

UNHCR MOLDOVA

2022

UKRAINE EMERGENCY RESPONSE



UNHCR Moldova response in numbers

Delivered (Since February 24)



Pilot for cash grants ongoing



199 trips supporting 4,440 refugees to move under green corridor and on-going



88 departures supported for Austria under EU Air Transfer and on-going



105 Government run Refugee Accommodations (capacity of 9,126 indiv.) supported to expand capacity



1959 tents



2500 sleeping mats



1,000 plastic tarpaulin



5000 solar lamps



7,928 high thermal blankets



5000 sleeping bags



2503 winter kits delivered



80 Laptops delivered to authorities

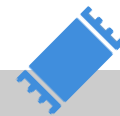
IN THE PIPELINE



400,000 cash grants in pipeline for refugees and host communities



10 Rub halls for waiting areas and shelter



50,000 High thermal blankets



40,000 Solar lamps



50,000 Sleeping bags

20,000 Plastic Tarpaulin

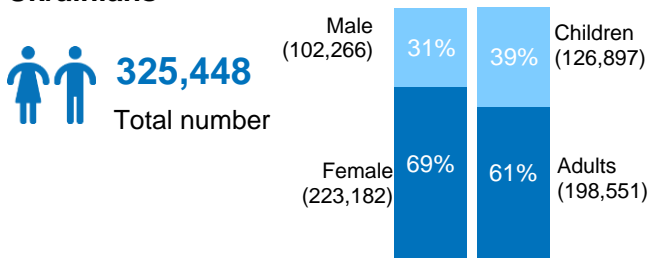
DATA AND TRENDS

As of the morning of 19 March 2022, a total of **359,056** refugees arrived from Ukraine through official border crossing points with Ukraine, **91%** are Ukrainians and the remaining **9%** are third country nationals.

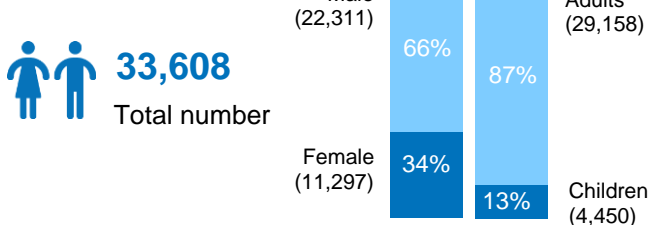
UNHCR has consulted with a network of key informants in the refugee community and other stakeholders to gain an overview of the movement trends following the announcement of a conflict in Ukraine, that resulted in a regional humanitarian crisis. Over **3.2 million** Ukrainians have already fled their homes into neighbouring countries. Moldova is one of the main refugee-hosting countries and a transit country for onward movements.³

Arrived in Moldova¹

Ukrainians

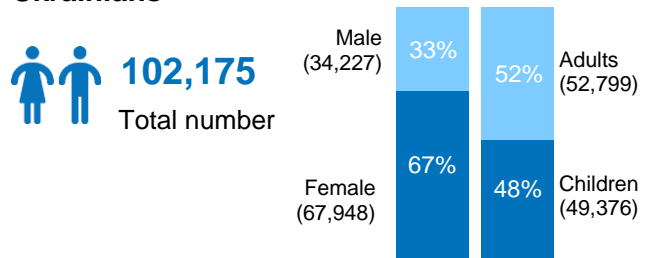


Third country nationals

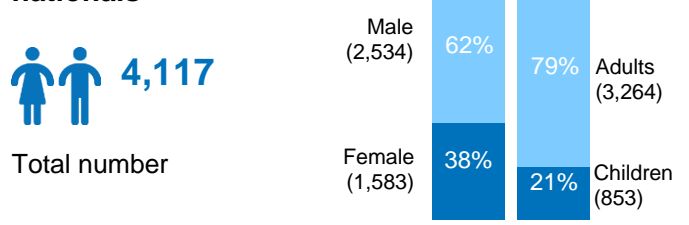


Remain in Moldova

Ukrainians



Third country nationals²



¹ Those entering the Republic of Moldova through official border crossing points with Ukraine.

² Out of those who entered the Republic of Moldova through official border crossing points with Ukraine.

³ Figures reported by UNHCR key informants (border officials).



