 8%: Slightly
86% of households opted for less preferred but cheaper food as a coping mechanism.

% of households using mechanism to cope with economic hardships (multiple responses) (N=322)
% of households according to their preference of the type of assistance (N= 322)

- Cash Transfer: 79%
- In-kind assistance: 21%

% of households whose children were in need for additional assistance/social services (N= 322)

- Yes: 85%
- No: 15%
Recommendation:

- Increase the frequency of the cash assistance from a one-time to three transfers.
- (i) strengthen the referral mechanism to ensure linking children in need to required services; (ii) enhance coordination with official service providers to facilitate access to essential services; (iii) advocate on behalf of the targeted population to address systemic barriers and promote positive change.
- Strengthen the outreach activities and the communication campaign to increase awareness of social protection services.
- (i) Collaborate with the bank to expedite the uploading process of funds onto prepaid cards within a maximum duration of 24 hours; (ii) provide better customer service; (iii) establish a contingency agreement with an alternative financial service provider to facilitate fund distribution to beneficiaries if needed; (iv) provide interpretation services at the bank.
- Increase awareness of the right to complain and how to report a complaint.
High level of beneficiary satisfaction with the various domains of the programme

% of households according to their level of satisfaction with various domains of the programme (N= 322 each)

- Overall program: 62% Very dissatisfied, 50% Dissatisfied, 48% Satisfied, 48% Very Satisfied
- Amount of the cash transfer: 0% Very dissatisfied, 16% Dissatisfied, 65% Satisfied, 18% Very Satisfied
- The work of the bank: 4% Very dissatisfied, 16% Dissatisfied, 66% Satisfied, 14% Very Satisfied
- Payment modality: 4% Very dissatisfied, 16% Dissatisfied, 66% Satisfied, 29% Very Satisfied
- Verification process: 0% Very dissatisfied, 48% Dissatisfied, 50% Satisfied, 21% Very Satisfied
- Registration process: 7% Very dissatisfied, 72% Dissatisfied, 21% Satisfied, 21% Very Satisfied
Thank you
### IOM – AMIF – Cash-based intervention project*

<table>
<thead>
<tr>
<th><strong>Project location:</strong></th>
<th>Budapest, Hungary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project duration:</strong></td>
<td>1 September 2023 – 31 December 2023</td>
</tr>
<tr>
<td><strong>Project objectives:</strong></td>
<td>Promoting the socio-economic inclusion of third country nationals arrived in Hungary from Ukraine and to enable households to become self-sufficient in the long term.</td>
</tr>
<tr>
<td><strong>Main activities:</strong></td>
<td>Providing of cash-based living allowance based on needs assessment and reintegration plan to 50 beneficiaries. Social work with beneficiaries in the context of complex assistance.</td>
</tr>
<tr>
<td><strong>Target population:</strong></td>
<td>Individuals and families who arrived to Hungary from Ukraine.</td>
</tr>
</tbody>
</table>
| **Profile of beneficiaries** | 50 people, 19 households  
The most common area of origin: Kharkiv, Donetsk, Kyiv, Poltava, Mariupol, Mykolaiv, Dnipro |
| **Selection criteria**  | AMIF criteria + Needs assessment + Environmental assessment + Individual action plan |
| **Amount**              | 205,000 HUF/person/month |
| **Monitoring**          | Satisfaction survey + Complaint and feedback form |

*Restricted*
Considerations prioritized

- **Clear communication:** ensure that the communication with the beneficiaries is clear and includes all the necessary information. This should include the date, time, and location of the in-person assessment.
- **Transparency:** maintain transparency throughout the process, so beneficiaries understand how the assessments will be used to determine their eligibility for the project.
- **Accessibility:** make sure the assessment location is easily accessible to the beneficiaries, taking into account factors such as transportation and any special needs they may have.
- **Privacy and confidentiality:** maintain the privacy and confidentiality of the beneficiaries throughout the assessment process. Ensure that any personal information collected is kept secure and is only used for the purpose of the project.
### Assistance Methodology

- Complex case work incl.
  - Residence visit, needs assessment
  - Integration plan development
  - Bi-weekly consultations
  - Referral pathways
  - Individual action plan follow ups
  - Weekly supervision meetings

### Supplementing activities

- MHPSS
- Labour market thematic sessions
- Labour market - individual consultations
- Catch-up education and skills development activities
- Language classes (HUN)
- Autumn camp for children
- Cultural and community events
- Job fair

### Partners and stakeholders

- Unity Ukrainian Association
- Menedék Hungarian Association
- UNHCR
"We are very, very, very pleased to be part of this program! We now have some confidence in tomorrow."

- "The program has truly been a great help and came at just the right time. Since my husband's work is more seasonal, we were very concerned about how the autumn-winter period would go and whether we would be able to afford the rent."
- "In just 4 months, I learned things that I was afraid to find out for a year and a half"
- "We are very grateful to you for the help. You know my situation; I spent part of the money on the operation, and I don't know what I would have done if I hadn't joined this program. You didn't just help me; you saved me."

