QUARTERLY SOCIAL LISTENING REPORT

FROM APRIL TO JUNE 2024

© LAOLALTĂ AND MOLDOVA FOR PEACE, MOLDOVA

This report is issued by InfoUnit, a project implemented by A.O. “Laolaltă” for the civic initiative “Moldova for Peace”, with the support of the UN Refugee Agency (UNHCR).

Regional Refugee Response for the Ukraine Situation

UNHCR The UN Refugee Agency

MOLDOVA FOR PEACE

LAOLALTĂ

DISCLAIMER

This report presents an analysis of refugee and local community social media posts or threads shared via online social media sources.

Between April and June 2024, the InfoUnit collected 2,896 posts or threads, monitored over 95,626 posts, posted 82 informative updates covering topics like temporary protection, medical services, cash assistance, and legal issues, addressed 2,884 questions, and shared information about over 400 free events, training sessions, courses accessible to both refugee and host communities, and other.

Rumors and information spread quickly among the communities and can have serious consequences. Tracking social media enables humanitarian organizations and various stakeholders to stay informed about community discussions and tackle any misinformation that may arise. Information monitoring also helps identify gaps or deficiencies in the humanitarian response.
In this report, the term "Refugees" applies to individuals displaced from Ukraine — including those seeking protection in Moldova, temporary protection, asylum seekers, refugee status, or others.
This report is part of the Accountability to Affected People (AAP) mechanisms of the Refugee Coordination Forum (RCF) in Moldova.

ACCESS TO ACCURATE INFORMATION

The InfoUnit continuously provided verified information on legal matters, including legal status, and redirected legal cases to The Law Center of Advocates (CDA), ACTED, and the Department of Human Rights as part of the "Moldova for Peace" Initiative, Political and Reform Center (CPR-MOLDOVA), IOM MOLDOVA, and others. Additionally, InfoUnit disseminated information about humanitarian aid programs, employment opportunities, medical services, education, and more.

- **No artificial intelligence used**: Collecting data manually provides a deeper context understanding. If the context is nuanced, it requires a human touch.
- **No personal data collected**: We do not collect any personal data and all the information is examined to ensure the anonymity of respondents.
- **Context analysis**: Posts and threads are provided alongside contextual information to give insight into the environment in which it was shared.
- **Quantitative analysis and categorization**: The information is grouped based on the assistance or services that were the subject of discussion.

OUR RESOURCES

- **Ajutor Ucraineni in Moldova**: the biggest help Facebook group for refugees in Moldova. Partners can post information about their assistance aid programs.
- **Українці Молдова**: informational Telegram channel launched by InfoUnit.

TABLE OF CONTENTS

SOURCES OF MEDIA POSTS OR THREADS.... 4
FEEDBACK ANALYSIS.... 4
FEEDBACK ANALYSIS: CASH ASSISTANCE 41%.... 4
UNHCR CASH ASSISTANCE FOR REFUGEES IN MOLDOVA 35 %.... 4
VERIFICATION INTERVIEW 44%.... 5
OPERATIONAL ISSUES 25%.... 6
UNHCR CASH ASSISTANCE PROGRAM CHANGES 16%.... 7
UNHCR CASH ASSISTANCE HELPLINE (CASH HOTLINE) 15%.... 8
OTHER CASH ASSISTANCE PROGRAMS FOR REFUGEES IN MOLDOVA 6 %.... 9
CASH ASSISTANCE PROGRAM IN THE TRANSNISTRIAN REGION.... 9
FEEDBACK ANALYSIS: LEGAL STATUS 31%.... 11
FEEDBACK ANALYSIS: FOOD/NON-FOOD ITEMS 6%.... 13
FEEDBACK ANALYSIS: HOUSING 6%.... 15
FEEDBACK ANALYSIS: BORDER AND ADMINISTRATIVE LINE CROSSING 5%.... 17
BORDER CROSSING.... 17
ADMINISTRATIVE LINE CROSSING TO/FROM THE TRANSNISTRIAN REGION.... 18
FEEDBACK ANALYSIS: SECURITY 4%.... 18
FEEDBACK ANALYSIS: EDUCATION 4%.... 19
FEEDBACK ANALYSIS: HEALTHCARE 2%.... 20
FEEDBACK ANALYSIS: EMPLOYMENT 1%.... 21
ABOUT US:.... 22
CONTACTS.... 22

