# AAP Task Force presentation

## Ukrainian Refugees and Local Community in Moldova Analysis

**Period: February 2024**

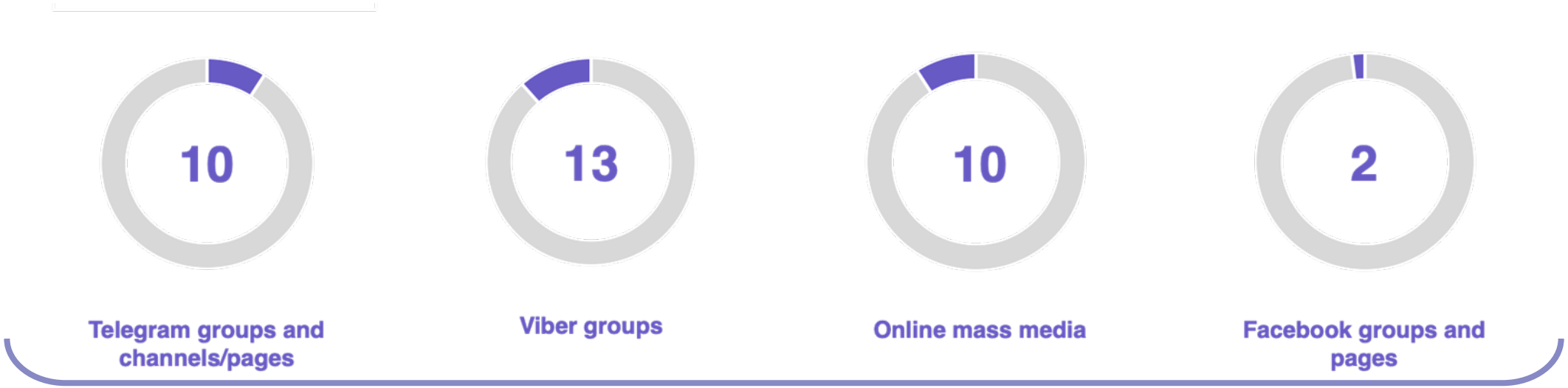
Regional Refugee Response for the Ukraine Situation

