

## Key Figures



**1,687,084** IDPs, returnees and war-affected people reached with cash assistance since March 2022



Enrolling vulnerable war-affected Ukrainians in the cash assistance programme in Kyiv. © UNHCR /Victoria Andrievska.



## Ukraine Operation Cash Assistance Fact Sheet



**US\$475.4 million** disbursed so far \*\*



**75 %** of those assisted are women and children



**21** oblasts with active multi-service protection centres and/or mobile teams for cash enrolment and protection screening and services



**>1,000** enumerators trained on data collection, targeting criteria, needs assessment, prevention of sexual exploitation and abuse & Code of Conduct

## Achievements in 2023

Together with partners, UNHCR supported:

- 899,039 people received cash assistance to cover their basic needs.
- 454,346 received cash assistance to cover their additional winter needs.

\* The figure reflects the number of unique beneficiaries receiving cash assistance. Final assistance figure is provisional and subject to reconciliation reports.

\*\* Disbursed for all cash modalities.

## Why Cash?

Multi-Purpose Cash Assistance (MPCA) is one of the most efficient and effective ways to support people adversely impacted by the war on Ukraine, including people forced to flee as well as those who choose to remain close to home. It restores agency—giving the war-affected people the dignity of choice to decide on what they need most to cover their basic needs and boost economic recovery and local markets. It also supports government's efforts as it complements other activities provided by the government and help affected families restore their livelihoods, ensuring dignified living conditions and a sense of normality and independence. As part of its accountability to the affected population, UNHCR consistently conducts monitoring exercises, including during and after the service delivery. The latest Post-Distribution Monitoring (PDM) exercise published in December 2023 underscored recipients' satisfaction with cash assistance in general but also highlighted their low ability to meet basic needs. Using advanced finance technology combined with strict data protection measures, UNHCR provides those in need with cash securely and quickly.

UNHCR also provides more targeted cash assistance to help affected population to meet their shelter and protection needs. Cash for rent and cash for shelter repairs programmes aim at ensuring access to dignified and sustainable housing options for internally displaced people (IDPs) with no prospect of immediate return to their areas of origin or habitual residence.

## Who is eligible?

MPC assistance is targeted based on vulnerability. Individuals must be internally displaced, returnees or conflict-affected people and meet one or more of the following **vulnerability criteria** adopted by the CWG: a) single-headed households with at least one minor child or family member above the age of 55; b) people aged over 55 heading households; c) households with one or more people with specific needs; and/or d) foster families caring for unaccompanied and separated children. Eligible people should also meet the socio-economic criteria of earning less than UAH 5,400 (around USD 142) per person (family member) per month. **UNHCR has also established, in 2024, a rapid response cash assistance programme to provide immediate emergency cash assistance to people who have been impacted by missile attacks. The cash assistance is provided as an option in lieu of NFI basic items after attacks.** UNHCR uses Building Blocks, a neutral humanitarian blockchain network, to ensure de-duplication of cash assistance provided by other organizations.

## Working with the Government

UNHCR works closely with the **Ministry of Social Policy (MoSP)** and the **Ministry of Reintegration of the Temporarily Occupied Territories (MinReIn)** to ensure complementarity of action. With the MoSP, and in-line with a [Cabinet decision](#) and an [MoU concluded on 19 April 2022](#), UNHCR receives referrals of registered IDPs and other war-affected people with specific vulnerabilities for cash assistance. [Reaching communities in areas where the Ukrainian Government regained control with cash assistance remains a key priority.](#) By receiving referrals from local authorities in conflict-affected areas frontline areas, UNHCR supports those persons most affected by the ongoing war. On 29 November 2023, UNHCR signed a tri-partite agreement with the MoSP and the Pension Fund of Ukraine. This allows UNHCR to support the Government in its efforts to assist Pension Fund beneficiaries in covering additional energy needs. As of 31 March 2024, more than 130,000 pensioners had received 23.4 million USD. On 19 December 2023, the Ministry of Reintegration and UNHCR signed an agreement towards implementation of the Prykhystok programme, the largest national social initiative supporting free housing for displaced people in Ukraine. Under the agreement, UNHCR will provide, in 2024, financial support to 90,000 families hosting approximately 250,000 internally displaced people in their homes for a period of at least 4 to 5 months.

The first round of payments will be carried out in April 2024 to 74,000 families hosting 188,000 IDPs. As part of the high-level Steering Committee chaired by MoSP and UNICEF, UNHCR is also providing support at policy and technical levels for the **Perehid Initiative** which aims to guide the transition of the humanitarian MPCA programme to an inclusive shock-responsive social protection system. In addition, UNHCR provides technical assistance on inclusion in social protection programmes through the secondment of a Senior Social Protection Officer to the Technical Assistance Facility, responsible for formulating evidence-based recommendations to the Committee.