SOURCES OF MEDIA POSTS OR THREADS

14 Viber groups

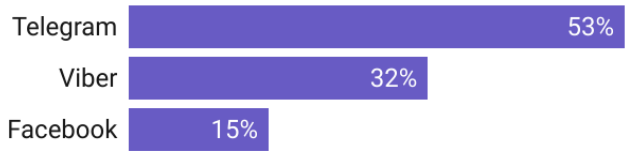
10 Telegram groups and channels

13 Online mass media

2 Facebook groups and pages

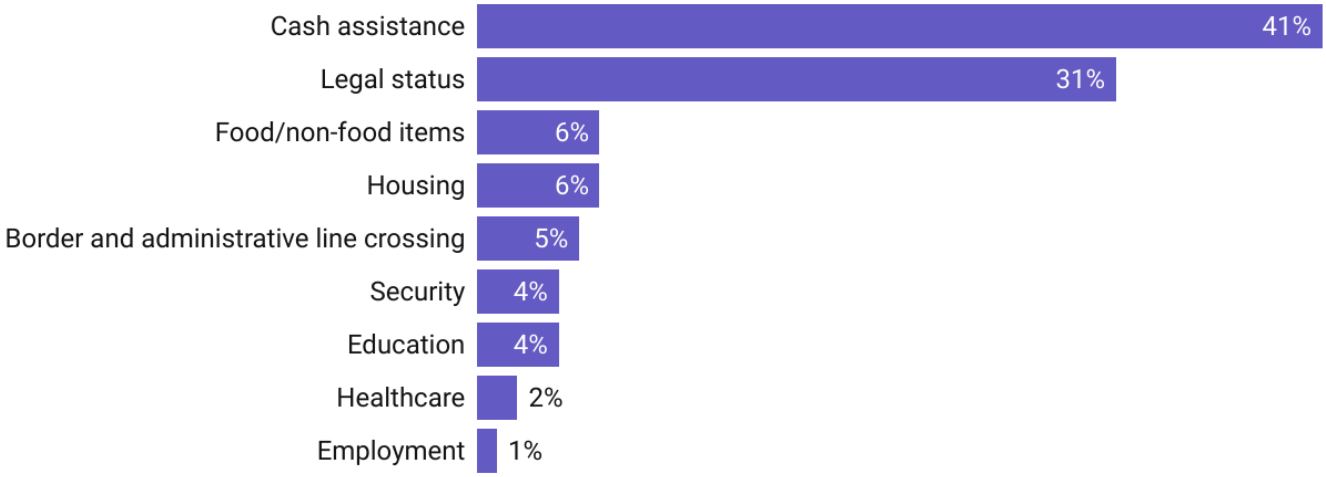
200.000+ TOTAL MEMBERS OF REFUGEE AND LOCAL COMMUNITIES MONITORED AND REACHED

The specified period contains data from the sources mentioned above, which have been distributed as follows in the chart. The chart illustrates the distribution of messaging platform usage.



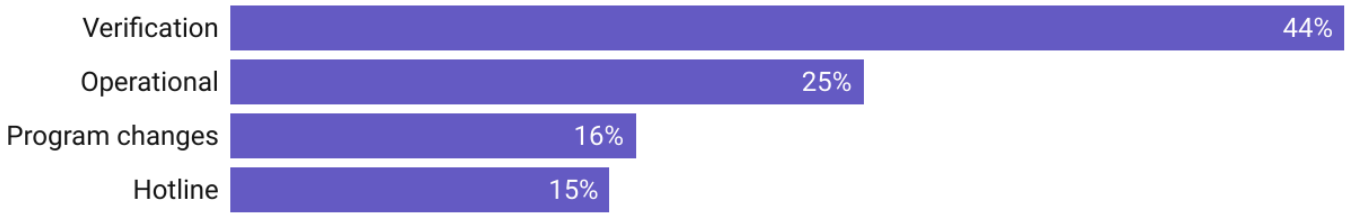
FEEDBACK ANALYSIS

During the reporting period a total of 2,896 social media posts and threads were collected.



FEEDBACK ANALYSIS: CASH ASSISTANCE 41%

UNHCR CASH ASSISTANCE FOR REFUGEES IN MOLDOVA 35 %[1]



[1] 35% UNHCR Cash assistance Program feedback, out of 41% collected feedback on Cash assistance programs.

VERIFICATION INTERVIEW 44%[2]

In April, discussions focused on issues with verification and blocked cards. The verification process was seen as chaotic and selective, particularly challenging for frequent travelers. Refugees reported lengthy document checks and irregular SMS notifications (invitations for assessment interview). Mismatched verification appointment times with registration dates caused delays and required self-checks. The frequency and location of verification interviews varied, raising many questions.

In May, discussions focused on refugees' experiences with the UNHCR's verification and assessment process. Topics included criteria, procedures, timelines, necessary documentation, SMS notifications, managing expectations, and monitoring the verification process and disbursements. Refugees also commented on the interview process, commonly asked questions, and experiences related to financial status and family circumstances. Uncertainties arose from irregular SMS notifications and contradictory information, such as interview locations, and organizational challenges like appointment scheduling difficulties and communication issues with enrollment center workers.

In June, verification interviews were widely discussed. Refugees encountered challenges, including long wait times and crowded enrollment centers, leading in many cases to interview delays. Rescheduling appointments or changing interview locations posed additional problems. Many refugees faced communication issues such as irregular SMS notifications, unclear instructions, and contradictory information (some were directed to Chisinau despite living in Causeni, for example). Refugees shared personal experiences, offering advice on managing expectations and navigating interview procedures effectively. Concerns about the impact on vulnerable groups were notable. Logistically, refugees struggled with finding correct interview addresses, traveling long distances, and coordinating family arrangements during the verification process.

Examples of comments translated into English:

" - In Moldova, financial assistance is discontinued if one does not attend the verification process, which is conducted somewhat chaotically and inconsistently for everyone.
- It's unclear with these verifications how flexible it is to leave urgently if needed."

"If you haven't received an SMS specifying the date and time for verification in Causeni, don't go. They won't accept you under any circumstances..."

"None of my acquaintances from vulnerable groups have been called for verification. Neither people with disabilities, nor big families, nor single mothers. It seems they are calling those whose situations are unclear."

"Who attended the interview, please share how it went and what they asked? Has anyone been disqualified?"

"Has anyone had an interview at the enrollment center where you registered, rather than the one specified in the SMS? I registered in Causeni, but they scheduled my interview for Chisinau. Can I go to Causeni or will they not accept it?"

[2] On April 29, 2024, UNHCR announced changes to its Cash Assistance Program, specifically updating the eligibility criteria to provide better support to those most in need. Passing the interview to assess vulnerability and eligibility was a requirement for all beneficiaries.

OPERATIONAL ISSUES 25%

In April, discussions centered on the cash assistance registration process and required documentation. There was keen interest in payment registration locations across various cities and queries about necessary documents. Topics also included inquiries about specific payment dates (e.g., Wednesday, Friday), discussions on payment delays and distribution systems, issues with payment card unblocking, and changing linked phone numbers. Presumably recently arrived in Moldova refugees asked about eligibility for cash assistance, temporary protection requirements, and application procedures. Refugees also shared unverified information about upcoming payments and personal opinions on reliability and reasons for delays.

