AAP Task Force Minutes – May 6, 2022

Participants: Internews, IOM, UNICEF, Christian Aid, Plan International, National Congress of Ukrainians for Moldova, INTERSOS, CHS Alliance.

Chair: Katherine Harris, UNHCR

Agenda	Discussion	Agreements/ Actions
Terms of Reference	- UNHCR thanks Internews for the comments received. It is requested for everyone to give a thorough review to the TORs one more time. - UNHCR is encouraging a national actor/NGO to be the co-chair of this task force. - It was announced that the chair of this meetings will be taken over by Natalia Kropivka, UNHCR as of the next meeting.	TORs will be shared again by UNHCR, and comments will be expected by Wednesday May 11th
AAP Minimum questions	<u>Background:</u> Since the onset of the emergency, a lot of actors/organizations have been conducting questions/interviews/assessments to population. The AAP thought it would be good to have a set of questions included in these assessments to have a baseline on AAP related issues. The base for the proposed questions was a questionnaire developed in Poland with 8 questions. After discussion it was decided that 3 key questions would be prioritized. To be included in all surveys and assessments in Moldova (after realization that every organization would include additional 8 questions within their assessment). This information is also to be shared in the working groups. National Congress of Ukrainians asks if the questionnaire is to be implemented with refugees or if it's expected for the organizations in this TF to implemented. UNHCR clarifies that this should be further discussed if the TF would like to have a particular survey. However, if there are surveys being conducted on the RACs it would be great to include the questions already. Internews: Regarding the question of "which **sources of information do you trust** to give you that information?" It would only be useful if we ask why. So maybe, as a follow up exercise it would be interesting to have a focus group exercise to deepen on this question. It is suggested by Christian Aid to review the data of the MSNA and analyze if it responds to these questions and develop further based on this.	.

Green Line Presentation	UNHCR informs that we have taken over the Green Line, UNHCR has hired 12 operators for the line. The operators have access to the information on RACs, so if persons call the line, they can be referred to them. Also, UNHCR is working on the enhancement of the green line reporting. So, there will more statistics, graphics, and information on its impact. The line is directly connected with UNHCR line in Ukraine. And work is being done for the numbers to be free of charge. If there are any consultations or issues that you would like the operators to look at, you can contact Natalia Kropivca directly. INTERNEWS asks if there any material related to the green line created to be diffused in telegram, signal etc. UNHCR informs that now there isn't such material. IOM informs that they are also running a line in Ukraine, taking questions of persons going to Romania. They have received information from Border Police to provide information on documentation related issues, so that refugees know that if they go out, there will be changes going back to Ukraine. Christian Aid asks if this hotline is also used to document feedback or is it exclusively about providing information? UNHCR clarifies that for now, the greenline is exclusively about providing information, but we are working towards making it a feedback mechanism. For now, UNHCR has developed a Kobo form to collect feedback. There is a regional discussion about which form should be used. All agencies agreed to focus on a common taxonomy rather than the form. Also, UNHCR and UNICEF are developing something for the BlueDots.	UNHCR will put the feedback form on a shared document for feedback (focus on the taxonomy).
AOB	UNICEF – They are working on the improvement of the Information flow at the Blue Dots and information provided about the services and where they are. INTERNEWS – Working with Moldova for Peace on resources for media and journalists, focused on the 3 areas: 1. Media themselves – guidelines	UNHCR will share with the TF the poster that is being created for the RACs for feedback.

	2. Resources for volunteers at the RACs – what to do with media visits 3. Poster folders for facilities about their rights regarding media UNHCR – Is developing a basic poster for RACs with all the useful lines to access services. This poster will be shared to the TF for feedback.	
Other actions	Member organizations are kindly requested to fill the AAP service mapping.	