



SECTOR WG/SWG/TASKFORCE

AAP Task Force

Meeting Details	
Date	15 July 2022
Time	12h- 13h
Chair	Natalia Kropivka, Protection Officer
Reporting	Catalina Sampaio, Associate Inter-Agency Coordination Officer
Email	sampaioc@unhcr.org
Agenda	
<ol style="list-style-type: none"> 1. Updates from the partners 2. Presentation of the Learning Needs Assessment 3. Discussion of the AAP TF work plan 4. AoB 	
Information collection and relevant links	
<p>Link to operational data portal: https://data2.unhcr.org/en/situations/ukraine/location/10784</p> <p>Link to the AAP TF shared drive folder: AAP Taskforce</p>	
Participants	
Natalia Kropivka, Assistant Protection Officer, UNHCR	Kyrylo Prykhodko, Program Coordinator, National Congress of Ukrainian in Moldova
Mariana Pateraki, DRC	Katrine Nkoy, Programme Support Officer, IOM
Adriana Bzovii, communication officer, UNICEF Moldova	Doina Marzuolo, PSEA Officer, IOM
VITALIE POPOV, Green Line 080080011 manager	



Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
<p>Updates from the partners</p>	<p>Help Line Manager, Green Line – 080080011</p> <ul style="list-style-type: none"> To ensure that feedback from persons of concern is systematically received and responded to, a standard interagency system was established for recording feedback, which is forwarded to the relevant organization for action. The service is open all week between 8 am and 10 pm. Since the program began, approximately 22.000 calls have been received. However, the number of calls decreased during the last weeks. The Green Line service is available in Roman, Ukrainian, and Russian. Most of the calls are related to Nutrition, CASH assistance for refugees, and request for information on RACs/accommodation centers. <p>UNHCR</p> <ul style="list-style-type: none"> Informed that the Green Line system is under discussion in the Refugee Coordination Forum/Sector Leads to become the interagency complaint and feedback mechanism, considering the extensive database of the system. <p>IOM</p> <ul style="list-style-type: none"> IOM informed the opening of Communication Information Centers. The service will count on face-to-face (in person) and remote assistance. Until the moment, four different locations have been evaluated for the site. The information provided in the Communication Information Centers will be according to the needs assessment findings. IOM keeps NFI distribution activities. IOM informed that a dedicated AAP staff will soon join the team to work on the existing information platforms. <p>DRC</p> <ul style="list-style-type: none"> DRC informed the gap in information and services for refugees in the regions/outside Chisinau. The refugee community in the municipality does not have information on rights and services. <p>National Congress of Ukrainians in Moldova</p>	<p>- It was agreed that every time partners request to open a hotline or a complaint mechanism, the matter will be discussed for agreement in the AAP Task Force.</p> <p>-National Congress of Ukrainians will share a calendar/schedule with the main topics of the Ukrainian TV and Radio programmes for AAP members to contribute to the content of the information being transmitted (i.e., raise awareness about the Green Line services etc.).</p>



	<ul style="list-style-type: none"> The organization shared positive activities ongoing on TV and Radio, with Ukrainian-speaking news and Romanian subtitles. Now there are 2 Tv programs and 1 radio station (Moldova 1) rolling out with information about refugees. Unfortunately, many xenophobic and hateful comments were shared as a response. 	
DRC Presentation of the Learning Needs Assessment	<ul style="list-style-type: none"> DRC shared a presentation with the main finding on the Learning Need Assessment conducted with their Implementing Partners. The main feedback was repetition of training provided on the same topic by different organizations/agencies (i.e., women in displacement). At the same time, other issues remain without capacity building available. One of the recommendations was to assess what the partners need to learn to move forward with capacity building. The AAP TF will focus on the AAP joint operational training/capacity building package. Regarding other sectors' training, UNHCR will refer the DRC assessment results to the Protection Working for further actions. 	<p>-AAP TF will focus on the AAP capacity building/training package.</p> <p>Regarding other sectors' training feedbacks, UNHCR will refer the DRC assessment results to the Protection Working for further actions.</p>
Discussion of the AAP TF work plan	<ul style="list-style-type: none"> UNHCR will resend the AAP Task Force Work Plan for final revision for all members. The main points of the work plan include capacity building on AAP for local NGOs; promoting inclusion for the AAP minimum question set in the assessment of all the WG/SWG; designing AAP training materials and information provision streamlining. 	-Revision of the AAP Work Plan
AoB	<ul style="list-style-type: none"> Green Line and the National Congress of Ukrainians of Moldova shared challenges regarding Accommodation services (i.e., men without family not being able to find accommodation vacancies). UNHCR will refer the points to the Protection Working Group. UNHCR informed that different working groups of the Refugee Coordination Forum are open for participation. 	