



Regional Refugee Response
for the Ukraine Situation

HUNGARY

RCF Meeting
March 1, 2024
Online



HUNGARY
Refugee Coordination Forum

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





 Hungary
Magyarország



Regional Refugee Response
for the Ukraine Situation



Regional Refugee Response
for the Ukraine Situation

Regional Planned Response (January-December 2024)



2.2 M

projected refugee
population



\$1.1 B

total financial requirements
in USD



313

RRP partners

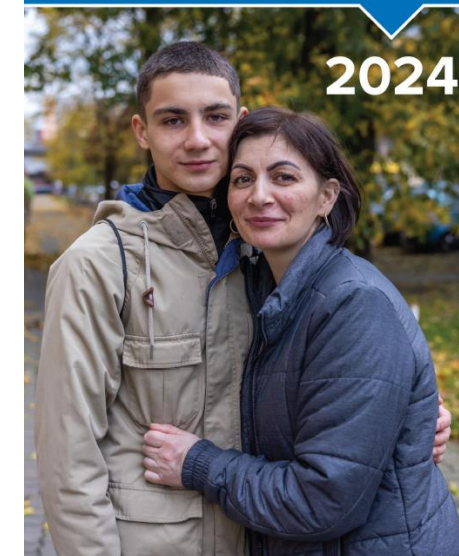
COUNTRY

FINANCIAL REQUIREMENTS IN USD

Bulgaria	38,561,185
Czech Republic	58,264,514
Estonia	10,589,248
Hungary	42,188,964
Latvia	9,682,633
Lithuania	15,450,605
The Republic of Moldova	303,055,882
Poland	377,377,752
Romania	117,215,789
Slovakia	59,940,518
Regional support ²	48,232,912



Regional Refugee Response
for the Ukraine Situation



44% women



10% older persons (60+)



36% children



6% persons with a disability



19% men

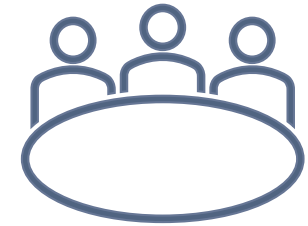
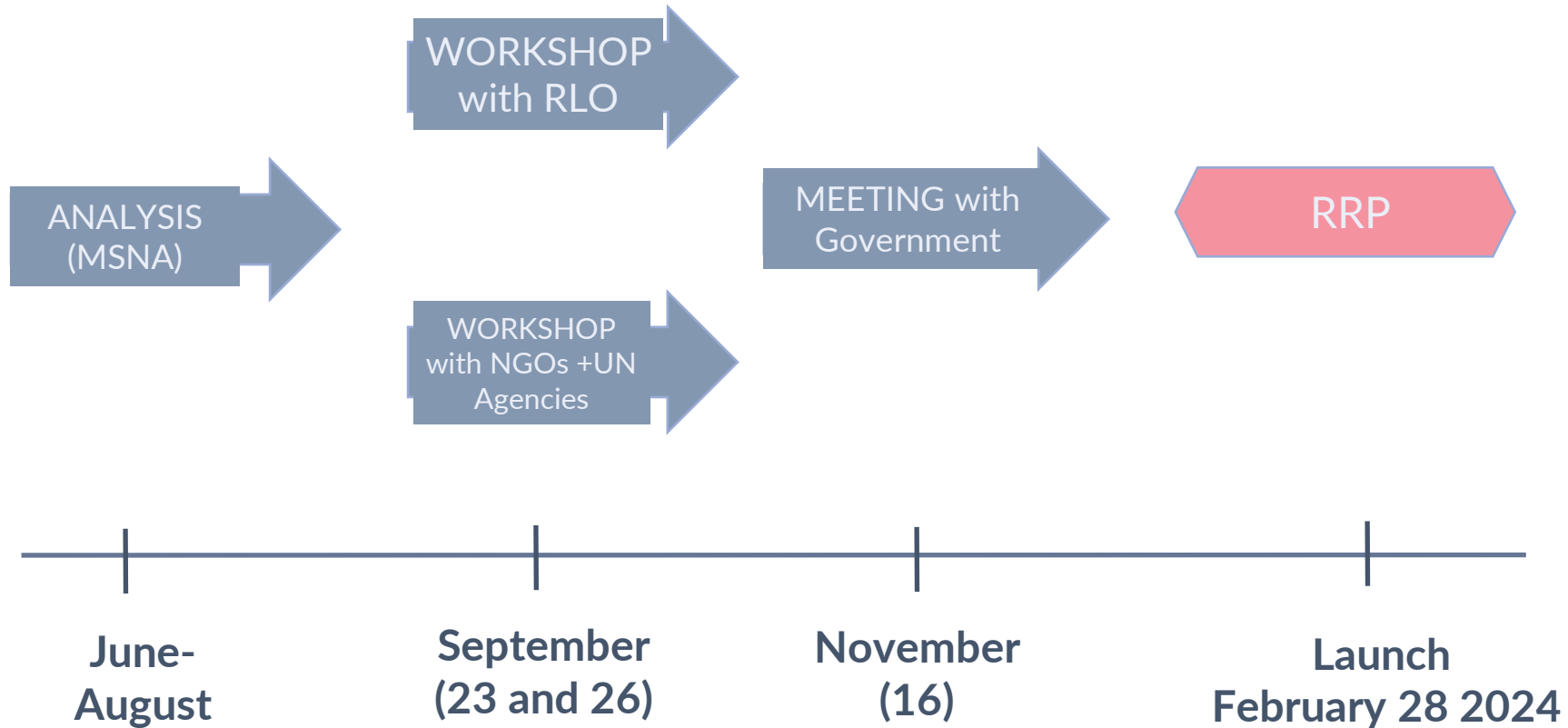


27% of refugees with a
chronic illness



Regional Refugee Response
for the Ukraine Situation

RRP 2024 – Timeline



Refugee Coordination Forum





COUNTRY CHAPTER

HUNGARY

Hungary Planned Response (January-December 2024)



85,000
projected refugee population

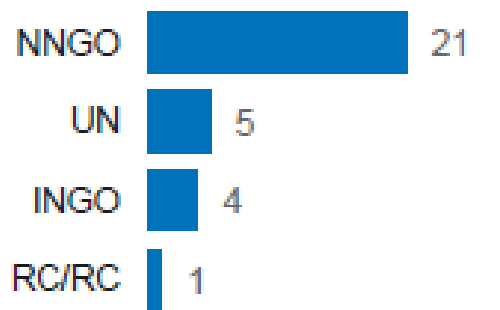
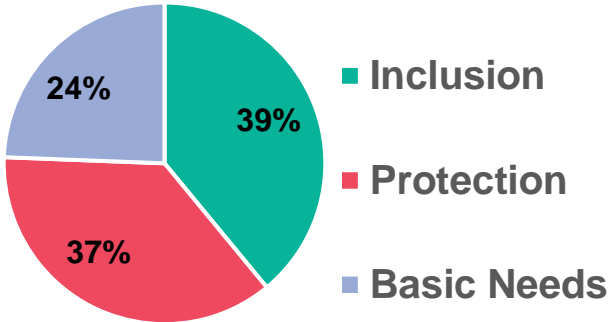


\$42.2 M
total financial requirements in USD



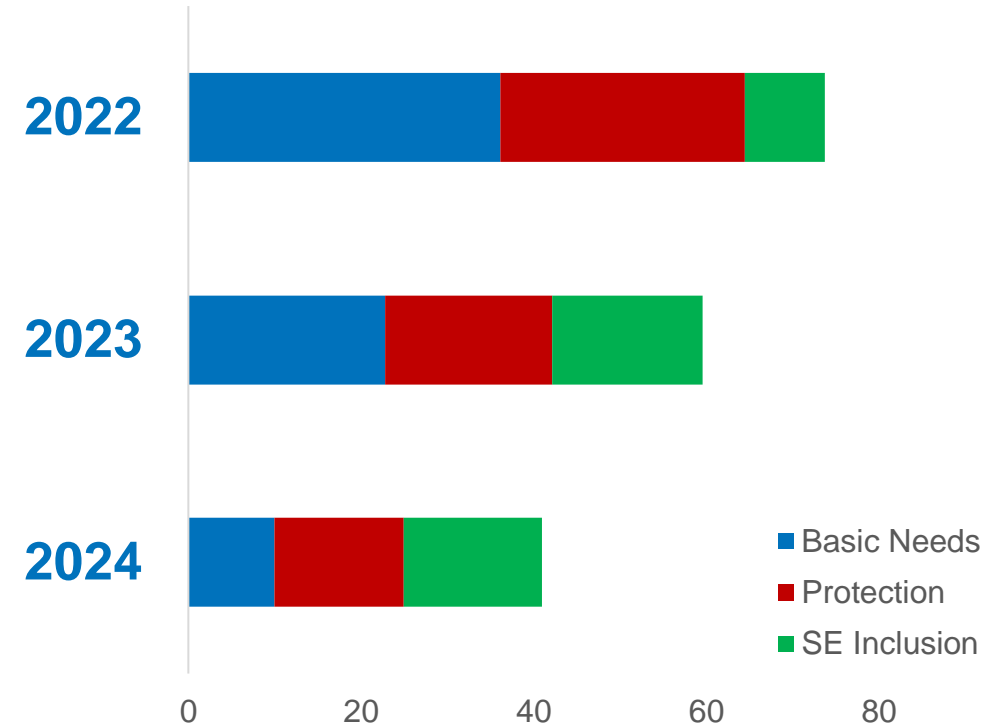
31
RRP partners

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



RRP HUNGARY / 2022 - 2024

	2022	2023	2024
# of partners	21	37	31
Total appeal	\$75	\$63	\$42
Amount raised	\$48 (64%)	\$25 (40%)	
Pop targeted	250,000	200,000	85,000
Refugees reached	178,000	97,500	



Cordelia Foundation
for the Rehabilitation
of Torture Victims



Hungarian Interchurch
Aid



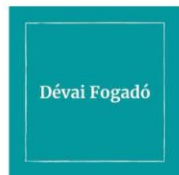
Menekültek Online
Segítő Társasága
(Refugee Help Digital
Network)



Segítő Összefogás
(Helping Association)



