

# Refugee Accommodation Centers Assessment Report

## Background & context

Following the full-scale invasion of Ukraine in February 2022, 137 Temporary Accommodation Centers for refugees were established in the Republic of Moldova by ANAS an agency subordinated to the Ministry of Labour and Social Protection (MLSP), with a total capacity of approximately 11,050 places. A significant administrative change took place on January 1, 2024, when MLSP took over the management of all Temporary Accommodation Centers for refugees, including those previously under the National Social Assistance Agency, as well as those managed by level II local authorities and the Directorates of Social Assistance and Family Protection.

As a result, the centers were renamed as Temporary Accommodation Centers for Displaced Persons from the Territories of Other States, in accordance with Order No. 182 of 20.12.2023 regarding the approval of the Regulation on the organization and functioning of the Temporary Accommodation Center for Displaced Persons from the Territories of Other States, the staffing norms, and the financing mechanism.

The Ministry of Labour and Social Protection (MLSP), together with BNWG (Basic Needs Working Group) and PWG (Protection Working Group), has developed the Standard Operating Procedure for the reorganization of Temporary Accommodation Centers for Displaced Persons from the Territories of Other States<sup>1</sup>("EXIT") to guide the strategic implementation of this process by establishing clear instructions and actions.

To support MLSP in the reorganization of the RACs, the Relocation Technical Group (RTG) was established, with the participation of members from the BNWG and the PWG. The RTG holds regular meetings to assess the progress of the reorganization of the RACs (Temporary Accommodation Centers for Displaced Persons from the Territories of Other States) would continue operating long-term, discuss challenges, and develop solutions.

Prior to the strategy's launch in July 2023, the Basic Needs Working Group conducted an assessment to evaluate various aspects of the centers, such as living conditions, suitability, and the situation of vulnerable groups. One year into the implementation, the MLSP sought assistance to conduct a second evaluation of the remaining RACs. The goal was to update the list of active centers for the coming months and into 2025, as well as to determine which RACs would continue operating long-term.

This assessment built upon the previous questionnaire, with RTG members contributing additional relevant questions and adopting a new scoring methodology to enhance the quality of the findings.

## Objective

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<sup>1</sup> "Refugee Accommodation Centres" (RACs) is the term used in this report to refer to collective centres. This corresponds to the terminology "Temporary Accommodation Centres for Displaced Persons from the Territories of Other States" as defined by the Ministry of Labour and Social Protection in accordance with Order No. 182.

The evaluation of the RACs encompassed several categories:

- Demographics with a focus on vulnerable groups
- Management efficiency
- Habitability standards
- Safety and security measures
- Quality of food provision
- The level of protection

The assessment was conducted across 28 active RACs expected to continue operating in 2025. Its objective was to identify centers requiring significant improvements in conditions and management, as well as those suitable for long-term operation. The outcome aimed to produce a comprehensive list of RACs, highlighting lower-scoring centers as those needing more attention or potential early closure in 2025.

The RTG shared the list with MLSP, enabling the entity to use it as a tool in its decision-making process.

## Methodology

### Sampling

To obtain information about the management and conditions of the centers, 28 RACs were intentionally selected from the database of the MLSP, using a non-probability sampling method.

As a result, the assessment findings reflected the current situation across the six categories: demographics, management, food distribution, habitability, safety and security, and protection.

Informal centers and those privately managed were not included in the assessment.

### Design

At the early stage of the assessment, the first step was to define the key indicators specific to RAC needs. Based on this, a matrix of indicators was created, each with defined criteria levels that formed the foundation of the RAC assessment scorecard. The matrix was organized into multiple dimensions (categories), each containing measures used to evaluate the RACs. The criteria within each measure were designed to be assessed from worst to best, facilitating clear and actionable scoring.

Utilizing a specialized toolkit in the R software, a quantitative data collection questionnaire was developed in Kobo, where experts from the PWG, BNWG, and RTG partners evaluated hypothetical RAC profiles based on various combinations of criteria through a scoring exercise. This process aimed to establish the relative importance of each criterion. Participants rated the profiles from 1 (least important) to 9 (most important), capturing the degree of vulnerability or need.

The Kobo questionnaire was administered in English or Romanian to capture data on the six dimensions, as agreed upon by members of the Relocation Technical Group. These members identified and ranked the criteria through the previously mentioned questionnaire (see Annex 1). The six dimensions assessed were **demographics, management, food distribution, habitability, safety and security, and protection**. Each dimension included multiple questions, with responses assigned corresponding scores from the vulnerability matrix. The sum of these scores determined the score for each individual dimension, while the total score for a RAC was derived from the sum of all dimension scores. A higher total score indicated

a better status based on the six assessed dimensions. The scoring system was integrated into the data collection tool so that upon submitting a form, all calculations were automatically performed as the data was uploaded.

A second qualitative assessment (see Annex 2), which included a more limited set of questions, was conducted to capture input from refugees residing in the centers. This was done through a focus group discussion (FGD). The outcome of the FGD closely aligned with the findings of the qualitative assessment.

Based on the results from the scoring exercise, a vulnerability scorecard was developed. The scores were assigned to each level of the matrix, with 1 indicating the lowest level of vulnerability and higher numbers indicating greater vulnerability.

Dimension	Measure	Level	Score
Demographics	Vulnerability Level Children	Less than 10% children accommodated from 0 to 17 years old	1.39
Demographics	Vulnerability Level Children	Between 11% to 30% children accommodated from 0 to 17 years old	2.23
Demographics	Vulnerability Level Children	More than 30% children accommodated from 0 to 17 years old	2.41
Demographics	Vulnerability Level Elderly	Less than 10% people accommodated +65 years old	1.39
Demographics	Vulnerability Level Elderly	Between 11 to 30% people accommodated +65 years old	2.41
Demographics	Vulnerability Level Elderly	More than 30% people accommodated +65 years old	3.17
Demographics	Vulnerability Level Pwd	Less than 5% people with disabilities accommodated	1.39
Demographics	Vulnerability Level Pwd	Between 5% to 10% people with disabilities accommodated	2.36
Demographics	Vulnerability Level Pwd	More than 10% people with disabilities accommodated	3.04
Demographics	Vulnerability Level Minorities	Less than 10% of people accommodated are from an ethnic minority group	1.39
Demographics	Vulnerability Level Minorities	Between 20% to 30% of people accommodated are from an ethnic minority group	2.23
Demographics	Vulnerability Level Minorities	More than 30% of people accommodated are from an ethnic minority group	2.41
Management	Manager Availability	Manager availability - Not regularly available	1.39
Management	Manager Availability	Manager availability - Part-time available	3.16
Management	Manager Availability	Manager availability - Full-time available	5.12
Management	Social Assistance Presence	Social assistance - Not regularly present	1.39
Management	Social Assistance Presence	Social assistance - One time per week present	2.49
Management	Social Assistance Presence	Social assistance - Every day present	3.77

