<table>
<thead>
<tr>
<th>Agenda</th>
<th>Speaker</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 mins</td>
<td>Housekeeping &amp; Opening</td>
</tr>
<tr>
<td>10 mins</td>
<td>Ukraine Crisis: Overview of Operational Context</td>
</tr>
<tr>
<td>10 mins</td>
<td>Ukraine Crisis: CEA Approaches for CVA</td>
</tr>
<tr>
<td>15 mins</td>
<td>Panel Discussion</td>
</tr>
<tr>
<td>15 mins</td>
<td>Q&amp;A</td>
</tr>
</tbody>
</table>
UKRAINE RESPONSE OVERVIEW
Community Engagement and Accountability in Remote CVA Programming
More than 5.5 million people are internally displaced¹

More than 7.9 million people have registered as refugees in Europe²

90%

of those who have fled are women, children, older people and people with disabilities³

More than 17.7 million people are in need of humanitarian support⁴

---

2. UNHCR, Operational data portal: Ukraine refugee situation (13 January 2022)
3. UNHCR, Unaccompanied and separated children fleeing escalating conflict in Ukraine must be protected
4. OCHA, Ukraine: Situation report (10 January 2022)
PROVIDING LIFE-SAVING ASSISTANCE WHERE IT’S NEEDED MOST: HOW THE RED CROSS RED CRESCENT MOVEMENT IS HELPING
RESPONDING TO IMMENSE NEEDS AT A GLOBAL SCALE

96,000 volunteers involved
658 rapid deployments
52 National Societies engaged in the response
6,000 National Society branches responding
<table>
<thead>
<tr>
<th>WASH</th>
<th>Cash</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>up to 10.3M</strong> people reached</td>
<td><strong>911,000</strong> people reached</td>
</tr>
<tr>
<td>Improved access to water and provision of hygiene supplies</td>
<td>Multi-purpose cash assistance to support families in basic needs, rental assistance, health, shelter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health</th>
<th>Migration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>914,000</strong> people reached</td>
<td><strong>761,000</strong> people reached</td>
</tr>
<tr>
<td>Assistance with drugs, medical equipment, and access to health facilities</td>
<td>Support provided in Humanitarian Service Points, assistance with transportation and evacuation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relief</th>
<th>Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>11.7M</strong> people reached</td>
<td><strong>230,000</strong> people reached</td>
</tr>
<tr>
<td>Provision of basic assistance, support to IDP centers, adapting facilities to make them accessible to people with special needs</td>
<td>Child Friendly Spaces, PCI (Protection, Gender, and Inclusion) activities. Over 3,000 families received news on the whereabouts of their loved ones.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shelter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.5M</strong> people reached</td>
</tr>
<tr>
<td>Assistance with rehabilitation of houses/shelters, people accommodated in temporary collective/accommodation</td>
</tr>
</tbody>
</table>
Responding to people's urgent needs through integrated humanitarian assistance

- CHF 68 million has been given in financial aid
- 911,000 people received financial assistance
- 5 million people provided with basic assistance

How do people spend the cash?

- Rent
- Groceries
- Clothing
- Medicine
- Plus many others
Channels used for the CVA in Ukraine response

- SMS, Viber, WhatsApp, Telegram
- Call Center
- Chatbot
- Social Media
- Website
- Digital & Printed Information Materials
- SSs and FGDs
The map used does not imply the expression of any opinion on the part of the ICRC, IFRC or National Societies concerning the legal status of a territory or of its authorities.

This dashboard reflects the data of cash programming by IFRC together with National Societies through the RedRorse FSP. This overview excludes activities implemented outside of RedRorse or implemented directly by National Societies or through bilateral partners.
Review of CEA approaches for CVA programming in Ukraine responses

June July 2022

PCK volunteers at the Infoline in Warsaw

Vol CEA training in Bucharest
Background to the CEA in CVA Review

• Purpose of the Review:
  • Assess whether the CEA in CVA checklist was used in the Ukraine response
  • Assess if community engagement activities were being integrated into the CVA response, and
  • Make recommendations for the long-term CEA in CVA delegate position being considered at the time

• Site visits occurred over a 3 week period in Poland, Romania, Hungary and Slovakia in July 2022. Key Informant Interviews and Focus Group Discussions with 56 participants (68% women, 32% men).

