ISWG
Inclusion & Solutions
Working Group Moldova

Regional Refugee Response
for the Ukraine Situation

Inclusion & Solutions

Working Group Moldova

Launch Meeting

April 14, 2025
Chisinau

Introductions

ISWG Inclusion & Solutions Working Group Moldova | Regional Refugee Response for the Ukraine Situation

The ISWG Coordination Team:

MINISTERUL MUNCII ȘI PROTECȚIEI SOCIALE

UNHCR The UN Refugee Agency

unicef

WFP World Food Programme

Contact:

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The "Why"

You might be wondering...

- Why are we merging the groups?
- Is this just more of the same, or is it actually different?
- Are we consolidating just to save resources, or is there more to it?

Why We're Merging

Transition to Solutions:
- Evolved RRP objectives (2025–2026) shift focus to nationally led solutions.
- Move away from reliance on humanitarian aid to government-led responses.

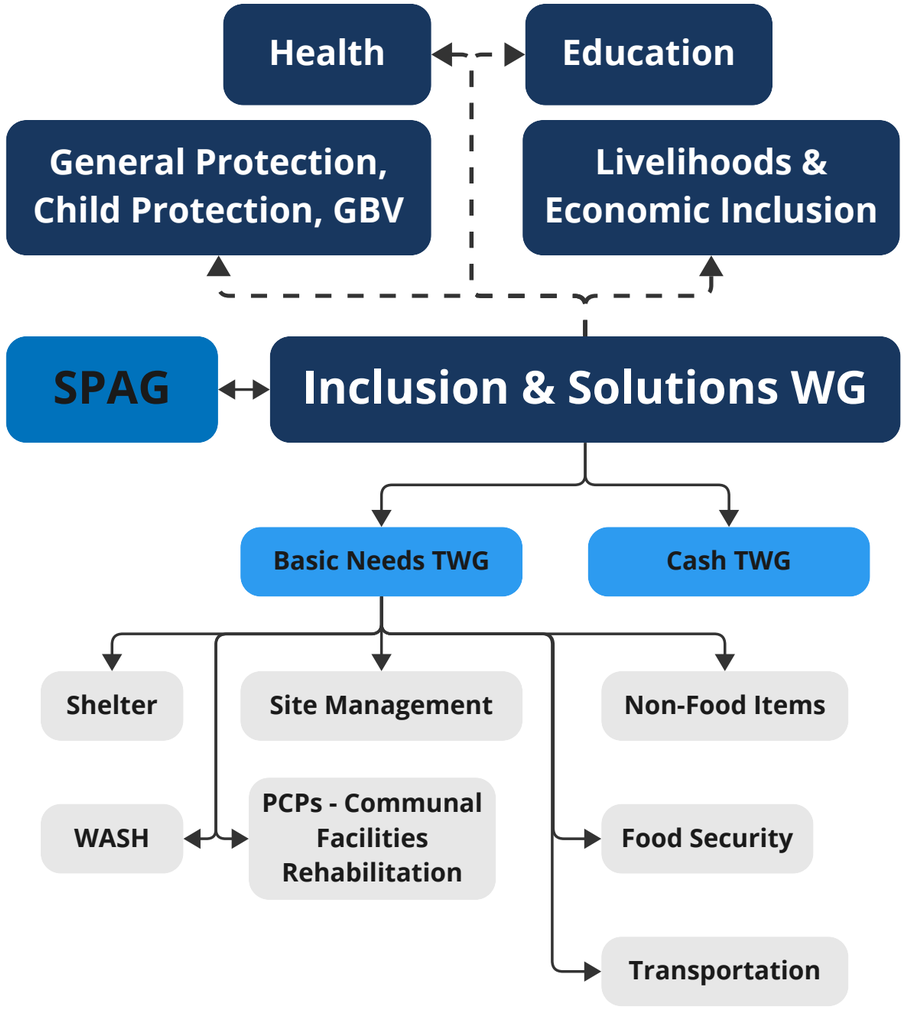
Resource Optimization:
- Fewer but more focused meetings.
- Respect limited staff and partner capacity.

Incubating Strategy Recalibration:
- Use funding shocks as a prompt to rethink and align strategies.
- Adapt approaches across sectors to new realities.

