Aid recipients' perspectives

"It would be good if volunteers helped people register for cash assistance who don't have mobile phones or electricity or don't know how to do it."

«Було б добре, якби волонтери допомогали оформити грошову допомогу людям, які не мають мобільного телефону, електрики або не знають, як це зробити»

Residents of the villages know little about humanitarian aid and do not know anything about how funds for financial humanitarian aid are spent.

«Люди в селах мало знають про гуманітарну допомогу і зовсім нічого не знають про те, як витрачаються кошти на фінансову гуманітарну допомогу».

"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 my grandmother and food for the family. Until I find a new job, we need this support."

– a male recipient of UNHCR’s cash assistance

– an adult woman from previously occupied Zdvizhivka, remote rural community in Kyiv oblast

– an older woman from previously occupied Zdvizhivka, Kyiv oblast.

– літня жінка з раніше окупованої Здвижівки Київської області.

Source: Ground Truth Solutions, UNHCR
Ukraine: Unlocking a more effective humanitarian response
In your meeting/webinar controls, click **Interpretation**.

В елементах керування нарадою/вебінаром натисніть Інтерпретація.
Interpretation

Select your language

Выберите свой язык
This event is made possible with the generous funding of the German Federal Foreign Office (GFFO)
Housekeeping

This event will last 90 minutes

Submit questions to the Q&A box (not the chat)

Your mics are muted.

This event will be recorded & recording shared online

In the case of a "zoom hacker", staff will remove and block the offender.
Today's Agenda

• Presentation on key issues
  • Tracking aid recipients' experiences
  • Thematic findings on the cash response
  • E-dopomoga

• Panel discussion – 35 minutes
• Q&A – 20 minutes
• Wrap up and next steps – 5 minutes
Paul Harvey, Partner, Humanitarian Outcomes

Konstantyn Koshelenko, Deputy Minister of Social Policy for Digital Transformation

Jana Bok Toužimská, Deputy Regional Director, People in Need

Marina Kobzeva, Senior Program Manager, Ground Truth Solutions

Oleksii Marchenko, Head, Youth Movement "Be Free"

Quentin Le Gallo, Regional Thematic Expert, ECHO
Tracking aid recipients’ experiences, not humanitarian activities

100% of agencies have feedback mechanisms

Do you know how to make a complain or provide any feedback?

No, I have no idea.
Perceptions project Ukraine

June 2022 – May 2023, Disasters Emergency Committee (DEC) funded

Objectives:
1. To feed critical perceptions information into response coordination and management in real time
2. To get a sense of the quality and effectiveness of the response, in the eyes of aid recipients and local actors, over time.

2,000 quantitative phone surveys with KIIS, followed by 12 FGDs and 26 KIIs with Open Space
Round 1 quantitative and qualitative research

GEOGRAPHIC SCOPE
General findings

17% Aid recipients
13% PIN
32% PIN and aid recipients
38% Non-PIN and non-aid recipients

51% need assistance

<table>
<thead>
<tr>
<th>PIN: types of needs</th>
<th>Total</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash assistance/vouchers</td>
<td>32</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td>In-kind products</td>
<td>38</td>
<td>13</td>
<td>25</td>
</tr>
<tr>
<td>Winterisation support</td>
<td>38</td>
<td>12</td>
<td>26</td>
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<tr>
<td>Services</td>
<td>38</td>
<td>14</td>
<td>24</td>
</tr>
<tr>
<td>Housing / accommodation</td>
<td>38</td>
<td>20</td>
<td>18</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Applied</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>51%</td>
<td>42%</td>
<td>59%</td>
</tr>
<tr>
<td>Male</td>
<td>58%</td>
<td>49%</td>
<td>41%</td>
</tr>
</tbody>
</table>

| PIN and aid recipients       | 17    | 14  | 17  |
| PIN                          | 13    | 16  | 14  |
| Non-PIN and non-aid recipients | 32    | 31  | 38  |
Access barriers

47% of people report difficulties in accessing aid.

