

STANDARD OPERATING PROCEDURES FOR PROVISION OF MATERIAL AND SOCIAL ASSISTANCE TO PERSONS OF CONCERN (PoC) IN UKRAINE

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Introduction

- 1) Ukraine has a limited capacity to assist needy Persons of Concern (PoC)¹. There is a Temporary Accommodation Centre (TAC) in Odesa, run by the Government, with 200 beds, and a TAC in Zakarpattya, which has two buildings: one in Mukachevo, which can accommodate 80 persons and one in Perechyn with the capacity of 60 beds. Despite a decrease in the number of asylum seekers in the last years, accommodation of vulnerable PoC remains an issue of serious concern to UNHCR. Access to government asylum procedures is difficult for some asylum seekers and many others remain undocumented.
- 2) There is not yet a Government comprehensive integration strategy to facilitate the local integration of refugees. Second phase of the EU-funded "Local Integration of Refugees Project" was completed in 2013. The project was co-funded and implemented by UNHCR. In August 2012 GoU adopted National Program on Integration of Persons, Granted with Asylum in Ukraine, into Ukrainian Society till 2020. Despite that, real integration opportunities remain scarce in terms of official and gainful employment, vocational training, recognition of the diplomas and healthcare, and many other fields. Refugees who succeeded in their local integration made considerable effort to achieve it, often unattainable for the others.
- 3) Asylum-seekers need to achieve self-reliance in order to support themselves as much as possible throughout the sometimes lengthy status determination procedure. UNHCR provides language training, employment counselling and self-employment assistance to support asylum-seekers in achieving self-reliance. Some forms of assistance may be contingent on an individual making good-faith efforts to achieve self-reliance.
- 4) Against this background, UNHCR Ukraine complements the assistance provided by the national system through targeted assistance programmes. UNHCR provides assistance only to cover the gaps in the assistance provided by the state. Due to funding constraints, UNHCR Ukraine prioritizes its resources to assist the most needy and vulnerable PoC. Monthly subsistence allowance (MSA) provided to PoC is meant mainly to partially cover shelter and food needs. The MSA is normally calculated based on the living survival level foreseen in the national legislation and UNHCR Office reviews it on yearly basis during the project submission.
- 5) Material, social medical and in kind assistance is provided to PoC through UNHCR social Implementing Partners (IP).

Guiding Principles on Provision of Social Assistance

- **It is the primary responsibility of the state to provide for the reception of asylum-seekers and the local integration of recognized refugees.**
- **Assistance provided through UNHCR according to these SOPs is complementary to the responsibility of the state, and does not replace the state's responsibility in this regard.**
- **Given limited resources, UNHCR's material assistance supports only the most vulnerable persons of concern for a period not longer than 12 months from the first day when MSA assistance started; exceptions are made only upon approval of the Senior Programme Officer.**
- **UNHCR can provide social assistance only in those geographic regions covered by social implementing partners. Currently, this includes the following regions: Kyiv, Zakarpattya, Kharkiv and Odesa. Social assistance in other regions, in general, is not available, but can be granted exceptionally on case-by-case basis upon approval of the Senior Programme Officer/Regional Protection Officer.**

¹ Persons of Concern to UNHCR (PoC) in the operational context of UNHCR Ukraine include Convention and Mandate refugees, and asylum seekers. (Should we not include persons with Complementary Protection?)

- Asylum-seekers and refugees are expected to make every reasonable effort to be self-reliant.
- Support for recognized refugees is directed toward facilitating their local integration.

Temporary Accommodation Centres in Odesa, Mukachevo and Perechyn; state-run shelters for children²

- 6) All PoC who meet the following criteria:
 - a) admitted into governmental asylum procedures
 - b) documented with an asylum-seeker certificate (*dovidka*)
 and who are in need of accommodation should be first informed about the possibility to be accommodated in the TACs in Odesa, Mukachevo or Perechyn or state-run shelters for children. Accommodation in one of the centres is the preferable option. All the referrals to the TACs are done through the State Migration Service of Ukraine (SMS) and respective Regional Migration Services (RMS).
- 7) PoC meeting the above requirements and in need of accommodation in the TAC or state-run shelters for children should be advised to approach RMS office where his/her asylum claim was filed. Asylum seekers should be referred to the TAC or state-run shelters for children by the respective migration service office and should not approach the TAC or shelter directly.
- 8) Asylum seeker applying to the RMS office to be accommodated in the TAC or state-run shelters for children should inform UNHCR Ukraine and its partners of their application. Should the asylum seeker be denied access to the centre or shelter, UNHCR Ukraine (Community Service Associate) may facilitate the asylum seeker's request for accommodation by liaising with the SMS.
- 9) UNHCR will not review applications for financial assistance submitted by asylum-seekers who are eligible for accommodation in the TAC but refuse to apply for it. UNHCR will not review applications for financial assistance from recognized refugees who have not applied to the state social services for social benefits. Unaccompanied children who refuse to live in the shelter for children shall not be considered for financial assistance, unless social or protection situation may merit an exception.
- 10) As a rule, UNHCR Ukraine will not cover transportation costs for the PoC to the TAC or state-run shelters for children. UNHCR Ukraine may cover/reimburse the cost of the train ticket at the most economical fare only in cases of exceptional vulnerability. The transportation arrangements will be done by UNHCR Ukraine Community Service Associate upon authorization from Snr. Programme Officer.
- 11) PoC residing in the TACs or state-run shelters cannot be considered for MSA and will not receive financial assistance. However, their needs for other types of assistance are assessed on individual basis.
- 12) PoC receiving MSA who was granted a place in TAC will still receive MSA 2 months upon settling in TAC, while his/her case is being transferred and he/she becomes eligible to receive food packages in TAC.

