Data for Impact Project (D4I)
Support for Ukrainian Refugees

October 2022
D4I in the Republic of Moldova

**Period:** February 2020 and will last until August 2024

**Funded by** USAID Moldova

**Implementer:** Palladium

[https://www.data4impactproject.org/countries/moldova/](https://www.data4impactproject.org/countries/moldova/)
The Moldova D4I project design builds on the USAID-funded MEASURE Evaluation project’s previous work in the country, implemented by Palladium between 2017-2019
MEASURE Evaluation: Enhancing Capacity of Government to Assess, Address, and Monitor Care Reform in Moldova

- Mapped stakeholders (119 interviewed and mapped, May – July 2017)
- Cross sector core country team (CCT) formation, May 2017
- London workshop, September 2017
- Tool adaptation, October – November, 2017
- Facilitation of a system of self-assessment, November 2017
- Action planning, April 2018

M&E Capacity Building
September 2017 – October 2019

- International trainings in M&E, London, September 2017
- M&E focal group formation
- Indicator mapping, assessment and development, April 2018 – July 2019
- 28 routine monitoring indicators, IRSs and data collection registries, May 2018 – February 2020
- M&E and policy coordination strengthening, April 2018 – September 2019
- Data quality review, data demand and use, and rayon visits, September 2018
- Capacity-building training courses and workshops, 2018 – 2019
- Webinars, July 2018 – January 2019

System achievements based on assessment results:

- **Policy and legislation:**
  - Understanding of UN alternative care guidelines
  - Legal and regulatory amendments
  - Local strategies aligned to national strategy
- **Workforce:**
  - Trained specialists in strategic planning, M&E, data quality and data use
  - Initial and continuous training system set up for staff working in social assistance
- **Services:**
  - Prevention services rolled out across all rayons
  - New services developed, e.g. supervised independent living, custody
- **Financing:**
  - Understanding the role of strategic planning and M&E for informing the budget allocations
  - A minimum social services package financed from state budget
- **Social Norms:**
  - Dissemination of the self-assessment results and prioritisation of public awareness measures
  - Intracountry network of care reform stakeholders to share, learn from each other and advance the care reform
- **M&E and Information Systems:**
  - Prototype of a longitudinal case management information system
  - 28 routine monitoring indicators with reference sheets and data collection registries
  - Awareness on the need to review and use data

Use of knowledge and skills acquired during M&E trainings:

- Share M&E information with peers: 85%
- Draft/revise M&E frameworks: 54%
- Improve the quality of reports: 46%
- Improve data collection process: 38%
- Draft M&E of grant applications: 8%
- Improve strategies monitoring: 8%

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D4I “Harnessing the Power of Data for the Benefit of the Child” Project in Moldova

**Objective:** Strengthen the capacity of the government and its partners at national and subnational levels to better collect, analyze, and use data to generate a positive impact on children in adversity

**Expected outcomes:**

- Strengthened country capacity in collecting, analyzing, and using data to inform child protection and care policies
- Child protection information system, able to generate reliable longitudinal data and indicators needed to plan policies and support decision-making processes
- Culture of data use for the benefit of the child developed in the country
Child Protection Information System (CPIS)

**CPIS Modules**
- Administration
- Child profile
- Case management
- Adoptions
- Repatriation
- Abductions
- Reports and analytics

**CPIS Modules Details**
- User management and access rights
- Ensuring the security, protection and storage of data and personal information
  - Data audit, access logging and archiving
- General information about the child
  - Information about legal representatives
  - Child health status, education, delinquent behaviour
- Registration of notifications
  - Initial and complex assessments
  - Individual Care Plan, case referrals and monitoring actions
  - Decisions of commissions for the protection of the child in difficulty and of guardianship authorities
- Information on social services provided to children and forms of protection
  - Child opinion and complaints
- Information on national and international adoptions
  - Adoptable and adopted children
  - Adoptive parents
  - Post-adoption monitoring
- Information on repatriated children
  - Repatriation missions
  - Forms of protections after repatriation
  - Non-repatriated children and causes
- Information on cases of child abductions or illegal detainment
  - Children returned back to the Republic of Moldova
  - Actions conducted by authorities to return the children and results
- Generation of statistical reports and daily work reports
  - Calculation of monitoring indicators
  - Generation of dashboards

**Social services/Forms of protection:**
- Family support
- Guardianship
- Custody
- Foster care (APP, CCTF)
- Residential care
- Assisted social housing
- Day Care
- Mobile teams
- Personal assistance

**Connect CPIS to Government information systems for better data exchange**
- National Bureau of Statistics
- Population State Registry
- Social Assistance Information System
- Primary Health Insurance Information System
- Disability Information System
- Health Insurance Company
- Social Security Information System
- Criminal Information System
- Management of Court Dossiers Integrated Information System
- Education Management Information System
- Management of Court Dossiers Integrated Information System
Support for Ukrainian Refugees

Activities planned for the next period:
• Conduct a national Quality-of-Life Survey
• Support Chisinau Municipality to review and analyse the mapping data
• Establish Refugee Data Review Rooms
• Support the MOLSP on data gathering, visualization, and training for “UA Help” IS
1) Conduct a quality-of-life survey

Problem to Address
• Key data is needed on how crises have impacted society in multiple dimensions

D4I Support
• Conduct a national Quality-of-Life Survey to gather information on the impact of the refugee and other crises on households
• Develop a website for interactive visualization of the data from the survey
• The QLS will take a maximum of seven months, commencing in October 2022
The quality-of-life survey

- Data on employment, income, education, housing, family, health, work–life balance, public perception on the quality of public services, and subjective wellbeing
- Based on the European Union methodology used for similar surveys
- Captures quality of life in multiple dimensions and complements traditional indicators
European Quality of Life Survey

- The EQLS covers life domains that correspond to a wide range of policy areas addressing a range of issues affecting quality of life, quality of society and public services
- Tracks key trends in the quality of people's lives over time
- Obtains a vision of the quality of life of the country's population in relation to other countries in the region

Interactive visualization of the QLS results
Moldova QLS Survey methodology

- The **target population** for the survey consists of all adults (18+)
- The **sample size**: 2,000 households
- **Interview mode**: This will be face-to-face, according structured questionnaire
- A total of 104 **questions** and 262 items will be reviewed and adapted
- Questions on disability
- The questionnaire and the methodology will be tested
2) Support Chisinau Municipality to review and analyse the mapping data

D4I Support
- No electronic database
- Limited capacities to respond to crisis
- Results achieved to date:
  - Mapped needs of refugee children
  - Trained the enumerators
  - Implemented a communication campaign

D4I Support
- Participatory review and analysis of data with the key actors of Chisinau Municipality
3) Establish Refugee Data Review Rooms

Problem to Address
• Challenges in the routine use of data
• Need to institutionalize the practice of regular data review

D4I Support
• Establish Refugee Data Review Rooms
• Provide equipment and develop a guidance document, including practice standards
• Mentor the users during data review meetings
4) Support the MOLSP on data gathering, visualization, and training for “UA Help” IS

Problem to Address

- System developed very quickly to gather data on UKR refugees
- Data is incomplete and outdated
- More needs to be done on analysis, visualization and use

D4I Support

- Develop a guidance document and provide training to TSAS, local authorities, and Refugee Accommodation Centers to improve the quality of data entered in the system
- Develop a data visualization mock-up
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