Regional Refugee Response for the Ukraine Situation

Inter-agency operational update

Quarter 2, 2025

Republic of Moldova

Regional Refugee Response
for the Ukraine Situation

Republic of Moldova

A refugee from Ukraine receives new clothing during a distribution at the Căușeni Community Centre, supported by UNIQLO, bringing comfort and support to vulnerable families across the country.

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Regional Refugee Response for the Ukraine Situation

Quarter 2
2025

Inter-agency operational update

REFUGEE COORDINATION FORUM | MOLDOVA

132,961 Ukrainian refugees in Moldova (30 June 2025)

Men	Women	Boys	Girls
27,188 (20%)	50,350 (38%)	28,784 (22%)	26,639 (20%)

82,387 people reached by RRP in Q2

Men	Women	Boys	Girls
8,106 (10%)	24,033 (29%)	25,189 (31%)	25,059 (30%)

1,131,031 Arrivals from Ukraine since February 2022

12,252 Third-Country Nationals from Ukraine in Moldova

75,928 Temporary Protection Holders

Current funding level

205,5 M total pledged

$ 63,25 M (31 %*) funds received*

* As reported in the Refugee Funding Tracker. The actual funding level is higher but currently is not reflected.

Number of refugees receiving Multi-Purpose Cash Assistance (MPCA)
23,951

Number of hosting family members receiving MPCA
15,675

	Recieved	Pledged
Basic needs (includes In-kind, Shelter, Wash, Food Security, Multi-purpose Cash)	$ 33,28 M	$ 89,3 M
Education	$ 1,50 M	$ 13,1 M
Protection (Including GBV & CP)	$ 14,93 M	$ 38,4 M
Health & Nutrition (includes MHPSS)	$ 6,87 M	$ 28,8 M
Livelihood & Socio-economic Inclusion	$ 4,38 M	$ 35,9 M
Not yet allocated / Others	$ 2,29 M	

Support to the Government
3,289 trained government officials

Support to Host Community
51,344 people from the host community reached

People Reached by Sector

Basic Needs
39,626

Education
30,725

Protection
20,966

Livelihoods & Economic Inclusion
2,522

Health & Nutrition
23,099

Child Protection
14,756

Gender-based violence
20,189

National Context

In the first half of 2025, the Republic of Moldova continued to provide protection and inclusion opportunities for refugees fleeing the war in Ukraine. More than 132,000 refugees remain in the country, of [1]whom nearly 76,000 are registered under Temporary Protection (TP). The Government extended the TP regime until March 2026, ensuring continuity of legal status and access to rights. Notably, TP holders' access to healthcare was reinforced: beyond emergency and primary care, they now benefit from compensated medicines and coverage for oncology, dialysis, emergency dental care, and mental health support. Amendments to the Law on Asylum also broadened entitlements for asylum seekers, delivering on a Global Refugee Forum (GRF) pledge.

A key policy milestone was the adoption of the National Programme for the Phased Integration of Foreigners (2025–2027), advancing Moldova's GRF pledge on socio-economic inclusion. The Programme charts a structured path to embed refugee inclusion into education, health, housing, social protection, and employment systems. It signals a deliberate transition from emergency response toward long-term solutions. Yet fiscal constraints are impacting its implementation: MDL 31 million was allocated against an initial MDL 400 million projection, underscoring the importance of sustained international solidarity and development financing to complement national resources.

Progress was also achieved in education. On 1 April 2025, the Ministry of Education adopted the Roadmap for the Inclusion of Refugee Children. Early implementation steps include embedding technical expertise in the Ministry and mobilizing donor support for inclusive education and accelerated learning. By the end of the 2024/25 school year, 3,498 refugee children were formally enrolled, though enrolment gaps persist, particularly among Roma children and those with disabilities. Continued investment will be critical to expand inclusive education and implement accelerated learning measures.

By 30 June, partners in the Refugee Response Plan (RRP) had supported over 82,000 people with multi-sectoral assistance: 39,600 with basic needs, 30,700 with education, 21,000 with protection services, and 23,000 with health and nutrition.

To adapt to the evolving needs and operational context, the Refugee Coordination Forum (RCF) finalized the consolidation of its coordination architecture into four thematic Working Groups: Protection (including GBV and Child Protection), Inclusion and Solutions, Education, and Health. Cross-cutting priorities continue to be addressed through dedicated Task Forces on Accountability to Affected People (AAP), PSEA, Gender, and Anti-Trafficking, as well as the Information Management Working Group. This streamlining is designed to strengthen alignment with existing government capacities and sectoral structures, to ensure coherence with national development coordination mechanisms, and to facilitate stronger engagement between humanitarian and development actors in advancing refugee inclusion.

Despite these advances, underfunding remains the most pressing challenge. By mid-year, only 31% of RRP financial requirements were met. This shortfall forced reductions in cash assistance, mental health and psychosocial support (MHPSS), gender-based violence (GBV) response, health, and livelihoods programmes. Local civil society actors, including women-led and Roma-led organizations, have been disproportionately affected by these funding gaps.

Looking ahead to the second half of 2025, the response will focus on further advancing inclusion of refugees in national systems, while maintaining targeted humanitarian support for the most vulnerable. Achieving this balance will require continued government leadership, strengthened partnerships with local authorities and civil society , particularly refugee- and women-led groups, and sustained engagement from donors and development actors.

Regional Refugee Response for the Ukraine Situation

Protection

WG Co-Chairs

Ombudsman Office and UNHCR

Partners reporting activities in Q2

RRP Partners (14 organizations)

- Acted
- ADRA Moldova
- Centru de reabilitare "OSORC"
- Children's Emergency Relief International
- Church World Service
- HEKS/EPER
- International Organization for Migration
- INTERSOS
- National Congress of Ukranians in Moldova
- Norwegian Refugee Council
- People In Need
- United Nations Development Programme
- United Nations High Commissioner for Refugees
- World Food Programme

RRP-aligned Partners (24 organizations)

- AO Biaz Gul
- AO Centrul de Drept al Avocatilor / Law Center of Advocates
- AO Interaction
- AO Padurea Noastra
- Alliance of NGOs Active in the Field of Child and Family Social Protection
- Center Resonance
- Center for the Rights of Persons with Disabilities
- Centrul Național de Formare, Asistență, Consiliere și Educație din Moldova
- Charity Centre for Refugees
- Diaconia
- Diakonia Katastrophenhilfe
- Dorcas
- Fondation de France
- HelpAge Moldova
- Humanitarian Aid Center of the Jewish Community of Moldova
- KeyStone Moldova
- Laolalta
- MOTIVATIE
- Non-Profit Partnership Center for Social and Legal Innovations "Women's Initiatives"
- RCTV Memoria
- The Ombudsman Office
- Union of Young Roma "Tarna Rom"
- Uniunea pentru Echitate și Sănătate
- Zdorovii Gorod

Key Achievement Indicators

5,268

# of individuals participating in activities promoting social cohesion and peaceful coexistence between refugees and host communities

3,867

# of Individuals receiving individual legal assistance support

7,609

# of individuals with specific needs receiving targeted protection support/assistance

87

# of government officials, NGO/CSO staff, or volunteers who have received protection-related training and/or participated in capacity-building activities

Key Achievements

Throughout the first half of 2025, the Protection Working Group (PWG) continued to strengthen protection efforts and promote the inclusion of refugees from Ukraine and other vulnerable groups. A major development was the extension of Temporary Protection until March 2026, with ongoing advocacy by sector partners contributing to discussions on durable legal status and inclusion. Legal counseling and case management services reached up to 11,500 individuals, while ongoing protection monitoring and outreach activities contributed to the early identification of persons with specific needs and protection risks.

During this period, protection actors collaborated closely with national institutions, particularly in border monitoring, GBV risk mitigation, and legal assistance. A focus was placed on inclusion and accountability through community engagement activities, including 72,173 individuals receiving information on protection risks and services through awareness raising, and participatory assessments with 212 persons, ensuring diverse perspectives that inform programming. The consolidation of Refugee Accommodation Centers continued in coordination with Basic Needs partners, with protection partners supporting the dignified relocation of vulnerable households. Across all activities, attention was given to mainstreaming gender equality, disability inclusion, and the prevention of sexual exploitation and abuse.

Challenges and Gaps

Despite ongoing efforts, several challenges remained in this first semester. Reduced funding led to the scale-down of protection activities, limited outreach, and restricted coverage in rural and underserved areas. This affected the continuity and quality of essential services, including psychosocial support and legal counselling. In addition, the absence of a clear pathway to long-term residency for TP holders creates uncertainty and limits integration prospects. The national asylum system remains under pressure due to a growing number of applications, limited processing capacity, and procedural delays, with vulnerable groups still facing barriers in accessing specialized protection services.

