INTER AGENCY UPDATE #8 (9-12th of April 2022)

Photo: Government of Republic of Moldova

MOLDOVA REFUGEE RESPONSE

413,374 Arrived in Moldova since 24 February

98,240 Remaining in Moldova

65% women

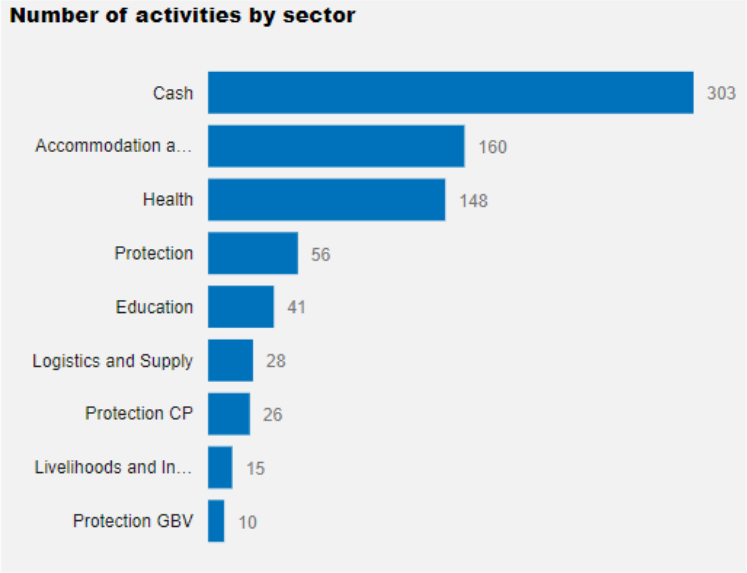
36% Children

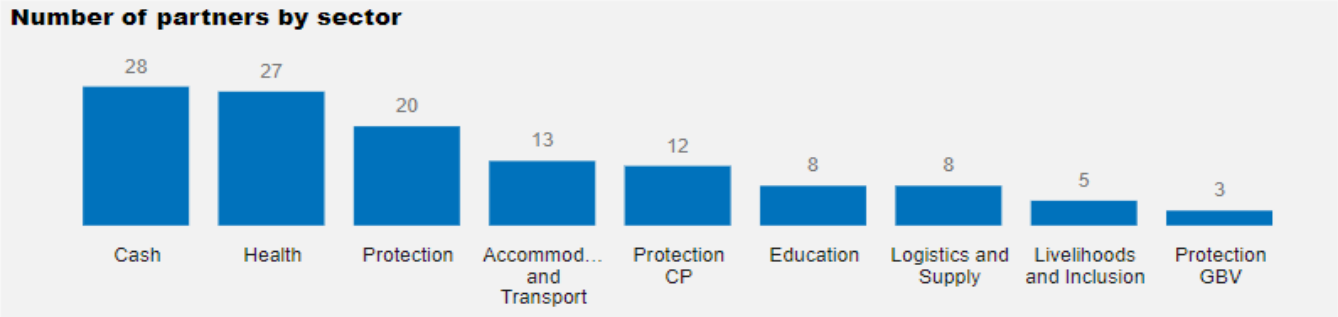
Launched on 1 March 2022, the green line (0800 800 11) is a helpline dedicated to refugees in Moldova. The helpline received over 10,500 calls between 1 March and 8 April from Ukrainian refugees as well as Moldovan citizens seeking information on how to donate or directly assist refugees. The helpline team assists refugees in resolving a variety of issues, including obtaining information about organizations providing advice, support, and information for refugees.

