

# Inter-agency operational update

Quarter 1

Figures reported as of March 31, 2023

## REFUGEE COORDINATION FORUM | MOLDOVA

### Arrivals to Moldova

since February 24, 2022

**795.614** arrivals from Ukraine and  
**253.981** Ukrainian refugees from elsewhere

**100.724** Ukrainian refugees in Moldova (as of March 31) **6.281** Third Country Nationals remaining in Moldova



**145.131** people reached by RCF Partners in Q1

Female children  
14%

Male children  
20%

Female adults  
46%

Male adults  
20%

### Current funding level

**424.8M** total pledged

**64.1M (15%)** funds received



### Cash assistance

Total cash  
activities  
(total funding)  
**13.9M**

Number  
of refugees  
receiving MPCA  
**80.393**

Number of hosting  
family members  
receiving MPCA  
**64.649**



### Support to the Government

**303** trained government officials

**8** Government institutions supported



### Support to Host Community

**66.908** people from the host community reached

**369** support to community infrastructure cases

## People Reached by Sector



Basic Needs (including  
Accommodation & Transportation)  
**145.131**



Education  
**7.000**



Protection  
**34.005**



Food Security  
**95.942**



Health & Nutrition  
**15.202**



Child protection  
**17.644**



Water, Sanitation,  
and Hygiene - WASH  
**82.986**



Livelihoods & Socio-  
Economic Inclusion  
**8.655**



Gender-based  
violence (GBV)  
**16.643**

# National Context

Since February 24, 2022, a total of **795.614** arrivals from Ukraine were recorded in the Republic of Moldova. This number was part of a larger wave of **7.9M** refugees fleeing Ukraine to neighboring countries. By the end of March 2023 the number of individual refugees from Ukraine recorded in the Republic of Moldova was **100.724**.



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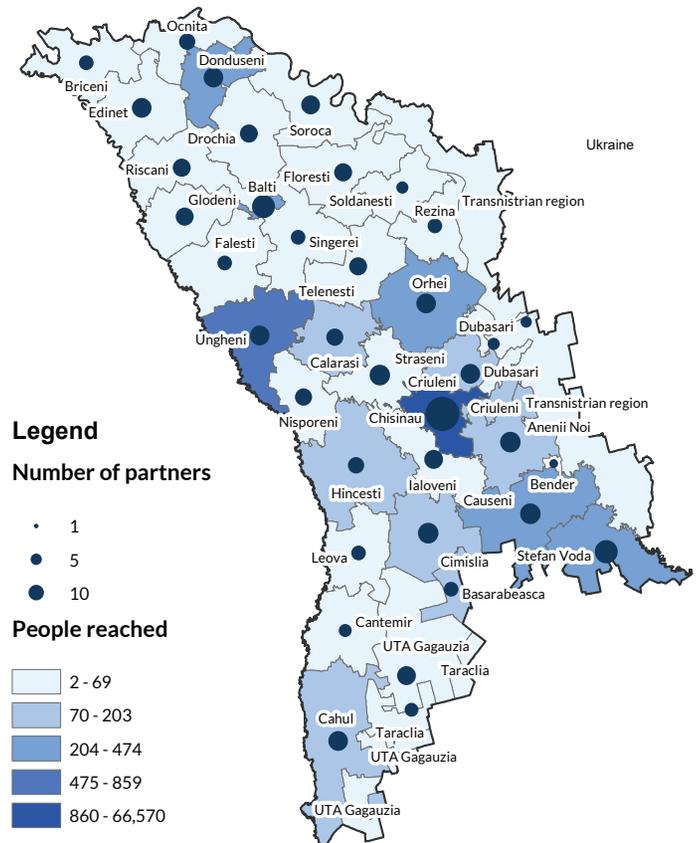
Politically, this period saw a shift in the Moldovan government. A new government led by the economist Dorin Recean was sworn in on February 16, 2023, succeeding Prime Minister Natalia Gavrilita.

The economic situation in Moldova was characterized by rising prices and inflation due to disruptions in imports from Ukraine and Russia, on which Moldova heavily relied for its food and energy needs. The average consumer price increased by **2.2%** in April 2023 compared to March 2023. Inflation decelerated to **22.0%** in March, down from **25.9%** in February. Amid these economic difficulties, the European Union proposed to increase its Macro-financial Assistance to Moldova by up to **€145 million**, bringing the total amount of ongoing MFA support to the country to up to **€295 million**.

The Government of the Republic of Moldova activated temporary protection on March 1, 2023, as an exceptional measure to provide immediate protection, including access to services, to displaced persons from Ukraine who meet the eligibility criteria. Eligible applicants for temporary protection include Ukrainian nationals who were residing in Ukraine or the Republic of

Moldova before February 24, 2022, stateless persons recognized by the Ukrainian authorities before this date, non-Ukrainian nationals benefiting from protection granted by the Ukrainian authorities before this date, and family members of these person. Beneficiaries of temporary protection have the right to remain in Moldova until March 1, 2024, and they have access to work, accommodation, education for children, emergency and primary healthcare, social assistance services and limited access to social protection grants.

According to the Quick Assessment on the Implementation of temporary protection in Moldova conducted by the National Congress of Ukrainians in Moldova in March, Ukrainians are generally interested in applying for temporary protection (**78%** of respondents). The main challenge for applying to temporary protection identified by Ukrainians were challenges obtaining proof of residency (**62%** among those planning to apply).