Management	Service Provision	Service provision - Less than 2 services available	1.39
Management	Service Provision	Service provision - Between 3 to 4 services available	3.69
Management	Service Provision	Service provision - More than 5 services available	4.89
Food Distribution	Food Satisfaction Level	Not satisfied with the quality and quantity of food	1.39
Food Distribution	Food Satisfaction Level	Satisfied with the quality and quantity of food	4.03
Food Distribution	Food Satisfaction Level	Very satisfied with the quality and quantity of food	4.5
Food Distribution	Cooking Infrastructure	Not infrastructure for on-site cooking or space for food storage and food preparation	1.39
Food Distribution	Cooking Infrastructure	Infrastructure for on-site cooking including space for food storage and food preparation	5.45
Food Distribution	Kitchen Conditions	Poor conditions of the kitchen	1.39
Food Distribution	Kitchen Conditions	Acceptable conditions of the kitchen	2.84
Food Distribution	Kitchen Conditions	Excellent conditions of the kitchen	3.81
Habitability	Living Conditions Rac	Poor living conditions	1.39
Habitability	Living Conditions Rac	Acceptable living conditions	2.82
Habitability	Living Conditions Rac	Excellent living conditions	3.72
Habitability	Bedrooms Sharing	Common sleeping spaces (multiple families sleeping in the same space)	1.39
Habitability	Bedrooms Sharing	Shared bedrooms (2 families)	3.06
Habitability	Bedrooms Sharing	One bedroom per family	4.14
Habitability	Toilets Conditions	Poor conditions of toilets and showers	1.39
Habitability	Toilets Conditions	Acceptable conditions of toilets and showers	2.66
Habitability	Toilets Conditions	Excellent conditions of toilets and showers	2.93
Habitability	Maintenance Center Refugees	Residents do not actively collaborate in the maintenance of RAC to keep a good environment	1.39
Habitability	Maintenance Center Refugees	Residents actively collaborate in the maintenance of RAC to keep a good environment	2.66
Habitability	Accessibility Pwd	The center has not accessible and safe conditions for PwD	1.39
Habitability	Accessibility Pwd	The center is accessible but there are some barriers or obstacles that could impede movement for individuals with mobility issues?	2.87
Habitability	Accessibility Pwd	The center has accessible and safe conditions for PwD	3.69
Safety and Security	Safety Center Lighting	Poor lighting in the common areas, toilets and bedrooms	1.39
Safety and Security	Safety Center Lighting	Good lightening in the common areas, toilets and bedrooms	3.97
Safety and Security	Safety Center Lighting	Excelent lightening in the common areas, toilets and bedrooms	4.46
Safety and Security	Toilets Showers Separation	The toilets and showers are not separated for men and women	1.39
Safety and Security	Toilets Showers Separation	The toilets and showers are separated for men and women	3.32

Safety and Security	Safety Locks	Toilets and showers are not fitted with working locks	1.39
Safety and Security	Safety Locks	Toilets and showers are fitted with working locks	3.59
Safety and Security	Security Personnel Measures	No security personnel or measures (cameras, secure entry points)	1.39
Safety and Security	Security Personnel Measures	Security personnel or measures (cameras, secure entry points)	4.33
Safety and Security	Security Safety Measures	The RAC is not free of safety hazards and doesn't have safety measures	1.39
Safety and Security	Security Safety Measures	The RAC is free of safety hazards and has safety measures	4.22
Protection	PSEA Awareness	The manager and staff of the RAC are not aware and did not sign the code of conduct	1.39
Protection	PSEA Awareness	The manager and staff of the RAC are aware and signed the code of conduct	3.54
Protection	Information Materials PSEA	There are no information materials (posters or brochures) in common areas related to protection services (e.g. GBV, CP), and non-discrimination, in particular for at risk populations (e.g. PwD, LGBTIQ+)	1.39
Protection	Information Materials PSEA	There are information materials (posters or brochures) in common areas related to protection services (e.g. GBV, CP), and non-discrimination, in particular for at risk populations (e.g. PwD, LGBTIQ+)	3.02
Protection	Visitor Identification	There is not a controlled access of visitors to the RAC, including signing a book presenting identification and stating purpose of visit	1.39
Protection	Visitor Identification	There is a controlled access of visitors to the RAC, including signing a book presenting identification and stating purpose of visit	4.08
Protection	Complaints Feedback	There is no visible information on the obligations and prohibited behavior by aid workers and staff from the RAC, as well as information on how to report misconduct, including SEA	1.39
Protection	Complaints Feedback	There is visible information on the obligations and prohibited behaviors by aid workers and staff from the RAC, as well as information on how to report misconduct, including SEA	3.23
Protection	Protection Mechanisms	There is not a confidential complaint and feedback mechanism in place regarding management of the RAC and services provided	1.39
Protection	Protection Mechanisms	There is a confidential complaint and feedback mechanism in place regarding management of the RAC and services provided	3.37

## Data Collection

Three different partners—ACTED, IOM, and World Vision—participated in the data collection by providing enumerators. As professionals with experience in conducting assessments, the enumerators played a key role in ensuring efficient data collection.

Prior to the assessment, enumerators attended a pre-assessment training and briefing session, where they were introduced to the objectives of the assessment and guided through the questionnaire. The session provided clarity on the purpose of the assessment, a step-by-step walkthrough of the questions, the importance of obtaining consent, basic research etiquette, time management, and strategies to avoid common biases during data collection.

The questionnaire was administered to managers or representatives of the 28 active centres through in-person interviews conducted between 29 August and 10 September 2024. All respondents answered/responded to all questions.

## Sample Size

A total of 28 RACs, all active centers at the time of assessment, were included. These centers had a combined capacity of 1,893 individuals and were hosting 1,334 individuals as of 10 September 2024.