Government Strengthening and Engagement

Protection partners continued supporting the capacity of national and local authorities through structured training, joint monitoring, and technical assistance. During this semester, partners delivered training sessions to border police, social workers, and law enforcement personnel on refugee rights, protection sensitive procedures, and referral mechanisms. These sessions also focused on strengthening preparedness for emergency scenarios and addressing risks linked to potential increases in refugee arrivals. Additional capacity-building activities introduced government staff to recent changes in the national social protection framework under the “Restart” reform. In total, 81 representatives of state institutions participated in protection-focused training to support the gradual transition and strengthen the role of public institutions in a sustainable refugee response.

National and Local Civil Society Engagement and Support

The PWG maintained its focus on the proactive engagement of national Civil Society Organizations (CSOs) and refugee-led organizations in the refugee response. During the reporting period, the PWG supported CSOs to strengthen their operational and technical capacities for delivering legal assistance, psychosocial support, and community-based protection. On this note, Women-led and Roma-led organizations received specialized mentorship and training on resource mobilization, advocacy, and implementation of protection interventions. These partnerships have been instrumental in extending the reach of protection services, improving access in underserved areas, and promoting the local integration of refugee communities.

Refugee Participation and Social Cohesion

Refugee participation remained a core component of the protection response, with regular focus group discussions, feedback sessions, and community consultations conducted nationwide. Protection actors engaged directly with diverse groups including women, youth, older persons, persons with disabilities (PwD), and LGBTQI+ individuals to ensure that programs and services are informed by community priorities.

Social cohesion efforts included joint cultural events, community dialogues, and awareness-raising initiatives to address stigma and promote inclusion. A total of 5,628 individuals participated in activities fostering peaceful coexistence between refugee and host communities. In addition, 47 community-led initiatives and organizations received support from protection partners, reinforcing local engagement and shared responsibility in the refugee response.

Age, Gender and Inclusion

The PWG maintained a strong focus on age, gender, and diversity (AGD) mainstreaming across all activities. Efforts prioritized the inclusion of women, children, older persons, PwD, and LGBTQI+ individuals through outreach activities, participatory assessments, and specialized referrals. Community engagement and protection monitoring ensured that diverse voices informed programming, while protection actors promoted inclusive service delivery by strengthening national case management systems and referral pathways. These efforts contributed to a more accountable and inclusive refugee response that addresses the specific needs of diverse groups.

Spotlight Story

© UNHCR / Moldova / Corina Cernat / 2025
Victoria Logvinova, a former conductor from Ukraine, holds a photograph of her mentor, Viacheslav Palkin.

Victoria, an 85 years-old former conductor, never imagined leaving behind her home, career, and community. “We had no choice. It was the only way to survive.” Now living in a Refugee Accommodation Centre in Chișinău, Victoria finds solace in music. “Sometimes I still hear the orchestra,” she says. “The music is always with me.” For older refugees and persons with disabilities, displacement often brings isolation and barriers to services.

To address this, protection partners, in coordination with the government, provide cash-based assistance, medical care, assistive devices, and accessible information formats. Over 135,000 individuals have received support since March 2022. Victoria’s story reflects Moldova’s broader commitment to inclusive protection. “Love helps us move forward,” Victoria says quietly.

Regional Refugee Response for the Ukraine Situation

Child Protection

Sub-WG Co-Chairs

UNICEF and UNHCR

Partners reporting activities in Q2

RRP Partners (7 organizations)

- Catholic Relief Services
- Children's Emergency Relief International
- Church World Service
- People In Need
- Terre des hommes Moldova
- United Nations Children's Fund
- United Nations High Commissioner for Refugees

RRP-aligned Partners (11 organizations)

- Alliance of NGOs Active in the field of Child and Family Social Protection
- AO Centrul de Drept al Avocatilor / Law Center of Advocates
- Centrul Național de Prevenire a Abuzului față de Copii
- Charity Centre for Refugees
- Child and Family Empowerment Association "AVE Copiii"
- Diaconia
- Diakonia Katastrophenhilfe
- Dorcas
- Fundația Crestina Titus
- Health for Youth Association
- Union of Young Roma "Tarna Rom"

Key Achievement Indicators

14,756

# of children and caregivers who are referred and access child protection and social services

8,742

# of children and caregivers informed of child protection risks and/or parents and caregivers with improved capacities to protect children

7,374

# of children and caregivers who access MHPSS and recreational activities

2,451

# of professionals trained, supervised and technically supported on child protection and/or children's rights and/or in social services

Key Achievements

In the first half of 2025, the Child Protection Sub-Working Group (CP SWG) continued to ensure the identification and referral of refugee children at risk, deliver child-friendly services, and strengthen violence prevention initiatives. In partnership with the Ministry of Labor and Social Protection and Chisinau Municipality, over 47,000 Ukrainian refugee and vulnerable children benefited from child protection interventions. Partners provided complementary case management services for refugee children at risk, ensuring that referrals to health, education, and social services were efficiently coordinated. Through a network of child-friendly spaces, more than 7,374 children accessed mental health and psychosocial support. In parallel, adolescent-focused activities were implemented, including peer-to-peer sessions, leadership development, and thematic workshops designed to strengthen knowledge and resilience.

Challenges and Gaps

The rising number of children at risk, including refugees, is increasing pressure on child protection and social protection systems. Limited financial and human resource capacity is reflected in persistent gaps in the availability and quality of services, especially as humanitarian support declines. In the Left Bak, access remains particularly limited, with child protection largely reliant on civil society organizations.

Low school enrollment among Ukrainian children continues to raise protection concerns, as many remain in online education for extended periods, which brings concerns on social isolation with limited peer interaction, and unaddressed psychosocial needs. In response, child protection and education actors are working jointly to promote enrolment and strengthen the role of formal schools as inclusive and safe spaces.

Government Strengthening and Engagement

In this period, the CP SWG provided direct financial and technical support to the Ministry of Labor and Social Protection, Chisinau Municipality, and several local public authorities to strengthen child protection services, ensuring better access for refugee children and their caregivers. Over 2,450 professionals, including social workers, child protection specialists, specialists from guardianship authorities responsible for foster care services, and multidisciplinary team members from health, education, social and justice fields, were trained on child protection case management, Caring for Child Survivors, and interpersonal communication skills.

National and Local Civil Society Engagement and Support

The Child Protection Sub-Working Group continued to engage civil society organizations through trainings, advocacy efforts, and awareness-raising campaigns. CP CSOs contributed to strengthening local and national child protection systems by providing technical expertise, advocating for improvements, and addressing gaps in assistance, including through complementary case management. During the first half of the year, CP CSOs focused on the prevention of violence against children (including gender-based violence), adolescent engagement, delivery of child-friendly mental health and psychosocial support services, and capacity-building activities for the child protection workforce.

Refugee Participation and Social Cohesion

With the objective of promoting the meaningful participation of refugee children and adolescents in shaping the refugee response, children took part in adapted, age-appropriate focus group discussions to ensure their perspectives informed programme design and implementation. Also, adolescents participated in structured activities on sexual and reproductive health, leadership development, mentorship, and youth-prioritized topics such as family relationships and employment. In parallel, CP SWG supported the establishment and use of child-friendly feedback mechanisms to strengthen accountability and ensure services remained responsive to children's evolving needs.

Age, Gender and Inclusion

CP SWG partners continued to apply an AGD-sensitive approach across all interventions. Activities were tailored to children's developmental stages and addressed specific protection risks faced by girls and boys.

Efforts also prioritized the inclusion of children from marginalized groups, including Roma children and children with disabilities, ensuring access to specialized support and services that respond to their specific needs and vulnerabilities.

Spotlight Story

The "Children Telling Stories" Exhibition, organized by CNPAC on World Refugee Day (20 June), featured nine teenagers who fled the war in Ukraine and shared their perspectives on safe spaces through their own photography and stories.

Now in its third edition, the exhibition provided adolescents with a platform to creatively express their understanding of a "safe space," giving voice not only to their own experiences but also to those of their peers.

© CNPAC / Moldova / 2025
Teenagers who fled the war in Ukraine present their stories through photography at the "Children Telling Stories" Exhibition on World Refugee Day.

Regional Refugee Response for the Ukraine Situation

Gender-Based Violence

Sub-WG Co-Chairs

UNFPA and UNHCR

Partners reporting activities in Q2

RRP Partners (6 organizations)

- AO Biaz Gul
- HEKS/EPER
- HelpAge Moldova
- United Nations Children's Fund
- United Nations High Commissioner for Refugees
- United Nations Population Fund

RRP-aligned Partners (7 organizations)

- AO Artemida
- AO Centrul de Drept al Avocatilor / Law Center of Advocates
- Casa Marioarei
- Charity Centre for Refugees
- HIAS
- IFIS
- Pro Didactica

Key Achievement Indicators

20,189

# of individuals reached with specialized GBV prevention programming

2,378

# of individuals reached with specialized GBV response programming

2,148

aid workers and government staff trained on GBV

Key Achievements

Over 22,560 refugees and vulnerable Moldovan community members benefited from gender-based violence prevention and response interventions between January and June 2025. Of these, more than 20,100 individuals were reached through prevention and risk reduction activities delivered primarily by local CSOs across Moldova and the Left Bank. These included structured programs including the Girl Shine curriculum, and digital outreach campaigns targeting women and girls from at-risk groups, including Roma and persons with disabilities. Life-saving services, as safe accommodation, GBV case management, mental health and psychosocial support, legal assistance, gynecological care, referrals to skills training and cash support, were delivered in coordination with the national and local authorities. Capacity-strengthening remained a core priority, with over 2,370 social workers and frontline actors trained on safe disclosure, GBV risk mitigation in education, and case management. A new safe shelter for women and children was opened in partnership with the Ministry of Labor and Social Protection, supporting the National GBV Program. Additionally, ten women-led organizations received grants to implement community-based GBV prevention and response projects.

