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# **Post-Distribution Monitoring (PDM)**

## Multi-Purpose Cash Assistance (MPCA)

**November 2023**

## Executive Summary

- ◆ Starting in August 2022, WFP collaborated with the Ministry of Social Policy (MoSP) to serve people who had registered for humanitarian assistance through the E-dopomoga platform. For its second round of multi purpose cash assistance (MPCA), WFP in collaboration with MOSP focused on assisting a group of people who had registered for assistance on E-Dopomoga but are without an official social status. This means that they are not able to receive government social allowances, despite being in need. Only those residing in the war-affected hromadas by the time of application or who were displaced from these hromadas or areas beyond the control of the government of Ukraine, were included.
- ◆ In total, 548,589 households (604,880 individuals) fulfilling the targeting criteria were served from March to June 2023 with 2,220 UAH/person/month for a period of three months.
- ◆ The majority of the respondents to the monitoring survey were female (65%) and the average age was 45 years. 80% of respondents have specific household- or individual-level socio-demographic characteristics. The most common ones were: at least one household member unemployed due to the conflict (50%); and at least one household member chronically ill (45%).
- ◆ Less than one third (28%) of respondents were found to have inadequate food consumption. The result shows a slight improvement compared to the baseline where 35% of the same respondents were found to have insufficient food consumption.
- ◆ 79% of respondents reported relying on a food consumption-based coping strategy (such as relying on less preferred or less expensive food) at least once during the week prior to the data collection – showing a slight decrease compared to the baseline (88%).
- ◆ The vast majority (88%) of respondents reported adopting at least one livelihood coping strategy during the month prior to the data collection. While the overall level of adopting livelihood coping strategies remains high, there is a slight decrease in adoption of the emergency and crisis coping strategies compared to the baseline results.
- ◆ When combining the current consumption status and coping capacity status to classify households in terms of food security, the share of food insecure households (defined by Severely Food Insecure and Moderately Food Insecure status) has decreased from 56% to 49%.
- ◆ In terms of economic vulnerability, the majority (70%) of respondents have monthly expenditures per capita below the upper expenditure threshold, including 21% with expenditures below the lower expenditure threshold.
- ◆ The most common expenses covered with the cash assistance was food (72%), utilities and heating (51%), and health expenditures (32%), which are similar to results from the baseline.
- ◆ 100% of respondents stated that Western Union/partner staff treated them respectfully when collecting the cash. Additionally, 98% of respondents stated that the process to enrol and to receive WFP assistance was dignified.

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## I. Context and project brief

Starting in August 2022, WFP collaborated with the Ministry of Social Policy (MoSP) to serve people who had registered for humanitarian assistance through the E-dopomoga platform. E-dopomoga, launched in April 2022, is a platform developed by the MoSP to allow people affected by the war to self-register their need for and be included in the “pool” of people requesting assistance from humanitarian organizations. The MoSP then transferred lists of registered people to humanitarian agencies, including WFP, to assist people in need effectively and in a coordinated manner.

Between August 2022 – February 2023, WFP served the first cohort of E-Dopomoga beneficiaries with multi-purpose cash assistance (MPCA). This cohort of beneficiaries included people possessing a social category status, namely pensioners, people living with disabilities, and people belonging to the Guaranteed Minimum Income (GMI) programme. Following this round of MPCA, WFP in collaboration with the MoSP focused its next round of assistance on a larger group of people who had registered for assistance on E-Dopomoga but are without an official social status. This means that they are not able to receive government social allowances, despite being in need. In order to focus on the most war-affected people within this group, only those residing in the war-affected hromadas<sup>1</sup> by the time of application or who were displaced from these hromadas or areas beyond the control of the government of Ukraine, were included to receive MPCA.

In total, 548,589 households (604,880 individuals) fulfilling the above criteria were assisted from March to June 2023 with 2,220 UAH/person/month for a period of three months.

## II. Sampling and data collection

In order to follow the ‘no official social status’ cohort of MPCA beneficiaries over time and examine any potential changes from the start of receiving assistance until after the receipt of the three months of MPCA, a repeated survey with the same group of beneficiaries was carried out in March and July 2023.

Between 20<sup>th</sup> March 2023 and 3<sup>rd</sup> April 2023, 779 randomly sampled beneficiaries were surveyed, establishing a baseline of various indicators. Between 7<sup>th</sup> and 14<sup>th</sup> July 2023, 345 follow-up interviews were conducted with the same group of previously surveyed beneficiaries, making this monitoring exercise a longitudinal study. In both cases, the data collection was administered via telephone interviews, implemented by a third-party monitoring company (TPM), the Kyiv International Institute of Sociology (KIIS).

613 calls were conducted in order to reach the desired sample size of 345 interviews, resulting in a 44% attrition rate between the first and the second survey.

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<sup>1</sup> As defined by the Ministry of Reintegration

No geographical stratification was applied in the sampling. The majority of respondents are residents of the East macro-region, which is in line with the applied targeting criteria for this cohort of cash beneficiaries (Table 1).

**Table 1.** Number of interviews per macro-region

| Macro-region | Number of interviews |
|--------------|----------------------|
| West         | 6                    |
| Center       | 19                   |
| North        | 31                   |
| South        | 46                   |
| East         | 240                  |
| Kyiv city    | 13                   |
| <b>Total</b> | <b>345</b>           |

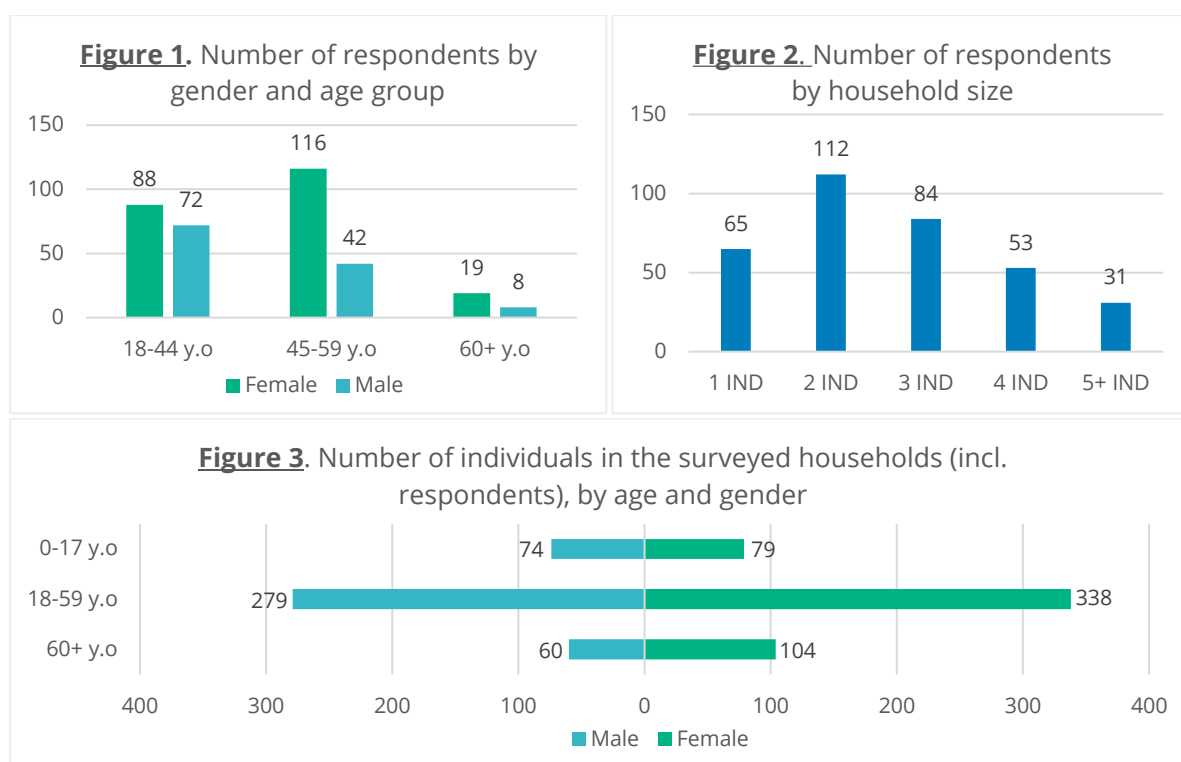
The chosen study design and sampling method allows establishing statistical changes over time, keeping track of individual dynamics as the survey is a panel of the same individuals (such as enabling measurement of household mobility between different categories, e.g. food consumption groups). At the same time, it has its limitation in not accounting for external factors that may also occur or change over time – changes in the market, seasonal changes, conflict development and interventions from other agencies. Therefore, while showing trends over time for individuals targeted by the programme, the method does not allow to clearly establish causality of changes.