RAC ID	Location	Raion	Capacity	Occupancy
1092	Chisinau	Chisinau	200	118
15	Center	Hincesti	150	70
35	Chisinau	Chisinau	130	128
66	Center	Straseni	120	68
48	Center	Criuleni	100	70
4	South	Stefan Voda	100	50
27	Center	Nisporeni	100	58
5	South	UTA Gagauzia	100	56
151	Chisinau	Chisinau	90	75
2	North	Balti	86	84
571	Chisinau	Chisinau	80	80
65	North	Donduseni	80	75
3	North	Glodeni	80	37
8	Center	Calarasi	50	36
51	Center	Hincesti	50	43
572	Chisinau	Chisinau	40	34
574	Chisinau	Chisinau	40	39
21	North	Telenesti	40	33
207	Chisinau	Chisinau	35	24
12	Chisinau	Chisinau	30	36
26	Center	Anenii Noi	30	21
150	Center	Ungheni	30	13

138	Chisinau	Chisinau	25	13
111	Chisinau	Chisinau	25	12
143	North	Edinet	22	11
100	Chisinau	Chisinau	20	18
59	North	Riscani	20	16
41	North	Drochia	20	16

## Results

Since two questionnaires were used—one for managers of RACs and another for refugees residing in the corresponding RACs at the time of data collection—the final score was calculated based on the total scores from both questionnaires. The goal was to allow the FGD scores to adjust the corresponding scores from the initial scorecard.

For example, if the score for a particular dimension provided by refugees contradicted the score given by the RAC manager, a certain percentage was deducted from the manager’s score based on the number of refugees who disagreed with the statement.

## Limitations

- **Survey fatigue:** RAC managers had been responding to several assessments, including some from the enumerators for this assessment. This, coupled with the length of the questionnaire, could have led to rushed responses, which may have resulted in inaccurate information. Such inaccuracies could have been misinterpreted, potentially affecting the analysis.
- **Bias:** Some enumerators frequently conducted assessments in the centres, making it likely they chose centres where they had a good rapport with the managers. This familiarity may have led them to unknowingly fail to administer the questionnaire thoroughly, introducing a selection bias. Additionally, since the assessment sought responses from RAC managers, there was a possibility that managers may have 'conveniently' responded in a way that favored the conditions of the centres they managed.

**Data verification:** Efforts were made to ensure accurate data collection through the use of drop-down lists for reasonable/likely response options and skip logic. However, responses to a few open-ended questions were either missing or not properly captured, which could have introduced inconsistencies if used for analysis and decision-making.

## RACs Dimensions Analysis Results

The 6 dimensions on which data was collected and analyzed to rank the centre were: Demographics, Management, Food Distribution, Habitability, Safety and Security, and Protection.

### Key findings:

1. The scoring scale ranges from a minimum of **34.75** to a maximum of **94.48** (See Annex 3). After integrating the FGD score adjustments into the initial score, all RAC scores are now concentrated between **62.51** and **91.09**, positioning them within the top 55% of the scoring spectrum.

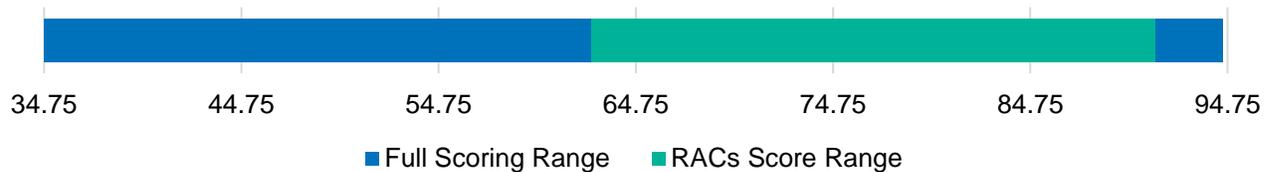


Figure 1 RAC Scoring range within the full scoring range

2. Nearly all RACs scored above the established average for each dimension assessed, indicating overall high performance.
3. The scores within the demographics, management, and safety & security dimensions exhibit a normal distribution, with no significant outliers, reflecting consistent performance across these areas.
4. The dimensions of food distribution, habitability, and protection have recorded outliers, indicating that some scores significantly deviate from the typical range.
5. Analysis of the FGD data shows a strong alignment between the perceptions of most refugees and the assessments reported by RAC managers.

Score Metrics	Demographics Dimension Score	Management Dimension Score	Food distribution Dimension Score	Habitability Dimension Score	Safety and Security Dimension Score	Protection Dimension Score
Minimum Possible Score	5.56	4.17	4.17	6.95	6.95	6.95
Minimum RAC Score	6.58	7.9	6.81	8.38	14.65	15.26
RAC Score Mean	8.38	11.60	11.96	13.98	18.02	16.97
RAC Score Median	8.38	11.82	12.79	13.67	17.75	17.24
Maximum RAC Score	10.67	13.78	13.76	17.14	19.92	17.24
Maximum Possible Score	11.03	13.78	13.76	17.14	19.92	17.24

Further elaboration and analysis on these dimensions are outlined in the below section.

### Demographics

The demographics dimension considered four components: children, older people, ethnic minorities, and the occupancy of vulnerable groups in the centres—i.e., how many people from these categories were hosted in the centre. Initially, the occupancy score was included as part of the demographics score. However, it was later omitted due to the inherently dynamic nature of occupancy in RACs, where fluctuations are common and expected. As a result, the occupancy level recorded at the beginning of the assessment often differed from the level observed at its conclusion. The vulnerable groups category focused on whether and how many pregnant and lactating women (PLW), single women without family members, unaccompanied or separated children (UASC), people with disabilities (PWD), and others (type of vulnerability to be specified) were hosted in the centre. The scores were normally distributed, ranging from a minimum of 6.58 to a maximum of 10.67, with a mean score of 8.38, indicating that the RACs hosted varying numbers of individuals from these categories.

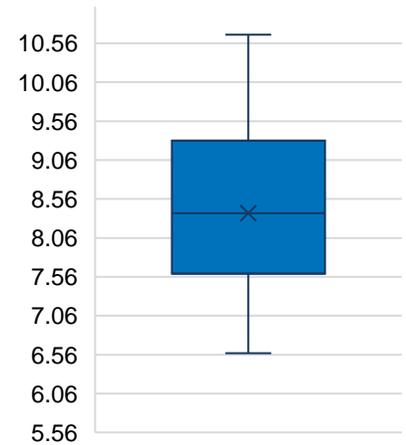


Figure 2 Demographics Dimension Scores Histogram

### Management

This dimension focused on the human resources dedicated to managing the centre. The various types of expertise/personnel assessed for supporting the centre included the presence of a manager or administrator dedicated to the centre, social assistance professional, personnel responsible for cleaning the common areas, and any other specialized staff (such as medical staff, caregivers, cooks, etc.), as well as whether they worked part-time or full-time and whether they worked daily or less frequently. The scores in this dimension ranged from 7.9 to 13.78, with an average score of 11.60 and a slightly higher median score of 11.82.