Older persons and people with disabilities are perceived by people as having the most difficulties receiving aid.
Access barriers

Out of all surveyed older persons, 21% did not receive any aid. Only 27% of older persons have received CVA, compared to 38% of the total surveyed population.
Communication channels

Most people do not feel informed by aid and services available to them, because:

- **Overload of information** and people do now know how to navigate it
- **(Digital) information access barriers**: especially for older persons and people in areas without electricity/internet

People are not providing feedback to aid organisations, because:

- **Lack of knowledge** of feedback mechanisms
- The sense that they **do not work well** – people receive no response
- **Hesitance to use feedback channels** – fear it impacts aid delivery or is inappropriate
Participation

- Half of the people said they expect that people in their settlement could influence aid yet their reality looks different: only 30% of people said they can.

- Seventy-three percent of people said they expect that their needs would be asked before aid is provided, but only 43% said this was the case.

- Participation of communities — specifically stigmatised communities — works best through the work of smaller national organisations: civil society organisations or small aid providing organisations.
Coordination with local aid providers

- **Local entities often lack the resources and infrastructure** to take a strong position between communities and larger (international) aid providers or donors.
  - Challenges include limited human and financial resources, as well as a complicated reporting process with international partners.

- **CSOs and local aid providers emphasise the need for flexibility** and better collaboration with larger, international organisations.

- **Local organisations feel left behind:** they are often not consulted by larger (international) organisations and because they do not know how to initiate a collaboration with bigger partners especially in areas where they are not already present, they do not see opportunities for cooperation.
INFORMATION: • Should be made more accessible to older persons and persons with disabilities. Visual, trusted sources e.g. newspapers.
• Targeted and tailored face-to-face information sharing: should be made available as a complementary means of communicating and providing information digitally.

ACCESS: • Focus on accessibility and inclusion to increase access for vulnerable groups: include local actors in process of identifying vulnerable groups.
• Focus on emerging groups and people who are missed by eligibility criteria, make sure eligibility criteria are transparent.

FEEDBACK: • Ensure feedback mechanisms are inclusive: multiple (at least two) types of feedback mechanisms should be made available, for example a hotline and an in-person helpdesk.
• Make sure feedback mechanisms are responsive and adequately capacitated: people need to be aware how their feedback and complaints are used.
• Conduct ongoing sensitisation for communities on their rights to complain and provide feedback.

PARTICIPATION: • Collaboration with local actors and learning from each other to improve participation with communities and local actors.
What's next?

January
- Web survey Poland, Romania, Moldova
- 2nd workshop
- Launch CCD project

February
- Qualitative user-journeys Poland, Romania, Moldova
- Quantitative phone survey Ukraine
- KII with CVA actors

March/April
- Communication with communities
- Qualitative interviews with CVA recipients

April/May
- In-country workshops with humanitarian actors

May/June
- 6-month follow up of recommendations

2023

Recommendations
Report
Bulletin
Report
Findings from the Ukraine Learning Group

2022
Background

April
- Inter-agency learning group established
- Objectives: to strengthen the ongoing cash response through the analysis of existing learning & document lessons and best practices to inform other responses

Jul-Oct
- Data collection
- 33 key informant interviews
- Two workshops

Nov-Dec
- Incorporating Learning Group feedback, finalising the reports
- Dissemination of findings with the Cash Working Group and some donors
- Publication
Key lessons

✓ Online self-registration application enabled rapid scale-up
✓ Working with government lists & transfer values
✓ Use of Tax ID as unique identifier
✓ De-duplication system quickly established
✓ Partnership models – albeit limited - to support local organisations
  ✓ Int'l actors as funding intermediary
  ✓ Small grants, secondments, etc.
What could have been done differently

- Re-calibrating incentives
- Prioritising outreach to the most vulnerable people
- Enabling accessible funding for local organisations
- Early leadership to coordinate approaches to link humanitarian cash and social protection
eDopomoga.gov.ua

Digital solution for humanitarian organizations and private volunteers supporting Ukrainians

KOSTIANTYN KOSHELENKO
Deputy Minister of Social Policy of Ukraine for digital development, digital transformations and digitalization
What is eDopomoga platform?

eDopomoga platform helps everyone, who has suffered from Russian aggression.

