

Key Figures*



2.16 million IDPs, returnees and war-affected people reached with cash assistance** since March 2022



US\$511 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, protection from sexual exploitation and abuse (PSEA) & Code of Conduct

Achievements in 2023

Together with partners, UNHCR supported:

→ **900,000** people** with cash assistance to cover their basic needs.

Winterization Response

→ **Over 600,000 people** received cash assistance to cover their additional winter needs, as part of the 2023-2024 winter response, including 130,000 referred by the Ministry of Social Policy and the Pension Fund.

*Figures may be adjusted as they are subject to reconciliation and verification.

**Aggregate figure by year is used.

***Total cash assistance since March 2022. It includes MPCA, cash for winter, and sectorial cash. People may have received multiple forms of cash assistance.



Natalia Mihdatova and her family were evacuated from Buhaiivka village in Kharkivska oblast on 11 May and taken to a transit centre where they received humanitarian aid and were enrolled for UNHCR's cash assistance. ©UNHCR/Nikola Ivanovski

Ukraine Operation Cash Assistance Fact Sheet

Why Cash?

Cash Assistance 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 helps 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?

Cash assistance is targeted based on vulnerability. Individuals must be internally displaced or returnees and meet one or more of the following [vulnerability criteria](#) adopted by the Cash Working Group: 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; and/or c) households with one or more people with specific needs. 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 basic non-food items immediately 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** 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 30 June 2024, more than 130,000 pensioners had received about USD 23.5 million.** 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 IDPs in their homes for a period of at least 4 months.** So far in 2024, Prykhystok has provided over 77,600 people hosting approximately 180,000 IDPs with cash for utilities. A total of USD 15 million is expected to be disbursed within 2024.

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 multi-purpose cash assistance (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 89) <i>per</i> person per month for three months	600,000 people	237,454 people, with USD 67.5 million disbursed so far this year, including 67,798 people supported with cash for winter and some 14,000 people supported with emergency cash following missile attacks and evacuation
Rental Market Initiative	UAH 76,000 (around USD 1,870) per household	3,915 people (1,450 households)	771 families (2,049 people), with USD 626,000 disbursed so far
Cash for repairs	Up to UAH 182,000 (around USD 4,500) per household, depending on shelter damage	1,806 people (669 households)	445 families (689 people), with USD 539,000 disbursed so far
Cash for housing/utilities (Prykhyستok)	UAH 14.77 (around USD 0.36) 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	77,632 persons hosting 180,000 individuals supported through this programme so far in 2024

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, Ternopil'ska, Vinnytska, Volynska, Zaporizka, and Zhytomyrska. UNHCR 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.

Key Findings PDM 2023-24 Winterization Response

- ➔ **The majority of people (86%) preferred cash assistance as the modality of support to winter.** Some 12% indicated that they would like to receive both cash assistance and in-kind assistance, to be able to receive more overall assistance. Virtually all cash recipients (97%) felt safe to receive or withdraw the cash as needed. Also, 93% of all households indicated that they were satisfied or very satisfied with the way UNHCR delivered cash assistance to them.
- ➔ **Markets throughout the country remained resilient and relatively well-supplied throughout the winter**—giving people agency to prioritize what to buy and supporting local businesses and suppliers.
- ➔ A total 86% of all respondents who received winter cash highlighted one or more positive changes in their lives.

For more information, read the PDM key findings [here](#).

How does it work?

1. IDPs and returnees 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 returnees 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 returnees 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 returnees 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.