



AAP TASK FORCE

Meeting Details		
Date	2 September 2022	
Time	12:00 hr – 13:00 hrs	
Chair	Monica Vazquez, Associate Inter-Agency Coordination (AAP) Officer	
Reporting	Name, position, organization	
Email	vazquezm@unhcr.org	
Agenda		
<ol style="list-style-type: none">1. Introduction2. Rumor tracking3. Dopomoga update4. Greenline update5. Quick update on education		
Information collection and relevant links		
<ul style="list-style-type: none">• Information regarding Education: https://mec.gov.md/ro/content/v-podderzhku-detey-i-molodezhi-ukrainy• Moldova operational data portal: https://data2.unhcr.org/en/situations/ukraine/location/10784• AAP Folder		
Participants		
Monica Vazquez, UNHCR	FanMan Tsang, CDAC Network	Aleksandr Macuhin, Dopomoga
Olena Koval, UNHCR	Carolyn Davis, MIA CwC Advisor	Abandokht Sarkarati, UNFPA
Olga Bitca, UNHCR	Virgina Moncrieff, IOM	Cristina Baroni, Intersos
Elena Cernicova, Moldova for Peace	Doina Marzuela, IOM	Irene Scott, Internews
Irina Sbefan, Moldova for Peace	Milica Vasilijic, IRC	Marianna Prysiazniuk, Internews
Anca Soldubanu- CLEAR Global	Martina Gastaldello, OHCHR	Shadan Namiq, NRC, UDOC PDM



Vitalie Popov, Geenline	Cristina Stratulat, UNICEF	Tatiana Bogaci, NRC
Kirill Pryhodko, National Congress of Ukrainians in Moldova		

Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
Introduction	<p>Round of presentations from all the organizations.</p> <p>Monica Vazquez, from UNHCR’s Inter-Agency Coordination Team introduced herself as the new AAP Task Force chair.</p>	<p>The organizations will update their focal points and contact details in: AAP Taskforce Member List</p>
<p>Rumor Tracking</p> <p>Elena Cernicova, Moldova for Peace, infounit@moldovapentrupeace.md</p>	<p>Moldova for peace information unit shared their rumor tracking results. They are analyzing over 14 different social media groups.</p> <p>The most active rumors go around such topics: education, the difference between auditing and full enrollment; cash assistance, complains about the verification in persons, taxes, and doubts on how to use the enketo form; vouchers, unequal distribution; and information regarding the border.</p> <p>Due to the cash related issues, there was a suggestion to invite Caritas to the AAP TF.</p> <p>Rising tensions within the local community.</p>	<p>Develop a plan for more accessible feedback mechanisms.</p>
Dopomoga, website update	<p>Aleksandr shared a recount of the Dopomoga website since its launch in February. The site has an average engagement time of 2 minutes, and 317K unique visits. Users are mainly accessing from Moldova, specifically Chisinau; followed by Ukraine and</p>	



<p>Aleksandr Macuhin, Dopomoga GOV, admin@dopomoga.gov.md</p>	<p>U.S. The main topics of interest are: UNHCR cash assistance, IDNP online gov service, Caritas, the list of non-financial charities and the FAQ.</p> <p>The site has received several cyberattacks.</p> <p>Questions regarding the site promotion, and if a user test has been done before.</p>	
<p>800-800-11, Green Line update</p> <p>Vitalie Popov, vitalie-popov@outlook.com</p>	<p>The Green Line Manager provided brief analysis of calls trends. In August, the helpline responded to 7768 calls, which represents an increase of 5% compared to July. Most calls (80%) come from Chisinau, and 78% of the users are women.</p> <p>The main inquiries were regarding cash assistance, vouchers and housing. Thirteen feedbacks and complaints were registered.</p>	<p>Follow up on reaching out to people outside Chisinau.</p>
<p>Education</p> <p>Monica Vazquez, UNHCR, vazquezm@unhcr.org</p>	<p>Information about school enrollment was shared along with the official link: https://mec.gov.md/ro/content/v-podderzhku-detey-i-molodezhi-ukrainy</p> <p>Refugees are not happy with the regulation on education, that only allows them to enroll as “listeners”</p>	
<p>Others</p> <p>Milica Vasilijic, IRC</p> <p>Elena Sirbu, Roma Woman Platform Romney</p>	<p>IRC is supporting local organizations in developing information service provision. They are supporting the Roma led organizations, specifically the Roma woman association Romney and Roma awareness foundation. They expect to reach as many refugees as possible and provide information in the most suitable way.</p> <p>Now they are working on Youtube and Radio, but eventually they will connect everything on a single platform.</p> <p>IRC and Internews will join efforts to produce a single report on the information needs assessment of Roma people.</p>	<p>Ensure the assessment is registered and its final version is shared on the Data Portal.</p> <p>Presentation of the assessment conclusions.</p>



Regional Refugee Response
for the Ukraine Situation

	<p>Elena commented that they started to implement a project to inform Roma people about services and rights. Questions regarding accommodation and the Greenline were raised and answered.</p>	
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