

Quarterly Social Listening Report

Reporting period: October - December 2023

This report is issued by InfoUnit, a project implemented by A.O. “Laolaltă” for the civic initiative “Moldova for Peace”, with the support of the UN Refugee Agency (UNHCR).



This report presents an analysis of refugee and local community social media posts or threads shared via online social media sources. Monitoring in **October, November and December** 2023 included 10 Telegram, 13 Viber, 10 online mass media sources and 2 Facebook groups and pages.

From October-December 2023, the InfoUnit collected 3,783 social media posts/threads from/ about Ukrainian refugees and local communities in Moldova.

Rumors and information spread quickly among the communities and can have serious consequences. Tracking social media enables humanitarian organizations and various stakeholders to stay informed about community discussions and tackle any misinformation that may arise.

Information monitoring also helps identify gaps or deficiencies in the humanitarian response. This report is part of the Accountability to Affected People (AAP) mechanisms of the Refugee Coordination Forum (RCF) in Moldova.

**Note: In this report, the term "Refugees" applies to individuals displaced from Ukraine — including those who have sought protection in Moldova, temporary protection, asylum seekers, refugee status or others.*

- ▶ **No artificial intelligence used** - Collecting data manually can provide a deeper understanding of the context, especially when the context is nuanced or requires a human touch.
- ▶ **No personal data collected** - We do not collect any personal data and all the information is examined in a way that ensures the anonymity of respondents.
- ▶ **Context analysis** - Posts and threads are provided alongside contextual information to give insight into the environment in which it was shared.
- ▶ **Quantitative analysis and categorization** - The information is grouped based on the assistance or services that were the subject of discussion.
- ▶ **Our process:**



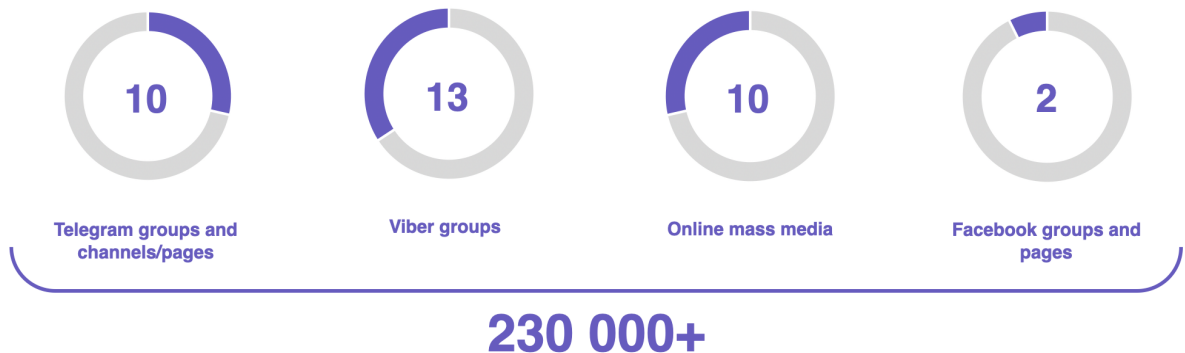
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October - December 2023

Sources of Refugee & Local Communities social media posts or threads



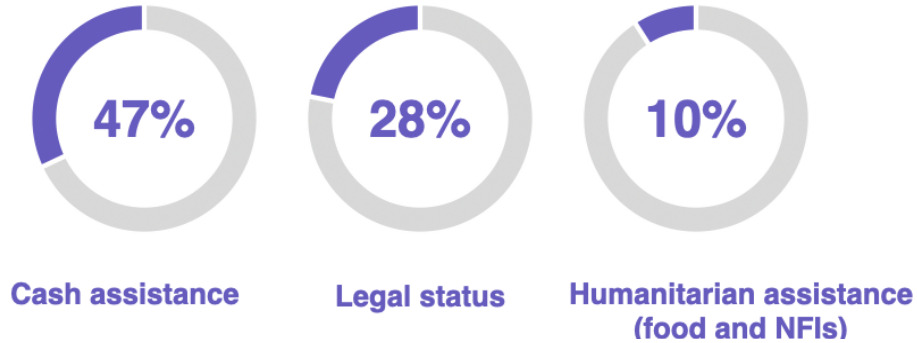
***230,000+** members of refugee and local communities monitored and reached

The specified period contains data from the above-mentioned sources, which have been distributed as follows (based on their popularity and/or usage for communication and information exchange):