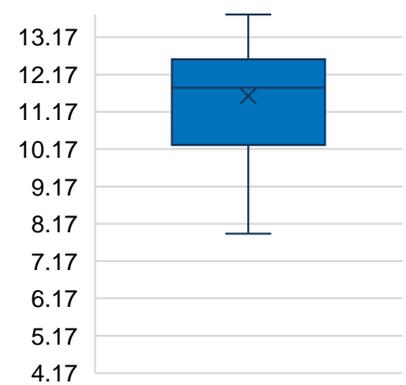


Figure 3 Management Dimension Scores Histogram

### Food Distribution

The assessment on food distribution aimed to evaluate the satisfaction level of the occupants, considering both the quantity and quality of the food provided in the centre. Other aspects of this dimension included the modality of food provision, the availability of dining facilities, food storage facilities, and the general condition of the kitchen. The elements for this dimension were categorized into food satisfaction, cooking infrastructure, and kitchen condition. Scores ranged from 6.81 to 13.76, with an average of 11.96. While the majority of scores clustered toward the higher end of the range, there were five RACs that exhibited marginally lower standards.

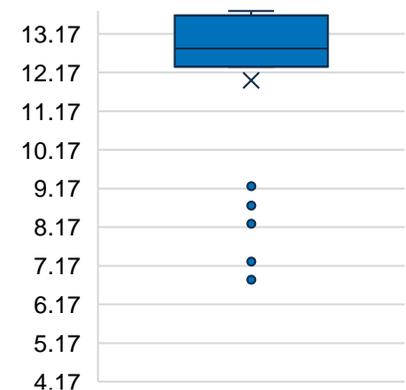


Figure 4 Food Distribution Dimension Scores Histogram

### Habitability

Habitability measured the living conditions, including bedroom allocation—whether tenants shared a bedroom with others or had a private bedroom, toilet and shower conditions, participation in maintenance by refugees, and accessibility for people with disabilities. The scores in this dimension ranged widely from 8.38 to 17.14, with a mean of 13.98, indicating generally satisfactory living conditions. However, two RAC scores were outliers, falling outside the normal distribution.

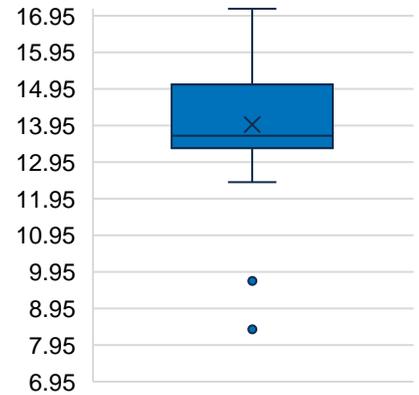


Figure 5 Habitability Dimension Scores Histogram

### Safety and Security

Safety and security were gauged by the adequacy of lighting in common areas, bedrooms, and toilets, whether showers and toilets were separated and equipped with safety locks, the presence of security personnel, and other safety measures. With the highest scores among all dimensions, ranging from 14.65 to 19.92, and a mean of 18.02, this suggested that most RACs maintained high standards of safety and security.

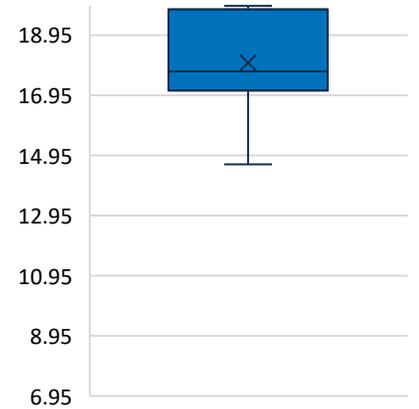


Figure 6 Safety and Security Dimension Scores Histogram

### Protection

The Protection dimension covered PSEA awareness, the availability of information materials, visitor identification procedures, visibility of information regarding obligations and prohibited behaviors by aid workers, and the availability of a complaint and feedback mechanism on management. The scores, ranging from 15.26 to 17.24, with a mean of 16.97, suggested effective implementation of protection policies.



Figure 7 Protection Dimension Scores Histogram

## RAC Assessment Dimension and Final Score list

The table below presents the list of RACs along with their final scores, which determined which RACs might close in the short term due to their lower average scores across the six dimensions. During the process, two RACs were closed, RAC ID 143 in Edinet and RAC ID 1092 in Chisinau. Therefore, these centres were highlighted in red with 0% occupancy. The RACs highlighted in yellow represented the lower scores, ranging from 62 to 72. The medium scores, ranging from 75 to 81, were highlighted in orange, while the higher scores, ranging from 82 to 91, were represented in green.

RAC ID	Raion	Occupancy % (24/01/25)	Demographics Dimension Score	Management Dimension Score	Food distribution Dimension Score	Habitability Dimension Score	Safety and Security Dimension Score	Protection Dimension Score	Score deduction from refugee FGD questionnaire	Final Adjusted Score
100	Chisinau	90%	9.25	13.78	13.76	17.14	19.92	17.24	0	<b>91.09</b>
151	Chisinau	83%	8.23	11.82	13.76	17.14	19.92	17.24	0	<b>88.11</b>
8	Calarasi	80%	9.83	11.82	13.29	16.32	17.5	17.24	-0.18	<b>85.82</b>
35	Chisinau	98%	8.39	11.82	13.29	15.97	19.92	17.24	-1.27	<b>85.36</b>
59	Riscani	80%	8.18	13.78	13.76	17.14	17.99	17.24	-3.6	<b>84.49</b>
48	Criuleni	98%	8.39	13.78	13.29	13.67	17.99	17.24	0	<b>84.36</b>
12	Chisinau	90%	9.83	11.4	12.32	14.7	19.92	17.24	-1.97	<b>83.44</b>
138	Chisinau	92%	9.25	13.78	13.29	12.4	19.43	17.24	-2	<b>83.39</b>
51	Hincesti	88%	7.55	10.28	13.76	17.14	19.92	15.4	-1.27	<b>82.78</b>
15	Hincesti	53%	10.27	10.28	13.29	13.94	17.5	17.24	0	<b>82.52</b>
111	Chisinau	60%	8.44	13.78	12.79	13.22	16.98	17.24	-0.48	<b>81.97</b>
26	Anenii Noi	107%	10.27	10.28	12.32	14.7	17.5	17.24	-0.38	<b>81.93</b>
150	Ungheni	53%	8.36	11.82	12.32	14.57	17.5	17.24	0	<b>81.81</b>
2	Balti	95%	9.33	12.58	12.79	13.67	16.49	17.24	-0.35	<b>81.75</b>
572	Chisinau	100%	7.6	10.2	13.76	13.67	19.43	17.24	-1.08	<b>80.82</b>
571	Chisinau	103%	6.58	7.9	13.76	14.84	19.92	17.24	0	<b>80.24</b>
574	Chisinau	90%	7.6	12.58	12.32	13.67	19.92	17.24	-3.19	<b>80.14</b>
21	Telenesti	78%	7.6	12.58	12.79	13.67	19.43	17.24	-5.92	<b>77.39</b>
65	Donduseni	119%	8.57	10.28	8.73	13.67	19.43	17.24	-0.94	<b>76.98</b>

