

**Women CSOs RRP2023 Consultations
Meeting Report**

Scope of meeting: The scope of the meeting was to consult the local women-led or women rights CSOs involved in refugee response in Moldova in the context of formulation of the Refugee Response Plan for 2023. The consultations were focused on the needs of women CSOs involved in refugee response, on gaps and challenges from the perspective of intersectionality, as well as on recommendations on strengthening gender mainstreaming into humanitarian action.

Date: 7 October, 12:00 - 17:00

Attendance: 23 local women CSOs

OVERARCHING CONSIDERATIONS

Identified Needs	Recommendations
War creates premises for loss of gender equality gains. Gender stereotypes get reinforced.	Promotion of gender equality is needed. Education on gender equality and gender stereotypes is critical. Gender needs to be mainstreamed into school curricular.
Frontliners and volunteers are lacking knowledge and understanding of gender issues and gender-based violence.	Trainings on Gender in Humanitarian Action need to be delivered.
Both CSOs and LPAs are understaffed.	Support with staff - volunteers, trainings for and inclusion of refugees. Capacity building for LPA staff in communication.
Not all CSOs have the capacities to meet the challenges of refugee response.	Institutional capacity building and flexible funding are necessary.
Local women CSOs do not have enough funding to respond to emergency needs of refugees.	Access to flexible core, not project-based, funding and emergency reserves to respond to emergencies. Projects are recommended to have contingency resources for immediate needs or emergencies.

	<p>Calls for proposals to be simplified and translated into Romanian. Support with project application is necessary, especially for grassroots organizations from the regions.</p>
<p>CSOs are overwhelmed with reporting commitments.</p>	<p>Simplified and less often reporting.</p>
<p>Staff of CSOs is prone to burnout due to workload and intensity of experience.</p>	<p>Prevention and mitigation of psychological burnout. Provision of support to service providers.</p>
<p>Consolidation of relationships among humanitarian actors and CSOs is important.</p>	<p>Coordination efforts between WG, CSOs and LPAs need to be enhanced. Regular and open communication, capitalizing on opinion and experience of all actors. Joint discussion of training needs and formulation of trainings tailored to the local context and mindset. It is important to reinforce existent systems, including on gender-based violence, and not to create parallel structures, mechanisms.</p>
<p>Winter will put additional strains on refugees and hosting communities.</p>	<p>Tailored gender-sensitive support to refugees and hosting communities during winter is critical.</p>
<p>Photos of girls and women receiving assistance create pre-conditions for online harassment and increase vulnerabilities.</p>	<p>No photos of beneficiaries online. Beneficiaries should be portrayed in a dignified manner.</p> <p>Common visibility rules by all actors (humanitarians, INGO, NGOs) should be agreed on.</p>

SECTOR-SPECIFIC CONSIDERATIONS

Protection

Identified Needs	Recommendations
Information on Temporary Protection is critical.	Prepare a short uniform information on Temporary Protection and share through all available channels once it becomes available.
<p>Limited information on prevention of trafficking in human beings on the local level. Information is not visibly placed, there are no specialized informational support at the border crossing points.</p> <p>There are reports of trafficking risks related to landlords and employers.</p>	<p>Information must be in an easily accessible format.</p> <p>Anti-trafficking efforts at the border crossing points are necessary.</p> <p>Border police and volunteers to be trained on anti-trafficking.</p> <p>Enhanced collaboration with IOM, mobile trainings.</p>
There are reports that children get photographed and their pictures placed online.	Trainings for staff of RACs, frontline workers on child protection.
Increased protection risks for children and adults following online education in Ukraine.	<p>Trainings for parents on cyber protection.</p> <p>Hotlines for children, adolescents and adults on various protection issues, including harassment, bullying, etc.</p> <p>Cyber protection for children and adolescents learning online.</p> <p>Cyber protection for women attacked in internet.</p> <p>Psychologists to be trained to detect early signs of persecution and stalking.</p>
Increasing incidence of violence against children by their mothers.	<p>MHPSS services to mothers and their children through support groups.</p> <p>Availability of childcare solutions.</p>
Reported incidence of GBV and SEA. Winter will exacerbate the risks of SEA, as women will not be able to easily change their place of living.	<p>Information to CSOs on reporting mechanisms.</p> <p>Apply stamp ‘free of charge’ to all items under humanitarian assistance.</p> <p>Organizations present lower risks, there is monitoring in place.</p> <p>Risks are higher for people hosted in private sector.</p> <p>Systemic GBV prevention at the local level, including under the leadership of youth.</p>

Accommodation and transport (including NFI, WASH and food security)

Identified Needs	Recommendations
Reported incidence of single men not accepted in RACs.	Solutions need to be identified.
Diversified needs in clothing and footwear of inclusive sizes for refugee women, girls, men and boys for winter period.	Procurement of footwear and clothing for winter period through voucher support so that refugee women, girls, men and boys could procure items on their own based on their own needs and preferences.

Health

Identified Needs	Recommendations
Family doctors are not aware or do not provide clear information on medical services available to refugees.	Ministry of Health and Social Protection to provide clear top down information and instructions.
No access to specific drugs – insulin, for cardiological diseases, oncology and other support medications, etc.	Donors to include health services and drugs for funding, through simplified procedures.
No access to basic dentist services.	Rayon health centers to provide treatment to refugees, free of charge.
Medical analyses at the local level are not provided.	Flexible reserve funds for CSOs are needed to provide direct medical services (diagnostic investigations, surgeries) that are not financially covered.
Adults and children lack walkers and hearing devices.	
Reported incidence of older women not having access to health services and drugs.	Reporting mechanisms for inaccessible services and quality of services. Explore possibilities for local centers extending services to refugees, including with critical health issues.