On March 3, a broad coalition of humanitarian partners launched the national chapter of the 2023 Inter-Agency Regional Refugee Response Plan. This plan, produced under the auspices of the Refugee Coordination Forum co-led by the Government and UNHCR together with the UN family and humanitarian partners, appeals for sustained financial support to help refugees and host communities in this country. In 2023, a combination of **73 partners** in Moldova will join their efforts to ensure protection, safety, and assistance continue to reach refugees and Moldovans alike.

Also in March, the Ministry of Labor and Social Protection (MLSP) launched a wide-ranging reform of the

welfare system known as “RESTART”. This was primarily in response to three major shocks affecting the country: the COVID-19 pandemic, the refugee influx, and the energy crisis. The current welfare system has presented limited efficacy in fighting poverty reducing it by only **5%**, and statistics show that every fourth child in the country is in poverty. Through the implementation of the RESTART reform, the Government aims to address four basic problems: proper management and planning of social services, territorial inequalities in access to social services and benefits, the cost of services and their quality, and the development of human resources in the system.

# Local Refugee Coordination Forums

The Local Refugee Coordination Forums (LRCF) in Moldova are platforms for discussion that engage local actors, including Civil Society Organizations (CSOs) and local authorities. These forums are established at key locations hosting refugees. The coordination activities involve both local authorities and representatives from CSOs to ensure that local needs and priorities are integrated into the overall refugee response.

The forums also aim to promote a space where local actors can actively participate in the decision-making process related to the refugee response in Moldova. As of March 2023, LRCFs have been active in the following locations: Palanca, Otaci, Comrat, Cahul, Causeni, Ungheni and Balti.

In March, LRCFs across the country facilitated discussions on Temporary Protection (TP) in coordination with General Inspectorate

for Migration (IGM), the Protection Working Group (PWG) and local stakeholders, reaching **273** organizations and **73** refugees. The goal was to raise awareness of refugees and partners on access to TP, including registration procedures and associated rights.

From March 21-23, the Refugee Coordination Forum (RCF) brought together CSOs active in the Transnistrian Region to strengthen coordination and jointly discuss challenges and opportunities to enhance support to refugees living in the left bank of the Dniester river. A total of **22** organizations participated. Key challenges identified during the workshop included limited levels of information on refugee rights and services, insufficient outreach efforts by service providers, and funding scarcity for local CSOs to sustain current activities beyond six months. More legal support and outreach by humanitarian actors, including mobile teams, are needed in the Transnistrian Region.



@UNHCR\_MonicaVazquez



# Basic Needs

37 RRP Partners

31 Partners who reported activities

853 activities in 37 regions

Leads

Basic needs working group: ACTED and UNHCR

WASH sub-working group: UNICEF

Food security sub-working group: WFP

## Partners reporting activities during Q1

- Action Against Hunger (Action Contre la Faim)
- ADRA Moldova
- ACTED
- Alliance of NGOs Active in the field of Child and Family Social Protection
- Amici Dei Bambini Moldova
- AO Green City Lab
- CASMED
- Catholic Relief Services (NRC)
- Charity Centre for Refugees
- Child Community Family
- CONCORDIA Moldova
- Danish Refugee Council (DRC)
- Dorcas
- Gender Center
- HelpAge International
- Helvetas
- Institutum Virtutes Civilis
- International Federation of the Red Cross (IFRC)
- International Organization for Migration (IOM)
- INTERSOS
- KeyStone Moldova
- Laolalta
- Lumos Foundation
- MOTIVATIE
- Norwegian Refugee Council (NRC)
- Peace Winds Japan
- People In Need (PiN)
- Solidarit's International
- The UN Refugee Agency (UNHCR)
- UN World Food Programme (WFP)
- WeWorld
- Youth Media Center



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Throughout Q1 2023, the Basic Needs Working Group (WG) focused on addressing immediate needs of Ukrainian refugees while simultaneously laying ground-work for sustainable, long-term housing solutions. The group facilitated transportation for **791** individuals from border entry points to designated Refugee Accommodation Centers (RACs) and to Romania.

As part of the Winterization plan, partners distributed over **70.000** non-food items including blankets, winter clothes, and hygiene kits across various locations. Partners also ensured the payment of utility bills for around **49** RACs. WG partners continued to enhance RACs with necessary infrastructure and equipment. The WG also assisted the Ministry of Labor and Social Protection in revising RAC regulations to the provision of adequate and safe temporary accommodations for refugees.

A key milestone was the establishment of a mid-to-long-term accommodation task force. This collaborative platform, consisting of partners implementing rental assistance programs, aimed to harmonize interventions, prioritizing 'cash for rent' as a primary modality for rental aid. The task force supervised the development of a Standard Operating Procedure for implementation, safeguarded tenants' rights, and mediated potential conflicts between tenants and landlords.

WASH Sub-WG partners are consistently providing WASH facilities and services to refugee accommodation centers (RACs) and border crossings. To date, **36.347** refugees have accessed secure sanitation facilities, while **32.352** have received hygiene kits. In addition, **1.820** winter clothing kits have been distributed to refugee children aged 0-12.

Significant enhancements were seen at a Chisinau RAC, with the installation of two rented toilet contain-

ers. In a move toward sustainability, procured toilet containers have replaced rented ones at Palanca bus stations. As part of the contingency plan preparedness measures, toilet containers were deployed at Palanca Border Crossing points (2, 3, and 4). Two spare containers are repositioned with the National Inspectorate for Emergency Situations. Coordination is underway with the Mayor of Sculeni to improve WASH conditions at the border. WASH needs and gaps in the **62** active RACs have been evaluated, with findings set for analysis and subsequent action.