207	Chisinau	74%	7.6	11.82	12.32	13.67	16.6	17.24	-2.28	<b>76.97</b>
4	Stefan									
41	Voda	74%	9.25	12.58	12.32	9.89	14.92	17.24	-0.8	<b>75.4</b>
41	Drochia	110%	7.6	8.32	12.79	15.15	17.5	17.24	-3.46	<b>75.14</b>
27	Nisporeni	52%	9.59	7.9	6.81	13.67	17.5	17.24	-0.69	<b>72.02</b>
143	Edinet	0%	6.58	13.78	13.76	14.84	15.05	15.4	-8.04	<b>71.37</b>
3	Glodeni	64%	6.58	12.58	9.23	9.7	17.5	17.24	-1.46	<b>71.37</b>
66	Straseni	71%	10.67	8.85	7.28	12.4	14.92	15.4	0	<b>69.52</b>
1092	Chisinau	0%	6.58	11.82	8.26	8.38	19.43	17.24	-8.22	<b>63.49</b>
5	UTA									
5	Gagauzia	94%	6.58	12.58	6.81	12.4	14.65	15.26	-5.77	<b>62.51</b>

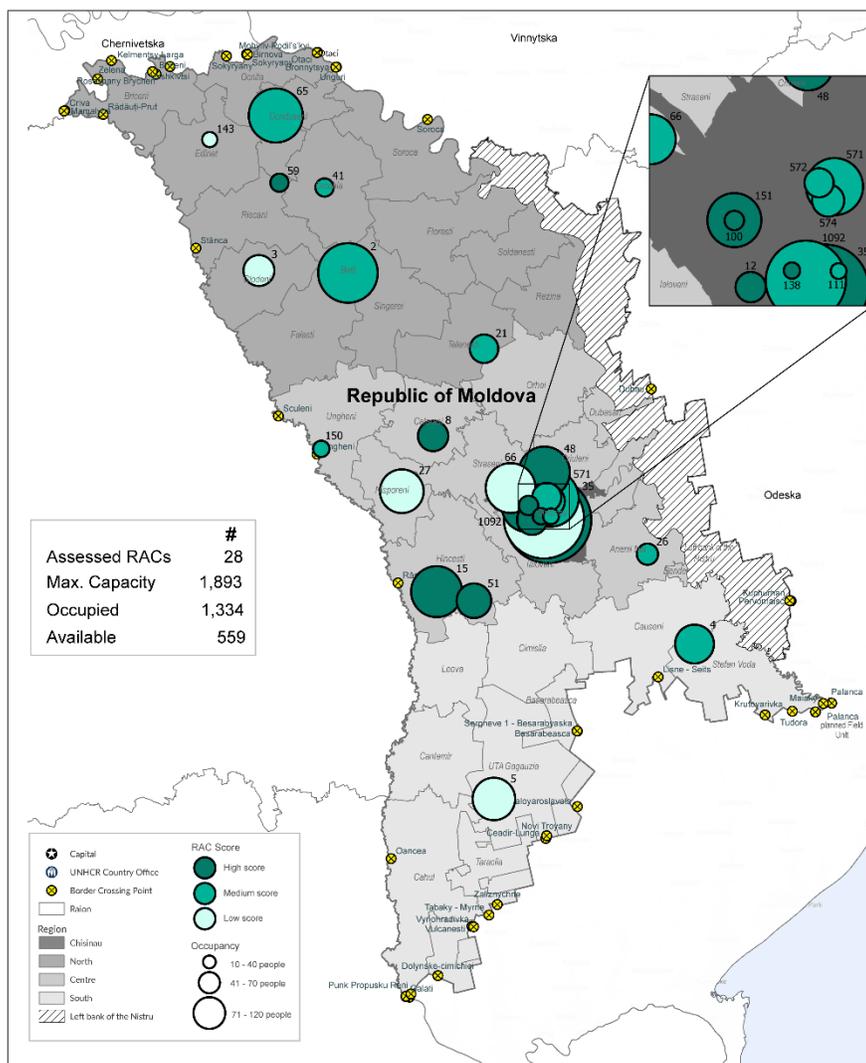
High score
Medium score
Low score

## Influence of Additional Factors on the Final List

Following the initial assessment, two additional external factors, **geographical location** and **ownership**, were deemed essential for the final scoring and decision-making process. These factors were included to ensure a strategically balanced approach to the Refugee Accommodation Center (RAC) consolidation strategy.

### Geographical Location

Of the 28 RACs assessed, seven RACs (one already closed) were located in the northern area of the country, eight in the central area, eleven in Chişinău (one already closed), and two in the southern areas of the country. According to the available data, most refugees preferred to stay in or near Chişinău due to its accessibility to services and employment opportunities. Therefore, it was important to maintain a good capacity of RACs in this area. Regarding the six RACs in the northern area, each center was located in a different city, with the RAC in Donduşeni being the closest to the Otaci border crossing point. In the southern area, the RAC in Ştefan Vodă was the closest to the Palanca border crossing point. Overall, it was important to assess the number of RACs available per location, combined with the final scoring list, to make informed decisions about the closure of centers and how it could impact the well-being of refugees, particularly if a center was closed and no other nearby facility was available for relocation.



## Ownership Considerations

The ownership structure of the RACs varies from one center to another and could impact the final RAC score list due to the independence of some RACs from MLSP support. Of the 28 RACs assessed, eight centers (one already closed) were managed and fully funded by local NGOs and faith-based organizations, 11 centers were managed and co-funded by the Territorial Agency for Social Assistance (ATAS) under the direct oversight of MLSP, and one center was directly owned by MLSP. While the priority for keeping RACs open long-term was given to those with higher scores, facility owners could independently decide to close a RAC and inform MLSP of their decision. Additionally, identifying the ownership of the centers aimed to advocate for keeping open, for the long term, those RACs directly managed by MLSP to ensure consistent operations, financial sustainability, and minimize the risk of unexpected closures due to independent management decisions.

