

## POST DISTRIBUTION MONITORING: EMERGENCY MULTI-PURPOSE CASH ASSISTANCE TO PEOPLE AFFECTED BY AERIAL ATTACKS & EVACUEES



### OVERVIEW

In 2024, UNHCR assisted 40,140 people through its emergency multi-purpose cash (MPC) assistance programme – about half were evacuees from frontline or border areas, and half were people affected by aerial attacks. This critical support enables people to cover key urgent needs in emergency situations, including food, healthcare, transport to safer areas, clothes and shoes, rent, or home repairs.

This post distribution monitoring (PDM) report summarizes key findings from two separate PDM exercises conducted by UNHCR to evaluate the effectiveness and impact of its emergency cash assistance programme. The first exercise focuses on **emergency MPC assistance for people affected by aerial attacks**, while the second examines **emergency MPC assistance for evacuees**.

- **UNHCR's emergency MPC following aerial attacks** provides immediate assistance to families and individuals who have experienced personal loss, injuries or whose housing has been rendered uninhabitable. UNHCR receives the list of affected households from local authorities through a response mechanism agreed with the inter-agency Cash Working Group. The programme has a very short lead time to make cash assistance available within 72 hours after enrolment. For this PDM, 1,291 families who received emergency MPC assistance were contacted.
- **UNHCR's emergency MPC assistance to evacuees** is done through enrolment at designated multi-service protection centres or Government transit centres in coordination with the Cash Working Group. The programme ensures cash assistance is delivered within two weeks of the evacuation, addressing urgent basic needs. In this PDM, 1,000 recipient families were contacted, approximately 69% were women. These families were evacuated from various oblasts, including Kharkiv (92%), Sumy (7%), and Donetsk.

### KEY FINDINGS - EMERGENCY MPC TO PEOPLE AFFECTED BY AERIAL ATTACKS

#### 1. Emergency cash assistance is timely and the preferred modality

UNHCR's emergency MPC assistance is found to be quick and accessible – 97% of respondents were satisfied or very satisfied with UNHCR's cash assistance. UNHCR uses the Western Union transfer service where cash recipients receive a transaction code to be redeemed at an authorized cash-out point. More than 98% of respondents confirmed that they received and withdrew their cash assistance without any problems.

UNHCR made cash assistance available within a timeframe deemed appropriate by all respondents. 84% of all respondents said they would like to receive assistance after an incident within one week. On average, UNHCR sends transaction codes to beneficiaries within three days after enrolment and is therefore well within this margin.

**What timeline do you consider appropriate to receive assistance?**

Within 4 days	14.5%
Within one week	69.9%
Within two weeks	13.3%
More than two weeks / other	2.3%

While the main purpose of the assistance is to cover immediate basic needs, the majority of respondents reported a high need for support with shelter repairs. Around 55% of all respondents found the received amount sufficient to cover all urgent needs. Around 40% found that the amount covered their needs partially, and the remaining households said it did not cover their needs at all. Respondents with a lower level of satisfaction found the amount insufficient, as their principal need for support with shelter repairs could not be met.

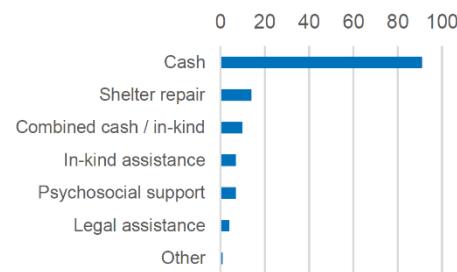
## 2. Emergency cash assistance met critical housing and basic needs in the aftermath of an attack

Almost two-thirds of the families reported housing repairs as the number one expense of emergency cash assistance, followed by food (7%), and health expenses (5%). Since payments arrive within a week after the attack, the emergency MPC assistance is perceived as a timely contribution to enable repairs of damaged houses and apartments.

Importantly, 91% of all households indicated that cash assistance is the most needed type of assistance after aerial attacks, followed by shelter repairs and a combination of cash and in-kind assistance, and psychosocial support.