Funeral related costs

- 13) UNHCR will not cover funeral costs and other expenses related to burial.

² For the purpose of MSA SOPs "children" are those aged from the date of birth until their 18th birthday accompanied by family members or unaccompanied.

Eligibility for material and social assistance

- 14) Based on needs' assessment and established vulnerability criteria, asylum-seekers and refugees can have access to the following assistance:
- i) Emergency cash assistance
 - ii) Monthly subsistence allowance (MSA)
 - iii) Special financial assistance for children attending school or kindergarten (only for those eligible for monthly subsistence allowance)
 - iv) Food packages, bed-linen sets, mattresses, clothing, hygienic packages, blanket and cutlery kits (for newly arrived asylum seekers and children); warm clothes for those who arrived in winter; supplementary food for children
 - v) Food and hygienic packages for PoCs with TB or other serious diseases (this should be confirmed by the medical certificate)
 - vi) Sanitary napkins for women
 - vii) Medical assistance through medical facilities frequently used by UNHCR social IPs in Kyiv, Odesa, Kharkiv, Zakarpattya
 - viii) Incentives for language classes, mini grants for recognized refugees and asylum seekers or other types of assistance intended to support local integration efforts.
- 15) All types of material assistance and related procedures are elaborated below.
- 16) UNHCR provides assistance only to persons of concern who meet the following criteria:
- a. Person is registered with UNHCR legal IP.
 - b. Person holds one of the following documents:
 - i) refugee certificate, CP certificate or asylum certificate issued by a Regional Migration Service
 - ii) UNHCR Referral Letter (only if government-issued refugee certificate or asylum certificate are not available for objective reasons).
 - c. The Legal IP has conducted a legal assessment and found that the person has international protection needs. There are two exceptions to this rule. First, recognized refugees and persons in need of complementary protection (recognized by government or UNHCR) do not need to have a legal assessment. Second, newly arrived persons (defined as a person who has been in Ukraine for fewer than 6 months) who are regarded as extremely vulnerable will have access to material and social assistance after they are registered by UNHCR legal partner during the initial period of two months, pending the finalization of the legal assessment.
 - d. The person resides in one of the regions covered by UNHCR's social implementing partners (Zakarpattya, Kharkiv, Kyiv, Odesa). Assistance in other regions to be provided on exceptional grounds upon UNHCR approval.
- 17) Applicants who have been found not to be PoC to UNHCR (negative LA) cannot have access to any services provided by UNHCR IPs or through UNHCR direct implementation. UAMs with negative legal assessment and /or negative RSD will have access to all types of UNHCR assistance until the date of their 18th birthday and for additional 6 months following their 18th birthday.
- 18) Asylum seekers and recognized refugees who left the TAC on their own volition will not be considered eligible for UNHCR MSA. Serious medical/social/protection cases that may be identified by UNHCR social IP may be reviewed exceptionally on ad-hoc and on case-by-case basis.
- 19) Asylum-seekers and refugees already receiving UNHCR assistance but who are detained while attempting to cross the border illegally in order to leave Ukraine and get subsequently released will not be eligible for UNHCR MSA. Serious medical/social/protection cases identified by UNHCR social IP may be reviewed exceptionally on ad-hoc and cases-by-case basis and upon approval of the Senior Programme Officer/Regional Protection Officer. This point does not apply to UAMs.
- 20) PoC must write an application for assistance. Upon receipt of this application, the UNHCR social IP staff will check if the PoC is registered with UNHCR legal/operational partner and carry out a social interview of every applicant (Annex 2 MSA Social Assessment Form).

UNHCR legal partner Registration form, including all correspondence/decisions on the case, needs to be attached to the file of the PoC.