Dévai Fogadó



Hungarian Red Cross



Migration Aid



Terre des hommes



Food Bank Aid
Foundation Budapest



Hungarian Reformed
Church Aid



Next Step Hungary
Association



The Foundation for
Global Human Dignity



Foundation of the
Ukrainian Greek
Catholic Church



International Rescue
Committee



Parasolka Foundation



United Nations
Children's Fund



Hungarian Baptist Aid



LITERA Association



Piarista Foundation



United Nations
Educational, Scientific
and Cultural
Organization



Hungarian Charity
Service of the Order
of Malta



MedSpot Foundation



Pressley Ridge
Hungary



United Nations High
Commissioner for
Refugees



Hungarian Helsinki
Committee



Menedék
Hungarian Association
for Migrants



Pszí Pont



United Nations
Migration Agency



United Way Hungary
Foundation



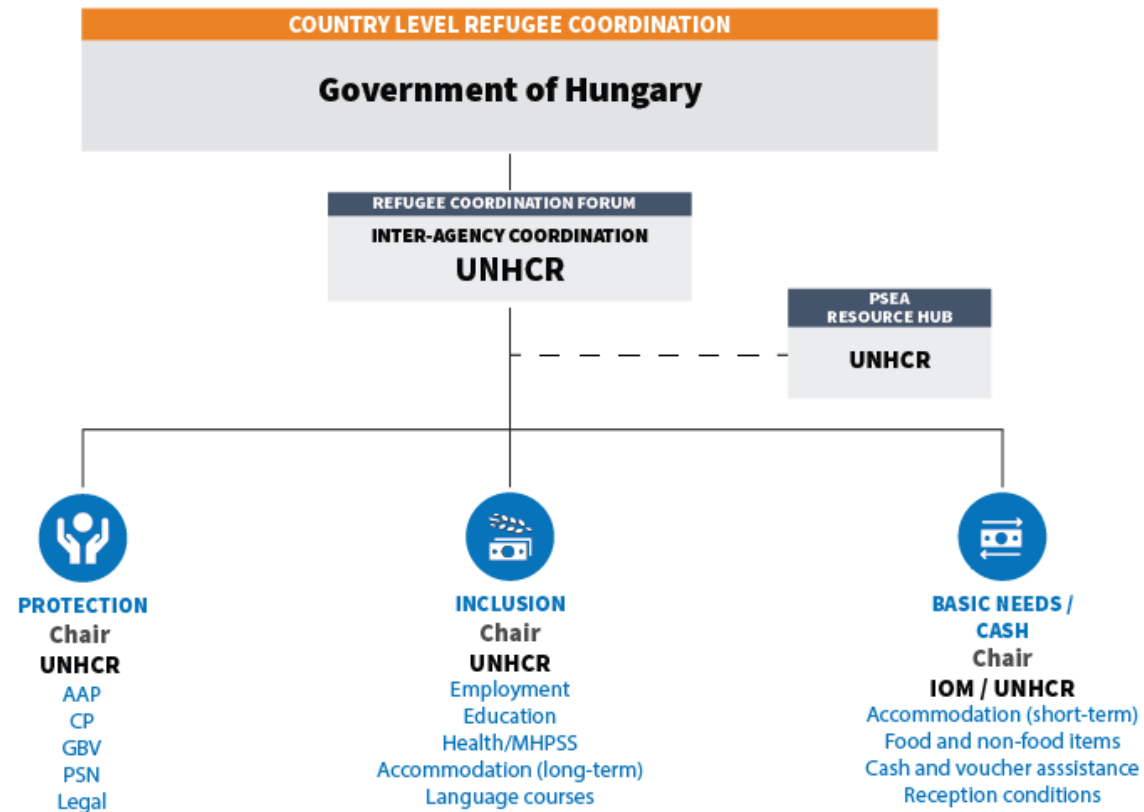
Vamos Foundation



World Health
Organization



INTER-AGENCY COORDINATION STRUCTURE



RCF Week 1 Fri, 10-12	hunbuiac@unhcr.org Lorenzo Leonelli, leonelli@unhcr.org	Click here
IWG Week 2 Fri, 10-12	hunbuiwg@unhcr.org Stephanie W., woldenbe@unhcr.org	Click here
PWG Week 3 Thu, 10-12	hunbupwg@unhcr.org Antonia Haegner, haegner@unhcr.org	Click here
BNWG Week 4 Fri, 10-12	hunbubnwg@unhcr.org Molnar Andras, anmolnar@iom.int Thais Severo, severo@unhcr.org (Cash)	Click here



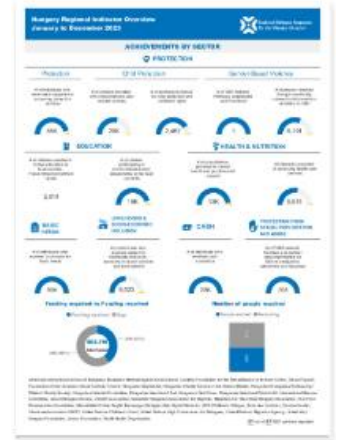


RRP 2023 Final Report (Regional and Country)

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.



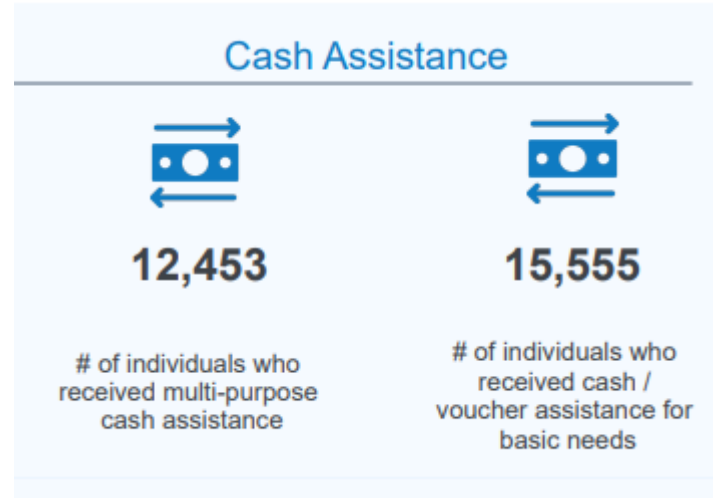
Impact of CBI on Refugee Inclusion in Hungary - Partner Insights

(IFRC, UNICEF, IOM, UNHCR)



Regional Refugee Response
for the Ukraine Situation

Cash and Voucher Assistance 2023 in Hungary



PARTNERS

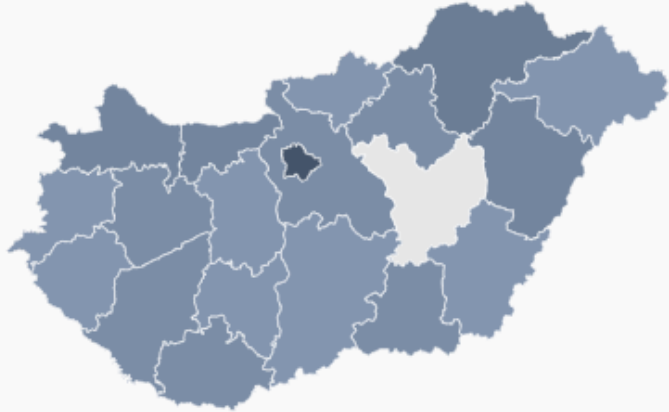


Regional Refugee Response
for the Ukraine Situation

Hungary RRP 2023 – Q4 Reporting Overview

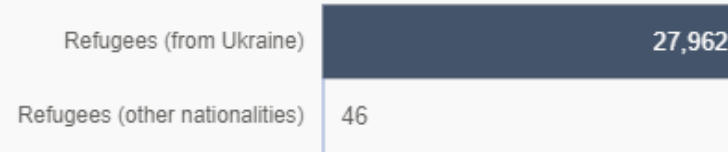
Reporting partners by county

All

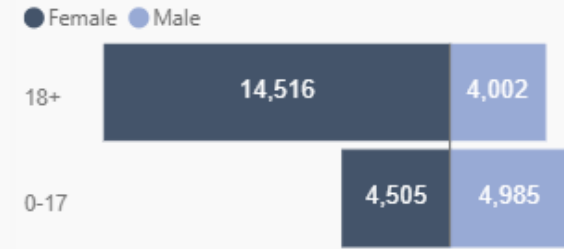


Data on individuals reached represents the number of individuals having received a service. Individuals can receive multiple services, the numbers do not represent unique individuals. Host community has been excluded.

Individuals reached by category

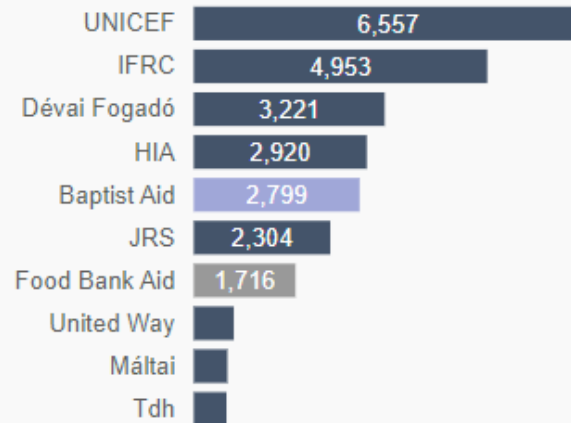


Individuals reached by age / gender

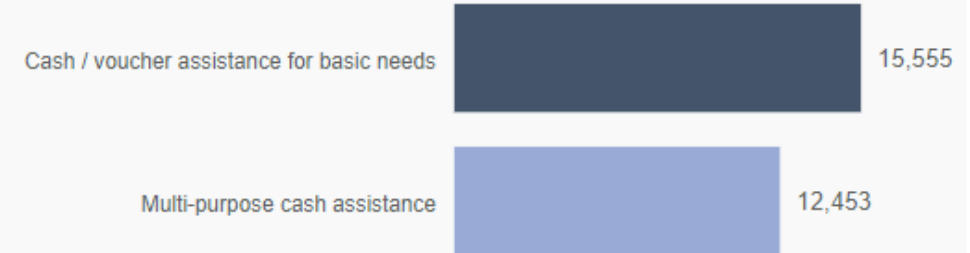


Individuals reached by partner (top 10)

Funded by ● IOM ● Other donors ● UNHCR



Individuals reached by activity (top 10)



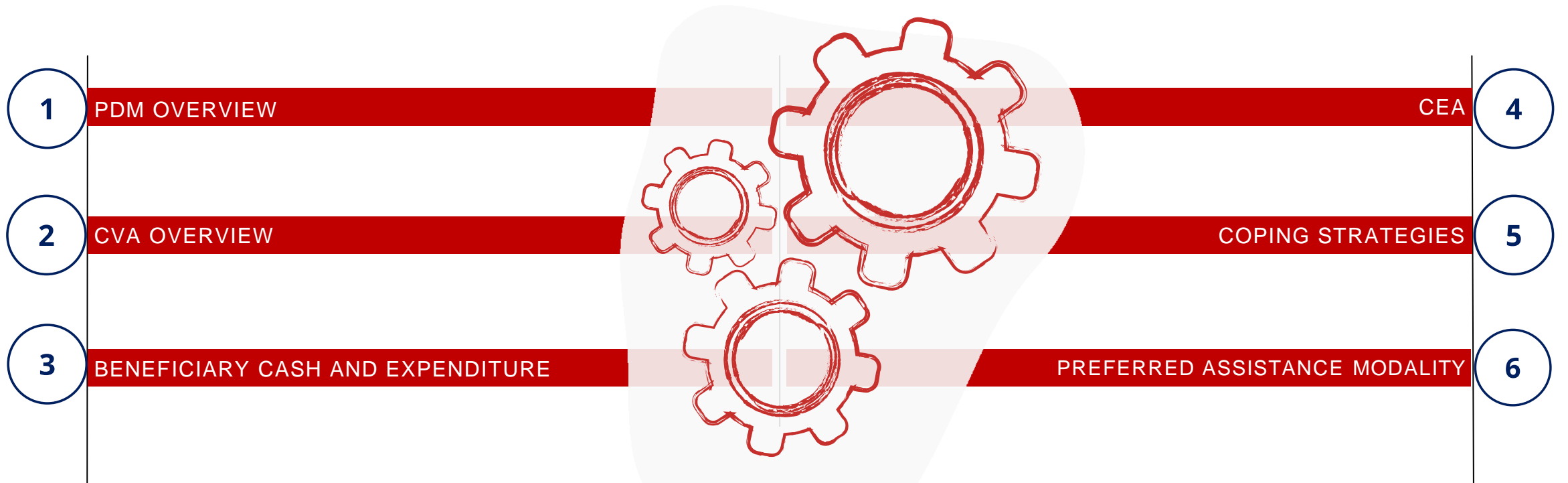
Regional Refugee Response
for the Ukraine Situation



