

Multi-purpose cash assistance



2022 Post Distribution Monitoring Report

Acknowledgements

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CF «Right to Protection» (R2P) works to advance the common cause of all humanitarian actors in Ukraine: to ensure a safe and dignified life for all people living within Ukraine.

This publication was commissioned by UNHCR. It was prepared and conducted by R2P. The views and analysis contained in the publication therefore do not necessarily represent the views of UNHCR.

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Executive summary

STUDY OBJECTIVES AND METHODOLOGY

This report presents the results of the 2022 Post-Distribution Monitoring (PDM) exercise of the United Nations High Commissioner for Refugees' (UNHCR) multi-purpose cash assistance (MPCA) in Ukraine. The report summarises the PDM results for the distribution of cash in **March-June 2022**. Within the reporting period 153,641 **households** (372,525 persons of concern (PoC) have been reached with MPCA.

The purpose of this PDM Survey is to assess the appropriateness, effectiveness and coverage of the cash assistance distributed as well as capture feedback from cash assistance beneficiaries. Data collection for this assessment was carried out by R2P in June 2022, employing a quantitative methodology. Telephone interviews were conducted with randomly selected UNHCR MPCA beneficiaries. The sample size was calculated using confidence level of 95 percent and 5 significance level. To account for non-response and for errors in data collection calculated sample size was increased by 10 percent. As such, a total of 417 MPCA beneficiary households were interviewed about their use of cash, the impact of cash assistance, and on potential non-compliance issues they may have faced during the process of cash collection.

KEY FINDINGS

- A sizeable proportion of the respondents (86 percent) reported that MPCA enabled them to cover all or most of their priority needs.
- Most of the interviewed beneficiaries (95 percent) reported that the cash assistance reduced the financial burden on their households, reduced their feeling of stress (91 percent), and improved their living conditions (98 percent).
- Most respondents (93 percent) reported spending cash assistance on food, 52 percent reported spending on rent, and 47 percent spent on hygiene items.
- Most beneficiaries (94 percent) were able to find the needed items on the market and with the required quality (97 percent). However, 61 percent reported increased prices of purchased items (mainly with reference to food and rent).
- A total of 61 percent of beneficiaries needed to resort to one or more harmful coping strategies in the four weeks preceding the interview to cover their most pressing needs. The most frequently adopted strategy was reducing expenditure on hygiene items, water, baby items, health, or education to meet household food needs (adopted by 47 percent of the respondents).
- Most beneficiaries (97 percent) did not need any help to withdraw or spend the cash assistance. Among those who needed help the main cited reasons were limited mobility and difficulties with reading instructions due to disabilities, medical conditions, or old age.
- Almost all (except one person) felt physically safe at all times while withdrawing, holding, and spending cash assistance.
- Among the interviewed beneficiaries, 72 percent could identify at least one local channel for reporting complaints or feedback on UNHCR cash assistance.

- Over 30 percent of PoC households are on a pathway to sustainable solutions: 12 percent of the respondents now have items (productive/livelihood assets) to earn a living and 20 percent have access to micro-credit. Also, 18 percent of households who received money via post service now have a bank account.

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Abbreviations

AGD	Age, Gender, Diversity
ATM	Automated Teller Machine
CBI	Cash-Based Intervention
CF	Charitable Foundation
CFM	Complaints and Feedback Mechanism
IDP	Internally Displaced Person
IOM	International Organisation for Migration
HH	Household
MPCA	Multi-purpose cash assistance
NFI	Non-Food Items
NGCA	Non-government controlled area
PDM	Post-Distribution Monitoring
PoC	Person of Concern
rCSI	Reduced Coping Strategy Index
SMS	Short message service
UAH	Ukraine Hryvnia
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
USD	United States Dollars
WFP	World Food Programme

Introduction

Ukraine has seen intense fighting since 24 February 2022 which has led to a grave humanitarian crisis with over 7.1 million internally displaced people (IDPs)¹.

In this context, cash assistance is one of the most important social protection tools in the humanitarian response. Multi-purpose cash assistance was introduced in March 2022 to support conflict affected populations to meet their immediate basic needs, including temporary accommodation, food, and hygiene items. The objective behind UNHCR's cash assistance program, beyond meeting basic needs, is to prevent people from resorting to the use of harmful coping strategies. UNHCR provided 2,220 UAH per person per month (up to maximum three months). According to the survey, the largest share of the assistance received was spent mainly on food and rent.

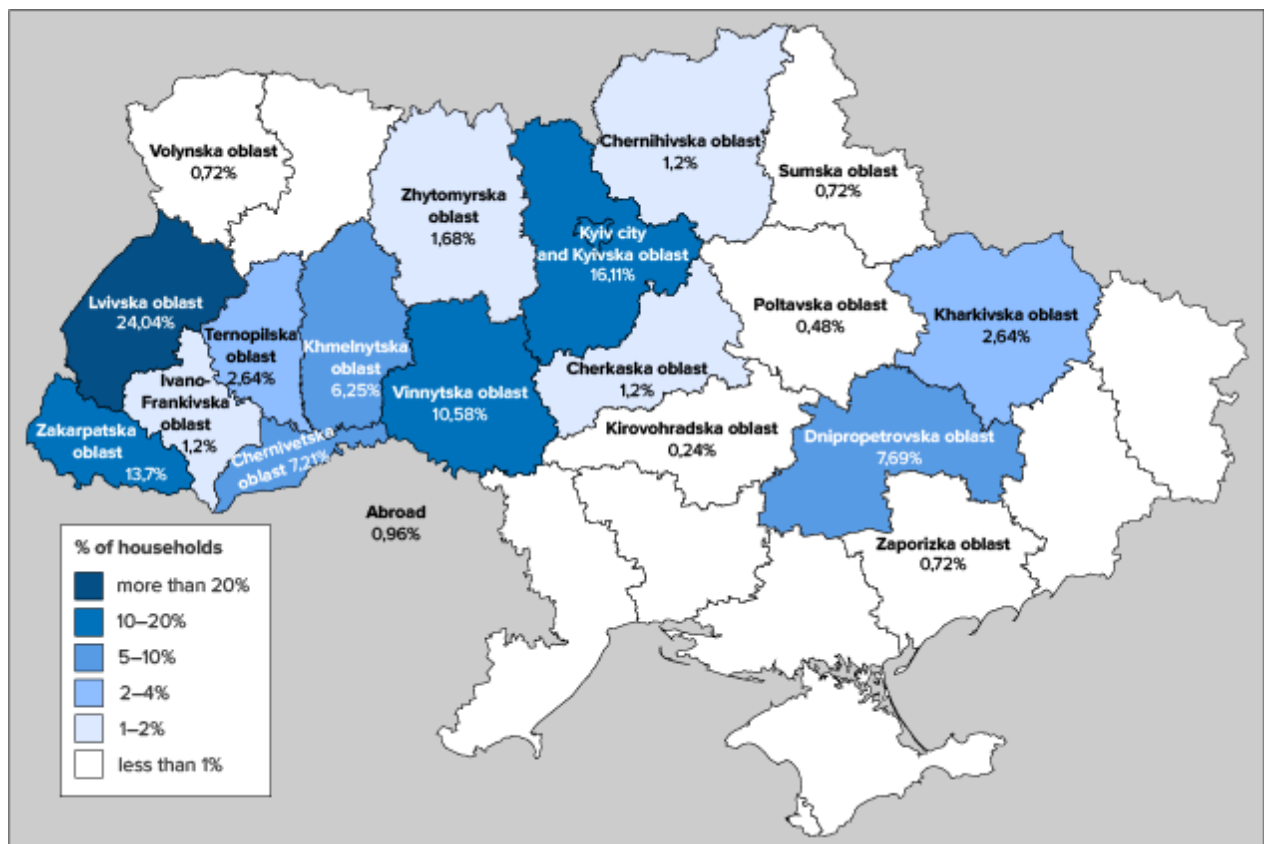
¹ See IOM, Ukraine International Displacement Report - General Population Survey (Round 5) - 23 May 2022

Profile of the Sample

SOCIO-DEMOGRAPHIC CHARACTERISTICS OF THE RESPONDENTS

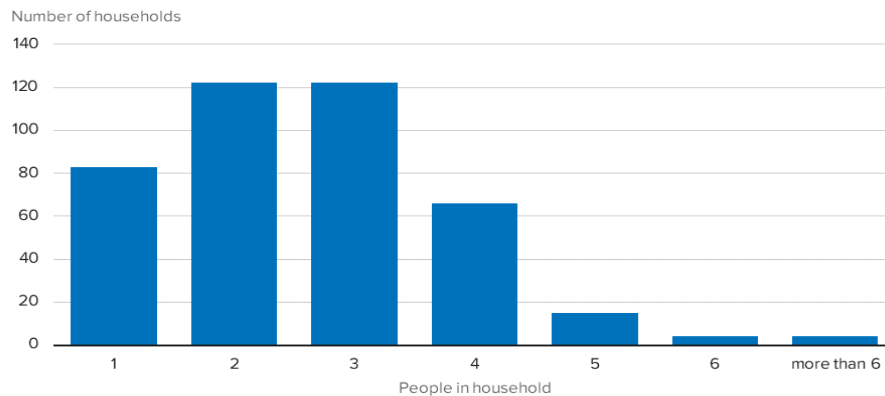
The survey was administered to 417 respondents via telephone in June 2022. The sample size calculation was based on the population size disaggregated by registration location, and financial service provider. The sample includes households of different sizes that are represented by focal points of different sex and age groups. Reflecting the geographic distribution of the respondents, **24 percent** were located in Lvivska oblast, followed by Kyiv and Kyivska oblast (**16 percent**), and Zakarpatska (13.7 percent) oblast.

Figure 1 | Location distribution of PDM survey respondents



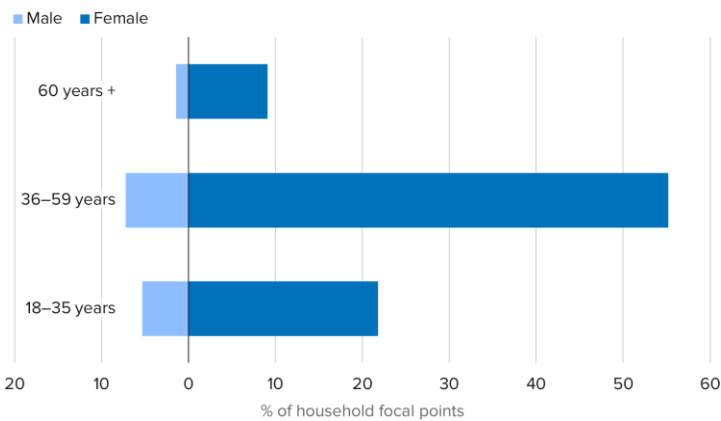
The **average size of the interviewed households was 2.6 members** with a median family size of three. Only one percent of households were comprised of more than six members.