In May, discussions primarily focused on the timing and criteria for receiving UNHCR payments, including expected payment schedules and procedures for unblocking payment cards. Other issues included payment delays, system glitches, eligibility criteria related to temporary protection status, updates to contact information, and how leaving the country affects eligibility for the cash assistance program.
Inquiries also addressed requirements and criteria for receiving further cash assistance, after the assessment interview, such as updating information after changes in marital status and how official employment impacts payment eligibility.

In June, discussions focused on the application process, including inquiries about online registration for payments and the necessity of having temporary protection status. Topics also covered payment schedules, SMS notifications regarding payments, delays of payments[3], and mobile team availability for those with mobility challenges. Refugees also raised issues with payment card technical problems, such as unblocking and updating contact information. Some refugees sought guidance on temporarily leaving Moldova while still receiving payments. Discussions also mirrored the refugee community's perspectives on the fairness of the payment system, often through personal stories. There was much confusion about the June payments, with many asking and arguing whether assistance would be given to everyone or only to those who passed verification and remained in the program.

Examples of comments translated into English:

"Could you please tell me if the payment card can be blocked if I don't have temporary protection?"

"Is the UNHCR financial assistance still being provided in Moldova, and to whom? I heard that it has been reduced for many people."

"Please advise if it is necessary to have TP to receive cash assistance for the first time? And what are the criteria for eligibility?"

"Could you please explain the steps to apply for financial assistance? I was told to register on the website, but I can't figure out where and how to do it. I have temporary protection."

"Will the payment for June be for everyone or only for those who passed the assessment interview?"

[3] On June 19th, 2024, UNHCR announced that due to ongoing verification and assessment interviews for cash assistance, some June payments may be delayed. Payments were expected to be disbursed by the last week of June. Starting in June, UNHCR cash assistance would adhere to new targeting criteria, prioritizing the most vulnerable families based on available resources.

UNHCR CASH ASSISTANCE PROGRAM CHANGES 16%

During the reporting period, discussions primarily centered around eligibility criteria for payments, encompassing groups such as individuals with disabilities, large families, single mothers, and pensioners. Refugees expressed concerns that factors like dual citizenship, residency permits, their duration of stay in Moldova or having an official employment could impact their eligibility for the program.

Many refugees expressed concerns and dissatisfaction regarding the reliability of the verification interview and the future payment process, along with uncertainty about upcoming decisions. Numerous discussions highlighted the significant impact of payment cancellations on refugees, especially those from vulnerable groups. There were also concerns regarding fluctuating wait times for verification interview results, spanning from two to three weeks or longer, and about whether payments would continue during the verification process.

Daily discussions in June focused on the reasons behind payment denials, which disproportionately could affect vulnerable groups such as single mothers with children, pensioners. Opinions expressed on social media underscored concerns about unclear eligibility criteria for vulnerable categories, potential exclusions of pensioners, and uncertainties arising from conflicting information about payment statuses in June. Additional topics of discussion included reapplying for payments upon returning to Moldova, restrictions on payments for newcomers, controversies surrounding the cessation of payments to men, discontent with payment amounts and distribution methods, and widespread information and uncertainties about future payments in Moldova. Complaints were also voiced regarding perceived unfairness in payment distribution due to recent rule changes.

Examples of comments translated into English:

"If I was previously in Moldova receiving payments there but now I'm in Germany, can I return to Moldova and reapply for payments?"

"Please, tell me, if I didn't pass verification and my card was blocked. Can I reapply for payments?"

"I wanted to clarify, maybe someone knows the answer to my question. If I, as a single mother with a child, officially get a job, will the payments stop?"

"Could you please tell me who knows about the cancellation of UNHCR payments from June? Will they cancel them for everyone or how will they divide the categories and who will have their payments canceled?"

"Does anyone have any information regarding further UNHCR payments? Has anyone been invited for a new verification in May? What are the new selection criteria for future payments?"

"They said that everyone will receive payments as usual for June. However, in July, they will start making decisions about payments because the verification process will extend almost until the end of the month."

UNHCR CASH ASSISTANCE HELPLINE (CASH HOTLINE) 15%

Throughout the reporting period, many refugees emphasized ongoing challenges and confusion related to the UNHCR cash hotline. Many of them encountered difficulties in obtaining clear and consistent information, receiving inconsistent responses from operators and also facing access issues such as long wait times and call disconnections. Some refugees attempted to contact the hotline from the Transnistrian region, where the number 08001023 is only accessible from Moldovan phone numbers.

Uncertainty also persisted regarding the criteria and categories for future payments, with the hotline operators unable to provide clear guidance. Some refugees expressed dissatisfaction with the hotline operators, citing non effective communication experiences and perceptions of insufficient support.

Some refugees confuse the refugee assistance hotline in Moldova (Greenline) with the UNHCR hotline, calling Greenline to inquire about their case and feeling frustrated when they do not receive answers from the Cash hotline operators.

Examples of comments translated into English:

"You can't even get through to them. The call just gets dropped."

"There is no accurate information on the hotline, they don't know anything as usual."

ACTIONS TAKEN BY INFO UNIT

- responded to questions regarding the UNHCR Cash assistance program in the Facebook group "Ajutor Ucraineni in Moldova" and telegram channel Українці Молдова/Помощь Украинцам в Молдове;
- suggested calling the Cash Assistance Hotline: 0 800 10823, and encouraged to consult the Frequently Asked Questions section regarding cash assistance;
- informed about changes in the UNHCR cash assistance program, provided information;
- informed about delays in receiving cash assistance from UNHCR in June;
- informed about UNHCR_Moldova_bot in telegram;
- informed about the new address for the UNHCR enrollment center in Ungheni.

RECOMMENDATIONS

- Recommend seeking information through Official Channels;
- Encourage Trust in Helpline and FAQs;
- Provide Clear and Timely Updates: Communicate program changes, delays, and procedures promptly and in clear, understandable language;
- Improve communication on the cash prioritization program criteria that will clarify exclusions for refugees, ensuring transparency.