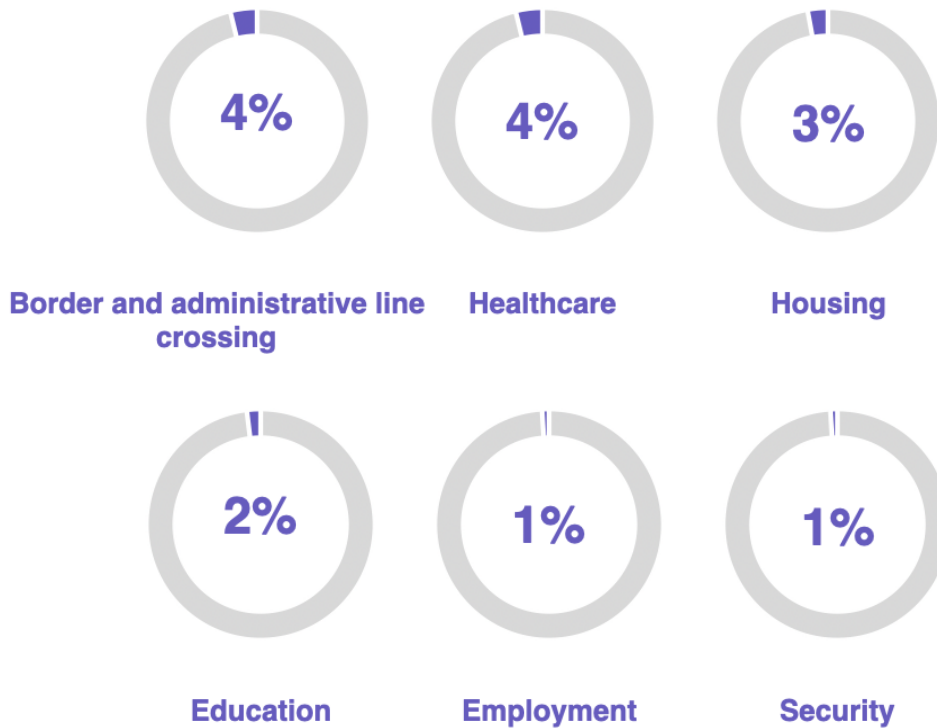
- **Viber** groups 50,30 %
- **Telegram** groups and channels 40,80 %
- **Facebook** groups and pages 8,80 %
- **Other** 0,10 % (includes information from colleagues, refugees or locals)

October - December 2023: Feedback analysis

The subjects of discussion: Primary topics in October - December 2023



Other categories tracked:

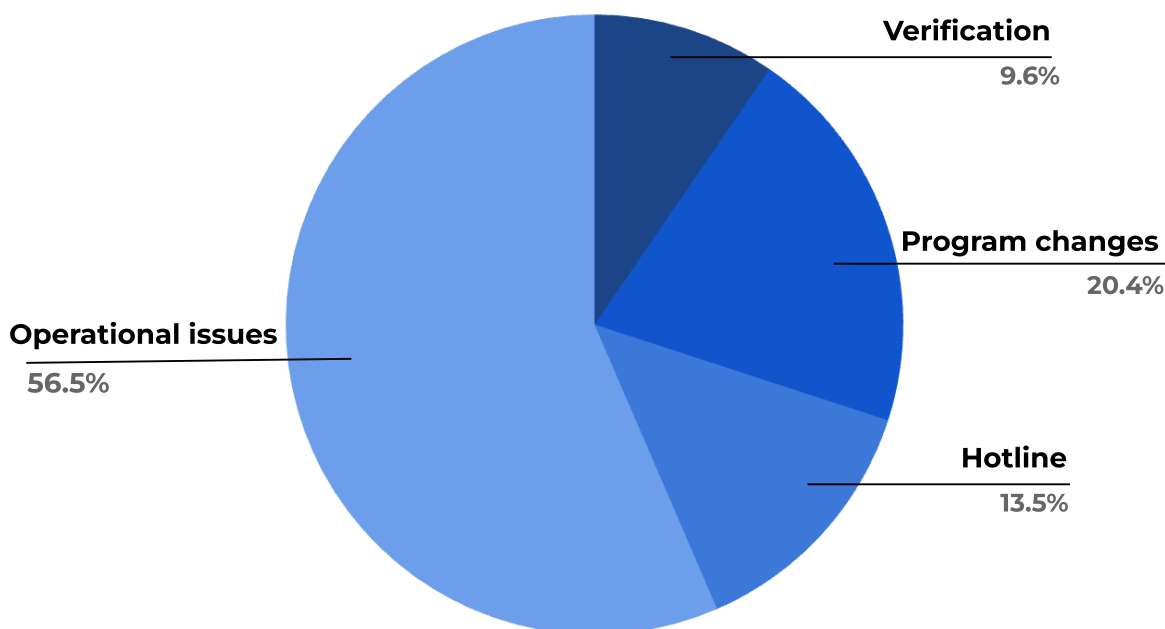


** During the reporting period, 3,783 social media posts and threads were collected*

Cash Assistance 47 %

33% of the total collected social media posts and threads were related to the UNHCR cash assistance program. Another **14%** - were related to other cash assistance programs.

