Regional Refugee Response for the Ukraine Situation

Refugee Response Plan

2024 Year End Report

Republic of Moldova

Cover photo: Republic of Moldova - Hanna Bodaliko, a refugee from Ukraine, engages in livelihood support activities at the Children Development Center, ensuring a better future for her son with ACTED's assistance.

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List of Acronyms

AAP – Accountability to Affected People
BNWG – Basic Needs Working Group
CP – Child Protection
CSC –Community Service Centers
CSOs – Civil Society Organizations
CWG – Cash Working Group
DATF – Disability and Age Task Force
EduTech – Education Technology Laboratories
GBV – Gender-Based Violence
IQTS – Investigation Qualification Training Scheme
LGBTIQ+ – Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and others
LI WG – Livelihoods and Inclusion Working Group
LRCFs – Local Refugee Coordination Forums
MER – Ministry of Education and Research
MHPSS – Mental Health and Psychosocial Support
MOI – Ministry of Internal Affairs
MLSP – Ministry of Labour and Social Protection
MoH – Ministry of Health
MPCA – Multi-Purpose Cash Assistance
MSNA – Multi-Sector Needs Assessment
NAPH – National Agency for Public Health
NEA – National Employment Agency
NFIs – Non-Food Items
I\NGOs – International \ Non-Governmental Organizations
NHIC – National Health Insurance Company
OPDs – Organizations of Persons with Disabilities
PDM – Post-Distribution Monitoring
PSEA\SEA – Protection from \ Sexual Exploitation and Abuse
PWG – Protection Working Group
RAIS – Refugee Assistance Information System
RACs – Refugee Accommodation Centers
REWG – Refugee Education Working Group
RRP – Refugee Response Plan
RTF – Roma Task Force
SADD – Sex and Age Disaggregated Data
SEIS – Socio-Economic Insights Survey
SOPs – Standard Operating Procedures
SWG – Sectoral Working Group
TiP – Trafficking in Persons
TP – Temporary Protection
TVET – Technical and Vocational Education and Training
UASC – Unaccompanied and Separated Children
WLOs – Women-Led Organizations

Foreword from the State Chancellery

The year 2024 reaffirmed Moldova's capacity to act with resolve, compassion, and clarity of purpose in the face of continued uncertainty. As regional instability persisted, we remained guided by a core principle: that those seeking protection on our territory must be treated with dignity, and that our national response must be anchored in the rule of law, democratic governance, and the broader interest of our society.

We have not approached this responsibility as a temporary gesture, but as a matter of state policy. Our institutions have worked to uphold Moldova's international obligations while strengthening national systems — ensuring that the response is accountable, coordinated, and firmly within the framework of our constitutional values.

In 2024, we advanced important policy initiatives, including the development of a national programme to support the integration of foreigners. This reflects our commitment to a coherent, long-term approach — one that protects rights, supports communities, and reinforces social stability. These efforts are part of Moldova's wider development agenda, grounded in our aspiration for a strong, inclusive, and modern state.

None of this could have been achieved without the dedication of public servants, local authorities, civil society, and the support of international partners. Their contribution has ensured the robustness of Moldova's response.

We know the challenges ahead remain complex. But we also know that Moldova has demonstrated — once again — that it is capable of principled leadership. As we move forward, we will continue to shape our policies with responsibility and foresight, guided by the values that define us as a democratic, diverse and sovereign nation.

Artur Mija
Secretary General of the Government of the Republic of Moldova

Foreword from UN Refugee Coordinator

Despite the many challenges faced during 2024 as a result of continued regional instability, Moldova remained firm in its commitment to refugee protection and inclusion. In 2024, the country took bold, practical steps not only in order to meet immediate humanitarian needs, but also with the aim of paving the way for long-term participation and stability both for those forced to flee as well as for the communities that host them.