The Food-Security SWG partners continued to meet the food needs of refugees in Moldova. During the reported period, the partners provided approximately **772.700** meals to some **3.000** refugees residing in RACs and carried out food distribution activities on an ad-hoc basis to over **90.000** refugees across the country.

## Remaining Gaps and Challenges

The Basic Needs Working Group, in collaboration with the Ministry of Labor and Social Protection, identified the need of evaluating the cost-effectiveness of RACs, that will feed into the Government's RACs Consolidation Strategy. Steps are being taken in coordination with the Food Security Sub-Working Group, WASH Sub-Working Group and PwD task force to develop an assessment methodology to also assess the cooking facilities, waste management capacities, WASH conditions and accessibility of existing RACs.



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In January, leaders of different faith traditions, including representatives from the Multi-Religious Council of Leaders, gathered in Chisinau, Moldova to call for people of all religions worldwide to increase much-needed support to refugees and host communities. The event was attended by UNHCR Assistant High Commissioner for Protection, Ms. Gillian Triggs. The initiative stressed the contributions and long-standing experience of religious leaders and faith-based organizations in supporting refugees in the spirit of the whole-of-society approach enshrined in the Global Compact on Refugees (GRC).

For more information, please [click here](#).



# Protection

**44** RRP Partners  
**22** Partners who reported activities  
**297** activities in **37** regions

## Leads

**Protection Working Group:**  
**Ombudsman Office and UNHCR**

## Partners reporting activities during Q1

- ADRA Moldova
- Alliance of NGOs Active in the field of Child and Family Social Protection
- AO Centrul de Drept al Avocatilor
- CASMED
- Charity Centre for Refugees
- Child Community Family
- CONCORDIA Moldova
- Danish Refugee Council (DRC)
- Dorcas
- HelpAge International
- Helvetas
- Humanity and Inclusion
- International Organization for Migration (IOM)
- INTERSOS
- KeyStone Moldova
- La Strada
- Laolalta
- Lumos Foundation
- People In Need (PiN)
- The Ombudsman Office
- The UN Refugee Agency (UNHCR)
- WeWorld

The Protection Working Group (PWG), following its 2023 work plan, achieved significant milestones in the first quarter of the year. Key accomplishments include successful advocacy and technical support for the implementation of the government's decision to approve temporary protection (TP) for individuals displaced from Ukraine, which was passed on January 18, 2023. As part of its advocacy and awareness-raising efforts, the PWG informed over **7,700** individuals about their rights and available services, including on TP.

The PWG provided over **1,250** basic counseling consultations and benefited over **1,860** individuals through capacity-building activities, including training on Protection against Sexual Exploitation and Abuse (PSEA). In a bid to promote community engagement and participation, the PWG members supported **19** community-led initiatives. Legal assistance was another critical area of focus, with over **11,000** individuals receiving individual support. Psychosocial support activities engaged over **6,700** participants.

Targeted protection support was extended to over **7,900** persons with specific needs. All these efforts were part of the PWG's commitment to ensure comprehensive support for refugees, especially those displaced from Ukraine.

The Anti-Trafficking Task Force, co-chaired by the State Chancellery alongside IOM and UNHCR, has focused on coordinating prevention efforts with over **35** partners. The National Committee on Combating Human Trafficking, under the State Chancellery, launched a draft concept for the National Program for the Prevention of Trafficking in Human Beings 2024-2028, currently undergoing consultations with Sector Ministries and partners. The program targets trafficking prevention, capacity building, and institutional anti-trafficking response coordination. Yet, challenges persist, including expert turnover, burnout prevention, limited support for identifying potential victims among Ukrainian displaced persons, and the need for localized services. Emerging trends include growing labor exploitation, particularly in agriculture and construction, and the engagement of victims into recruitment roles by traffickers.

## Remaining Gaps and Challenges

Monitoring access to temporary protection, addressing registration difficulties, and ensuring access to basic rights, particularly health care, continue to be pressing needs.



# Gender-Based Violence (GBV)

**22** RRP Partners

**35** Partners who reported activities

**191** activities in **32** regions

Leads

**GBV Sub-Working Group:**  
UNFPA and UNHCR

## Partners reporting activities during Q1

- ADRA Moldova
- Alliance of NGOs Active in the field of Child and Family Social Protection
- AO Centrul de Drept al Avocatilor/Law Center of Advocates
- CASMED
- Charity Centre for Refugees
- Child Community Family
- CONCORDIA Moldova
- Danish Refugee Council
- Dorcas
- HelpAge International
- Helvetas
- Humanity and Inclusion
- International Organization for Migration (IOM)
- INTERSOS
- KeyStone Moldova
- La Strada
- Laolalta
- Lumos Foundation
- People In Need
- The Ombudsman Office
- The UN Refugee Agency (UNHCR)
- WeWorld
- Speranta 87
- United Nations Population Fund (UNFPA)
- Artemida
- Home Care
- The Gender Center
- MileniuM
- Youth Media Center
- Pro Didactica
- Stimul
- Institutul pentru Familie și Inițiativa Sociale (IFIS)
- UNAIDS
- Casa Marioarei
- Platforma Pentru Egalitate de Gen

The GBV Sub-Working Group trained **1,551** responders on GBV Core Concepts, MHPSS, PSEA, and GBV mainstreaming. Furthermore, the GBV Sub-Working Group distributed dignity kits to foster awareness of available GBV services reaching **5,508** refugees and host community members with information about specialized GBV services, Sexual and Reproductive Health and PSEA.