Adapting to Funding Shifts:
- Bridge humanitarian and development financing.
- Unlock new resources for refugee outcomes within broader development priorities.

Bridging Fragmented Efforts Across Scales, from Policy to Practice:
- Convene high-level policy actors and grassroots community responders to align strategies, and build coherence in our diverse yet fragmented efforts.
- Bridge humanitarian and development efforts, across macro and micro scales.
- Empower local CSOs as co-designers, integrating frontline insights to ground solutions in local realities and avoid top-down approaches.

Inclusive Development Argument:
- Investments in refugee inclusion benefit host communities too.
- Advocate for reciprocity in development financing.



The "What"

Themes we're unpacking...

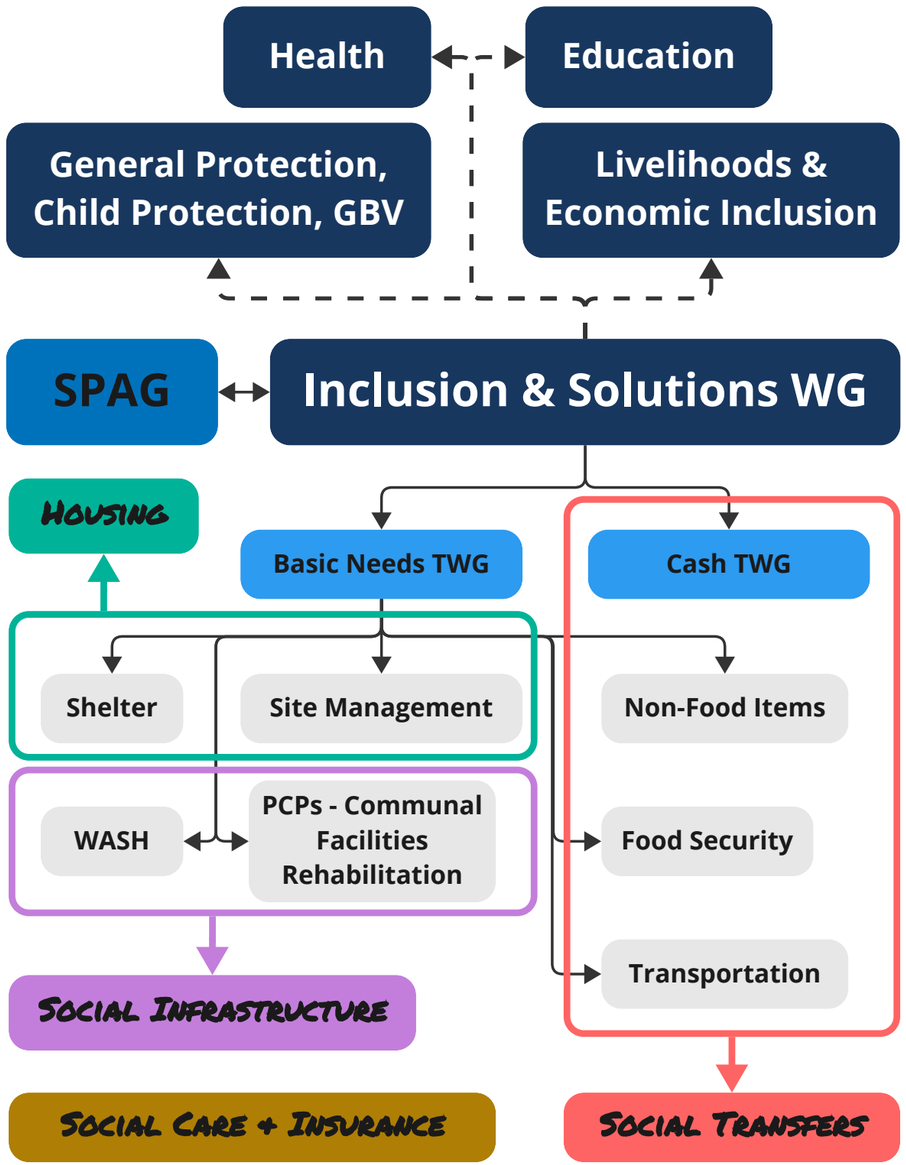
- What themes will the new group focus on to support the transition?
- What translating humanitarian sectors and the RCF structure into alignment with national systems looks like?
- Where does refugee inclusion fit within Moldova's development agenda?