UNHCR Cash assistance for refugees in Moldova



Operational issues

During October, refugees frequently sought and exchanged information about the appropriate steps to take regarding the submission of complaints or offering feedback on the cash assistance program.

In November, following the UNHCR cash assistance program update and advance payments, refugees experienced confusion regarding the payment sequence.

In early November, numerous messages were about winter payments, covering how to receive and register for them. Concerns were also raised about the possibility of these payments not being available this year.

In December, there were many discussions about who has received winter payments and inquiries about how to obtain specific information about them.

Many messages were observed, presumably from new arrivals or from those who had returned back to Moldova, inquiring about cash assistance for Ukrainians in Moldova and how one could register for it.

UNHCR Cash assistance and possible program changes

In October, discussions regarding the connection between financial assistance and temporary protection status continued. There were also discussions about whether the amount of payments from UNHCR would increase in 2024.

In November, there were fewer messages about possible changes or the possible end of the cash assistance program. The messages that were posted stated that the program might

continue until the New Year or until spring.

In December, there was a significant announcement about changes in the UNHCR cash assistance program, requiring cash beneficiaries to have a legal status in Moldova to continue receiving financial support.* This announcement led to numerous questions and concerns about updating their data, who could perform the update, where to do it, and how to avoid missing the deadline.

Certain refugees expressed worries that this announcement indicated the beginning of the end of the UNHCR financial aid program for them in Moldova.

**Note: According to UNHCR, starting from January 2024, beneficiaries of financial assistance will need to confirm with UNHCR that they have obtained a legal status in Moldova, as legal status will ensure beneficiaries a secure stay, access to services, and flexibility for re-entry into the country.*

UNHCR Cash Assistance Helpline (Cash Hotline)

During the reporting period, messages regarding the hotline were related to inconsistencies in the information provided by operators and noting various responses to the same questions from different operators.

During December, there was a notable rise in messages reporting difficulties accessing the hotline. Consequently, there was an increased influx of visitors to the cash enrollment centers seeking information about the cash program.

An example of a comment translated into English:

"Does anyone know why the hotline is not working??? All day they say the number is not in service. Unfortunately, I am not the only one who couldn't get through."

Verification interview

The verification procedure continued to be unclear for some refugees. Some individuals discussed visits from UNHCR representatives to their homes for verification. Others were surprised to learn about the home verification method for the first time, as they were previously unaware of its existence.

In November and December, the majority of discussions revolved around cases of UNHCR payments being suspended due to failed verification for various reasons. Similarly, there were general inquiries about the verification procedure, including its frequency, how to participate, and ensuring not to miss it.

Actions taken

The InfoUnit:

- responded to every question regarding UNHCR Cash assistance program in the Facebook group "[Ajutor Ucrainenii in Moldova](#)" and telegram channel [Українці Молдова/Помощь Украинцам в Молдове](#);
- suggested calling the Cash Assistance Helpline: 0 800 10823, and also suggested describing their individual situation in the UNHCR feedback form and at email address mdfeedback@unhcr.org;
- informed about winter advance payments- for January, February and March 2024;
- Informed about changes in the UNHCR cash assistance program, provided information and answered various questions on how to do it;
- consistently emphasized to refugees that all assistance is provided free of charge.

Other cash assistance programs for refugees in Moldova

Cash assistance programs in the Transnistrian region

The most popular discussions in October revolved around delayed or unreceived payments in the Transnistrian region. According to some messages, the problem was that refugees did not pass verification. Many of them claimed to have attended the verification process and couldn't understand why they were not on the lists.

In November the discussions about delayed or unreceived payments continued. People were also interested in how and where they should register for winter payments.

In December, inquiries emerged regarding the connection between cash assistance payments and legal status. Many refugees from the region were concerned that the program would undergo changes, and they would no longer be able to receive cash assistance.

Rental Cash assistance programs

In October, people expressed concerns about some delays in payments, as well as the malfunctioning hotline, making it challenging to obtain the necessary information.

There were also many questions about how to sign up, what the rules are, and where to go in order to register for compensation for heating on the "Ajutor la Contor" program.