POST DISTRIBUTION MONITORING

UKRAINE AND IMPACTED
COUNTRIES CVA OPERATION

SECTIONS





PDM OVERVIEW

4

PDM OVERVIEW

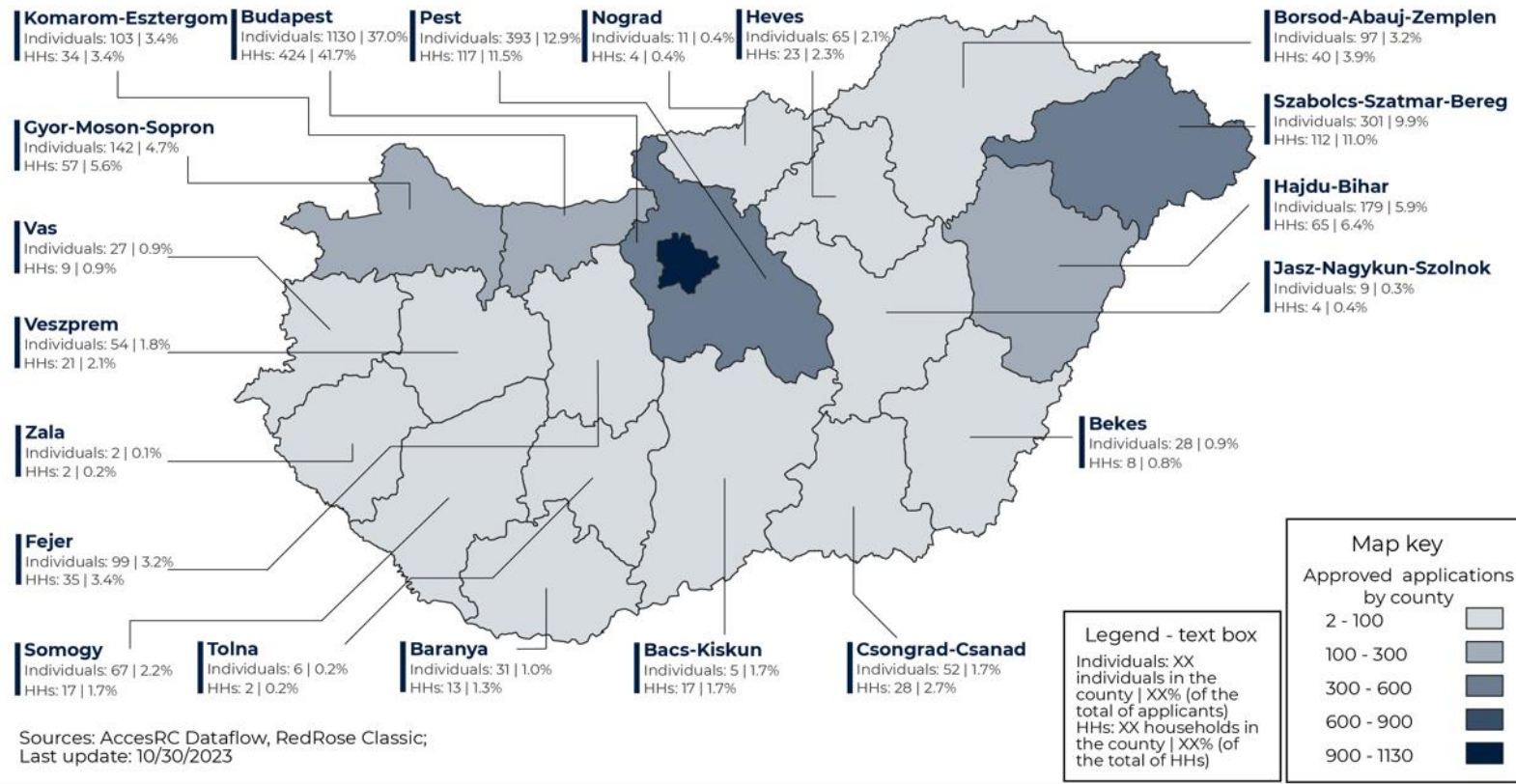
CVA PROJECTS

94%

OVERALL

SATISFACTION

1170 SURVEY

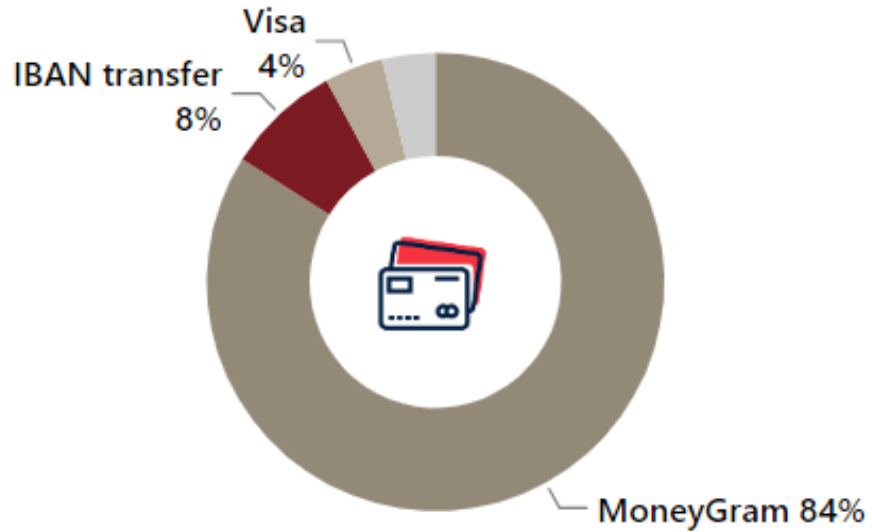




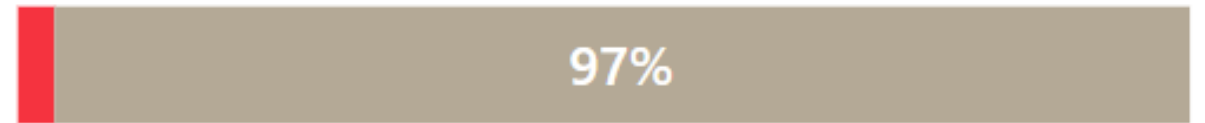
CVA OVERVIEW

RECEIPT OF MONEY

How did you receive your money?



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



No

Yes

Why not?