UNHCR The UN Refugee Agency

MOLDOVA FOR PEACE

LAOTALA

# Refugee & Host Community Feedback Sources




**Sources, based on popularity and/or usage for communication and information exchange:**

**Telegram** - 48,70%
**Viber** - 42,70%
**Facebook** - 8,50%

**200 000+**

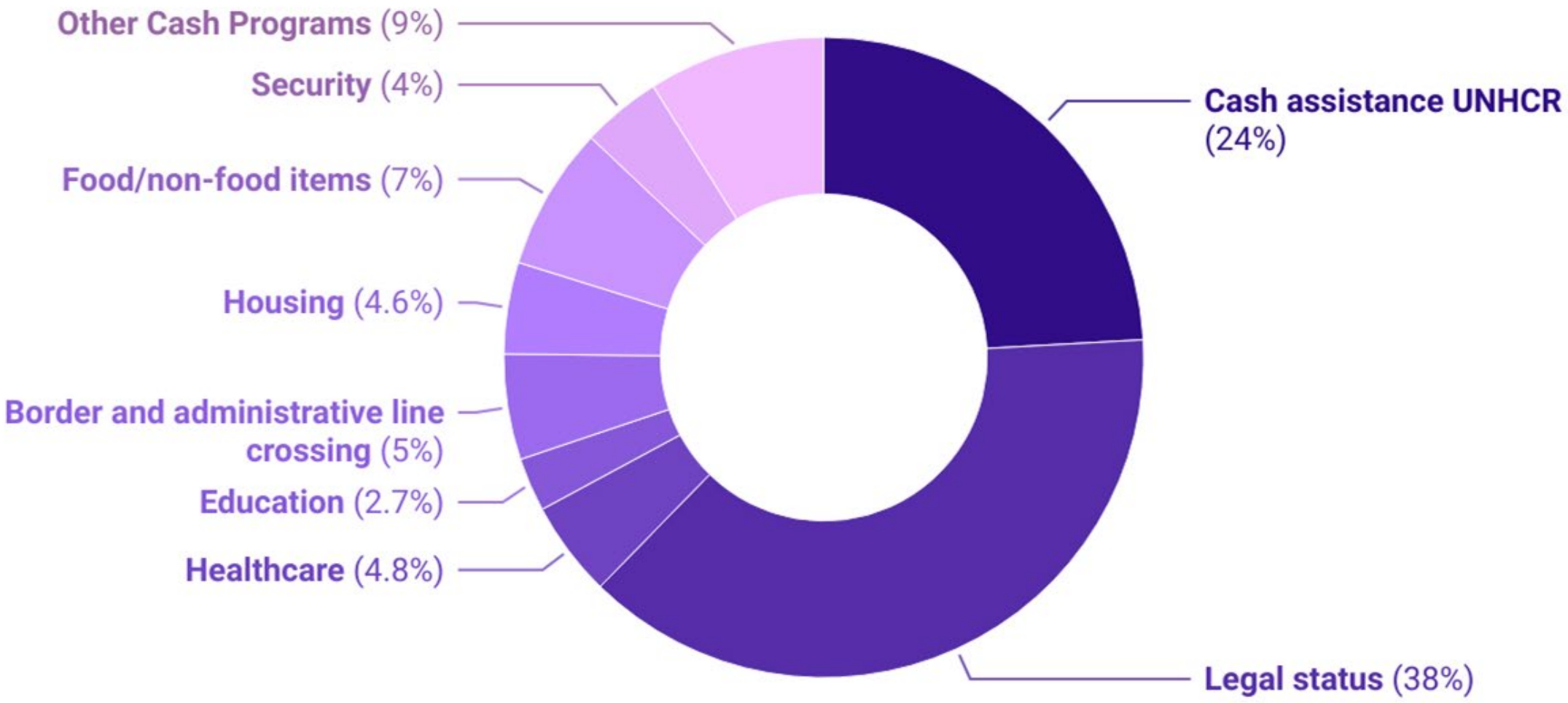