OTHER CASH ASSISTANCE PROGRAMS FOR REFUGEES IN MOLDOVA 6 %

CASH ASSISTANCE PROGRAM IN THE TRANSNISTRIAN REGION

In April, the majority of questions concerned unreceived payments for March, reasons for delays, and the timing of their receipt. The need for re-registration and having a temporary protection status, general conditions for receiving cash assistance from IOM/ADRA (referred to by refugees as OSORC) were discussed. Refugees also asked about specific payment amounts, possible visits of OSORC to different cities with informative sessions, and expressed complaints about the registration and re-registration process and its inconveniences. There were also discussed problems with notifications and codes for receiving payments, as well as expenses and financial needs.

In May, refugees primarily addressed concerns about the operational challenges of the MoneyGram system in the Transnistrian region, causing difficulties in receiving payments, especially through Agroprombank and Eximbank. Payments by IOM/ADRA (referred to by refugees as OSORC) for March and April led to questions about timing and confirmations of receiving the payments, and the necessity of additional interviews for vulnerability assessment (such as the UNHCR's program changes). There were discussions about the necessity of a foreign passport to receive transfers on the other bank of the Dniester river, and general questions about financial assistance available in the region, particularly for pensioners.

In June, the questions mainly concerned receiving cash assistance from IOM/ADRA through internet banking and which country to specify as the sender of the payment. The transition from UNHCR payments to IOM/ADRA payments and the necessary steps for this were also discussed, as well as the functionality of MoneyGram and Western Union systems in the Transnistrian region and banks. Discussions included delayed payments for May and June, where newcomers could apply for payments, the process and duration of re-registration, and examples of questions asked during re-registration. Questions about the continuation of IOM/ADRA payments were also raised.[4]

Examples of comments translated into English:

"I also received the payment from OSORC for April, but not yet for March."

"Temporary protection is a mandatory requirement for receiving financial assistance for OSORC too?!"

"Could you please tell me why we constantly have to bring our children to re-registration? They go to school and kindergarten. The OSORC office hours are during these times, so why can't we do the registration without the child? If the parents have the children's documents, it's clear that the children are with them."

"Could someone please tell me, we want to switch from UNHCR payments to OSORC. How can we do this and what do we need for it?"

[4] In June, IOM Moldova announced changes to the multi-purpose cash assistance program in the Transnistrian region, specifically mentioning the initiation of vulnerability assessment criteria since May 27th.

CASH ASSISTANCE FOR HOST FAMILIES

In April, discussions were ongoing regarding registration for the 13th round for host families and inquiries about payment status. Operational questions included how to contact hotlines from abroad, technical issues with data updates, and the availability of the program for new host families. Discussions also focused on compliance with eligibility criteria, updates on data verification, and ensuring payment eligibility. Additionally, there were many requests for contact details.

In May, discussions included concerns about payment distribution for host families, covering delays in notifications, support service accessibility issues, verification procedures, and eligibility criteria uncertainties. Administrative topics like organizational roles, housing assistance, and program sustainability were also addressed.

In June, Payment issues persisted, with concerns over non-receipt of 13th round payments, problems with SMS codes, and missed bank deadlines. Uncertainty existed about where to seek assistance for these delays. Operational challenges included difficulties in contacting hotlines for clear information, leading to confusion and frustration due to conflicting details from various entities. Discussions focused on compliance and eligibility criteria for payments, with ongoing updates on verification procedures. Technical issues with data updating and accessing personal accounts complicated the registration and verification process for hosting families. Housing and financial responsibilities led to issues regarding utility payments, rent obligations, and misunderstandings with landlords over financial support intended for hosting refugees.

Examples of comments translated into English:

"Please tell me, will there be further payments for the host, as it was said that this would be the last month to receive them?"

"When do we need to update the data for the host family? They came to check on us, but the payment hasn't been made yet."

"Has anyone updated the data for the host family? We try to save the data, but it doesn't even let us click the button."

"There is no clear information for host families regarding the 13th round on the hotline; they don't really provide much details."

ACTIONS TAKEN BY INFO UNIT

- shared IOM Moldova's announcement about changes to the multi-purpose cash assistance program in the Transnistrian region;
- redirected refugees with further inquiries about these programs to the IOM Moldova hotline and telegram channel;
- redirected refugees with further inquiries about these programs to the WFP hotline
- informed IOM Moldova's beneficiaries of multi-purpose cash assistance in the Transnistrian region that they can get a free transfer to the nearest MoneyGram point in the Republic of Moldova;
- informed about the opportunity/necessity to register for the following round for participation or update information for the Cash for host families program.

RECOMMENDATIONS

- Clearly and concisely communicate eligibility criteria in programs;
- Maintain regular communication with refugees and partners;
- Consider using simple and accessible communication channels to stay connected with beneficiaries;
- Ensure clear access to different organizations' hotlines for supporting refugees with information, and provide timely, relevant information;

FEEDBACK ANALYSIS: LEGAL STATUS 31%

Questions about temporary protection included the procedure for obtaining temporary protection and registration in Moldova, addresses for submitting applications, necessary documents, the process, the need to confirm the address of residence, provide a rental agreement, and conditions for submitting applications online. Additionally, questions concerned the duration and extension of temporary protection and automatic renewal. Some refugees were interested in whether it was possible to obtain temporary protection in Moldova if they already had a legal status in another country.

Less frequently, questions were asked about exiting and returning to Moldova, conditions and restrictions on departure, the allowable period of absence, and the need to notify the General Inspectorate of Migration. Refugees actively discussed the rights and obligations of temporary protection holders, such as whether having temporary protection granted the right to free public transportation or medical care.

