Regional Refugee Response for the Ukraine Situation

UNHCR The UN Refugee Agency

2024 Capacity Building Factsheet

Moldova

2024 UNHCR Capacity Building Strategy

In January 2024, UNHCR launched the 2024 Capacity Building Strategy as part of its ongoing efforts to enhance the capacity of local Civil Society Organizations (CSOs) engaged in the refugee response in Moldova. Align with localization efforts, the strategy prioritized national and local CSOs, Refugee-Led Organizations, Women-Led Organizations, initiative groups, and volunteers, aiming to strengthen civil society's role in monitoring and advocating for the needs and rights of refugees, as well as ensuring their inclusion in programming.

The strategy included a two-component approach comprising a training program and UNHCR-funded capacity-building grants. It targeted 40 local civil society organizations across Moldova, providing tools and resources to improve their operational effectiveness, access funding, and implement sustainable initiatives benefiting refugees and host communities.

By enhancing the capacities of local CSOs, the strategy contributes to a more resilient and sustainable refugee response and strengthens the role of local actors in the transition of the refugee response.

Organizations received capacity building support in 2024

- Anenii Noi - DOR
- Art Fusion Residence
- Art-Inspiratie
- Association Center for Information and Resources "PRO BONO"
- Association Prietena Mea
- Asociația Națională a Mediatorilor Comunitari din Republica Moldova
- Asociația Națională pentru Susținerea Alăptării - Mămica Alăptează
- Asociația Obștească de Binefacere Speranța vieții
- Aud și Vorbesc
- Biaz Gul
- Charity Center for Refugees
- Charitable Foundation - Volunteer Movement “My Ryadom"
- Comrat Public Administration
- Don Bosco Foundation
- Dreptul de a fi
- Female Support Force
- Foundation for Charity ”Simion Ciapchii pentru Volintiri”
- JCI Moldova
- Hope4
- Humanitare
- Initiative Group
- Institutul Național al femeilor din Moldova - Egalitate
- Keystone Moldova
- Media Cub
- National Youth Council
- Otaci Public Administration
- PĂDUREA NOASTRĂ
- Volunteers of Palanca
- Dubăsarii Vechi Public Administration
- Cimișlia Public Administration
- Donici Commune Public Administration
- Ungheni Public Administration
- Public Association "Women, Children, Elderly People"
- Roma Ethnographic Society
- Romni
- SRL Women Energy
- THE HOPE
- Ukrainian LGBTQI+ Activists
- Unity TN
- Women's Initiative Group Ukraine Women Unity
- Youth Public Organization Evlad
- Zdoroviy Gorod

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CONTACT
DEZVOLTĂM OAMENI, ORGANIZAȚII, COMUNITĂȚI!

UNHCR & Contact Center Capacity Building Program for Civil Society Organizations in Moldova

Developing knowledge and capacities in response to local challenges

From September to December 2024, UNHCR and the NGO Contact Center implemented a capacity development program in Chișinău, Bălți, and Căușeni. The program engaged 43 participants from local public authorities (LPAs), CSOs, initiative groups, social workers, and volunteers, Participants attended live and online sessions covering six modules: non-profit management, organizational management, project management, resource mobilization and finance, communication, partnerships, advocacy, refugee protection, PSEA and gender-based violence.

The program provided theoretical knowledge and practical skills, helping participants gain new competencies, exchange ideas, and develop meaningful connections. Additionally, Contact Center offered individual mentoring sessions to 31 participants, providing guidance on addressing specific capacity gaps, including policy development, strategy formulation, fundraising activity planning, defining mission, vision, and goals, and identifying potential partners.

Program Results

In September, the participants completed an entry test to assess their knowledge in 6 areas of the capacity building program.

The test assessed the knowledge of group members using a scale from 0 to 100.

The chart illustrates the participants' progress in knowledge improvement, as reflected in their final test performance conducted in December after completing the corresponding study modules.