Cash assistance modalities		Target 2024	Results 2024
MPCA	UAH 3,600 (around USD 95) <i>per</i> person per month for three months	600,000 people	41,928 people (out of which 5,817 received emergency cash following missile attacks).
Rental Market Initiative	UAH 76,000 (around USD 2,000) per household	3,915 people (1,450 HHs)	Update of rental market prices finished. Beneficiaries are being identified.
Cash for repairs	Up to UAH 171,000 (around USD 4,500) per household depending on shelter damage	1,806 people (669 HHs)	No progress yet, beneficiaries are being identified.
Cash for housing/utilities (Prykhystok)	UAH 14.77 (around USD 0.47) per IDP hosted per day by a host family. A total of USD 15 million is expected to be disbursed within 2024.	90,000 families hosting approx. 250,000 IDPs	First payments are currently being processed.

### Where are we supporting?

UNHCR maintains active enrolment in 21 **oblasts** through static centres and/or mobile teams in Cherkaska, Chernihivska, Chernivitska, Dnipropetrovska, Donetsk, Kharkivska, Khersonska, Khmelnytska, Kirovohradska, Kyivska, Lvivska, Mykolaivska, Odeska, Poltavska, Rivnenska, Sumska, Ternopilska, Vinnytska, Volynska, Zaporizka, and Zhytomyrska. also maintains an emergency cash assistance programme that can be rapidly deployed immediately.



### Working with Partners

Enrolment to the cash programme is conducted by UNHCR local NGO partner Right to Protection.

Counselling lines and Q&A guide enumerators and hotline operators in the communication with IDPs before, during, and after enrolment. Information is provided by partner Donbas SOS via hotline.

UNHCR actively participates in the [Ukraine Cash Working Group \(CWG\)](#) and is co-leading the Task Team on Response Analysis and Targeting. In addition, UNHCR coordinates closely with actors such as ACTED, FAO, ICRC, IOM, NRC, UNICEF and WFP.

### Post-Distribution Monitoring (PDM)

#### Key Findings:

- ➔ The cash assistance provided 57% of respondents with the ability to cover half or more of their priority needs
- ➔ Cash assistance reduced households' financial burden for 91% of the respondents, reduced their feeling of stress (82%), and improved their living conditions (85%), all at least to a slight degree.
- ➔ The most common expenditures reported were food (76%), health costs (67%), utilities and bills (50%), hygiene items (35%), and clothes and shoes (29%).
- ➔ 81% say that the financial services provider is in the same location where they live.
- ➔ 69% state they would prefer cash as opposed to other types of assistance, and 28% express a preference for a combination of cash and in-kind.
- ➔ 44% of households have at least one member aged over 55 years and 37% are households with one or more persons with specific needs.

*Source: UNHCR Ukraine Multi-purpose Cash Assistance December 2023 PDM Report, commissioned by UNHCR Ukraine.*

### How does it work?

1. IDPs and war-affected people can request an appointment at a multi-service protection centre or, pursuant to the MoSP-UNHCR MoU, are referred to UNHCR by the MoSP. Mobile enrolment is conducted to reach IDPs, people impacted by missile attacks and war-affected people residing far from urban centres or with limited mobility.
2. At the centres, IDPs and war-affected people receive detailed information on the cash programme, targeting criteria, amount, and process, as well as the UNHCR hotline number (0800307711) to seek support.
3. To ensure only vulnerable IDPs and war-affected people receive cash support, only individuals who meet the vulnerability criteria, assessed through an individual interview by partner staff, are enrolled.
4. Eligible IDPs, returnees and other war-affected people are enrolled by enumerators directly into UNHCR's secured registration software (proGres), based on a limited number of data fields required for the purpose of administering the cash payment.
5. Tax ID numbers of all enrolled adults are collected as a unique identifier to ensure there is no duplication of assistance with other humanitarian organizations.
6. Payments are prepared and transferred through Rapyd to bank accounts, Western Union or Stellar Vibrant wallet. The wallet is a pioneer integrated blockchain payment solution powered by Stellar network to reach people in need with speed and agility.
7. Recipients receive an SMS when the assistance has been transferred to their bank account. The SMS also contains the hotline number in case of need.

### Multi-service protection centres

Since June 2022, UNHCR has transformed its cash enrolment centres into **multi-service protection centres** ("one-stop-shops"), where people can access a range of services, including legal aid, psychosocial support, counselling on accommodation, and other services and assistance programmes. Protection services and referrals on the spot are offered to all IDPs and war-affected people who approach the centres. UNHCR partners also operate mobile teams that enable us to reach vulnerable people and families who are unable to come to the centres or who live in remote and/or rural areas.