AAP Task Force Minutes – May 20, 2022

Participants:

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Agenda	Discussion	Agreements/ Actions
Update on social media mapping and rumor tracking	Rumor tracking There was concern among the refugees' communities about the end of the 90 days period to stay in Moldova. They were raising questions regarding if they needed to apply to asylum to stay in the country. However, according to the latest decision of the exceptional situations committee, Ukrainians will be able to stay in the country legally for the entire duration of the state of emergency. This doesn't concern TCNs, so after the 90 day period they should apply asylum or regulate their stay in the country. In this regard, UNHCR has been working on updating this information and putting the messages on HelpPage (https://help.unhcr.org/moldova/) and Green Line (0 800 800 11), focusing on what it practically means for them. During the rumor tracking it was identified that there has been a lot of questions from refugees regarding the cash assistance provided by UNHCR. This was communicated to the Cash Based Interventions unit in UNHCR, and they are in the process of preparing a communication campaign to address rumors. Social media mapping	

	UNHCR has been carrying out a social media mapping on the most used social media groups. So far, 15 of such channels have identified most of them in Telegram (7), Facebook (5), Viber (3). UNHCR is trying to get in touch with the disseminators/administrators to motivate them to mainstream verified information. The idea is to have a network of trusted moderators and admins who can post info on our behalf. Also, UNHCR has been engaging with **Dopomoga platform** which has received more than 300,000 visitors so far. UNHCR is working with the administrator so that they have proper translations of the information that is posted, through Moldova for Peace. The idea is to have more engagement with Dopomoga through this partner. The platform is great to disseminate info, organizations are invited to promote information through the platform. Info can be sent to Natalia Kropivka, email: KROPIVKA@unhcr.org. Regarding translation of documents and information for affected population to Ukrainian it is advised that, if possible, organizations run through Ukrainians native speakers so to ensure the translation is of good quality. UNICEF raises concern about private services and apps promoted in Dopogoma and if we can promote those services. Also, about the Viber which is not the most used mean. UNHCR informs that it is a shared concern, the previously informed work with the administrator of Dopomoga aims to tackle these issues. The most concerning is the accommodation, transport and work opportunities that are advertised. The administrator shared that someone of their team was liaising with their private providers and companies to verify the services. Regarding the other concern, UNHCR informs they are trying to share information on the reception conditions through a chatbot established through Telegram in Ukraine.	
AAP indicators for RRP framework	UNHCR informed the process of establishing a monitoring framework for the Refugee Response Plan (RRP) and having Activity Info as the tool to implement this monitoring framework. During this process, it was agreed that there would be an **AAP cross cutting indicator** for all sectors to report against, to highlight how we are advancing with the implementation of this agenda across-sectors. IA coordination team has developed a proposal of indicators for this purpose: • **Feedback:** # of feedback received (including complaints) which have been acted upon.	A meeting will be held next week to review and decide the AAP indicator/s for the RRP monitoring framework. The organizations that expressed interest are: UNICEF, Plan International, CHSAlliance, Translations without border.

	• **Training**: # of inter-agency trainings on protection and accountability to the affected population. • **Assessment:** % of sector assessments which include questions the minimum question set on communication, feedback, and response The proposal was presented during the meeting, however, after discussion it was agreed there would be a separate meeting to review in detail the proposal and decide. A pett group was established to perform this task.	
Common feedback form and SOP discussion	- **AAP minimum questions** were agreed on and they are going to be included in the MSNA. The PDF document is available on the SharePoint. - No more feedback was received on the TORs. - **Common feedback form** – deadline for feedback will be extended, comments are going to be received over the next week. The form exists in kobo, there are draft SOPs for the use of this form. Agreed to be used for the Inter Agency feedback tracking. - **SOPs** will be worked on; it will be included in the work plan. UNHCR will share the document that we have so far.	
AOB	UNICEF informs they are increasing the visibility of BlueDots and the services they provide, they are producing information materials about the services that are provided at the BlueDots especially at BCP Palanca and Mold Expo. UNHCR recommends discussing with the management of Moldexpo about the materials to have their authorization and to review the leaftets that are already being produced in the coordination spaces of Palanca and Otaci to avoid duplication. **Meetings are going to be held bi weekly.**	