Note also that the findings by macro-region or disaggregated by demographic characteristics are indicative since the sampling was not stratified accordingly, hence and cannot be used for exact prevalence estimation.

### III. Sample description

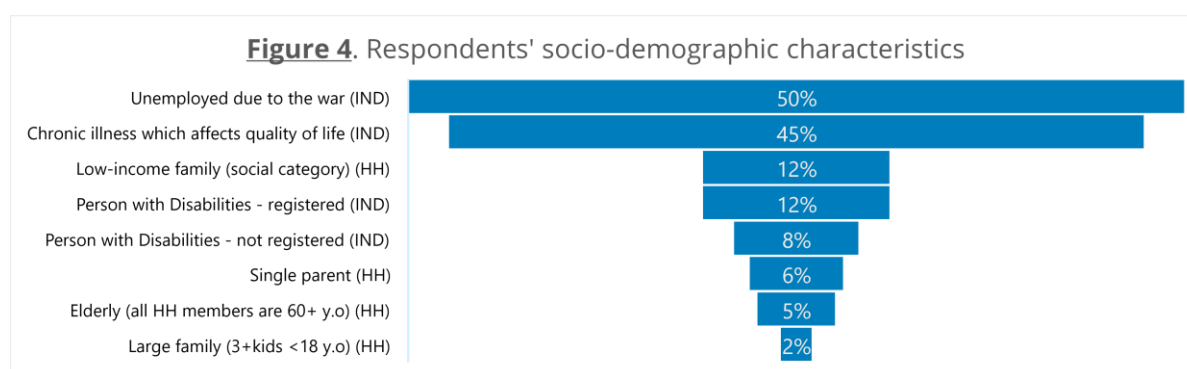
#### Socio-demographic characteristics

The majority of respondents are female (65% of respondents) and the average age of respondents is 45 years old – Figure 1. The households (HH) average size is 2.7 individuals (Figure 2). The 345 surveyed respondents represent 934 individuals (respondents and their household members – Figure 3).



80% of respondents have specific household- or individual-level<sup>2</sup> socio-demographic characteristics. The most common ones are: at least one household member unemployed due to the conflict (50% of respondents); at least one household member chronically ill (45%) - Figure 4.

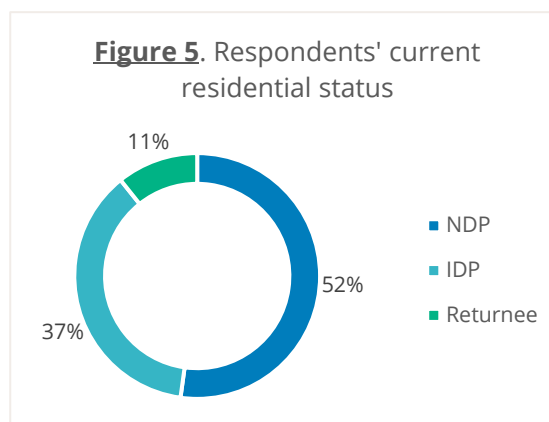
While beneficiaries were targeted specifically for their lack of official 'social status', it is important to note, that i) not all 'socio-demographic characteristics' comprise a social status – e.g. "having a household member who is chronically ill" is not an officially recognised social status, ii) targeted applicants of the "E-Dopomoga" may have not registered all of their household members through the platform, including some who might possess a social status.



<sup>2</sup> In the list of characteristics in Figure 4: HH indicates a household-level characteristic and IND indicates at least one household member with the characteristic. One household can have both household and individual characteristics (i.e. a large family (HH) with a member with disability (IND)).

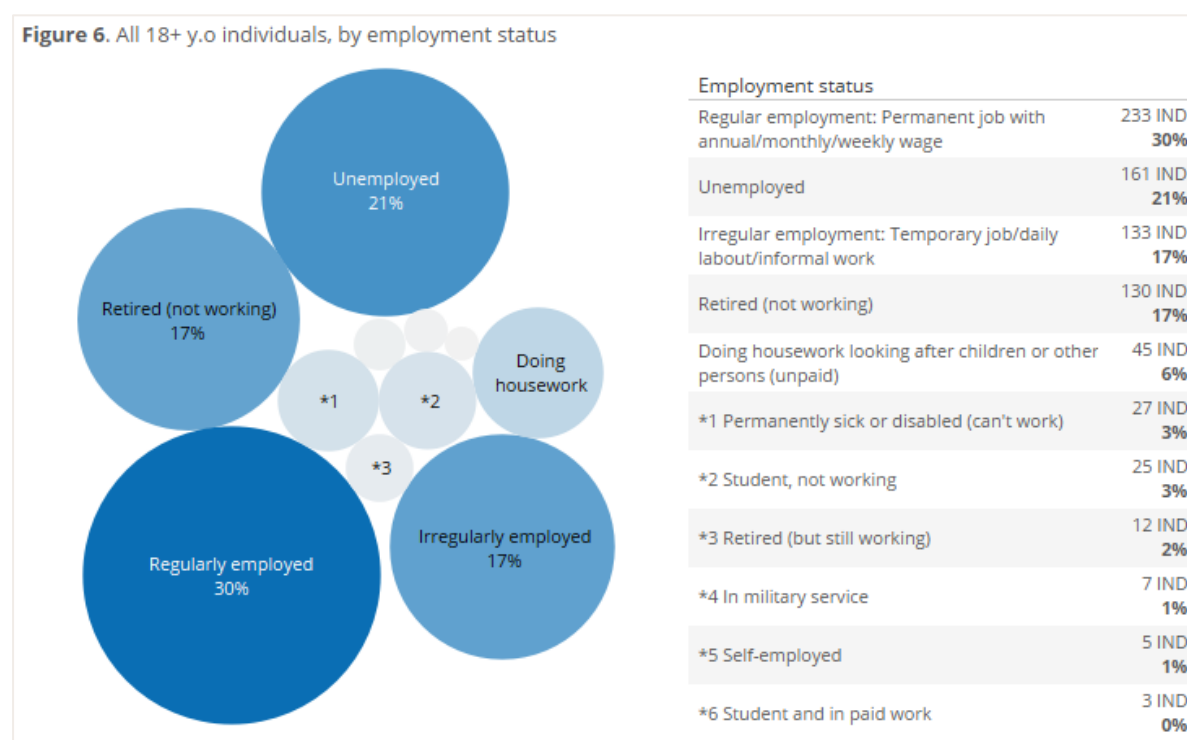
## Residential characteristics

At the time of the interview in July, 37% of the respondents reported being currently displaced (IDP), 52% stated being non-displaced persons (NDP) and around 11% reported having been displaced but had currently returned – Figure 5. The highest proportion of IDPs is among respondents residing in Center, West and Kyiv city macro-regions (100%, 100% and 92% respectively), and the macro-regions with the highest proportion of returnees are East and South (12 and 19% respectively).



## Employment status and income sources<sup>3</sup>

84% of individuals from the surveyed households are 18+ years old. A third (30%) of these individuals are regularly employed, 17% are irregularly employed, while 21% are unemployed. 17% are retired and not working, 6% are doing housework (unpaid) and 3% are permanently sick and cannot work. Very few changes were observed in the employment status structure of the interviewed beneficiaries from the first round of surveys – mainly a slight increase of irregular employment (from 14% to 17% of individuals) and slight decrease of unemployment (from 23% to 21% of individuals) – Figure 6.