In the category of citizenship of the Republic of Moldova, discussions covered the general conditions for obtaining citizenship, such as the duration of residence, identity confirmation, and the necessity of a no criminal record certificate. Some refugees inquired about citizenship by descent based on having relatives born in Moldova or Bessarabia before 1940 and the required proof of kinship. The requirements for obtaining citizenship through marriage were also discussed. Many were curious about obtaining citizenship for children if one parent is a Moldovan citizen and whether proof of the parent's citizenship was necessary. Those interested in obtaining citizenship also sought information on where to get consultations and help with document preparation and application submission.

In discussions about residency in Moldova, refugees explored applying for residency permits for Ukrainian parents if their child held a Moldovan birth certificate, and strategies involving marriage for legalization and residency applications. They also covered required documents, procedures, timelines, costs for obtaining and renewing permits via employment contracts, and various other grounds for residency. Additionally, discussions addressed obtaining residency through establishing individual enterprises or companies, procedures and timelines for obtaining residency based on Moldovan roots, and concerns about renewing permits due to the war in Ukraine.

During the reporting period, refugees in Moldova raised numerous legal questions regarding obtaining driver's licenses and registering vehicles with Ukrainian plates under local regulations. They also inquired about opening bank accounts and navigating requirements for non-residents, as well as raised questions about road tax (vinieta) compliance and associated penalties. Seeked legal aid primarily focused on residency and citizenship, including temporary protection requirements, with procedures and rights for obtaining a legal status, including Moldovan citizenship.

INFORMATION MONITORED ON SOCIAL MEDIA ABOUT LEGAL STATUS INCLUDES QUESTIONS ABOUT:

- Driver's Licenses: Requirements and procedures for Ukrainian citizens, with or without temporary protection status, to obtain Moldovan driver's licenses, including requirements and procedures at driving schools.
- Banking Challenges: Difficulties faced by Ukrainians in opening bank accounts in Moldova, including requirements and advice for non-residents, document requirements and potential challenges.
- Vehicle Regulations and Customs Procedures: Requirements for Ukrainian-registered vehicles in Moldova, including compliance with Moldovan regulations for vehicles with Ukrainian plates. Road tax (vinieta), penalties, technical inspections, temporary imports, insurance, and administrative procedures.
- Entry Regulations and Temporary Protection: Guidelines for Ukrainians entering Moldova without residence permits or temporary protection status and rules for stay duration, border control, document requirements, and consequences of overstaying.
- Legal Services: Seeking legal assistance in Moldova focused on residency permits and temporary protection status and requirements for obtaining temporary protection and residence permits. Issues related to staying in Moldova without formal registration.
- Citizenship and Rights: Procedures for obtaining Moldovan citizenship and rights for individuals under temporary protection in Moldova.
- Educational and Medical Services: Availability of educational and medical services for individuals under temporary protection in Moldova, ensuring legal rights and accessible assistance.

Examples of comments translated into English:

"Please explain how marriage can be used in the process of applying for a residency permit."

"I'm already employed. Isn't that a reason to apply for a residency permit?"

"Could you please tell me, has anyone obtained Moldovan citizenship? What documents are required?"

"Could you please tell me, does Moldova accept Ukrainians for temporary protection after other countries?"

"Is it worth applying for temporary protection in Moldova? What does it entail?"

"Please tell me under what conditions a Ukrainian can exchange or obtain a driver's license in Moldova?"

"Has anyone encountered this and can provide advice? Is it possible for a Ukrainian to open a bank account in Moldova without permanent residency or temporary protection?"

ACTIONS TAKEN BY INFO UNIT

- ➜ responded to questions related to legal status, including TP and shared informative posts;
- ➜ shared partners informative posts, video, leaflets regarding temporary protection status and other legal matters;
- ➜ directed questions to the Green Line at 080080011, the Hotline of the General Inspectorate for Migration - at 080001527, the Legal Center of Lawyers (CDA) at +37360574848, the International Organization for Migration (IOM) at 080010877, Acted Moldova +37368352054, provided links to dopomoga.gov.md;
- ➜ informed about informative sessions in various cities, including the Transnistrian region, as well as online sessions;
- ➜ informed that a new version of the road tax (vinieta) payment platform was launched in Moldova;
- ➜ shared general information about opening current bank accounts in Moldova for Ukrainian citizens;
- ➜ supported Female Support Force in sharing the survey for owners of vehicles with Ukrainian license plates to influence the situation and contribute to a positive resolution regarding the prolonged stay of Ukrainian vehicles in the Republic of Moldova;
- ➜ supported and shared a survey on challenges with accessing banking services in Moldova for refugees, aiming to assist UNHCR and other international partners in advocating for simplified access to banking services and clarifying details for refugees.

RECOMMENDATIONS

- ➜ Simplify the process for Ukrainian refugees to open bank accounts, offering clear instructions and support;
- ➜ Continue to inform refugees about their rights and obligations under temporary protection;
- ➜ Conduct informative sessions on different topics, especially in the Transnistrian region.

FEEDBACK ANALYSIS: FOOD/NON-FOOD ITEMS 6%

In April, there were numerous requests for humanitarian aid in Chisinau. Discussions included trips for humanitarian aid from the Transnistrian region to Chisinau, including the possibility of obtaining vouchers for groceries and other.
Many inquiries and discussions focused on vouchers, particularly regarding obtaining them for groceries, including details about locations and the issuance process.
The discussions frequently covered requirements and procedures for obtaining humanitarian aid - document requirements for receiving aid, registration (in the Transnistrian region), and specific conditions for different categories of individuals.

In May, most inquiries focused on locations to receive humanitarian aid in Chisinau ("Moldova-Film"[5], The Salvation Army, Katalyst Kitchens, and other places). Refugees sought and shared information about places and dates for humanitarian aid distribution in Chisinau and beyond. There were queries about locations for humanitarian aid in other regions (e.g., Cahul, Donduseni).

[5] "Moldova-Film" serves as the humanitarian aid distribution center under the civic initiative "Moldova for Peace," offering support to Ukrainians and others in Moldova.