RAC ID	Raion	Ownership
100	Chisinau	Local NGO
151	Chisinau	Local NGO
150	Ungheni	Local NGO
143	Edinet	Local NGO
207	Chisinau	Local NGO
138	Chisinau	Faith-based organization
111	Chisinau	Faith-based organization
51	Hincesti	Faith-based organization
59	Riscani	ATAS North (The space belongs to the City Hall of Mihaileni village)
2	Balti	ATAS North – West (The space belongs to A. Russo State University)
65	Donduseni	ATAS North – East (facility belongs to SA RED Nord)
41	Drochia	ATAS North - East
3	Glodeni	ATAS North – West (The space belongs to Glodeni Rayon Council)
8	Calarasi	ATAS Center – West (facility belongs to the Călărași rayon council)
21	Telenesti	ATAS Centru - East
27	Nisporeni	ATAS Center – West (Space belongs to Nisporeni Professional School)
66	Straseni	ATAS Center (facility belongs to the Town Hall of Popeasca village)
15	Hincesti	ATAS South – West (Space Belongs to the Ministry of Education)
26	Anenii Noi	ATAS South-East
12	Chisinau	Ministry of Labour and Social Protection
35	Chisinau	State Enterprise "SPB CONSTRUCTORUL"
48	Criuleni	IP Professional School Criuleni
572	Chisinau	Technical University of Moldova

571	Chisinau	Technical University of Moldova
574	Chisinau	Technical University of Moldova
1092	Chisinau	Universitatea de stat din Moldova
4	Stefan Voda	Popeasca Town Hall
5	UTA Gagauzia	General Directorate of Health and Social Protection UTA Gagauzia

## Conclusion

The RACs assessment revealed only slight differences in scoring among the remaining centres, reflecting a more uniform standard compared to the initial assessment conducted in 2023. Given that only 50% of RACs remain open since the first evaluation, the current facilities now accommodate some of the most vulnerable households relocated following previous closures. This highlights the need for careful planning in future consolidation efforts, ensuring that centres with higher vulnerability profiles are either excluded from closure or scheduled in the final stages of the process.

To ensure a well-managed transition, the closure of high-occupancy RACs should be staggered throughout 2025. This approach would allow families with school-aged children to proactively plan their relocation during school breaks. A phased approach will help prevent undue strain on families, allowing adequate time for relocation support and reducing the risk of displacement-related distress. The assessment also emphasized the importance of maintaining a strategic geographic distribution of RACs, particularly in Chişinău, where access to essential services and employment opportunities remains a key factor in refugee stability and integration.

The findings underscored key challenges in areas such as food distribution, habitability, and protection mechanisms, with some RACs scoring lower in these dimensions. Addressing these gaps, particularly by enhancing service provision, accessibility for persons with disabilities, and information-sharing with residents, will be critical in improving overall conditions. Additionally, given that many RACs operate under different ownership structures—ranging from local NGOs to government-managed facilities—future planning must consider the risk of unexpected closures driven by independent management decisions.

Ultimately, this assessment serves as a vital tool for MLSP and partners, providing a data-driven foundation for RAC consolidation in 2025. By reinforcing protection mechanisms, addressing identified shortcomings, and ensuring transparency in decision-making, the process can continue to prioritize the dignity and well-being of refugees in Moldova while transitioning towards more sustainable housing solutions.

## Annex 1: RAC Assessment – RAC Manager Questionnaire

Dimension	Question in Survey	Category	Selection choice	Logic
	Name(s) of staff member(s) conducting the survey	Text		
	Date of visit	Date		
	Organization name	Single selection	Acted; IOM; World Vision	
	Raion	Single selection	MDA Admin 1 [List]	
	RAC Name/Address	Single selection	Available RAC [List]	
	Is the manager / administrator in charge of the RAC answering the following questions from the questionnaire?	Single selection	Yes, No	
	Does the manager consent to the enumerator to conduct the questionnaire?	Single selection	Yes, No	If 'No' is selected, then the form ends
Demographics	Maximum number of people the RAC can host	Integer		
Demographics	Number of people currently staying in the RAC	Integer		
Demographics	Provide the number of children accommodated from 0 to 2 years old	Integer		
Demographics	Provide the number of children accommodated from 3 to 17 years old	Integer		
Demographics	Provide the number of elderly 60+ years old accommodated	Integer		
Demographics	Provide the number of ethnic minorities accommodated	Integer		
			Pregnant and lactating women (PLW); Single women without family members; Unaccompanied or separated children; People with disabilities; People with serious medical conditions (other	
Demographics	Which vulnerable group are currently hosted by the center?	Multiple selection		

			than a disability); Other; None	
Demographics	Please provide the number of pregnant and lactating women (PLW) hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Demographics	Please provide the number of single women without family members hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Demographics	Please provide the number of unaccompanied or separated children hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Demographics	Please provide the number of people with disabilities hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Demographics	Please provide the number of people with serious medical conditions (other than a disability) hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Demographics	Please provide the number of people belonging to another vulnerability group not mentioned hosted:	Integer		Appears based on selection from 'Which vulnerable group are currently hosted by the center?'
Management	if yes, how often the manager/ administrator is present in the RAC?	Single selection	Full time; Part-time; Not regularly present	
Management	Is there a social assistance designated to the RAC?	Single selection	Yes, No	
Management	if yes, how often the social assistance is present in the RAC?	Single selection	Daily; One time per week; Not regularly present	
Management	Is there staff designated for the cleaning of the RAC?	Single selection	Yes, No	Appears based on 'Yes' answer from previous question

Management	Are there other staff working in the RAC?	Single selection	Yes, No	
Management	If yes, please select from these options	Multiple selection	Medical staff; Care giver; Cook; Cook assistant; Staff to assist PwD; Other (specify)	Appears based on 'Yes' answer from previous question
Management	If other, please specify	Text		Appears based on 'Other' answer from previous question
Management	Does the manager keep a registration mechanism of the residents?	Single selection	Yes, No	
Management	Are the below services available	Multiple selection	Childcare; Education; Health; MHPSS; GBV Case management; Child friendly spaces; Food provision; People with disabilities; No Services Available	
Management	Are the below services available	Multiple selection	The center has not accessible and safe conditions for PwD; The center is accessible but there are some barriers or obstacles that could impede movement for individuals with mobility issues?; The center has accessible and safe conditions for PwD	
Accessibility	Are accessible and safe conditions for the elderly and people with disabilities provided within the Center?	Single selection		
Accessibility	Are the entrances to the building accessible (e.g., ramps, automatic doors)?	Single selection	Yes, No	
Accessibility	The outside circulation areas are accessible with wide and unobstructed (i.e., a wheelchair can pass easily if self-manipulated by the person)	Single selection	Yes, No	