Timeline of response

- **24 Feb** Refugee influx
- **24 Feb** Identification of temporary accommodation centers
- **24 Feb** 080001527 Green Line launched
- **28 Feb** Single Crisis Management center set up
- **3 March** 78 Refugee Accomodation Center opened
- **3 March** EU ministers activated temporary protection directive for Ukrainians
- **7 March** Procedures for importing humanitarian aid simplified
- **8 March** First Refugee Coordination meeting
- **8 March** EU Solidarity with Ukraine
- **22 March** First flight to Austria under the EU Solidarity
- **31 March** Single crisis cell re-organised to Joint Crisis Management Center
- **5 April** Moldova Support Platform launched

Updates in numbers – Sector and partners





SECTOR HIGHLIGHTS

This section brings you on the ground coverage of activities by partners

Protection

- During the reporting period, 139 vulnerable refugees were assisted via air transfer to EU countries as part of the EU Solidarity platform. So far, 774 refugees have been assisted through air transfers from Moldova to Austria, Germany, and Latvia via ten flights. UNHCR and IOM are collaborating on this response.
- UNHCR, in close coordination with the EU Solidarity Platform and IOM, improved protocols for ongoing air transfer operations, formalized workflows, ensured provisions for people with disabilities, and integrated flight schedules between member states.
- UNHCR's partner ACTED has distributed more than 300 free SIM cards to date to support Ukrainian refugees to access information, stay connected and seek help. ACTED has also provided free internet coverage at the Palanca border crossing point (BCP) for humanitarian workers and refugees.
- UNHCR and partners maintain a regular presence at the border crossing points to provide protection interventions, counselling, referrals, and monitoring.
- UNHCR is leading the community level protection monitoring response at the refugee accommodation centres (RACs), BCP, and transportation hub. Under this exercise, UNHCR plans to visit nine BCPs to assess the protection risks and needs in the coming week. The monitoring exercise will help to make evidence-based programmatic interventions and protection responses.

- Through the referral pathways task force, UNHCR and partners have developed a local referral pathway for Chisinau and are currently working on developing referral pathways for the rest of the country. A clear and comprehensive referral system will be established in areas where humanitarian partners are present so that refugees will know where to go for timely and effective assistance. The referral pathways are a critical component of the protection of individual case management system.
- UNHCR operates six protection desks at the cash enrolment centre for refugees at Chisinau (Moldexpo, Lev Tolstoy), Causeni, Cahul, Orhei, and Balti. The protection desk assists with counselling, identifying vulnerable individuals, and making referrals.
- IOM visited two sites identified by national authorities as locations for potentially establishing additional temporary border crossing points. The two locations are used for pedestrian crossings and have been identified in line with the national contingency plan.
- The Disability Taskforce chaired by Keystone Moldova with the support of the UN Human Rights Office (OHCHR) identified the following issues, lack of mechanisms for identification/mapping of persons with disabilities, limited accessibility of infrastructure, information about services, assistive technologies. In addition, there is a need to strengthen the capacities on disability inclusion of relevant stakeholders involved in refugee response. The task force advocated the same with the Government.
- The Ministry of Labour and Social Protection allocated 10% of places in two shelters with improved mobilities for persons with mobility disabilities due to the advocacy of OHCHR, Keystone Moldova, Center for the Rights of Persons with Disabilities (CDPD) and Alliance of Organization of Persons with Disabilities. CDPD evaluated the accessibility of those centres and is fundraising for increasing the physical accessibility of the centres.

Gender-Based Violence (GBV)

- The Ministry of Labour and Social Protection briefed the GBV sub-working group (GBV-SWG) on the Republic of Moldova's National Anti-Trafficking Response. The briefing will help the GBV-SWG to situate their response within the existing structure and develop a common understanding.
- GBV-SWG is reaching out to humanitarian workers , particularly those who provide food, shelter, or cash and represent non-GBV or Gender specialized organizations working directly with refugees on the frontlines to provide training on the guiding principles and benefits of the referral pathway for survivors and avoid potential re-victimization.
- The Organization for Security and Co-operation in Europe (OSCE) purchased 90 sets of emergency kits (including 50 for women and 40 for children) and prepared them for distribution to shelters and local NGOs in Chisinau, Drochia Tiraspol and Drochia. The emergency kits contain pyjamas and slippers.

Child Protection

- UNICEF and NGO partners received a request to continue to scale-up support for anti-bullying in schools. UNICEF is now working with Terre des Hommes to further this work.
- UNICEF met with UNHCR and UNFPA to support the development of women's spaces at main crossing points and RACs.