What We'll Focus On

RRP 2025-2026 Objectives

RRP SO 2: Support Moldova in their efforts to include refugees in national systems – decent work, social protection, health, education, child protection services – with a particular focus on outreach and inclusion of vulnerable groups and including, age gender and disability considerations.

RRP SO 4: Advance the localization of the response in Moldova, by supporting national and local civil society, municipalities and local authorities, as well as coordination structures, sharing and building capacities and supporting sustainable programming.



Social Protection Instruments

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Non-contributory

Social assistance

Social transfers

- Cash transfers
- Vouchers
- In-kind transfers (eg, food parcels, non-food items, etc.)

Public work programmes

- Cash for work
- Food for work
- Voucher for work

Fee waivers

- School-fee waivers
- Health-visit waivers

Subsidies

- Food
- Rental
- Energy
- Agricultural inputs (eg, seeds and fertilisers)

Social Infrastructure

- Temporary accommodation
- Social housing
- Specialized institutions/ residential care
- Community centers

Social care

- Family support services
- Child protection
- Child care services
- GBV services
- Disability support
- Psychological support

Contributory

Social insurance

Social Insurance

- Health insurance and medical aid
- Unemployment insurance
- Pension, provident funds and retirement annuities

Labour market interventions

Active

- Skills training
- Language training
- Livelihood-enhancing programmes
- Financial Inclusion

Passive

- Changes in legislation (eg, improvements to working conditions and instituting minimum wage)

Temporary Protection Regime Space

Social transfers	Public work programmes	Fee waivers	Subsidies	Social Infrastructure	Social care	Social Insurance	Active	Passive
• Childcare & CwD benefit, childbirth grant • Social canteens		• Free education • Free basic healthcare & medication	• Energy-Vulnerability Reduction Fund (EVRF)	• Refugee Accommodation Centers (RACs)	• CP & GBV services • Family support	• Formal employment health insurance	• Employment programs	

Humanitarian Gap Filling

Social transfers	Public work programmes	Fee waivers	Subsidies	Social Infrastructure	Social care	Social Insurance	Active	Passive
• MPCA • NFIs, winter support • Health vouchers	• Cash-for-work and community service engagement in RACs	• Language training	• Cash for rent • Small repairs	• Rehabilitation & peaceful coexistence projects (PCPs)	• MHPSS and GBV services, including case mgmt., safe spaces, and legal/financial aid	• Advocacy for expanded health insurance access for unemployed under TP	• Vocational and language training, job matching, and second. to NEA and LPA	• TP entrepreneurship access reform and staff training on refugee employment rights

Development Gap Filling

Social transfers	Public work programmes	Fee waivers	Subsidies	Social Infrastructure	Social care	Social Insurance	Active	Passive
• Technical assistance for Cash+ and case management design, Restart Reform	• Municipal development for job creation	• Policy advisory for inclusion in health and education systems	• EVRF ops, public-private rent schemes, agri-input support	• Infrastructure support for early childhood, disability, and elderly care	• Deinstitutionalization and integrated care models, Restart Reform	• Extending social insurance and coverage for informal workers and migrants	• Job fairs, skills training, digital entrepreneurship, and SME support	• NEA/ Employment framework reforms and labor law alignment for refugees.

The "How"

Questions we're exploring together...

- How the government can be supported to meet the TPR commitments?
- What are the modalities to operationalize refugee inclusion?
- What practical instruments can turn policy into impact on the ground?