Challenges and Gaps

Significant funding reductions in the first semester of 2025 have critically affected the GBV sub-sector across Moldova and the Left Bank. Life-saving services delivered by women-led organizations (WLO) were among the most impacted, including reductions in shelter capacity, GBV prevention initiatives, empowerment activities, and information dissemination targeting at-risk groups. The availability and functionality of safe spaces, essential for fostering trust, social cohesion, and refugee integration, have also been compromised, weakening the protective environment for women and girls.

Stigma, along with limited preparedness among service providers, continues to hinder GBV disclosure. Planned capacity-building initiatives to address these gaps were also limited due to resource constraints. Disruptions in service provision risk exacerbating vulnerabilities and eroding the trust established with affected communities. While efforts are underway to align national GBV systems with international standards, including through the Government's 2023 Global Refugee Forum pledge, sustained support remains critical to ensure continuity and progress.

Government Strengthening and Engagement

GBV partners continued to support national efforts to strengthen institutional frameworks and align with international standards, including the National GBV Program, the Istanbul Convention, and Moldova's 2023 Global Refugee Forum commitments on refugee inclusion. In partnership with the MLSP, a new safe shelter was opened to provide long-term support to GBV survivors.

Capacity-building efforts included training for social workers and local social assistance departments on GBV case management. Prevention activities, including the Girl Shine program, were implemented in coordination with public institutions including schools and libraries across Moldova and the Left Bank, targeting refugee and vulnerable Moldovan adolescents.

National and Local Civil Society Engagement and Support

GBV partners continued working with CSOs led by women, Roma communities, and LGBTQI+ individuals to ensure access to services for survivors and those at heightened risk. These organizations played an essential role in delivering services and conducting outreach, particularly in underserved areas. Collaborative assessments and studies helped initiate dialogue with local authorities and community leaders to address stigma, challenge harmful social norms, and strengthen advocacy for improved GBV prevention and response. Capacity-building activities, including training and tailored mentoring, supported community organizations and Roma mediators in implementing prevention initiatives with adolescents and their caregivers throughout Moldova and on the Left Bank.

Refugee Participation and Social Cohesion

GBV partners promoted refugee engagement through continuous consultation and active involvement in the design and implementation of programs. Across Moldova and the Left Bank, psychosocial and peer support groups, as well as GBV prevention initiatives in schools and community centers, were implemented by civil society groups representing women and Roma communities, in coordination with public authorities. Conducted jointly with members of host communities, these activities contributed to the creation of safe and inclusive spaces, strengthened trust, and fostered social cohesion. They also played a key role in supporting the local integration of refugee women and girls including older persons, Roma, and persons with disabilities while helping to reduce risks related to gender-based violence, trafficking, and exploitation.

Age, Gender and Inclusion

GBV sub-sector partners delivered group activities and direct services for refugees and vulnerable Moldovans from diverse backgrounds, including older women, women with disabilities, Roma women, and adolescent girls and boys. Older women and women with limited mobility participated in support groups and received information on women's health. Refugees at-risk of discrimination, including LGBTQI+ refugees, sex workers, refugees living with HIV and refugees who use drugs, received information on GBV services and were safely referred through local partners and community peer supporters across Moldova and the Left Bank. Prevention activities also targeted the Roma community, including girls at risk of early marriage and boys, promoting gender equality and reducing stigma toward male survivors.

Spotlight Story

© Tarna Rom/ Moldova / Ana Coldar / 2025
Roma refugee girls on the Left Bank take part in Girl Shine, a GBV prevention programme to develop life skills and promote safety.

At a school in the Left Bank, adolescent girls and boys from the Roma community participated in curriculum-based GBV prevention activities through the Girl Shine program. These structured learning sessions created a safe space where adolescents strengthened trust among themselves, practiced healthy communication, and discussed issues related to physical and mental health, relationships, and personal safety. By engaging in these activities, adolescents not only gained practical knowledge for the transition to adulthood but also developed the confidence and skills to navigate challenges during this formative stage of life, contributing to safer and more accountable communities.

Gender in Humanitarian Action

Task Force Co-Chairs

UN Women & Platform for Gender Equality

In the first quarter of 2025, the Gender Task Force (GTF) finalized the Gender Analysis 2024: Recognizing and Responding to Gender Vulnerabilities in the Context of the Refugee Crisis in Moldova. The analysis highlighted the growing dual roles of Ukrainian refugee women as caregivers and income earners, a trend linked to the ongoing military conscription of male relatives in Ukraine. These shifting dynamics highlight the importance of continuous gender-sensitive assessments to inform inclusive programming. In parallel, the GTF published its 2024 Annual Activity Report, updated its Terms of Reference, reviewed its membership, and held its annual planning meeting to define strategic priorities.

In addition, regular coordination meetings helped ensure that gender considerations remained central across the refugee response. Throughout the first half of 2025, the GTF also facilitated collaboration among sector working groups—including Protection, GBV, PSEA, Livelihoods, AAP, Inclusion, Education, and Information Management—as well as with the Refugee Coordination Forum and the Platform for Gender Equality. Furthermore, the GTF reviewed sectoral Terms of Reference and assessment tools from a gender perspective, including those for socio-economic assessments, RAC monitoring, the In-Depth Educational Assessment, Area-Based Assessments, and the Multi-Sector Needs Assessment (REACH).

Regional Refugee Response for the Ukraine Situation

Inclusion and Solutions

Basic Needs | Cash Assistance

WG Co-Chairs

Ministry of Labor and Social Protection, UNHCR, UNICEF and WFP

Partners reporting activities in Q2

RRP Partners (12 organizations)

- ADRA Moldova
- Amici Dei Bambini Moldova
- Catholic Relief Services
- Children's Emergency Relief International
- Church World Service
- International Organization for Migration
- Norwegian Refugee Council
- People In Need
- Terre des hommes Moldova
- United Nations Children's Fund
- United Nations High Commissioner for Refugees
- World Food Programme

RRP-aligned Partners (11 organizations)

- Acted
- Alliance of NGOs Active in the Field of Child and Family Social Protection
- Charity Centre for Refugees
- Communitas AO
- Diaconia
- Diakonia Katastrophenhilfe
- Dorcas
- Fundația Crestina Titus
- HelpAge Moldova
- Union of Young Roma "Tarna Rom"
- Zdorovii Gorod

Key Achievement Indicators

39,626

# of vulnerable individuals receiving multipurpose cash assistance

14,450

# of individuals receiving non-food items

8,109

# of vulnerable individuals supported with cash assistance for winter needs

666

# of individuals supported with rental accommodation assistance

Key Achievements

Between January and June 2025, the ISWG partners provided multipurpose cash assistance (MPCA) to over 39,600 individuals, offering critical support in the context of limited access to state welfare systems. More than 14,400 individuals received non-food items (NFIs), while nearly 8,100 were supported with winter cash assistance, particularly important amid the energy crisis caused by the gas cutoff on the Left Bank. Complementary interventions improved access to food and hygiene services for vulnerable households. Over 660 individuals benefited from rental assistance and home repair grants, facilitating their transition to community-based living. Continued support for the remaining Refugee Accommodation Centers (RACs) ensured safe and dignified shelter for those with ongoing needs. The response across the sector was implemented by over 30 partners, through coordinated efforts with local authorities and integrated service delivery. At the policy level, the adoption of the National Programme for the Phased Integration of Foreigners marked a key step toward embedding refugee support into Moldova's national development and budgetary systems. Locally, socio-economic assessments in Comrat and Balti under the Cities of Solidarity initiative have informed municipal planning, following similar initiatives in Cahul and Ungheni. These efforts support a shift toward sustainable, area-based programming anchored in local systems.

Challenges and Gaps

Despite sustained efforts, Moldova's social protection system remains overstretched and unable to fully accommodate the needs of refugees. Beyond limited support for children and energy-related compensation, most refugees continue to rely on humanitarian multipurpose cash assistance. Funding reductions in early 2025 led to cuts in MPCA and other critical services, increasing exposure to protection risks and deepening financial vulnerability. The adoption of the National Program on the Phased Integration of Foreigners (2025–2027) reflects a policy-level commitment to inclusion; however, the allocated MDL 31 million falls significantly short of the originally proposed MDL 400 million, leading to limited fiscal space for implementation. At the local level, social services continue to face capacity constraints. Staffing shortages and limited budgets impede outreach and case management, particularly for high-risk groups. In parallel, the consolidation of RACs requires scaled-up transitional support; yet, available resources remain insufficient to ensure continuity of assistance or to facilitate durable housing solutions. These challenges highlight the urgent need for targeted development investment, sustained advocacy, and system-level capacity strengthening to support inclusive, long-term responses.