- 21) The MSA Commission will not review the application from newly arrived asylum-seekers, unless they are in a specifically vulnerable situation for the initial period of 2 months, in order to ascertain that PoC intends to pursue his application for asylum in Ukraine.
- 22) Children in mixed marriages will receive assistance only if the Ukrainian parent is missing in action or in case when neither of parents have Ukrainian citizenship.
- 23) Spouse of Ukrainian nationality and their own children are not eligible for MSA. Recently naturalised refugees (2 years) should be referred to the Social IP to map out integration plan activities.
- 24) UNHCR legal partner will provide the unsuccessful applicant with a notification letter, stating also ineligibility for any UNHCR IP provided assistance. Legal partner will update a table with LA decisions on a monthly basis and will share it with a social partner. A sample of the notification letter is attached to this document for reference (Annex 7).
- 25) UNHCR also conducts refugee status determination (RSD) under its mandate in certain cases, mainly in the context of resettlement consideration. If UNHCR finds that an individual is not a refugee under its mandate, then the individual will be issued with a letter explaining that s/he can receive legal and social assistance, including assistance with voluntary repatriation, only for further 2 months. UNHCR social IP will receive information on negative RSD decisions through legal IPs who will regularly update this information in the separate column of LA table.
- 26) Kindergarten and school enrolment and attendance for children from 5 to 17 years old is mandatory. Cases will be excluded from any type of social assistance if children are not enrolled to school.

Emergency cash assistance

- 27) Emergency cash assistance is a financial assistance provided to a PoC in a situation when he/she faces an imminent risk of serious harm, such as serious medical conditions or harms associated with homelessness. The amount for emergency cash assistance can vary depending on the specific situation. However, the amount of emergency assistance will be equivalent or up to the amount of the monthly subsistence allowance (MSA) appropriate to the individual's family size.
- 28) UNHCR's social partner makes the decision regarding provision of emergency assistance, consulting with UNHCR (Community Service Associate/back-up Protection Assistant) in case of doubts about the case. Within one working day of providing the emergency assistance, the social partner writes a note-for-the-file to UNHCR describing who received the assistance, the amount of assistance, and grounds for granting the assistance.

The social partner can provide emergency assistance to an individual only one time. This may be extended by UNHCR for a further month until the next MSA commission has the opportunity to consider the case.

- 29) Main beneficiaries of the emergency cash assistance are:
 - i) newly-arrived PoC³, including those referred by UNHCR legal IP
 - ii) PoC just released from custody / detention
 - iii) PoC in urgent medical need including travel to the medical institution, or other related costs
 - iv) PoC evicted from their apartment / housing
 - v) PoC in other urgent situations, as may be assessed by UNHCR social IP.

³ A person is considered a newcomer 12 months since arrival to the country

- 30) Provision of emergency cash assistance should be avoided in the following situations:
- i) when the person is benefiting from UNHCR monthly subsistence allowance
 - ii) for reimbursement of any expenses incurred by the beneficiary (i.e., transportation expenses, administrative fines, medical expenses that are not urgent etc.) as those are subject to other procedures in place.
- 31) All cases that UNHCR social IP considers to be exceptional and not in line with the established procedure should be discussed and agreed with UNHCR prior to provision of any assistance. Relevant notes should be entered in the Emergency Assistance form (Annex 4) to explain the substance and the grounds for decision.
- 32) In order to easily manage the emergency cash assistance, UNHCR social IPs are provided with a monthly cash advance by UNHCR RR Kyiv. IPs will receive the amount of 10,000 UAH to cover 1-2 families or 7 individuals a month. UNHCR social IPs submit the report on emergency cash assistance supported by originals of the filled in Emergency Assistance forms upon disbursement of the total allocation. Report is reviewed and signed by UNHCR Ukraine CS Associate before being reviewed and approved by UNHCR Assistant Programme Officer. The final payment and replenishment of the cash advance is approved by the UNHCR Senior Programme Officer. UNHCR Ukraine may revert to the social IP with comments with regard to beneficiaries and the amount spent and request additional information.

Monthly subsistence allowance (MSA) and special assistance for children attending school and / or kindergartens