Instruments for Refugee Inclusion

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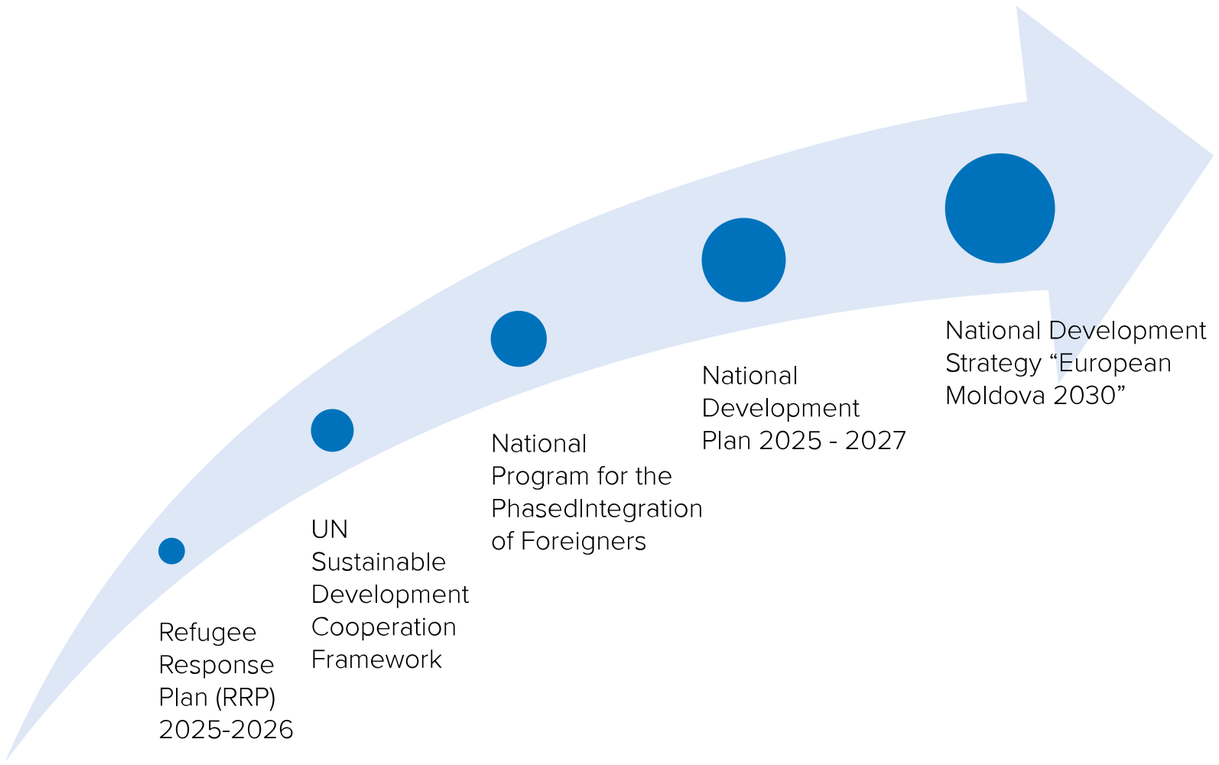
National Level