Figure 2 | Household size



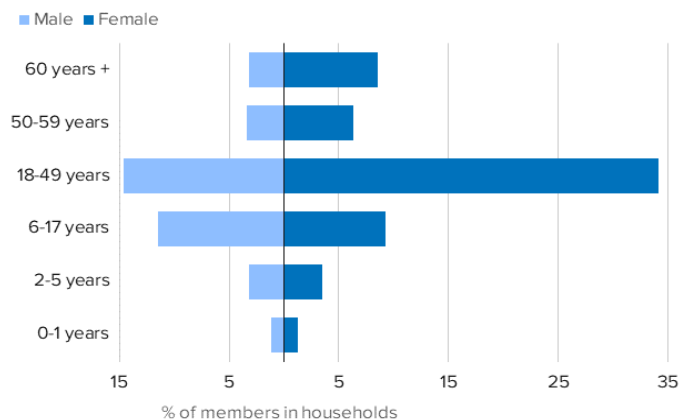
The biggest age group among focal points is 36-59, mostly represented by women. **Women make up to 86 percent** of all respondents.

Figure 3 | Distribution of focal points by sex and age



The most represented age group is 18-49. There are generally more women than men among adults. But as for children, the sex ratio is approximately the same.

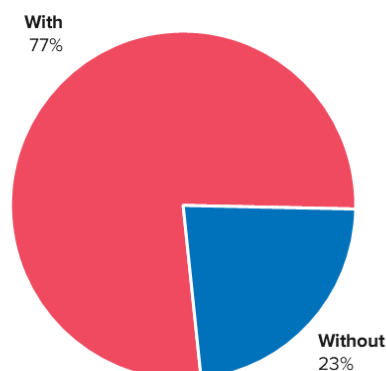
Figure 4 | Distribution of household members by sex and age



VULNERABILITIES

The sample included households with a range of vulnerabilities.

Figure 5 | Households with vulnerabilities



A total of 60 percent of households had children and 32 percent of households included elderly people. At the same time, 27 percent of households had members with disabilities or chronic illnesses/serious medical conditions. Further, 48 percent of households were female-headed.

Table 1 | Vulnerability criteria distribution

The below table is intended for comparative analysis rather than absolute quantitative representation.

Vulnerability	% of HHs*
Households with children	60
Female-headed households	48
Households with elderly	32
Single-headed households	15
Households with members that have a chronic illness/serious medical conditions requiring expensive healthcare	14
Households with members with disabilities	13
Households with pregnant/lactating women	7
Older persons (over 60 years of age) heading households	6
Foster families caring for unaccompanied and separated children (documented)	1

Note: one household can have more than one vulnerability and hence the total does not equal 100%.

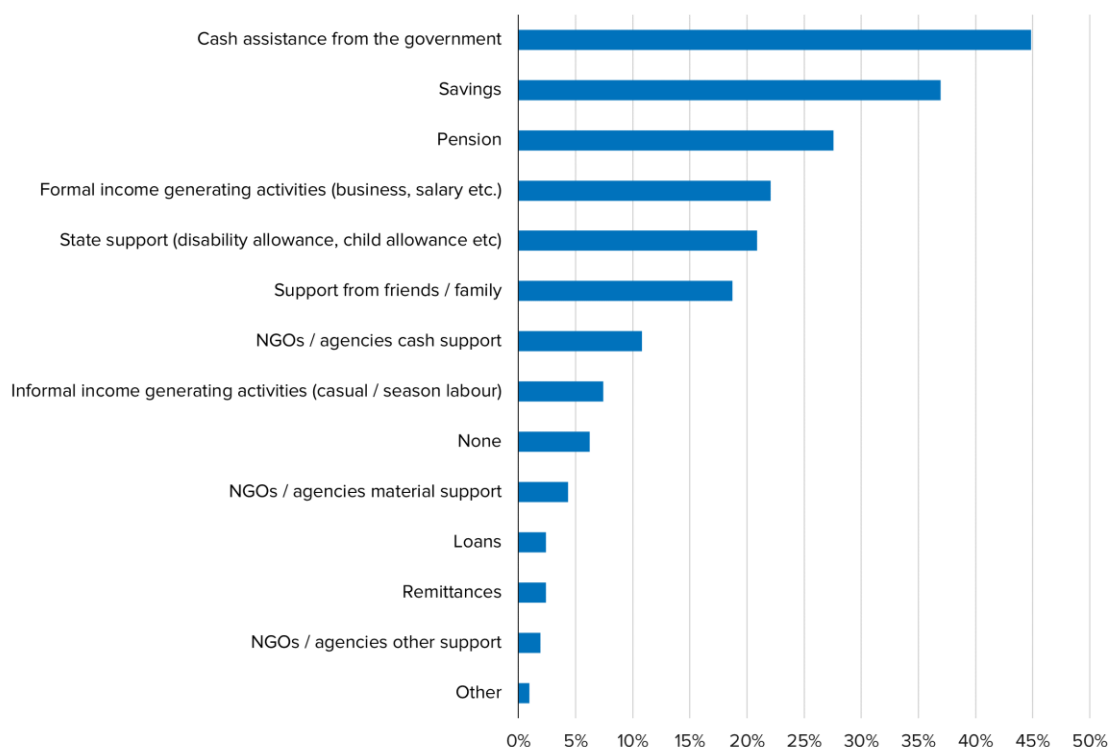
HOUSEHOLD DISPLACEMENT STATUS

In 2014 when Russia annexed the Crimea and non-state armed groups seized parts of Donetsk and Luhansk oblasts, people were forced to leave their homes to save their lives. It was the first wave of mass displacement within the borders of Ukraine. Approximately **12 percent** of households that took part in the survey had been forcibly **displaced for the second time or more**.

Figure 6 | Displacement status of households

OTHER SOURCES OF INCOME/SUPPORT OF THE HOUSEHOLDS

Besides humanitarian cash assistance, **45 percent of households receive cash assistance from the government**. Another major source of income is pensions, received by 28 percent of the respondents. More than a third of the respondents (36 percent) used their savings to meet their basic needs. Just over six percent of the respondents reported that they do not have any source of income at all. There were also some respondents who refused to state the source of their income or additional support.

Figure 7 | Sources of income/additional support

Note: one household can use more than one source of income/additional support and thus the total doesn't equal 100%.

Eighty-seven-year-old Liudmyla has lived her whole life in Kharkiv, Ukraine's second-largest city. Today she is far from home, living in Uzhhorod, a city in the West of Ukraine in a reception centre hosting people displaced by the war. She is one of over seven million people currently displaced inside the country.



When the war against Ukraine broke out on 24 February, heavy bombardment and explosions forced Liudmyla and six members of her family to seek refuge in the nearest bomb shelter. As the bombing intensified, the family took the decision to flee Kharkiv and find a safe place elsewhere in the country.

Liudmyla's older daughter is a professor, she managed to keep her job and teaches students online. Her grandson and his wife, the parents of Sasha and Lera, lost their jobs as the war disrupted many industries across the country.

Through its multi-purpose cash assistance program, UNHCR provided Liudmyla and her family with cash support to help them cover their immediate basic needs.

'With only the very minimal income our family currently has, this support was extremely needed. We were able to buy medicines, food supplements for children and other necessary things, as we have fled Kharkiv with only a few belongings,' said Liudmyla.

Although Liudmyla and her family are now safe, they long for the day they can go back home and they are unsure about their future.

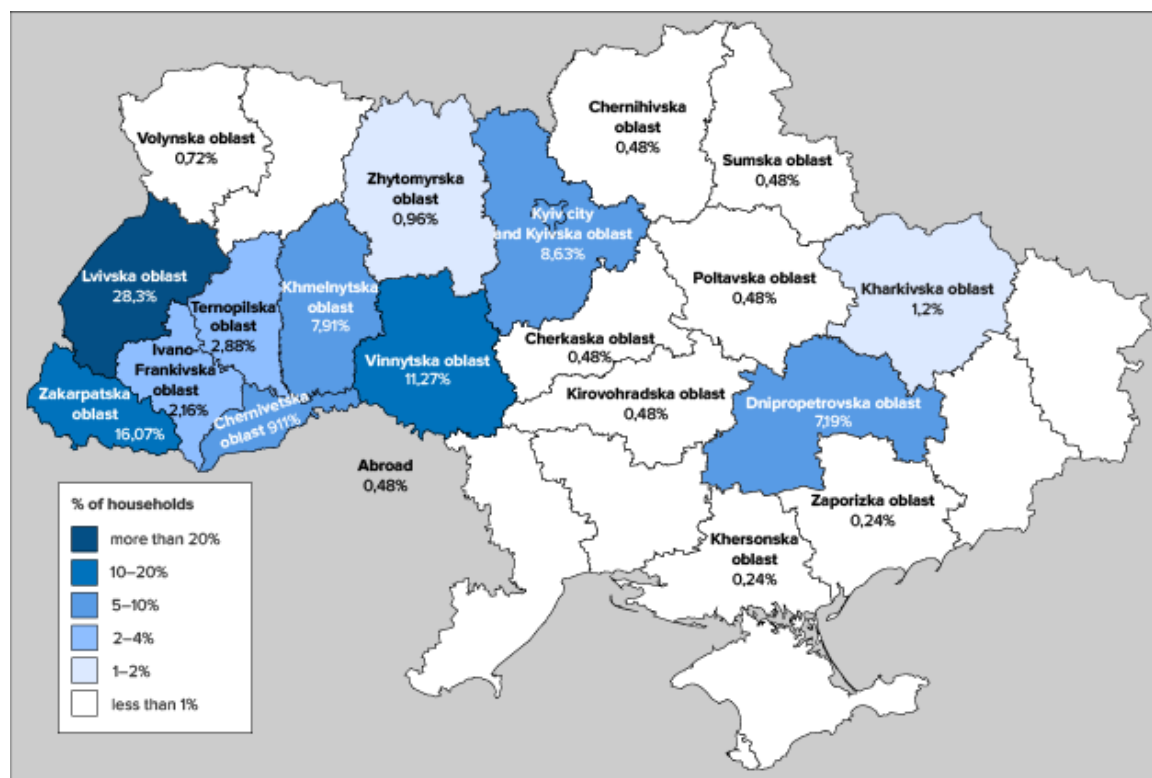
"Every day is like a journey in a train full of people, and no one knows what our station is and when will we arrive," said Liudmyla's grandson.