- 33) Due to UNHCR limited financial resources, beneficiaries of the MSA need to be targeted and prioritised. Provision of MSA is based on vulnerability assessment carried out by UNHCR social IP according to the established vulnerability criteria (Re. Annex 1). The MSA applicant should submit a written application⁴ to UNHCR social IP directly or to UNHCR CS Assistant who will forward the application to the UNHCR social IP designated Social Counsellor, stating reasons for applying. Only individual written request for MSA will be reviewed by the MSA Commission. Based on the written request of the applicant, the designated Social Counsellor will conduct a thorough social assessment of the case against the following basic requirements:
- i) family composition,
 - ii) home visit,
 - iii) medical situation,
 - iv) capacity for self-reliance,
 - v) prospects for durable solution.
- 34) During the assessment, the Social Counsellor will apply vulnerability criteria whereby points are given for specific vulnerability factor (Annex 1). Vulnerability criteria and points are to be used as a tool to assess objectively the level of vulnerability of the PoC. This is complemented by the Social Counsellor judgement including other relevant information i.e. date of arrival in Ukraine, existing gainful official or unofficial employment, available resources or any source of income. Decision on the provision of MSA, as well as its duration, is taken by the MSA Commission. On MSA Commission the Social Counsellor has to prepare the PoC's file consists of:
- a) PoC's application (written request for MSA)
 - b) PoC's ID (valid asylum/refugee certificate or UNHCR Protection Letter)
 - c) the Commission decision form (Annex 3)
 - d) registration form of legal IP
 - e) social assessment form (Annex 2)
 - f) home visit form
 - g) medical documents
 - h) self-reliance plan
 - i) signed agreement for working on self-reliance

⁴ For those persons who are unable to write an application (e.g. illiterate or physically disabled) the application might be written by a third party and signed by the applicant

- j) any other documents related to case (including e-mails)
- 35) When considering an individual case, the MSA commission makes initial assessment of PoC's self-reliance/integration potential and provided recommendation for IP's Local integration staff to explore during individual consultation. The designated Social Counsellor will discuss the recommendation with individual and refer him/her to the IP's Local Integration staff to prepare self-reliance plan or prepare it with the POC him/herself, depending on the IP practice. The individual self-reliance plan will include information about what steps each individual in the family should take in order to help the family to become self-reliant and prepare for integration. The individual self-reliance plan will also include timelines for each step of preparation for self-reliance. Both a designated Social Counsellor and IP's Local Integration staff will closely monitor PoC's progress on the activities determined by the plan and will provide an update to the MSA Commission if the case is presented next time.
- 36) After initial assessment of PoC's self-reliance/integration potential, the MSA commission may grant MSA, but attach certain conditionalities, as appropriate, to the provision of MSA. For example, an individual may be given MSA only if s/he attends language classes or consults with an employment counsellor. MSA may be discontinued if the individual does not comply with such conditions. PoC will be excluded from MSA benefits and self-reliance assistance if he/she misses without a valid reason 30% of the language classes or 3 appointments for the individual consultation with IPs Social Councillor/local integration staff. The PoC will be informed by IPs verbally and in writing about the conditionalities of MSA and sign an agreement for working toward self-reliance.
- 37) According to the established vulnerability criteria (Re. Annex 1), maximum of 34 points can be granted to a PoC. When the total of points reaches or exceeds 12, the Commission will find the case eligible for MSA. The period during which the PoC will be assisted is generally 2 months after which the PoC's situation will be reviewed by the Commission. The payment will be done for 2 months. The assistance provided is based on the family composition (number of family members) with a maximum of 5 persons. The established assistance provides for the following amounts:
- i) 2400 UAH for the head of family (or single person), 100%
 - ii) 1800 UAH for his/her spouse. 75%
 - iii) 600 UAH per child. 25%
- 38) The MSA Commission which takes decisions on MSA allocation consists of three person minimum:
- i) UNHCR Community Services Associate, (Chair)⁵
 - ii) UNHCR Protection Unit staff members,
 - iii) UNHCR social IP Project Manager,
 - iv) UNHCR social IP Social Counsellor in charge of the PoC being reviewed,
 - v) UNHCR legal IP staff,
 - vi) SMS staff.
- 39) When necessary, the UNHCR social IP Medical Adviser/Psychologist/Counsellor on employment issues will be invited to participate in the MSA Commission or to make written recommendations which will be taken into account during the Commission meeting.
- 40) The UNHCR Snr. Programme Officer or the Assistant Programme Officer may attend the Commission when deemed necessary or for monitoring purposes. Staff from other UNHCR functional units may also participate in the Commission. The Commission meets once in two months, normally in the first week of the month. The Commission may also provide recommendations for PoC to be assessed and reviewed by the Durable Solution Committee.

⁵ In the absence of the Community Services Associate, Programme colleague will participate in the MSA Commission