In November - December there were many requests to open more rental cash assistance programs, and questions about whether Temporary Protection status is required to participate in such programs. Many refugees expressed concern that there were no new rental cash assistance programs available.

In November, there were ongoing inquiries about the process of signing up, understanding the rules, and determining the registration locations for compensation under the "Ajutor la Contor" program for heating. Additionally, some refugees reported inaccuracies in their data and the category of vulnerability granted, and sought guidance on the appropriate channels for addressing these issues.

Cash assistance for host families

In October, discussions revolved around the availability of registration for the program, the current assistance round, and even rumors indicating potential program closure.

In November, queries arose regarding payment recipients, payment timelines, and the verification process. Other questions covered the frequency of reconfirmation on the website for refugee residence with hosts, withdrawal timing, and program eligibility if the host family is outside Moldova. Discussions also touched on SMS notifications, where messages were received, but payment codes were not.

In December, after the announcement about changes in the UNHCR cash assistance program, questions arose about the future of the program and whether the selection criteria for participation would change. This was because many locals are hosting refugees from Ukraine who have Moldovan citizenship but hold Ukrainian residence permits.

An example of a comment translated into English:

"Will the host families also lose payments if the refugees they host are Moldovan citizens with Ukrainian residency permits?"

Actions taken

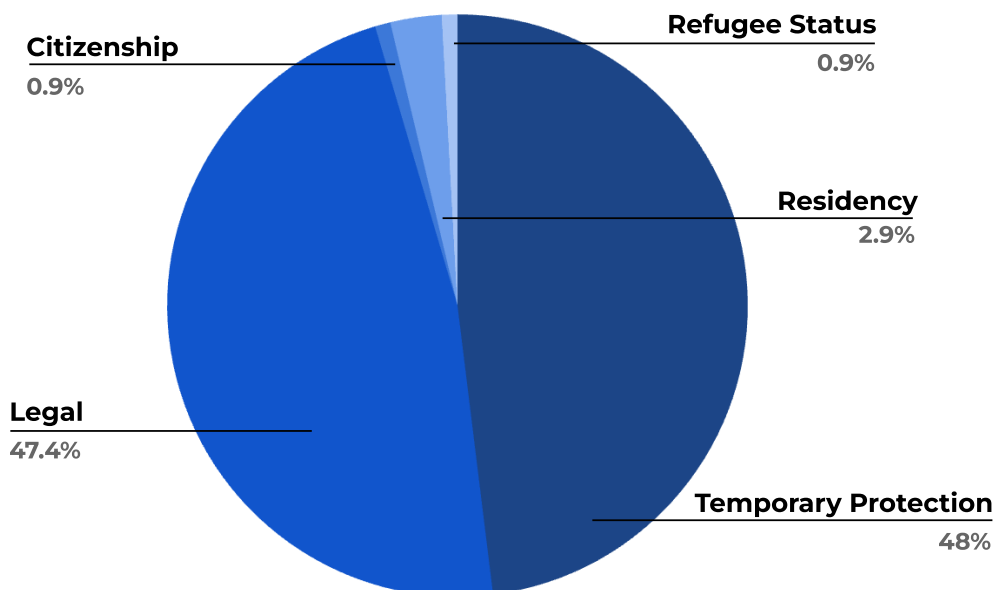
The InfoUnit:

- contacted World Vision Moldova and gave feedback about their most popular and talked about programs, offered support and expressed willingness to disseminate information as needed, requested guidance on how to redirect refugees with further inquiries about these programs;
- provided information and answered questions about cash assistance programs, or advised to contact the organizations operating these programs directly and provided their contacts.;
- informed about the opportunity to register for the following stage for participation or update information for the cash for host families program;
- provided information on who can register for heat compensation on “Ajutor la contor” program and when and provided updates on the progress of the program;

Recommendations

- Clearly and concisely communicate the participation criteria in programs;
- Maintain regular communication with refugees and partners;
- Ensure clear access of different organizations hotlines for supporting refugees with information, and provide timely, relevant information;
- Provide clear instructions for program registration;
- Always communicate that participation in programs is free of charge;
- Periodically, reinforce the program's participation rules.

Legal Status 28%



In October, there was a discussion regarding the “informal” cancellation of the rule for being outside of Moldova for more than 45 days for those with Temporary protection status.

Some refugees thought that the 45 days rule had been already canceled, leading them to believe that Temporary Protection was no longer revoked by exceeding the 45 days outside of Moldova. This misunderstanding implied that refugees could now leave without losing Temporary Protection status.

Questions about the proof of residence for obtaining Temporary protection status also continued, as well as questions regarding what steps to take if the apartment owner declines to provide any signatures and alternative options are unavailable.