Receiving the Cash Assistance

GEOGRAPHY OF ACCESS TO CASH

More than **28 percent** of the respondents have withdrawn/spent the cash assistance in Lvivska oblast, followed by Zakarpatska oblast with **16 percent**, Vinnytska oblast (11 percent), and Chernivetska (nine percent) oblast. Kyivska oblast and Kyiv are ranked fourth with **8.6 percent**.

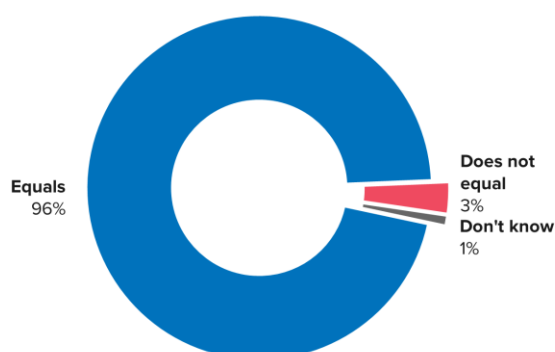
Figure 8 | Oblast of withdrawing/spending the cash assistance



Note 1: one household did not receive a cash transfer thus the total percentage does not equal 100%.

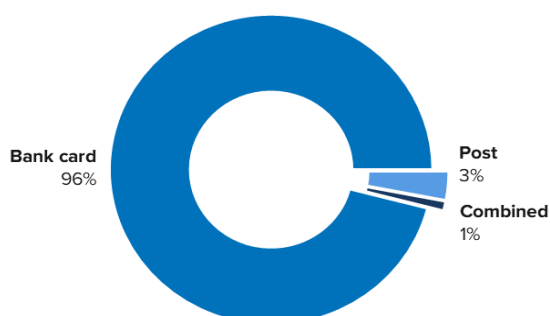
Note 2: enrolment centres in different oblasts did not start operating at the same time.

Only two respondents stated that the person registered was not available to withdraw/access the cash assistance. This information indicates a high accuracy of money transfers. It can be concluded that financial services providers have managed to create customer-friendly spaces in their institutions. Over **96 percent** of the respondents received assistance in the amount corresponding to the communicated one.

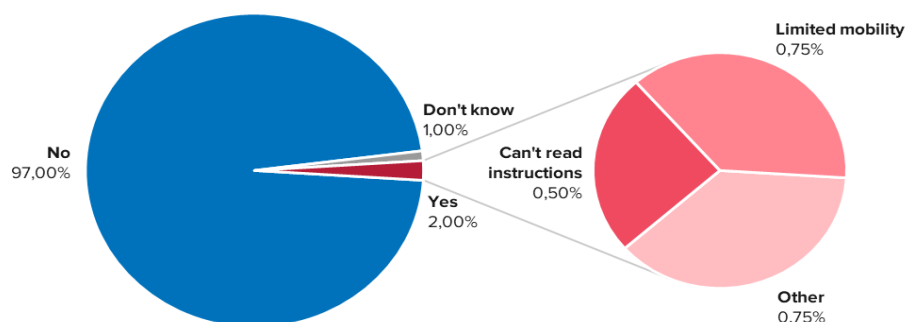
Figure 9 | Amount of cash received vs amount of cash communicated

CASH TRANSFER MODALITIES

The banking system in Ukraine is well-developed both online and offline. The survey demonstrates that **96 percent** of the respondents received cash to their bank accounts and **only three percent** used National Post Service (Ukrposhta) units to withdraw their money transfers. Around one percent of the respondents used both modalities, because the first instalment was received through the post office and the other two were received through bank accounts following deployment of the new service provider

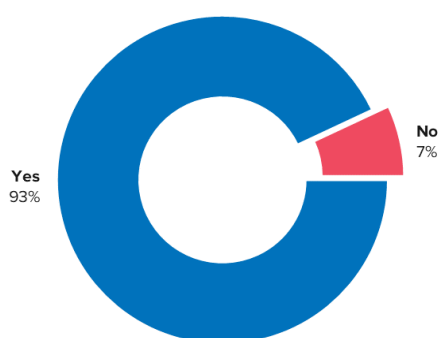
Figure 10 | Cash transfer modalities

Around **97 percent of the respondents reported needing no help to withdraw or spend the cash assistance**. Among those who needed help the main cited reasons were limited mobility and difficulties with reading instructions due to disabilities, medical conditions, or old age. In most cases such people got help from their family members (over 60 percent) or bank and agency workers (25 percent). None of the respondents needed to pay for such help nor do any favours.

Figure 11 | Help with withdrawing/spending cash needed

ACCESS TO AND USE OF CASH

Despite the war, post offices, banking institutions, and ATMs continue to operate in most areas. This is supported by **93 percent of the respondents who claim that financial services providers are located close to their place of residence.**

Figure 12 | Financial services provider situated in the same location as the respondents

Almost 70 percent of the respondents state that financial services providers are located **within walking distance** (considered as taking less than one hour on foot). In case of long distances, public transport was the most common option.

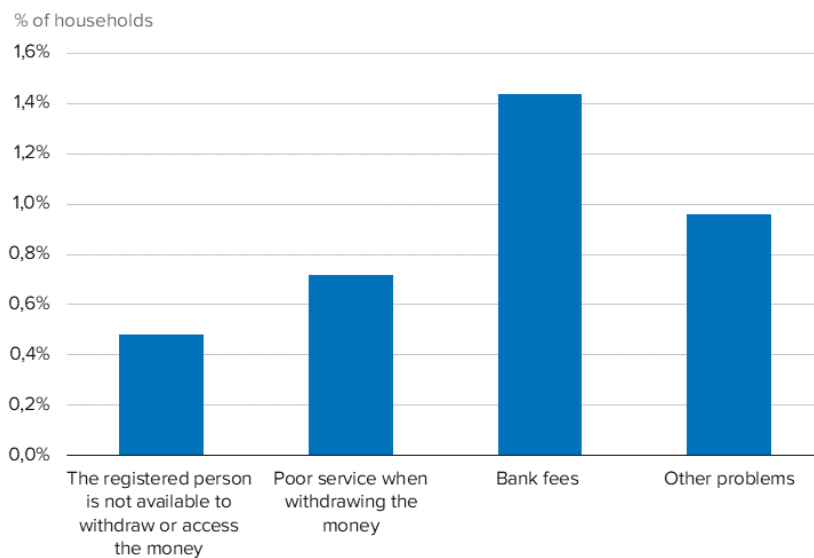
Table 2 | Time and distance to the nearest financial services provider

How did you get to the site to withdraw the cash	Time and distance to financial service providers				
	Less than 1 hour	1-2 hours	2-3 hours	More than 3 hours	Don't know
On foot	69.1%	3.1%	0.2%	0%	1.2%
Bike	0.5%	0.7%	0%	0%	0%
Public transport	10.6%	7%	1.2%	0.2%	1.2%
Private car	2.4%	0.2%	0%	0%	0%
Taxi	0.5%	0.2%	0%	0%	0%
Didn't need to go	1.2%	0%	0%	0%	0.5%

RISKS AND PROBLEMS

While three percent of respondents reported facing one or more problems receiving, keeping or spending the cash assistance, all were able to find solutions. Slightly more than one percent of the respondents claim that they needed to pay money as a bank fee for transactions/cash withdrawal. Those who received the assistance through Ukrposhta noted the following problems: long queues (0.2 percent) and unavailability of a post office (0.2 percent). Those who received the assistance through bank cards/accounts reported long queues as a challenge (0.2 percent). Other problems mentioned by PoCs include technical issues (broken computers, repeated failed attempts to withdraw money) in bank institutions and post offices.

Figure 13 | Problems with the cash assistance



Spending the Cash Assistance

DECISION MAKING PARTICIPATION

Figure 14 represents families with children. In 72 percent of such households, all adult household members were involved in deciding how cash assistance should be used. However, 28 percent of households took into account the opinion of children.

Figure 14 | Decisions on the use of the cash assistance among families with children

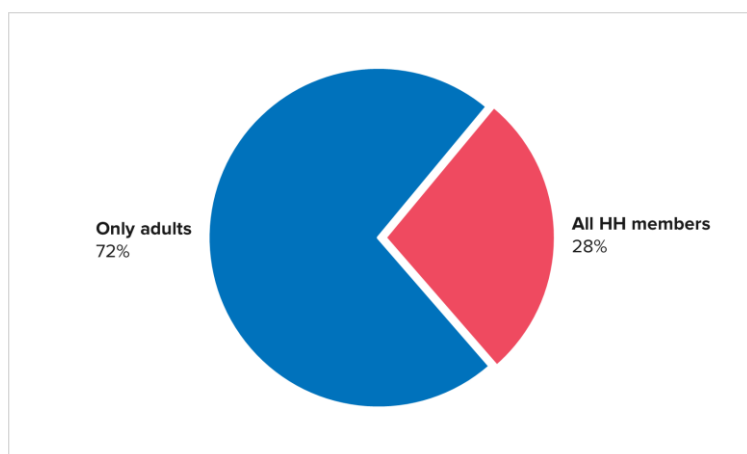
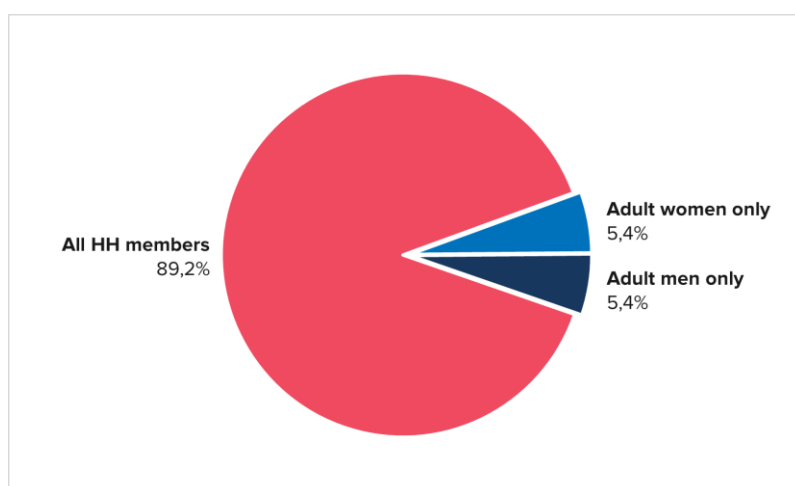
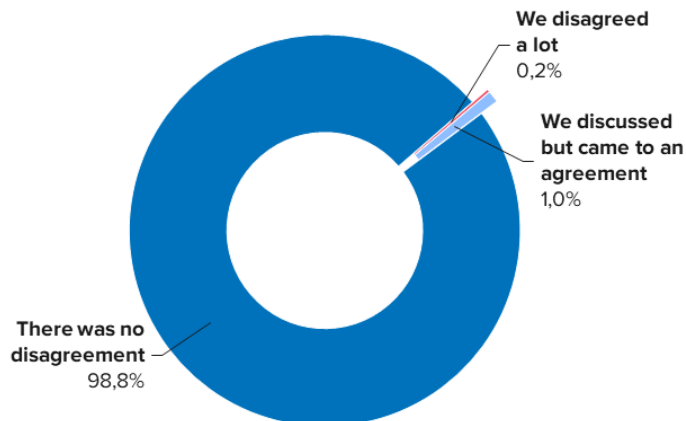


Figure 15 represents households with different gender adults only. In 89 percent of such households, both gender household members were involved in deciding how cash assistance should be used. However, five percent of decisions were made by men only and five percent – by women only.