- "Your program gave me peace of mind and confidence. I know I'll pay the rent; I have time for self-development now (learning the language, meeting with several Hungarian farmers, showing our Ukrainian farmers how hard they work here, they just speak less). I have decided clearly that I want to stay in Hungary, learn the language, and find work. Develop the Congress of Farmers of Ukraine in cooperation with Hungary (parallel to the main job). My health has been a bit disappointing, but thanks to this program, I have funds in my account, and I can rehabilitate better."
UNHCR
Cash & Voucher Assistance
UNHCR Hungary

01 March 2024
UNHCR Cash Assistance 2023

**Persons with Severe Disability**

Aligned with the office strategy for the inclusion of people we serve in the national system, while ensuring PWD can meet their basic needs and minimize the protection risks.

6 months of assistance - **115,000 HUF per month.**

53 individuals supported (as of 27 Feb 2024)
UNHCR Cash Assistance 2023

Winterization Cash Assistance.

Over 60 years old.

One-off support to cover 3 months’ needs.

105,000 HUF per individual.

458 individuals supported
Winterization CBI Demographics

Gender individuals receiving assistance

- Female: 26%
- Male: 74%

Specific Needs

- One or more SPN: 23%
- No SPN: 77%

Breakdown Specific Needs

- Serious Medical Condition: 69%
- Single Older Individuals: 16%
- Disability: 14%

Regional Refugee Response Plan For the Ukraine Situation

Hungary
UNHCR conducts regular post-distribution and outcome monitoring (PDM) with a sample of cash recipients residing across the country.

A PDM assessment for Winterization was carried out in February 2024.

It consisted of a structured household-level survey using a tool developed by UNHCR.

The survey was administered via phone interviews to a representative sample of 90 beneficiary households who received CBIs.
Very high general satisfaction.

70% reported improved living conditions due to the cash assistance.

89% reported a reduced feeling of stress, showing that cash assistance can have an important positive psychosocial effect on the well-being of individuals.
Post-Distribution Monitoring – Prices & Expenditures

**PRICES**

**ALREADY SPENT CASH RECEIVED**
- All: 73%
- More than half: 21%
- Do not know: 4%
- Less than half: 1%

**ITEMS SPENT ON**
- Food: 34%
- Health costs: 26%
- Clothes_shoes: 16%
- Rent: 11%
- Hygiene_items: 6%
- Utilities_and_bills: 3%
- Water: 2%
- Other: 1%
- Education: 1%
- Transport: 1%

**MANAGED TO SAVE MONEY**
- Yes: 20%
- No: 80%
Despite the assistance, of those who agreed to answer sensitive questions (N=16), more than half of respondents had to resort to harmful coping mechanisms, including reducing other expenditures to meet household needs, taking out loans or borrowing money, and reducing expenditure on hygiene items.
Accountability to Affected People

➢ 7% of the respondents reported challenges with receiving/withdrawing cash.
➢ Around ¾ of the respondents were aware of the complaint mechanisms.
➢ Only 4% of the respondents had complaints or feedback to provide. All of them did so using the hotline and received a timely response.
➢ Most of the respondents (94%) prefer to use cash as a modality for future assistance.
Overall Observations and Recommendations

- Families still had to resort to harmful coping mechanisms, demonstrating the continued need for humanitarian financial support.
- Expand data collection on coping mechanisms.
- Expenditure on food and health was flagrantly higher than others.
- Importance of working towards inclusion in the national system.
- Ongoing need for humanitarian aid that is AGD sensitive.
- Strengthen AAP in all cash programs.
“I can surely call this country my second home,” says 45-year-old Iryna from Cherkasy. She fled to Hungary with then 16-year-old daughter, Yelizaveta, on the first day of the war in Ukraine. Due to a medical condition, Iryna could only work part time. She is extremely grateful for the support received in Hungary: a family allowed them to use an apartment for free when they arrived. It was empty, but neighbours brought everything from furniture to plates the next day. They also found a high school for Yelizaveta – who now often uses the Hungarian version of her name: Erzsike. UNHCR’s cash assistance helped Iryna to rent her home in Budapest.

THANK YOU

THAIS SEVERO | SEVERO@UNHCR.ORG
Updates on PSEA by the PSEA Resource Hub
Extending TP Regime in Hungary: Communication with refugees (PWG)
IM Updates

Service Mapping and 2024 MSNA
Service Mapping

- Originally launched in May ’23
- Updates currently being requested from:
  - **Partners with existing entries**
    - Review/update/complete information
  - **New partners**
    - Add general contact details
    - Add locations where you provide services
- The form is available through:
  - www.activityinfo.org
- In case of issues:
  - Please contact hunbuim@unhcr.org
- Deadline for submissions is Friday 8/3
## 2024 Multi-Sector Needs Assessment (MSNA)

<table>
<thead>
<tr>
<th>Data Analysis Plan and Questionnaire</th>
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<tbody>
<tr>
<td>Country level review</td>
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</tbody>
</table>

### Sampling Methodology

- Develop a sampling methodology
  - 1) look for available sources that can help to compile sampling frames,
  - 2) data sharing requests with relevant counterparts,
  - 3) developing and validating the methodology

  | March / April |

### Training, Pilot and Data Collection

- Agree on the level of engagement with RCF partners
  | March / April |
- Training of enumerators and pilot
  | April / May |
- Conduct data collection (ideally before end of school year)
  | May / June |

### Data Analysis and Report

- Preliminary analysis and joint interpretation or results
  | August / September |
- Final report
  | September / October |
- Publish microdata
  | October / November |
AoB
THANK YOU

Lorenzo Leonelli, Snr. Interagency Coordination Officer, Leonelli@unhcr.org