**Note: From September 4th, the procedure for documenting the place of residence for obtaining temporary protection status has been simplified. Those who want to register for temporary protection status are able to submit a declaration on their own responsibility about their place of residence.*

In November, there were many questions about the 90-day stay period, how to calculate it, when and how it resets, and what would happen if one stays in Moldova longer.

Also, refugees were very interested in whether the state of emergency had been extended and what would happen to them if the government did not extend it.

In November-December there was an increase in discussions about the procedure of obtaining a residence permit- what documents are required, terms and conditions, and people were sharing their experiences and giving advice on what to do.

Some were inquiring about obtaining Moldovan citizenship, especially in the Transnistrian region.

During the above-mentioned period, refugees started to inquire about what would happen when the period of Temporary Protection expires, and how they could stay in Moldova longer and on a legal basis. They were asking whether it's possible to obtain a residence permit or get employed in order to remain in Moldova.

Questions monitored on social media about legal status related to such issues includes questions about:

- how and where to open a bank account, and why not all banks allow this;
- the duration of stay for vehicles with Ukrainian registration;
- what a road tax (the vignette) is and the necessity to pay the road tax and to have a valid *green card insurance;
- whether it is possible to apply for Temporary Protection in Moldova if one already holds Temporary Protection in one or more EU countries;
- the possibility of obtaining driver's licenses for those with Temporary Protection documents and the procedure of converting a driver's license obtained in Ukraine or another country;
- the procedure and required documents for registering a marriage with a citizen of Moldova;
- the procedure and required documents for obtaining Moldovan citizenship for a child born in Moldova;
- required documents to enter Moldova.

Actions taken

The InfoUnit:

- responded to all questions related to temporary protection status that were submitted through our Facebook group or on our Telegram channel;
- directed questions, regarding TP status, legal status to the Green Line at **0 800 800 11**, the Hotline of the General Inspectorate for Migration at **0 800 015 27**, the Legal

Center of Lawyers (CDA) at **+373 605 748 48**, the International Organization for Migration (IOM) at **0 800 108 77**, and the Robota project (Facebook and Telegram); provided links to **dopomoga.gov.md**;

- continued to distribute short and informative posts, video-instructions, related to temporary protection status, each addressing a specific question with posters that include contact information for the General Inspectorate for Migration, the UNHCR, and the Green Line;
- prepared and shared a post about free legal aid available in Moldova;
- shared information about “Protection Case Management” provided by Acted;
- informed about Temporary Protection Fairs, including in the Transnistrian region, and encouraged refugees to go to them if they need assistance;
- reminded that from September 4, the procedure for documenting the place of residence for obtaining temporary protection has been simplified and shared the declaration templates.

Recommendations

- Continue information campaigns around temporary protection and other forms of legal status, involving new partners and government agencies in these efforts;
- Establish a network of legal consultations in the Transnistrian region, involving both local and visiting lawyers from different regions. This initiative would aim to elucidate the nuances of the situation in the region, providing refugees with insights into the necessity of maintaining two sets of documents reflecting perspectives from Chisinau and Tiraspol;
- Conduct additional information campaigns for refugees in the Transnistrian region (offering assistance with registration for Temporary Protection, providing information regarding the obligation to pay road tax (vignette), ensuring possession of a valid green card insurance, and addressing other relevant matters);
**The Green Card is a mandatory insurance for external motor vehicle liability. The purpose of the insurance is to provide compensation for damages resulting from motor vehicle accidents that occur outside the country caused by vehicles registered in the Republic of Moldova.*
- Develop well-organized transportation routes with a public schedule from the Transnistrian region, leading to the primary IGM offices, facilitating refugees' access to temporary protection status or any other assistance.

Humanitarian assistance 10%

**Note: (Non-food items (NFIs) and other aid provided, except cash assistance)*

During the reporting period, there were inquiries regarding the link between humanitarian aid and Temporary Protection status. Certain humanitarian organizations, for instance, used to ask for Temporary Protection documents when offering assistance.

There were many requests for vouchers and children's goods, as there were fewer organizations issuing them.

Refugees from areas outside of the capital asserted that humanitarian aid seldom or never reached them, emphasizing their need for assistance, not only for those residing in or near Chisinau.

In general, people said that humanitarian aid had decreased.

Humanitarian assistance for people with disabilities - Few organizations help people with disabilities or they don't have enough information about available help.

In November, the Civic Initiative "Moldova for Peace" announced new procedures for registering for humanitarian aid on the website dopomoha.md. The platform has become easier to use, with clear instructions and ongoing support.