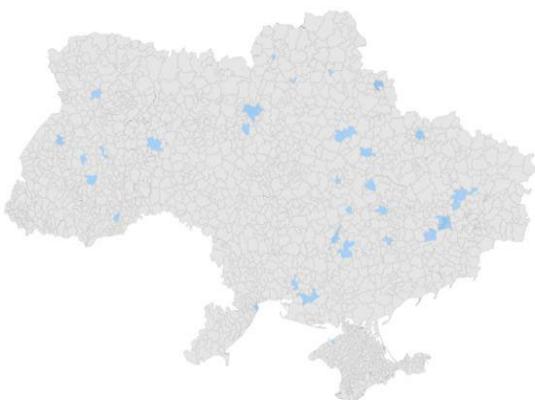
Around 9% of recipients said they had saved the cash. Some indicated that they were waiting for a visit by the local commission for war-damages to officially record damages to the property for future compensation claims from the government's e-Recovery (eVidnovlennia) programme. A few households said that the cash assistance enabled them to relocate to safer areas from frontline areas.

**What assistance is most needed in this situation? (in %)**



Some 33% of all respondents said they had received additional assistance from other actors. Local authorities were the principal providers – assisting 17% of affected households. Around 5% of the households consulted received financial aid from the Government while in-kind assistance dominated the response of national and international NGOs: 15% of households consulted had received emergency shelter materials or shelter repair kits, 12% food and 6% had received non-food items. Only 2% of all cases had their broken windows replaced as part of in-kind assistance.

## 3. Household demographics and prior assistance



All households surveyed had been affected by aerial strikes and received assistance from February through August 2024.

Three out of four families have three or less members, with family sizes ranging from 1 to 9 individuals with an average family size of 2.6. The average family is female-headed and slightly older than 51 years.

Some 13% of households who received emergency cash assistance had also received cash assistance in 2022 and 2023, whereas 40 households had been assisted as recently as 2024.

Hromadas where UNHCR provided emergency cash from January to August 2024.

## KEY FINDINGS – EMERGENCY MPC TO EVACUEES FROM FRONTLINE OR BORDER AREAS

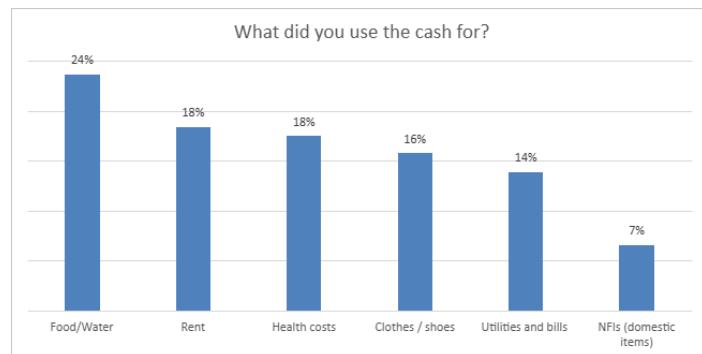
### 1. Emergency cash assistance to evacuees is delivered in a timely manner

UNHCR either directly enrols evacuees from frontline or border areas at transit centres or at multi-service protection centres countrywide after receiving lists of affected households from local authorities. Cash assistance is transferred through Western Union, providing recipients with a transaction code to redeem at authorized cash-out points. **92% of respondents confirmed they received and withdrew their cash assistance without any issues.** Around half (50%) of the respondents reported receiving cash within two weeks of evacuation. While the majority had a smooth experience, a small proportion faced challenges such as waiting periods between enrolment and receiving assistance, and issues with transaction codes to access funds from the financial service provider.

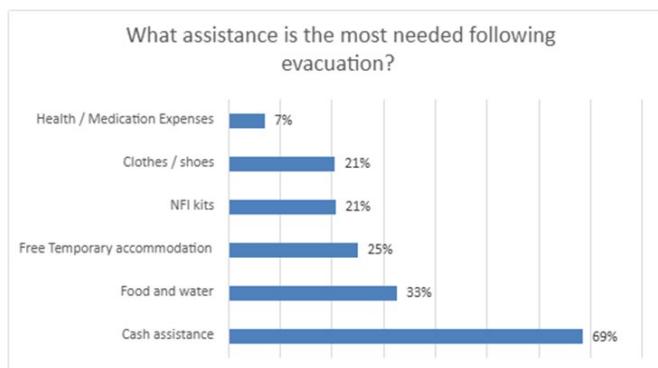
Evacuees often leave frontline or border areas in emergencies without clear information about their destination, the amount of assistance, or the timing of its receipt. Effective communication from local authorities during the initial evacuation phase, including information campaigns at UNHCR enrolment or local transit centres, can help manage expectations and address reported issues.