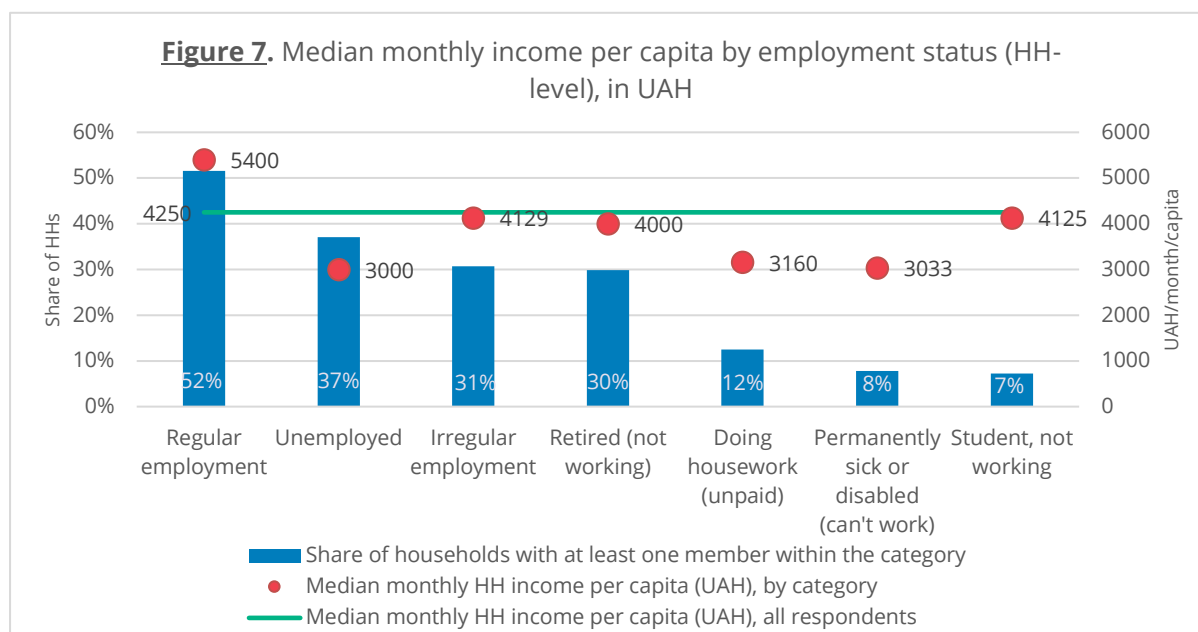


<sup>3</sup> The income from WFP assistance is purposely not accounted for in this analysis.



Overall, the median income per capita of the respondents has slightly increased compared to the baseline – from 4'000 UAH/person/month to 4'250 UAH/person/month.

The median monthly household income per capita was found to be the highest among households with at least one member who is regularly employed (5,400 UAH) and the lowest among households where at least one member is either doing housework (unpaid), is permanently sick and cannot work, or is unemployed - 3,160 UAH, 3,033 UAH and 3,000 UAH respectively (Figure 7).



Only four types of income are commonly reported: pension for elderly, with a median earning of 3,500 UAH per month for one individual; government allowances (disability allowance, IDP payment, etc.) - on average one household receives around 4,000 UAH per month from these allowances if they receive them; regular salary with an median earning of 7,100 UAH per month for one individual; and lastly, irregular/partial employment with a median earning of 5,000 UAH a month for one person.



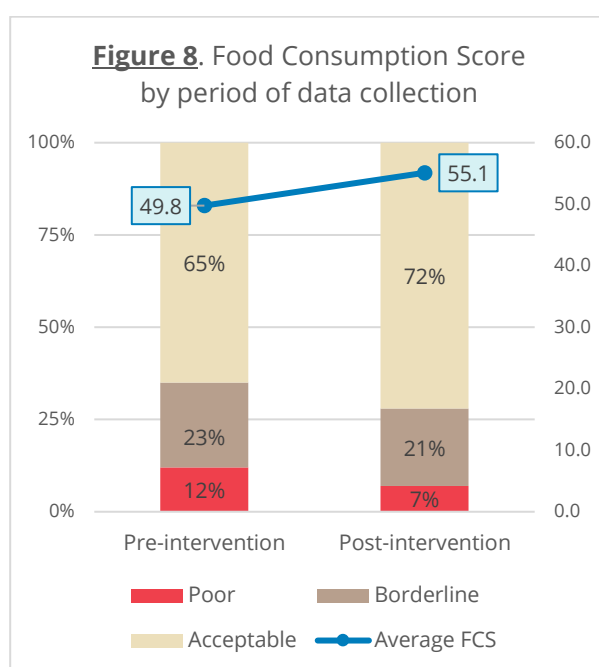
## IV. Outcome indicators

### Food Consumption Score

The food consumption score (FCS) is a composite score based on how often a household consumed different food groups in the seven days prior to the survey and the relative nutritional value of these food groups. A higher score indicates better food consumption. The score is then grouped into three categories – poor, borderline or acceptable food consumption.

Overall, less than one third (28%) of respondents were found to have inadequate food consumption, defined by a poor (7%) or borderline (21%) food consumption score (FCS). The result shows a slight improvement compared to the baseline where 35% of the same respondents were found to have insufficient food consumption (12% poor and 23% borderline) – Figure 8. On average, the FCS increased by 11% (5.3 points). The changes in both the FCS mean score<sup>4</sup> and in the FCS classification (decrease of number of households with poor or borderline FCS) are both statistically significant.

Still, the food consumption of respondents is worse compared to the overall population of Ukraine – according to the 2023 Multi-Sectoral Needs Assessment, 11% of population throughout the country were found to have inadequate food consumption (borderline – 8%, poor – 3%).

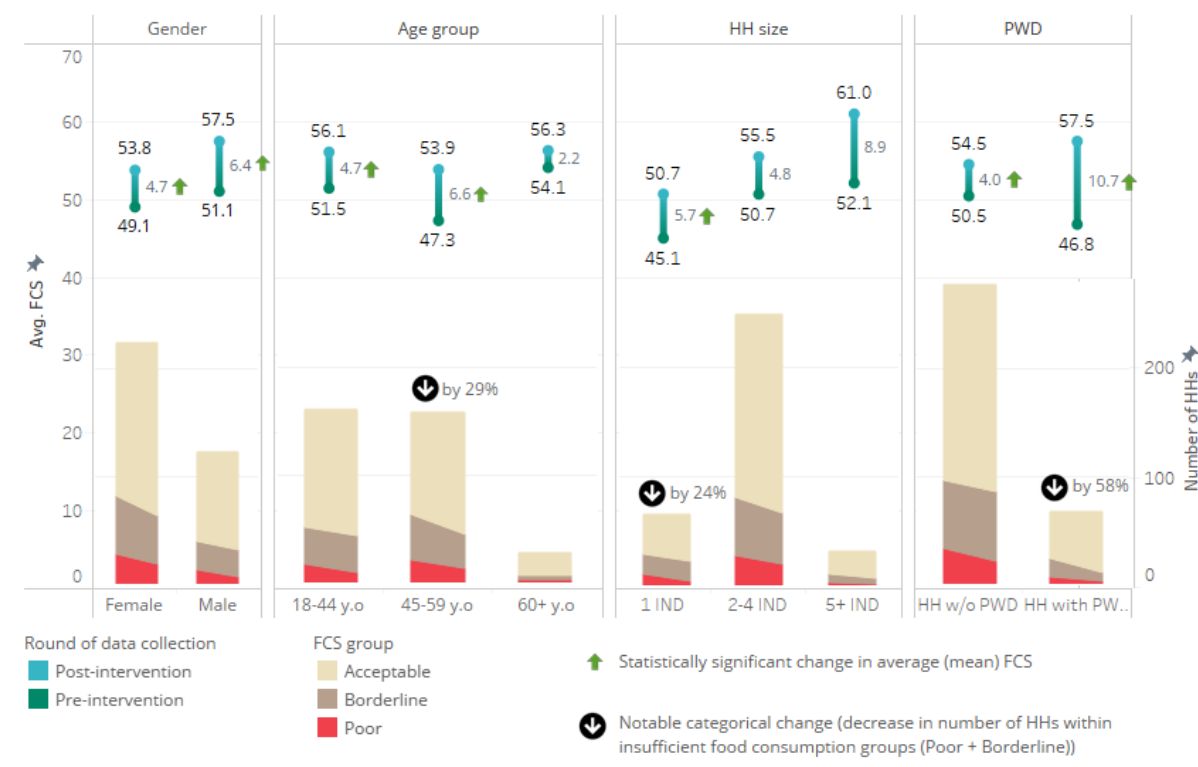


Disaggregation by basic demographic characteristics (Figure 9) shows that the biggest change in the mean FCS happened among households with a member who has disability (increase from 46.8 to 57.5) and households with more than five HH members (52.1 to 61). At the same time,

<sup>4</sup> The FCS is calculated by inspecting how often households consume food items from the different food groups during a seven-day reference period. Cut-off thresholds are applied to the FCS to classify households into three groups: poor (score 0-28), borderline (28.5-42) or acceptable (>42.5) food consumption.