Refugees exchanged addresses and contact details of organizations providing humanitarian aid, and discussed the operations of them. Less frequently, refugees from the Transnistrian region sought transportation and companionship for trips to Chisinau for humanitarian aid, exchanging offers and requests for seats in vehicles.
A less common but persistent topic in the Transnistrian region was the search for travel companions for joint trips to Chisinau to receive humanitarian aid.
There were also inquiries about the linkage between temporary protection and obtaining vouchers and humanitarian aid. Refugees exchanged information about specific types of humanitarian aid (groceries, hygiene products, diapers) and the possibility of receiving certain types of humanitarian assistance.

In June, discussions centered on obtaining vouchers for groceries and clothing, including distribution locations, eligibility criteria, and registration processes. There was a significant focus on vouchers for stores like Kaufland and Linella. Refugees faced challenges such as inadequate distribution, confusion over eligibility, and difficulties accessing information.
They shared details about distribution locations like V. Alecsandri 64[6] and "Moldova-Film," discussing aid requirements and available humanitarian services. Requests were made for tailored assistance, including diapers, baby formula, food, and supplies for people with disabilities. Some refugees also highlighted difficulties in contacting organizations and unclear information from aid distributors.

Examples of comments translated into English:

"Could you please tell me if anyone has received assistance from Icare Moldova? Is it worth coming 100 kilometers? Gas is expensive."

"I really need diapers and hygiene products. Where can I get them? It's very difficult raising a child alone; we barely have enough for everything."

"Please tell me, how can newcomers from Ukraine receive assistance in Chisinau? Is it possible to get vouchers for groceries and clothing somewhere?"

"- Please tell me, for what amount are vouchers given by the Salvation Army? I received an invitation to travel 100 km. Is it worth it?
- 300 lei per child at Kaufland. 1800 lei for one family at JYSK. It's up to you whether to go or not."

"Please advise on how to register for humanitarian aid and vouchers. We are a family with a disabled person and a pregnant woman."

"Who from Transnistria has received vouchers, do they give them to all or only to those who reside in Moldova?"

[6] Charity Centre for Refugees - Republic of Moldova.

ACTIONS TAKEN BY INFO UNIT

- provided reference to a list of charitable centers, churches, and other organizations offering non-financial assistance to Ukrainian citizens in Moldova, listed on dopomoga.gov.md;
- recommended contacting the Green Line at 0 800 800 11 and reaching out to local municipalities with any inquiries;
- shared information about vouchers, medication, food, and clothes/footwear distribution for refugees, including the Transnistrian region;
- informed about the operating hours, regulations, closures, or address changes of different humanitarian organizations;
- shared details about clothing assistance available at A.O " Omega - Noua Generatie";

RECOMMENDATIONS

- Enhance coordination to ensure vouchers and aid are distributed promptly and efficiently;
- Make criteria and registration processes clearer and more straightforward for accessing vouchers and aid;
- Make aid information more accessible through centralized platforms and regular updates;
- Acknowledge the specific needs identified by refugees and develop aid programs to meet these needs, offering targeted assistance;
- Increase aid distribution efforts in regions, outside Chisinau, to ensure fair and equal access to assistance across Moldova.

FEEDBACK ANALYSIS: HOUSING 6%

During the reporting period, refugees most frequently and extensively discussed high housing prices, shared opinions on the inflated costs of renting and buying real estate in Chisinau in particular, and in other cities. They also compared rental conditions and prices in Chisinau with other regions of the country and with other countries, sharing information about the inadequacy of offers and the difficulties of finding housing for families with children and especially with pets. Some refugees shared their stories and experiences of fraud and scams they encountered when renting housing, including the actual impossibility of moving into a paid-for apartment, demands for deposits, realtor services, and even unsuitable keys for doors.

Less frequently, there were conversations about the availability and conditions of temporary housing for Ukrainian refugees in refugee accommodation centers. High tariffs for utilities, especially heating and hot water, were also often discussed.
Some refugees stated that they encountered negative or unfriendly attitudes from locals towards refugees during the process of renting housing.

Examples of comments translated into English:

"- Can someone provide information about refugee centers? Are they closing them now? Or is it just ours? I live in such a center (Chisinau) with my child and grandmother. We were told that only pensioners, disabled people, and families with children under 5 can stay. The rest must leave. Mostly these are mothers with minor children. We called the hotline. They said, yes, you have to leave.
- Tell them you have nowhere to go! They should provide you with other housing! It was like that for us, they gave us options."

"Who is from Ungheni, please tell me, is there a refugee accommodation center where you can live with a child??"

"Does anyone know why many locals don't want to take Ukrainians as tenants? Already three owners have refused once they heard I was from Ukraine."

"Why is it so difficult to rent a place with pets? I'm not looking in the city center, closer to the forest or a park is fine. But people are so reluctant to rent to people with dogs."

"Guys, if you're looking for an apartment on 999 by yourself, first, pay attention to when the account was created. If it's new, it's 99.9% a scam. Second, look at what else the user has posted, and third, if you can't view the apartment yourself, ask friends or acquaintances who are already in Chisinau. There are many cases now, and the schemes are quite varied, so be careful. Or go to a realtor, and everyone will be at ease. They especially love to scam Ukrainians."

"Prices have risen everywhere, but in Chisinau they have skyrocketed. I like this city, but setting such prices for housing is too much. It feels like I'm trying to rent in France, Italy, or Spain judging by the prices."

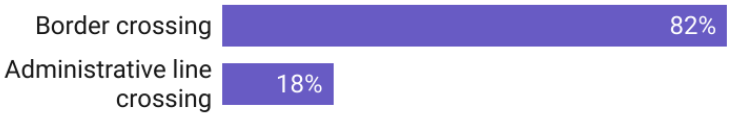
ACTIONS TAKEN BY INFO UNIT

- provided links to commonly used websites and groups featuring housing listings;
- recommended contacting the Green Line for assistance to Ukrainian citizens in Moldova at 0 800 800 11 for free accommodation;
- shared information about the rental expenses compensation program by CASMED and Swiss Red Cross in Lozova, Rîșcani, Drochia, Fălești, Donduseni, Sîngerei, and Bălți municipalities.