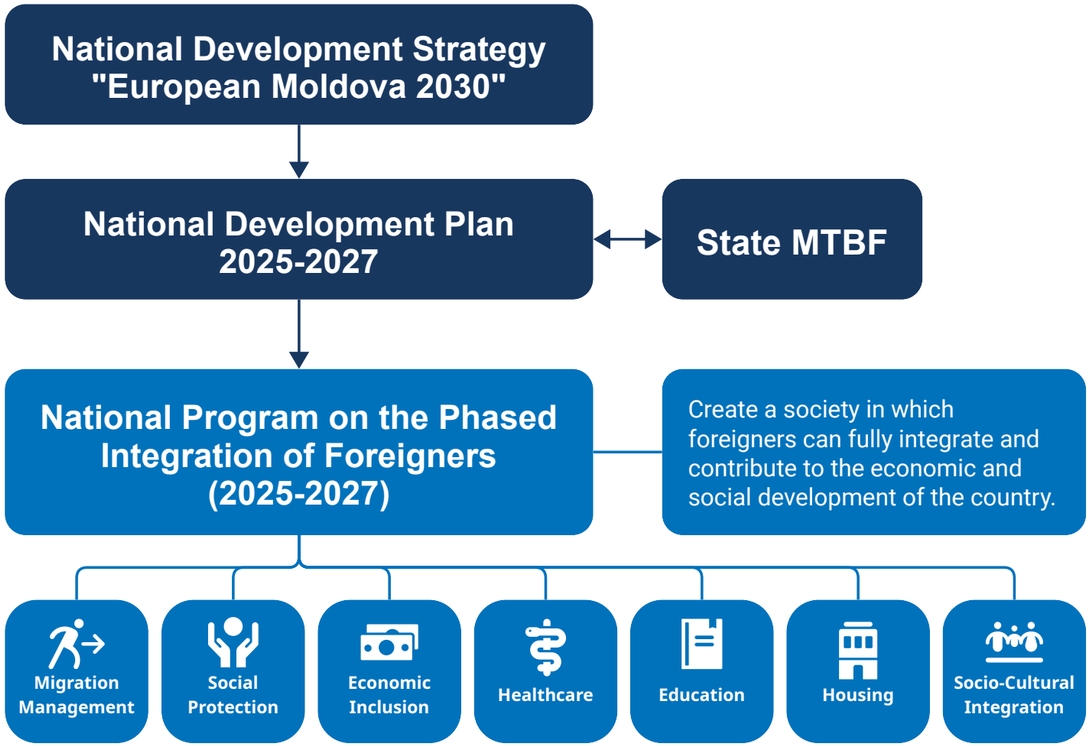


Local Level

Cities of Solidarity Initiative

- Filling Gaps in Services and Access
- Building Local Partnerships and Community Networks
- Investing in Social Infrastructure and Spaces for Connection
- Strengthening Local Capacity and Governance
- Enabling Civic Participation and Co-Design of Solutions
- Unlocking Development Finance and Donor Engagement
- Driving the Transition to Sustainable, Locally-Led Solutions
- Incubating Innovation and Strategy Recalibration

The National Program



Cross-cutting Priorities

- Child Protection
- Gender-Based Violence Prevention
- Anti-discrimination & Access to Justice
- Community Inclusion & Social Cohesion

Social Protection:

Objective: Ensure access for displaced persons to comprehensive social protection services, including cash assistance, employment support, child protection, and Gender-Based Violence (GBV) services

Target: Achieve 75% coverage of the displaced population by 2027.

Estimated Cost: EUR 78 million, of which EUR 60 million is for refugee cash

Housing:

Objective: Increase national capacity to provide adequate and decent housing solutions for displaced persons.

Target: 50% of displaced persons to have their housing needs adequately met by 2027.

Estimated Cost: EUR 2 million.

Local Action Plan Framework

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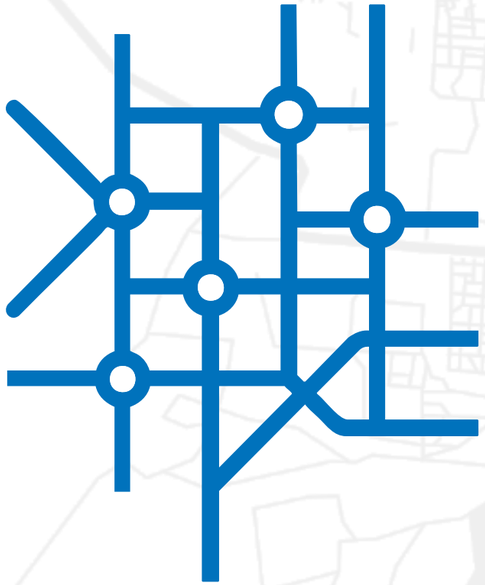
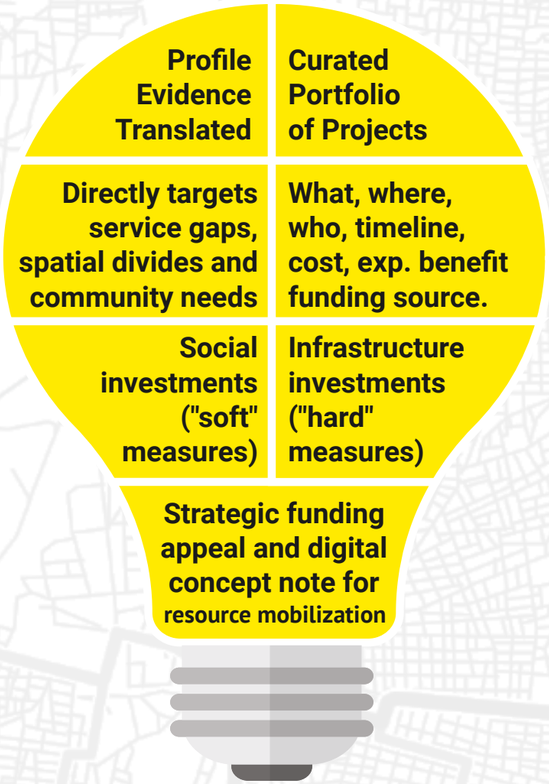
GOAL: **Create an evidence-base to focus investments in support of refugee inclusion but of benefit to both displaced and host populations.**

