

Cash Working Group MOLDOVA

Meeting Details	
Date	1 December, next meeting 13 December 2022
Time	09.00 to 10.30
Co-Chair	Yigit Anil Gurer, CBI Officer, UNHCR
Reporting	Natalia Postaru, Associate Programme CBI Officer
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Agenda	
<ol style="list-style-type: none"> 1. Welcome & Induction 2. Cash for Moldovan families hosting refugees: <ul style="list-style-type: none"> ○ Catholic Relief Services ○ People in Need ○ World Food Programme 3. Cash for Refugees: <ul style="list-style-type: none"> ○ UNHCR 4. Open discussion on common questions received by AAP Partners 5. Q&A 6. AOB 	
Information collection and relevant links	
UNHCR Operational Data Portal Moldova - https://data.unhcr.org/en/country/MDA Moldova Cash Working Group - https://data.unhcr.org/en/working-group/318?sv=0&geo=680	

Summary of discussions and agreements/ action points

Agenda	Discussion	Agreements/ Actions
Agenda Point 1 Cash for Refugees UNHCR	The UNHCR Cash Programme (MPCA) for refugees (<i>the presentation of the programme is attached</i>). <ul style="list-style-type: none"> • The Cash programme is managed by UNHCR through its partners: Catholic Relief Services (CRS) in conjunction with Caritas Moldova and Diaconia. • Eligibility criteria for the programme: Targeting the people who fled Ukraine on or after 24 February 2022 and are currently living in Moldova. • Categorical eligibility criteria: family with one or more dependents; family headed by a single parent; family headed by a child (below 18); family with an unaccompanied or separated child; family headed by an older person (above 60); family with one or more persons with specific needs (<i>with a disability; pregnant woman; with a serious medical condition; woman at risk; with legal and physical protection needs</i>). ▪ Transfer value: MDL2,200 lei/person per month. 	



	<ul style="list-style-type: none"> ▪ Delivery mechanism: pre-paid card MAIB ▪ The process: 7 enrolment centres across the country, managed by the CRS, Diaconia and Caritas. ▪ Enrolment: The people approach an Enrolment Centre and request to be enrolled. The refugee needs to provide personal data and a phone number. Afterward, UNHCR the Partners contact the refugee by phone or SMS to provide the appointment details. On the date and time of the appointment, the refugees approach the Enrolment Centre with all the family members bring the documents – passports/ID/birth certificate, etc. (if available). UNHCR use the ProGres/PRIMES tools for enrolment. During the enrolment, UNHCR collect personal data, including pictures and fingerprints, and some information about the specific needs. ▪ After the enrolment interview, the beneficiaries are provided with pre-paid card with zero balance. The card can be used free of charge for purchases in all stores and cash withdrawals in ATMs. It is valid only in Moldova. ▪ For each payment, the refugees will receive an SMS message notification to their mobile informing that the cash assistance has been loaded onto the MAIB card. ▪ On weekly basis UNHCR are generating the payment list/beneficiary list and upon the internal payment cycle the relevant transfer amount is uploaded to the cards. <p>Winter assistance</p> <ul style="list-style-type: none"> • As discussed during the previously CWG meetings and agreed with MoLSP, the refugees will be provided with winter support. Winter Cash Support is designed to cover the additional needs of MPCA beneficiaries. ▪ Population: Refugee households enrolled in the UNHCR Cash Assistance Programme. ▪ Start date: 01 November 2022 – 31 March 2023 (in line with the government's winter support programme 'APRA'). ▪ Transfer value: MDL 700 (USD 36) per refugee household will be loaded to the existing card in addition to the regular payment. ▪ Mechanism of transfer: Monthly top-up payments for HH ▪ Current figures: 25,321 HH received winter cash support in November. <p>Key Figures/Achievements:</p> <ul style="list-style-type: none"> ▪ 103,868 refugees received at least one payment (68% of the beneficiaries are women and children; 21% are elderly people). ▪ 60,408 active refugees from Ukraine are currently enrolled in the cash assistance programme in Moldova. ▪ Amount disbursed to the beneficiaries: USD 52,498,64 <p>Verification</p> <p>To ensure an up-to-date beneficiary list and oversee the beneficiary population in the country for the continuation of the assistance, UNHCR conduct verification exercise. The first big batch of the verification was conducted in June and finalised in August. It was targeting the people enrolled to the programme between March-June. After complication of the first caseload, collecting the verification exercise is on monthly basis. In addition, conducted spontaneous verification and home visits.</p>	
<p>MPCA to Hosting Households</p>	<p>The Cash programme for hosting households (<i>the presentation of the programme is attached</i>).</p> <ul style="list-style-type: none"> ▪ Eligibility criteria: Moldovan Households hosting refugees. 	