UNHCR PRESENCE IN MOLDOVA

**No UNHCR office in
Moldova**



Prior 24 February 2022



8 March 2022



19 March 2022

52 staff
*(44 international and 8
nationals)*

30 staff
*(28 international and 2
national staff members)*



High Commissioner for Refugees Filippo Grandi (left) meets with Prime Minister of Moldova Natalia Gavrilița, during his visit to Moldova (Photo: Government of Moldova)

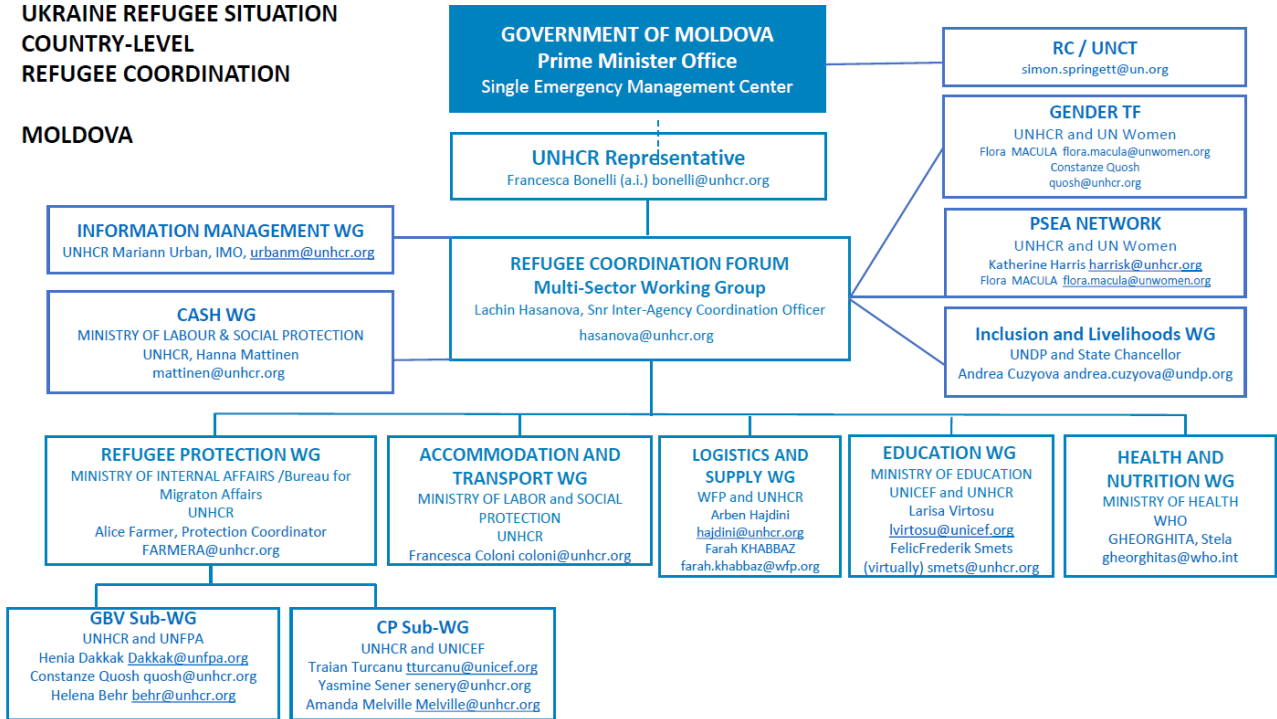
WORKING WITH PARTNERS

- Government of Moldova together with UNHCR works in close coordination with more than 100 humanitarian actors including UN agencies, NGOs, INGOs to provide refugees response.
- UNHCR and partner agencies work to maximize efficiency and minimize duplication in the delivery of humanitarian programs throughout Moldova through the Refugee Coordination Model with working groups as Protection (UNHCR) including child protection (with UNICEF) and SGBV (with UNFPA), education sectors (UNICEF), PSEA network (UNFPA and UNHCR), Gender Task Force (UN WOMEN), accommodation sector (housing, , food distribution and transportation - UNHCR), health and nutrition sector (WHO), logistics and supply sector (UNHCR & WFP), durable solutions and resilience (UNDP), and information management (UNHCR) working groups.
- UNHCR has Project Partnership Agreements with two local NGOs: the Law Centre for Advocates (legal assistance and representation, capacity building, border and detention monitoring) and the Charity Centre for Refugees (cash assistance, referral to different institutions). UNHCR initiated partnerships with three international NGOs: ACTED & REACH (transportation and communication support, access to essential and hygiene services to the displaced populations, support to local authorities running a warehouse, information management support, services mapping, border monitoring etc.), Catholic Relief Services (working with local NGOs Caritas Moldova and Diaconia in services related to the provision of multi-purpose cash assistance (MPCA) for basic needs for refugees and asylum seekers from Ukraine; activities under this project include preparation for the delivery of multi-purpose grants: enrolment, data validation, cash card management and distribution, and community engagement) and INTERSOS (providing