Community Profile
on Displacement & Service Areas

- Spatialized socio-economic data to reveal spatial inequalities and direct targeted investments where they are needed most.

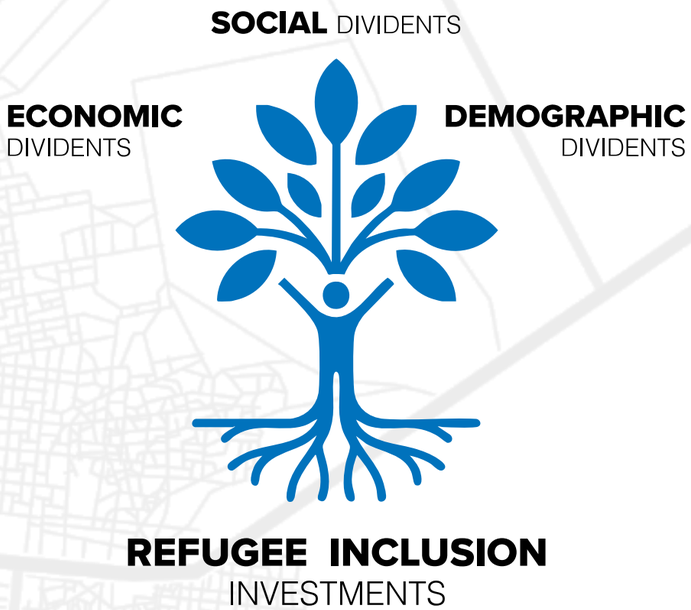


Local Action Plan
for Refugee Inclusion



Results Showcase
on Past Impact

- Demonstrating the long-term impact of past investments, as well as economic and social dividends of refugee inclusion.



Discussion:

...on Partners' Current Activities & Contributions

Partners' Current Activities

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Local NGOs, CSOs, RLOs, WLOs

From community-led action to structured gap-filling support for government systems.

INGOs

From operational delivery to strategic enablement and technical reinforcement.

GoM

UN

From shared technical support and coordination to financing and enabling reforms.

Donors

- Supporting community-based gap-filling mechanisms and fostering social cohesion.
- Outreach activities, mobile teams, and established referral pathways.
- Creating effective bridges between refugees and government services.
- Accompanying refugees to access social assistance and services, while strengthening the capacities of community social workers trained to support refugees.
- Strengthening integration centers and providing local case management.
- Identifying and addressing practical barriers to service access.
- Providing stabilization assistance to promote refugee self-reliance.
- Rehabilitating and upgrading social infrastructure.
- Delivering capacity building, technical assistance, and deploying secondments.
- Supporting systems maintenance and covering operational running costs.
- Advancing policy development, systems strengthening, and governance reforms.
- Ensuring strategic coordination across sectors and actors.
- Conducting fiscal and economic analysis, financial modeling, and building the business case for inclusion.
- Financing the transition and bridging gaps in service provision.
- Providing macro-level technical advisory and expert policy guidance.
- Incentivizing reforms and strengthening accountability mechanisms.

Mapping what partners are already doing in the inclusion space, across scales and systems:

- Reflecting on the Social Protection Instruments visual, in which areas are you currently active? (e.g., social transfers, housing, employment services, legal support, etc.)
- At what scale do you primarily operate: community level, municipal, national policy level, or cross-cutting?
- How do your activities complement or fill gaps in the government-led systems?
- Are there practical examples of successful bridges between humanitarian programming and national services?
- How do you engage with local governance structures and municipalities in your work?
- Are there areas where you see duplication or fragmentation across actors?
- What are the barriers you encounter in supporting refugee inclusion (legal, administrative, funding, capacity)?
- Which actors do you coordinate with most closely to deliver your activities?

