

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

Refugee Coordination Forum Moldova

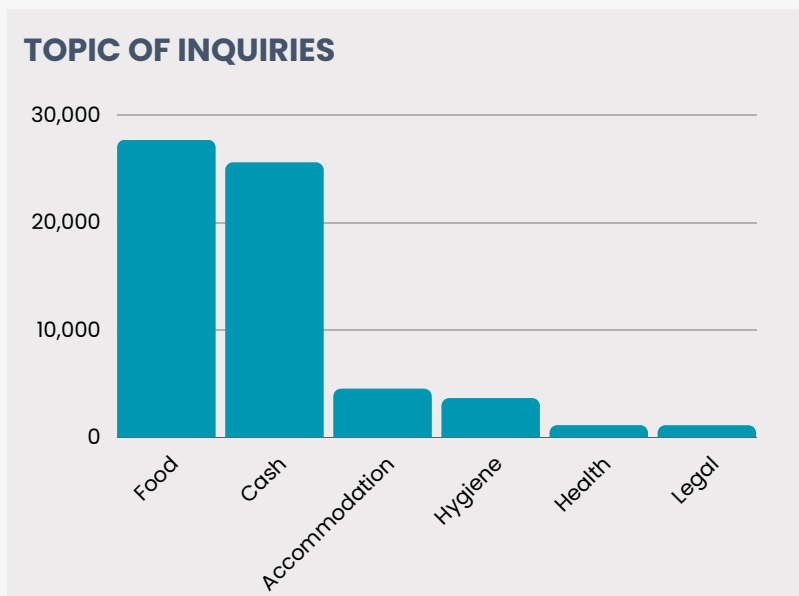
UNHCR, the UN Refugee Agency, in Moldova has been working with the government, partners, refugees, and the community at large to make accountability and community engagement across the refugee response a reality. Below you will find some highlights of the ongoing work.

LISTEN TO AND ACT ON COMMUNITY NEEDS AND FEEDBACK

The **Refugee Response Green Line** has answered over 70,000 calls from refugees (75% of them from Ukraine) and hosting families (24% Moldovan) since the onset of the crisis. The toll-free number is operated by the government and UNHCR and provides basic information to callers in Ukrainian, Romanian, Russian and English. It is also used to request accommodation at the Refugee Accommodation Centers, and to provide feedback or file complaints. The Green Line keeps a track of the inquiries received and shares this information within the Accountability to Affected People (AAP) Task Force and when relevant, with other Sectors or partners for their action.

In the second half of 2022, the operators have been trained in general protection issues, asylum, temporary protection, PSEA, psychological first aid, among others.

9 out of the 15 operators are refugees themselves, which has been recognized as a good practice from the Ukrainian community as they tend to be more empathetic to their peers.[1] We listen to affected people, respond to what they tell us and work with them to find solutions.



[1] Floods and deserts: information access and barriers in Moldova's refugee response, Internews, 2023.



In 2022, more than 12 distinct helplines dedicated to supporting refugees were operating in Moldova. Through concerted efforts to strengthen their capacity and enhance coordination, five of those lines were integrated to the Refugee Green Line.

The **feedback and complaint mechanism** from UNHCR, which also serves the RCF, is composed by the Green Line, an [online form](#) and an email. It has handled over 4,596 communications. On average 80% are cash related requests, while 18% is feedback and only 2% are complaints.

MANAGING MISINFORMATION

Moldova for Peace (Laolalta), a partner of UNHCR, is a local organization with in-depth knowledge of the context. Together with UNHCR and partners, they have established a **rumor tracking system** to gather and analyze rumors from 21 sources, including Facebook groups, Viber, and Telegram. In addition to providing monthly reports to the RCF containing key rumors and recommendations, the organization also identifies emerging trends on a regular basis.