- 41) The Commission takes place in the office of the UNHCR social IP (in Kyiv and Odesa) where the case files are stored. Cases from Kharkiv will be reviewed in social IP premises located in Kyiv. Prior to the Commission the Social Counsellor in charge of the PoC to be reviewed conducts assessment against vulnerability criteria (based on home visit, social and medical situation) and during the Commission presents the cases and makes recommendations for the decision of the Commission on granting/deferring/rejecting assistance. Vulnerability assessment is discussed among the members of the Commission. All the decisions are taken as a result of a consensus reached among the members of the Commission. If consensus is not reached, a vote may be adopted with the Chair deciding in case of balance. The decision will be recorded, in writing, in the applicant's social file (Re. Annex 3) as well as in the minutes of the Commission and signed by all the members of the Commission. Should the consultation from a staff member of any UNHCR IP be required, she/he may be requested to join the Commission.
- 42) The Commission may take the following decisions:
- i) to include the applicant into the list of MSA beneficiaries,
 - ii) to extend MSA assistance for 2 months (in some cases for 1 month),
 - iii) to defer the case to the meeting of the next Commission (which usually implies additional actions by UNHCR IP or UNHCR in a form of collection of additional information or clarification of information or due to non-compliance by the IC with the basic requirements for application),
 - iv) to exclude the applicant from the list of MSA,
 - v) to reject the application (when the PoC was not in the MSA list before),
 - vi) to close the case (generally when it is confirmed that the applicant has been found not eligible, left the country or in case of the death of the applicant).
 - vii) if the person is rejected, s/he can re-apply for financial assistance only after 6 months, unless in cases of serious deterioration of his/her situation (e.g. health condition)
- 43) Asylum seekers, who apply for MSA for the first time, are not reviewed by the Commission for a period until the Legal IP has conducted a legal assessment and found that the person has international protection needs. However, this rule does not apply to identified vulnerable groups (Re. Annex 1) i.e. extremely vulnerable newly arrived PoC unaccompanied/separated children, single women, families with children, elderly persons or persons experiencing serious health problems (the latter should be confirmed by valid medical documents). This rule does not apply to recognized refugees. Legal partner staff is responsible for ensuring that legal assessment is conducted in a timely manner (ref. to LA SOPs).
- 44) Applicants for MSA are required to provide the following documents to the UNHCR social IP designated Social Counsellors:
- i) duly prolonged or valid migration document or a referral note from UNHCR IP or UNHCR Referral Letter and
 - ii) their current residential address and contact phone
- no later than 3 - 5 days before the Commission takes place at the beginning of the month during which the Commission will take place. The absence of one or both of those documents defers the case to the next Commission meeting. Alternatively and on exceptional basis, the Social Counsellor may recommend provision of the assistance in such instances for a limited period of time (i.e. one month instead of two) and request the applicant to provide missing documents during that period, failing which the MSA assistance will be stopped. The final decision making in such instances remains with the Commission.
- 45) The MSA program provided for an additional assistance for children to facilitate enrolment in schools. Asylum seeking or refugee children of a family eligible for MSA will receive financial support to attend school/kindergarten: 250 UAH per month for children attending school (starting from the first grade), 350 UAH per month for children attending kindergarten. The kindergarten assistance will be discussed and approved by UNHCR upon submission of the attendance certificate for children attending kindergarten starting at the age of 5 or, in the

case when mother works, UNHCR may consider covering kindergarten costs for children of younger age. School and kindergarten attendance certificates are submitted once in six months. This assistance is not provided during summer months when schools do not operate (months of June, July and August), unless asylum-seeking or refugee child attends kindergarten (which operate during summer months). Children of Ukrainian nationals married to PoC are not eligible for this assistance, unless the PoC remains single parent due to death of, or separation from the side of the Ukrainian spouse. In cases of large families, assistance is provided to a maximum of 3 children.

46) The payment of MSA is carried out by UNHCR Ukraine CS Associate⁶ at the UNHCR social IP office premises. The payment is done directly through ATM cards. In order to receive the payment, the eligible beneficiary has to present:

- i) a valid governmental asylum-seeker certificate, CP certificate or a refugee certificate or
- ii) a valid UNHCR Protection Letter

47) On exceptional basis, UNHCR will provide the social IP with a print-out of the ProGres registration of the individual and a note expressly authorizing the distribution of assistance on the basis of this print-out (the photograph on this can be used for verification of identity).

48) For distribution of ATM cards in Kyiv: CSA goes to the social IP's premises with the "Distribution List." IP's social worker informs eligible PoC to come to pick up the ATM cards. CSA and one IP staff member participate in the distribution. One person verifies the person's identity on the UNHCR/GoU document and gives out the ATM card. The other person double-checks the identity of the beneficiary and gives out the PIN code. When distributing the card/PIN, staff will provide the PoC with a brochure on how to use the ATM card, as well as verbal instructions on how to use it (e.g., safe storage of PIN code, importance of withdrawing the full amount by 15th of following month). At the end of the distribution, CSA and IP staff member sign and date the distribution list and return to UNHCR's programme unit.