In coordination with the Ministry of Labour and Social Protection, the GBV Sub-Working Group carried out a national campaign to increase GBV awareness and promote services. **1,500** persons attended community events, and over **300,000** accessed online information about GBV.

Multi-sectoral services reached **5,307** survivors and persons at-risk of GBV, offering health, legal, psychosocial support, and case management services, integrating cash as a risk mitigation measure. The GBV Sub-Working Group periodically updates six localized GBV referral pathways.

## Remaining Gaps and Challenges

GBV challenges include service reach and accessibility, service providers adherence to GBV standards, and survivors' fear of stigmatization. Consistent capacity building, investment in the national system and strengthening of services, including GBV case management, as well as GBV information dissemination are needed. Given the changing dynamics due to temporary protection and the risks of the humanitarian context, timely assessments and an integrated response prioritizing coordination across sectors are key. Mainstreaming of GBV risk mitigation measures should remain a life-saving priority. Continued distribution of dignity kits as a risk mitigation measure and support to Safe Spaces are necessary to address ongoing challenges faced by survivors and persons at risk of GBV.



# Child-Protection

**22** RRP Partners  
**23** Partners who reported activities  
**62** activities in **10** regions

Leads

**Child-Protection Sub-Working Group:**  
**UNICEF and UNHCR**

## Partners reporting activities during Q1

- ADRA Moldova
- Alliance of NGOs Active in the field of Child and Family Social Protection
- Ave Copiii
- CCF
- Charity Centre for Refugees
- Chisinau Municipality
- CONCORDIA Moldova
- Catholic Relief Services (CRS)
- CNEPAC
- Dorcas
- ICRC
- International Organization for Migration (IOM)
- KeyStone Moldova
- Laolalta
- Ministry of Labour and Social Protection
- People In Need (PiN)
- P4C
- Plan International
- Terre des Hommes
- United Nations Population Fund (UNDP)
- The UN Refugee Agency (UNHCR)
- UNICEF
- WeWorld

In the reporting period, the Child Protection Sub Working Group (CPSWG) conducted four meetings with over **25** CSOs, INGOs, UN agencies, ICRC, donors, and government authorities. A case management task force was established, and mobile child-friendly spaces were set up to reach refugees in host communities.

Through the network of **11** Blue Dots and other community-based safe spaces, **3,021** children and caregivers accessed MHPSS services (**1,504** women and girls, **116** children with disabilities), and **2,952** benefited from multi-sectoral assistance and protection activities (**1,461** women and girls, **93** children with disabilities). Since the beginning of the war in Ukraine, **953** unaccompanied and separated children (UASC) were identified by child protection actors (**827** separated and **126** unaccompanied). **533** of these children have since been reunited with their families. **65** new UASC were identified in the first quarter of 2023.

The CPSWG has focused on strengthening national and local capacity for effective child protection services, training **237** social workers and child protection specialists (**193** women) on case management and UASC registration for temporary protection.



@UNICEF\_VladimirDogoter

## Remaining Gaps and Challenges

Early identification of at-risk children needs improvement, school enrollment for refugee children must be ensured, and child protection activities need better coordination with education. Refugee children and adolescents out of school, particularly adolescent girls and children with disabilities, are at increased risk of negative coping mechanisms and exposure to violence, including GBV.



# Education

27 RRP Partners

28 Partners who reported activities

138 activities in 25 regions

Leads

**Education Working Group:**  
Ministry of Education and Research,  
UNICEF and UNHCR

## Partners reporting activities during Q1

- ADRA Moldova
- Alliance of NGOs Active in the field of Child and Family Social Protection
- Amici Dei Bambini Moldova
- AO Asociația pentru Dezvoltarea Tehnologiilor Informaționale (EDUCAT)
- AO Programul Educațional Pas cu Pas
- Catholic Relief Services (CRS)
- Centrul de Informare și Resurse (Pro Bono)
- Charity Centre for Refugees
- Chisinau Municipality
- CONCORDIA Moldova
- Danish Refugee Council (DRC)
- Dorcas
- Family Federation for World Peace and Unification from Moldova
- Fundația “Don Bosco”
- Gender Center
- Helvetas
- IsraAid
- KeyStone Moldova
- Lumos Foundation
- Peace Winds Japan
- People In Need (PIN)
- Plan International
- Pro Didactica
- SPERANTA 87
- United Nations Development Programme (UNDP)
- United Nations Population Fund (UNFPS)
- The UN Refugee Agency (UNHCR)
- UNICEF

The Education Working Group (EWG), under the Ministry of Education and Research (MER), coordinates monthly meetings to promote the enrollment of Ukrainian refugee children in Moldovan schools and to support their remote learning. Since January 2023, approximately **1,847** children (including **703** in pre-schools) enrolled in the Moldovan education system, with **65%** of them provided with hot meals. Non-formal education activities, such as Romanian language classes and skills training, reached about **7,500** refugee and Moldovan children. Partners continue to support

in providing Mental Health and Psychosocial Support (MHPSS) interventions in schools and training staff on child-centered methodology.