Food distribution	How satisfied are the residents with the quality and quantity of the food provided?	Single selection	Not Satisfied; Satisfied; Very Satisfied	
Food distribution	What modality of food distribution is adopted?	Single selection	Catering; On-site cooking	
Food distribution	Does RAC have dining room space capacity furnished, functional and comfortable?	Single selection	Yes, No	
Food distribution	Does the RAC have the proper infrastructure for on-site cooking, including space for food storage and food preparation?	Single selection	Yes, No Excellent; Acceptable; Poor	
Food distribution	What are the conditions of the kitchen?	Single selection	Excellent; Acceptable; Poor	
Habitability	What are the overall conditions of the center?	Single selection	Poor One bedroom per family; Shared bedrooms (2 families); Common sleeping spaces (multiple families sleeping in the same space)	
Habitability	how is the bedroom composition?	Single selection	Excellent; Acceptable; Poor	
Habitability	What are the overall conditions of the toilets and showers?	Single selection	Poor	
Habitability	Are the residents actively collaborating in the maintenance of the RAC and to keep a good environment in the center?	Single selection	Yes, No	
Habitability	Is the heating system functional?	Single selection	Yes, No	
Habitability	Has the RAC received any repair work conducted by an NGO?	Single selection	Yes, No In the last 6 months; Between 7 and 9 months; Between 10 and 12 months; Between 13 and 18 months	Appears based on 'Yes' answer from previous question
Habitability	When was the repair work done?	Single selection	Excellent; Acceptable; Poor	
Safety and Security	Is lighting in the RAC adequate and functional?	Single selection	Poor	
Safety and Security	Are there evacuation routes in the event of danger?	Single selection	Yes, No	

Safety and Security	Are the toilets and showers shared or private (use per family)	Single selection	Shared; Private (use per family)	Appears based on 'Shared' answer from previous question
Safety and Security	If shared, are the toilets and showers separated for men and women	Single selection	Yes, No	
Safety and Security	Are bathrooms fitted with working locks?	Single selection	Yes, No	
Safety and Security	Are there visible security personnel or measures, such as surveillance cameras and secure entry points?	Single selection	Yes, No	
Safety and Security	Is the RAC free of safety hazards and has safety measures?	Single selection	Yes, No	
Protection	Are there information material (posters or brochures) in common areas related to protection services (e.g. GBV, CP),and non-discrimination, in particular for at risk populations (e.g. PwD, LGBTIQ+)?	Single selection	Yes, No	
Protection	Is there a code of conduct in place that needs to be signed by the manager and the staff of the RAC?	Single selection	Yes, No	
Protection	Is there controlled access of visitors to the RAC, including signing a book presenting identification and stating purpose of visit?	Single selection	Yes, No	
Protection	Is there visible information on the obligations and prohibited behaviours by aid workers and staff from the RAC, as well as information on how to report misconduct, including SEA?	Single selection	Yes, No	
Protection	Is there a confidential complaint and feedback mechanism in place regarding management of the RAC and services provided?	Single selection	Yes, No	
	If there is any additional comment, please provide the information	Text		

## Annex 2: RAC Assessment – FGD Questionnaire

Dimension	Question in Survey	Category	Selection choice	Logic
	Name(s) of staff member(s) conducting the survey	Text		
	Date of visit	Date		
	Organization name	Single selection	Acted; IOM; World Vision	
	Raion	Single selection	MDA Admin 1 [List]	
	RAC Name/Address	Single selection	Available RAC [List]	
Management	How accessible and responsive is the staff when you need assistance?	Multiple selection	Very Accessible and Responsive; Sometimes Accessible and Responsive; Inaccessible and Unresponsive	Appears based on selection from 'How accessible and responsive is the staff when you need assistance?'
Management	Please provide the number of individuals that found the staff 'Very Accessible and Responsive':	Integer		Appears based on selection from 'How accessible and responsive is the staff when you need assistance?'
Management	Please provide the number of individuals that found the staff 'Sometimes Accessible and Responsive':	Integer		Appears based on selection from 'How accessible and responsive is the staff when you need assistance?'
Management	Please provide the number of individuals that found the staff 'Inaccessible and Unresponsive':	Integer		Appears based on selection from 'How accessible and responsive is the staff when you need assistance?'
Management	Please provide any reasons stated by the residents:	Text		
Habitability	How satisfied are you with your overall experience living in this RAC?	Multiple selection	Yes, No	Appears based on selection from 'How satisfied are you with your overall experience living in this RAC?'
Habitability	Number of individuals who answered 'Yes':	Integer		

Habitability	Number of individuals who answered 'No':	Integer		Appears based on selection from 'How satisfied are you with your overall experience living in this RAC?'
Habitability	Please provide any reasons stated by the residents:	Text		
Habitability	How would you rate the overall living conditions in the Reception and Accommodation Center (RAC)?	Multiple selection	Excellent; Acceptable; Poor	
Habitability	Number of individuals rating conditions as 'Excellent':	Integer		Appears based on selection from 'How would you rate the overall living conditions in the Reception and Accommodation Center (RAC)?'
Habitability	Number of individuals rating conditions as 'Acceptable':	Integer		Appears based on selection from 'How would you rate the overall living conditions in the Reception and Accommodation Center (RAC)?'
Habitability	Number of individuals rating conditions as 'Poor':	Integer		Appears based on selection from 'How would you rate the overall living conditions in the Reception and Accommodation Center (RAC)?'
Habitability	Please provide any reasons stated by the residents:	Text		
Habitability	How comfortable do you find the sleeping arrangements (beds, bedding, space)?	Multiple selection	Very Comfortable; Comfortable; Uncomfortable	
Habitability	Number of individuals rating the sleeping arrangements as 'Very Comfortable':	Integer		Appears based on selection from 'How comfortable do you find the sleeping arrangements (beds, bedding, space)?'

