OVERVIEW OF RECENT ASSESSMENT PROCESSES IN THE CONTEXT OF THE REFUGEE CRISIS IN MOLDOVA

• Refugee Mobility & Needs Mapping & Analysis Based on Alternative Data (UNDP, Orange, Government)
• Assessment of Local Public Authorities’ Needs and Capacities (UNDP, CALM, IOM, UNHCR, CBS Axxa)
Overview

1
Refugee Mobility & Needs Mapping & Analysis Based on Alternative Data

2
Assessment of Local Public Authorities’ Needs and Capacities to Manage the Refugee Crisis

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1. Refugee Mobility & Needs Mapping & Analysis Based on Alternative Data
1. Refugee Mobility Dashboard

• Demo version (one-time) **situational analysis of the mobility data dashboard and analytical report** on refugees’ mobility in Moldova

• Coverage: 60-70% of Moldova

• Produced based on technical records related to **unknown/ impersonalized customers** (data the information that cannot be linked to an identified or identifiable person) **PrePaid services** users and **in-bound Roamers** located in Orange Moldova network

• Customers are not registered or personalized within Orange Moldova systems

• 3 datasets:
  • 1) PrePay users first call location
  • 2) PrePAy Active users location
  • 3) Active Roamers location
1. Refugee Mobility Dashboard
1. Refugee Mobility Dashboard

Possibility (upon request) to require trend analysis over time, or other support from Orange MD.

Link to the Mobility Dashboard: https://cdn.orange.md/daas/
1. Refugee needs assessment based on SMS survey: Methodology

- Upon request from the Government, the survey assessed needs of refugees, length of stay and employability, using the list of Prepay numbers distributed by Orange MD (~49,000 numbers)

- To improve turnout, respondents received a bonus of 60 free minutes (1st SMS), and 1 GB free internet (2nd SMS)

- The survey and analysis is directly generated on Monday.com analysis directly and available to the government

- The questionnaire was sent twice:

  - **21.06**: 49,000 SMS sent → 2269 clicked on the link → 403 respondents
  - **5.07**: 49,000 SMS sent → 1518 clicked on the link → 429 respondents

  Total cost: 3,070 EUR (no profit for Orange)

**830 answers in 19 days**
1. Refugee needs assessment based on SMS survey: Results

Demographics
- 56.5% from Odessa
- 17.4% from Mikolaiv
- 58% age 25-44
- 60% married

Mobility
- 69% living in Chisinau
- 48% living with friends or relatives
- 40% rent accommodation

Intentions to stay
- 42.4% plan to stay 90-120 days
- 23% plan to stay 61-90 days
- 56% plan to stay less than 90 days

Needs
- 22% Internet connection
- 13% healthcare and reproductive services
- 12% accommodation
- 12% banking
- 10% childcare or care services

Source of income
- 41% assistance from organisations
- 20% allowance from the government of Moldova
- 11% savings

Employment
- 37% looking for a job in sectors:
  - 15% community and social services
  - 13% HORECA services
  - 7% retail
1. Next services for the government

- **Integrated analysis** of the collected datasets (linked by the geolocation and other variables) and development of integrated situational report for the Government

- Development of **new services**, to include overlaying of 112 data on accidents, incidents, EO data and other datasets to generate additional insights

- **Expand SMS service** to keep refugee population informed on various legal and other aspects related to their stay in Moldova (periodical sending of SMS notifications, other)

- More targeted SMS service, based on their needs, location, expressed interests
2. Assessment of Local Public Authorities’ Needs and Capacities to Manage the Refugee Crisis
2. Capacity and Needs Assessment of Local Public Authorities

• Data collection: Online questionnaire filled by LPAs

• Collection period: May - June 2022

• Response rate:
  • 53% of all mayoralties (471)
  • Excludes Chisinau city

• LPAs declaring coverage of 15,373 refugees from Ukraine

• Covered the following thematic areas:
  • Number of refugees employed (by gender, sectors)
  • Perception of LPAs on the trends of refugees in their community
  • Type of services/ assistance offered, and capacity of LPAs to offer them in the upcoming 3 months
  • Specific needs and capacities of LPAs to manage the crisis
76% surveyed LPAs can keep evidence of the number of refugees in their community.