Tech/Digital labs are being set up in schools to facilitate access to online learning in safe-school settings, engage Ukrainian teachers and provide Romanian language classes, digital skills, catch-up classes and MHPSS activities. In collaboration with MER, the EWG is launching a Back-to-School Campaign to inform Ukrainian parents about school enrollment in Moldovan schools.

## Remaining Gaps and Challenges

Despite efforts, low enrollment of Ukrainian children in Moldovan schools persists due to parental hesitancy, information access difficulties, language barriers, and the use of Ukrainian online learning platforms. The number of Ukrainian students using these online learning platforms in Moldova is currently unknown. An upcoming sector assessment will explore the impact of online learning on social-emotional wellbeing of Ukrainian children and the experiences of Ukrainian children in Moldovan schools.



# Health and Nutrition

20 RRP Partners  
15 Partners who reported activities  
172 activities in 22 regions

Leads

Health and Nutrition Working Group:  
Ministry of Health and WHO

## Partners reporting activities during Q1

- Action Against Hunger (Action Contre la Faim)
- Alliance of NGOs Active in the field of Child and Family Social Protection
- Amici Dei Bambini Moldova
- Charity Centre for Refugees
- CONCORDIA Moldova
- Doctors with Africa CUAMM
- Dorcas
- HelpAge International
- International Organization for Migration (IOM)
- INTERSOS
- KeyStone Moldova
- People In Need (PiN)
- Project HOPE
- United Nations Population Fund (UNFPA)
- World Health Organization (WHO)



@Ene Tugliyeva

From January to March 2023, the Health and Nutrition sector made strides in delivering life-saving critical care and essential health services. Health financing and protection mechanisms were revised to address the healthcare needs of refugees and the local population. Key agencies collaborated with NIHC to ensure affordable and accessible health services and medicines for refugees in 2023.

In February, a project was launched that aimed to mainstream a disability-inclusive humanitarian response to the Ukrainian refugee crisis. This project sought to enhance inclusivity among service providers for Ukrainian refugees with disabilities.

Capacity-building activities for **600** healthcare professionals were conducted, covering specialized medical care, emergency surgery, immunization, and MHPSS. In three hospitals, SimEX on mass casualty management was conducted to improve the coordination of medical care in case of patient influx. WHO Trauma and Emergency Care kits, along with other medical supplies and equipment, were delivered to improve access to quality pre-hospital (ambulance) and hospitals, including trauma and surgery healthcare service delivery across all administrative territories.

By March, essential healthcare services had been provided to **5,123** individuals, including **7,080** consultations by Emergency Medical Teams (EMTs). Sixteen EMTs stand ready, with three currently deployed. To improve health literacy, key messages and materials were distributed about available health services.

## Remaining Gaps and Challenges

Refugees still encounter significant challenges when it comes to accessing healthcare services. These challenges arise due to various factors, such as the limited capacity of the national health system and the lack of awareness among both refugees and service providers regarding the rights of refugees in Moldova.



# Livelihoods and Socio-Economic Inclusion

**27** RRP Partners

**27** Partners who reported activities

**88** activities in **21** regions

Leads

**Livelihoods and Socio-Economic Inclusion working group: State Chancellery and UNDP**

## Partners reporting activities during Q1

- Alliance of NGOs Active in the field of Child and Family Social Protection
- Biaz Gul
- Casa Marioarei
- CASMED
- Centrul de Drept al Avocatilor/Law Center of Advocates
- Charity Centre for Refugees
- Concordia “Proiecte Sociale”
- “Consens” Singerei
- Danish Refugee Council (DRC)
- Demos
- Gender Center
- Hometown Associations
- International Organization for Migration (IOM)
- KeyStone Moldova
- Laolalta
- Lumos Foundation
- MOTIVATIE
- National Congress of Ukrainians in Moldova (NCUM)
- National Youth Council of Moldova
- Platforma
- Project HOPE
- Raza Increderii
- Regina Pacis
- UN Women
- United Nations Development Programme (UNDP)
- The UN Refugee Agency (UNHCR)
- World Health Organization (WHO)

In line with the [2023 Work Plan](#), the Livelihoods and Socio-Economic Inclusion Working Group (LIWG) conducted thematic meetings involving key government institutions and stakeholders. The topics covered included access to decent jobs and employment protection, access to childcare services, and cash for work programs. These meetings aimed to align WG members’ initiatives with relevant national programs, promoting the inclusion of refugees in existing schemes.

During the first three months of 2023, LIWG partners provided refugees with diverse sector-related opportunities. This ranged from job counseling, job place-

ment, and support for self-employment to participation in skill development training and Romanian language courses. Small grants were also given to local businesses to expand production and create job opportunities for both refugees and host community members. LIWG partners supported local public authorities in enhancing the provision of local public services through renovation and energy efficiency improvements at key institutions.

Social cohesion activities were conducted, fostering dialogue and collaboration between refugees and host community members. An overview of the [LIWG’s results in 2022](#) was prepared and published online.

## Remaining Gaps and Challenges

Assessments during the reporting period continued to highlight structural barriers to refugee labor market inclusion, such as limited childcare capacities, restricted employment opportunities, and low salaries. Language proficiency in Romanian remained a challenge for refugees seeking employment.