Depending on the risk level, Moldova for Peace verifies the information in collaboration with UNHCR Inter-Agency unit, ensuring timely and accurate responses, or initiating appropriate actions. This rumor tracking system has facilitated, for example, dedicated discussions between the Cash Working Group and the AAP Task Force to solve recurring questions and ensure accurate information provision on cash; enabled early identification of potential conflicts with service providers and helped prevent the spread of misinformation.

Moreover, by adopting a community-based approach, Moldova for Peace has fostered capacity building within a young, local organization and enhanced information-sharing capabilities among other local actors.

EMPOWERING COMMUNITIES TO VOICE THEIR CONCERNS AND ACTIVELY PARTICIPATE

During the development of the 2023 Refugee Response Plan (RRP), ten [local consultations](#) were conducted in nine different locations with the aim of informing the development of the RRP. These **consultations** provided a platform for over 100 participants, including representatives from public institutions, international, national, and local organizations, as well as refugees and host communities, to voice their concerns, share their perspectives, and suggest potential solutions. Local consultations foster a collaborative culture, resulting in more effective and sustainable programs.

Notably, the **RCF AAP Task Force** is co-led by the National Congress of Ukrainians for Moldova (NCUM), a Refugee-led organization, and UNHCR. This approach encourages a sense of ownership within the refugee community and ensures that their voices are not only heard through consultations but also actively integrated into coordination spaces.

To foster a shared understanding of AAP and equip the task force members with the necessary knowledge to implement effective AAP strategies, CDAC conducted a **workshop on Community Engagement** and Accountability, and UNHCR facilitated a workshop on feedback and complaint mechanisms.

ACCESS TO INFORMATION AS A RIGHT

Moldova has always had a variety of information channels and actors involved in communicating with communities. However, the AAP Task Force took a comprehensive approach to understand the **communication environment** by analyzing the results of AAP-related questions across various monitoring tools. This analysis allowed the task force to redirect their efforts towards understanding the preferences and information needs of refugees, resulting in a more effective flow of information. On this regard, in partnership with UNHCR, Internews conducted an [Information Ecosystem Assessment](#) in Chisinau, Balti, Cahul and UTA Gagauzia, reaching over 1,000 refugees and 1,000 members of the hosting community. Overall, the RCF information channels are performing well (95% of satisfaction) and are trusted by refugees; although there is a need to tailor information to unique communication needs of different age groups and its location.

Moreover, this approach facilitated an active listening cycle, where the task force continuously listened to refugees' feedback and took appropriate action to improve communication efforts. As a result, communication efforts were consolidated and improved.

HIGHLIGHTS

All the information is provided in Ukrainian, Russian, Romanian, and sometimes in Romani and English; in multiple formats, ensuring an age, gender, and diversity focus



Joint digital community management



A network of organizations, including Moldova for Peace, National Congress of Ukrainians for Moldova (NCUM), Dopomoga, UNHCR, IOM, UNICEF, and others, have coordinated efforts to create a strong digital community in Moldova. This includes using Facebook ([Ajutor Ucrainenii in Moldova](#)), Telegram, and Viber channels to provide trustworthy information, resulting in over **250,000 users** being kept updated.

Info websites



[Dopomoga](#), the official government website of the Moldovan refugee response, has been consolidated as a go-to info channel, receiving a monthly average of **38,000 unique users**. [UNHCR Help](#) has also become a go-to info channel, receiving a monthly average of **36,000 visits** after it was revamped in November as a result of a user testing.

Services Advisor Moldova



As a response to the need for information on services in the country, the RCF has launched [Services Advisor](#), a web-based map that contains data on **346 services** and has over **175 partners registered**.

Temporary Protection



The General Inspectorate of Migration and UNHCR, developed a [communication campaign](#) to inform about temporary protection. The initiative was implemented with the support of partners who cascaded the information and provided additional messages to address specific information needs. In the first quarter of 2023, the outreach initiatives reached in digital means over **1.6 M users**, and informed **28,435 refugees** through the Refugee Green Line, direct messaging, Info Centers and Blue dots. In addition to Information Sessions to over **800 humanitarians**.

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