Government Strengthening and Engagement

Technical assistance was provided to the MLSP, in the development of the UAHelp Management Information System to enhance national capacities for managing refugee-related assistance. This support focused on the development and institutionalization of the UAHelp Management Information System, which was migrated to the M-Cloud digital infrastructure allowing to reduce operational costs and facilitating future government ownership. In parallel, Local Action Plans developed in selected municipalities supported decentralized planning and implementation of refugee inclusion efforts, reinforcing government systems at both national and local levels.

National and Local Civil Society Engagement and Support

To support evidence-based planning, a dynamic mapping tool was developed by People in Need, capturing detailed profiles of 725 active CSOs engaged in the response to Ukrainian refugees. This was complemented by an in-depth study examining organizational capacities, financial sustainability, and collaboration practices with public authorities. Findings from the study informed the development of a National Capacity Building Plan for civil society actors, aimed at promoting structured engagement, improving institutional resilience, and supporting the localization of the refugee response.

Refugee Participation and Social Cohesion

Refugee participation and community cohesion were central to the early 2025 response. Refugees actively shaped programming through involvement in coordination forums, planning sessions, and shelter-repair project design, ensuring interventions met real needs. Programmatic and MEAL teams regularly conducted participatory needs assessments, routine and post implementation monitoring to ensure relevant information coming from beneficiaries and stakeholders was documented and used to feed various programming. Simultaneously, RRP partners and local CSOs organized dialogue clubs, cultural and sports events, and community improvement projects alongside awareness campaigns to counter discrimination.

Age, Gender and Inclusion

In recognition of the diverse profiles and needs of the refugee population—81 per cent of whom are women and children, with 23 per cent aged 60 or above and 10 per cent living with disabilities— assistance was tailored to address the specific needs of at-risk sub-groups, including single mothers heading approximately 16% of refugee households with children, unaccompanied older persons, and individuals with disabilities. MPCA prioritized households led by women and those caring for older persons or persons with disabilities. In parallel, Winterization support and shelter repairs incorporated accessibility and mobility considerations, including the installation of ramps and improved insulation for homes of older individuals. Furthermore, community centers were made physically accessible, and information on available services was disseminated in child-friendly formats and multiple languages to ensure broader reach. Finally, feedback mechanisms actively sought the perspectives of women, youth, and persons with disabilities to inform programmatic adjustments.

Spotlight Story

© HEKS/EPER / Moldova / Ramin Mazur / 2025
Ella, a refugee mother of four, on a sunny day, taking a quiet moment to reflect on her journey- grateful for the warmth of new friendships, community support, and the hope that grows stronger each day.

Ella is a mother of four. After fleeing the war in Ukraine, she found safety and hope in Basarabeasca. Through the community-based 'Golubka' project funded by HEKS/EPER, she joined creative workshops that offered psychological relief and a sense of purpose. Drawing, sculpting, and painting became more than hobbies -they became a lifeline to express herself in a safe space.

Her children now thrive in local schools and sports, forming bonds with both refugees and locals. Ella's journey shows how creativity and sense of compassion can transform hardship into healing, offering not just shelter, but a future. Integrated psychosocial support activities by communities for communities show enhanced impact and sustainability.

Regional Refugee Response for the Ukraine Situation

Education

WG Co-Chairs

Ministry of Education and Research | UNICEF and UNHCR

Partners reporting activities in Q2

RRP Partners (13 organizations)

- Amici Dei Bambini Moldova
- Catholic Relief Services
- Church World Service
- Laolalta
- National Congress of Ukranians in Moldova
- Norwegian Refugee Council
- People In Need
- Plan International
- Terre des hommes Moldova
- United Nations Children's Fund
- United Nations Development Programme
- United Nations High Commissioner for Refugees
- WeWorld

RRP-aligned Partners (9 organizations)

- Alliance of NGOs Active in the Field of Child and Family Social Protection
- Centru de reabilitare "OSORC"
- Centrul Național de Prevenire a Abuzului față de Copii
- Child and Family Empowerment Association "AVE Copiii"
- Diaconia
- Diakonia Katastrophenhilfe
- Dorcas
- The Ombudsman Office
- Union of Young Roma "Tarna Rom"

Key Achievement Indicators

30,605

# of refugee and vulnerable Moldovan children and adolescents benefiting from remedial, catch-up and language classes, skills development or any other form of non-formal education

2,122

# of teachers, psychologists, school staff and caregivers benefiting from inclusive education, innovative pedagogies, MHPSS, learning support, child social and emotional well-being and other capacity building trainings

37

# of children and adolescents supported to continue their learning online using Ukrainian (or other) learning platforms inside school-settings

34

# of refugee children, adolescents, and youth (including Roma refugee children) supported to officially enroll in Moldovan educational institutions

Key Achievements

By the end of the 2024/2025 school year, 3,498 refugee children were formally enrolled in Moldova's education system, including 980 in preschools. As a key highlight, the EduTech Labs initiative concluded in June 2025, supporting 2,145 children, including 735 from Ukraine, through online learning, Romanian language classes, robotics, remedial education, and mental health and psychosocial support. Building on these efforts, in April 2025, the Ministry of Education and Research (MER) approved the Roadmap for the Inclusion of Refugee Children in Moldova's Education System. As part of it, the Refugee Education Working Group (REWG) is supporting MER in developing a preparatory program to support refugee children's rapid integration into Romanian-speaking schools, covering language, history, and civic orientation. In parallel, to strengthen enrolment monitoring, MER and the Ministry of Internal Affairs (MIA), with support from REWG, are rolling out a national tracking mechanism in line with Article 17 of the Temporary Protection Directive, which requires caregivers to declare their child's education status to local education departments. During the same period, partners also worked to enhance youth engagement through Regional Pupil Councils, career guidance, mentorship, and online learning on gender equality and mental health. Lastly, a qualitative assessment in the Left Bank identified key education gaps for refugee and disabled children, which will inform education interventions in the region.

Challenges and Gaps

Despite progress in refugee enrolment, many refugee families continue to prefer online education modality, primarily due to language barriers. Other challenges to enrolment include the lack of catch-up support in schools, limited capacity, uncertainty about the duration of stay in Moldova, and pendular movement between Moldova and Ukraine. Furthermore, Roma refugee children and children with disabilities continue to face specific barriers that hinder their access to quality, inclusive education. In this context, the planned rollout of the enrolment monitoring mechanism is a positive development; however, technical and institutional challenges may impact its timely implementation. It must be noted that the mechanism does not monitor school attendance, which remains difficult to track for children studying online. Adding to these challenges, donor funding cuts are affecting overall fundraising efforts for the Roadmap for the Inclusion of Refugee Children in the Education System, particularly for components that require adjustments to the government budget. Thus, several pillars —especially related to Inclusive Education and Accelerated Learning Program—remain underfunded, limiting the scale-up of inclusive services, language support, and non-formal education opportunities.

Government Strengthening and Engagement

To support the transition towards nationally led refugee education, MER, with REWG support, finalized and formally approved the Roadmap for the Inclusion of Refugee Children in the Education System on 1 April 2025. This roadmap outlines strategic actions to expand access to inclusive, quality education for refugee learners. Following its approval, MER organized a high-level launch event and initiated bilateral donor outreach to mobilize funding for priority components, including inclusive education and accelerated learning.

To strengthen implementation, a technical expert was embedded at MER to support coordination, monitoring, and fundraising, while a communications consultant was recruited to enhance public outreach and engagement with refugee communities. Together, these measures contribute to strengthening institutional capacity and promoting national ownership, while addressing constraints related to limited fiscal space and the integration of refugee education into Moldova's broader education system.

National and Local Civil Society Engagement and Support

During this semester, CSOs continued to deliver critical education services, including support for enrolment in public schools, Romanian language classes, catch-up programs, and digital education through EduTech Labs. In addition, non-formal education activities such as life skills and digital literacy training remained key for adolescents and out-of-school children. Organizations also intensified efforts to include refugee children with disabilities and from Roma communities through targeted outreach and adapted programming. Furthermore, CSOs facilitated community engagement around physical enrolment and contributed to the delivery of teacher training on inclusive education. Through close coordination with MER and local authorities, these interventions remained locally relevant, complementary to national efforts, and responsive to emerging needs.

Refugee Participation and Social Cohesion

In the first semester of 2025, MER, together with REWG partners, carried out field visits and consultations with refugee caregivers, school staff, and students in RACs, schools, and at the central level. These engagements addressed key concerns from refugee families—such as school enrolment, language barriers, and curriculum adaptation—and informed more responsive planning and implementation. Collaboration with Ukrainian civil society organizations strengthened outreach to refugee communities and maintained regular feedback channels. At Taras Shevchenko School in Chișinău, for example, sustained engagement with parents and teachers helped preserve four classes taught in Ukrainian (Grades I, IV, V, and VI) following the Moldovan curriculum. To promote social cohesion, inclusive education activities brought together Moldovan and refugee children through summer camps, school excursions, and sports events, fostering peer interaction and intercultural understanding.

