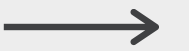


SOCIAL LISTENING REPORT

May 2024 Social Listening Report



MAY 2024:

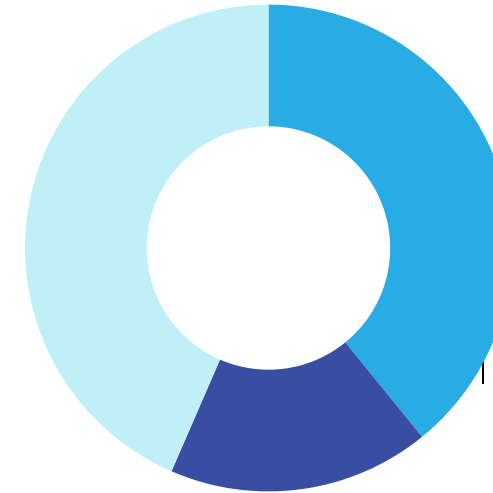
OUT OF 564 COMMENTS AND THREADS COLLECTED IN 52 ONLINE CHANNELS

- Negative feedback 9.3 %
- Interested in more details 59.3 %
- Positive 12.8 %
- New nothing before 18.6 %



SOCIAL PROTECTION SECTOR (172*)

- Interested in more details 39.1 %
- Negative 17.4 %
- Knew nothing before 43.5 %



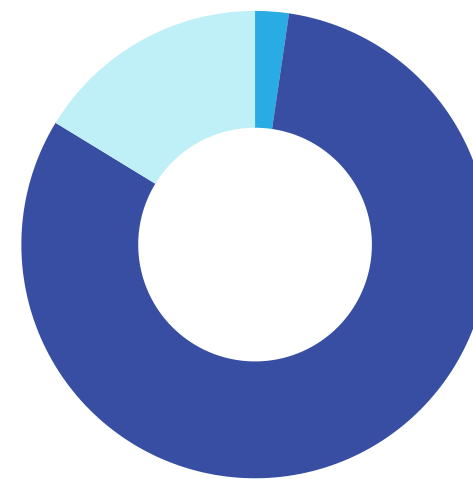
CHILD PROTECTION & GBV SECTOR (23)

- Negative feedback 13.8 %
- Positive 15.9 %
- Interested in more details 62.3 %
- Knew nothing before 8 %



HEALTHCARE SECTOR (276)

- Negative feedback 2.3 %
- Interested in more details 81.4 %
- Positive 16.3 %



EDUCATION SECTOR (98)

**the number in brackets show the quantity of the comments and threads collected in each Sector*

HEALTHCARE SECTOR

Analysis of Feedback

The healthcare sector received the highest number of reviews this month. Ukrainian refugees were the most frequent inquiring about access to healthcare services in Moldova. The "interested" section gathered the most reviews. Ukrainians inquired about access to free medical services and tests with Temporary Protection status. People also expressed interest in reimbursed medications.

However, they were not fully aware of what is included in the list of free medical services and what is not. People reported having to pay for consultations with ENT specialists by referral from their family doctor despite having Temporary Protection status.

There were few negative reviews about vaccination this month, but questions expressing interest in vaccinations were much more common. People asked about vaccinations against cholera and chickenpox, routine vaccinations, the possibility of vaccination after illness, and where to vaccinate children for free. Ukrainians also wondered if they could use ambulance services if their child does not have Temporary Protection status.

Examples of refugees feedback

Translation in English

“Could you please elaborate on accessing healthcare services in light of the new legislative changes regarding medical care for Ukrainians? With Temporary Protection, is consultation with a family doctor free, while other specialists such as ENT doctors, surgeons, and ophthalmologists require payment? Are certain tests and analyses, like X-rays and ECGs, paid or free? And do Ukrainian citizens have access to prescriptions for free medications?”

“Last week, the ENT specialist, based on a referral from the family doctor, said that the appointment for Ukrainians is only paid, despite having Temporary Protection.”

“How did you address the vaccination requirement for your child before starting school? Is it administered for free by the family doctor?”

“What documents are required to register with a family doctor?”

“Could you please tell me how to call an ambulance for a child? And for those who don't have Temporary Protection, how can they call for an ambulance?”

SOCIAL PROTECTION SECTOR

Analysis of Feedback

Second in terms of the number of collected reviews is the social protection sector. More than half of the Ukrainians leaving feedback in this sector expressed a desire to receive more detailed information about the services.

Ukrainian refugees are interested in the possibility of receiving assistance and support, especially considering the presence of disability within the family. They inquire about where to turn to receive birth benefits and what measures of support are available for large families with Temporary Protection.

Questions arise about the payments and support available for pregnant women and newborns in Moldova, as well as the provision of necessary items for infants similar to the 'baby kit' in Ukraine. They also seek information on how and where to obtain a Moldovan birth certificate for receiving payments in Moldova, as well as how and where to apply for childbirth benefits.

Some claim that obtaining a Moldovan birth certificate is not difficult. Others mention issues with opening a bank account to receive childbirth benefits. This suggests that people are unaware that childbirth benefits can also be obtained at the post office. Having a bank account for this purpose is not necessary.

Examples of refugees feedback

Translation in English

“If you want payments from Moldova, then obtain a Moldovan birth certificate. If you obtain a Ukrainian birth certificate, you will not receive payments.”

“At the multi-center, the Moldovan birth certificate is quickly and easily processed.”

“Where can Ukrainian children apply for Moldovan child benefits? As far as I know, it's not easy for Ukrainian citizens to open an account here.”