**members of refugee and local communities reached*

# Feedback analysis

February 2024

# 1,272 social media posts and threads collected

## Category of rumors



# Cash Assistance

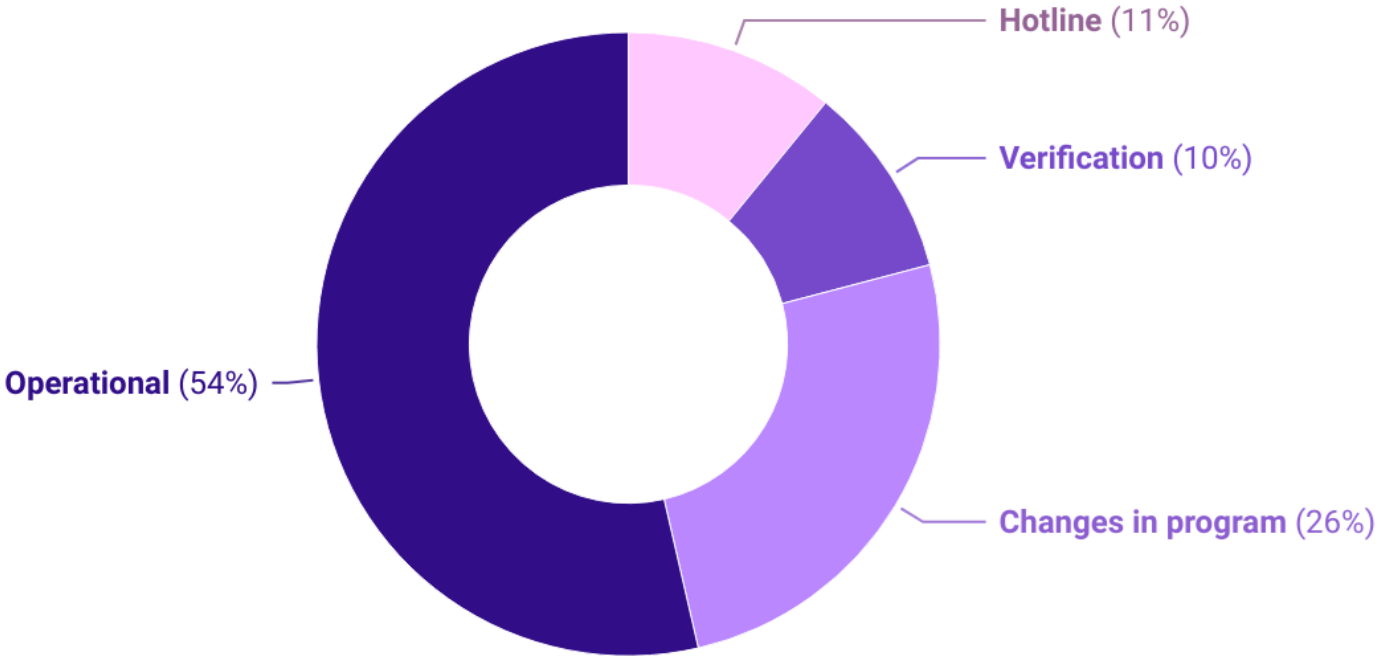
**Operational questions** - program functionality, payment dates (including winter payments), and registration centers working hours and rules.