Age, Gender and Inclusion

Following an AGD approach, and with the support of CP actors and CSOs, social workers and mobile teams were deployed to RACs to carry out protection screenings and refer children to education services such as enrolment support, access to EduTech Labs, and attendance monitoring. As a result, school enrolment improved, particularly among Roma refugee children. In several RACs, all school-age children—including those who had never previously attended school—were confirmed as enrolled and regularly participating in formal education. To address systemic barriers, the Roadmap for the Inclusion of Refugee Children includes dedicated components for Roma children and children with disabilities, focusing on access to inclusive services, preparatory classes, and targeted teacher training aimed at creating a more accessible and responsive education system for all learners.

Spotlight Story

© Unicef / Moldova / 2025
Igor, a 9-year-old refugee from Ukraine, attends the EDUTech Lab at Mihail Lomonosov Lyceum in Hîncești.

When 9-year-old Igor fled the war in Ukraine with his family, his parents worried about how he would continue his studies in Moldova. Following online classes alone at home proved difficult, and Igor missed the structure and interaction of a real school environment. This changed when he joined the EduTech Lab at Mihail Lomonosov Theoretical Lyceum in Hîncești. Established with support from UNICEF and People in Need, the Lab provides refugee and Moldovan children with access to modern technology, extracurricular activities, and flexible learning opportunities. In the current school year, more than 600 refugee children joined over 1,200 Moldovan peers in shared after-school programs that promote learning and social cohesion. For Igor and many peer refugee children, the Lab offers both continuity in education and a chance to build lasting friendships.

Regional Refugee Response for the Ukraine Situation

Health and Nutrition

WG Co-Chairs

Ministry of Health and WHO

Partners reporting activities in Q2

RRP Partners (9 organizations)

- Church World Service
- INTERSOS
- International Organization for Migration
- Project HOPE
- United Nations Children's Fund
- United Nations Development Programme
- United Nations High Commissioner for Refugees
- United Nations Population Fund
- World Health Organization

RRP-aligned Partners (13 organizations)

- AO Biaz Gul
- Alliance of NGOs Active in the Field of Child and Family Social Protection
- Charity Centre for Refugees
- Diaconia
- Diakonia Katastrophenhilfe
- Health for Youth Association
- HIAS
- Laolalta
- RCTV Memoria
- Speranța Terrei
- Union of Young Roma "Tarna Rom"
- Uniunea pentru Echitate si Sanatate
- Zdorovii Gorod

Key Achievement Indicators

4,962

# of healthcare workers trained to provide health services, including clinical management IPC and MHPSS to refugees and host population

14,493

# of refugees whose medical services, medicines, and medical products were covered

3,451

# of individuals covered with curative and prevention services

94

# of simulation exercises conducted

Key Achievements

Between January and June 2025, the Health and Nutrition Working Group (HNWG) in Moldova addressed both immediate health needs and longer-term structural challenges. Amid the energy crisis, health partners supported contingency planning to safeguard essential services and protect vulnerable populations. Building on the Humanitarian-Development-Peace (HDP) Nexus, the refugee health integration plan was aligned with the 2025–2027 National Development Plan, reinforcing Moldova's framework for the gradual inclusion of foreigners. Following the extension of TP, refugees retained access to the national health benefit package, while those registered with a family doctor continued to receive emergency, pre-emergency, primary, and specialized healthcare, including essential medicines and supplies. To facilitate access, the Ministry of Health, in collaboration with the HNWG and the General Inspectorate for Migration, launched an Inter-Agency awareness campaign combining in-person information sessions with the distribution of updated multilingual materials. Topics covered included family doctor registration, available services for pregnant women, the importance of vaccination, and general access to public healthcare. Health workers, mediators, and refugee community members played a key role in delivering the campaign, helping bridge the gap between available services and community understanding.

Challenges and Gaps

Access to healthcare remains one of the main challenges for the refugee population in Moldova. Of the 66,200 individuals under TP, only 12,418 are registered with a family doctor, leaving most without effective access to the national healthcare system. This severely limits their ability to receive essential medical services. Although the national benefit package was extended, specialized, assistive, and rehabilitative care—particularly for persons with disabilities and those in need of palliative support—remains limited. Meanwhile, recent humanitarian funding shortages and systemic underfunding have widened resource gaps, weakened service delivery, and further overstretched public infrastructure. Moldova's national budget alone cannot sustain health services for refugees, underscoring the need for predictable international financing. Systemic and administrative constraints further limit refugee inclusion, as the absence of an integrated digital system at the National Health Insurance Company (NHIC) results in paper-based documentation and parallel reporting.

Government Strengthening and Engagement

During the reporting period, the health sector continued to strengthen the capacity of national and sub-national institutions to address refugee needs through training, technical support, and preparedness planning. Over 600 healthcare workers received training in emergency clinical management, while more than 1,000 enhanced their knowledge of immunization practices. Additionally, 80 professionals from multiple sectors were trained in child and adolescent mental health, 50 hospital-based staff serving as sub-national focal points were trained in Clinical Management of Rape (CMR), and 96 pre-hospital emergency responders received training on obstetric emergencies. Simulation exercises were conducted to test and improve hospital readiness for mass casualty incidents, contributing to broader efforts to strengthen the resilience of Moldova's health system. To help sustain the refugee health benefit package, the Multi-Partner Trust Fund (MPTF) continues to subsidize service costs covered by the National Health Insurance Company (NHIC) for refugees in 2025. This mechanism remains essential for ensuring uninterrupted access to essential health services in the context of ongoing funding constraints.

National and Local Civil Society Engagement and Support

The HNWG worked closely with national institutions and CSOs to strengthen access to health services and improve health literacy among refugees and the host population. In particular, local organizations played a central role in health mediation and inclusion efforts, delivering community-based services that supported peaceful coexistence and improved health outcomes. These efforts included the immunization of over 15,000 individuals and providing families with key information on obtaining disability status for children under Moldovan legislation. In addition, HNWG members promoted cervical cancer prevention, gender equality, and workplace inclusion, with joint activities aimed at increasing awareness and access to health services for both Moldovan and refugee women in formal employment. Together, these initiatives contributed to building more equitable, informed, and resilient community health environments.

Refugee Participation and Social Cohesion

Between January and June 2025, health promotion activities engaged both the host community and Ukrainian refugees on key health topics, including immunization, nutrition, mental health and psychosocial support (MHPSS), and the prevention of non-communicable disease (NCD) risk factors. To strengthen outreach, ten Ukrainian nationals with medical backgrounds were selected and trained as health mediators in Moldova, including in the Left Bank, to provide health information and guidance to refugees. By June 2025, these mediators had facilitated over 120 information sessions in more than 20 cities across seven regions, reaching nearly 1,687 refugees. In parallel, HNWG members conducted two sessions with refugee parents to equip them with tools to foster critical thinking, emotional intelligence, adaptability, and cooperation among adolescents.

Age, Gender and Inclusion

The HNWG continued to apply the AGD approach across all interventions, with particular attention to Roma refugees, older persons, women and girls, and persons with disabilities. To address specific needs, mobile health teams, health mediators, and community outreach initiatives were adapted to identify and remove barriers faced by these groups. In addition, awareness campaigns and health information materials were made accessible in multiple languages and formats. Together, these measures helped reduce disparities in access and demonstrated the sector's ongoing commitment to health equality and the inclusion of at-risk groups, both in emergency service provision and in efforts to strengthen the national health system.

Spotlight Story

© WHO CO / Moldova / 2024
Yuliia Ivashutkina, a Ukrainian refugee who found safety in Moldova after fleeing the war in 2022.

When Yuliia Ivashutkina fled Ukraine two weeks after the war began, her priority was finding safety for her children. After arriving in Bălți and later relocating to Chișinău, she focused on rebuilding a stable environment. Her daughter quickly received vaccinations and enrolled in school, while her son continued his studies at the Academy of Music, Theatre and Fine Arts in Chisinau. With support from WHO and Moldova's national health system, the family accessed preventive care and medical services.

"We received not only treatment, but understanding," Yuliia says. Working as a copywriter at a local NGO, she supports other refugees by sharing information on available services. For Yuliia, Moldova has become a second home. Thanks to the extension of Temporary Protection until March 2026, her family enjoys stability and access to inclusive services. Stories like Yuliia's show how coordinated health, education, and protection efforts help displaced families regain dignity and rebuild their lives.