# Cash Assistance

## Leads

Cash Assistance Working Group: Ministry of Labor and Social Protection and UNHCR

## Partners actively participating on coordination activities in Q1

- Action Against Hunger (ACF SPAIN)
- ACTED
- ADRA
- Charity Centre for Refugees (CCR)
- HelpAge
- International Committee of the Red Cross (ICRC)
- Information and Communication Technology (ICT)
- International Federation of Red Cross and Red Crescent Societies (IFRC)
- IMPACT-INITIATIVES
- International Organization for Migration (IOM)
- Moldova for Peace
- Pestalozzi
- People in Need
- Polish Red Cross
- REACH-INITIATIVE
- UN Women
- United Nations Population Fund
- UNICEF
- UNHCR
- World Food Programme
- World Vision International
- Inspectoratul General pentru Migrație
- Ministry of Labour and Social Protection

The Cash Working Group (CWG) is working with partners to deploy a platform to improve cash activity coordination and avoid duplications. A draft Data Sharing Agreement has been established with partner input, and initial Standard Operating Procedures are being finalized.

To assess market accessibility, availability, and price fluctuations, a market assessment is being carried out with CWG partners and a consulting firm. The process, involving customer, retailer, and key informant interviews, is underway and expected to conclude in early June.

CWG partners also conduct Post-Distribution Monitoring exercises to maintain the quality of service delivery and ensure accountability to refugees and host communities. Findings indicate high needs amongst both populations, with only an average of **20%** able to meet all basic needs with the assistance provided. Both refugees and host communities report resorting to negative coping strategies to meet their basic needs, most commonly using savings and reducing health expenses. Cash assistance is predominantly spent on food (**85%** refugees, **74%** host communities), followed by utility bills (**61%** refugees, **73%** host communities), and health costs (**45%** refugees, **70%** host communities).

# Accountability to Affected People

## Leads

### AAP Task Force: National Congress of Ukrainians in Moldova and UNHCR

In March, AAP partners supported the Government of Moldova in communicating temporary protection (TP). Information Sessions engaged **850** frontliners, FAQs were updated in multiple languages, and **32,500** printed materials were distributed. Digital outreach reached **825,030** beneficiaries through Viber, Telegram, and social media. The Dopomoga site had **41,000** unique users.

A quick assessment addressed low TP applicants and identified barriers. **78%** of **500** survey respondents expressed willingness to apply, but obstacles like residency proof and online registration assistance hindered them.

Services Advisor Moldova, a web-based map, was launched, providing information on available services

in Ukrainian, Romanian, Russian, and English. It involves **180** organizations and enables continuous information updates on available services in the country.

Digital outreach reached **1.6 million** users in Q1 2023, while **28,435** refugees and hosting families were informed via various channels. An Information Ecosystem Assessment showed **95%** satisfaction overall, but refugees expressed frustration with limited local-level information. They desired more details on immediate needs, while Moldovans sought transparency regarding fund utilization. Social media monitoring revealed significant disinformation campaigns about Ukrainian refugees in Moldova.

## Remaining Gaps and Challenges

Based on the feedback provided it is key to continue ensuring access to information at the local level with a focus on age, gender and diversity, and strength coordination when it comes to information provision to reduce misinformation. There is a need to improve the socialization of the feedback and complaint mechanisms and promote reporting, which entails understanding why refugees are not approaching the mechanisms. Moreover, there is still a need to build capacity on Accountability and Community Engagement across the response.

# Gender in Humanitarian Action

## Leads

### Gender Task Force: Gender Platform and UN Women

The Gender Task Force, in collaboration with the GBV SWG, conducted awareness-raising activities on Gender in Humanitarian Action. Workshops engaged **27** participants, including **23** women and **4** men, and

reached **19** members of relevant NGOs, consisting of **16** women and **3** men. Tailored gender sessions were provided to **32** members of the Inclusion and Livelihoods Working Group and **18** members of the MHPSS TRG.

Two one-day trainings on Gender in Humanitarian Action were organized. The introductory training enhanced the understanding of **22** frontliners, with **17** women and **5** men benefiting from the session. The training on “Gender-Informed Analysis, Participation, and Monitoring, Evaluation, and Learning” saw the

participation of **24** individuals, including **20** women and **4** men. Furthermore, three refugee women leaders from Balti, Ungheni, and Cahul were engaged as United Nations Volunteers to support local CSOs and contribute their perspectives.

## Remaining Gaps and Challenges

Key challenges identified include limited data disaggregation by sex, age, and disability, inadequate resources allocated to designated Gender Focal Points, insufficient funding for women-led organizations, and the limited involvement of refugee women in policymaking and planning processes.

# Disability and Age

## Leads

### Age and Disability Task Force: Keystone Moldova and OHCHR

In 2023, the Disability & Age Task Force revised its strategy, integrating Age alongside Disability due to overlapping challenges both groups face in accessing services. The revised strategy emphasized involvement of Organizations of Persons with Disabilities (OPDs) in activities and decision-making processes.

With Task Force support, the Alliance of OPDs held a high-level meeting to present 2022 work results, including identified service gaps and challenges, which informed 2023 objectives. OPDs also contributed to

the development of an accessibility assessment tool for all Refugee Accommodation Centres (RACs), to be implemented in Q2 in collaboration with the Accommodations and Transportation Working Group.

The Task Force worked with OPDs on a multi-agency project (PRPD) to enhance the inclusion of persons with disabilities in response efforts. During Q1, the Task Force updated the list of national services available for persons with disabilities, including refugees, ensuring appropriate referrals across humanitarian actors.