The Government's decision to develop a "National Programme for the Phased Integration of Foreigners" was a defining moment. Anchored in Moldova's National Development Plan, this initiative signals a decisive shift from emergency response toward refugee inclusion as a strategic pillar of national development. The continued implementation and strengthening of the Temporary Protection framework further underscores this vision—broadening access to essential services and reaffirming Moldova's commitment to principled, inclusive policies.

This progress has not been achieved alone. Moldova's civil society has remained at the heart of the response. As the situation has evolved, national and local organizations have adapted by gradually shifting their roles from first responders to long-term partners in development. Many now integrate refugees into programmes well beyond humanitarian assistance—from skills development and education to livelihoods and social protection, thus demonstrating what the Global Compact on Refugees looks like in practice.

In 2024, 86 partners under the Refugee Response Plan worked in close coordination to deliver protection and support to over 100,000 individuals across Moldova. Strengthened referral systems, targeted assistance, and inclusive programming helped bridge humanitarian action with broader development objectives. This Year-End Report offers a comprehensive account of these collective achievements. It reflects not only the outcomes of a coordinated, multisectoral response, but also the tireless efforts of government institutions, local authorities, UN agencies, civil society, and community actors—whose shared work continues to embody the spirit of solidarity and responsibility that defines Moldova's refugee response.

Moldova's approach is straightforward and courageous. It is driven by the understanding that inclusion is a sound investment—socially, economically, and politically. The country has demonstrated that with political will, a whole-of-society approach, and international support, principled refugee responses can be both effective and nationally owned.

As we look ahead, challenges remain. The war in Ukraine is not over, and the demands on national systems continue. Yet Moldova's leadership offers a compelling blueprint for action—one rooted in solidarity, shared responsibility and sustainability, As the focus increasingly shifts from emergency response to inclusion, the Refugee Coordination Forum remains fully committed to supporting the Government and all partners in ensuring that displaced people can rebuild their lives with dignity and contribute meaningfully to Moldova's present and future.

Anne-Marie Deutschlander
UN Refugee Coordinator

2024 Refugee Response Results in Figures

Data as of 31 Dec 2024

135,861 Ukrainian refugees in Moldova

Men	Women	Boys	Girls
26,773 (20%)	52,138 (38%)	29,549 (20%)	27,401 (20%)

100,843 people reached by RRP in Q4

Men	Women	Boys	Girls
16,277 (16%)	41,980 (42%)	17,327 (20%)	19,849 (22%)

1,236,350 Arrivals from Ukraine since February 2022

11,697 Third-Country Nationals from Ukraine in Moldova

66,345 Temporary Protection Holders

Funding level

303 M total pledged

$ 168,46M (56%*) funds received*

* As reported in the Refugee Funding Tracker. This does not include a carryover the last year of $ 11M.

Number of refugees receiving Multi-Purpose Cash Assistance (MPCA)
56,701

Number of hosting family members receiving MPCA
27,379

	Recieved	Pledged
Basic needs (includes In-kind, Shelter, Wash, Food Security, Multi-purpose Cash)	$ 85,27 M	$ 163.8 M
Education	$ 11,17 M	$ 17.19 M
Protection (Including GBV & CP)	$ 35,18 M	$ 111.83 M
Health & Nutrition (includes MHPSS)	$ 13,97 M	$ 25.12 M
Livelihood & Socio-economic Inclusion	$ 13,88 M	$ 35.62 M
Not yet allocated / Others	$ 8,98 M	

Support to the Government

1,204 trained government officials

Support to Host Community

33,472 people from the host community reached

211 supports to community infrastructure
- **97** schools
- **114** healthcare entities

People Reached by Sector

Basic Needs
84,283

Food Security
30,580

Water, Sanitation, and Hygiene
15,651

Education
66,637

Health & Nutrition
66,938

Livelihoods & Inclusion
5,519

Protection
101,000

Child Protection
61,423

Gender-based violence
26,419

Executive Summary

National Overview

In 2024, Moldova remained committed to providing protection and assistance to refugees, adapting its response to meet evolving needs while transitioning towards more sustainable, long-term solutions. With over 127,722[1] from Ukraine remaining in the country, the Government of Moldova continued to prioritize social inclusion, access to services, and economic opportunities for refugees while strengthening national systems to enhance long-term integration.