Regional Refugee Response for the Ukraine Situation

Livelihoods and Economic Inclusion

WG Co-Chairs

State Chancellery and UNDP

Partners reporting activities in Q2

RRP Partners (11 organizations)

- Amici Dei Bambini Moldova
- AO Padurea noastra
- AO SOS AUTISM
- Church World Service
- International Organization for Migration
- People In Need
- UN Women
- United Nations Children's Fund
- United Nations Development Programme
- United Nations High Commissioner for Refugees
- World Vision International

RRP-aligned Partners (10 organizations)

- Acted
- Alliance of NGOs Active in the Field of Child and Family Social Protection
- AO Biaz Gul
- AO Centrul de Drept al Avocatilor / Law Center of Advocates
- Charity Centre for Refugees
- Diakonia Katastrophenhilfe
- Dorcas
- Helvetas
- HIAS
- National Congress of Ukrainians in Moldova

Key Achievement Indicators

960

# of refugees receiving employment services (e.g., job matching, vocational/ language training)

251

# of refugees receiving entrepreneurship training or business development support

1,147

# of eligible refugees enrolled in national social assistance schemes

54

# of refugees receiving grants or microfinance support to start or expand their own businesses

Key Achievements

In the first half of 2025, the Livelihoods and Inclusion Working Group (LSWG) focused on strengthening institutional capacity, building partnerships with civil society, and addressing legal and administrative barriers to economic participation. At the same time, partners delivered integrated training that combined soft and hard skills—such as accounting, entrepreneurship, marketing, and financial management—with business development support. Vocational education and Romanian language courses were offered in multiple cities, including the Left Bank, while five public early childcare facilities were upgraded to support women's participation in the workforce. In parallel, the national employment platform DILO.MD provided job listings, training opportunities, and career counselling, reaching 534 people and facilitating over 100 job placements by mid-year. The group also produced analytical studies on refugee entrepreneurship and self-employment, creating an evidence base for advocacy and programming. Furthermore, close coordination with the Education and Protection sectors ensured that cross-cutting barriers—such as skills gaps, recognition of qualifications, and access to childcare—were addressed comprehensively. Together, these efforts advanced refugee inclusion in local economies while strengthening the systems and partnerships needed for sustainable impact.

Challenges and Gaps

The sharp reduction in available funding for refugee programs in the first quarter of 2025 led to the scale-down or suspension of key services, particularly those supporting economic inclusion. Although partners implemented mitigation measures, their reduced field presence limited refugees' access to timely information and decreased the capacity to provide hands-on support. Moreover, smaller grant amounts constrained the scope of individual business projects and income-generating activities, reducing the effectiveness and sustainability of interventions. As a result, both refugee and host community members were affected, and in some locations, the situation placed additional strain on social cohesion. Ultimately, the contraction of services disrupted programme continuity and slowed progress toward self-reliance, underscoring the urgent need for predictable, multi-year funding to sustain livelihoods efforts and support inclusive recovery.

Government Strengthening and Engagement

The LIWG supported national efforts to expand refugee access to employment by collaborating with the National Employment Agency (NEA) to develop a referral module within the agency's portal. This module enables the posting and promotion of free employment and self-employment opportunities—offered by NGOs as well as public and private actors—for both refugees and vulnerable members of host communities. In parallel, LIWG partners delivered soft skills training to staff from employment and social assistance services. Members also worked with the Agency to jointly promote training and self-employment programs—through initiatives such as a dedicated job fair—and to strengthen coordination among local actors providing livelihood support. These efforts increased the visibility of available services and helped broaden access to labor market opportunities.

National and Local Civil Society Engagement and Support

CSO members of the LIWG worked to address service gaps, strengthen capacities, and amplify refugee voices. Their efforts supported awareness-raising and advocacy for improved access to livelihoods and social inclusion. In partnership with grassroots organizations, the group implemented 27 local project initiatives, advancing the localization of assistance and reaching marginalized and hard-to-reach communities in the northern and southern regions. This cooperation not only extended the reach of services but also helped strengthen the project implementation capacity of partner organizations.

Refugee Participation and Social Cohesion

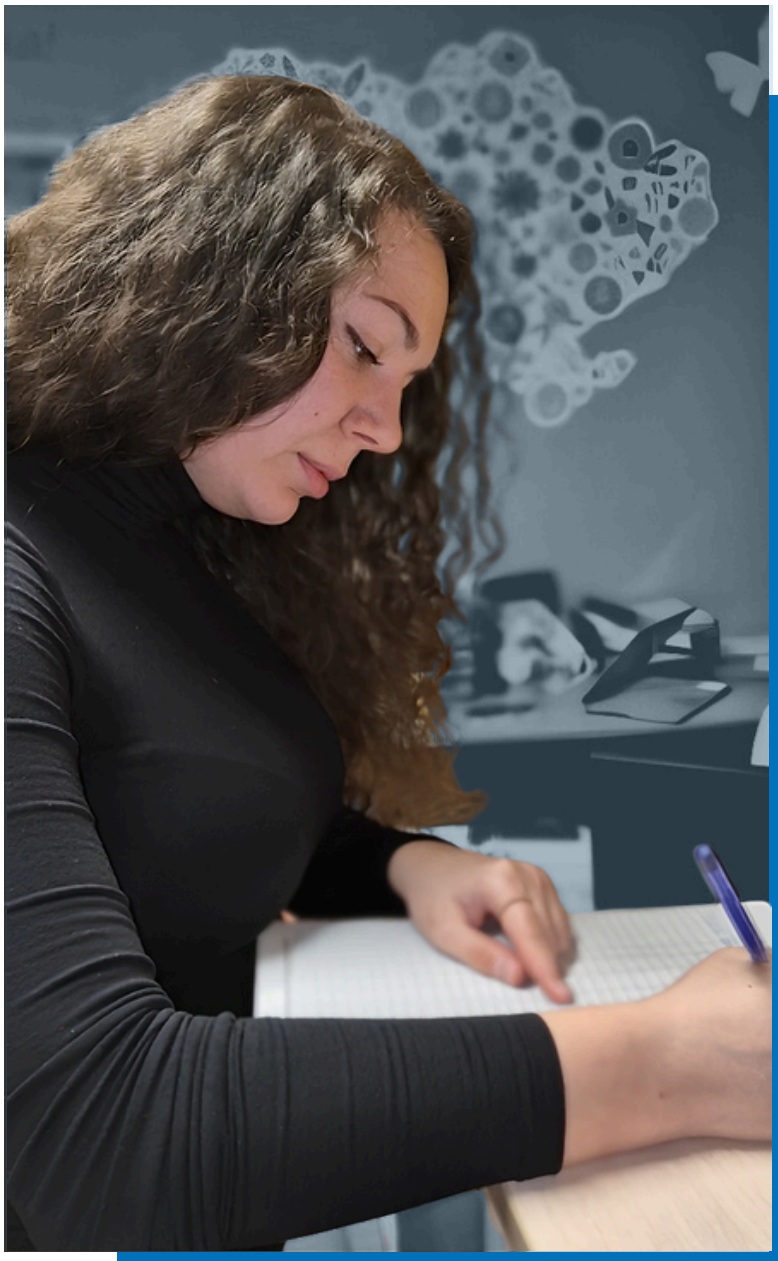
In the first semester of 2025, the LIWG fostered refugee participation and strengthened social cohesion through community-based activities, including World Refugee Day, Vyshyvanka Day, Hederlez Festival, and Ukrainian heritage celebrations. These events highlighted resilience and encouraged mutual understanding between displaced and host populations. Complementing these efforts, focus group discussions, public information sessions, and cultural gatherings facilitated dialogue that deepened community bonds and promoted empathy. Moreover, the CulturAll platform brought together over 80 participants from diverse backgrounds to share cultural practices and engage in informal social interaction. Building on these efforts, the Working Group applied “dialogue through practice” approaches, integrating refugee-led and community-driven initiatives into broader livelihoods programming, thereby reinforcing inclusion and community engagement.

Age, Gender and Inclusion

Through the use of disaggregated data, community consultations, and gender-sensitive risk assessments, the LIWG tailored interventions to improve access for underrepresented groups. Entrepreneurship and vocational training opportunities were adapted to ensure the participation of women, persons with disabilities, older persons, and others at risk of exclusion. To further promote inclusive employment, support was extended to persons with disabilities through workplace mediation and tailored job counselling.

At the same time, community spaces were equipped with assistive devices to enhance access for individuals with visual impairments. Efforts to strengthen social inclusion also included targeted outreach to engage Roma women in local women’s groups—particularly those addressing gender equality and GBV prevention—ensuring their active participation in community decision-making and support networks.

Spotlight Story



After the war erupted, Nana, a social worker from Odesa, arrived in Chișinău. Despite her professional experience, her limited Romanian language skills made finding work difficult.

“I wanted to continue in my field, but every door seemed closed,” she recalls.

Through the ROBOTA Project, she received career counselling and was connected to dilo.md, a job platform listing vacancies open to non-Romanian speakers. Soon after, she became an administrator at the “Azbuka” School, working in a Ukrainian-speaking environment and supporting displaced children.