In November-December many refugees were asking where they could get diapers, as organizations that provide diapers for babies were almost nonexistent.

Actions taken

The InfoUnit:

- provided reference to a list of charitable centers, churches, and other organizations offering non-financial assistance to Ukrainian citizens in Moldova, listed and updated constantly on dopomoga.gov.md;
- recommended contacting the Green Line at 0 800 800 11 and reaching out to local municipalities with any inquiries;
- shared details indicating that the functionality of the new website, dopomoha.md, was experiencing issues. Colleagues from dopomoha.md promptly addressed and resolved the issues, ensuring that refugees could register for assistance smoothly without any disruptions;
- shared information about voucher, food and clothes/footwear distribution for refugees, including children, people with disabilities and seniors, in Chisinau and other regions, including the Transnistrian region;
- informed refugees that several humanitarian aid centers started to require temporary protection documents for each family member in order to get help from them.

Recommendations

- Clearly inform and notify refugees about programs and requirements, make this information transparent and accessible. Exclude, if possible, closed chats and lists, in order to ensure distribution of aid to everyone who is eligible;
- Inform local authorities in villages and rural areas about how refugees residing in their locations can access assistance;
- Increase the provision of food assistance (NFI+) and/or vouchers, especially in the Transnistrian region, with a particular emphasis on support for seniors and children.

Border and administrative line crossing 4%

Border crossing

During the reporting period, refugees without presenting a temporary protection document faced border crossing issues. Refugees reported that border police officers signaled instances of overstays in Moldova without conducting checks or requesting documents that confirm legal stays beyond the 90-day limit. Such issues were resolved when refugees provided proof of legal stay. Some refugees were not aware of the need to carry a temporary protection document while crossing the border.

Throughout October and November, there were reports of refugees receiving handwritten markings in their passports when they crossed the border. Border police officers were manually adding data to the stamps in passports for individuals with temporary protection - indicating TP. However, refugees were not provided with an explanation for the necessity of this action.

During October-November refugees were discussing potential changes in the regulations for bringing pets across the Moldovan border, some emphatically stated that significant changes had been made based on their experiences crossing the border. In December, despite the publication and dissemination of information on this issue through various channels, numerous discussions emerged regarding the stricter requirements for bringing pets into the country, as per the official announcement in Decision No. 94 dated November 24, 2023, starting from December 1, 2023.

** Note: from December 1, 2023, the import of any pets into the Republic of Moldova is only with a standard set of documents, before there were relaxations regarding the import of pets.*

An example of a comment translated into English:

"Did you see that now you need to transport animals with certificates? So, was it really possible to transport them without documents before? Why were they checking them at the border?"

Administrative line crossing to/from the Transnistrian region

**Note: All Ukraine-Transnistrian region checkpoints are closed.*

During the reporting period, ongoing discussions persisted regarding entry into the Transnistrian region, covering issues such as entry conditions and procedures. Main areas of inquiry included: how Ukrainian citizens can enter the region, whether entry is permitted with a Temporary Protection document, and whether a Temporary Protection document is obligatory to enter the region.

An example of a comment translated into English:

"Hello, can you please tell me if citizens of Ukraine are allowed to enter Transnistria?"

Actions taken

The InfoUnit:

- recommended to initially obtain information from reliable sources. In case of any uncertainties, it was advised to contact the Border Police Hotline of the Republic of Moldova at +373 22 259 717, the Green Line for assistance to Ukrainian citizens in Moldova at 0 800 800 11, or the Customs Service of the Republic of Moldova at +373 22 788 888;
- informed about new upcoming rules for border crossing with pets as of December 1, 2023.

Recommendations

- Inform refugees about border-crossing rules, including guidelines for pets and goods;
- Distribute links to pertinent laws and display information posters with contact

numbers in visible areas;

- Ensure border police officers are well-versed on changes to law and policy and effectively communicate them to individuals crossing the border.

Healthcare 4%

During the reporting period, the predominant inquiries regarding health focused on accessing medical services without temporary protection status. Several individuals observed that possessing a temporary protection document does not grant access to free medical services. Inquiries revolved around the available medical services for refugees under temporary protection, acknowledging that the mere possession of such does not guarantee free medical services.

Some shared experiences with childbirth, emphasizing that having a temporary protection document covered all expenses.

Numerous questions were raised about specific medical services like ultrasounds, expressing dissatisfaction with their exclusion from the list of free medical services for Ukrainians.

Many refugees without temporary protection status sought information on accessing free medical services. Some inquired about if it is possible to obtain health insurance if they had temporary protection.