**Program changes** - many questions about March payments: who will continue, who will remain, how to update information if the verification was successful earlier, concerns about citizens of Moldova, mixed marriages, will payments cease entirely.

**Hotline** - issues reaching the hotline, likely due to high call volumes related to program updates, operators couldn't address all refugee questions.

**Verification** - many received verification invitations in another city, mainly Chisinau, when refugees lived in other locations.

## UNHCR Cash Assistance Program - 24%



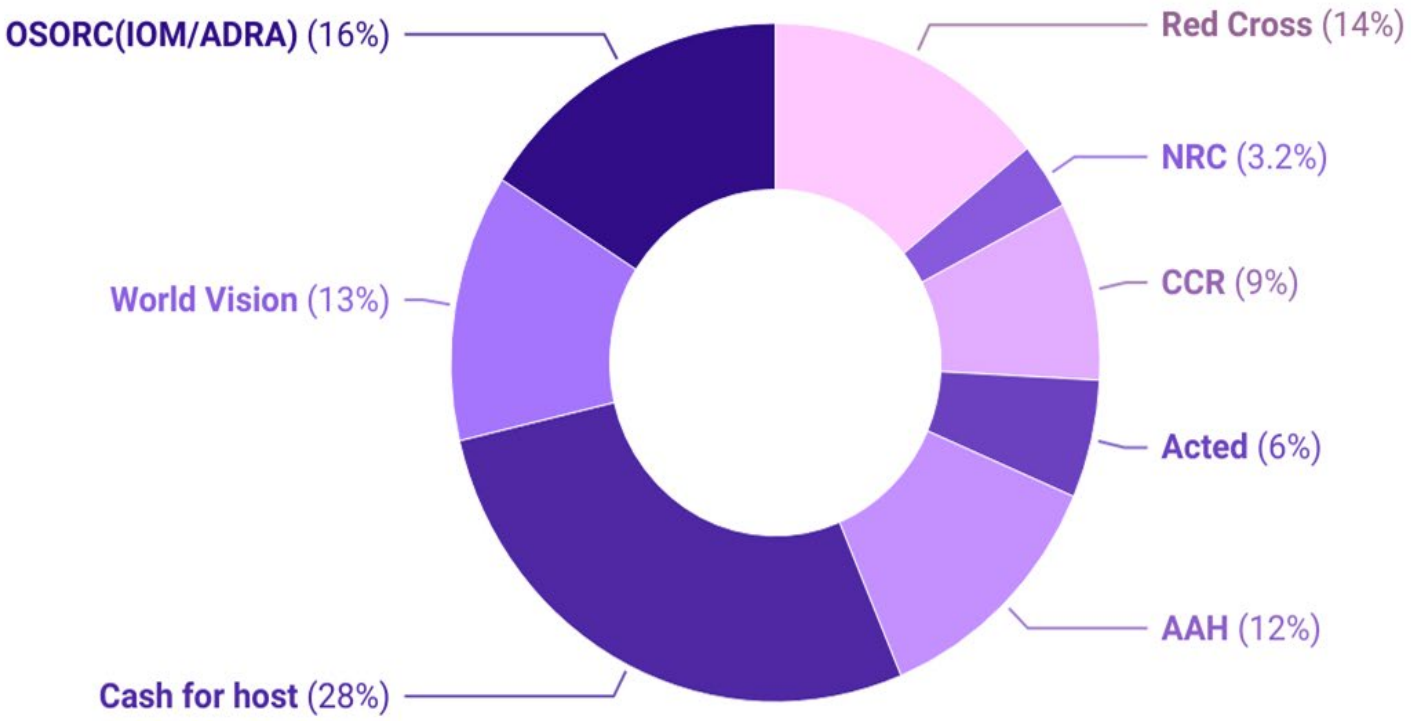
# Cash Assistance

Questions about other cash programs are highly popular. Refugees share information on registration after the announcements, requirements and criteria, payment schedules, and how to contact program organizers.

**Cash for Host -** many questions arose about current payment round - registration dates, update deadlines, payment schedules, and concerns regarding the hotline not functioning.