The ROBOTA Project helps refugees overcome linguistic and bureaucratic barriers to employment, fostering both independence and inclusion. By linking people to relevant opportunities and developing inclusive tools, it strengthens social ties and economic resilience. “Now I feel useful again,” Nana says. “I can work, I can help, and I can belong.”

© NCUM / Moldova / 2025
Nana, a social work specialist from Odesa, found employment in Chișinău through the ROBOTA Project after fleeing the war.

Regional Refugee Response for the Ukraine Situation

Accountability to Affected People

Task Force Co-Chairs

National Congress of Ukrainians of Moldova and Laolalta

Key Achievements

Throughout the first semester of 2025, the Accountability to Affected Population (AAP) Task Force strengthened refugee participation through information sharing, feedback collection, and inclusive community engagement. Guidance on access to services, legal status, education, and health was disseminated through 73 digital posts on Facebook, Telegram, and Viber, reaching over 82,000 people from refugee and host communities. At the same time, 7,765 individual inquiries were answered through social media channels, mainly related to education, health, and protection, helping to reduce misinformation and improve access to rights. Information sessions in Chișinău and other regions engaged 1,502 participants, including 1,000 Moldovan service providers, which fostered more coherent communication between institutions and affected populations.

Feedback from communities was gathered through in-person consultations, online group monitoring, and targeted surveys. This data informed two Social Listening Reports that guided improved outreach, including on GBV risk mitigation and child protection. The 2024 Participatory Assessment was validated in 2025 and transitioned into a continuous model based on quarterly focus groups and rapid reporting, enabling real-time program adjustments. Refugee participation was also reinforced through the launch of a Refugee Council in Cahul, created via open voting, while Ukrainian House in Chișinău and regional Community Centers delivered 147 capacity-building sessions for 2,439 beneficiaries. Lastly, during the report period the Refugee Support Green Line handled nearly 10,000 calls, remaining a primary channel for information and feedback.

Challenges and Gaps

The main challenge faced by the AAPTF in the first half of the year was the impact of budget cuts across the response. Several partners had to scale down or reduce the frequency of activities, particularly those related to direct community engagement and feedback collection. While efforts to integrate refugee voices in planning and service delivery continued, limited staff capacity and funding constrained consistent follow-up. Refugees in some rural communities also faced barriers such as reduced access to services and language obstacles, which limited their ability to engage fully. These challenges are primarily driven by structural underfunding and insufficient investment in community engagement.

Government Strengthening and Engagement

In the first half of 2025, AAP efforts focused on strengthening institutional capacity and improving coordination with public authorities. The "Education Without Barriers" webinar, conducted in February brought together 87 education officials and school leaders. Procedures for enrolling refugee children were explained, supporting alignment across institutions. In June, up to 1,000 social workers participated in an online session on disability status and related benefits for refugee children. Another session on university admissions addressed questions submitted by refugee families, with responses provided by education and migration authorities. At the local level, authorities engaged more actively in community centers and public discussions, responding to feedback and adjusting services.

National and Local Civil Society Engagement and Support

AAP partners work closely with civil society organizations and refugee-led groups to maintain two-way communication and strengthen refugee participation. More than 400 group sessions and events were organized through community centers, including peer support activities, thematic workshops, and volunteer-led initiatives. CSOs helped extend outreach to a wider audience, with joint actions focusing on access to healthcare, disability status procedures, and engagement with adolescents and caregivers. They also supported events promoting interaction between refugee and host communities. These collaborations helped address capacity gaps and improved coordination across sectors and regions.

Refugee Participation and Social Cohesion

In the first half of 2025, refugee children and their parents contributed to the design and implementation of community-based activities aimed at inclusion and cohesion trough feedback mechanisms. Fifteen social cohesion events held across multiple locations engaged 965 participants—446 from Ukraine and 516 from Moldova. Activities such as "Unity Through Words" and "Vyshyvanka Day" enabled joint participation in public events and symbolic actions. Refugee input shaped content and format, with feedback collected during each session. Partnerships with local actors facilitated consistent engagement and awareness of rights and services. These initiatives supported interaction between refugee and host communities and helped embed participatory approaches into local engagement practices.

Age, Gender and Inclusion

AAP activities were designed with age, gender, and diversity in mind. With the support of municipal authorities and social workers, the AAP Task Force distributed printed informational materials to reach older people, women (including single mothers), and persons with disabilities. Refugee-led groups organized peer support sessions, mental health groups, and workshops tailored to diverse needs, including for LGBTQI+ refugees and Roma communities. FGDs were conducted in multiple languages and with attention to accessibility. These efforts helped reduce exclusion and ensured more voices were heard in decision-making processes.

Spotlight Story

© Laolalta / Moldova / 2025
Children take part in an English language class launched in response to refugee feedback supported by IOM Moldova and partners

Partners increasingly integrated refugee feedback into program design. In response to beneficiary input, IOM Moldova, Millenium, NRC, Caritas, and others launched or re-launched Romanian and English language courses. Where classes were reduced or closed in some centers, other organizations stepped in to ensure continuity and sustained access to high-demand language training. Refugees also expressed strong appreciation for the expanded range of vocational courses—such as IT, accounting, beauty, and culinary programs—which aligned with their professional goals and supported long-term integration and self-reliance.

Regional Refugee Response for the Ukraine Situation

Disability and Age

Task Force Co-Chairs

UNHCR, OHCHR, Keystone Moldova (KHS) and Help Age

Key Achievements

As of the end of June 2025, the DATF had supported 7,600 refugees and host community members with disabilities, as well as older persons, through individual assistance. This included legal aid, the distribution of hygiene kits (such as diapers), the provision of assistive devices (e.g. wheelchairs, toilet chairs, walkers, and canes), rehabilitative therapy (including physiotherapy and autism support), and access to eye care services. In addition, as part of its response to the energy crisis on the Left Bank of the Dniester River, the DATF carried out a rapid needs assessment on the challenges faced by persons with disabilities and older people, the findings of which guided the broader Refugee Coordination Forum's overall response. Furthermore, in collaboration with the Ministry of Labor and Social Protection, the DATF developed informational materials outlining procedures for refugee children with disabilities to access state allowances and disability status determination in Moldova. These materials were then disseminated through Local Refugee Coordination Forums (LRCFS), Community Centers, and online platforms. During the same period, the disability hotline provided information support to more than 2,600 Moldovans and refugees. Finally, over 500 people took part in group and recreational activities, as well as information sessions on rights and available services, which aimed to improve mental well-being and foster inclusion between refugee and host communities.

Challenges and Gaps

In 2025, refugees with disabilities—particularly adults—continue to face limited access to state services due to legal and structural barriers, as only children with disabilities are eligible for state disability allowances. Furthermore, access to national health insurance is restricted to those with formal employment, which remains rare among persons with disabilities and older persons. The reduction of funds in early 2025 further compounded these challenges, significantly affecting service delivery and forcing several DATF members to scale down targets or close programs. This, in turn, deepened existing service gaps, particularly in rehabilitation services and the provision of assistive technologies. Moreover, rehabilitative care through the public system remains largely inaccessible and underfunded in Moldova, affecting not only refugees with disabilities and older refugees but also the local population.

Government Strengthening and Engagement

The DATF strengthened government capacity by working with the MLSP to develop informational materials on disability determination and allowances for refugee children with disabilities. Disseminated through Local Coordination Forums and community centers, these materials enhanced national institutions' understanding and responsiveness, thereby fostering the longer-term inclusion of refugee children with disabilities in state services.

National and Local Civil Society Engagement and Support

The DATF has worked closely with civil society, particularly Organizations of Persons with Disabilities (OPDs), which play a critical role in both service delivery and community engagement. During the energy crisis, OPDs were instrumental in conducting a rapid needs assessment, enabling the timely identification of priorities for PwD and older people, and informing appropriate response measures.

Their proximity to affected populations and trusted community presence remains essential for outreach, monitoring, and advocacy. Building on this collaboration, the DATF continues to promote the active participation of CSOs in planning and implementation, ensuring that community voices remain central to response efforts.

Refugee Participation and Social Cohesion

The DATF promoted meaningful refugee participation by facilitating inclusive group activities, information sessions, and direct engagement with over 500 refugees with disabilities and older persons. In addition, community feedback mechanisms ensured that service delivery remained responsive to evolving needs.

Together, these initiatives strengthened mutual understanding, built trust, and reduced social isolation. Moreover, they enabled the DATF to adapt programming to better align with community priorities, thereby reinforcing refugee participation and promoting stronger cohesion at the local level.

Age, Gender and Inclusion

Under an AGD approach, DATF partners provided individualized support tailored to age, gender, and disability profiles. To promote inclusion, mental health and recreational activities brought together older persons from both host and refugee communities.

Moreover, the use of disaggregated data and participatory methods helped tailor services and identify under-recognized needs, which in turn informed programming and enhanced access to services, dignity, and agency — particularly for highly marginalized individuals.