- 0.62% Risk of theft
- 1.25% Risk of losing money
- 1.25% Other

SAFETY WHEN COLLECTING MONEY



97%

FELT SAFE

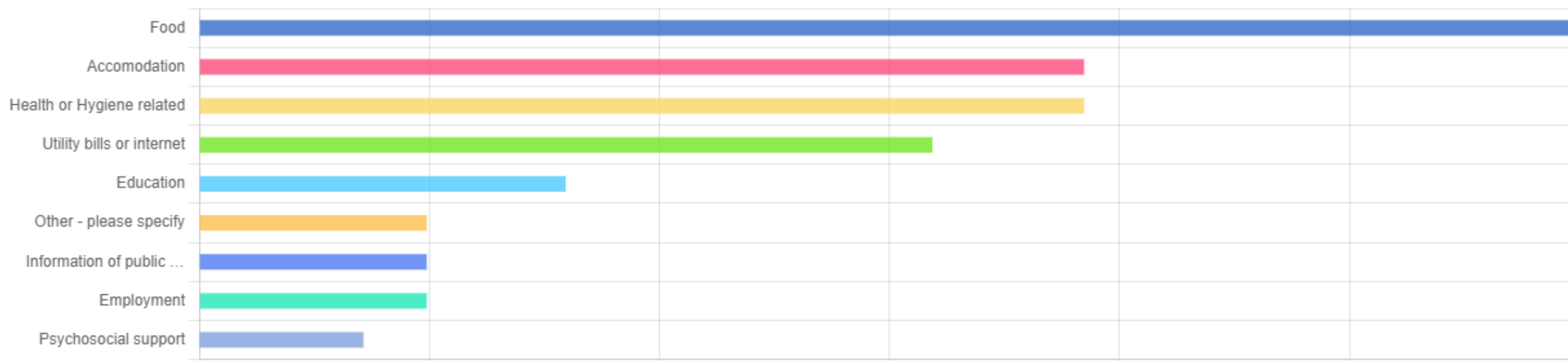
3%

RISK OF THEFT, LOSING MONEY,
OTHER REASONS



BENEFICIARY CASH AND EXPENDITURES

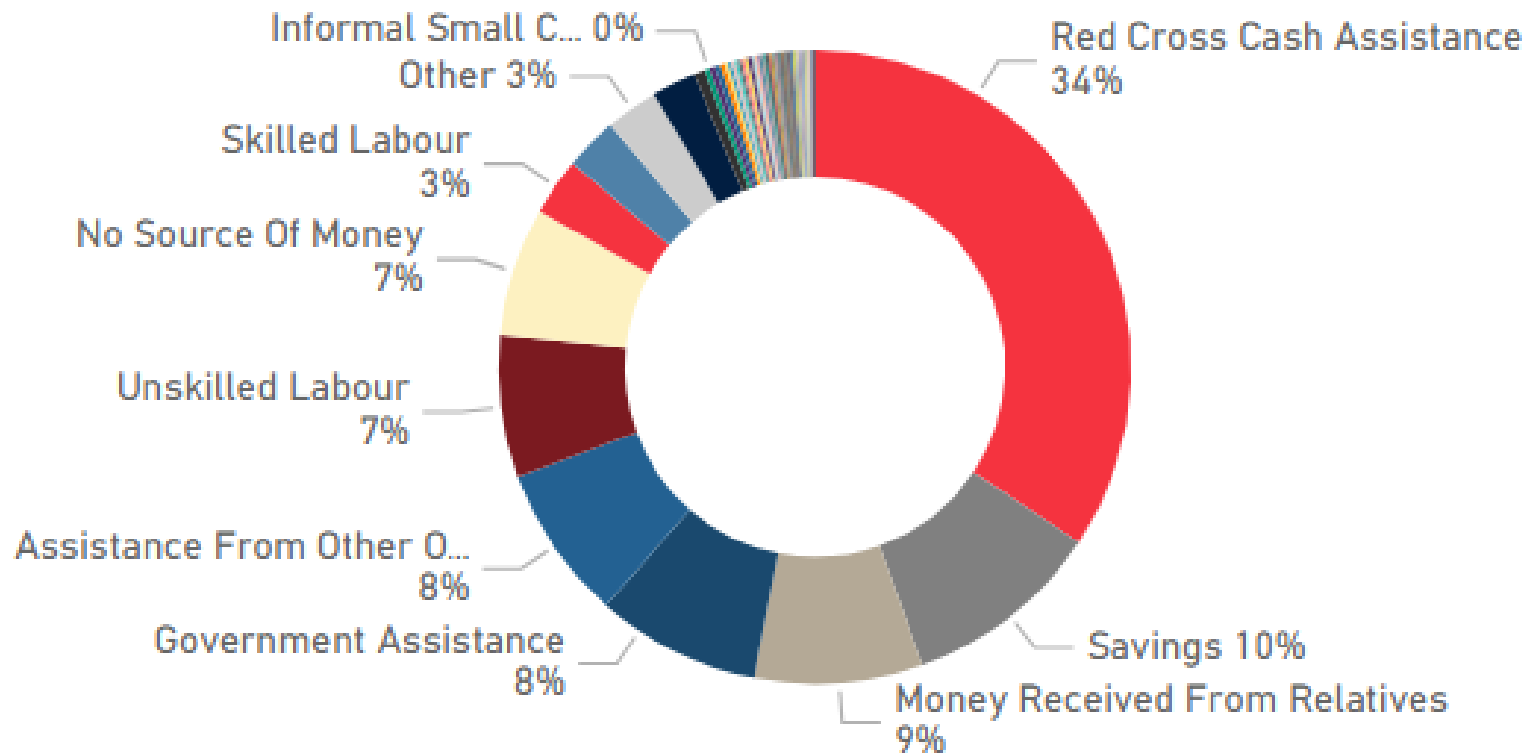
are the current needs of your family?



Value	Frequency	Percentage
Food	109	59.89
Accommodation	70	38.46
Health or Hygiene related	70	38.46
Utility bills or internet	58	31.87
Education	29	15.93
Other - please specify	18	9.89
Information of public services related	18	9.89
Employment	18	9.89
Psychosocial support	13	7.14

Red Cross Cash Assistance showed to be the primary source of funds/income for sustaining their household needs

Over the past 30 days, what was the main source of cash/income to sustain your household?



CASH SUPPORT COVERING MONTHLY NEEDS

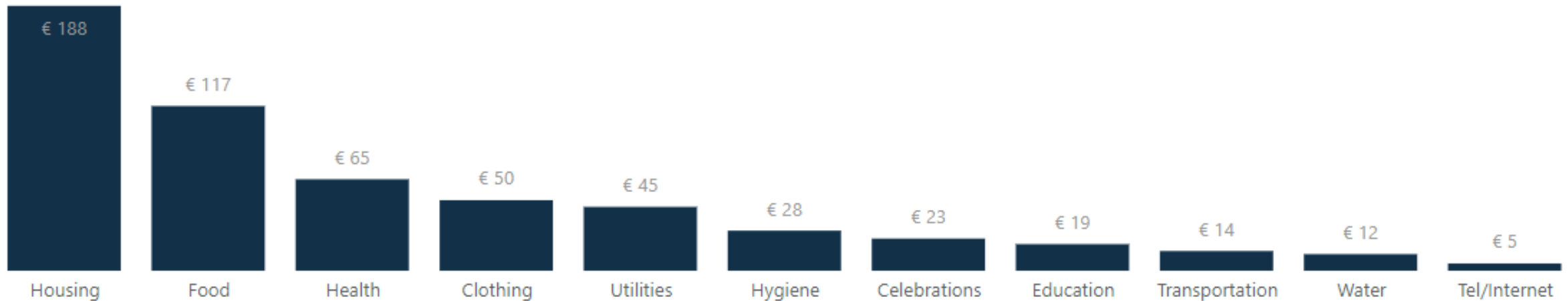


Most of the family's monthly basic needs were partially met by the R Cross's cash assistance.

Housing costs, including rent and food expenses, made up the majority of the household's spending followed by health expenditures.

Average expenditure per household

(Blank)





COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

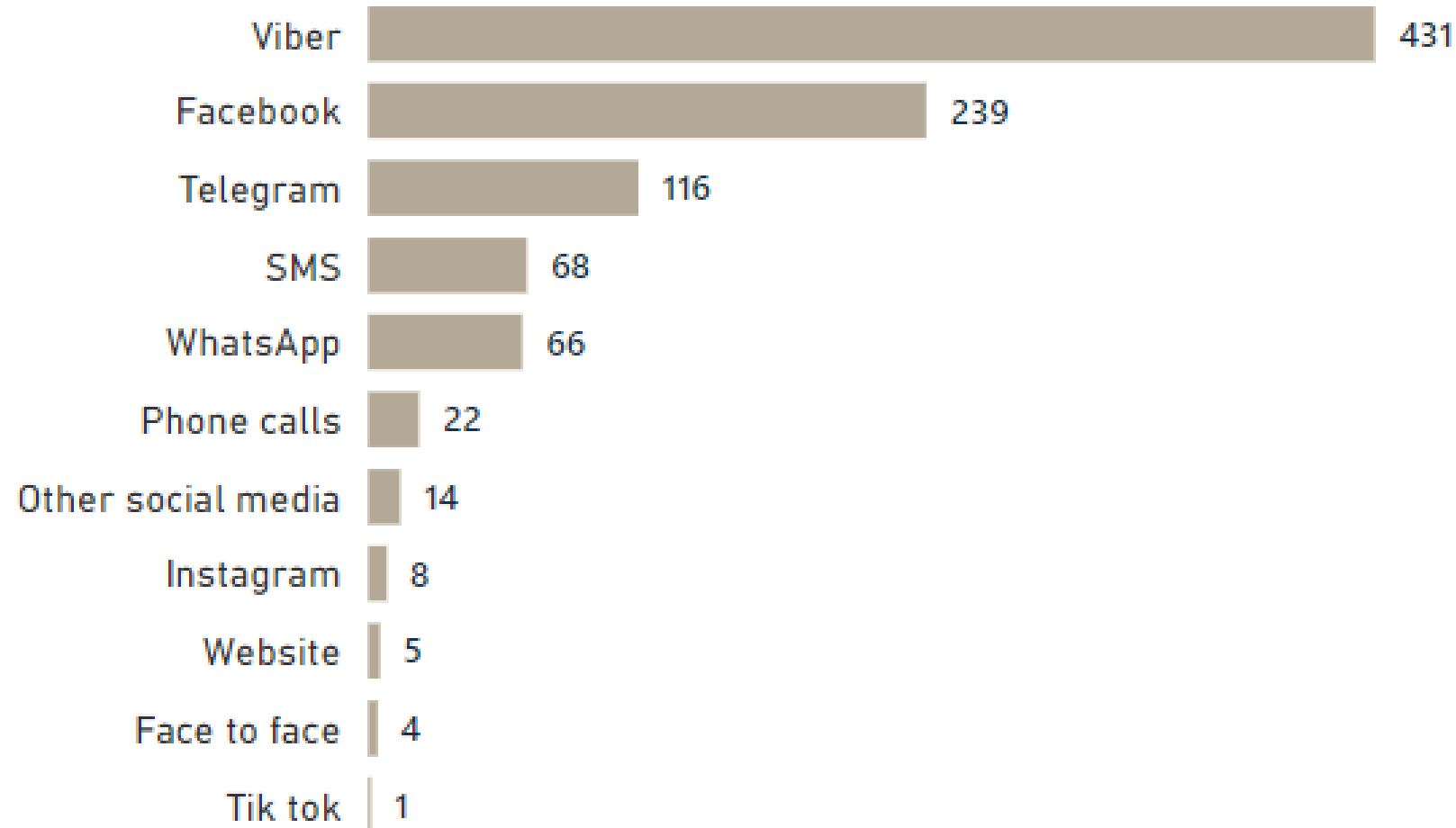
96%

Beneficiaries were satisfied with the amount of information shared before receiving cash assistance



INFORMATION

PREFERRED INFORMATION



The most commonly used communication platforms were Viber, Facebook, Telegram, SMS and WhatsApp.

PREFERRED ASSISTANCE MODALITY



Value	Frequency
Cash support	162
Non food items	1

Almost 99% of the responders would prefer to receive cash as preferred assistance modality

FEEDBACK FROM THE CASH RECIPIENTS

- 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 RECIPIENTS

- 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, 1st 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

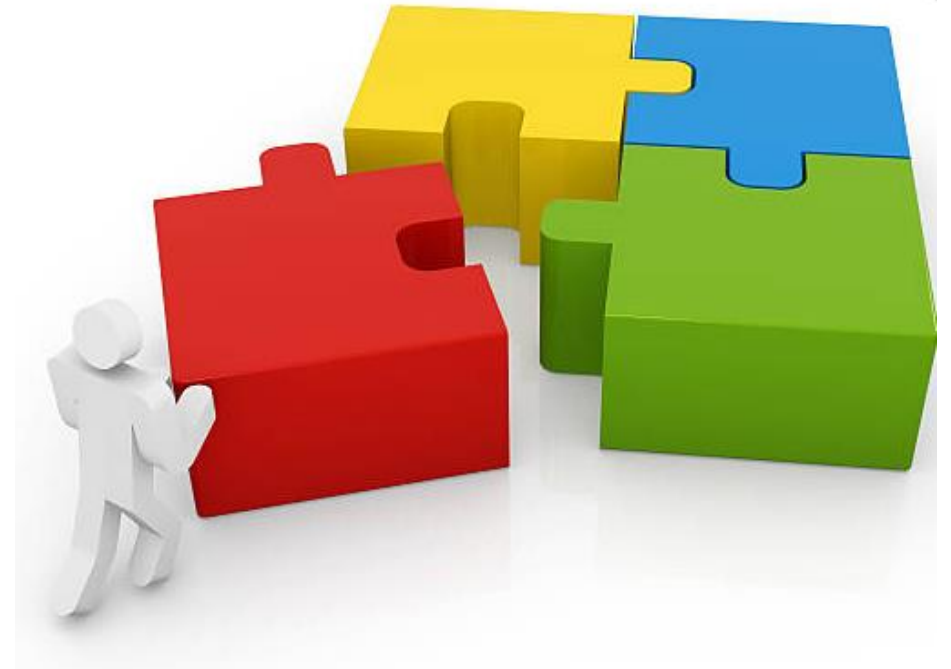
The programme has two main components:

Cash Transfer



Through the bank

Referral component



Links humanitarian cash transfer with national social protection system

PDM Survey's objectives

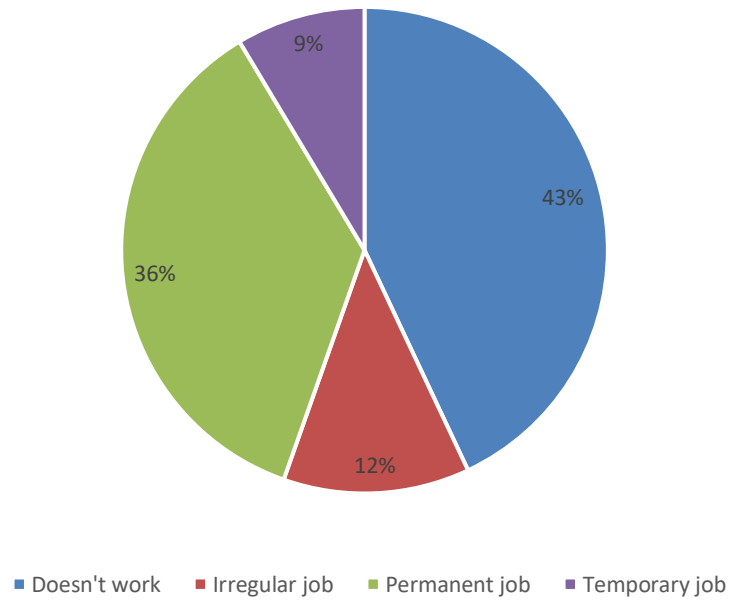
- **Understand the socio-economic characteristics** of families benefiting from the programme;
- **Assess the effectiveness, efficiency and impact** of the programme; and
- **Collect feedback about beneficiaries'** perceptions of and satisfaction with the programme.
- **Data collection:** Quantitative 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

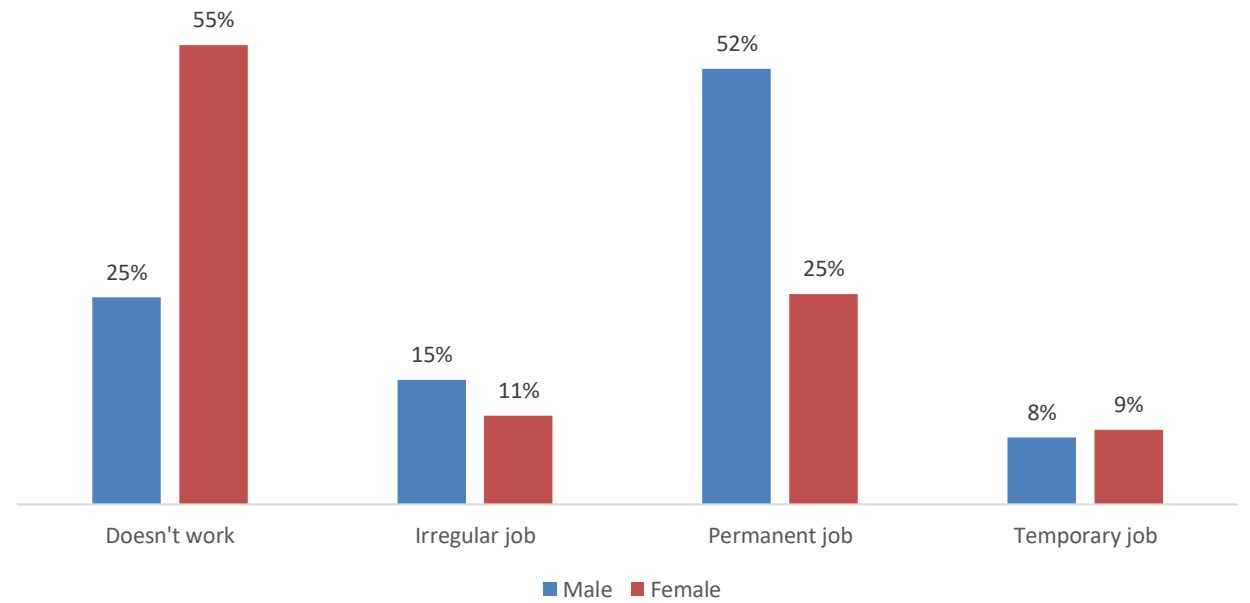
Demographic characteristics

- 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)

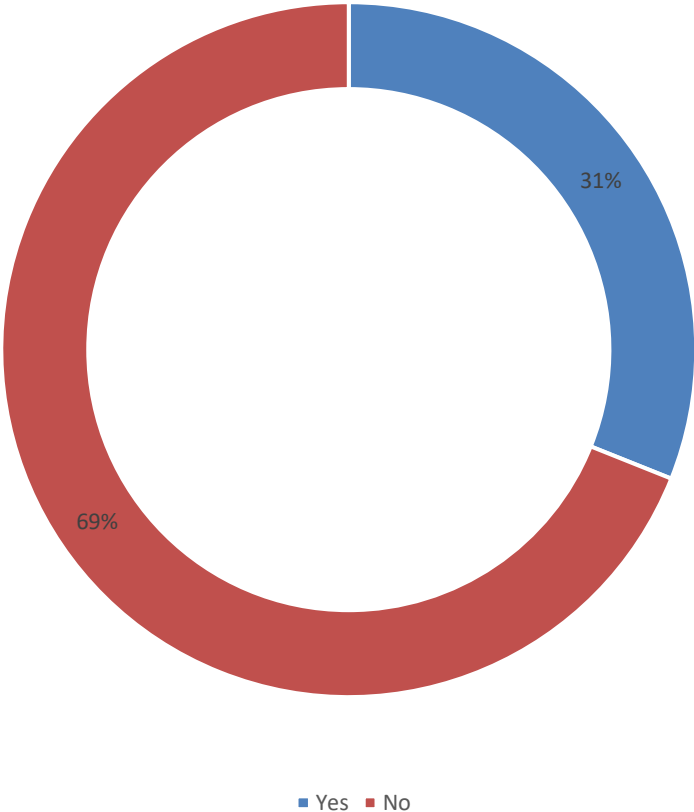


Working status of households members at the working age,
according to gender (N= 686)



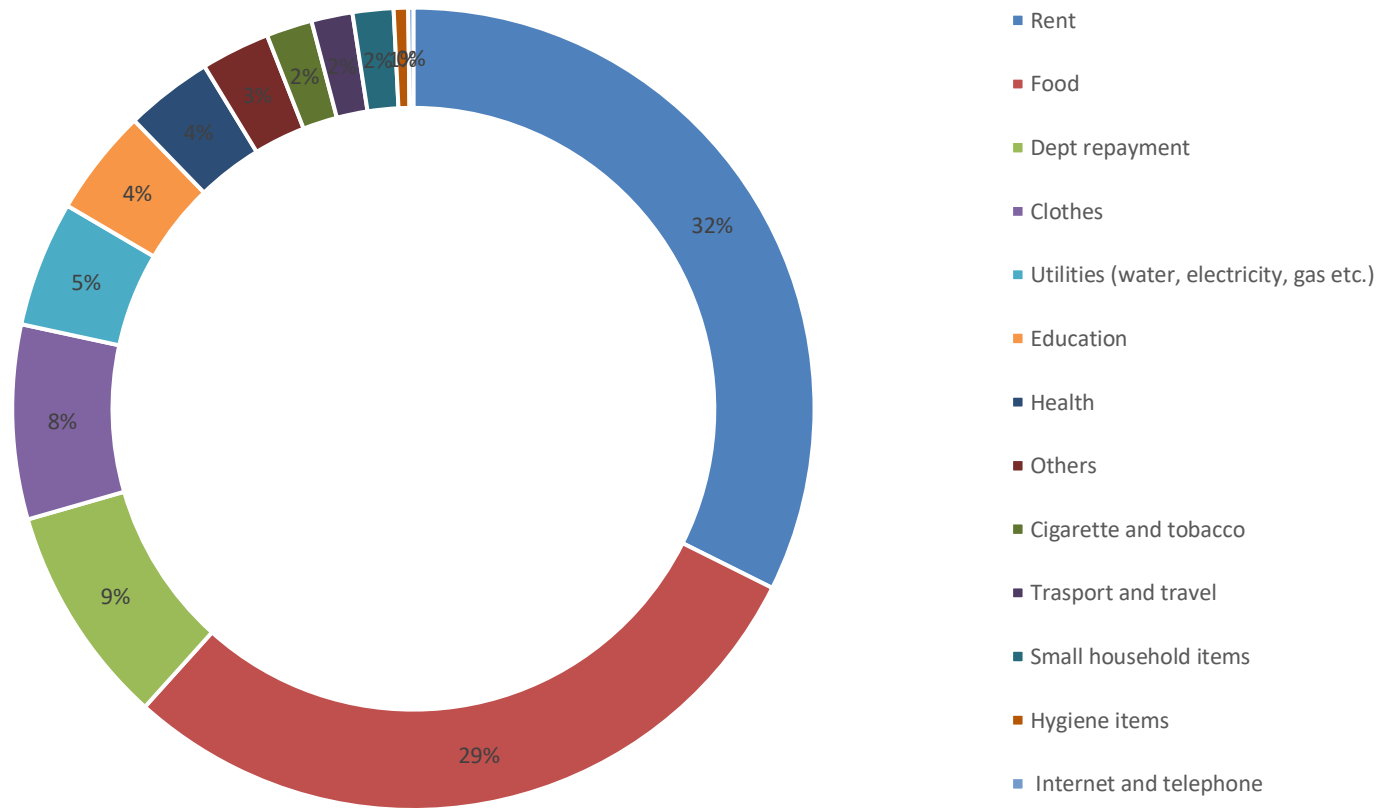
79% of households were living below the national average income in Hungary by 48%, 16% of households had incomes more than the national average income and 4% either did not know or declined to answer

% of households according to the sufficiency of their financial resources to cover their children's basic needs (N=322)