RECOMMENDATIONS

- Increase governmental and NGOs support for affordable housing initiatives specifically targeted at refugees;
- Conduct informational sessions or workshops for refugees on their rights and responsibilities when renting in Moldova. Provide guidance on how to identify scams and navigate the rental market effectively.

FEEDBACK ANALYSIS: BORDER AND ADMINISTRATIVE LINE CROSSING 5%



BORDER CROSSING

During the reporting period, the main topics discussed included documents and rules for crossing the border with pets. Refugees often asked about necessary documents for dogs and cats. They also inquired about border checkpoints with veterinary control and specifics of importing and exporting animals between Ukraine and Moldova, including quarantine and other requirements.

Questions also arose about the documents needed for crossing the border, whether international passports are required for adults and children, or if internal passports suffice. Inquiries included the rules for crossing the border by car: necessary documents for importing and exporting cars, and if another person was driving, who could drive and whether authorizations were needed.

Another popular topic was the rules for crossing the border with children, including necessary documents (birth certificates, authorizations) and the relevance of the second parent's permission. The impact of martial law in the neighboring country and entry into Moldova also raised questions, such as crossing the border by conscription-age men and registration at the Ukrainian consulate for leaving Moldova.

Less discussed topics included general information about crossing the border, possible fines, and customs requirements. Refugees shared personal experiences and advice on various situations. Some were concerned about crossing the border at the Moldovan airport, specifically they asked about the requirements for men with temporary protection.

Examples of comments translated into English:

"Can I take a cat across the Moldovan border without documents?"

"A friend of mine was traveling to Chisinau today and asked the border guards whether permission from the father is needed for a child to leave. The answer was that martial law has been extended until August, so the father's permission is not currently required. What will happen next is unknown."

"Has anyone arrived or departed from Moldova's airport yesterday or today? Are men without temporary protection being allowed through the airport normally?"

ADMINISTRATIVE LINE CROSSING TO/FROM THE TRANSNISTRIAN REGION

Discussions on border crossings in the region covered key topics such as required documents and conflicting information for traveling with pets, concerns over child travel permissions, and second parent consent. Queries also included entry from Transnistria into Moldova, focusing on checkpoints, permissions, and restrictions. General entry requirements for Transnistria were debated, alongside inquiries about car travel documentation and rules for driving others' vehicles. There was interest in martial law's impact on border crossings, particularly for conscription-age men and registration. Additionally, discussions involved general border crossing details like fines, customs rules, and personal refugee experiences.

Examples of comments translated into English:

"Please tell me, can women from Ukraine enter Transnistria without any problems?"

"How do they let people into Transnistria? Are there any conditions? They didn't let me through, I don't have relatives there."

ACTIONS TAKEN BY INFO UNIT

- advised to contact the Border Police Hotline of the Republic of Moldova at +373 22 259 717, the Green Line for assistance to Ukrainian citizens in Moldova at 0 800 800 11, or the Customs Service of the Republic of Moldova at +37322788888;
- reminded rules for border crossing, including requirements for pets;

RECOMMENDATIONS

- Continue to provide information and facilitate easy access to border-crossing regulations.

FEEDBACK ANALYSIS: SECURITY 4%

Refugees have discussed facing a range of issues when applying for passports at consulates, including document requirements, the necessity of presenting military documents, and potential dangers of deportation or additional border checks. Refugees have expressed uncertainty about life in Moldova due to potential political changes.

Examples of comments translated into English:

"Are there seafarers who have recently arrived in Moldova? There's info circulating that border guards might deport them."

"Could someone please advise if they have recently flown into Chișinău? How is the situation at the airport with Ukrainians? Are they passing through smoothly or are there any specific requirements?"

ACTIONS TAKEN BY INFO UNIT

- suggested to trust and consult official sources of information;

RECOMMENDATIONS

- ➜ Promptly inform refugees about any changes that can affect their lives in Moldova;
- ➜ Inform about events and activities on which people may speculate, to prevent rumors and false information.
- ➜ Continue to provide information and facilitate easy access to border-crossing regulations, including guidelines for pets and goods.

FEEDBACK ANALYSIS: EDUCATION 4%

During the reporting period, there has been a growing interest in finding Ukrainian and Russian schools with a Ukrainian focus, as well as a search for private Ukrainian schools and kindergartens. Some refugees have voiced concerns about the challenges they and their children face in learning Romanian, which complicates their attendance in Romanian classes. Many refugees have raised questions about Ukrainian children's access to public kindergartens, predominantly seeking kindergartens with Ukrainian, or Russian-language education.There have been challenges reported with kindergarten placements and admission procedures

Many refugees have shown high interest in free language programs while searching for courses in Romanian and other languages. There were several inquiries about college admissions after 9th grade, particularly looking for Russian-language groups.
Interest in summer camps and extracurricular activities with various activities has also been very noticeable.

Examples of comments translated into English:

"Parents, please advise which Ukrainian schools you are considering, maybe someone can recommend?"

"Please tell me where English and Romanian language courses are offered in Bălți."

"We were considering sending our child to a private Ukrainian school in Chișinău because schools in Moldova teach either in Russian or Romanian. If we choose Russian, our child won't learn Ukrainian. Now I'm questioning whether Ukrainian is necessary and where to find a school that offers Ukrainian-language education."

"Are there any summer camps available this year for children from Ukraine?"

"Where can I find courses to acquire a new profession?"

