AAP TASK FORCE

Meeting Details	
Date	*13/03/2023*
Time	*16:00 hr – 17:00 hrs*
Co-Chair	Irene Basiul, National Congress of Ukrainians in Moldova
	Monica Vazquez, Assc Inter-Agency Coordination Officer (AAP), UNHCR
Reporting	*N/A*
Email	vazquezm@unhcr.org;

Agenda

1. Refugee Green line update
2. Rumour tracking by Moldova for Peace
3. AAP Task Force tools
4. Updates

Information collection and relevant links

- AAP TF Presentations Folder
- Data portal Moldova

Participants

Irene Basiul, NCUM	Natasa Omerovic, IOM	Daria Decencheko, World Vision	Marianna Prysiazhniuk, Internews
Monica Vazquez, UNHCR	Doina Marzulo, IOM	Tatiana Bogaci, NRC	
Vitalie Popov, Refugee Green line	Farhad Imambakiev, UNICEF	Celine Brixander, UNFPA	Dan-Cristian Cubreacov, WFP
Elena Cernicova, Laolalta /MPP	Diana Prisacaru, APSCF	Fatima Al-Wahaidy, UNFPA	
Sean Sager, UNHCR	Leanne Hanmore, Plan International	Lovisa Salomonsson, UN Women	Chloe Monfort, EUAA
Olena Koval, UNHCR	Andrei Hîncu, CARE&SERA	Sabine Ebner, UN Women	Matthaios Tzimas, EUAA

Hanna Ursol, UNHCR	FanMan Tsang, CDAC	Olga Andriuta, HAC

Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
Refugee Response Green Line Vitalie Popov, vitalie-popov@outlook.com	The Refugee Green line had 6,026 calls during February. In general questions related to cash assistance have lowered but remains as the second topic of interest. The first one is related to food, and in third place requests for NFIs (hygiene) followed by accommodation. The line is also receiving questions on Temporary Protection everyday more and more, and we have the impression that people is getting worried about their status in the country. Local authorities have also reached out the line to ask about Temporary Protection, which are the requirements, and the process refugees need to follow to obtain the protection. Most of the calls came from Chisinau, and 8 out of 10 users are women. The number of males reaching the line has increased in the past months. The biggest challenge the Green Line is facing is the lack of information over some programs, as it is always challenging to be up to date. The new Call Center from Romania was mentioned, and all members were reminded that the Green Line responds for all the Refugee Response.	All organizations are invited to reach out with updates on their programs for the Green Line. It can be done through Services Advisor, or directly reaching out to Vitalie Popov and Monica Vazquez.
Rumor tracking Elena Cernicova, infounit@laolalta.md	The rumor tracking report gather information from 7 Facebook groups, 10 Viber groups, and 8 Telegram groups. Telegram represented 49% of the information gathered in February. UNHCR cash assistance: • How the cash assistance relates to Temporary Protection. • The Cash helpline is not consistent, it is not providing a good service.	

	• Changes on the program. Temporary Protection: • Many people didn't welcome the status for different reasons. • Concern about the 45 days limit to travel outside of Moldova. • Gaps of information were visible as there was not official information on the new legal status. (The Information Campaign started on the first days of March so all the rumors were based on the approved decision which was made public in Romanian). Humanitarian Assistance: Concern among refugees regarding closure of NFI distribution and other assistance. Which was perceived as linked to the Temporary Protection approval, and a consequence of finalizing the state of emergency. Hate speech is always present, as well as some visible tension within the community. The TF members discussed about how the Temporary Protection Decision being approved almost at the same time that some of the winterization efforts, caused a misperception. While those two things are not related it is natural that it was seen as a cause-consequence. There is also a common agreement that there is a need to communicate further on cash assistance, and to change the angle of it. As its objective is to promote sustainability and not a "monthly income". Also, we need to be careful when speaking about cash, and take in consideration the target we are working with and the criteria of each of the programs. Furthermore, on the registration process for Temporary Protection there are technical issues to be addressed, in addition to the many gaps in terms of information. Just as an example in less than a week NCUM received over 200 requests on TP counseling.	

AAPTF updates and tools	The co-chairs will distribute a form for all the members to update on their organization's activities, so we all can have better understanding of AAP efforts across the response. The form will be also the space to share highlights for reporting purposes. The membership list should be updated to assign focal points per organization. The mailing list and the participation on meeting won't be limited, however, there is a need to have a single person that communications can be addressed and that can respond on behalf of the organization.	ACTION: review and update your information on the AAP Member's list
Other topics	NCUM – program on employment for refugees and hosting families. Provide consultation and job opportunities. https://dilo.md/ UNHCR – update on proof of residency at the IGM website although there is still not clarity on the process. Services Advisor – Reminder that the platform is live and it can be now socialized with everyone, information material is available to everyone who is interested https://moldova.servicesadvisor.net/en IOM – Will expand the communication efforts at the Information Centers to have TVs (5) with videos of interest from everyone and activate Hotspots (3) for the beneficiaries. It is inviting everyone to join this effort, which will be coordinated by the AAP Task Force. The impact will be measured and if successful, it will be expanded. UNICEF – expressed concern about the access to health for children with the new TP regulation in place. EUUA – Introduction of the EU+ Transfer Program, which is still available for those interested.	