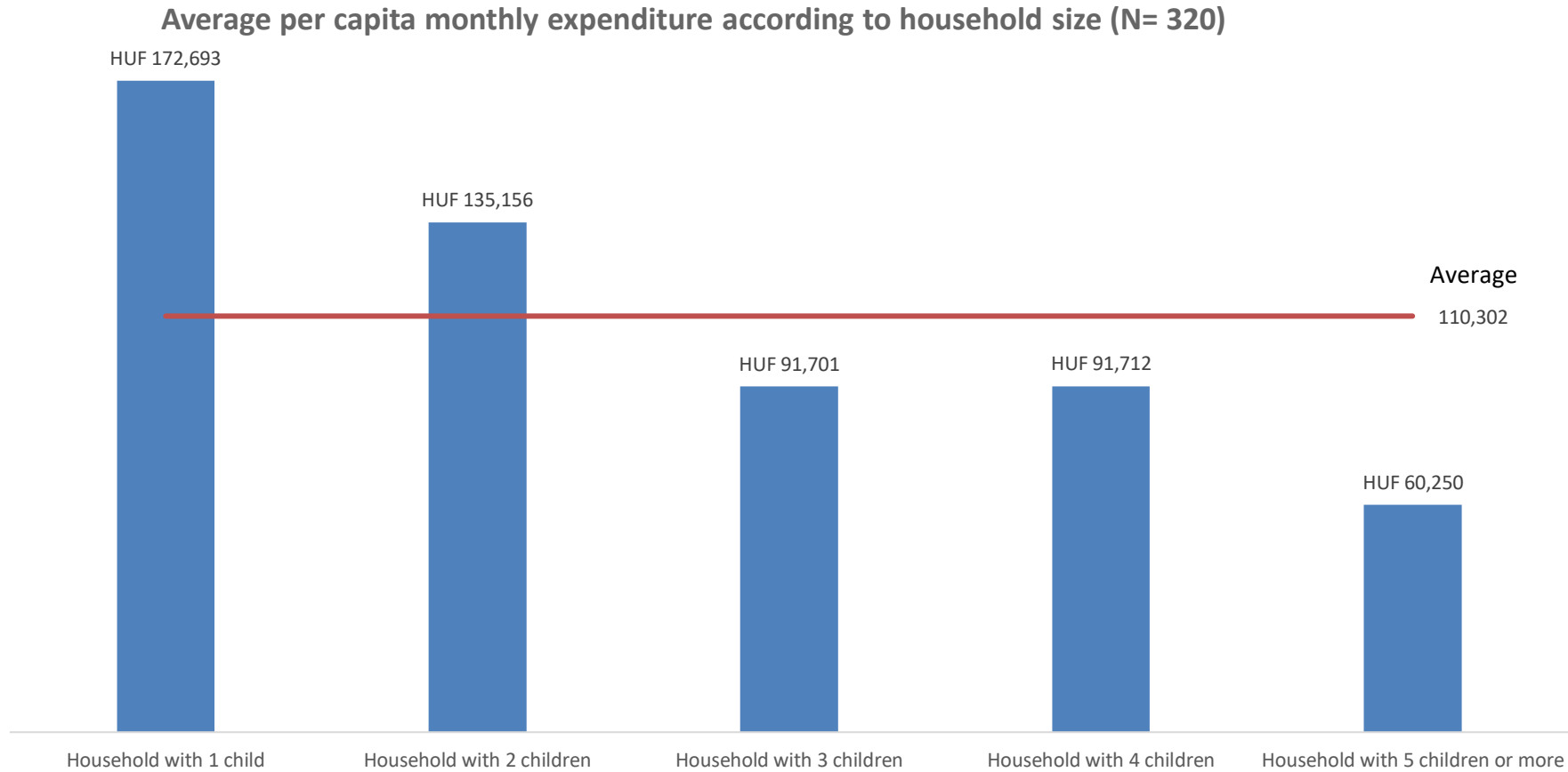


62% of households monthly expenditure was on food and rent

Households average monthly expenditure by category (N= 322)

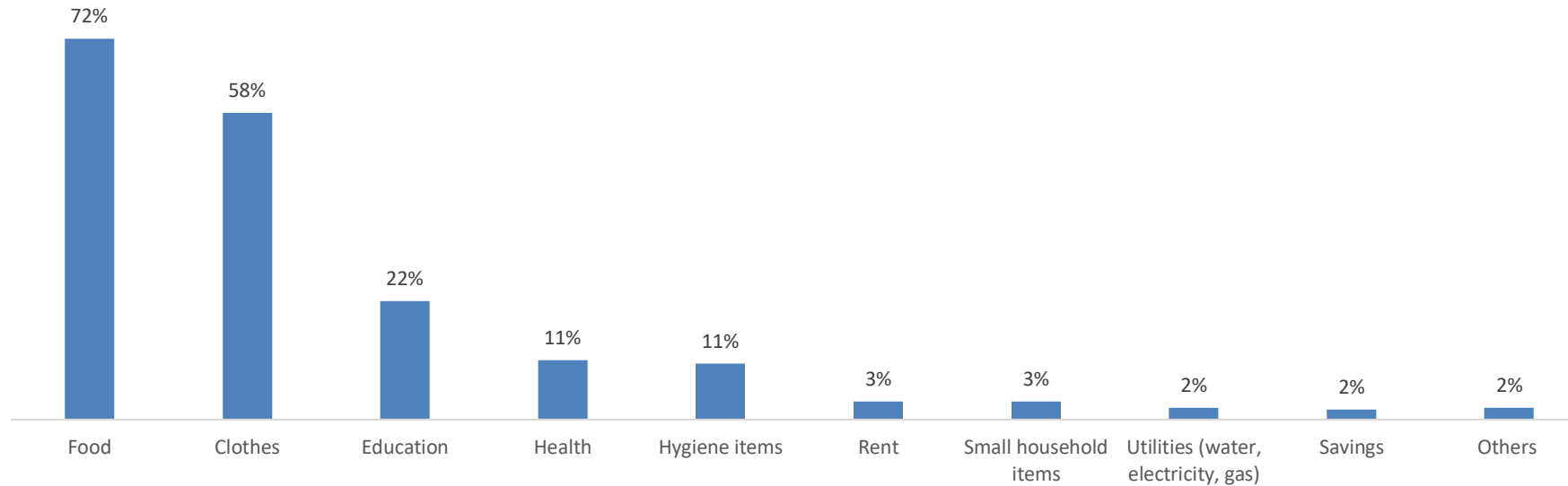


Direct correlation between household size and household expenditure

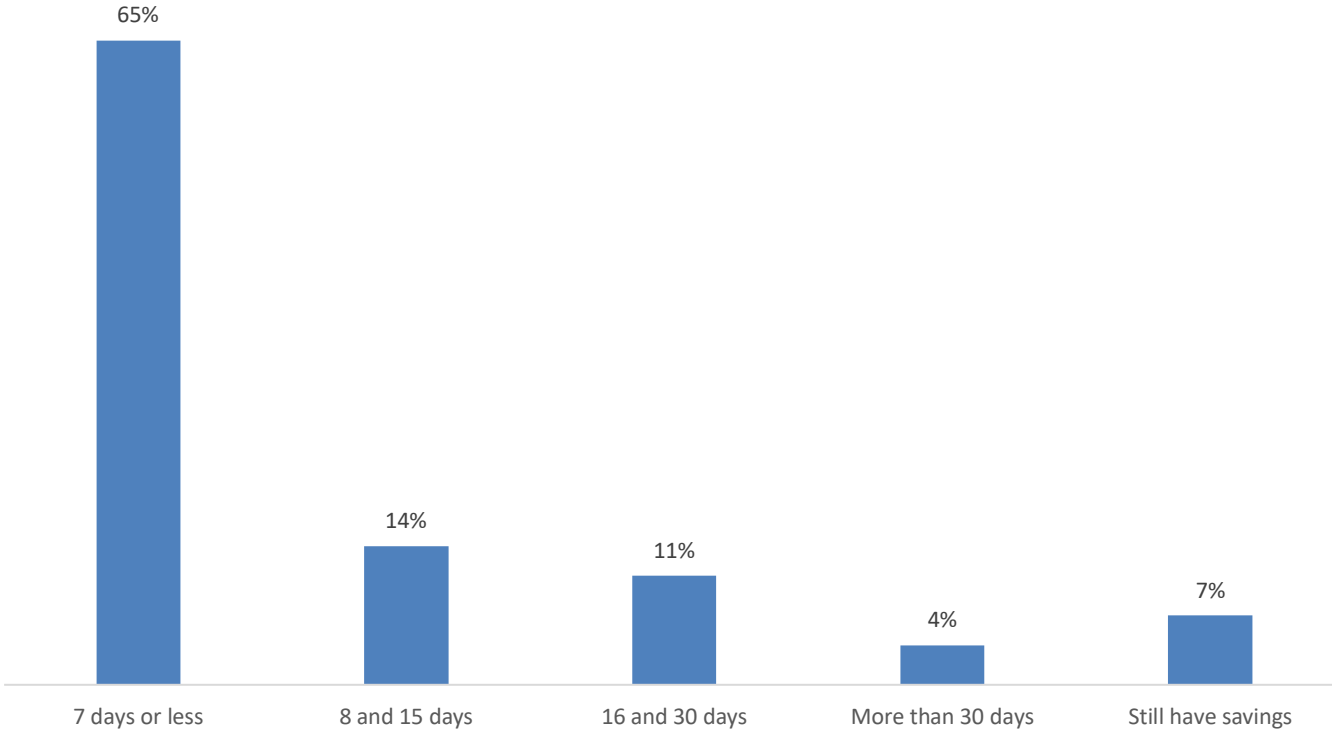


More than 70% of households reported spending on food with the cash assistance they received

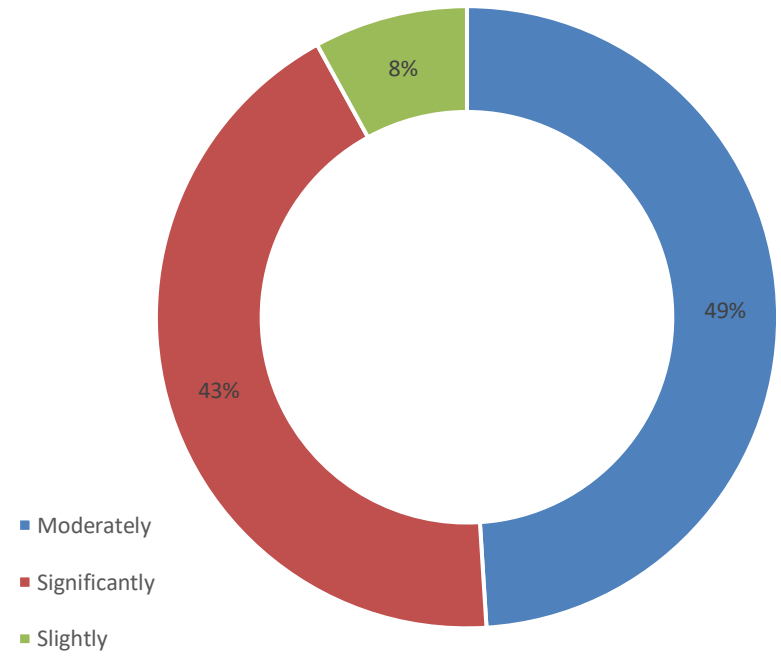
Areas prioritised by households with the cash assistance (multiple responses) (N= 322)



Speed at which households have used the cash assistance (N= 322)