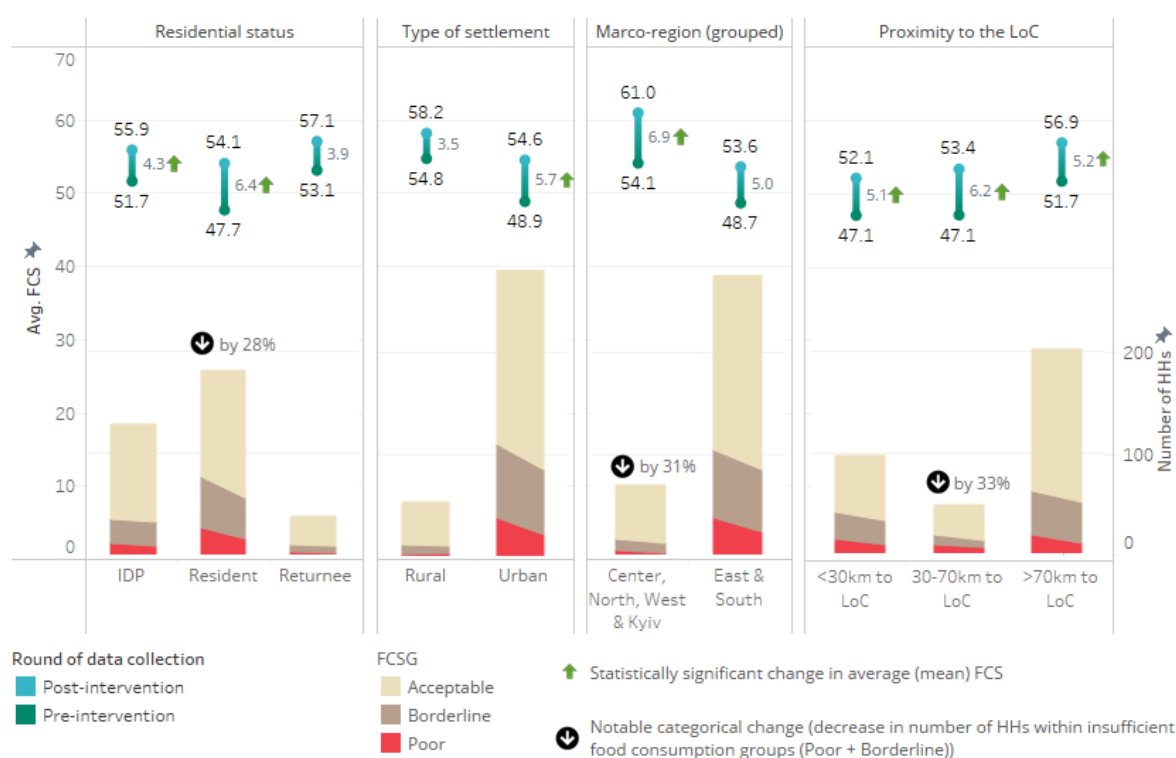
category-wise change is especially notable among respondents of the pre-pension age (45-59 y.o.) – from 40% to 28%, and households with a member who has disability – from 36% to 15%. The share of households with insufficient food consumption remains the highest among households consisting of one individual, even after the notable decrease from 45% to 34%.

**Figure 9.** Change in mean FCS and food consumption groups by basic demographic characteristics



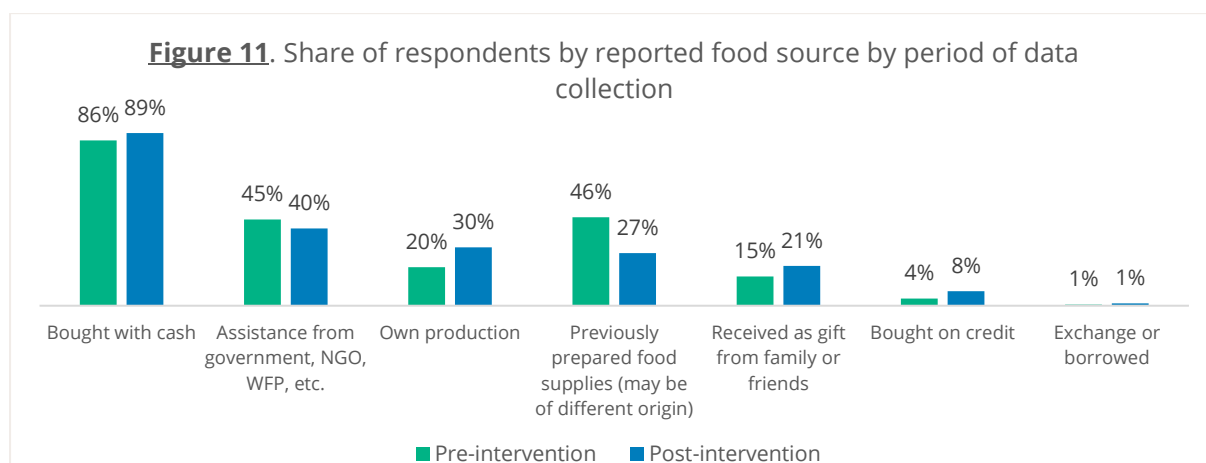
In terms of residential characteristics, there is a difference among the households who reside in the affected regions compared to residents of rear regions (East & South macro region vs other macro-regions) with the latter having higher mean FCS (53.6 and 61 respectively). Category-wise change is the highest among non-displaced respondents (from 42% to 31%), residents of Center, North, West and Kyiv macro-regions (from 23% to 16%) and respondents who reside from 30 to 70 km away from the line of contact (from 38% to 26%). Share of households with inadequate food consumption remains the highest among respondents of East and South macro-regions (changed from 38% to 30%), non-displaced population (as mentioned earlier) and respondents residing less than 30 km away from line of contact (changed from 41% to 33%).

– Figure 10.

**Figure 10.** Change in mean FCS and food consumption groups by residential characteristics

The majority of respondents (89%) reported relying on cash purchases to obtain their food (Figure 11). 40% reported relying on assistance from government/NGO/WFP as one of their main food sources, 30% reported relying on their own production - increased compared to the pre-intervention - and some 27% rely on previously prepared food supplies - decreased compared to the pre-intervention - with these changes most probably due to seasonality, as the first data collection was conducted before/during the planting season (depending on type of crops) and the second data collection was conducted when majority of crops can be already harvested.

However, the share of respondents who rely on own food production as of one of their main food sources is still almost half of that amongst overall the population of Ukraine - according to the 2023 MSNA, 57% of population reported relying on own food production as of one of their main food sources. On the other hand, the share of respondents who rely on assistance from government/NGO/WFP is five times higher compared to the overall population - reportedly, only 8% of Ukraine's residents rely on aid as one of the main food sources.