- **We can have systemic evidence**: 76% (357 responses)
- **We have sporadic evidence**: 21% (102 responses)
- **We cannot keep evidence**: 3% (13 responses)
86% surveyed LPAs supported refugees

Covering 15,373 refugees (except Chisinau city)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oferirea de pachete alimentare</td>
<td>67%</td>
</tr>
<tr>
<td>Oferirea vestimentație și produse de igienă</td>
<td>62%</td>
</tr>
<tr>
<td>Încadrarea copiilor refugiați în grădinițe</td>
<td>36%</td>
</tr>
<tr>
<td>Organizarea de alimentare</td>
<td>35%</td>
</tr>
<tr>
<td>Încadrarea copiilor refugiați în școală</td>
<td>34%</td>
</tr>
<tr>
<td>Protecție fizică/securețate</td>
<td>34%</td>
</tr>
<tr>
<td>Sprijin psihosocial</td>
<td>32%</td>
</tr>
<tr>
<td>Cazare/Accommodation</td>
<td>31%</td>
</tr>
<tr>
<td>Documentare/Assistance with the required documentation</td>
<td>30%</td>
</tr>
<tr>
<td>Oferirea de medicamente/Offering medicines</td>
<td>27%</td>
</tr>
<tr>
<td>Transport/Transportation</td>
<td>23%</td>
</tr>
<tr>
<td>Angajare în câmpul muncii/ Employment</td>
<td>17%</td>
</tr>
</tbody>
</table>
### Coverage of refugee needs by surveyed LPAs

**Covering 15,373 refugees (except Chisinau city)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Covered</th>
<th>Not Covered</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incadrarea copiilor refugiați în școală</td>
<td>41%</td>
<td>13%</td>
<td>47%</td>
</tr>
<tr>
<td>Incadrarea copiilor refugiați în grădinițe</td>
<td>39%</td>
<td>17%</td>
<td>44%</td>
</tr>
<tr>
<td>Physical protection/safety</td>
<td>35%</td>
<td>12%</td>
<td>53%</td>
</tr>
<tr>
<td>Cazare/Accommodation</td>
<td>34%</td>
<td>14%</td>
<td>52%</td>
</tr>
<tr>
<td>Assistance with the required documentation</td>
<td>29%</td>
<td>18%</td>
<td>53%</td>
</tr>
<tr>
<td>Employment</td>
<td>29%</td>
<td>22%</td>
<td>50%</td>
</tr>
<tr>
<td>Meals/catering</td>
<td>38%</td>
<td>36%</td>
<td>25%</td>
</tr>
<tr>
<td>Clothes and hygiene products</td>
<td>37%</td>
<td>34%</td>
<td>30%</td>
</tr>
<tr>
<td>Protection/safety</td>
<td>21%</td>
<td>36%</td>
<td>43%</td>
</tr>
<tr>
<td>Employment</td>
<td>26%</td>
<td>32%</td>
<td>42%</td>
</tr>
<tr>
<td>Assistance with the required documentation</td>
<td>17%</td>
<td>28%</td>
<td>55%</td>
</tr>
<tr>
<td>Food packages</td>
<td>13%</td>
<td>34%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Note: The data represents the percentage of covered needs compared to the total needs.
Needs of surveyed LPAs to manage the refugee crisis

- Refugee registration system/database
- Training and guidance to manage the refugee situation
- Info/opportunities for refugees
- Training on conflict prevention
- Financial support

- Sprijin în crearea și completarea unei baze de date ușor de gestionat pentru evidența refugiaților
- Instruiri și ghidare în gestionarea crizei refugiaților
- Materiale informaționale despre oportunitățile existente pentru refugiați
- Instruiri privind menținerea echilibrului social și prevenirea conflictelor
- Sprijin privind acoperirea cheltuirilor primăriei

- Necesar în mare măsură
  - Very necessary
  - Necessary

- Foarte necesar

Rural | Urban
--- | ---
35% | 54%
36% | 37%
57% | 46%
52% | 41%
61% | 61%
38% | 19%
53% | 50%
89% | 39%
LPA views on public services and infrastructure needed to be enhanced to serve the refugees in the surveyed communities

- **48%** IT equipment for online schooling in schools or RACs
- **45%** social canteen
- **47%** employment services & livelihoods opportunities
- **36%** community center
- **39%** temporary accommodation
- **36%** medical centers and services
- **35%** public transportation
- **29%** pre-school centers
- **25%** schools