Here you can learn how to get money from the state, leave a request for help or offer to support others in providing food, clothing, medicine and more.

Choose the option that suits you:
- Material assistance from the state
- Receiving and providing volunteer assistance
- Payments from international organizations

Join the social media of the Ministry of Social Policy to follow the updates

State social benefits
Peer-to-Peer aid to households
Cash payments by humanitarian organizations

edopomoga.gov.ua
PROCESS OF CASH PAYMENTS FROM INTERNATIONAL HUMANITARIAN ORGANIZATIONS VIA THE EDOPOMOGA PLATFORM

CITIZEN OF UKRAINE
- Registers on Edopomoga for assistance granting consent to MoSP to share data
- Consent is recorded in the UISSS to share information

AGENCY 1
- Requests from the MoSP via a MOU data on beneficiaries from the UISSS on people that meet categories and have provided consent

MOSP
- Uses UISSS to extract data from the unified registry that meets agency 1's request
- MoSP creates consolidated file of people who meet the criteria and send it back to agency 1

CITIZEN OF UKRAINE
- Receives data from MoSP and uses it for cash transfers. Agency independently informs the citizen about the payment via SMS or messenger.

AGENCY 1
- Agency 1 confirms payment has been made to MoSP and reports back on who has not been provided with assistance to the MoSP so that they are marked still to be assisted in the UISSS.

MOSP
- Updates UISSS that person has received assistance, or if person not supported updates the system to enable their data to be shared to a different agency in future.
Cash assistance from international organizations

- 10,000,000 + people applied
- 4,000,000 + applications transferred to donors
**PROCESS OF VOLUNTEER ONLINE ASSISTANCE VIA THE EDOPOMOGA PLATFORM**

**CITIZEN OF UKRAINE**
- Create an Account at social.edopomoga.gov.ua
- Create a request for Help at the "Get help" section providing details about themselves and their family
- Select which of three categories of assistance they require
  - Assistance for food, clothing, and hygiene products
  - Assistance for fuel
  - Assistance for medical products

**GLOBAL VOLUNTEER**
- Creates an Account at social.edopomoga.gov.ua
- Registers their details and if desired select a region in Ukraine to assist people in that region
- Review the open applications for assistance and select one or more they want to help
- Select the donation amount and makes payment

**SHOP OR PHARMACY**
- Goes to one of the shops or pharmacies working with the MOSP and uses the voucher to purchase goods
- Sends confirmation that the voucher was used and the items it was used to purchase

**CITIZEN OF UKRAINE**
- Creates for the citizen of Ukraine a voucher with the monetary value of the donation and sends the details to the citizen via an SMS

**EDOPROMOGA AUTOMATED SYSTEM**
- Transfers to the Shop or Pharmacy for the voucher amount. The transfer is made without commissions and to the full value of what is donated
- Receives confirmation of voucher used, informs the Global Volunteer that their voucher was used and what is was used to purchase

**GLOBAL VOLUNTEER**
- Edopomoga automated system
### eDopomoga for online volunteers

**Help online on the platform eDopomoga**

03.02.23

**TOP-10 countries from which private benefactors donate the most**

<table>
<thead>
<tr>
<th>№</th>
<th>Countries</th>
<th>Certificates</th>
<th>UAH</th>
<th>Equivalent in USD*</th>
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<td>2218550</td>
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<tr>
<td>10</td>
<td>France</td>
<td>124</td>
<td>101100</td>
<td>2765</td>
</tr>
</tbody>
</table>

- **50 countries**
- **4431** All benefactors
- **2321** Ukrainian
- **619** Foreign
- **1490** Anonymous
Thank you for your support!

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THANK YOU