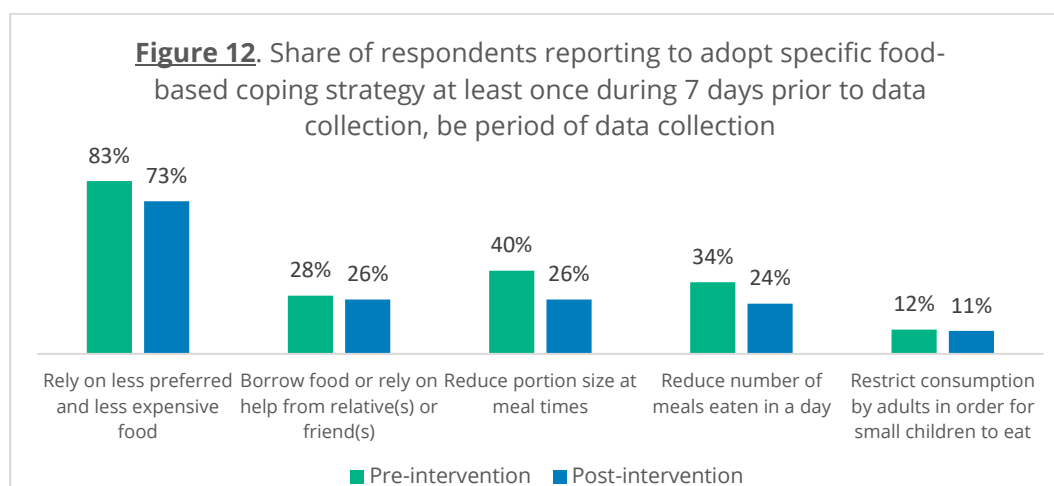


### Food consumption-based coping strategies (rCSI)

The reduced coping strategies index (rCSI) measures the frequency and severity of the food consumption behaviours the households had to engage in due to food shortage in the seven days prior to the survey.

79% of respondents reported relying on a food consumption-based coping strategy at least once during the week prior to the data collection – showing a slight decrease compared to the baseline (88%). The average rCSI has decreased by 13% (1.2 points), from 9.2 to 8. This change was found to be statistically significant.

Regarding the type of coping strategies used, 73% of respondents indicated that during the week prior to the data collection, they had to rely on less preferred or less expensive food at least once. In addition, 26% mentioned reducing portion sizes at mealtime, 26% reported that they had to borrow food and 24% reported reducing number of meals eaten in a day. 11% of respondents reported restricting the consumption by adults in order for small children to eat (Figure 12).

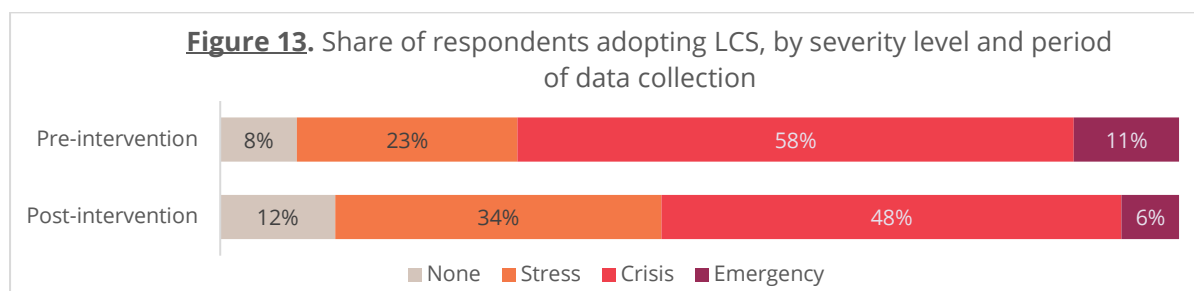


## Livelihood coping strategies (LCS)

The Livelihood Coping Strategies (LCS) is an indicator used to understand households' medium and longer-term coping capacity when faced with a lack of resources to buy food and other essentials. The indicator is derived from a series of questions regarding the household's experiences with livelihood stress and behaviours undertaken to cope with shortages. Strategies are divided into three levels of severity – stress, crisis and emergency strategies.

The vast majority (88%) of respondents reported adopting at least one of the livelihood coping strategies during the month prior to the data collection. 6% of respondents reported using emergency coping strategies (selling house/land, moving elsewhere in search of work), 48% are using crisis coping strategies (selling household assets, selling productive assets, reducing expenditures on health or education) and 34% are using stress coping strategies (spending savings, borrowing money, taking on additional work or sending household members to eat somewhere else).

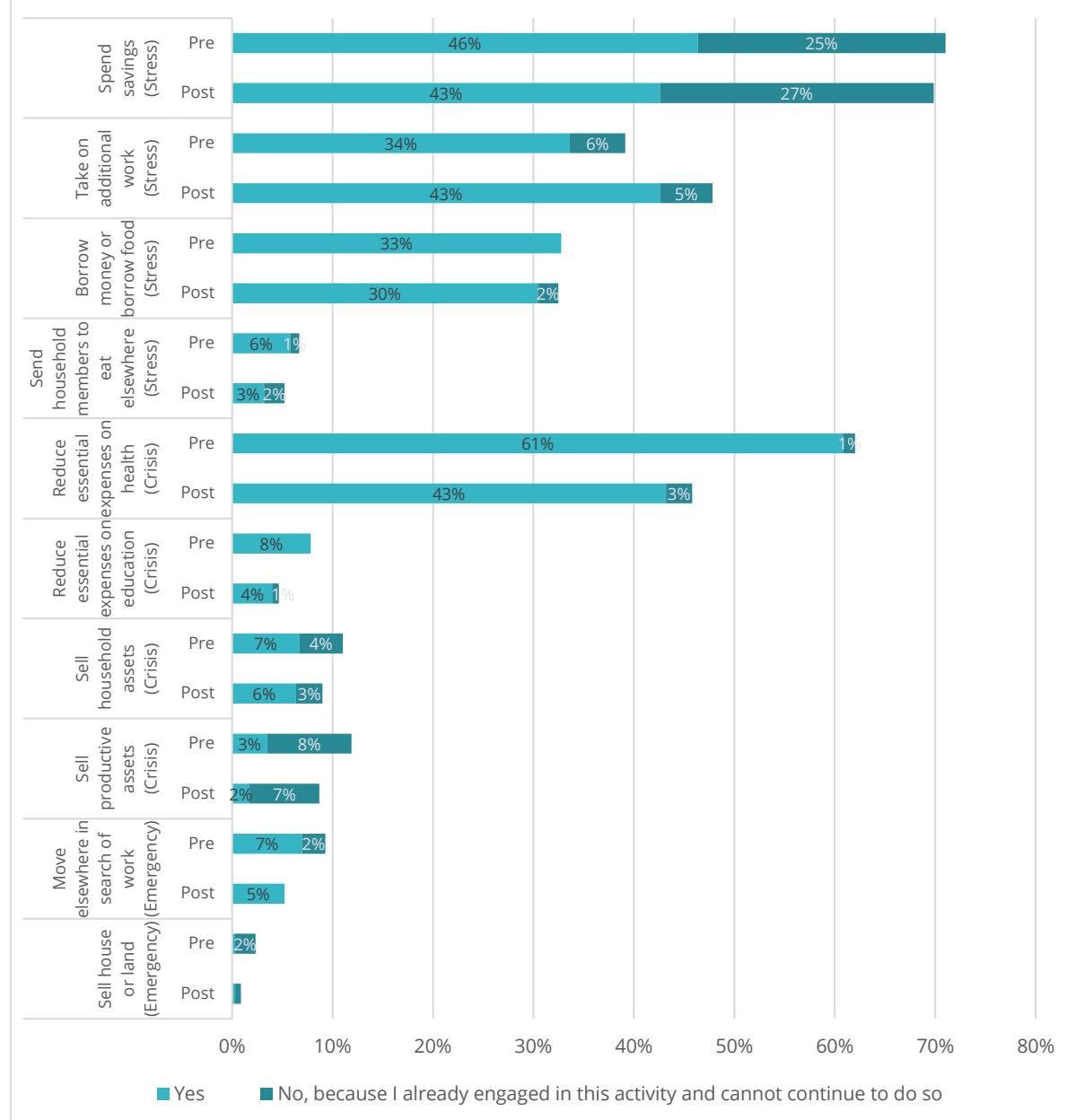
While the overall level of adopting the livelihood coping strategies remains high, there is a slight decrease in adoption of the emergency and crisis coping strategies compared to the baseline results (Figure 13). The changes in the categorical outcome (LCS severity groups) were found to be statistically significant.