• 10 main findings and 25 recommendations presented for the CEA team, wider operation management, and technical teams.
Findings: Internal Movement Considerations

• “In the Movement we always end up getting things done, but the way in which we get it done needs to be quicker and easier” – IFRC Delegate

• (Almost) everyone asked stated how important CEA was in the response, yet when asked how CEA had been operationalised...
  • CEA = infolines and feedback boxes
  • CEA in ITTs = whether a CFM had been established
  • Didn’t know about the CEA minimum actions in CVA programming tool

• CEA in CVA checklist was only used in one project in Ukraine and not in any of the affected country operations

• Understanding of CEA was very theoretical and varied
  • “the CEA role for me was reduced to just being a call centre manager.” – CEA delegate
  • “I was told to set up an internal filing system for the HNS” – CEA delegate
  • “Listing clear activities that are the responsibility of CEA would have helped me a lot” – CVA delegate

• CEA and CVA were in separate teams, unlike IM positions that were integrated in. “I am out of sight and out of mind.” – CEA Delegate

• Training on CEA for both internal operational staff in IFRC as well as NS colleagues had not been rolled out in a consistent way. Pre-departure briefings needed more detailed information provision of CEA actions and tools.

SCK volunteer with feedback box
Findings: Information Provision and Gathering

• Information provision through country-specific websites, clear information provided through posters at F2F registration points that include selection criteria, information line details, QR code links to the website FAQs and other information. Brochures are also handed out with clear information in English and Ukrainian.

• The IFRC website, brochures and posters all sighted had clear statements about data security and that Red Cross support is provided without cost or in exchange of favours.

• There was no consistent data gathering about usefulness of the different communication channels who may be excluded from receiving information through these channels or which channels best match community preferences.

• Community assessments in Poland and Romania were not completed due to
  • CVA already being decided as the programme modality,
  • Time pressures – though assessment questions were being included into PDMs to try and address this.

• FGDs with different sections of the community, completed in partnership with CVA and PMER were not happening consistently, needed to compliment PDM quantitative data.
Findings: CFMs

• Complaint and Feedback Mechanisms were not achieving their overall purpose.

• Where multiple channels were used within an operation (infolines, chatbots, in-person feedback, social media channels, feedback boxes etc) they were not being centralised into one location to analyse data for recommendations to decision makers.
  • In Slovakia information gathered from feedback boxes used by SCK were not cross-referenced with Infoline feedback gathered by IFRC.

• CFM volunteers have no sight of casefiles on RedRose, and this is creating information delays and limiting the usefulness of the infolines

• Information gathered through hotlines was not consistent: In Romania vols were so overwhelmed they were only collecting complaints, in Poland the only data being recorded was numbers of calls, gender breakdown, time spent on call, issue tagging.

• Information management was inconsistent raising data protection concerns – google doc files.

• Volunteers staffing the information lines are working high-risk roles and are exposed to significant risk of vicarious trauma
  • In Ukraine specifically, Infoline operators have requested additional practical training in handling complex calls with callers expressing suicidal ideation, safely handling feedback, recording detailed information for programme improvement etc.
communityengagementhub.org

communityengagementhub.org/what-we-do/cash/

Access guides and tools, new CEA resources, trainings and events on the Community Engagement Hub.
<table>
<thead>
<tr>
<th>Learning and resources</th>
<th>cash-hub.org</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpdesk</td>
<td>cash-hub.org/helpdesk/</td>
</tr>
<tr>
<td>Webinars</td>
<td>cash-hub.org/resources/webinar-series/</td>
</tr>
<tr>
<td>Cash Helpdesk</td>
<td><a href="mailto:helpdesk@cash-hub.org">helpdesk@cash-hub.org</a></td>
</tr>
</tbody>
</table>
Questions and technical supports requests can be submitted through the Helpdesk’s query form. The form is available in **English, French, Spanish and Arabic**.

[cash-hub.org/helpdesk](http://cash-hub.org/helpdesk)