Supply and Logistics

- WFP is supporting the Government of Moldova and international partners with warehousing services through a government-owned warehouse (3,000 sqm) and a WFP-leased warehouse (1,200 sqm).
- UNHCR handed over 21 off-road vehicles to the Ministry of Internal Affairs (MIA) of the Republic of Moldova to support the Government's response to the refugee crisis in Ukraine. The vehicles will be used by the border police of the Republic of Moldova to strengthen mobility and increase monitoring capacity.
- From 03 April to 10 April, WFP managed 93 consignments out of the 112 requests received; two requests were cancelled by the consignee; 17 are in progress.
- WFP supported the Ministry of Interior to dispatch 60 metric tons of assorted humanitarian cargo to Odesa, Ukraine.
- WFP, in consultation with the Government, provided Food Safety and Quality training to

the National Agency for Food Safety (ANSA), which issued a decree and a circular appointing national focal points to inspect daily beneficiary reception centres to monitor foodstuffs. This is the first time that WFP SCOQ (Food Safety & Quality) has achieved a partnership of this nature with the relevant government institution during an emergency.

- IOM Moldova has extended support to IOM Ukraine for the procurement of First Aid Medical kits (2,919 pcs.) for the State Customs Service (SCS) of Ukraine and the State Border Guard Service (SBGS). The goods have been handed over at the Palanca BCP.

Accommodation and Transportation

- UNHCR convened the first meeting with WFP, UNICEF, ACTED, CRS, IOM, Moldova for Peace, and Solidarités to discuss the mid-to-long term strategy for refugee accommodation, encompassing support to host communities, engagement with civil society, and linkages to local and national initiatives.
- UNHCR, IOM, and ACTED continue to work together to support refugees with transportation at Palanca and Otaci BCPs.
- As of 09 April, WFP and Cooperating Partners have provided 97,938 hot meals to an average of 2,110 people three times a day in 33 different localities/regions and 83 centres. WFP chairs the Moldova Food Security Sub-Working Group and expects coverage to grow countrywide.
- UN Women reached 1,150 women and children with the most necessary items and services, including in the Transnistria region.
- Keystone Moldova supported 45 families with a family member with a disability with the nutrition packages, assistive equipment, and medications through the Mobile team and 30 persons with disabilities with information, psychological counselling, and reference services through the Hotline service for persons with disabilities- 080010808.
- Fiecare Contribuie Pentru Schimbare NGO from the Criuleni district supported 35 persons with disabilities with housing services, transportation, medication, and hygienic packages.
- SOS Autism NGO is housing 22 families with persons with autism, where the families are provided with nutrition and medical services. Eight children with autism are supported with rehabilitation services.
- Motivatie NGO supported 25 persons with mobility disabilities with adapted transportation.
- NGO Eco-Răzeni and Floare de cireș Social Enterprise, in collaboration with the International Labor Organization (ILO) and IM Swedish Development Partner, prepared and delivered over 14,300 portions of food to eight refugee centres in Laloveni district and Chisinau municipality during March 2022.
- The European Union provided €100,000 through its "EU4Moldova: Focal Regions" Programme, implemented by UNDP and UNICEF, to support the local authorities of Cahul and Ungheni to respond to the needs of refugees from Ukraine. A batch of humanitarian aid has been delivered to temporary shelters in Cahul and Ungheni, consisting of home appliances, light generators, electric heater fans, electric air heaters and flashlights. Three hundred beds, 350 mattresses, 700 sets of bed linen, duvets, and towels will be donated in the next few days.

Education

- UNICEF, together with the local authorities, launched a Youth Centre in Chisinau. The centre is expected to provide a wide range of services to refugee and host populations.
- UNICEF is working to open up two additional child-friendly spaces in Chisinau.
- UNICEF is working with NGO partners to carry out a rapid assessment of educational needs. It is expected to be finalized in the coming month.

Health and Nutrition

- The new WASH RAC Coordination sub-working group met on Sunday 10 April, for the first time. The sub-working group will take a multi-sectoral approach to address the needs of RACs.
- UNICEF is working with Health for Youth, the Ministry of Health, and Ministry of Education to carry out an assessment and activities related to COVID-19 response in schools. This work is likely to be finalized by the end of summer.