The most commonly used LCS are: spending savings (reported by 70% of respondents, similar to baseline results), taking on additional work (reported by 48% of respondents, increase compared to baseline), reducing necessary expenditures on health (reported by 46% of respondents, decrease compared to the baseline) and borrowing money or food (reported by 32% of respondents, similar to the baseline) – Figure 14.

The results also show that respondents adopt stress and crisis coping strategies more frequently compared to the overall population of Ukraine – according to the 2023 MSNA, 6% of population reported using emergency coping strategies, 20% reported using crisis coping strategies and 13% reported resorting to stress coping strategies to cope with lack of money to buy food or cover other essential needs.

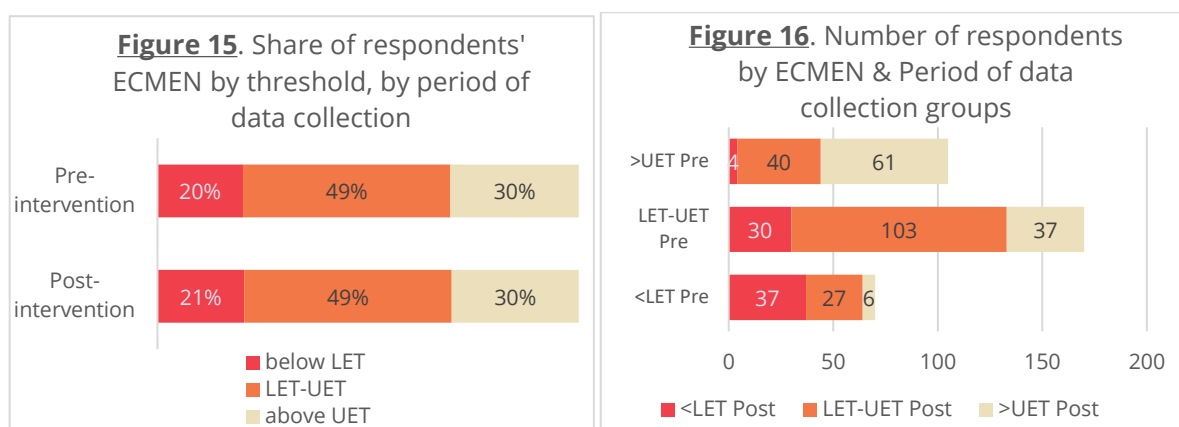
**Figure 14.** Share of respondents reporting adoption of specific LCS during a month prior to data collection



## ECMEN (Economic Capacity to Meet Essential Needs)

The economic capacity to meet essential needs (ECMEN) is a measure of economic vulnerability. This indicator compares the value of essential consumption of the household to different consumption expenditure thresholds, in order to understand whether households have sufficient economic capacity to meet their essential needs.

The majority (70%) of respondents have monthly expenditures per capita below the upper expenditure threshold (UET), or Minimum Expenditure Basket (MEB)<sup>5</sup>. This includes 21% who have their expenditures below the lower expenditure threshold (LET), or Survival Minimum Expenditure Basket (SMEB)<sup>6</sup>, and these results are very similar to the baseline data<sup>7</sup> – Figure 15. The changes in the median value of monthly consumption expenditures (from 4,479.00 UAH/month/capita before intervention to 4,278.00 UAH/month/capita) and categorical outcome (movement of beneficiaries within ECMEN category – Figure 16<sup>8</sup>) are both statistically non-significant, thus there is not enough evidence to suggest that there is a non-random change over time.



When looking at the structure of the reported expenditures, similarly to the ECMEN results, only minimal changes occurred over time and in general the structure of expenditures per capita per month remains almost unchanged – with food expenditures constituting around half of all expenditures (48% before the intervention and 51% after the intervention), followed by expenditures on utilities and heating (17%, unchanged) and health expenditures (6%, unchanged) – Figure 17. The main differences can be identified in an increase of average expenditures on education, extracurricular activities and hobbies – from 52 UAH to 127.52 UAH/person/month, constituting from 1% to 2% of all expenditures respectively, and in the decrease of average expenditures on household items (such as blankets, bedlinen, kitchen utensils, etc.) – from 63.66 to 36.61 UAH/person/month, representing up to 1% of all expenditures in both cases.

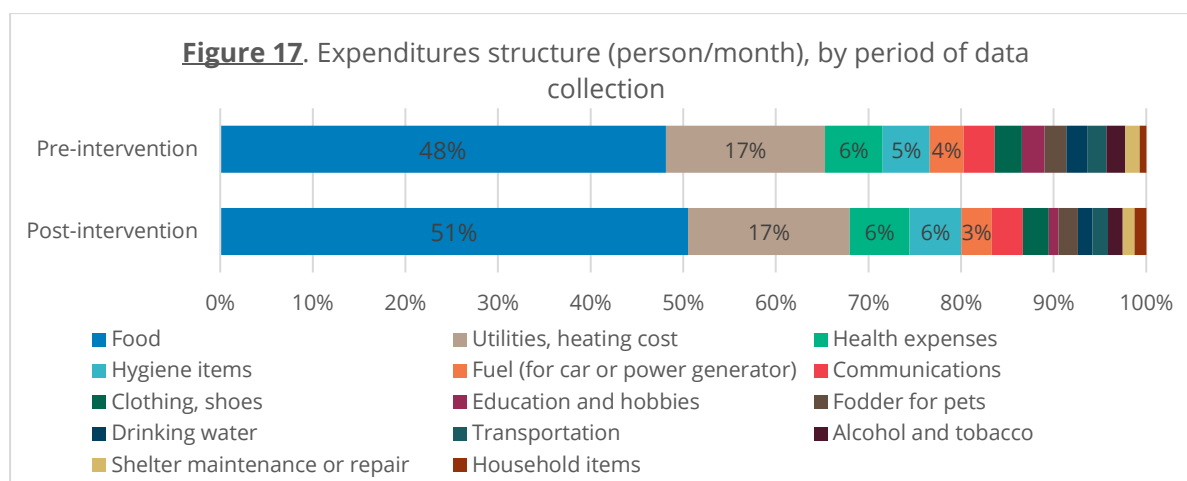
<sup>5</sup> The UET/MEB reference used for the calculation is the average Factual Minimum Subsistence Level calculated by the Ministry of Social Policy of Ukraine in January 2022, inflated by the November 2022 Consumer Price Index (CPI) = 5,865 UAH/capita/month. While the Ukraine MEB was updated in August 2023 by the Ukraine cash working group (CWG), for consistency and comparability, this analysis uses the previous thresholds as baseline and follow-up data was both collected before the August update.

<sup>6</sup> The LET/SMEB reference used for the calculation is the average official Minimum Subsistence Level defined by the Law of Ukraine in November 2022 = 2,859 UAH/capita/month.

<sup>7</sup> The applied thresholds are in line with the approach used by WFP and other actors (e.g. REACH) throughout 2022-2023 before the MEB revision by CWG in August 2023. Since data was collected prior to August 2023, it was deemed most appropriate to use the previous thresholds.

<sup>8</sup> The right side of the graph indicated the expenditure group to which respondents belonged before the intervention, and the legend shows which expenditure category the respondents belong to after the intervention – for instance, out of 105 respondents who were in >UET category before the intervention, 61 were found to remain within this category after the intervention, 40 respondents were found to be in LET-UET category after the intervention and 4 respondents moved to <LET category.