## Remaining Gaps and Challenges

Keystone and HelpAge assessments highlighted gaps in service access for refugees, particularly regarding labor market and education system access, attributed to a lack of assistive devices and rehabilitation services. A lack of specialized health services and specific medications for refugees was also identified. Although Task Force partners strive to address these gaps, sustainable solutions require governmental institutions' involvement.



@Victor.Tocan

# Mental Health and Psychological Support

## Leads

### MHPSS Task Force: MENSANA and WHO

In the first three months of 2023, partners delivered a full range of MHPSS services to refugees and Moldovans, reaching **19,536** individuals with psychosocial support, **1,826** with basic counseling, and **631** with specialized MHPSS. They opened a child-friendly safe space in a school in Balti, and ensured safe shelter with specialized support for seven individuals facing severe mental health challenges.

Workshops on topics like suicide prevention, trauma-informed care, and MHPSS for GBV workers were conducted, along with innovative sessions on MHPSS and sports and psychosocial art. Partners also initiated planning for two scalable training programs: mhGAP suicide prevention - which will benefit **2,000-2,500** Moldovan healthcare workers - and Problem Management Plus (PM+).

## Remaining Gaps and Challenges

Challenges included burnout and staff care concerns, limited recruitment of qualified staff, lack of appropriate space for MHPSS services (particularly in RACs), and the need for localized referral pathways for seamless care and services. A nationwide MHPSS situation analysis is being planned to better understand emerging needs.

# Protection Against Sexual Exploitation and Abuse (PSEA)

## Leads

### PSEA Network: Plan International and UNHCR

During Q1, PSEA Network partners formalized the appointment of PSEA Focal Points, with **55** organizations having formally appointed PSEA Focal Points. The PSEA Network trained **22** Focal Points on the Inter-Agency PSEA SOP, while partners trained **248** aid workers on PSEA fundamentals, including a Trainer of Trainers program. The Network reviewed its Terms of Reference, integrating the UN PSEA Task Force to strengthen humanitarian and developmental links regarding PSEA. A high-level meeting was held in March with several entities, including the Resident Coordinator Office, Refugee Coordination Forum and the Office of the UN Special Coordinator, to discuss the Secretary-General's annual report on Special Measures for

Protection from Sexual Exploitation and Abuse, and review the 2023 Work Plan's progress.

In collaboration with the Misconduct Disclosure Scheme, the PSEA Network held an informational session for over **40** partners. Additionally, the Network finalized the Terms of Reference and a Data Collection Tool for the Inter-Agency PSEA Risk Assessment. The Assessment, set to conclude by July, focuses on four aspects including compliance to PSEA minimum operational standards, risk assessment of key facilities - including Refugee Accommodation Centers-, and perception surveys of aid workers and aid recipients.

## Remaining Gaps and Challenges

High staff turnover significantly affects the sustainability of PSEA interventions, disrupting continuity. Inconsistent compliance with PSEA MOS across organizations, particularly regarding beneficiary awareness of aid workers' obligations and reporting channels, is another concern. The absence of a clear and efficient mechanism to address misconduct in Refugee Accommodation Centers is also a substantial challenge, especially given that RAC staff often lack contractual relationships with RCF partners.

# Roma

## Leads

### Roma Task Force: Coalitia Vocea Romilor and Intersos

In the first quarter of 2023 the Roma Task Force defined its strategic framework by identifying seven main strategic priorities: mapping of the Roma refugees on the territory of the Republic of Moldova; guarantee access to Temporary Protection; promoting access to education and integration; adapt to the shifting operational environment, and gender based interventions. To ensure Roma refugees are aware of their rights and support mechanisms, including Temporary Protection,

information sessions were organized, with additional training provided to Moldovan Roma community mediators. To promote integration and social cohesion, the Task Force spearheaded "AMARE AMALA", a week dedicated to celebrating Roma culture, with concerts, panel discussions, exhibitions, and more. Over **300** people from the local and refugee Roma community participated.

## Remaining Gaps and Challenges

Access to services and information remains an issue for Ukrainian Roma refugees, especially those in private accommodations. Persistent discrimination, human rights violations, and segregation necessitate ongoing advocacy efforts. Other challenges include lack of qualified Roma community staff to assist with implementation of activities, and insufficient resources for community mediators to meet the needs of both refugees and the local Roma community. While the Task Force continues its efforts to bridge these gaps, sustainable solutions will demand active participation from governmental institutions and improvements in existing legal frameworks.

# Information Management

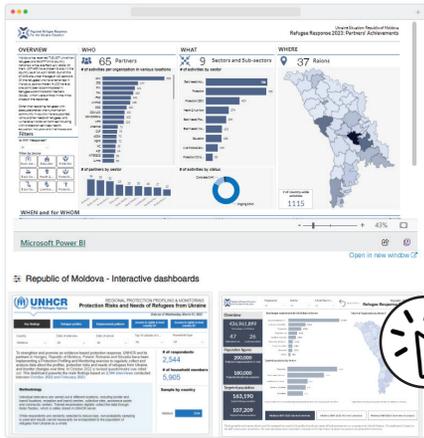
## Leads

### Information Management Working Group: REACH and UNHCR

Information Management Working Group continued its work in 2023 as a non-output based technical WG that coordinates the assessments and data-related processes. In 2023, the WG presented an updated Assessment Registry tool that now is based on the Ac-

tivityInfo platform. The WG has also facilitated several training sessions on the use of ActivityInfo for 2023 RRP reporting, reaching **70** participants from around **50** organizations in those sessions.