Questions about psychological support were rarely brought up, but people wanted to know where to turn in case of need. In these situations, there were often requests for support geared towards children.

Actions taken

The InfoUnit:

- provided information from a list of organizations offering medical assistance, as well as suggested reaching out to the Green Line at 0 800 800 11, International Organization for Migration (IOM) 0 800 108 77, Ministry of Health of the Republic of Moldova + 373 22 721 010, INTERSOS, RCTV Memoria;
- periodically informed refugees that Ukrainians with TP status in Moldova can receive primary and emergency medical care for free, as well as undergo specific medical examinations in healthcare facilities. (**Note: The list of free medical services available is confirmed by Order No. 143 of the Ministry of Health dated February 28, 2023*);
- informed about Intersos Moldova offering primary medical care, protection and psychological support to refugees from Ukraine;
- informed about Keystone's hotline for people with disabilities 080010808 - a national service that provides support to people with disabilities and their family members who need support and information;
- informed about CDPD - Center and Motivation Association that provides medical humanitarian assistance to people with disabilities and chronic diseases;
- informed about the mobile teams of medical specialists that were conducting free preventive consultations, including dental services in several regions of the country;
- informed about how a child from Ukraine can get a family doctor in Moldova;
- informed about advisory and medical assistance from the Low Vision organization;

- informed about advisory and medical assistance for children from the SoS Autism Moldova organization;
- informed about advisory and medical assistance for patients with diabetes from the DIA Association;
- informed that children of refugees from Ukraine in Moldova will receive free medical care regardless of whether they have temporary protected status or not;
- informed about Psychological Support Hotlines.

Recommendations

- Conduct information campaigns regarding medical assistance for both adults and children to maximize awareness of official information;
- Redirect the efforts and programs of humanitarian organizations towards the medical sector due to a shortage of resources and high demand.

Housing 3%

In October, the predominant inquiries in this category centered around the possibility of settling in Moldova for free, particularly in accommodation centers. Questions arose about how to find these centers, how to access them, and whether Ukrainians still had the opportunity to avail themselves of this service. Concerns were expressed about potential resettlement from Refugee Accommodation Centers (RACs), within the RAC consolidation strategy, leaving individuals without housing. Financial constraints made it difficult for many to rent accommodation, and those entering rental cash assistance programs faced uncertainty about housing after the program's conclusion in six months.

Some expressed worry that temporary protection status was a prerequisite for obtaining a place in RACs, implying that without this status, assistance would not be provided. Opinions on the expenses associated with renting housing and utilities, especially during winter, remained a major concern. Newly arrived refugees were seen seeking free housing or inquiring in advance about optimal rental locations before their arrival.

Many refugees mentioned their search for housing during the winter months for a duration of 3-4 months. A significant number of people voiced challenges in securing rental apartments, with landlords displaying hesitation to lease to Ukrainians and often proposing only long-term agreements of one year or more.

In November, there was a heightened interest in the cost of utilities, adding to the overall expenses related to housing. Concerns were expressed about the closure of RACs, with a few messages indicating frustration and worry about the prospect of having to relocate once again.

In December, discussions persisted about the high rental prices in Moldova, with comparisons made to price levels in other countries. There were also inquiries about the possibilities of settling in for free in centers (RACs), as there was no ability to afford such expensive rent.

Frequent questions about where to stay in Moldova for a short period of time, such as one or two days or a week/two, suggest that Moldova is primarily a transit country for refugees from Ukraine.

Actions taken

The InfoUnit:

- provided links to commonly used websites and groups featuring housing listings;
- for those seeking free accommodation, recommended contacting the Green Line for assistance to Ukrainian citizens in Moldova at 0 800 800 11;
- reminded the community to remain vigilant and adhere to safety guidelines when seeking housing rentals;
- informed about winter help from different aid organizations, as well as about the “Ajutor la contor” program - help with utility bills;
- informed about opportunities for hosts of refugees from Ukraine to receive cash assistance, covering essential expenses.

Recommendations

- Inform residents of RACs more frequently and clearly if the RAC is planned to be closed and available services to those forced to relocate;
- Assist residents of RACs in finding new, safe housing alternatives if needed.

Education 2%

In this category, in October- November inquiries predominantly focused on the presence of daycare centers and schools in Moldova offering instruction in Ukrainian or in Russian. There were also discussions about whether daycare centers for refugee children in the Transnistrian region were paid or free, with divided opinions on the matter. There were some queries regarding the legality of kindergarten administrators and staff collecting money and whether everyone is obliged to contribute to these funds.

In December, the predominant questions within this category were mainly about which school or daycare to enroll a child in and how to find these institutions.

