Regional Refugee Response
for the Ukraine Situation

Local Refugee Coordination Forum

Performance Survey Report

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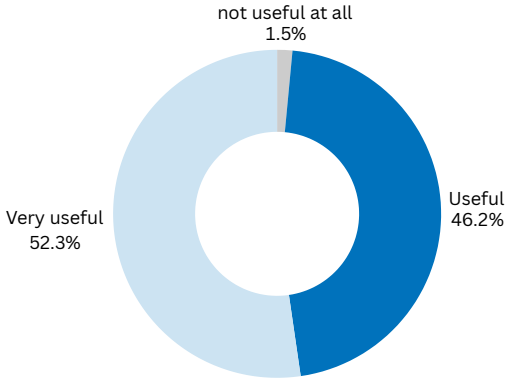
PERFORMANCE SURVEY REPORT

Overview

Between November and December 2024, the eight Local Refugee Coordination Forums (LRCFs) in Moldova held their final meetings of the year. During these meetings, the Inter-Agency Coordination (IAC) unit conducted a survey with 80 participants to assess the LRCFs' performance throughout the year, evaluate the impact on the design and implementation of interventions by member organizations, and gather suggestions to enhance the role of these forums as pivotal extensions of the Refugee Coordination Forum at the local level.

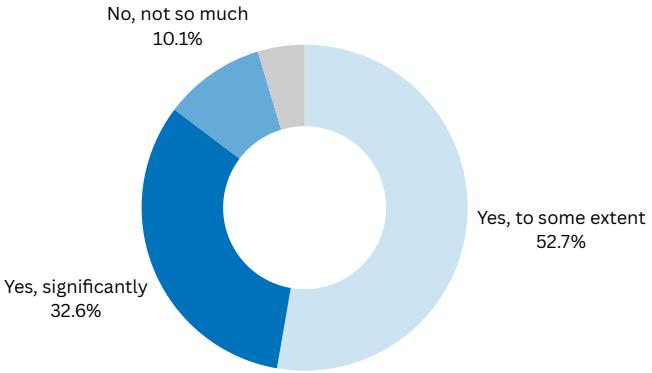
Impact of the LRCF Meetings

Overall, the survey responses reflect a positive perception from LRCF members in all localities. The vast majority of respondents rated the LRCFs meetings as either "Very useful" (52.3%) or "Useful" (46.2%), with only 1.5% considering them not useful. Participants highlighted some key reasons for this positive perception, including the opportunity to obtain and share relevant and timely information, enabling networking and collaboration among organizations, addressing relevant local issues, and supporting decision-making and coordination in the delivery of assistance. The latter point reflects that the LRCFs serve not only as a space for sharing updates but also as a meaningful platform for operational coordination and collective problem-solving.

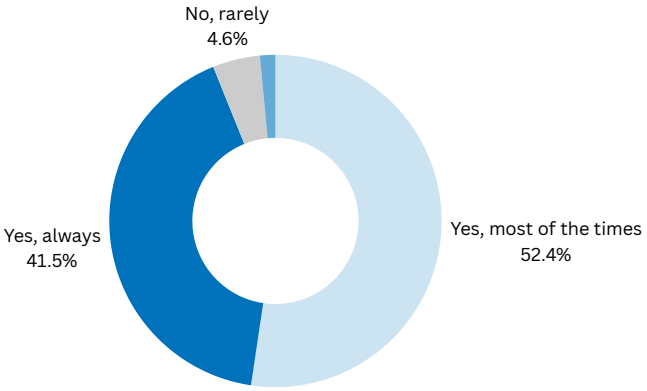


LRCFs' Usefulness

Most respondents across all localities indicated that their participation in the LRCFs supported their organizations' strategy at the local level, with 32% of responders stating that their organizations made decisions based on the information and analyses shared during the LRCF . In Palanca, 80% of LRCF members reported making significant decisions based on the information-sharing process, highlighting the results of regular coordination efforts in this border area. Moreover, 89% of participants reported feeling better prepared to respond to future refugee influxes as a result of regular coordination within the LRCFs framework, with Cahul and Comrat reaching 100% agreement on this point, indicating the high effectiveness of LRCFs support in those regions. To further strengthen the role of the forums and its capacity of response in 2025, UNHCR's IAC plans to conduct capacity-building sessions on Coordination addressed to LRCFs' members within the framework of the current RRP.



Decision-Making Based on LRCFs Information



Representation of Organizations' interests

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Accessibility to Information

A 90% of respondents rated their access to refugee response information through the LRCFs as good or excellent. It must be noted that such a rate of satisfaction with the information-sharing process results from key steps that have been taken regularly since the establishment of the LRCFs. This includes adapting to the linguistic needs of the forums (providing interpretation when necessary, not only for foreign humanitarian workers but also for refugees, and sharing the most relevant documents in local languages), sharing Minutes of Meetings via email and through UNHCR's operational data portal, and providing regular updates on most crucial topics - including changes in cash assistance, TP extensions, and developments of the Refugee Response Plan. It must be considered that current funding cuts will impact practices such as interpretation provision for most meetings -nevertheless, UNHCR is joining efforts with other LRCF's members to find alternatives that can help mitigate such impact.

Space for Improvement

The survey included open-ended comments and multiple-choice suggestions aimed at gathering recommendations to improve the functioning of the LRCF. Respondents emphasized the need for more localized and action-oriented agendas that are better tailored to reflect local concerns and operational challenges.

Additionally, in a few localities, participants highlighted the importance of continuing to support broader representation, particularly of local and smaller organizations. Respondents also underscored the need to track agreed-upon actions at the local level to ensure accountability and follow-up. Furthermore, some participants pointed out the importance of ensuring consistency and quality in interpretation services, particularly in linguistically diverse areas such as Gagauzia.

These recommendations align with ongoing efforts by the Refugee Coordination Forum (RCF) efforts to advance the localization of coordination mechanisms in the field.

To strengthen representation and communication between local organizations and the RCF and with sectors, UNHCR's IAC introduced a local co-chair role within the LRCFs, complementing the roles previously held by UNHCR and local authorities. This third co-chair shares operational and coordination responsibilities with UNHCR and local authorities, contributing to the development of meeting agendas that reflect the priorities of local actors and facilitating follow-up on commitments made during discussions, as well as on operative matters.

In addition, the local co-chair plays a central role in maintaining and supporting the implementation of the Local Referral Pathways, which have been developed since 2022 by local actors and authorities with the support of UNHCR and IOM. By regularly reviewing the accuracy of service provider information and the effectiveness of referral mechanisms, local co-chairs contribute directly to the coordination and effective response to the needs of refugees and host communities, which is at the core of the LRCF.

Frequency of Meetings

As a result of the survey, most LRCF members expressed interest in shifting the meeting frequency to a quarterly format, as the current context does not require more. This decision, discussed and agreed upon during the first meetings of the year, applies to all LRCFs except Otaci and Palanca, where members opted to maintain monthly meetings due to their strategic border locations. However, the upcoming closure of the UNHCR office in these areas and a potential reduction in the presence of full-time partners may lead to a reassessment of this frequency; the UNHCR's IAC unit recommends holding at least bimonthly meetings in such cases. Ad-hoc meetings will continue to be organized as needed, particularly for emergencies, trainings, or new initiatives involving local actors, including those related to the Refugee Response Plan (RRP). Regardless of frequency, LRCF members reiterated the importance of maintaining this coordination space, emphasizing the value it brings in supporting communication between national and local levels and advancing localization efforts within the framework of the RRP.