Although there are law provisions on services, they are not implemented in the regions. Reporting mechanisms for inaccessible services and quality of services.	Increase the availability of medications, provided on the basis of prescribed recipe.
Women lack information on and reproductive health services, including intentional abortion (termination of pregnancies) services and contraception.	Youth friendly centers to provide gynecological services to refugee women. Solutions for abortions need to be identified.
Youth lacks contraception.	Youth friendly centers to provide contraception to refugee youth.
Cancer patients can not continue treatment in Moldova, due to outdated treatment regimens and lack of medications.	These drugs need to be covered by the medical insurance. List of compensated drugs needs to be extended and include refugees. Medical insurance policy to cover chronic diseases for refugees.
Procedures for obtaining dialysis are too long and do not take into consideration the urgency of cases.	Solutions need to be identified.
Incidents of trauma and burnout in refugee children and adults, frontliners, teachers, etc.	Professional MHPSS should be provided to refugees and all service providers, especially psycho-social support for children with panic attacks.

Education

Identified Needs	Recommendations
Education in Moldova is not recognised in Ukraine.	Agreement between the Ministry of Education in Ukraine and Moldova on recognition of studies. Clear information to refugees on recognition of Moldavian studies in Ukraine.
Russian schools are overstretched. Moreover, many refugees do not want their children to attend school in Russian, they prefer Romanian.	Translation of educational materials and interpretation services to Ukrainian are needed. Schools with education in Ukrainian language are needed. Involvement of Ukrainian community in Moldova is important.

	Endowment of school libraries with materials in Ukrainian. Romanian language courses for refugee children and adults.
Children and adolescents do not have necessary equipment for distance learning.	Provision of equipment and internet connection in all regions of Moldova.
Increased protection risks for children and adults following online education in Ukraine.	Trainings for parents on cyber protection. Hotlines for children, adolescents and adults on various protection issues, including harassment, bullying, etc. Cyber protection for children and adolescents learning online. Cyber protection for women attacked in internet. Psychologists to be trained to detect early signs of persecution.
Children with autism and other intellectual problems lack support programs (medical supporting treatment, medical investigation, psycho-pedagogical and speech therapy services).	Solutions need to be identified.
Speech therapy services and psycho-social support services for children with panic attacks are lacking.	Solutions need to be identified.
Refugee mothers can not access employment due to lack of child care facilities.	Extracurricular or non-formal activities are needed for children, so that their mothers can get employed in all regions of Moldova, including in Chisinau.

Livelihoods and Inclusion

Identified Needs	Recommendations
Support to hosting families and monitoring of hosting families by LPAs are necessary.	Links between refugees and LPA through social assistants is very effective. Links of CSOs with LPAs are important and allow to operationalise the response. The Platform for Gender Equality and National Coalition „Life without Violence” are able to channel information between CSOs and LPAs.

Important is not to make refugees dependent on cash assistance, but to capitalize on their skills and experience for the future of Moldova.	Livelihood solutions, including orientation towards entrepreneurship and business, financial literacy, skill development and vocational trainings. Childcare services and facilities. Equipment for women willing and able to work online.
LPAs need to have strategies for economic and political involvement of refugees.	Extensive support to LPAs that have accommodation or service centers for refugees.

Cash Based Interventions

Identified Needs	Recommendations
Not all refugees have access to information on cash assistance.	
Cash application process is complicated. The amount of cash assistance is not aligned with the minimal consumption basket.	Increase the amount for cash assistance.
Cash for hosting families, including cash for fuel.	
Cash for rent.	Provide cash for rent. Support private persons and private businesses offering accommodation to refugees, through exemption of VAT, etc.

People with Disabilities

Identified Needs	Recommendations
People with disabilities lack assistance tailored to their individual needs.	Personalized assistance depending on type of disability.
RACs, LPAs and centers providing support to refugees are not accessible.	Financial support for infrastructural changes for accessibility.
People with disabilities lack accessible transport.	Support to CSOs offering transportation services to refurbish cars.

Information Management/ Communication with Communities

Identified Needs	Recommendations
Too many sources of information for refugees.	Consolidation of information and additional coordination efforts are needed. CALM can support the flow of information from the ground to humanitarian actors and backwards.
Limited information for victims of GBV on available services at the local level.	
Lack of information and assistance to refugees that live in hosting communities.	
Translation of identification documents and interpretation for service provision.	
No unified database on needs of refugees and services available to refugee in Moldova and Transnistria.	<p>Development/consolidation of the unified database on needs of refugees and services available in Moldova and Transnistria.</p> <p>Mapping of NGOs offering services to refugees and UNHCR online service mapping tool need to be shared with frontline workers.</p>
Refugee women are not victims, they should not be profiled as such. They are actors of change that need to be made useful.	<p>LPAs, psychologists, service providers to channel the message of refugees being actors of change, able to take care of themselves and decide for themselves and bring added value to the hosting communities.</p> <p>Avoid promotion of learned victimization.</p> <p>Responsibilities of refugees need to be communicated clearly.</p>
Communication and visibility need to be more human-centered and respectful of human dignity.	Clear communication and visibility strategy with human-centered and dignity-oriented approach.

Coordination

Identified Needs	Recommendations
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Duplication of efforts in projects offered to refugees by international organizations and UN.	More coordination efforts are needed.
Competition among CSOs to provide assistance.	More coordination, communication among CSOs is needed. Coordination of CSOs interventions at the border crossings.
Enhanced coordination among working groups and CSOs is needed.	Coordination should be enhanced on the base of jointly defined goals, joint work on practical issues and evaluation of the achieved results.