Figure 15 | Decisions on the use of the cash assistance among families with different gender adults

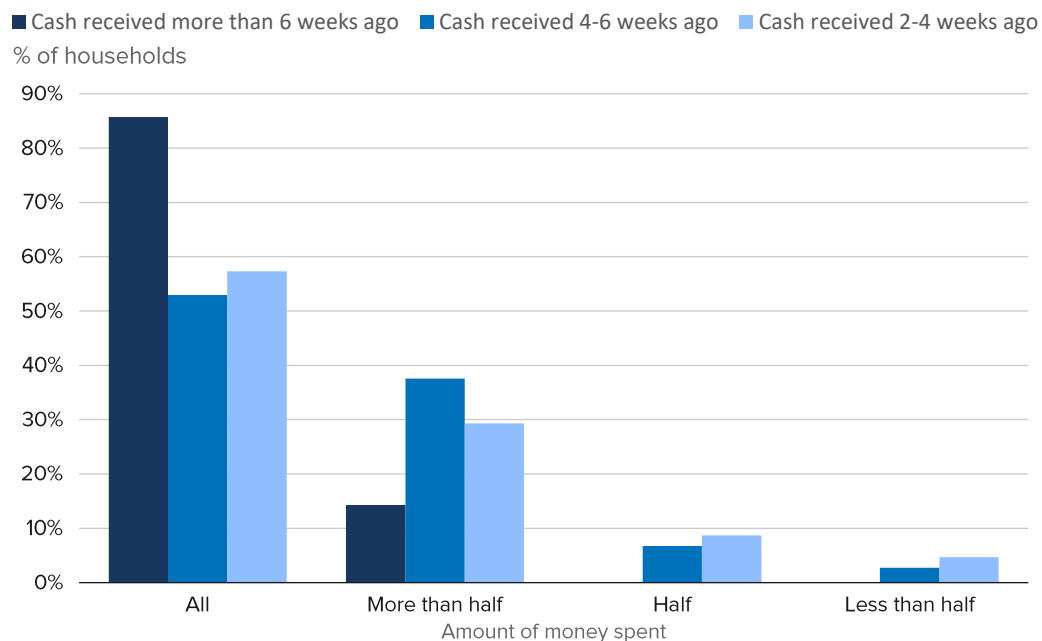


Decisions on how to spend cash assistance caused disagreement within approximately one percent of households.

Figure 16 | Disagreements on the use of cash

CASH ASSISTANCE SPENDING TIMEFRAME

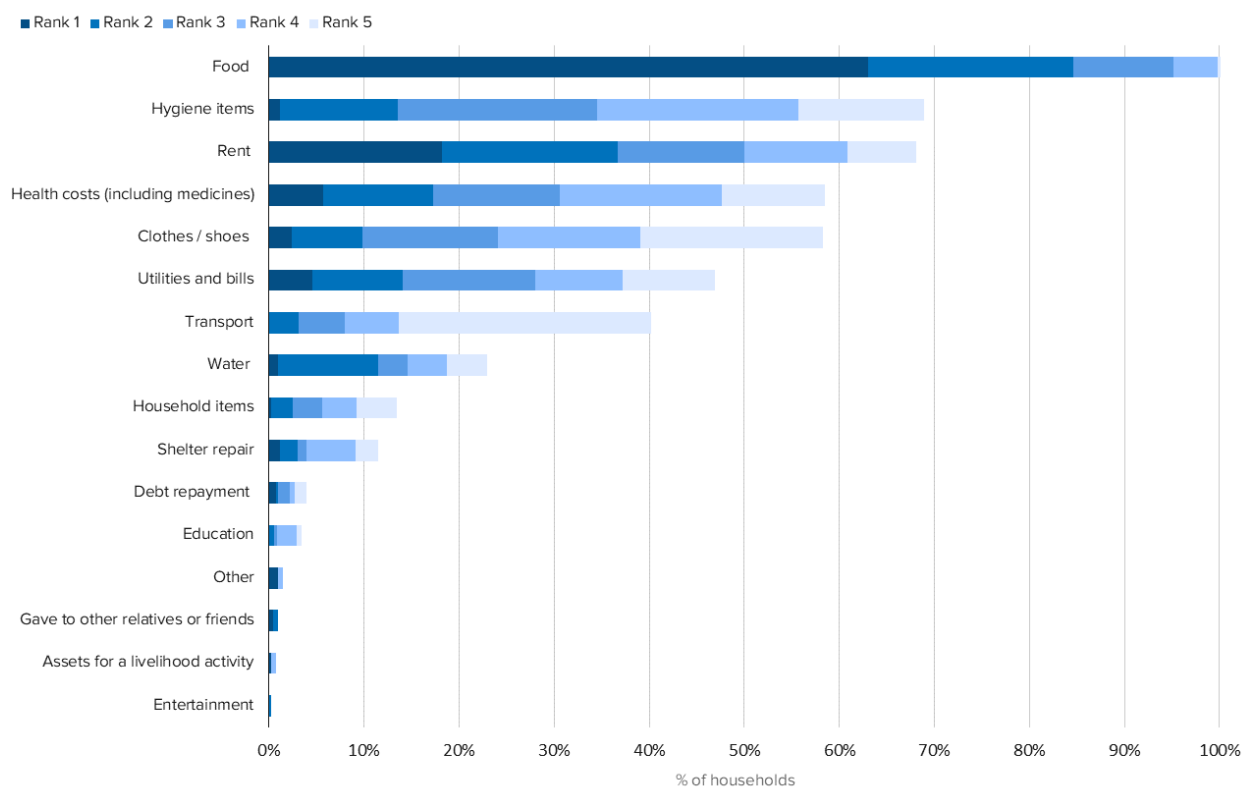
The figure below refers to how long-ago money was received and how fast it was spent. More than 80 percent of households that received cash more than 6 weeks ago already spent it all. However, over 50 percent of households that received cash 4-6 weeks ago and more than 55 percent of households that received cash 2-4 weeks ago also spent it all.

Figure 17 | Cash assistance spending timeframe

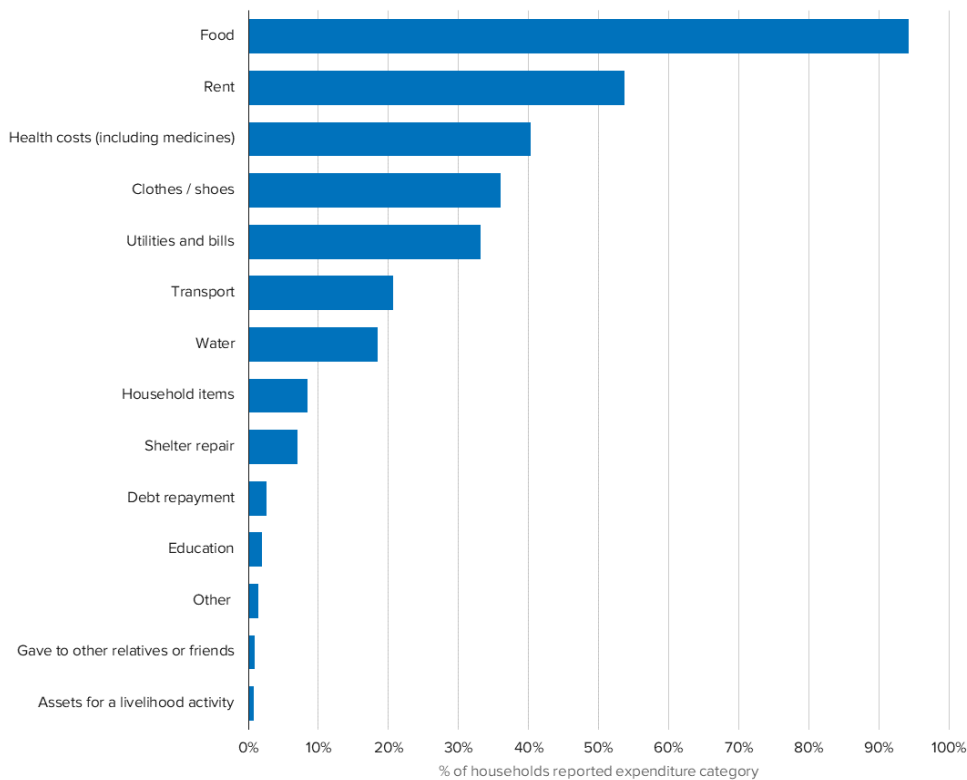
EXPENDITURE

The cash assistance was primarily spent on **food, rent, hygiene items, health costs (including medicines) and utilities and bills (e.g. electricity, water bills, phone calling credit)**. Overall, **food was the top expenditure**.

Figure 18 | Top expenditures

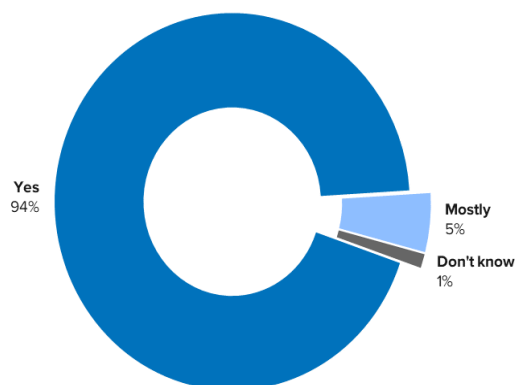


A smaller proportion of the respondents spent their cash assistance on household items, shelter repair, debt repayment, education, assets for a livelihood activity or gave some to their friends and family.