### 2. Emergency cash assistance is impactful and directed to priority needs

All families reported using the cash assistance to meet their basic needs. Specifically, the funds were used to buy food and water, cover health expenses, purchase clothing and shoes, pay rent, and acquire non-food items and kitchen supplies. **91% were satisfied or very satisfied**, 8% were somewhat satisfied, and less than 1% were dissatisfied with the cash assistance. The primary concern for the somewhat satisfied and dissatisfied respondents was the amount of cash assistance provided.



Nearly two-thirds of respondents (57%) preferred assistance within a week, 19% within two weeks, 17% within a month, and the rest at other times.



The primary needs identified by respondents following evacuation were cash assistance, food and water, free temporary accommodation, clothing and footwear, and other non-food items. Around 60% indicated that the emergency cash assistance partially met their needs, 18% of respondents found the cash assistance sufficient to cover all their urgent needs whereas the remaining households felt it did not cover their needs.

In addition to cash assistance from UNHCR, half (50%) of the evacuees consulted had received aid from other actors within two weeks of evacuation. This support was mainly provided by international and local organizations, with some assistance from local authorities, and was primarily in-kind including food, water, and other non-food items.

### 3. Emergency cash assistance acts as a bridge to social protection

Among those who received emergency cash assistance, **57% who applied for Government social assistance after evacuation received it within one month**, and an additional 31% within two months. By December 2024, over 60% were receiving government social assistance, primarily the IDP allowance.

Most evacuees stayed within their oblast of origin, with close to two-thirds of the respondents (59%) indicating they were not experiencing any challenges in their new places of residences. However, some reported experiencing challenges including financial problems (12%), insufficient humanitarian aid (11%), lack of state support (7%),

employment and accommodation issues (6% and 6%, respectively), and insufficient basic services and information (3% and 2%). In terms of future plans, 73% intend to stay in their current place of residence for more than six months, 18% were undecided, and smaller percentages plan to move, leave the country, or return to their homes.

## SUMMARY & WAY FORWARD

- Emergency cash assistance to people affected by aerial attacks:** The emergency MPC cash assistance is highly effective in responding to critical needs and improving living conditions following an aerial strike. Cash assistance is the preferred modality. The findings however highlight sustained shelter needs, requiring close coordination with the shelter response for the most impacted households following an attack. While the amounts differ, it is noteworthy that a portion of those assisted also received cash assistance from other entities, including local authorities. Moving forward, where municipal cash assistance is provided by local authorities, enrolment of households for emergency MPC assistance will be deprioritized. There is also room to improve linkages with the Shelter and Protection Clusters to provide follow up support and facilitate access to the government's compensation programmes through legal counselling.
- Emergency cash assistance for evacuees:** The UNHCR emergency cash assistance programme has been vital for evacuees, helping them meet key immediate needs and providing financial stability immediately after displacement. While most recipients successfully received funds, improvements are needed to reduce waiting times and enhance communication. Over 60% of those who applied for Government social assistance received it within one month, showing the system's effectiveness. UNHCR's aid bridged the gap until national support took over, but better coordination among humanitarian actors is needed to, for example, enhance communication at transit centres, reduce enrolment and disbursement delays, foster collaboration among local authorities and organizations, address long-term needs like housing and employment, and implement robust monitoring and evaluation.



Emergency cash enrolment following an aerial attack in Odesa. © UNHCR/Denis Kovalskii

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- Visit UNHCR Ukraine's Website [here](#).

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Contact **UNHCR's Hotline 0-800-307-711** for feedback and advice on assistance and services.