Habitability	Number of individuals rating the sleeping arrangements as 'Comfortable':	Integer		Appears based on selection from 'How comfortable do you find the sleeping arrangements (beds, bedding, space)?'
Habitability	Number of individuals rating the sleeping arrangements as 'Uncomfortable':	Integer		Appears based on selection from 'How comfortable do you find the sleeping arrangements (beds, bedding, space)?'
Habitability	Please provide any reasons stated by the residents:	Text		
Habitability	Are the facilities (bathrooms, showers, kitchens) clean and well-maintained?	Multiple selection	Always; Sometimes; Rarely	
Habitability	Number of individuals reporting that facilities are 'Always' clean and well-maintained:	Integer		Appears based on selection from 'Are the facilities (bathrooms, showers, kitchens) clean and well-maintained?'
Habitability	Number of individuals reporting that facilities are 'Sometimes' clean and well-maintained:	Integer		Appears based on selection from 'Are the facilities (bathrooms, showers, kitchens) clean and well-maintained?'
Habitability	Number of individuals reporting that facilities are 'Rarely' clean and well-maintained:	Integer		Appears based on selection from 'Are the facilities (bathrooms, showers, kitchens) clean and well-maintained?'
Habitability	Please provide any reasons stated by the residents:	Text		
Habitability	Do residents support in the cleanliness and maintenance of the facilities (bathrooms, showers, kitchens)?	Multiple selection	Yes, No	

Habitability	Number of individuals confirming that residents contribute to the cleanliness and maintenance of facilities (Yes):	Integer		Appears based on selection from 'Do residents support in the cleanliness and maintenance of the facilities (bathrooms, showers, kitchens)?'
Habitability	Number of individuals stating that residents do not contribute to the cleanliness and maintenance of facilities (No):	Integer		Appears based on selection from 'Do residents support in the cleanliness and maintenance of the facilities (bathrooms, showers, kitchens)?'
Habitability	Please provide any reasons stated by the residents:	Text		
Food distribution	How would you rate the quality of the food provided at the RAC?	Multiple selection	Excellent; Acceptable; Poor	
Food distribution	Number of individuals rating the food quality as 'Excellent':	Integer		Appears based on selection from 'How would you rate the quality of the food provided at the RAC?'
Food distribution	Number of individuals rating the food quality as 'Acceptable':	Integer		Appears based on selection from 'How would you rate the quality of the food provided at the RAC?'
Food distribution	Number of individuals rating the food quality as 'Poor':	Integer		Appears based on selection from 'How would you rate the quality of the food provided at the RAC?'
Habitability	Please provide any reasons stated by the residents: Are there adequate opportunities for activities and recreation?	Text Multiple selection	Always; Sometimes; Rarely	
Habitability	Number of individuals reporting 'Always' adequate opportunities for activities and recreation:	Integer		Appears based on selection from 'Are there adequate opportunities for activities and recreation?'

Habitability	Number of individuals reporting 'Sometimes' adequate opportunities for activities and recreation:	Integer		Appears based on selection from 'Are there adequate opportunities for activities and recreation?'
Habitability	Number of individuals reporting 'Rarely' adequate opportunities for activities and recreation:	Integer		Appears based on selection from 'Are there adequate opportunities for activities and recreation?'
Habitability	Please provide any reasons stated by the residents:	Text		
Safety and Security	Do you feel safe and secure within the RAC?	Multiple selection	Always; Sometimes; Rarely	
Safety and Security	Number of individuals reporting they 'Always' feel safe and secure within the RAC:	Integer		Appears based on selection from 'Do you feel safe and secure within the RAC?'
Safety and Security	Number of individuals reporting they 'Sometimes' feel safe and secure within the RAC:	Integer		Appears based on selection from 'Do you feel safe and secure within the RAC?'
Safety and Security	Number of individuals reporting they 'Rarely' feel safe and secure within the RAC:	Integer		Appears based on selection from 'Do you feel safe and secure within the RAC?'
Safety and Security	Please provide any reasons stated by the residents:	Text		
Safety and Security	Do you feel your privacy is respected at the RAC?	Multiple selection	Always; Sometimes; Rarely	
Safety and Security	Number of individuals reporting that their privacy is 'Always' respected at the RAC:	Integer		Appears based on selection from 'Do you feel your privacy is respected at the RAC?'
Safety and Security	Number of individuals reporting that their privacy is 'Sometimes' respected at the RAC:	Integer		Appears based on selection from 'Do you feel your privacy is respected at the RAC?'
Safety and Security	Number of individuals reporting that their privacy is 'Rarely' respected at the RAC:	Integer		Appears based on selection from 'Do you feel your

				privacy is respected at the RAC?'
Safety and Security	Please provide any reasons stated by the residents:	Text		
Safety and Security	Do you feel like you are part of a community within the RAC?	Multiple selection	Yes, No	
Safety and Security	Number of individuals who feel they are part of the community within the RAC (Yes):	Integer		Appears based on selection from 'Do you feel like you are part of a community within the RAC?'
Safety and Security	Number of individuals who do not feel they are part of the community within the RAC (No):	Integer		Appears based on selection from 'Do you feel like you are part of a community within the RAC?'
Safety and Security	Please provide any reasons stated by the residents:	Text		
Protection	Are you aware of the mechanism for providing feedback and complaints or reporting general concerns?	Multiple selection	Yes; No; Somewhat	
Protection	Number of individuals aware of the feedback and complaint mechanisms (Yes):	Integer		Appears based on selection from 'Are you aware of the mechanism for providing feedback and complaints or reporting general concerns?'
Protection	Number of individuals not aware of the feedback and complaint mechanisms (No):	Integer		Appears based on selection from 'Are you aware of the mechanism for providing feedback and complaints or reporting general concerns?'
Protection	Number of individuals somewhat aware of the feedback and complaint mechanisms (Somewhat):	Integer		Appears based on selection from 'Are you aware of the mechanism for providing feedback and complaints or reporting general concerns?'
Protection	Please provide any reasons stated by the residents:	Text		

Accessibility	How close do you consider is the RAC to common services?	Multiple selection	Very Close; Close; Far	Appears based on selection from 'How close do you consider is the RAC to common services?' Appears based on selection from 'How close do you consider is the RAC to common services?' Appears based on selection from 'How close do you consider is the RAC to common services?'
Accessibility	Number of individuals who consider the RAC 'Very close' to common services:	Integer		
Accessibility	Number of individuals who consider the RAC 'Close' to common services:	Integer		
Accessibility	Number of individuals who consider the RAC 'Far' from common services:	Integer		
Accessibility	Please provide any reasons stated by the residents:	Text		