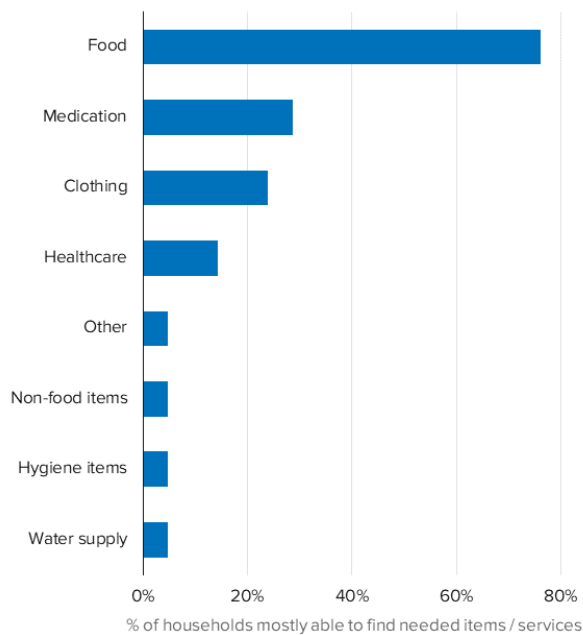
Figure 19 | Expenditure items / services

AVAILABILITY OF ITEMS/SERVICES

The vast majority of the respondents (93.8 percent) reported being **able to find the items/services they needed**. 5% of the respondents reported that they were able to find most of the required items and services, but not all. None of the respondents reported not being able to find required items or services.

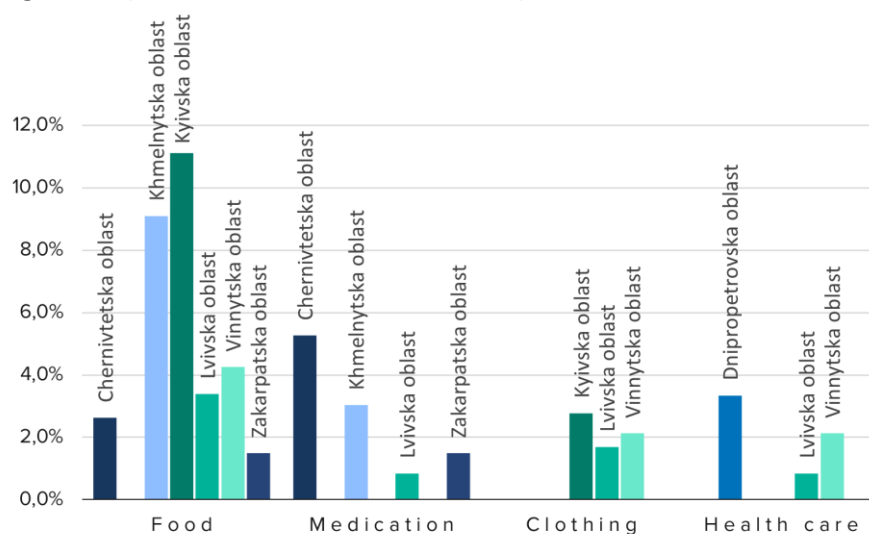
Figure 20 | Availability of items/services

Those who were not able to find all items/services indicated food, medications, clothing and healthcare as most frequently unavailable items/services.

Figure 21 | Unavailable items/services

Note: the graph represents a relative number of households reporting some items and services as unavailable (not all households; only those reporting items/services availability as "mostly" – see fig. 20)

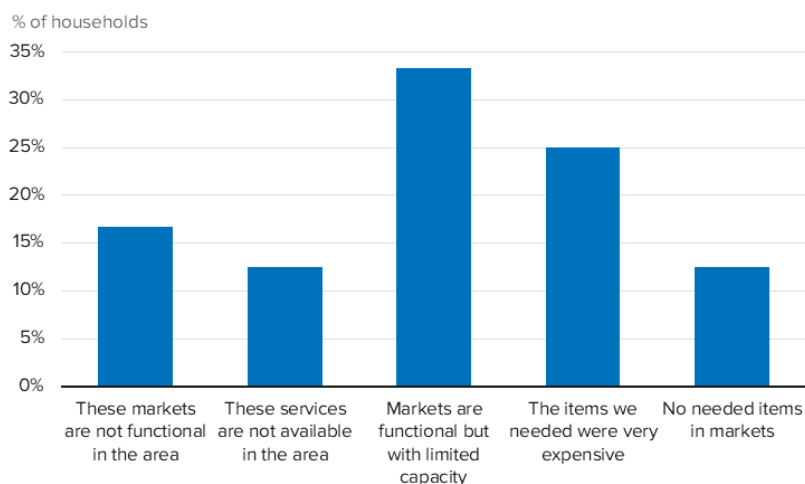
Figure 22 demonstrates food, medication, clothing and health care unavailability disaggregated by oblasts. **Food shortages were more common in Khmelnytska and Kyivska oblasts. Chernivetska oblast** had the largest medication gap with **5.3 percent**, followed by Khmelnytska oblast with **three percent**. The clothing deficit is distributed among Kyivska, Lvivska and Vinnytska oblasts with a relatively low deficit index. The healthcare gap is also not significant and is mainly represented by Dnipropetrovska oblast with **3.3 percent** of respondents unable to access related items/services.

Figure 22 | Unavailable items/services by oblasts

Note: represented only oblasts with sufficient number of respondents and for categories with reasonable data.

More than 30 percent of the respondents who could not find all items/services stated that markets were functional but with limited capacity. One fourth claimed that the items they needed were very expensive. Over 15 percent of such respondents said that markets were not functional in their area.

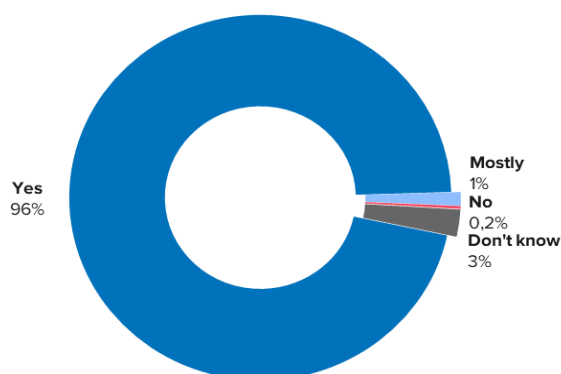
Figure 23 | Reasons for items/services unavailability



QUALITY OF ITEMS/SERVICES

More than 96 percent of the respondents gave generally positive feedback on the quality of the items/services purchased. Less than one percent of the respondents report poor assortment as a reason for dissatisfaction with quality.

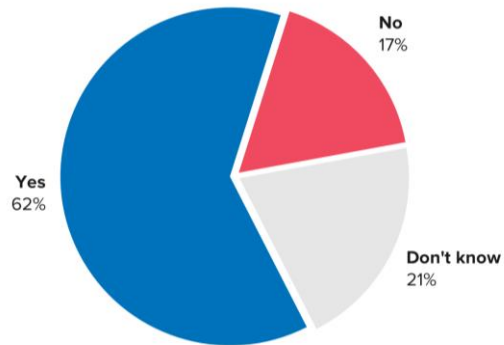
Figure 24 | Availability of items/services in the right quality



INCREASE IN PRICES

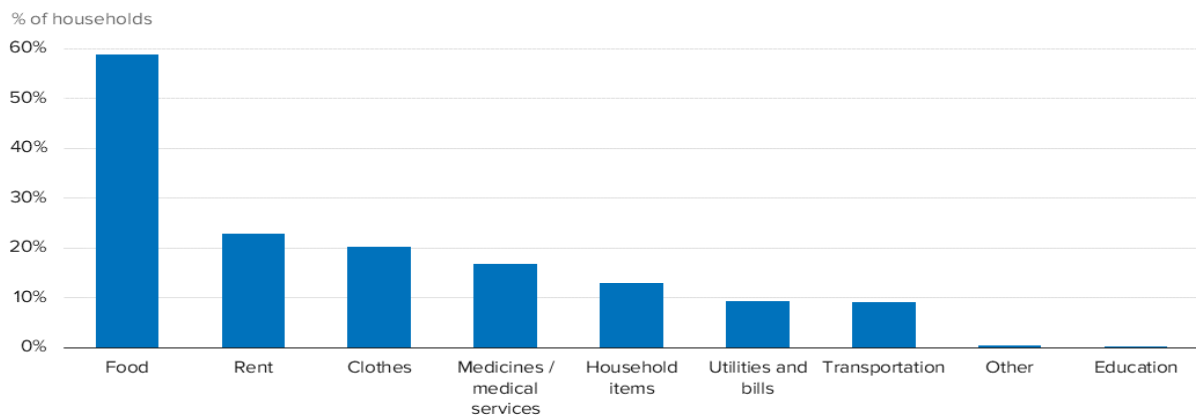
Overall, 62 percent of the respondents noted that prices had recently increased for key items/services.

Figure 25 | Change in price



Most of the respondents experienced an increase in price for **food, rent and clothes**.

Figure 26 | Items/services increased in price



Note: one household can report more than one item service.

A family from Kostiantynivka

This family from Kostiantynivka in the east of Ukraine relocated when the war came close to their home in early March 2022. Five of them, as old as 87 and as young as 15, packed only the most necessary belongings and took an evacuation bus and then an evacuation train to the city of Vinnytsia in central Ukraine, where they stayed in a students' dormitory.



The grandson of Halyna (87) had to carry her in his arms during this journey as she had many issues with mobility. *"We knew that this would be a difficult journey for our grandma, but what could we do? Staying there would be much more dangerous,"* said Vadym (34).

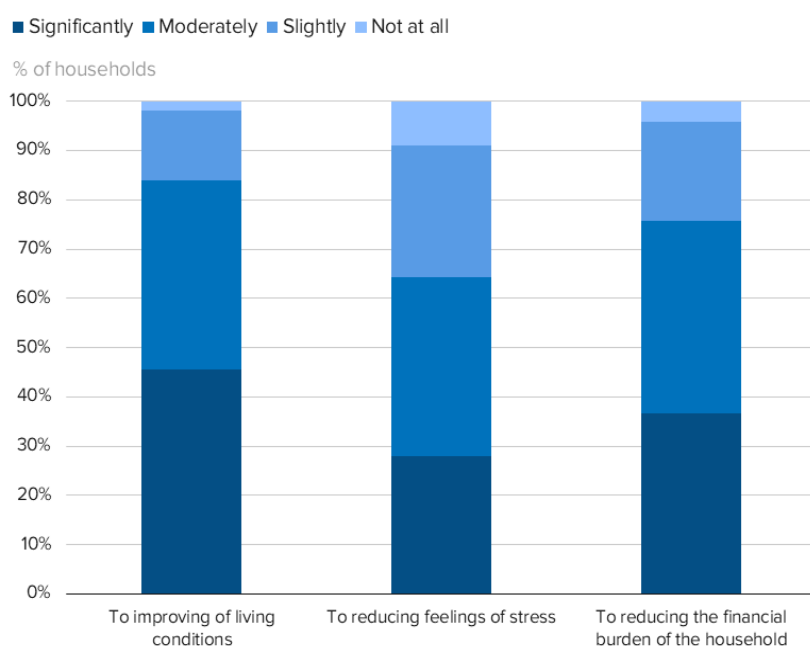
"The war had a huge impact on our family. We lost our home, and we lost our jobs. We are extremely grateful that we can stay in this dormitory, but we don't know what will happen next. Because of the active combat in areas near our home, we cannot go back. We worry about our future," said Natalia (61). Today, the family rely on the cash assistance provided by the UNHCR. *"When I received the cash, I felt like the weight on my shoulders became much lighter. I knew we would be able to buy medicines for grandma and food for the family. Until I find a new job, this support is critical for us,"* said Vadym.