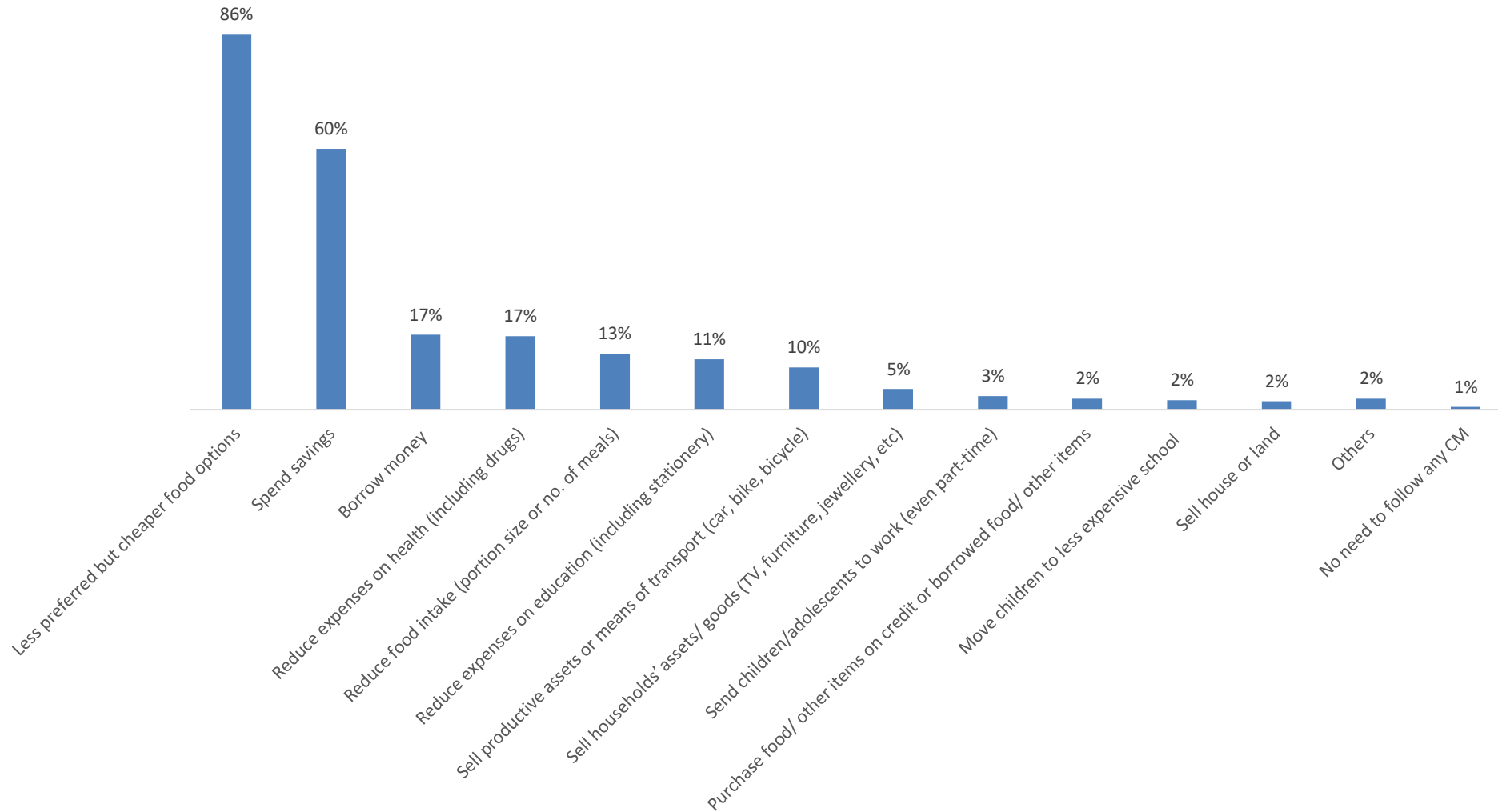


% of households according to the extent to which the amount received helped cover their children's basic needs (N= 322)

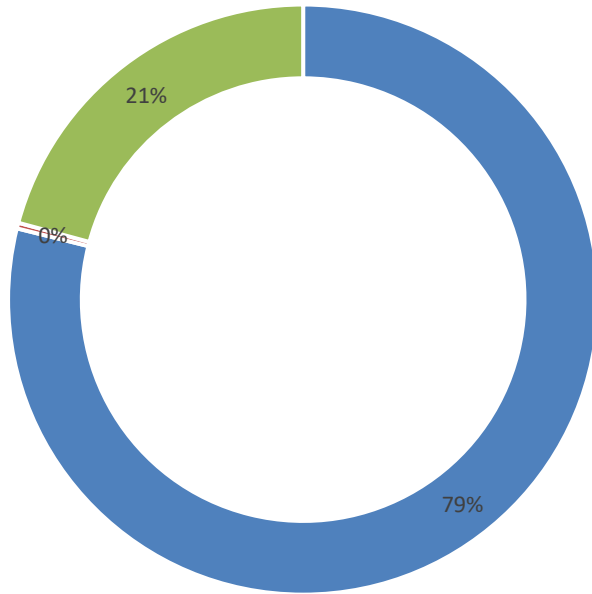


86% of households opted for less preferred but cheaper food as a coping mechanism

% of households using mechanism to cope with economic hardships (multiple responses) (N= 322)

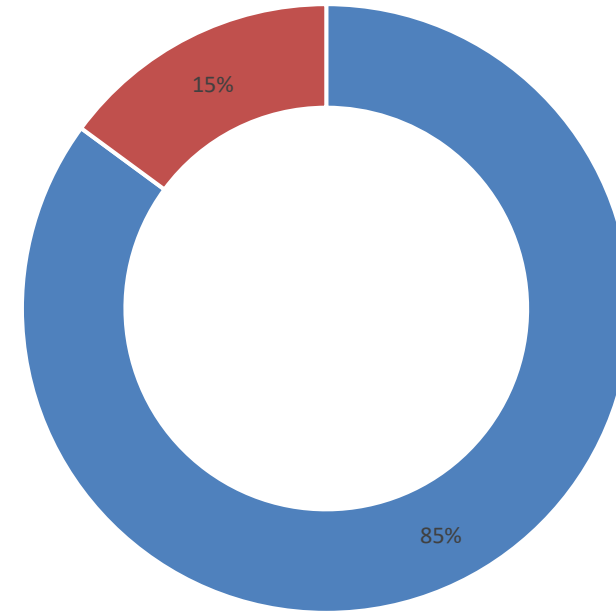


**% of households according to their preference of the type of assistance
(N= 322)**



■ Cash Transfer ■ In-kind assistance ■ No difference

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



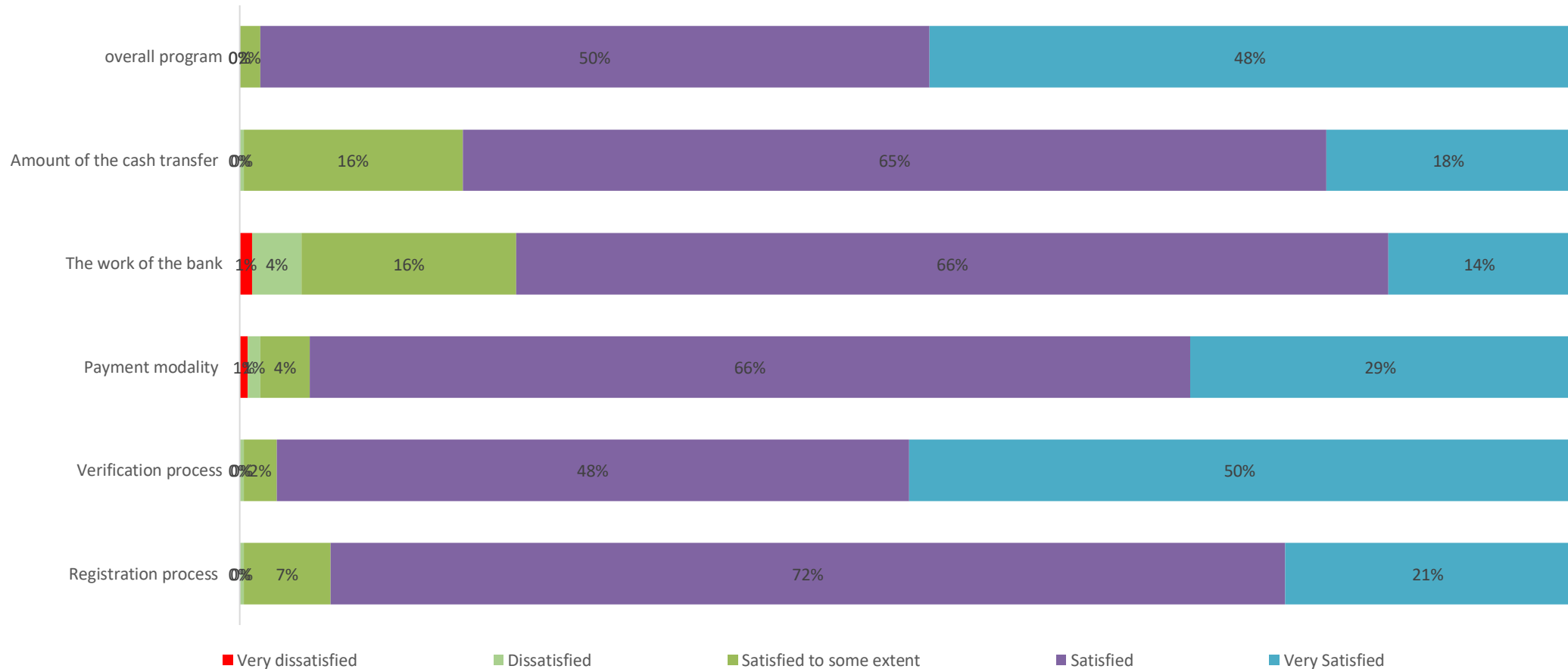
■ Yes ■ No

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)



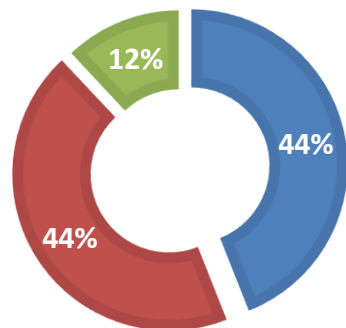


minden gyerekért

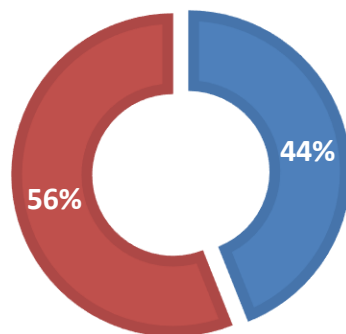


Thank you

■ children-22 ■ adult-22 ■ elderly-6



■ men-22 ■ women-28



IOM – AMIF – Cash-based intervention project*

Project location:	Budapest, Hungary
Project duration:	1 September 2023 – 31 December 2023
Project objectives:	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.
Main activities:	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.
Target population:	Individuals and families who arrived to Hungary from Ukraine.
Profile of beneficiaries	50 people, 19 households <i>The most common area of origin: Kharkiv, Donetsk, Kyiv, Poltava, Mariupol, Mykolaiv, Dnipro</i>
Selection criteria	AMIF criteria + Needs assessment + Environmental assessment + Individual action plan
Amount	205.000 HUF/person/month
Monitoring	Satisfaction survey + Complaint and feedback form

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



Regional Refugee Response Plan
For the Ukraine Situation

Hungary



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.