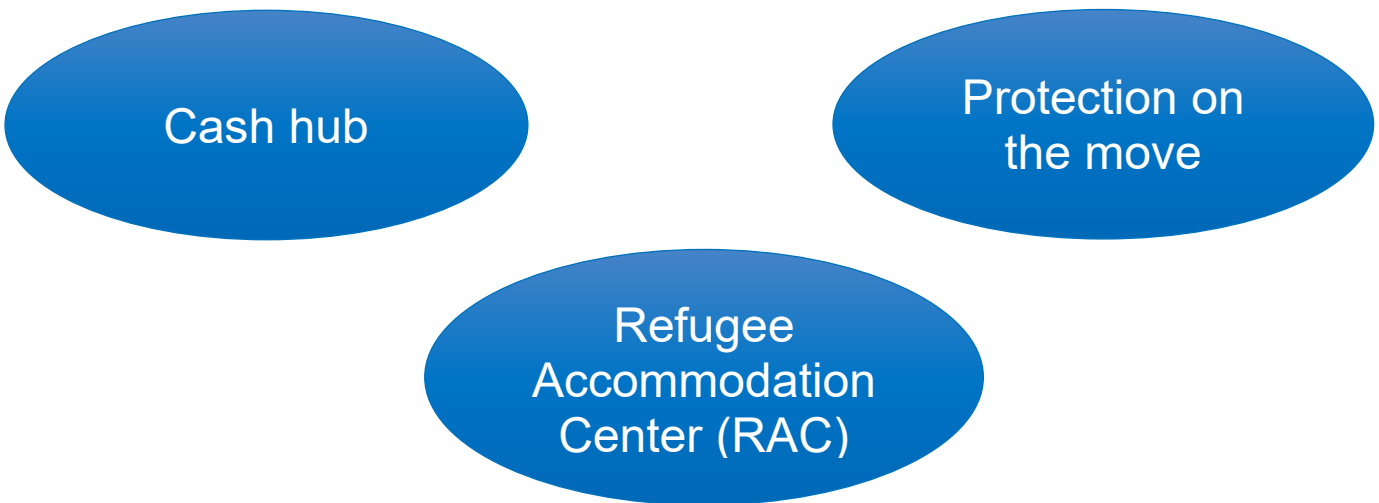
protection assistance to people of concern to UNHCR including psychosocial support for refugees and humanitarian workers – duty of care).

**UKRAINE REFUGEE SITUATION
COUNTRY-LEVEL
REFUGEE COORDINATION**

MOLDOVA



MAIN SECTORS OF INTERVENTION



1. PROTECTION ON MOVE

- A comprehensive humanitarian architecture has been established, led by the Moldovan Government, and involving the Authorities, UN Agencies, INGOs and NGOs in the Protection Working Group.
- In collaboration with UNHCR, IOM, and EU Member States, the Republic of Moldova is organizing free air transportation directly from Moldova to selected EU countries, where assistance will be organized, and refugees can register for temporary protection. Six EU member states have so far made concrete pledges to transfer refugees from Moldova to their territory, including Austria, Germany, France, Spain, Portugal, Latvia. Other countries have also expressed interest in engaging.
- A Green Corridor by UNHCR and IOM has been established that runs from the Palanca border crossing in southern Moldova to the Romanian border, using both trains and buses. UNHCR has mobilized agencies to provide information and basic assistance for those traveling on the Green Corridor.
- Supported by UNHCR, ACTED organized a total of 199 trips from Palanca, Tudora and other border crossing points enabling at least 4,440 to different destinations, mainly to the train stations in Chisinau and Căușeni, Refugees Accommodation Centers in various parts of Moldova and also directly to Romania via the Green Corridor. Information point have been set up at the border crossing point and capacitating the team on the provision of adequate information to refugees.