Outcomes

CONTRIBUTION OF THE CASH ASSISTANCE

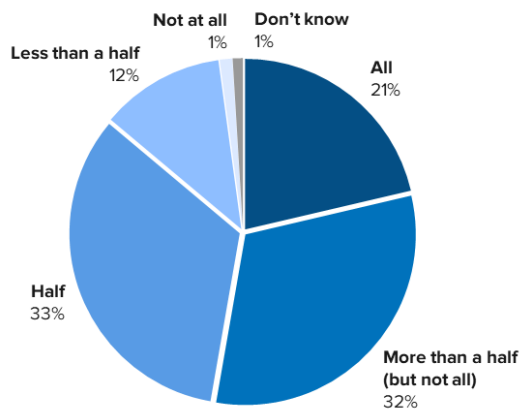
Overall UNHCR's multi-purpose cash assistance has had a positive impact on the living conditions and overall wellbeing of the respondents. In total, **98 percent of the respondents reported some level of improved living conditions** and over **45.5 percent** of the respondents experienced a **significant improvement in their living conditions**. Some **28 percent** of households claim a **significant reduction in their feelings of stress**. Over **36.6 percent** state that the **financial burden of their household significantly decreased**.

Figure 27 | Contribution of the cash assistance



UNMET BASIC NEEDS

Overall, **21 percent of the respondents reported being able to meet all of the basic needs** of their household, while **12 percent could meet less than a half of their pressing needs**, and **one percent were not able to meet any of their basic needs**.

Figure 28 | Ability to meet basic needs

Households that cannot fully cover their basic needs rank **food, clothes/shoes, and rent** as the most unaffordable items/services.

The top 10 unmet basic needs are represented in Table 3 with disaggregation by oblast. Each line is shown through 5 oblasts having the highest percentage. As respondents reported any degree of lack or inability to meet their basic needs, the percentages appear high. In addition, in many areas the number of respondents was not large, so the final figure may not reflect the real situation. The table indicates that the degree of non-achievement of basic needs does not have a geographical pattern, since various socio-economic factors influenced the ability to satisfy basic needs and the availability of certain items or services.

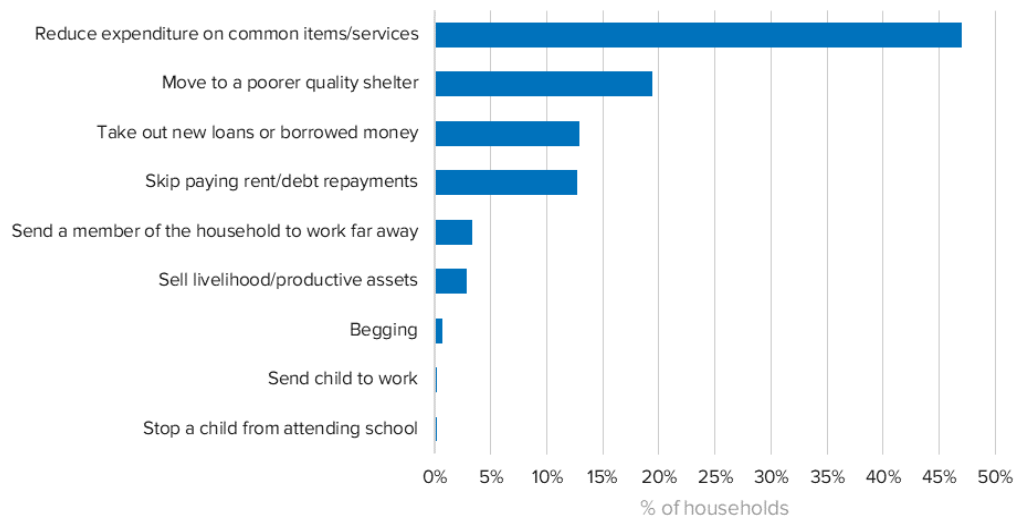
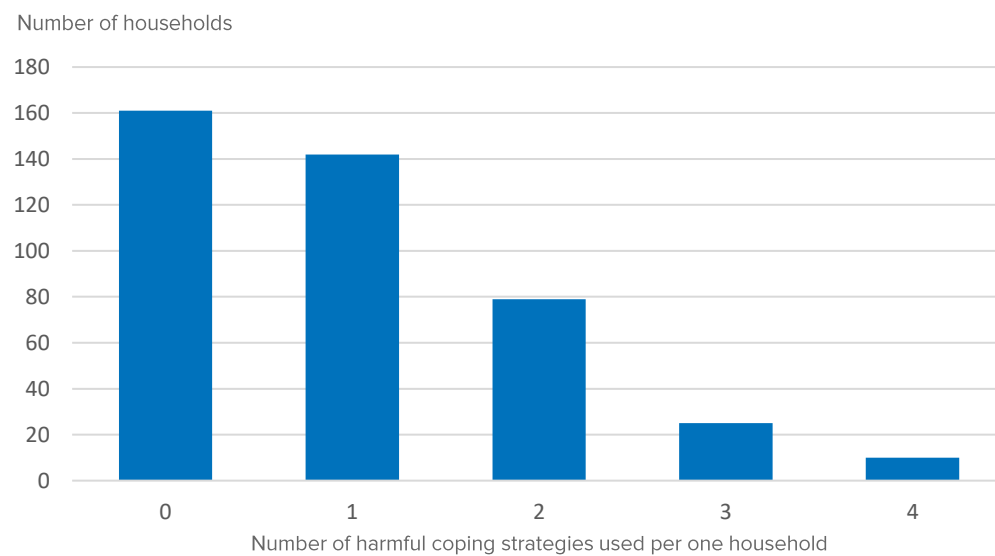
Table 3 | Main unmet basic needs by oblasts

The table below shows the relative number of households that received money in the area and that reported an inability to meet basic needs.

Unmet basic need	Rank 1 oblast	Rank 2 oblast	Rank 3 oblast	Rank 4 oblast	Rank 5 oblast
Food	Cherkaska oblast 50%	Chernihivska oblast 50%	Zhytomyrska oblast 50%	Kyivska oblast 47%	Lvivska oblast 35%
Clothes/shoes	Ivano-Frankivska oblast 56%	Ternopil'ska oblast 50%	Poltavska oblast 50%	Dnipropetrovska oblast 40%	Kharkivska oblast 40%
Rent	Ivano-Frankivska oblast 67%	Cherkaska oblast 50%	Kirovohradska oblast 50%	Zakarpatska oblast 37%	Dnipropetrovska oblast 37%
Entertainment	Poltavska oblast 50%	Sumska oblast 50%	Ternopil'ska oblast 42%	Vinnytska oblast 26%	Zhytomyrska oblast 25%
Utilities and bills	Cherkaska oblast 50%	Kirovohradska oblast 50%	Ternopil'ska oblast 33%	Kyivska oblast 33%	Abroad 33%
Health costs (including medicines)	Kirovohradska oblast 100%	Chernihivska oblast 50%	Ivano-Frankivska oblast 44%	Abroad 33%	Zhytomyrska oblast 25%
Household items	Poltavska oblast 50%	Volynska oblast 33%	Zhytomyrska oblast 25%	Zakarpatska oblast 22%	Vinnytska oblast 21%
Shelter repair	Kirovohradska oblast 50%	Kharkivska oblast 40%	Khmelnytska oblast 15%	Chernivtska oblast 13%	Lvivska oblast 13%
Transport	Poltavska oblast 50%	Zhytomyrska oblast 50%	Ternopil'ska oblast 17%	Khmelnytska oblast 15%	Zakarpatska oblast 15%
Hygiene items	Chernihivska oblast 50%	Ivano-Frankivska oblast 11%	Khmelnytska oblast 9%	Vinnytska oblast 9%	Chernivtska oblast 8%

HARMFUL COPING STRATEGIES

When asked about how the families were able to cope with the unmet needs, **over 61 percent of households confirmed the use of harmful coping mechanisms**. A reduction in spending on **hygiene items, water, baby items, health, and education** to meet basic needs was **reported by 47 percent of the respondents**. The second most common harmful coping mechanism was moving to poorer quality shelter in order to get by (**19.4 percent of the respondents**) while third was borrowing money. Emergency level coping mechanisms such as stopping a child from going to school (reported by 1 respondent), begging (reported by 3 respondents), or sending children under 16 to work (reported by 1 respondent) barely figure at all.

Figure 29 | Harmful coping strategies used**Figure 30 | Number of harmful coping strategies used**

FOOD SECURITY

The PDM survey includes questions related to the household's ability to meet food needs as per the **reduced Coping Strategy Index (rCSI)**². The index measures five main coping behaviours. Each behaviour is assigned a severity weighting (Table 4), which is multiplied by the number of days a family relied on that behaviour in the previous week to calculate a household's total score – rCSI. The higher the score, the more food insecure the household.

Table 4 | rCSI weightings by behaviour

Behaviour	Weight
Rely on less preferred and less expensive foods	1
Borrow food, or rely on help from a friend or relative	2
Limit portion size at mealtimes	1
Restrict consumption by adults in order for small children to eat	3
Reduce number of meals eaten in a day	1

Overall, 46.3 percent of the respondents reported relying on at least one food-related coping mechanism in the week. Relying on less preferred and less expensive foods was the most prevalent solution, with 46 percent of the respondents selecting this coping strategy, for an average of 5.2 days per week. Only 12.2 percent of the respondents borrowed food or asked for help from their friends and relatives.

The average rCSI score for all interviewed cash assistance beneficiaries was 5.2 with a max rCSI of 49. However, the average rCSI score for those who used at least one of the strategies reaches 11.2 with a median of 7.

Average rCSI for all sampling (5.2) indicates that population is between acceptable and alert malnutrition phases³. At the same time, households that use harmful food coping strategies (average rCSI 11.2) are attributed to alert malnutrition phase.