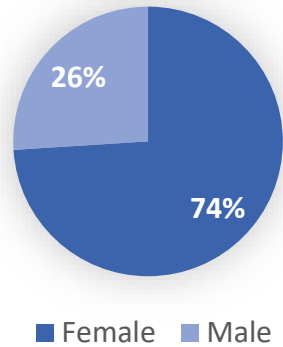


458 individuals supported

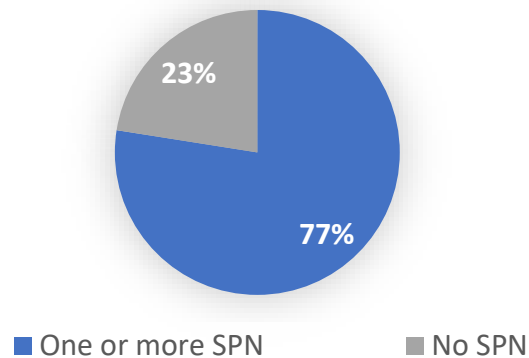


Winterization CBI Demographics

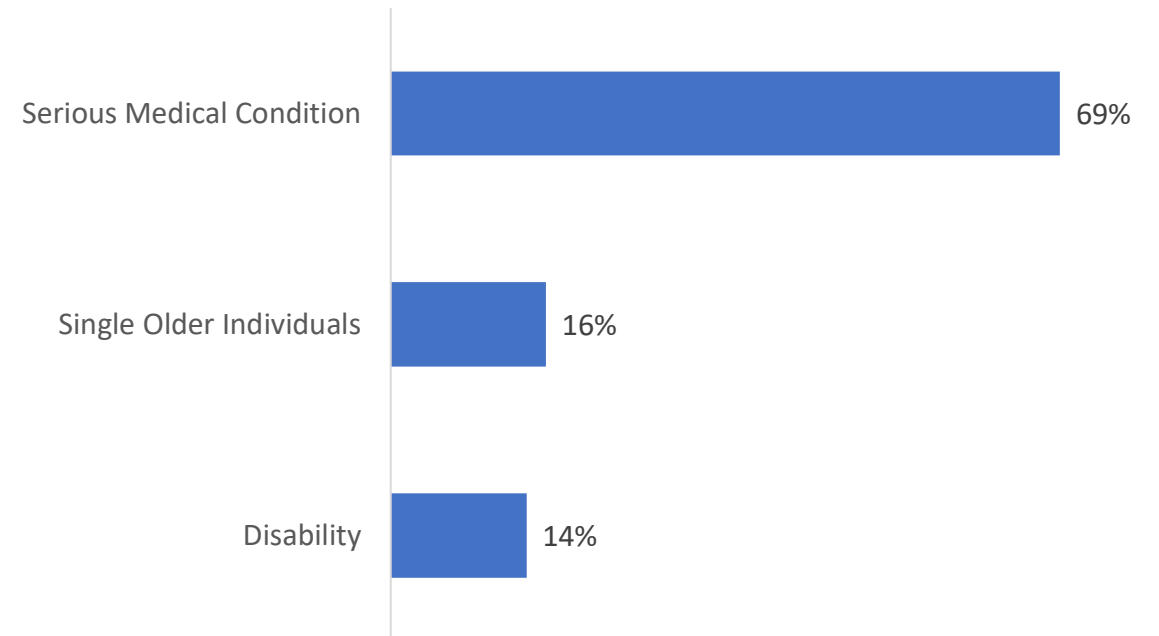
Gender individuals receiving assistance



Specific Needs



Breakdown Specific Needs



Post-Distribution Monitoring - Winterization



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.



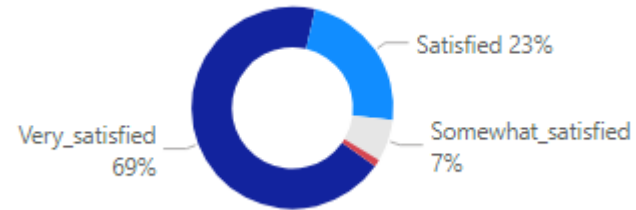
The survey was administered via phone interviews to a representative sample of 90 beneficiary households who received CBIs



Post-Distribution Monitoring – Overall Satisfaction

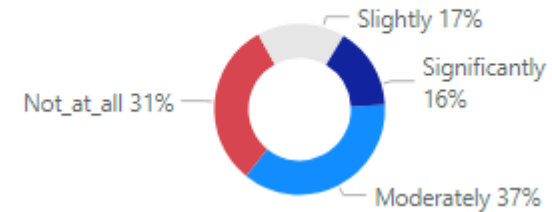


Very high general satisfaction.



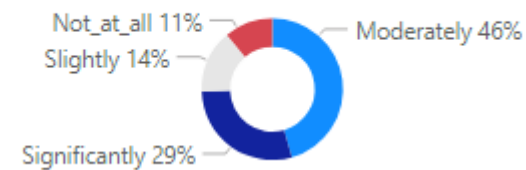
70% reported improved living conditions due to the cash assistance.

IMPROVED THE LIVING CONDITION



89% reported a reduced feeling of stress, showing that cash assistance can have an important positive psychosocial effect on the well-being of individuals.

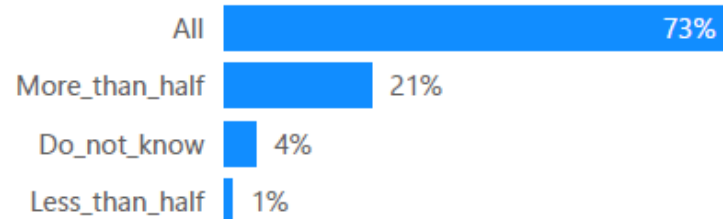
REDUCED FEELING OF STRESS



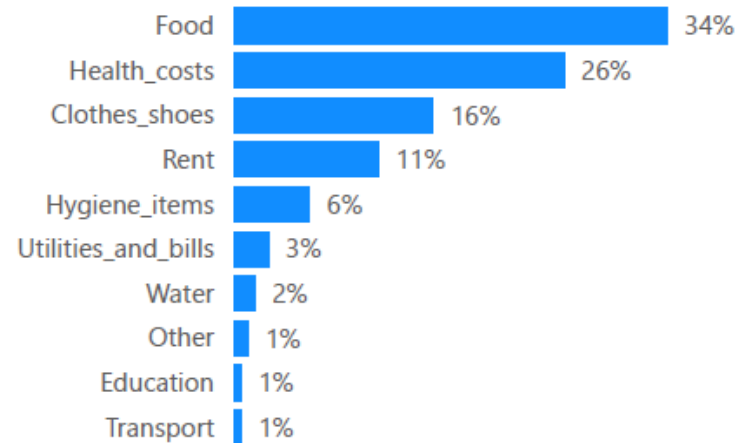
Post-Distribution Monitoring – Prices & Expenditures

PRICES

ALREADY SPENT CASH RECEIVED



ITEMS SPENT ON



MANAGED TO SAVE MONEY



Post-Distribution Monitoring – Coping Mechanisms

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.

SPEND ESSENTIAL SAVINGS



TAKE OUT NEW LOAN/BORROWED MONEY



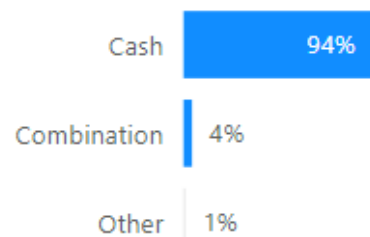
REDUCE EXPENDITURE ON HYGIENE ITEMS



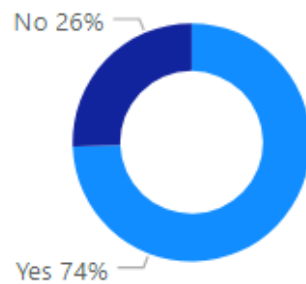
Accountability to Affected People

- 7% of the respondents reported challenges with receiving/withdrawing cash.
- Around $\frac{3}{4}$ 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.

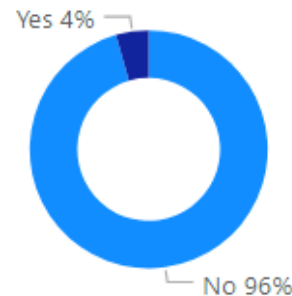
PREFERRED ASSISTANCE MODALITY



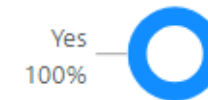
AWARE OF COMPLAINT MECHANISM



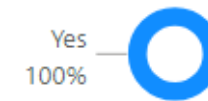
COMPLAINT OR FEEDBACK TO GIVE



COMPLAINT OR FEEDBACK PROVIDED



RECEIVED TIMELY RESPONSE



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.

„Nyugodtan mondhatom, hogy ez az ország a második otthonom” – mondja a Cserkasziból érkezett 45 éves Irina. Az ukrainai háború első napján menekültek Magyarországra a lányával, az akkor 16 éves Jelizavetával. Egészségügyi okok miatt csak részmunkaidős munkát tudott elvállalni. Rendkívül hálás a támogatásért, amit Magyarországon kapott: amikor megérkeztek, egy család ingyen odaadta nekik a lakását. Az üres volt ugyan, de a szomszédok már másnap mindennel ellátták őket a bútortól a tányérokig. Találtak egy középiskolát is Jelizavetának – aki mára gyakran a neve magyar változatát használja: Erzsike. Az UNHCR készpénzes támogatása segítette Irinának, hogy ki tudja bérelni az új otthonukat Budapesten.

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THANK YOU

THAIS SEVERO | SEVERO@UNHCR.ORG



Regional Refugee Response Plan
For the Ukraine Situation

Hungary



Updates on PSEA by the PSEA Resource Hub



Regional Refugee Response
for the Ukraine Situation

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

Service Mapping Hungary

Step 1: Select a sector

Step 2: Refine your search

Filter by Service Provider
All

Filter by Coverage
All

Filter by Service
All

71 number of service providers

20 number of counties

60 number of services

Step 3: Select service of interest

Service provider	Service	Comment
American International School of Budapest	Capacity development	in addition to the Ukrainian curriculum lessons Ukrainian Refugee Education Centre provides different activities including chess, arts and crafts, language learning, reading club, sports, board games, lego, IT club aimed at developing the children's talents and skills
American International School of Budapest	Catch-up education	Ukrainian professional teachers will help catch up with Ukrainian curriculum
American International School of Budapest	Distribution of groceries (in-kind food assistance)	we collect food from donors and distribute among families of Ukrainian refugee schoolchildren
American International School of Budapest	Enrollment in formal education	if a Ukrainian refugee child is from occupied territories or areas of active military actions and is not enrolled in any school in Ukraine, the schoolchild will receive official document on grade completion
American International School of Budapest	Language classes	in addition to Ukrainian being the main language of instruction, Ukrainian refugees schoolchildren have English language lessons and Hungarian language lessons with native speakers
American International School of Budapest	Learning materials	all learning materials are provided
American International School of Budapest	Prepared meals	we provide our Ukrainian refugee schoolchildren with lunches
American International School of Budapest	Professional / skill training	English language learning for adults - free of charge
American International School of Budapest	Summer camps	summer day camps

GENERAL CONTACT DETAILS



Regional Refugee Response
for the Ukraine Situation

2024 Multi-Sector Needs Assessment (MSNA)

Data Analysis Plan and Questionnaire	
Country level review	March / April
Sampling Methodology	
Develop a sampling methodology	March / April
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	
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



Regional Refugee Response
for the Ukraine Situation



HUNGARY
Refugee Coordination Forum



THANK YOU

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