49) For distribution outside of Kyiv: CSA sends the ATM card and the PIN codes in two separate packages by courier to the IP. Two IP staff participate in the distribution. One person verifies the person's identity on the UNHCR/GoU document and gives out the ATM card. The other person double-checks the identity of the beneficiary and gives out the PIN code. When distributing the card/PIN, staff will provide the PoC with a brochure on how to use the ATM card, as well as verbal instructions on how to use it (e.g., safe storage of PIN code, importance of withdrawing the full amount by 15th of following month). At the end of the distribution, the two IP staff member sign and date the distribution list and return to UNHCR's programme unit.

50) PoC shall be informed to report a lost or stolen card immediately to his/her social worker. The PoC shall provide a written explanation of the circumstances of the loss/theft.

The social worker then provides the written explanation to UNHCR (Community Services Associate) of the lost/stolen card with the following details: Name of individual, ProGres number, Card Number, date of loss/theft, and circumstances of loss/theft.

Programme Unit/ Administrative Associate checks in the electronic banking system the transactions made from this card and requests the bank to cancel the card. If the amount has already been withdrawn, then the PoC will not be reimbursed this amount. He may be eligible for one-time emergency assistance in a particularly compelling situation.

However, if the card is lost/stolen and the money remains on the account, then UNHCR will request the bank to cancel the card and return the remaining balance on the card to UNHCR. After it is cancelled, UNHCR will issue the PoC a new card and upload the remaining balance to the card.

51) Should eligible MSA applicants not be able to receive their ATM cards during the agreed payments period, they are granted one week period to approach UNHCR Ukraine office (at

⁶ In the absence of CS Associate the colleague from the Programme Unit will do payment.

the agreed time) and collect their cards. Upon expiration of this period, the lists are closed and the remaining cards are handed by the UNHCR CS Associate to UNHCR Assistant Programme Officer. No payment can be done after the closure of the lists. UNHCR CS Associate informs the UNHCR social IP on the PoC who did not collect their MSA during one week grant period after the scheduled payments. No retroactive MSA payments (i.e. for previous months) are allowed.

- 52) No monthly subsistence allowance will be provided to the eligible applicants who are not able to receive their ATM cards personally. In case of severe disease and/or hospitalisation, when an individual cannot show up during the payments period, the designated Social Counsellor will bring the ATM card with the Distribution list or, alternatively, the extract from the Distribution list, to the hospital for delivery and signature.
- 53) Eligible applicants who do not show up at the payments without good reason and proper notification to his/her designated Social Counsellor are subject to exclusion from the MSA list by the decision of the next Commission. Applicants who approach UNHCR social IP again after a certain period of time are subject to review by the Commission, yet they should substantiate their absence during this period of time in their written application for MSA. The Social IP will ensure that the up-to-date Social Assessment is available in such cases. Not applicable for UAMs to be moved to eligibility.
- 54) Applicants found eligible for MSA by the Commission are informed verbally by the designated social counsellor prior to the payment. Applicants in receipt of MSA but found no longer eligible for MSA by the Commission are assisted for additional one or two months (the period will depend on the decision of the Commission and is applied to ease phase-out for the PoC) and are informed in writing about the discontinuation of the assistance during the payment by the designated Social Counsellor.
- 55) Applicants who have been reviewed by the Commission and found as not meeting the vulnerability criteria or not eligible, have the right to appeal the decision of the Commission. The appeal should be put in writing and sent to UNHCR office.
- 56) All the decisions of the Commission can be reviewed by UNHCR Senior staff (Senior Programme Officer, Regional Protection Officer, Deputy Regional Representative and Regional Representative) if deemed appropriate. In case UNHCR changes the decision of the Commission, the reasons will be shared with the UNHCR social IP.
- 57) For vulnerable PoCs not eligible for MSA, assistance with kindergarten can be provided for the children attending kindergarten during the last year before school enrolment. Assistance decision will be based on SAF and paid through the invoice of the kindergarten.

Food and non-food items for newly arrived PoC

- 58) Food packages, bed-linen, mattress, cutlery kit, hygienic items, warm clothes (for those who arrived in winter) can be provided on a needs basis to the most vulnerable and needy newly arrived PoC. The decision on provision of this type of assistance is done by the UNHCR social IP Project coordinator and the Social Counsellor, based on:
 - (a) the social assessment of the prioritized groups of newcomers with special needs (i.e. UAMs, elderly, handicapped and medical cases, single headed household families
 - (b) Social Counsellor judgment on the vulnerability and
 - (c) UNHCR request in exceptional circumstances.

Supplementary dietary food for children

- 59) In the instances when the IP Social partner identifies persons with special dietary needs, supplementary food packages will be provided directly by IP according to the medical advisor recommendation.