Discussion:

...on the Role of the ISWG and Deliverables

Regional Refugee Response for the Ukraine Situation

Moldova - 2025 RRP Inter-Agency Calendar

1. RRP Reporting Timeline

Period	Activity	Deadline	Responsibility
Q2	Sector Leads submit qualitative inputs	**First week of Jul**	Sector Leads
	Partner reporting on ActivityInfo	**15 Jul**	Partners
	Q2 Report Launch	**8 Aug (Second Friday)**	IA Coordination
Q4	Sector Leads submit qualitative inputs	**First week of February 2026**	Sector Leads
	Partner reporting on ActivityInfo	**15 Feb 2025**	Partners
	Q4 Report Launch	**March 2026**	IA Coordination

2. Winter Strategy Planning

Activity	Period	Responsibility
Inter-Agency Winter Strategy Planning	**June–July**	Sector Leads / IA Coordination
Launch of Inter-Agency Winter Appeal	**15 Aug**	IA Coordination

3. RRP Planning Process

Activity	Period	Responsibility
Sector Consultations	**1–15 Sep**	Sector Leads / IA Coordination
Submission of Recalibration Parameters	**1 week after consultations**	Sector Leads
Partners adjust ActivityInfo entries	**By 30 Sep**	Partners
Review and update RRP narrative	**Until 15 Oct**	Sector Leads / IA Coordination
Submission to Regional Bureau	**~21 Oct**	IA Coordination
2026 RRP Launch (TBC)	**Jan 2026**	ISCG / Regional Bureau
2025 RRP Annual Report (Regional)	**Feb 2026**	UNHCR Regional Bureau
2025 RRP Annual Report (National)	**End Mar 2026**	IA Coordination

4. Contingency Planning

Activity	Date	Responsibility
Update of Inter-Agency Contingency Plan	**November**	IA Coordination / Sector Leads
Local Contingency Planning Workshop – Otaci	**Mid-May**	IA Coordination / Local Partners
Local Contingency Planning Workshop – Palanca	**Mid-September**	IA Coordination / Local Partners

5. SEIS

Activity	Period	Responsibility
Socio-Economic Insight Survey (SEIS)	**June–July**	UNHCR / IA M&E Group
Nexus Workshop/Process	**May**	ISCG / RCO / Nexus Leads

6. Donor Engagement & Visibility

Activity	Date	Responsibility
Inter-Agency Donor Briefings	**May, Jul, Sep, Nov**	UNHCR Rep / IA Coordination / Sector Leads
IA Newsletter (Q1–Q4)	**End Apr, Jul, Oct, Dec**	IA Coordination
Deadline for partner inputs	**2 weeks before publication**	Sector Leads / Partners

7. Coordination & Routine Tasks

Activity	Frequency	Responsibility
ISCG Coordination Meetings	**Jan, Apr, Jul, Sep, Nov**	ISCG Chair / Secretariat
Share upcoming meeting calendar	**By last working day of previous month**	Sector Leads
Upload docs, assessments to ODP	**Ongoing**	Sector Leads / IA Coordination

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What can the ISWG do to support you?

Identifying priorities for group functions, tools, and shared products:

- What are the specific gaps in information, coordination, or technical guidance you would like the group to address?
- Would you find value in a shared **mapping of actors and activities** to visualize who is doing what and where?
- How can this group help bridge understanding between humanitarian and development approaches?
- Would targeted **thematic sessions** (e.g., The National Program, Cities of Solidarity, housing solutions, fiscal space for social protection) be helpful?
- Do you see value in **bilateral consultations** or a structured **questionnaire** to deepen our mapping of needs and capacities?
- Should the group produce a **Legal Framework Analysis** to highlight policy barriers and enablers for refugee inclusion?
- How can the ISWG **better engage you in the ISCG Calendar** and clarify your expected contributions?
- Would you like us to prioritize the strategic planning workshop to define the **ISWG strategy and work plan**?
- Are there any products or outputs you feel are urgently needed but currently missing?

Thank You!

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