UNHCR facilitated EU Air transfer to Austria under the solidarity platform

- Protection monitoring is operational 24 hours a day, 7 days a week at all major border crossing points, transit hubs, train stations, and critical refugee accommodation centers (RAC). A Moldovan partner, Law Center for Advocates, provides legal assistance and counseling and has established an information desk at Chisinau's main RAC, MoldExpo.
- Together with UNICEF, Blue Dots one-stop centers are being put in place at key border crossing points and RACs. Additionally, Mobile Blue Dots will operate to accommodate the Green Corridor's changing schedules and routes. Blue dots are one-stop safe spaces that provide key information to traveling families and the ability to identify unaccompanied and separated children and ensure their protection.
- Since 09 March, INTERSOS has conducted over 100 interviews with Ukrainian refugees arriving at the Palanca border in order to ascertain their protection needs in terms of information, special needs, vulnerability, food, healthcare support, MHPSS, child protection, and housing. Additionally, INTERSOS has

provided basic information and orientation to existing services through outreach and the information point (Help Desk) located at the Palanca bus hub and MHPSS.

- UNHCR continues to ensure that refugees receive accurate information in a timely manner in order to ensure their protection, access to services, and well-being, as well as to prevent fraud and protection risks.
- UNHCR Moldova's Facebook page has 2,274 followers now. UNHCR Moldova has established an Instagram account, which has a current following of 354 people.
- Help Site Moldova was launched on 16 March 2022. It is a website addressing refugee in Moldova and providing detailed information on services provided by Moldova authorities, UNHCR and partners, in addition to links to other platforms, phone numbers.

UNHCR and UN Women conducted a joint protection monitoring visit to a 500-person capacity transit centre for refugees at the Giurgiulesti checkpoint.

(Photo: Dumitru Chebac/ UNHCR)



Joint field visit UNFPA to Palanca border point to assess protection and welfare situation of the refugees.

(Photo: Kiri Atri/UNHCR)

Palanca bus station. Buses leave Palanca every day to facilitate movement of refugees from Moldova to Romania under the Green corridor initiative.

(Photo: UNHCR/Mihai Eremia/UNHCR)





UNICEF-UNHCR are working together to establish blue dots at Border crossing points

(Photo: Erno Simon/ UNHCR)

2. CASH HUB

- Under the overall coordination of the Government and UNHCR, UNHCR is taking the lead in provision of cash grants to refugees with a nation-wide programme that started on 18 March. Cash is delivered in collaboration with UNICEF, NGOs, and others. Under the overall coordination of the Government and UNHCR, WFP is taking the lead in provision of cash to refugee hosting families, in collaboration with UNHCR, ICRC, IOM and NGOs. Ukrainian refugees are selected by UNHCR and its partners. Moldovan households who are hosting refugees are selected by WFP and its partners. Selection is based on socio-economic vulnerabilities.
- UNHCR is carrying out the enrollment and bank card distribution is implemented through Catholic Relief Services (CRS) and their local partners Caritas and Diakonia.
- During the pilot, a total of **49 households / 136 individuals** were enrolled and given bank cards. Their biographic information and biometrics were collected to mitigate the risk of duplication of assistance. Beneficiaries were identified in the accommodation centers for the pilot but further outreach in host communities is planned.



UNHCR's PRIMES system is used for the enrolment of refugees, to ensure that cash is delivered efficiently and without duplication. (Photo: Maxime Foussat/ UNHCR)

- Caritas recruited the first 20 enrolment operators in an initial phase who received a two-day training by UNHCR on 15-16 March on eligibility criteria, enrolment systems, data protection, identification of specific needs and PSEA.
- Under the agreement with CRS, 80 enrolment operators will be recruited and deployed across the country to carry out registration. UNHCR is procuring enrolment equipment for each staff.
- While the pilot took place in Chisinau, additional locations are being identified throughout the country to scale up and reach those in other regions as well as those hosted by local communities. The Chisinau center called ModelExpo is one of the enrolment centers.
- At the end of each day, beneficiary lists will be shared with MAIB bank and 24-48 hours after cash enrolment, beneficiaries will receive an SMS informing them that the money was topped up to their cards. The bank cards can only be used in Moldova at ATMs and vendors. At full capacity, UNHCR will be able to enroll about 3,200 refugees a day.