- UNICEF supported the launch of a 'green line' for mental health, which is accessible for both the host and refugee populations.
- Since last week, the daily average refugee population reached by WFP and partners has increased to 60.6% from 54% last week.
- Low Vision NGO supported 13 persons with visual disabilities with diagnostic and rehabilitation services. Two persons will also be supported with assistive equipment.

Livelihood and Inclusion

- ILO is planning the design and implementation of Local Employment Partnerships (LEPs) to integrate refugees and other disadvantaged groups in four districts in Moldova. The LEPs will provide opportunities for activation, job creation and transition to formality through specific services lines (entrepreneurship and business advisory services; access to finance/credit opportunities; access to equipment and/or related skills training; wage subsidies for integration of refugees and other vulnerable individuals).
- UN Women is integrating refugees into the ongoing STEM/ICT education and jobs activities and providing access to pre-accelerator/accelerator programs for business development and employment opportunities. Refugees residing in the Transnistria region received targeted support from UN Women to access services, counselling, information, and other current needs.
- Monday.com, in partnership with UNDP, piloted a data collection exercise (survey) at the Palanca BCP and designed a platform to store and analyse the data. In 72 hours, over 320 refugees registered within the platform. The data can be used by the National Employment Agency and Migration and Asylum Bureau for further action and communication with the refugees.
- UNDP launched a funding competition for digital solutions for accessing public services dedicated to refugees from Ukraine who have come to Moldova. The selected solutions will be funded by a maximum amount of $40,000, but not more than 50% of the total value of the proposal.
- Through the EU funded Confidence Building Programme and Cross-river Cooperation Platform, UNDP conducted a needs assessment of the educational and psychological needs of the children's refugees. Recreational activities for 40 children from both banks located in refugee centers (teachers, psychologists, animators) on both banks were conducted.
- ACTED is planning to employ 20 Ukrainian refugees currently living at Moldexpo and three other RACs in Chisinau for sorting the items at the Moldova Film warehouse.

Cash-based intervention

- 11,000 individual refugees have been enrolled and issued bank cards for UNHCR's MPCA programme, of which 84% are women, and 11% are persons over the age of 60. Five enrolment centres are operational in the country, with mobile teams supporting enrolment in other locations. Over USD 1.3 million has been disbursed by the UNHCR cash programme. UNICEF is partnering with UNHCR to provide cash assistance to refugees.
- WFP and UNHCR produced a common factsheet on cash assistance in Moldova in an effort to facilitate common public messages.
- WFP Moldova is providing cash assistance to communities hosting two or more refugees for more than one week in Moldova (one-off USD 190 payments) through Western Union, Posta Moldovei or directly to the beneficiaries' bank accounts. So far, 604 eligible families have received assistance.
- WFP set up a hotline to address queries and feedback on the cash assistance to host communities and has received over 350 calls since 08 April. Callers remain predominantly women (75%), middle-aged, living in Chisinau.
- FAO is planning to provide cash to refugees and host families to purchase agricultural materials such as seeds and fertilizers. The estimated needs amount to USD 3 million for 2022, and this funding envelope is yet to be mobilized.
- Between March 13 and April 10, 1,089 refugee and 15 TCN families have benefitted from voucher assistance. 1,104 vouchers have been distributed across six districts in Moldova (Anenii Noi, Chisinau, Cimislia, Criuleni, Ialoveni). The value of each voucher is 1,000 Moldovan leu and can be redeemed at Linella and Fidesco supermarkets throughout the country. During the CBI distribution, IOM has

also provided protection leaflets focused on safe migration, the risks of trafficking in persons, and how to claim asylum in Moldova.

Information management

- REACH and UNHCR lead an inter-agency discussion on Assessment and Analysis to update Light Multi-sector Market Assessment (MSMA), Secondary Data Review with DEEP.
  UNICEF, in cooperation with UNHCR and other agencies, is supporting the Multi-Sector Needs Assessment (MSNA) of refugee families and children that ACTED/REACH is conducting. The initial results are planned to be available in June

Moldova refugee inter-agency coordination

For more information, please contact:

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