Knowledge Improvement

16,2% *average knowledge improvement score*

Module 1
fundamental principles of non-profit management

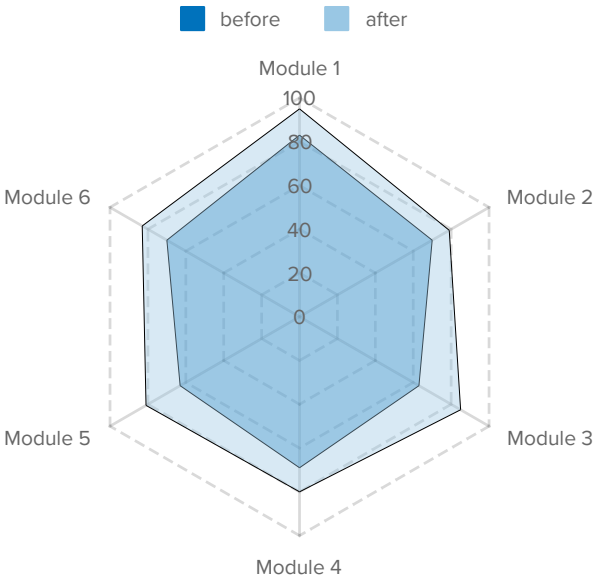
Module 2
organizational management

Module 3
project management

Module 4
local resource mobilization & financial sustainability

Module 5
communication and partnerships

Module 6
local partnerships and advocacy



Spotlight Story

Meet Tatiana Miskoi, a refugee from Ukraine who settled on the left bank of Moldova following the conflict outbreak in 2022. Tatiana leads the local initiative group, Ukrainian Women Unity, which supports both refugees from Ukraine and local community members. This group implements initiatives in the education and livelihoods sectors within their locality. Having no prior experience in managing civil society movements, Tatiana joined the UNHCR & Contact Center Capacity Development program and received a UNHCR-funded grant for capacity development. Through the program, she learned the basics of non-profit management and created a strategy and fundraising plan for her initiative group. Ukrainian Women Unity successfully implemented a project teaching English to 30 Ukrainian refugee children.

UNHCR & Contact Center Capacity Building Program for Civil Society Organizations in Moldova

Participants profile

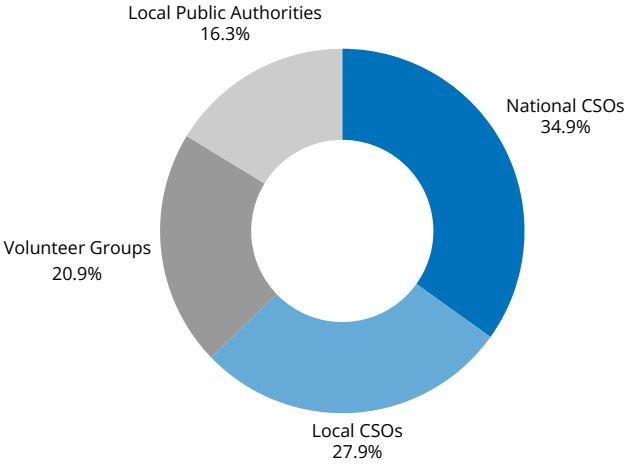
Being the first responders and providing assistance to refugees throughout, many Moldovan CSOs and LPAs face structural and operational challenges, including limited access to funding and insufficient project management capacity. According to the CSO mapping in Moldova's refugee response, 78% of CSOs anticipate funding difficulties, and a third rely solely on their own resources. As a strategic investment in civil society, the capacity development program targeted UNHCR partners in Moldova, 2024 Refugee Response Plan partners, CSOs, local volunteer groups, and LPAs involved in the refugee response.

Geographical coverage

The selected organizations' outreach coverage reahces 100% of Moldovan territory, including 32 rayons, the autonomous territorial unit of Gagauzia, and the municipalities of Chisinau and Balti.