<p><i>Cristian Slobodeaniuc, Deputy Cash Program Manager, People in Need Moldova</i></p>	<ul style="list-style-type: none"> ▪ Transfer value depends on the numbers of refugees: (i) MDL 3,900 - hosting between 1 -4 refugees for at least 1 week; (ii) MDL 4,800 - hosting 5 refugees or more for at least 1 week. ▪ PIN offering assistance in 17 rayons, and total number of beneficiaries is 5,090 HH with the total amount of assistance is approx. EUR 1.9M. ▪ Geographical distribution: UTA Gagauzia (25,24%); Balti (11.45%), Cahul (9.64%), Taraclia (7.97%), etc. ▪ Delivery mechanism: Posta Moldovei/Post Offices are identified as the best geographical coverage (1,137 post-offices across the country); including the door-to-door delivery – for people with disabilities or with limited mobility. ▪ Community Feedback Response Mechanisms: PIN has in place a feedback mechanism. The most popular channels of submitting requests and complains are hotline and mobile phone number (91%), Viber (4%), Facebook (2%), mail (2%), WhatsApp (1%). 598 calls of wich: (i) 53% requests for information on transfer value, on registration period, eligibility criteria; (ii) 44% requests for assistance on registration for financial support, (iii) 3% negative feedback. ▪ Principled approach: (i) financial assistance is being distributed at once; (ii) performed 100% phone verification of new cash registration and 10% door to door verification; create ad-hoc lists to ensure that no one is left behind through the rounds; (iii) trying to move into a vulnerability approach than the status based; (iv) perform the post distribution monitoring after each round to identify how the support was received and how effective it was. 	
<p>Agenda Action Point 2 Transitional accommodation for vulnerable refugees from Ukraine in Moldova</p> <p>Catholic Relief Services</p>	<p>Emergency Cash Assistance for Moldovan Host Programme is implemented by CRS in partnership with Caritas Moldova (<i>the presentation of the programme is attached</i>).</p> <ul style="list-style-type: none"> ▪ Eligibility criteria: Moldovan Households hosting refugees. ▪ During the period March-November conducted 3 rounds, with a target population of 1,714 unique Moldovan families that hosted 6,037 refugees. ▪ Geographical area: Ialoveni, Soroca, Hincesti, and Chisinau (covered by WFP). ▪ Feedback Complains and Response Mechanism (FCRM): November, CRS received 33 cases. The most calls to the hotline FAQ about payments, timeline, and issues cashing out, and requests for assistance on cash for rent project, NFI's, cash, medical and legal services. <u>Community Feedback:</u> Community Coordinators serve as a link between refugees, host, and CRS (Door to door verification; Confirm lists; Receive request for services or support; Work closely with social assistants and local authorities ▪ PDM Results and assessments: Results on Utilization, beneficiaries reported for utilities (72%) and food (27%); Results on Safety - 100% felt safe at pick up (100%) and felt treated with respect (100%). Feedback/request of the beneficiaries: increase frequency of support; increase transfer amount; support with utilities, support for refugees (NFIs and cash). The objectives of the assessment: (i) understand the current accommodation needs for refugees and needs for hosts to provide safe and dignified accommodation; (ii) evaluate the appropriateness of current shared accommodation activities for helping refugees meet their accommodation needs. 	
<p>Cash for Moldovan families hosting refugees</p> <p>World Food Programme</p>	<p>Cash Assistance Moldovan Households Hosting Refugees (<i>the presentation of the programme is attached</i>).</p> <ul style="list-style-type: none"> ▪ The World Food Programme (WFP) in coordination with INGO partners: Catholic Relief Services (CRS); People in Need (PIN) and WFP's cooperating partner: World Vision. Under guidance and supervision of Ministry of Labour and Social Protection. ▪ Eligibility criteria: Moldovan families hosting at least one refugee for at least one week. ▪ Transfer Values: MDL 3,900 – hosting 1- 4 refugees and MDL4,800 – hosting 5 or more refugees. 	



	<ul style="list-style-type: none"> ▪ Registration: All registration done on MoLSP web portal of UA Help (https://uahelp.md) including refugee ID that is linked to UNHCR database for verification. ▪ Transfer mechanism: Western Union and/or bank account/Money Gram/Post Office. ▪ Key figures/achievements: 3 rounds of payments finalized, the 4th round still ongoing: 31,500 unique Moldovan individuals reached, and 35,000 unique refugee individuals reached. ▪ Next rounds of payments: <i>Timeline of Round 5:</i> (i) hosting period: 01 October – 30 November, (ii) payment period: end of December – until 15 January. <i>Timeline of Round 6:</i> (i) hosting period: 01 December – 31 January, (ii) payment period: 15 February – until 15 of March. ▪ Feedback Complains and Response Mechanism (FCRM): WFP conducted monthly and weekly overviews. The main goal is to have programmatic improvements of the programme. 6,362 recording cases: 85% are related to: request for information (registration process, assistance timing or location, targeting and selection etc); 13% barrier to accessing assistance. 	
<p>Open discussion on common questions received by AAP Partners</p>	<p>The AAP task force shared the common questions received from refugees and host communities:</p> <ul style="list-style-type: none"> - Green Line and social media platforms (e.g. Dopomoga- information portal) are receiving questions about different issues. Cash assistance is the most frequent issue raised by refugees. The APP task force has been reaching out to many Cash partners for the frequently asked questions to build a standard document and cash delivery programs. The APP task force still receives a lot of questions and still has a lot of gaps. - The CRS cash line is operated by Caritas Moldova with 11 operators. In November have been recorded 5,000 of cases. Most questions are related to the payments and for the cases that come back from Ukraine and ask about how they can re-access the programme for further payments. The CRS explain why their case is closed and the process of the re-activation of their cases in the database. Most questions are related to further payments, re-activation, and in-activation of the case due to missing verification exercise, mostly for people who came back to Moldova. The CRS explain why their case is closed and the process of the re-activation of their cases in the database. - Complains related to missing the SMS notifications for verification interview. The reason is missing the verification” outside the country, temporary switch-off of the phone, not updating the phone number in the database, or wrong recording of the phone number. CRS monitor and records the delivery reports of SMS notification. Based on the system, the SMS is not delivered during the 24h the system repeatedly provides the SMS. All the statistical data is recorded and reported. - UNHCR is conducting with Internews and information ecosystem assessment. The assessment results will be provided in January, including the data related to using SMS channels by the refugees and developing an alternative channel for communication appropriate for refugees. 	