# Key Inter-Agency Resources



## Operational Data Portal

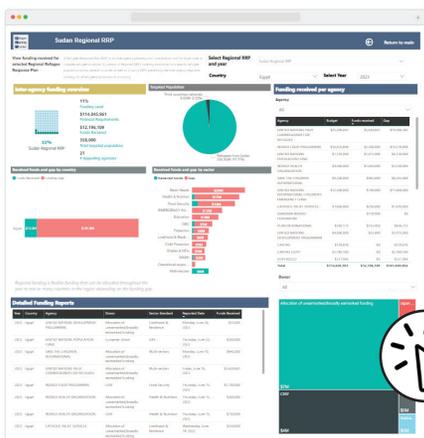
The Operational Data Portal is the primary source of information for partners on the refugee response in Moldova. It includes details on population figures, partner activities, meeting schedules, and relevant documents and assessments published by partners.

The screenshot shows the Refugee Coordination Forum (RCF) Meeting Calendar for June. It is a table listing various working groups and their meeting details.

Working Group	Meeting Date	Meeting Time	Meeting Status
Refugee Coordination Forum (RCF)	19/06	10:00	In Progress
Accessibility to Affected Populations TF	19/06	17:00	In Progress
Accommodation and Transport WG	19/06	12:00	Hold
Anti-Trafficking TF	09/06	12:00	Hold
Cash Working Group	19/06	10:00	Online
Child Protection WG	19/06	10:00	Online
Disability Inclusion Protection WG	19/06	10:00	To be resumed in July
Education WG	19/06	10:00	Online
Food Security WG	19/06	17:00	Online
Gender Based Violence WG	19/06	10:00	Online
Gender Equality	19/06	12:00	TRC
Health WG	19/06	10:00	Online
Information Management & Assessment WG	19/06	12:00	01/15
Livelihoods and Inclusion WG	19/06	10:00	Online
Protection WG	19/06	10:00	Online
PSA Network	19/06	10:00	Online
SRPS Technical Reference Group	19/06	10:00	Online
Water Sanitation	19/06	12:00	Online
WASH WG	19/06	10:00	Online

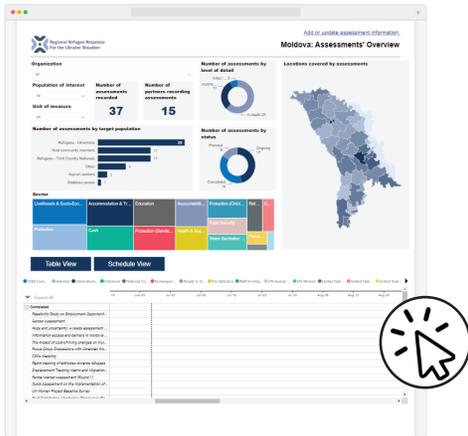
## RCF Meeting Calendar

The RCF Meeting Calendar provides details on the dates and participation information for all working groups, sub-working groups, and task forces. It also includes information on Local Refugee Coordination Forum meetings.



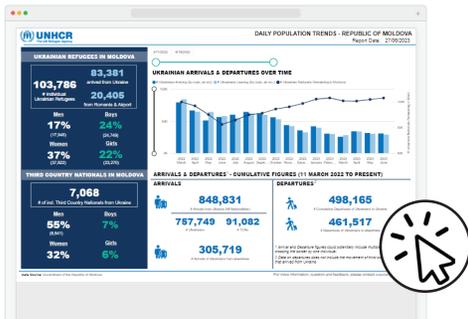
## Refugee Funding Tracker

Refugee Funding Tracker: The Refugee Funding Tracker is a comprehensive platform compiling all financial data related to refugee programs. The data available includes funding received by agencies involved in the refugee response, as well as budgets for refugee-related appeals and plans such as Country and Regional Refugee Response Plans (RRPs).



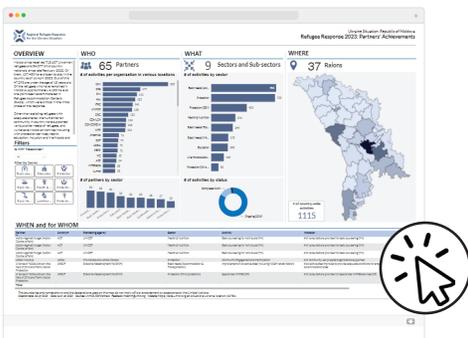
### Assessment Registry Tool

The Assessment Registry Tool is a platform where partners and organizations can share and acquire information on completed, planned, and ongoing assessments in Moldova. Its objective is to enhance coordination, minimize duplication, and ensure data is collected, analyzed, and shared in a principled manner.



### Daily Population Trends Dashboard

This dashboard allows partners to access up-to-date data on the numbers and profile of refugees in Moldova. The data is updated weekly.



### 2023 RRP Partners' Achievements Dashboard

This dashboard provides an overview of partner activities and achievements under the 2023 RRP.

For further information:

- Bertrand Blanc**, Senior Operations Coordinator, [blanc@unhcr.org](mailto:blanc@unhcr.org)
- Diego Nardi**, Inter-Agency Coordination Officer, [nardid@unhcr.org](mailto:nardid@unhcr.org)
- Yurii Arnautov**, Inter-Agency IM Officer, [arnautov@unhcr.org](mailto:arnautov@unhcr.org)