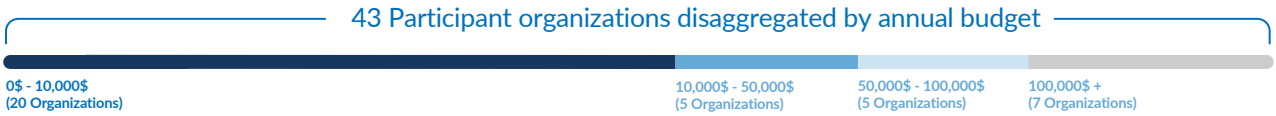
Equal Participation

Applications were assessed for their relevance to refugee integration efforts, demonstrated need for technical support, and alignment with the program's objectives of improving organizational effectiveness and community development.



This chart presents the disaggregation for 43 organizations selected and admitted to capacity development program led by UNHCR and Contact Center.

Disaggregation by leadership, staff and budget



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UNHCR - funded Grants for for Civil Society Organisations in Moldova

Funding local projects in support of refugees and hosting communities

In September 2024, UNHCR launched a program of grants for Refugee-Led Organizations and Community-Based Organizations in Moldova. The grants were available for both registered and non-registered organizations, including local RLOs, women-led organizations, initiative groups, volunteer movements, and other refugee-led initiatives. The grant program offered up to USD 12,000 per organization for the 2024 implementation year. Partnerships were guided by grant agreements detailing planned activities, a commitment to use funds exclusively for the agreed purposes outlined in the project proposal, and simplified financial and performance reporting requirements. UNHCR prioritized projects addressing key areas, including:

Community mobilization and empowerment	Gender-based violence prevention, risk mitigation, and response, including protection against sexual exploitation and abuse (PSEA) and support for LGBTIQ+ persons	
Women's empowerment	Livelihoods and socio-economic inclusion	Community integration of groups at higher risk of marginalization and/or violence
Work with persons with disabilities	Protection and Advocacy	Psychosocial wellbeing, including Mental Health and Psychosocial Support (MHPSS)

Six organizations were selected as grantees, implementing projects focused on education, Gender-Based Violence prevention, inclusivity, and legal and social support for refugees. Fundatia Don Bosco and Ukraine Women Unity prioritized educational opportunities and social integration. Biaz Gul and Platforma Femeilor Rome "ROMNI" worked on women's empowerment and GBV prevention. Media Cub promoted inclusivity through media outreach, while the Female Support Force provided advocacy support to Ukrainian refugees. These initiatives supported UNHCR's objectives of strengthening protection and fostering integration for vulnerable populations, contributing to the resilience and inclusion of both refugees and host communities.

Sustaining Localization

In 2025, UNHCR remains dedicated to advancing its localization efforts by enhancing collaboration with local CSOs partnering the Refugee Response Plan in Moldova. To support civil society organizations, UNHCR will continue offering capacity-building and knowledge-sharing opportunities, provide training and localize the ownership of the response through refugee councils. Investing in local capacities ensures that CSOs have the resources to sustain their efforts in community-based protection and advocacy, fostering more resilient communities where refugees can be included and be active members of the social fabric.

Spotlight Story

Since September 2024, UNHCR has partnered with Fundatia Don Bosco to integrate refugee and local children with behavioral disorders into schools and extracurricular activities in Chisinau. Between October and December, experts from Italy delivered specialized trainings, including Prof. Loris Benvenuti's sessions on fostering children's growth, Prof. Gianluca Daffi's workshops on proactive classroom management, and Dr. Luca Crivellari's seminar on creative teaching methods. The project enhanced the skills of 90 teachers, educators, and volunteers through targeted training sessions. It concluded with an in-person seminar and certification ceremony, reflecting UNHCR's commitment to inclusive and adaptive education in Moldova.

For more information, please contact:
UNHCR Inter-Agency Coordination Unit at mdachrcf@unhcr.org
UNHCR Community - Based Protection Team at kropivka@unhcr.org