ACTIONS TAKEN BY INFO UNIT

- ➜ provided, upon request, the list of general education institutions for the enrollment of children from refugee families from Ukraine;
- ➜ shared information about educational opportunities;
- ➜ shared information about cultural and linguistic support;
- ➜ shared information about summer and youth programs;
- ➜ shared information about skill development and employment support;
- ➜ informed about the second stage of registration for children entering 1st grade;

- informed about classes teaching in Ukrainian and Romanian languages that will soon be available at the Taras Shevchenko gymnasium.

RECOMMENDATIONS

- Provide information about available courses, vocational training opportunities, and learning platforms, to enhance refugees' personal and professional skills;
- Promote awareness and accessibility of free language programs;
- Enhance access to education and learning opportunities;
- Diversify summer camps and extracurricular activities to promote social integration and personal growth among children and teenagers;
- Provide enhanced support for refugees and their children in learning Romanian.

FEEDBACK ANALYSIS: HEALTHCARE 2%

Refugees actively discussed various aspects of medical services and health insurance options, including access to both free and paid medical procedures, as well as issues regarding reimbursement of treatment costs from relevant organizations. They were also interested in psychological support services, including finding specialists and the availability of free consultations, sometimes encountering specific challenges in accessing psychiatric care.
Discussions also focused on experiences with dental clinics and the quality of services provided.
Users sought advice on documentation and registration, such as obtaining medical cards and electronic referrals, and exchanged experiences and recommendations for various situations.

Examples of comments translated into English:

"Please clarify, because I've found information that those under temporary protection status can purchase medical insurance."

"Has anyone under temporary protection visited a hospital? Is everything going well, or is there something that needs to be paid?"

"Could you please advise regarding medical services? Is insurance mandatory in Moldova, Chisinau?"

"Please advise, what services and free medications can be obtained? Who can provide this information? They prescribe a prescription for paid medications."

"Does anyone know if it's possible to get free psychological and psychiatric help in Transnistria? And if yes, where?"

ACTIONS TAKEN BY INFO UNIT

- suggested reaching out to the Green Line at 0 800 800 11, International Organization for Migration (IOM) at 0 800 108 77, the Ministry of Health of the Republic of Moldova + 373 22 721 010, INTERSOS, RCTV Memoria;
- informed about primary medical care events;
- informed about mobile clinic services;
- informed about medical programs for refugees, including the Transnistrian region;
- shared information about awareness and information sessions;
- Informed about medical support for children provided by WeWorld;
- informed about hotlines and organizations offering psychological support;
- shared information developed and provided by the Ministry of Health and the National Health Insurance Company about Temporary protection - the right to medical services for refugees from Ukraine.

RECOMMENDATIONS

- Encourage refugees to explore options for medical services through organizations like INTERSOS, RCTV Memoria, and national hotlines such as the Green Line, IOM, and the Ministry of Health of Moldova (+373 22 721 010);
- Emphasize resources like hotlines and psychological support sessions provided by various NGOs and governmental bodies;
- Promote community support through ongoing exchange on platforms sharing event info, medical programs, and awareness sessions;
- Guarantee accessibility and awareness of organizations offering medical humanitarian aid.

FEEDBACK ANALYSIS: EMPLOYMENT 1%

Many refugees were interested in finding work without knowing the Romanian language, especially given the limited job options and low salaries. Questions about official employment, taxes, and work documentation in Moldova were very common. There was a keen interest in salary levels, working conditions, and taxation in Moldova, often compared to other countries.
Additionally, there was interest in finding jobs in the education sector, accessing educational institutions for children, and addressing housing and social support issues.

Examples of comments translated into English:

"- They don't hire without Romanian. I went for an interview last week; everything was fine, and my experience was good, but they need someone with language skills.
- Yes, we're not needed here without the language!"

"Can you please tell me what taxes and in what amount a Ukrainian officially working in Moldova has to pay? I want to know for myself because they are deducting a lot from me."

"Can anyone tell me where a young guy in Chisinau can find a job? I have temporary protection, so I understand I have the right to work."

"It's almost impossible for a foreigner to find a job in Moldova unless they are a specialist in a very specific field.
- There are plenty of jobs, but the pay is not great."

ACTIONS TAKEN BY INFO UNIT

- redirected questions to the Legal Center of Lawyers (CDA);
- shared information about NRC's free services, including consultations and assistance with job placement;
- promoted platforms like angajat.md, rabota.md, Robota project for job searches;
- shared job openings for various roles;
- shared information about training and education for future employment opportunities;

RECOMMENDATIONS

- Create and promote informational resources and support groups for job searching;
- Conduct informational sessions and consultations on employment and taxation;
- Assist with job searches for those without language skills.

ABOUT US:

Laoltă NGO is a non-governmental organization from the Republic of Moldova, founded in 2020, which promotes the involvement of citizens in community mobilization, good cooperation with public authorities, and community development. Laoltă is a member of the "Moldova for Peace (MpP)" civic Initiative, "Gender Equality Platform" and Erasmus+.

"Moldova for Peace" (MpP) is a civic initiative created to assist refugees from Ukraine. MpP brings together people who recognize and understand the difficulties faced by those who have left home and loved ones behind to reach safety. "Moldova for Peace" is a non-profit movement that operates under the legal umbrella of several NGOs of which Laoltă NGO is a member.

- **Accountability to Affected People (AAP TF) member**

Laoltă presents updated data on refugee and local community feedback monthly to the AAP Task Force working group and provides recommendations based on detailed and comparative analyses.

- **Refugee Coordination Forum member**

Laoltă is an active member of the Refugee Coordination Forum. The InfoUnit participates in sector and several working groups.

- **Round table discussions**

Laoltă participates in discussions on the refugee response in Moldova along with governmental entities, international and national NGOs, and UN agencies.

CONTACTS

Email	infounit@laoltă.md	**Website**	laoltă.md
	contact@laoltă.md		moldovapentrupace.md

© Laoltă, 2024

This report is copyrighted. The text can be shared for assessment purposes indicating the copyright owner. Translation or adaptation of the text, and use in publications is allowed under the preliminary written consent of the copyright owner.