**payments in the Transnistrian region** - when is verification, and when will payments start.

## Other cash assistance programs - 9%

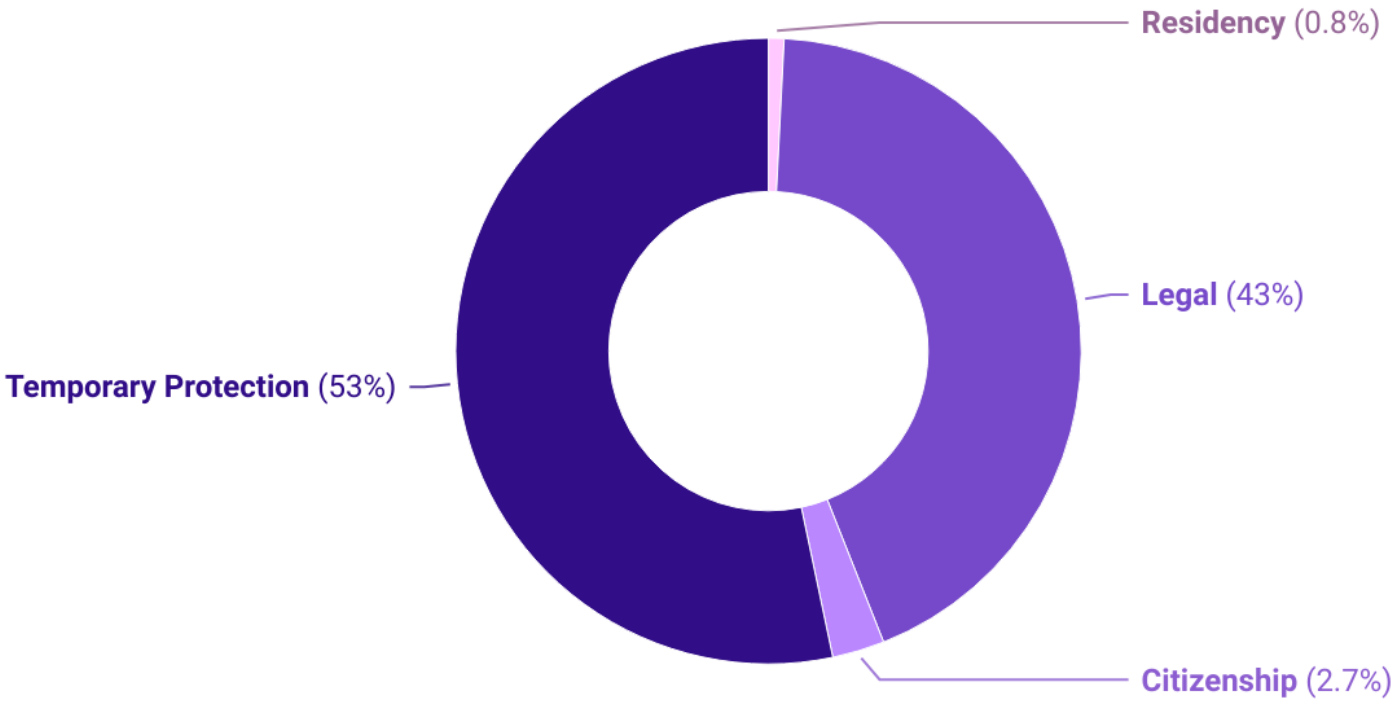


# Legal Status

The majority of questions about **TP** (multiple questions per day) were about when and under what conditions TP would be extended. People were also inquiring about whether to replace their plastic cards, what to do if the TP will not be extended and how to handle with UA vehicles. Additionally, concerns were raised about employment when TP document was valid until March 1, 2024. There were fewer queries about obtaining TP and whether they can be renewed.

**Legal** - the status of cars with Ukrainian registration, the cost of road tax - vignette (85 euros or already 180 euros), issues with obtaining bank cards, obtaining driver's licenses, 90 days stay without a status.