Additionally, during this period, there were frequent inquiries about opportunities to take various courses, including Romanian and English language courses, IT courses, beauty industry courses, cooking courses, and others.

Actions taken

The Info Unit:

- helped to promote the “Every child is protected in Moldova” launched by UNICEF and National Congress of Ukrainians in Moldova;
- published announcements about various courses and learning opportunities, both for children and adults, providing information on where and what courses are available;
- informed that a child will not be accepted to kindergarten or school in Moldova without the presence and confirmation of mandatory vaccinations;
- informed about the rights and opportunities for refugee children – for instance, that children from Ukraine can receive official documents upon completing their courses on an equal basis with Moldovan citizen children.

Recommendations

- Humanitarian organizations could consider exploring possibilities for extracurricular activities that provide additional classes and activities in Ukrainian or Russian languages.

Employment 1%

In October - November, there were more frequent discussions than usual about employment, such as how and where to find a job, the necessary documents and procedures for employment, and the level of wages in the Transnistrian region.

In December, people began asking more frequently about what to do since their temporary protection document is valid only until March 1, 2024, and they were hired based on this document.

During the reporting period, questions regarding employment mainly focused on language, with individuals asking about finding work in Moldova without knowing the Romanian language. Opinions differed, with some citing success stories, while others reported applications being rejected due to language proficiency.

Inquiries about starting a business for temporary protection or residence permit holders were also raised, along with questions about the feasibility of self-employment solely having temporary protection status. Individuals sought information on additional documents, like certificates and commonly asked about the taxes that employed refugees are required to pay.

Actions taken

The InfoUnit:

- frequently posted job vacancy announcements;
- directed refugees to various organizations that specialize in refugee employment, such as NRC, SHARE, and Robota;
- redirected cases of legal information requests to the Legal Center of Lawyers (CDA) at +373 605 748 48.

Recommendations

- Improve information campaigns on refugee employment opportunities;
- Expand or collaborate with existing programs;
- Reach a wider audience, particularly in diverse regions across the country, such as areas with a higher concentration of refugees, including the Transnistrian region and rural or smaller communities where more refugees are located.

Access to accurate information:

The InfoUnit continuously provided verified information on legal matters, including legal status, and redirected legal cases to the The Law Center of Advocates (CDA) or Robota Project. Additionally, InfoUnit disseminated information about humanitarian aid programs, employment opportunities, medical services, education, and more.

In October- December IU monitored over 134,709 posts, posted 73 informative updates covering topics like temporary protection, medical services, cash assistance, and legal issues, addressed 2,884 questions and shared information about over 520 free events, training sessions, and courses accessible to both refugee and host communities.

About us:

Laolaltă NGO is a non-governmental organization from the Republic of Moldova, founded in 2020, which promotes the involvement of citizens in community mobilization, good cooperation with public authorities and community development. Laolalta is a member of the "Moldova for Peace (MpP)" civic Initiative, "Gender Equality Platform", and ERASMUS+.

"Moldova for Peace" (MpP) is a civic initiative created to provide assistance to refugees from Ukraine. MpP brings together people who recognize and understand the difficulties faced by those who have left home and loved ones behind to reach safety. "Moldova for Peace" is a non-profit movement that operates under the legal umbrella of several NGOs of which Laolaltă NGO is a member.

- **Accountability to Affected People (AAP TF) member**

Laolaltă presents updated data on refugee and local community feedback on a monthly basis to the AAP Task Force working group and provides recommendations based on detailed and comparative analyses.

- **Informal TP working group member**

Laolaltă is a part of this group including National Congress of Ukrainians (NCUM) and Moldova for Peace (MpP), which helps inform refugees and local communities about TP.

- **Refugee Coordination Forum member**

Laolaltă is an active member of the Refugee Coordination Forum. The InfoUnit participates in sector and working groups including the Working Group on Cash Assistance.

- **Round table discussions**

Laolaltă participates in discussions on the refugee response in Moldova along with governmental entities, international and national NGOs, and UN agencies.

Ongoing community engagement and accountability activities assess the effectiveness and perception of the humanitarian response, identifying gaps, shortcomings, misinformation, and potential tensions between communities. Social media posts and threads offer decision-makers evidence for an effective community-based approach, aiding in identifying and promptly addressing misinformation and disinformation on various issues.

Our resources:

-**Ajutor Ucraineni in Moldova:** the biggest help Facebook group for refugees in Moldova. Partners can post information about their assistance aid programs here.

-**Українці Молдова** informational Telegram channel launched by InfoUnit.

Contact us:

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