Food and hygienic packages for PoC with TB and other serious diseases

60) PoC diagnosed TB or other serious diseases and in need of supplementary feeding to fight the disease according to the opinion of the UNHCR social IP Medical Adviser, can have access to supplementary food package (Re. Annex 5) provided they are registered with UNHCR social IP. The assistance is provided on a monthly basis directly to the persons concerned upon presentation of valid medical certificate, which has to be renewed once every 6 months and verified by the UNHCR social IP Medical Adviser. The head of the family where one or more family members are diagnosed with TB and his/her/their medical documents are renewed every 6 months is also eligible to receive a special hygienic package (Re. Annex 5) on a quarterly basis. Hygienic packages for PoC sick with TB and supplementary food for children are provided on quarterly basis.

Sanitary napkins for PoC women

61) Sanitary napkins for women are provided upon individual request to all PoC women registered with the UNHCR social IP. The distribution is carried out by the UNHCR social IP. Duly signed distribution lists are kept in the UNHCR social IP files and submitted with the implementing partners' financial reports (IPFR) as supporting documents.

Psychological and psychiatric support

62) PoC who might be in need of psychological/psychiatric counselling may be referred for such a consultation by UNHCR staff, UNHCR legal or social IP to the Psychologist and/or the Psychiatrist working with the UNHCR social IP. According to the outcome of the consultation, the PoC will be provided with required assistance including hospitalization in specialized medical institution. The consultation with the Psychologist and/or the Psychiatrist will be documented in writing and filed in PoC's social (and when necessary) legal file. Persons assessed as having mental health problems should be considered vulnerable during the Commission for provision of MSA. All UAMs approaching UNHCR social IP will be systematically screened by the Psychologist.

Refund for expenses related to medication and medical treatment

63) The government-sponsored health system does not provide medication free of charge. As a result, UNHCR's persons of concern must purchase their own medications for any treatment. UNHCR provides reimbursements for some of these costs, but cannot fully cover all costs associated with medications for persons of concern.

64) UNHCR can refund expenses for payment of medication only for PoC who are considered vulnerable against the existing criteria (for IP verification). Kharkiv and Zakarpattya IPs should send medical documentation to Kyiv IP for verification done by the Medical Advisor. In general, UNHCR can refund expenditures only for local, and preferably generic, medications, as long as these are of the appropriate class of medications to meet the needs of the patient. More expensive foreign-produced medication can be reimbursed only if there is evidence that these expenditures were medically necessary.

65) There is currently a gap in terms of asylum-seekers' access to medical care in public clinics. As a result, some asylum-seekers are unable to access public medical services. When free public access has failed, UNHCR will provide reimbursement for treatment in public clinics.

66) UNHCR does not provide any reimbursements for treatment in private medical clinics. UNHCR does not pay for dental treatment, infertility treatment or other medical costly services that are not life-threatening.

67) Reimbursement can total a maximum of 800 UAH per person per month, not exceeding 15000 UAH per person per year. UNHCR will not reimburse receipts less than 10 UAH. If the amount for reimbursement exceeds 800 UAH per person per month, UNHCR will

consider such cases for reimbursement only upon written request by the social IP, justified by relevant medical documents.

- 68) If the request is found justified, the costs are reimbursed directly by social IPs in Kyiv and Odesa (up to a maximum of 800 UAH) or by UNHCR Ukraine in Kharkiv and Mukachevo/Uzhgorod. In case of such a request, the following documents should be submitted by the UNHCR social IPs:
- i) written request for reimbursement (drafted and signed by the designated Social Counsellor through the Project Coordinator. The request should include basic bio and social information on the IC including description of the current situation and reasons for the request),
 - ii) brief written recommendation of the UNHCR social IP Medical Adviser (or social worker, if a medical adviser is not on staff),
 - iii) preferably copy (or original) of the doctor's prescription for the exact medicine or procedure,
 - iv) original of the receipt.
- 69) UNHCR IPs in Kyiv and Odesa can provide non-cash payment for medical expenses of POCs not exceeding 2500 UAH. If the required amount exceeds 2500 UAH per person, UNHCR will consider such cases for reimbursement only upon written request by the social IP, justified by relevant medical documents.
- 70) Upon submission of the documents to UNHCR Ukraine, the documents are reviewed jointly by the Senior Programme Officer in consultation with the Community Services Associate. In case of a negative decision, UNHCR social IP should be informed in writing and copy of the letter (or E-mail) should be included in the social file of the PoC. In case of a positive decision, the voucher and the cash is handed to the UNHCR social IP who will effect the payment to the PoC and return the signed voucher to UNHCR Ukraine. Alternatively, payment can be done by UNHCR Community Services Associate.
- 71) IP social counsellor shall fill in Social Assessment Form (SAF) for all RR and CP holders requesting medical reimbursements in order to assess the vulnerability of the applicant.
- 72) Medical reimbursement claims shall be submitted by PoCs to social IPs within 1 month from the purchase of medication / medical examination / test etc. Processed medical claims should be submitted to UNHCR for review not later than 2 months since the date of treatment /medication purchase. In cases of late submissions reimbursements will not be done.