## Category of Legal Status

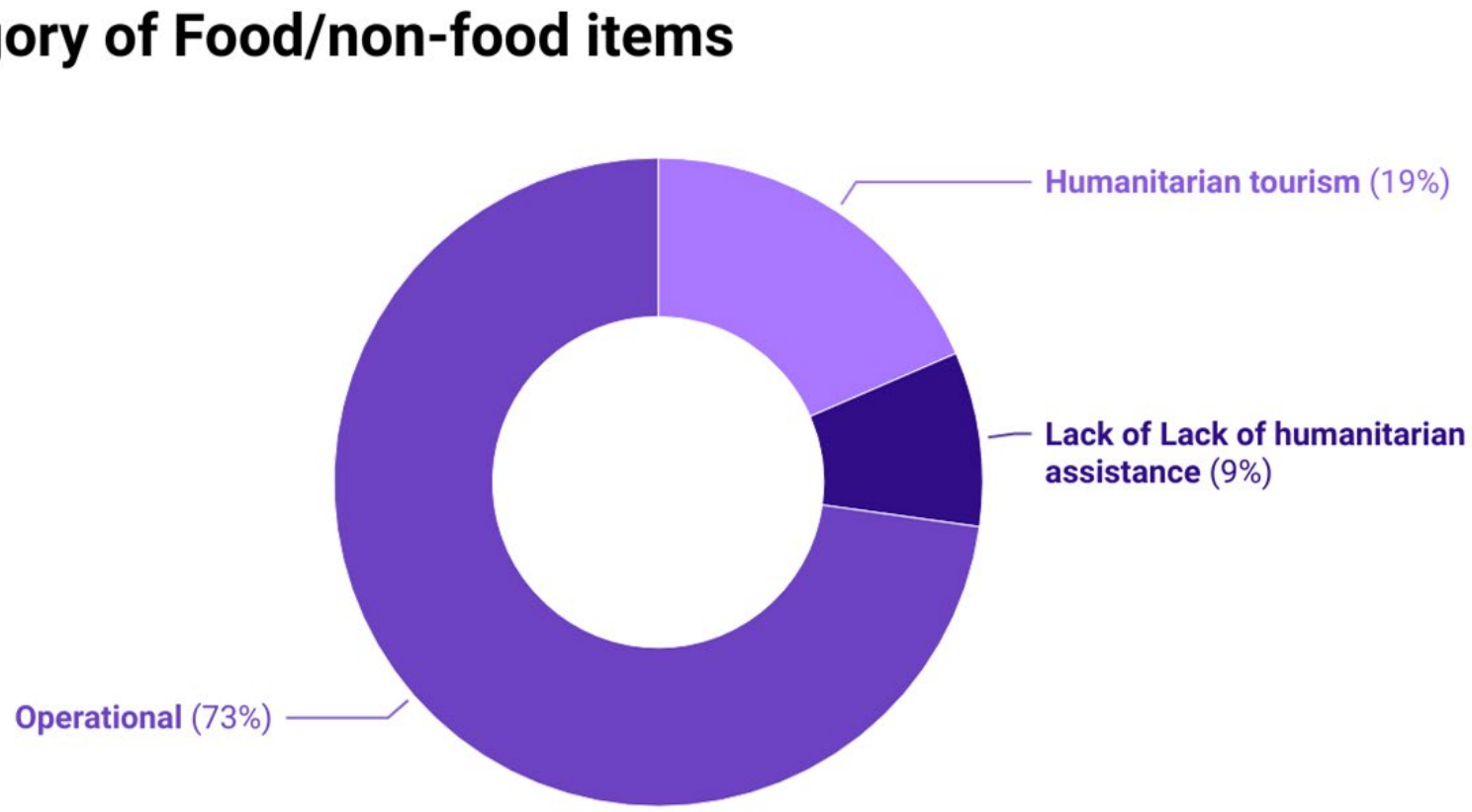


# Food/non-food items

In February the number of questions about the necessity of having TP for receiving humanitarian aid increased. Inquiries about where and how aid is distributed, which organizations distribute vouchers, and the process to obtain them.

In the **Transnistrian region**, were numerous requests and offers for trips (for a fee) to Chisinau for humanitarian assistance.

We also observed questions from newcomers about where to get assistance and what is required for that.



# Other categories

**Border and administrative line crossing:** required documents for crossing the Moldovan border from both Ukraine and Romania; the process of crossing the administrative line in the Transnistrian region, including the required documents; the obligation to present TP (temporary protection) documents when crossing the border and administrative line; power of attorney for a child traveling with one parent to enter Moldova; power of attorney for entering Moldova with cars bearing Ukrainian registration plates; required documents to cross the border with pets.

**Healthcare:** services available with TP, appointment procedures with doctors, fees for certain services, psychological support, and concerns about long queues for medical services from CCR, especially inconvenient working hours for those residing in the Transnistrian region.

**Housing:** occasional but ongoing questions about finding free accommodation in Chisinau and beyond persist. Concerns about high rental costs and potential rejections if previously housed by the Green Line. Daily queries in Facebook about where to search for apartments. Additionally, there were questions about the housing compensation program from ACTED.

# Other categories

**Security:** Are military documents required for men when applying for TP? If someone illegally enters Moldova from Ukraine, will Moldova refuse to return them to Ukraine? How is the current situation at the consulate in Chisinau? Is it safe for men to visit? Is the embassy operating normally? is it safe for men to go to the embassy? Can consulates mobilize individuals? There are rumors about the border being closed.

**Education:** How to enroll a child in a daycare or school with Russian or Ukrainian language instruction. Conditions for Ukrainian children applying to the medical university in Chisinau? Availability of Russian-language groups.
Some questions arose about the educational approach to Russia in early grades and potential pressure on Ukrainian children to learn beyond essentials.
Refugees shared their experiences and discussed responses from HIAS regarding online language courses.

**Employment:** Where to find a job or part-time work in Bălți or other cities; Is there a website where Ukrainians can search for employment; Job opportunities for Ukrainians without knowing the Romanian language; If one was under a work contract with a TP document valid until March 1, 2024. and the TP is no longer valid, what to do.

## Our channels:

**Ajutor UA in Moldova:** One of the largest Facebook help groups for refugees in Moldova, moderated by Info Unit.

**Українці Молдова** Telegram channel launched by Info Unit.

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