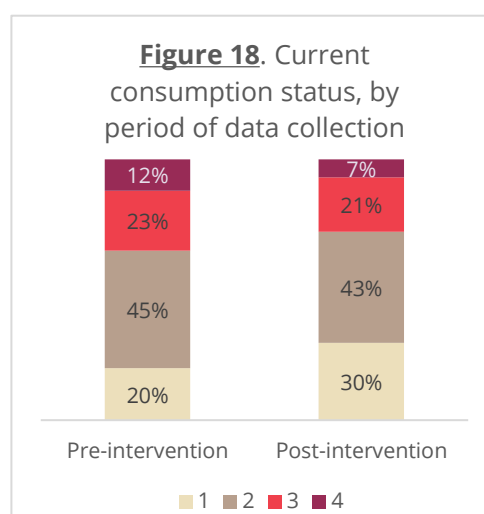




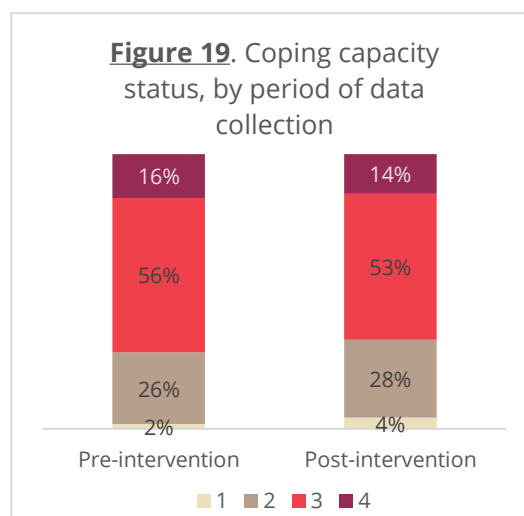
## CARI (Consolidated Approach for Reporting Indicators of Food Security)

The combination of the four main outcome indicators analysed in previous sub-sections of the report (FCS, rCSI, LCS and ECMEN), or CARI (Consolidated Approach for Reporting Indicators of Food Security), classifies household into categories according to their level of food security. While this approach is mainly used for food security assessments, it is also adopted in this report to refine the understanding of the program's possible effect on beneficiaries' food security.

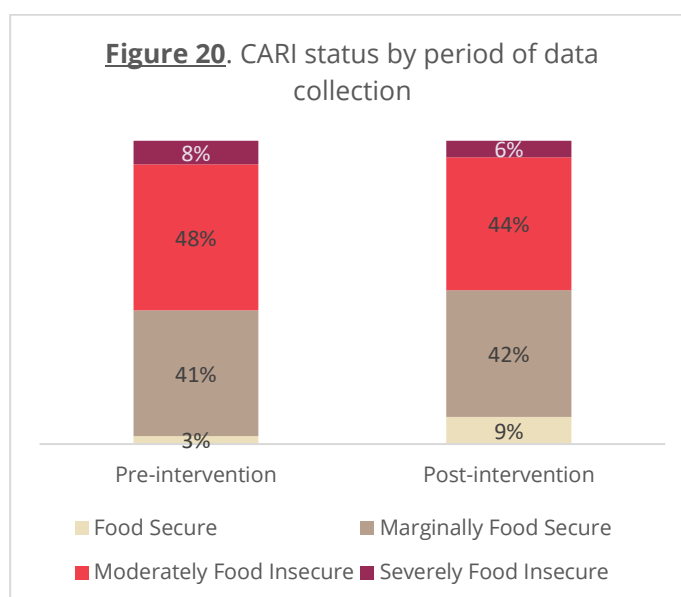
**FCS and rCSI indicators** are used to classify the household's current consumption status into four ordinal groups, where 1 is the best and 4 is the worst **status of the current consumption of the household**. A positive change can be observed in the current consumption status of the beneficiaries compared to the baseline results – the share of households within the third and fourth groups decreased from 35% to 28% and the share of households within the first group increased from 20% to 30% - Figure 18. These changes were found to be statistically significant, so there is high probability that the change did not happen by chance.



**LCS and ECMEN indicators** are used to classify the household's coping capacity into four ordinal groups where 1 is the best and 4 is the worst status of the **coping capacity of the household**. The analysis indicated minimal changes when compared to the baseline results (Figure 19) – and they were found to be statistically non-significant, meaning that these changes could be random. Overall, the coping capacity shows worse results than the current consumption status and is the main driver of the households' food insecurity.



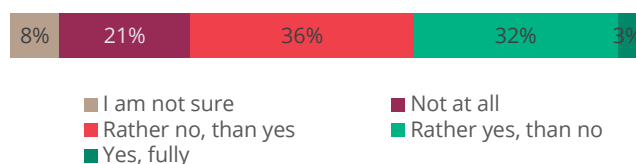
A combination of the current consumption status and coping capacity status forms the final food security classification of the households. It can be observed that the changes in households' food security status have not changed dramatically – share of food insecure households (defined by Severely Food Insecure and Moderately Food Insecure status) has decreased from 56% to 49% - Figure 20. However, this change, same as for the change in the current consumption, was found to be non-random.



## Perceived ability to cover needs and use of assistance

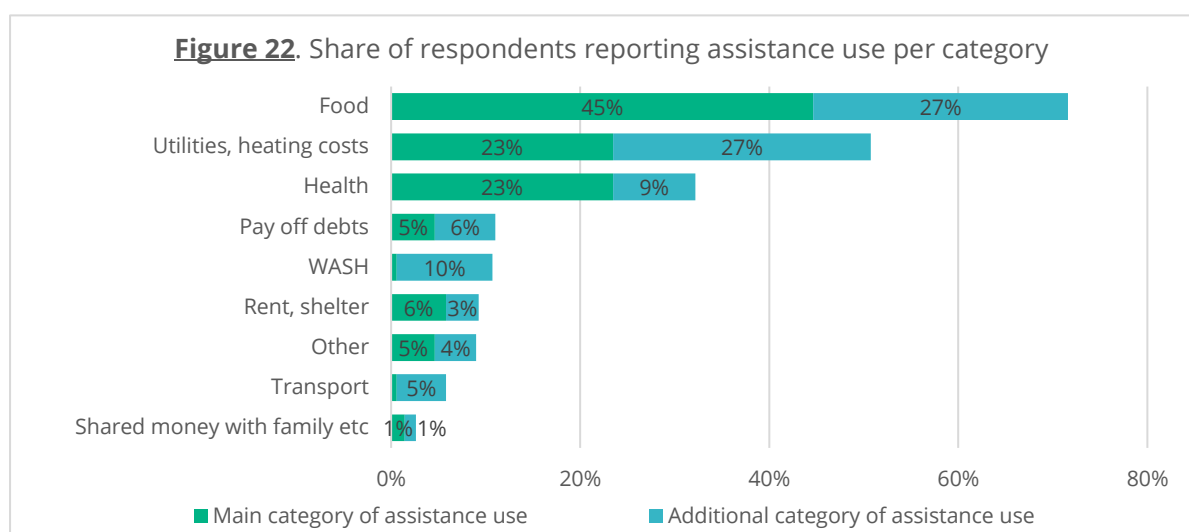
Slightly more than a third of respondents (36%) indicated to be either fully able or rather able to cover their needs. 57% stated they are not able to cover their needs, including 21% who reported not being able to cover their needs at all (Figure 21).

**Figure 21.** Perceived ability to cover basic needs of the household, post-intervention



Regarding the use of the assistance, more than half (68%) of the respondents reported using the assistance to cover expenses in more than one category. The most common expenses are food (72% of respondents, including 45% for whom this is the main category of assistance use – the one on which they have spent most of the assistance), paying for utilities (including heating expenditures) – 51% of respondents, and health-related expenses – reported by 32% of respondents (Figure 22).

**Figure 22.** Share of respondents reporting assistance use per category



## Main takeaways from outcome indicators analysis

Thanks to the availability of baseline data, an improvement of households' food consumption can be observed over time: the share of households with insufficient food consumption decreased from 35% to 28% while the average FCS had increased from 49.8 to 55.1. A similar positive change was noted regarding the use of consumption-based coping strategies: the share of households reporting relying on a food consumption-based coping strategy decreased from 88% to 79% and the average rCSI decreased from 9.2 to 8.

At the same time, the analysis shows that the situation with the coping capacity of households has not changed as much. There is a slight decrease in adoption of the livelihood coping strategies – from 92% of respondents reported adopting at least one of the livelihood coping strategies (LCS) to 88% after the intervention. In addition, there are almost no changes in the results of the ECMEN – and the changes that were found not statistically significant.