3. REFUGEE ACCOMODATION CENTER

ACCOMMODATION AND TRANSPORTATION

- The UN Refugee Agency (UNHCR) collaborates with the government on daily basis on Green Corridor transportation, which allows refugees to travel directly through Romania by bus and train.
- UNHCR has established close collaboration and coordination with the Ministry of Labor and Social Protection to assist the Government in identifying the initial 103 accredited Refugee Accommodation Centers. Six staff members have been assigned to the Ministry to strengthen and systematize data collection on center requirements. Following a preliminary survey, the UNHCR and other humanitarian partners have begun distributing hot meals in all centers, and assistance with hygiene materials is on the way.
- UNHCR is supporting Moldexpo, the country's largest RAC, with basic appliances (toilets, showers, water boilers, refrigerators, and microwaves), blankets, minor repairs, stock management, and other emergency needs.
- UNHCR has strengthened facilities such as heaters, waiting areas, and access to toilets at transit hotspots (border crossing points and train stations). Site plans are being finalized with authorities for the installation of five containers and one rub hall that will serve as waiting areas for infants and children, pregnant and lactating women, people with special needs and limited mobility, and the elderly while they wait for transportation.
- UNHCR is planning basic repairs in those centers that require assistance.



Heaters installed by UNHCR at Palanca bus station

- UNHCR, in collaboration with its partner ACTED, has increased the capacity of toilets, including those for individuals with reduced mobility or in need of a caretaker. Additionally, the Chisinau train station's public toilets have been renovated.
- Rehabilitation of a government building to function for multi-purpose cash assistance (including electricity and plumbing work).



A humanitarian airlift organised by UNHCR, the UN Refugee Agency, arrived at the Chisinau international airport in Moldova

SUPPLY AND LOGISTIC

- The UNHCR's supply and logistics team is procuring and delivering life-saving assistance to Ukrainian refugees and host communities.
- UNHCR shipped 28 trucks of core relief items by road and 1 airlift with blankets.
- UNHCR supply colleagues are coordinating and facilitating the incoming pipelines of 3000 tents, 3000 winterization kits, 10,000 high thermal blankets, 5000 sleeping bags and 5000 high thermal blankets. 60,000 blankets are being organized by airlift and will arrive in the next few weeks.
- UNHCR has been supporting the Ministry of Interior Affairs and Ministry of Foreign Affairs with IT equipment to strengthen government response to refugee situation in Moldova. (50 laptops).

- 20 generators have been procured for the Ministry of Interior Affairs/ Bureau for Migration and Asylum and will be delivered by next week for humanitarian assistance to Ukrainian refugees in Moldova
- UNHCR has been assisting the Ministry of Labor and Social Protection in strengthening its management capacity through the deployment of an expert partner and the provision of five trucks for expedited delivery of goods to Refugee Accommodation Centers.
- ACTED, a UNHCR partner, has deployed an IT specialist to focus on service delivery across critical sites.
- UNHCR has activated internet connectivity hotspots in Palanca and Otaci's Blue Dot hubs. A third hotspot has been established in tents in Palanca, where local aid organizations are providing humanitarian assistance. The UNHCR-Government registration center now has internet connectivity via a local ISP, enabling Ukrainian refugees to participate in the cash program.
- Collaborating with UNDP and major MNOs (Mobile network operators) in Moldova, UNHCR is exploring ways to support monitoring of onward movement towards Romania and other European Countries. Working with Cisco and Ericsson, UNHCR is implementing a captive portal to collect information about the partner presence and activities in the Blue Dot Hubs.
- As a part of its on-going process, UNHCR regularly undertakes review of scenario based contingency planning that includes updating key planning components such as increasing warehouse capacities together with WFP and ECHO.

UNHCR MOLDOVA

2022



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