Table 5 | Prevalence of harmful coping strategies in the past seven days

Behaviour	% of HHs	Average amount of days of usage
Rely on less preferred and less expensive foods	46,0	5,2
Borrow food, or rely on help from a friend or relative	12,2	5,5
Limit portion size at mealtimes	14,6	3,3
Restrict consumption by adults in order for small children to eat	7,4	3,6
Reduce number of meals eaten in a day	5,3	2,9

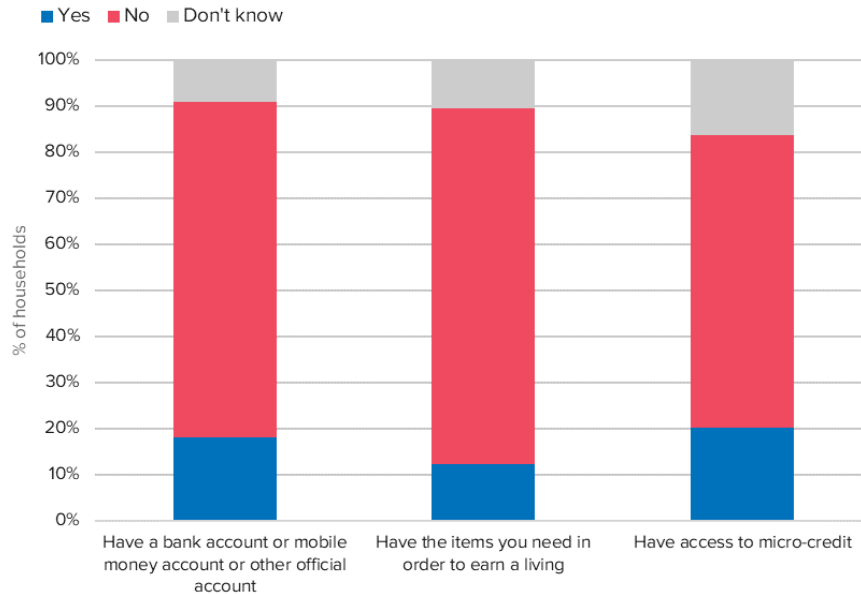
² The Reduced Coping Strategies Index (rCSI) is a proxy indicator of household food insecurity. It considers both the frequency of usage and severity of pre-selected food coping strategies in the seven days prior to the survey.

³ On acceptable acute malnutrition phase less than 5% of children in the area are acutely malnourished; on alert phase – 5-9.9% of children.

LONG-TERM OUTCOMES

Almost 32 percent of the respondent households report being on a pathway to sustainable solutions. Overall, 12 percent of respondents now have the items (productive/livelihood assets) to earn a living and 20 percent have access to micro-credit. Also, 18 percent of households who received money via post service now have a bank account.

Figure 31 | Aspects of sustainable solutions

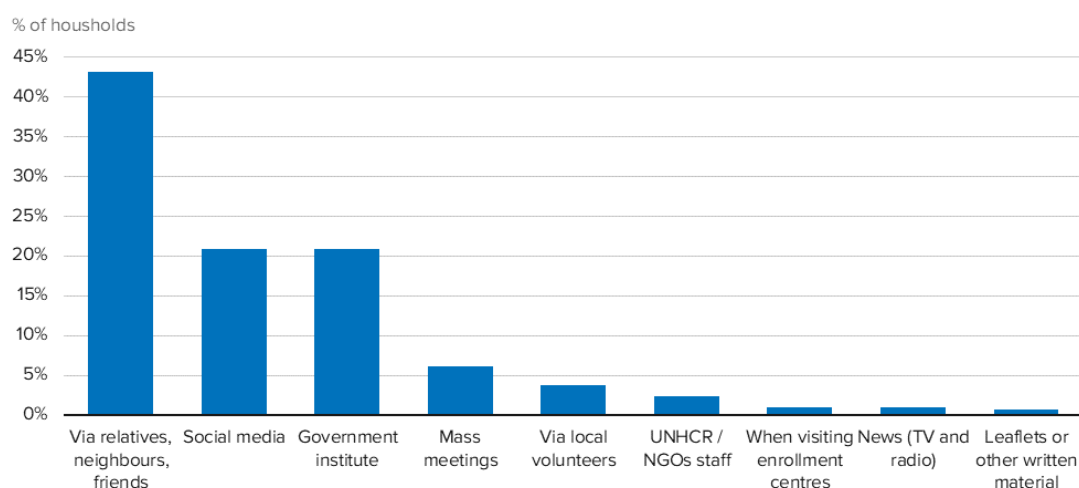


Public Awareness and Participation

INFORMATION ABOUT PROGRAM SOURCES

A total of 43.2 percent of the respondents received information about UNHCR cash assistance from their relatives, neighbours or friends. Government institutions widely informed PoCs about the UNHCR cash assistance program which was confirmed by 20.9 percent of the respondents. The same number of the respondents learned about the assistance via social media.

Figure 32 | Source of information about UNHCR cash assistance

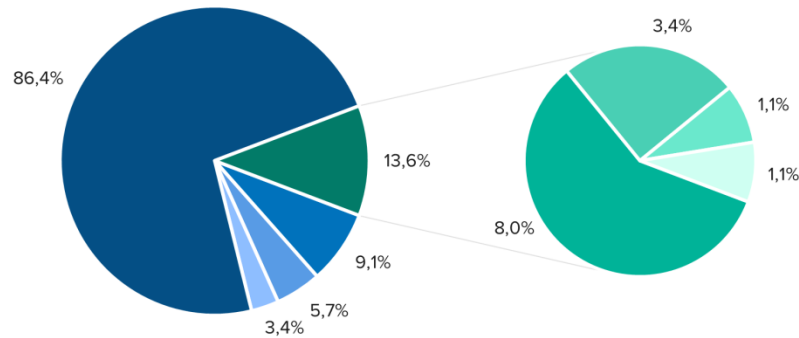


INFORMATION REQUESTS

Four out of five of the respondents did not express a strong interest in additional information about the cash assistance. The remaining 21 percent did express an interest in additional information, primarily (86.4 percent) in relation to information on the next assistance.

Figure 33 | Information requests

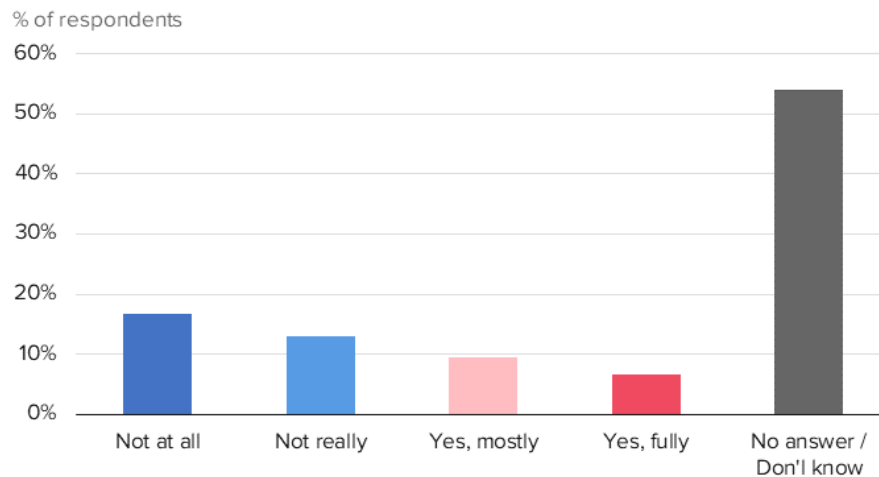
- Eligibility for cash assistance
- Distribution date, time and location
- How to give complaints and feedback to agencies
- What assistance is coming next
- Have not received a full amount or have not receive nothing (Other)
- Other type of help or organization that can provide it (Other)
- Why the total amount was paid in different settlement sums (Other)
- Who else can get help (Other)



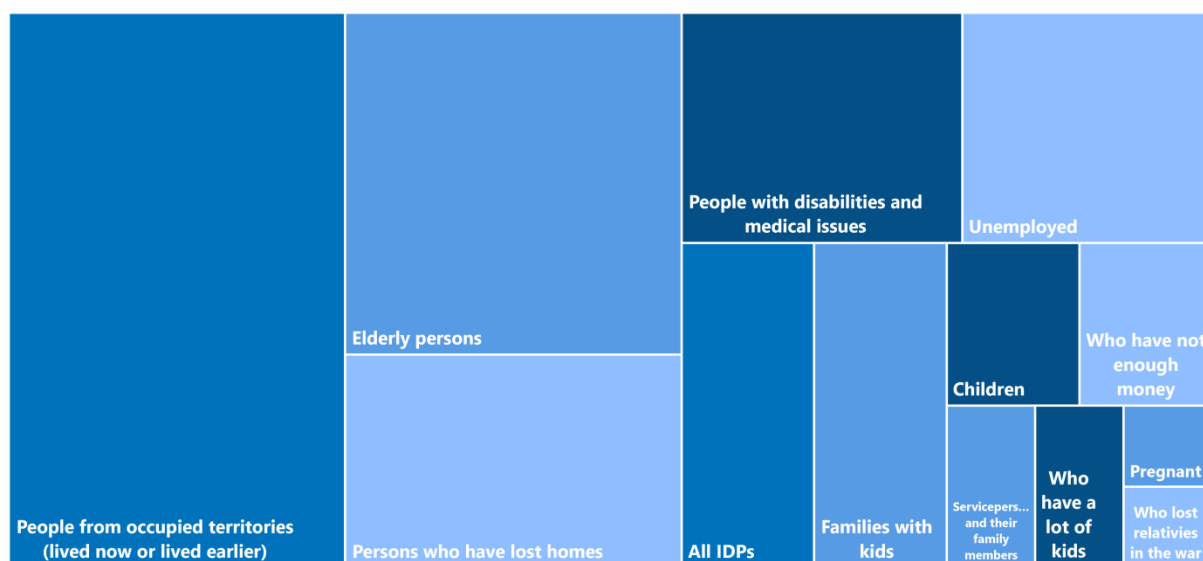
REQUESTS FOR MORE CATEGORIES TO INCLUDE

The respondents were asked whether there are additional categories of people that should be included into the assistance program. Only **16 percent of the respondents are in favour of the inclusion.**

Figure 34 | The need to include new categories

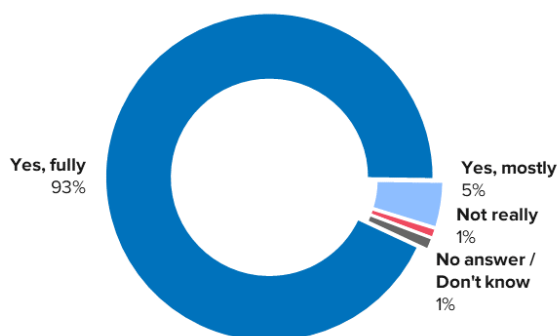


The respondents have offered a wide range of categories of such people to include. Mostly, they would like to include people from NGCA as well as people with disabilities with no regard to their displacement status.

