



AAP TASK FORCE

| Meeting Details | | | |
|--|---|------------------------|-----------------------------|
| Date | 22/05/2023 | | |
| Time | 16:00 hr – 17:00 hrs | | |
| Co-Chair | Irene Basiul, National Congress of Ukrainians in Moldova Monica Vazquez, Associate Inter-Agency Coordination (AAP) Officer UNHCR | | |
| Reporting | N/A | | |
| Email | vazquezm@unhcr.org | | |
| Agenda | | | |
| <ol style="list-style-type: none"> 1. Rumor tracking presentation 2. Collective reporting. 3. Online harassment 4. Temporary Protection update and next steps. | | | |
| Information collection and relevant links | | | |
| <ul style="list-style-type: none"> • AAP TF Presentations Folder • Data portal Moldova • Refugee and local community feedback - April | | | |
| Participants | | | |
| Irene Basiul, NCUM | Farhad Imambakiev, UNICEF | Kasia Blasinska, CDAC | Dan-Cristian Cubreacov, WFP |
| Monica Vazquez, UNHCR | Sean Sager, UNHCR | Vasile Severin, NRC | Olena Koval, UNHCR |
| Vitalie Popov, Refugee Response Greenline | Laura Clichici, IOM | Diana Prisacaru, APSCF | |
| Elena Cernicova, Laolalta /MPP | Doina Marzulo, IOM | Nadejda Diacon, NCR | |



Summary of discussions and agreements/ action points

| Agenda | Discussion | Agreements/ Actions |
|--|---|---|
| <p>Refugee and local community feedback</p> <p>Elena Cernicova</p> <p>Info Unit, Laolaltă</p> <p>infounit@laolalta.md</p> | <p>Elena shared the most relevant findings from the rumor tracking in April, the detailed information can be consulted in the report online.</p> <ul style="list-style-type: none">• 53% of comments from refugees were regarding UNHCR cash assistance, operational issues, including the Cash green line. Among the actions taken there was a meeting facilitated by the Info Unit (Laolaltă) between beneficiaries and UNHCR, where many of the issues were discussed in more detailed. UNHCR was also consulted to provide clarification to beneficiaries. Among further actions it is recommended to provide more detailed information on the different stages of the procedure, including verifications, and follow up on the actions taken after the meeting.• 15% of the comments analyzed were about legal status, in particular the linkage between Temporary Protection and health, and people formally and informally being refused protection, and asked to register again due to the lack of appropriate documents.• 8% of the comments from refugees were regarding Humanitarian Aid, about the confusion of the different mechanisms and criteria for receiving food packages and NFIs. There is an understanding that the organizations are different, hence their programs, but refugees find it very challenging to understand. <p>Regarding social tensions, hate speech towards refugees continue on social media and messaging apps, there are some Moldovan's blaming refugees for the economic situation of the country. There is also a concern about safety from both sides.</p> <p>The recommendations and discussion among partners, concluded on the need to push programs that promote social cohesion at the local level, and the need to work with mass media to promote transparency and provide detailed information.</p> | <p>Access the full report here: Refugee and local community feedback - April</p> <p>Follow up with the Livelihoods WG on social cohesion initiatives.</p> |



| | | |
|---|---|---|
| <p>Collective report update</p> <p>AAP co-chairs</p> | <p>The discussion focused on the structure of the questionnaire for a collective reporting to visualize the work done on AAP in Moldova, in particular the two-way communication with refugees and hosting families The collective reporting has three sections:</p> <ol style="list-style-type: none">1. Communication efforts made to inform the target audience, including in-person interactions, social media, messaging apps, web pages, and printed materials.2. Two-way communication, including call centers, in-person visits, chat bots, social media messaging, and email. Including its categorization3. Complaint and feedback mechanisms, aiming to understand the number of communications received and the channels used for feedback, without requiring detailed information or specific complaints. <p>The goal is to gather a general understanding of the trends in a dashboard to inform the response, which will be complemented by the rumor tracking and other community engagement activities. The focus is on the overall picture rather than detailed information per agencies; however, each organization will be able to visualize their own information.</p> <p>It was clarified among partners that the data can be used by all partners, and it can be used monthly or on a regular basis if the organization doesn't have a tracking system in place.</p> | <p>Proposal for collective reporting document.</p> <p>Link to draft Kobo: https://enketo.unhcr.org/x/7bOZcYxd</p> |
| <p>Online harassment</p> <p>AAP co-chairs</p> | <p>The GBV Sub-Working Group was approached by the Accountability to Affected People (AAP) Task Force about a few cases of online sexual harassment, including proposals for exchanging private accommodation and job opportunities for sexual favours and pictures, and single men openly seeking for women to live with them. The main platform used for communication is Telegram due to the inability to identify the account owner, in addition to online notice boards. The risks are especially high for refugees, who seek and depend on online information to access services and rights. Based on the rumour tracking monitoring and cases who reported incidents of online harassment (or that started online), the target is mostly adolescent girls and women. During visits to a few Refugee Accommodation Centres</p> | <p>The AAP Task force will coordinate efforts between the GBV Sub-Working Group, the Gender Task force, the Child Protection Sub-Working Group and the Anti-Trafficking Sub-Working Group to address the issue and avoid duplication of efforts on the topic.</p> |



| | | |
|---|---|--|
| | <p>(RACs), UNHCR noticed that despite information available through reliable channels, refugees continue using social media platforms to access information, in particular community groups.</p> <p>Considering it is not possible to limit the use of social media, or to identify or block all the perpetrators it is important to develop preventive messages.</p> | |
| <p>Temporary Protection update and next steps</p> <p>AAP co-chairs</p> | <p>The meeting discussed changes related to the Temporary protection status for Ukrainian refugees in Moldova. In the past, the Commission of Emergency Situations approved Order #68, which simplified the procedure for Ukrainian refugees already in Moldova or planning to arrive, this has been derogated. In consequence, Ukrainian refugees who are already in Moldova have 90 days to secure a legal stay in the country, this can be done through temporary protection, asylum, residence permit, or citizenship, among others.</p> <p>New arrivals from Ukraine will only have 90 days to stay in Moldova without any legal status. It was emphasized that temporary protection status only grants access to essential social services, employment, healthcare, and education but does not provide a basis for staying in Moldova long-term. It was recommended for Ukrainian refugees to apply for temporary protection status as soon as possible. On August 14 the ones that didn't secure a legal status, will automatically become illegal in the country, and while the government has stated they won't be deported, they will lose access to services.</p> <p>There were also updates regarding residency permits. Ukrainian refugees seeking residency permits will now need a certificate of no criminal record from their country of origin. Family members of Ukrainian citizens and stateless persons applying for residency permits will be required to present visas. The exemption for providing proof of funds for Ukrainian refugees after 90 days was cancelled, and the salary limit was extended to the average monthly salary projected for 2023. Due to these changes, there has been an increase in requests for assistance from Ukrainian refugees to several organizations.</p> | |



We request assistance in disseminating information and providing support to Ukrainian refugees in Moldova. Free consultations and useful links were offered by the National Congress of Ukrainians of Moldova, UNHCR, Dopomoga, and other partners to help beneficiaries navigate the new regulations.

Moldova for Peace (Laolalta) shared that they have received in writing a response from IGM stating that people can re-apply for Temporary Protection as many times as needed. On the question of sailors, the government suggested to aid refugees to make a decision on the best option for them, and if they really need to apply based on the days they require to be out of the country due to their employment.

Finally, it was raised the issue of the lack of harmonized messages among frontliners, and the need to reinforce the in-person information provision.