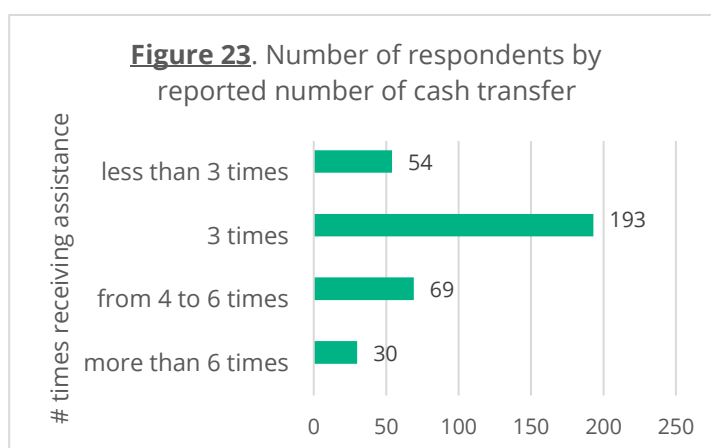
Overall, the findings confirm that there is a positive change in the current consumption status of the assisted households – however, the causality of these changes cannot be clearly established as there may be factors external to the WFP programme also influencing the observed outcomes. The effect of other humanitarian assistance possibly received by the respondents could also not accounted for.

Perception-wise, more than half of the beneficiaries felt that they were not able to cover their basic needs, which could be due to the continuation of the war and negative economic consequences of it influencing livelihoods and coping capacities of the households.

## V. Process indicators

### Assistance receipt

Respondents were asked how many times they had received a cash transfer at the time of the survey. The majority (56%) reported receiving cash assistance three times, 16% of respondents reported receiving less than three transfers by the time of the survey, and 29% indicated that they received similar assistance more than three times (Figure 23). For the people reporting receiving assistance more than three times, based on the data it is not possible to establish if the assistance comes from the same entity or several partners (government, other UN agency, etc.). It is also possible that the beneficiaries were eligible for different targeting criteria (e.g. once for being an IDP and another time for being a low-income family). However, systems are in place to ensure deduplication, such that the same person does not receive assistance twice at the same time.



99% of respondents reported that they were not asked to pay any fee to receive the assistance. Three respondents who stated otherwise, indicated that they paid from 20 to 50 UAH as a bank insurance fee or as a fee for cash delivery.

Regarding the decision-making process on what to do with the assistance, half of the respondents (50%) indicated that the decision was made jointly in the household. For the rest, 37% of

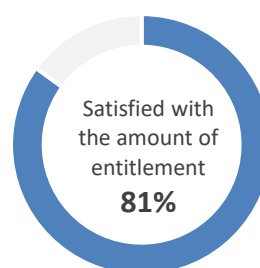
respondents indicated that it was the woman in the household who decided what to do with the received cash and 13% of respondents indicated that the decision was made by a man.

## VI. Perception of assistance and cross-cutting themes

### Satisfaction

93% of respondents stated that overall, they are either satisfied or very satisfied with the assistance, 6% were neutral and 1% said they felt dissatisfied.

81% of respondents stated that they are either satisfied or very satisfied with the amount of the entitlement, 18% felt neutral and 2% said they felt dissatisfied. The reason for dissatisfaction was that the amount of assistance was too small.



94% of respondents said that their preferred modality of assistance was cash.

### Selection criteria and entitlements

When asking people about the selection criteria, only 11% of respondents stated that they were aware of how people were chosen to receive the assistance.

Around a quarter of respondents (26%) said that they were aware of people in need in their community who they think should be receiving the assistance but currently are not. The categories most cited were: pensioners (mentioned by 50 respondents), unemployed people (25 respondents), people with disabilities (10 respondents) and IDPs (6 respondents).

56% of respondents reported that they were told exactly what they are entitled to receive in terms of cash value.

Overall, 83% of respondents indicated that they received information in a way that they could easily understand, 5% stated otherwise and 13% indicated having never received any information. When the information received was considered not easily understandable, the reasons mentioned were: information was lacking details/was vague (seven respondents); complex phrasing (eight respondents); or because the information was in a language that the respondent could not understand (two respondents).

## Safety, protection and feedback mechanisms

99% of respondents reported that they had not experienced any security challenges related to WFP assistance.

100% of respondents stated that Western Union/partner staff treated them respectfully when collecting the cash.

98% of respondents stated that the process to enrol and to receive WFP assistance was dignified. Amongst respondents who disagreed, struggling to understand and use technology was mentioned by six respondents, and one respondent also mentioned that the WU outlet facilities were not appropriate for people with disabilities.

19% of respondents stated that they knew how to report misconduct from WFP or partners. Overall, 25% of respondents stated they would know what to do/who to contact if they wanted to contact WFP or the implementing partner about anything.

13% of respondents indicated having used a community feedback mechanism (CFM) before (15% of female respondents and 10% of male respondents). The reasons most commonly mentioned for not using it were: no need (161 respondents); and not being aware about CFM (85).

Overall, 40% of respondents stated that they are satisfied with the existing complaints and feedback mechanisms in place, 65% did not have an opinion and 4% were dissatisfied. In terms of CFM preferences, 68% of respondents said that they would prefer to give feedback through a hotline phone call; 12% indicated that they would prefer using an online feedback form or chatbot; 12% would prefer using social media (Viber, WhatsApp or Facebook), and the rest (8%) would prefer e-mail, or helpdesk/information centre or using a website.

In terms of final comments/suggestions by interviewees, 73% of respondents expressed their gratitude for WFP assistance; 21% did not have any comment; 2% asked for the continuation of the assistance and 2% suggested to improve targeting.

## Main takeaways from process indicators analysis

There is a high level of satisfaction with the cash transfer process. No major issues were identified when it comes to receiving the assistance or protection of beneficiaries (respectful treatment, safe experience, etc.). The findings also suggest appropriateness of the chosen modality as beneficiaries indicated majorly cash as a preferred modality of assistance.

The monitoring data indicates that for nearly half of the households, the decision on what to do with the cash assistance is a joint process, which is positive evidence for gender equality. For the other half, the decision is made primarily by a woman.

In general, there is still a need to increase awareness on selection for cash assistance, with just over one tenth (11%) of respondents declaring knowing the targeting criteria. However, more

than half (56%) of the respondents were aware of the amount they were entitled to receive, and the majority (83%) found the information received clear.

Regarding the feedback mechanisms, the level of awareness remains low on how to contact WFP or its partners, as well as how to report misconduct. However, more than two thirds of the respondents indicated a hotline as their preferred CFM, which is in line with the available CFM.

## VII. Conclusions

The outcome monitoring suggests that there is the positive impact of the cash assistance on the immediate consumption of the households.

At the same time, changes in the household' coping capacity were found statistically non-significant, thus the relationship between the cash assistance and the longer-term coping capacity cannot be established. Data collected still evidences that most households have to resort to various coping strategies, indicating that beneficiary households continue to face stressors and lack adequate resources to cover their essential needs. It is worth noting here that the MPCA assistance is provided for a duration of three months, which may limit the expectation of longer-term impacts.

However, the possibility of other factors influencing the changes or absence of the expected changes cannot be fully excluded (for example, conflict development and changes in security situation, market situation and prices change, seasonality or effects of receipt of other humanitarian assistance, which are not accounted for in this research).

The study reveals that there are shifts in the reported food sources of the households – with more respondents reporting reliance on own food production and less respondents relying on previously stocked food, which most probable is due to seasonality of data collection.

The overall level of satisfaction with assistance is high, and the process to receive it was found dignified and safe by the beneficiaries.

Similar to the monitoring findings of previous MPCA beneficiaries' cohorts, there is a room for improvement identified in the area of dissemination of information – particularly on targeting criteria and on the existing community feedback mechanism.

**WFP UKRAINE**

**RAM Unit**

For any queries, contact:  
[ram.wfp.ukraine@wfp.org](mailto:ram.wfp.ukraine@wfp.org)