“Can you please advise if anyone who gave birth in Chisinau applied for any pre-or post-natal benefits, or is there no such thing here? And do they provide a 'baby bundle' like in Ukraine?”

EDUCATION SECTOR

Analysis of "Feedback"

Examples of refugees feedback

Translation in English

This month, the majority of reviews in the education sector were categorized as "interested". Parents sought advice and information on the admission procedures to schools in Moldova. They inquired about the required documents, the availability of Ukrainian classes or lessons, and also requested reviews to assess the quality of teaching in various schools.

Not all children have Temporary Protection status, so parents were interested in which schools accept students WITHOUT legal status. The reason for the child's lack of Temporary Protection status was not described by the parents. There was a case where the school principal admitted a child without Temporary Protection, but with the condition that the parents would bring the document later. Parents also reported that Ukrainian language classes are being opened in Moldovan schools with the approval of the Ministry of Education and Research of Moldova - this pleases them.

When it comes to admission to universities or colleges, parents inquire about the availability of groups with instruction in Russian. They also ask about the necessity of having Temporary Protection status. They assert that almost all universities in Chisinau have Russian-speaking groups. They highlight the absence of language barriers as positive for their children.

“
"Which school should I send my child to if they don't have Temporary Protection? Has anyone encountered this?"
”

“
"Could you please advise if anyone knows if it's possible to enroll in Moldova without knowing the language? What does my son need to take, temporary protection or not (he is currently in Ukraine)? For obvious reasons, we want to send him to study not in Ukraine. How to do it correctly?"
”

“
"Could you please share the link to the website for enrolling in the first grade at Pushkin Lyceum in Chisinau? Or does anyone know how this process works? The school said it's only through online registration?!"
”

“
"We personally approached the director when submitting documents to the school in Chisinau. She accepted us under our responsibility, and only then did we provide Temporary Protection. So submit the documents, but this may depend on the director."
”

CHILD PROTECTION AND GBV

Analysis of the feedback

Parents continue to inquire about free psychological assistance. They also prioritize engaging their children in various hobbies, thus seeking free activities for them. Parents believe that socialization will help their children integrate faster and make friends.

Many teenagers are engrossed in computer games and are unwilling to socialize. Parents are concerned about this and seek advice from each other on how to deal with it and what to do in such a situation.

Examples of refugees feedback

Translation in English

"I've been having this depression and tears for 3 years here. I also want to go back to Ukraine. I don't have any friends either. And after 30, I don't believe I'll find any, especially here. I feel guilty towards my child that I don't have enough strength to engage with them."

"Good evening! Are there any webinars or groups where a psychologist works with children in a group? After moving to another country, my child has become withdrawn, afraid of new things, and doesn't want to go anywhere."

"I want to talk to someone, I'm looking for a child psychologist for free"

Temporary protection for Refugee Children

We started analyzing this topic since April, and here's why:

As of May 15 according to UNHCR Data Portal out of 93 227 Ukrainian refugees in Moldova 52 039 are children. According to the Inspector General for Migration data as of May 14, 2024 only 13 338 children have obtained the Temporary Protection Status.

Such a discrepancy demonstrates we do not have data on the status of another 38 701 refugee children in Moldova. Taking into account the low official rate of residency or citizenship uptake in Moldova by Ukrainian refugees it means that more than 30 000 refugee children might not have any legal status in Moldova which in its turn can result in protection issues.

To understand the causes of the low uptake of TP by children NCUM has launched Social Listening on uptake of TP mainly by children and undertaken a number of actions in creating partnerships to find the hidden reasons.

TEMPORARY PROTECTION FOR REFUGEE CHILDREN

90 COMMENTS AND THEADS COLLECTED IN MAY 2024

- Interested **64.4 %**
- Knew nothing before **17.8%**
- Have TP already **11.1%**
- Reported problem in obtaining TP **6.7%**



The feedback collected in May showed that refugees from Ukraine are interested in obtaining Temporary Protection for their children. However, they lack information.

Parents do not fully understand the benefits of Temporary Protection. They inquire about the legal aspects of obtaining Temporary Protection for children and address questions about the difficulties of this process. Parents inquire whether Temporary Protection is needed if a child attends a private daycare. They are interested in the possibility of obtaining Temporary Protection for minors with the help of relatives - grandmothers or sisters. They find out whether their child needs to obtain Temporary Protection if there is a Moldovan birth certificate.

Parents who do not plan to stay in Moldova for long stated that they are not in a hurry to obtain Temporary Protection for their children.

The analysis of beneficiaries' feedback in this sector has shown that some still do not understand why temporary protection is necessary for their children. The main obstacles to obtaining temporary protection status for beneficiaries' families were cited as lack of permanent residence or registration issues, and not having all the necessary documents to obtain the status.

Some parents were informed about the importance of Temporary Protection for their children to access medical services and register with a family doctor.

Examples of refugees feedback

Translation in English

“
When a child has Temporary Protection, what does it provide?
 ”

“
For children with temporary protection, in order to take advantage of benefits at medical institutions, it is necessary to register with a family doctor.
 ”

“
Does anyone have experience obtaining Temporary Protection for a child with a grandmother? What documents are required? Is there a need for any authorization?
 ”

“
Do we need to obtain Temporary Protection for a child if we want to start with a private daycare and then enroll in a school in Moldova? We just don't know whether we will be studying here or not.
 ”

ACTIONS TAKEN:

Created and published - **19 informational posts**

Paid promotion - **11 informational posts**

Reach: **200,962 unique accounts**

LIVE info session on the vaccination process in Moldova - **28,988 views**

Responses to comments on posts and in private messages - **158 replies**

Thank you!

“Every Child is Protected in Moldova”