Assistance for expensive medical treatment or surgeries

- 73) PoC are informed that in principle UNHCR Kyiv is not in a position to assist in expensive medical treatments or surgeries. PoC in need of such are to be reviewed on a case by case basis by UNHCR Ukraine directly. In order to review the possibility to provide assistance, the following information by the social IP is required:
- i) basic bio and medical information on the IC,
 - ii) medical recommendation / opinion of the medical advisor of the social IP,
 - iii) information on what is the expected outcome of the treatment,
 - iv) information if the treatment / operation is life-saving,
 - v) period of the treatment,
 - vi) information whether the treatment is one-time or should be carried out multiple times
 - vii) extract from medical history of the IC
 - viii) estimated cost of the treatment or surgery.
- 74) The decision on assistance is taken in consultation with the UNHCR Deputy Representative, Snr. Programme Officer, Community Services Associate and the Snr Protection Officer. Additional advice might be sought from the UNHCR social IP Medical Adviser.

In taking a decision on provision of expensive medical treatment, UNHCR will consider the following criteria:

- *Necessity and adequacy of the suggested treatment (a treat to vital)
- *Necessity of assistance (financial vulnerability of the applicant); availability of alternative financial means for covering the treatment (relatives/community network).
- *Feasibility of the treatment plan; sustainability of treatment
- *Prognosis
- *Cost
- *Eligibility (registration)

Priority will be given to life-saving treatments, where the prognosis is good, and the treatment plan is sustainable. The committee will take into consideration the availability of funds and budget and will make decisions within the available funds/budget.

75) Mechanism for payment of expensive medical treatment:

UNHCR social IP should prepare the written request with detailed information designed in paragraph n.67 and submit it to the UNHCR through UNHCR Community Services Associate. In case of positive decision, the payment of expensive medical treatment will be provided on the account directly to the medical facility or on exceptional bases in cash to PoC accompanied by UNHCR Community Service Associate or UNHCR IP social worker to confirm the treatment and confirm the actual payment.

Following treatments will not be approved by UNHCR

- High cost treatment when less costly alternative treatment is equally effective and available
- Experimental, non-evidence based treatment
- Organ transplant
- Infertility treatment
- Cosmetic treatment/surgery
- Treatment of non-life threatening diseases
- Elective procedures
- Dental treatment

Involvement of refugee communities in the provision of material and social assistance

76) UNHCR Ukraine will consult regularly the refugee communities and organisations including through:

- i) annual consultation for planning purpose (Country and Regional Operations Plans) and/or
- ii) Participatory Assessment exercise
- iii) regular or ad-hoc consultations upon request of the refugee communities or UNHCR Ukraine.

77) The level of assistance as well as the assistance mechanisms will be regularly reviewed through those consultations.

78) With regards to the provision of material assistance, refugee communities, organisations and individuals are invited to draw to the attention of UNHCR Ukraine the specific needs of individual vulnerable members of their communities. However, refugee communities should advise identified vulnerable members to apply directly for assistance as per the established mechanism under these Standard Operating Procedures. UNHCR Community Services Associate will provide information on which procedure needs to be followed for which type of

assistance. UNHCR Ukraine will review only individual requests. The individual request will be reviewed as per the established procedure.

Frauds and cases of threats / aggressive behaviour by PoC

79) Following instances are considered frauds:

- i) submission of forged documents (i.e. medical certificates etc.)
- ii) submission of wrong information on the social situation

80) All the cases of frauds should be properly documented and recorded in the individual PoC social files. Each case of fraud should be reviewed by the Commission and it will be considered as grounds for possible exclusion from the MSA list. Cases of fraud should be immediately brought - in writing - to the attention of the Senior Programme Officer, Deputy Representative or Country Representative who will make decision on eventual sanctions to be applied.

81) Threats and aggressive behaviour are considered dangerous and inappropriate in communication with UNHCR or UNHCR IP staff members. All instances of threats/aggressive behaviour should be properly documented and included in the PoC social file. The information should be also immediately shared with UNHCR Ukraine. Each such instance should be reviewed by UNHCR Ukraine as it may also be considered as grounds for exclusion from the MSA list for the period of time determined by UNHCR but generally not more than one year. In case of exclusion from the MSA (or warning of exclusion), the PoC will be informed in writing by UNHCR. PoC should be informed on the possible consequences of aggressive behaviour during the initial social counselling / registration session.

Complaints mechanism

82) PoC are encouraged at any time to report in a written form, any cases of fraud, bribe, abuse, corruption, misconduct involving UNHCR and / or UNHCR IP staff directly to UNHCR Country Representative, also using, if necessary, the complaint box situated just outside the UNHCR entry door.

UNHCR Ukraine
September 2016