Figure 35 | Treemap of categories to include into the assistance program

SERVICE QUALITY

UNHCR has a zero-tolerance policy with regard to sexual exploitation and abuse. Respectful attitude and safe environment are intended to establish a dialogue and cooperation with PoC. The survey showed that **93 percent of the respondents were fully satisfied with the way they were treated**. Among the problems mentioned were mostly long queues. Some respondents indicated they considered the enumerator's questions or behaviour as inappropriate.

Figure 36 | Respectful attitude at enrolment sites

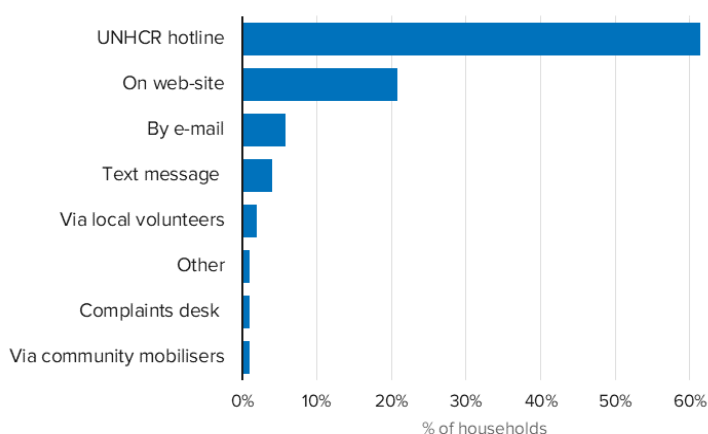
COMPLAINTS AND FEEDBACK MECHANISM

Accountability is a priority for UNHCR. PoC have the possibility to clarify the details of the cash assistance, ask about eligibility criteria and receive a timely response. Communication and feedback channels include the UNHCR hotline, information/complaint desks, an e-mail address, the website, and text message. People may also contact local volunteers, local community mobilisers and visit UNHCR registration sites. Feedback is also very important in order to improve the effectiveness of programs. It helps to understand what kind of impact the program is having. Regular and open feedback provides a more sincere and realistic reflection than a site visit.

Overall, **72 percent of the respondents reported that they were familiar with locally available channels for raising complaints or giving feedback about the cash assistance.**

The most well-known channel was the UNHCR hotline. Leaflets containing the phone number of the hotline are available at every enrolment site. Moreover, information about the UNHCR hotline has been spreading since 2014. Other popular feedback tools were the web-site and the e-mail address.

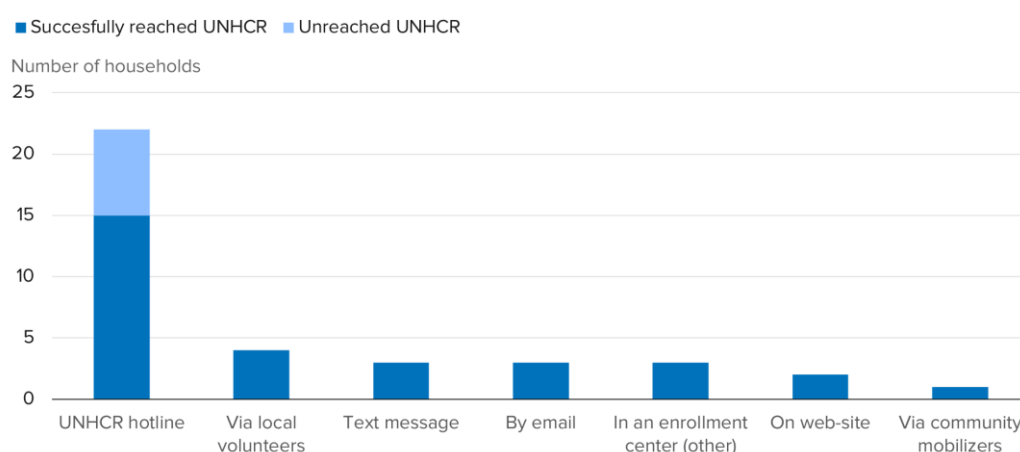
Figure 37 | Complaints and feedback mechanisms reported by the respondents



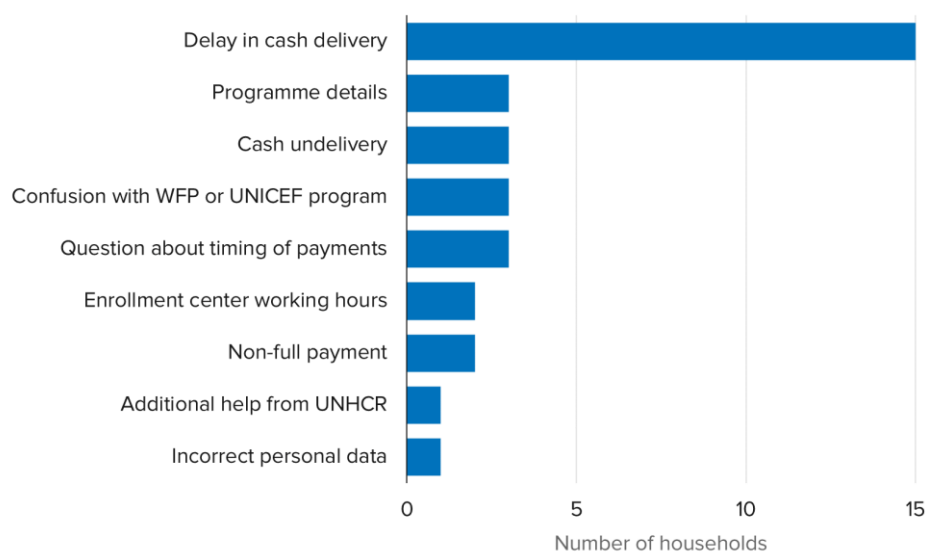
Of the total number of the respondents, **only 7.4 percent tried to contact UNHCR with questions regarding the cash assistance.**

The hotline was selected as the preferred channel for making contact. Other popular communication channels included text messages, communication with local volunteers at enrolment sites, e-mails and the web-site.

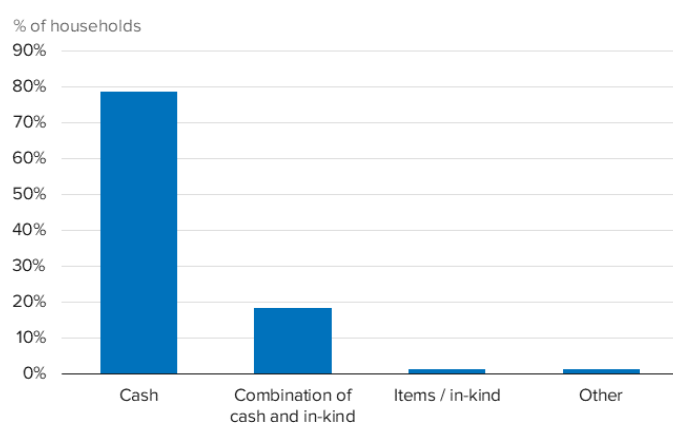
Figure 38 | Communication channels used to contact UNHCR



The main reason for contacting UNHCR was a delay in the cash delivery and questions about timing of payments. **A total of 97 percent of the respondents reported that their questions were answered.**

Figure 39 | Reasons to contact UNHCR

Almost 79 percent of PoCs rated cash as their preferred modality of assistance as it allows families to choose what to buy for their household that really respond to their consumption needs.

Figure 40 | Preferred modality for the next assistance

Conclusions and Recommendations

KEY FINDINGS

Multipurpose cash assistance has enabled 86 percent of the respondents to cover all or most of their priority needs. The vast majority of the respondents reported that the cash assistance reduced the financial burden on their households, reduced their feeling of stress, and improved their living conditions (95, 91 and 98 percent respectively).

Food, rent, and hygiene items were the top three expenditures reported by respondents. Overall, 94 percent of the beneficiaries were able to find the needed items in the markets and with the required quality (97 percent). Increases in prices were observed by 62 percent of the respondents, mainly for food and rent.

The food security situation is uncertain. Almost half of the respondents rely on at least one of food-related coping mechanisms. The most frequently adopted was reducing expenditure on hygiene items, water, baby items, health, or education in order to meet household food needs (adopted by 47 percent of the respondents).

The provision of cash assistance is considered effective and safe. Only one person felt physically unsafe keeping money at home. No other interviewed beneficiaries reported being exposed to risks. Overall, 72 percent of the respondents were aware of complaints and feedback mechanisms.

One fourth of households are on the pathway to sustainable solutions. A total of 12 percent of the respondents now have the items in order to earn a living and 20 percent have access to micro-credit. A total of 18 percent of households who received money via post service now have a bank account.

RECOMMENDATIONS

Looking at the vulnerabilities and the profiles of the beneficiaries, a targeting approach of identifying and assisting the most vulnerable who are unable to support themselves financially due to age, disabilities, medical conditions, single parents or caregivers should be applied. Thus, specific needs should be included in the enrolment process in cash assistance programme to ensure that the most vulnerable people are covered by the assistance program.

The information in this report should be further complemented by two more detailed post-distribution monitoring exercises in the third and fourth quarter of 2022. Special attention should be paid to the shift in food, debt repayment and shelter (rent) spending behaviour, the continuous increase in vulnerability and food insecurity among IDPs, services, and items available in the different locations with consideration to the different seasonal needs especially during winter.

Annex 1: Key PDM monitoring indicators

Key Area 1: Accountability	
% PoCs who are able to correctly identify at least one of the locally available channels for raising complaints or feedback with UNHCR about the cash assistance.	72%
% PoCs who rate CBI as their preferred modality for assistance	79%
Key Area 2: Protection Risks	
% PoCs who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance	0.2%
% PoCs who report facing one or more problems receiving, keeping or spending the cash assistance	3%
Key Area 3: Markets and Prices	
% who were able to find key items/services when needed	94%
% PoCs who report being able to find key items/services of sufficient quality in shops/markets	97%
% PoCs who report no increase in prices of key items/services over the last four weeks	17%
Key Area 4: Expenditure	
Top expenditures made with the cash grant	food, rent, hygiene items, health costs (including medicines) and utilities and bills (e.g. electricity, water bills, phone calling credit)
Key Area 5: Outcomes	
% Households who report improved living conditions	98%
% Households who report reduced feelings of stress	91%
% Households who report being able to meet all of their basic needs	21%
% Households who report being able to meet more than half of their basic needs	32%
% Households who report being able to meet half of their basic needs	33%
% Households who report being able to meet less than half of their basic needs	12%
% Households who report being able to meet none of their basic needs	2%
% PoC households who report using one or more harmful coping strategy in the last four weeks	61%
% Households who have a bank account or mobile money account or other official account who initially did not have a bank or mobile money account	18%
% Households who are on a pathway to sustainable solutions	32%



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