Spotlight Story

© Keystone Moldova / Moldova / 2024
Dedicated hotline services for people with disabilities support the access to specialized services under a referral system

An adult with a severe disability, who had never been registered with identity documents, was able to access specialized support through Keystone Moldova. For years, long-standing social barriers had prevented the family from completing documentation procedures during the person's childhood. With the support of the Keystone's disability hotline (STAGPD) the family began the process to obtain citizenship by birth and to establish the degree of disability.

As a result, the individual was granted indefinite disability status. However, the absence of legal identity continued to restrict access to social benefits, medical care, and legal protections. Recognizing the urgency of the case, SATGPD submitted an official request to the Public Services Agency, highlighting the family's vulnerability and advocating for a solution.

Regional Refugee Response for the Ukraine Situation

Protection from Sexual Exploitation and Abuse (PSEA)

Network Co-Chairs

Church World Service, WeWorld and IOM

Key Achievements

In the first semester of 2025, the PSEA Network advanced the implementation of interventions aimed at strengthening prevention and response to SEAH in Moldova. During the first quarter, nine staff members from local and international organizations completed the SEAH Investigation Qualification Training Scheme (IQTS), raising the number of certified investigators in the country to 18 within the past year. This achievement forms part of the Network's broader efforts to expand its capacity to respond promptly to SEAH cases and to build local expertise for a national pool of investigators currently under development. Another key achievement during the reporting period was the rollout of the Misconduct Disclosure Scheme (MDS), supported by the development of Guidelines for its implementation within the Moldovan legal framework.

The MDS is an inter-agency initiative aimed at preventing the recruitment of individuals with a record of SEAH. To operationalize the scheme in Moldova, two training sessions were conducted with 20 local and international organizations. As a result, seven organizations have already drafted or amended internal policies to adopt the MDS with support from the PSEA Network. Finally, to reinforce local engagement, 21 organizations participated in training on the UN Implementing Partner (IP) Capacity Assessment Protocol, which provided a clear overview of PSEA requirements for UN partners and clarified how specific elements—such as investigations—are addressed through complementary processes within the Network.

Challenges and Gaps

The significant decrease in funding at the start of 2025 forced PSEA Network members to review the action plan and adjust both interventions and scope of activities. As funding prospects remained uncertain, the revised plan was only finalized and endorsed in the second quarter, ensuring that priorities remained realistic and achievable. At the same time, the establishment of a national pool of SEAH investigators requires the participation of investigators with advanced expertise, who are currently not available in the country. To address this gap, the PSEA Network is working jointly with the PSEA Network in Ukraine and the CHS Alliance, to enable the remote participation of experienced investigators when required. This approach not only reduces costs but also ensures that investigations are conducted in a timely and survivor-centered manner.

National and Local Civil Society Engagement and Support

To strengthen the capacity of local organizations partnering with the UN to meet mandatory PSEA requirements, 21 staff members from CSOs received training on the UN Implementing Partner (IP) Capacity Assessment Protocol. The sessions reinforced organizations' understanding of the concrete actions required to comply with partnership obligations, while also providing greater clarity on the scope of each assessment component and its cross-cutting impact on operations. In addition, the training of local SEAH investigators and the establishment of a national investigator pool respond to the challenges faced by some organizations—particularly smaller ones—in meeting the investigation capacity requirement of the IP Capacity Assessment, thereby ensuring access to specialized support when needed. In parallel, and as part of localization efforts, the Network delivered PSEA trainings based on the IASC package to staff from 12 organizations, including the Green Line, thereby enhancing their ability to address SEAH cases in a timely and survivor-centered manner.

Refugee Participation and Social Cohesion

The regular implementation of PSEA activities—such as awareness-raising, trainings, and refresher sessions—helps ensure a safe environment for refugees to receive assistance and access services, while minimizing protection risks. In addition, the systematic display of awareness messages through visual materials (posters, videos and leaflets) in key assistance locations equips refugees with essential information to recognize potential risks and report misconduct. These efforts strengthen conditions for their active participation, not only in accessing assistance but also in spaces of discussion and decision-making.

Age, Gender and Inclusion

Ensuring safe access to assistance requires recognizing that risks of sexual exploitation and abuse are influenced by AGD factors. All activities of the PSEA Network are planned through an AGD lens, taking into account specific needs in accessing information and complaint mechanisms.

Trainings on SEAH are likewise designed to reflect gender diversity and address the complexity of cases that may arise in the field. This approach strengthens accountability and ensures that prevention and response measures remain inclusive, survivor-centered, and effective.

Anti-Trafficking Task Force

Task Force Co-Chairs

State Chancellery, IOM, La Strada

Key Achievements

In the first half of 2025, coordination between the Anti-Trafficking Task Force (ATTF) and the Inter-Ministerial Working Group on Counter-Trafficking facilitated cross-sectoral exchange and enabled partners to identify persistent gaps while aligning on strategic priorities. A total of 823 staff members from governmental and non-governmental actors, including the National Referral Mechanism for Victims (NRMV), received training on proactive law enforcement practices, victim protection and assistance, and approaches to combat trafficking in human beings. Moreover, the piloting of the Victim Protection Coordinators mechanism within the Ministry of Labor and Social Protection marked an important step toward institutionalizing a more effective framework for victim identification, referral, and support. At the same time, two anti-trafficking hotlines remained functional on both banks of the Nistru River, together with one online platform on the right bank for reporting child sexual abuse materials. During this period, approximately 2,500 vulnerable individuals received direct assistance, with refugees comprising 40% of those supported. In addition, 17 Moldovan victims of trafficking were formally identified and provided with tailored protection and assistance services.

Challenges and Gaps

Shifts in trafficking trends have positioned the Republic of Moldova not only as a country of origin and transit, but increasingly as a destination for victims, including those trafficked for emerging forms of exploitation, such as surrogacy. The growing use of digital platforms to recruit potential victims has further complicated detection efforts, resulting in the need for stronger operational capacities and greater digital literacy among frontline responders. These developments underscore the importance of regularly updated training, expanded services for foreign victims, and enhanced institutional flexibility. At the same time, capacity constraints remain a critical concern. The reduction of specialized staff within the Centre for Combatting Trafficking in Persons of the Ministry of Internal Affairs, combined with persistent turnover in law enforcement and social sectors, undermines victim identification and hinder the effective prosecution of trafficking-related crimes. Reintegration support, healthcare access, and compensation mechanisms for victims also remain insufficient, as many services depend heavily on short-term external funding. In February 2025, a ruling by the European Court of Human Rights found Moldova in violation of its obligations to protect an intellectually disabled woman from labor and sexual exploitation. This case revealed systemic gaps in victim protection and highlighted the urgent need for internal standard operating procedures tailored to the specificities of the anti-trafficking context. Addressing these institutional shortcomings is therefore essential to strengthen accountability and ensure victim-centered protection.

Government Strengthening and Engagement

During the period of report, the ATTF trained 39 law enforcement officials from the General Inspectorates of Police and Border Police, as well as regional prosecutors' offices, on proactive investigation approaches to trafficking in human beings (THB), child trafficking, and related crimes, with a strong emphasis on victim-centered procedures and inter-institutional cooperation. In parallel, and with ATTF support, the MLSP trained 379 specialists on operationalizing the National Referral Mechanism for Victims (NRMV), aiming to strengthen coordination, information-sharing processes, and access to services for both Moldovan and refugee victims of trafficking. To consolidate this progress, four Victim Protection Coordinators were embedded within the MLSP to lead coordination at local and municipal levels, ensuring systematic case management and the prevention of THB. Furthermore, infrastructural support advanced as two shelters for victims and potential victims of trafficking, including refugees, were refurbished in Chișinău and Hîncești.

National and Local Civil Society Engagement and Support

In 2025, CSOs continued to play a key role in the ATTF. On the right bank, RRP partners provided comprehensive assistance to families and individuals at risk, including survivors of trafficking, gender-based violence, and labour exploitation. On the left bank, CSOs primarily focused on ensuring access to legal, social, and medical services. the anti-trafficking hotline on the left bank remained Moreover, in a positive step towards strengthening protection mechanisms, an essential channel for early intervention and access to services, while also serving as a key tool for awareness-raising efforts targeting both refugees and vulnerable community members.

Refugee Participation and Social Cohesion

During the reporting period, the TGF conducted regular information sessions on THB and GBV prevention across Moldova, with particular attention to individuals in vulnerable situations, including refugees. These sessions engaged community mediators, local leaders, and host communities, thereby fostering greater awareness and active participation. In parallel, to enhance the responsiveness of anti-trafficking programs, the ATTF piloted an assessment of AAP policies and practices among CSOs providing services to refugees. This initiative aimed to ensure that feedback mechanisms are effectively embedded into service provision and that affected populations—especially refugees—are actively involved in shaping and evaluating the support they receive.

Age, Gender and Inclusion

The ATTF designs its interventions, including awareness-raising sessions and direct assistance, using an AGD approach that is tailored to address the needs of specific population groups, including ethnic minorities.

In addition, the Task Force collects disaggregated data by age, gender, disability, and other diversity factors, ensuring that the specific needs, risks, and capacities of all groups are accurately reflected in its interventions.