One of the most significant developments of the year was the Government's decision to expand the Temporary Protection (TP) status until March 2025, and subsequently further extended toward March 2026, ensuring continued access to essential services. This extension allowed more than 66,000 refugees to benefit from protection mechanisms and legal stay while reinforcing Moldova's approach to refugee inclusion in national programs. At the same time, key amendments were introduced to expand healthcare coverage under TP, improving access to specialized medical services and increasing financial support for refugees within the national health insurance system.

Throughout 2024, multi-sector coordination remained a priority, with government institutions, humanitarian partners, and local civil society organizations (CSOs) working together to implement an effective and inclusive response. The Local Refugee Coordination Forums (LRCFs) played a critical role in ensuring that both refugee and host community needs were addressed across different regions. These platforms enabled direct engagement between refugees, civil society, and authorities, leading to improved service referrals and strengthened social protection measures at the local level.

Economic inclusion also advanced, with livelihood and employment programs playing an increasingly important role in fostering self-reliance. Initiatives such as vocational training, business support, and job placement programs allowed thousands of refugees to access employment and skill-building opportunities. In addition, targeted measures were introduced to support refugee women and caregivers, including childcare programs that facilitated workforce participation.

Despite these efforts, challenges persisted. Enrollment rates for refugee children in Moldovan schools remained relatively low due to language barriers, online learning preferences, and pendular movement between Moldova and Ukraine. Additionally, funding constraints impacted the ability to scale up key services, particularly in healthcare, protection, and social assistance. Nonetheless, through strengthened coordination and investment in national systems, Moldova continued working towards a more structured, community-driven response that balances humanitarian needs with long-term integration objectives.

As Moldova prepares for 2025, the focus remains on enhancing national policies, increasing access to livelihoods, and further strengthening social services to ensure that refugees can integrate into society in a sustainable and dignified manner.

[1] Population figures presented as of February 28, 2025.

Highlights and Achievements

Throughout 2024, the Refugee Response Plan (RRP) in Moldova achieved significant milestones, with partners reaching over 100,000 individuals with protection, education, livelihoods, and humanitarian assistance. The year was marked by key advancements in protection policies, economic inclusion, and localization efforts, reinforcing Moldova's commitment to a long-term, structured refugee response.

One of the most important developments was the extension of TP status until March 2025, providing legal security to over 66,000 refugees. Alongside this, access to social protection improved, with 12,294 vulnerable individuals receiving targeted assistance and 28,406 refugees benefiting from legal aid services. Protection partners also conducted border and protection monitoring activities, ensuring that refugees had access to information and support at key entry points.

Efforts to enhance economic self-reliance advanced significantly. More than 9,700 refugees received job counseling, career guidance, and skills training, while over 1,500 individuals enrolled in vocational education programs. Childcare services were expanded to enable refugee women to participate in the labor market, and financial inclusion programs helped refugees access banking services and entrepreneurship opportunities. Additionally, a new employment platform was launched, further facilitating job placements.

In the education sector, progress was made in integrating refugee children into the national school system. As of December 2024, over 3,300 refugee children were enrolled in formal education, supported by language classes and inclusive learning initiatives. Non-formal education programs reached more than 66,000 children, providing them with catch-up classes, recreational activities, and psychosocial support. Meanwhile, the renovation of the Taras Shevchenko Ukrainian school in Chișinău created additional learning spaces for refugee students.

Basic needs assistance remained a cornerstone of the response. Nearly 30,600 individuals received food support, while 7,100 people were provided with essential non-food items, including winter supplies. The transition from collective shelters to private accommodations continued, with over 3,300 refugees receiving rental assistance. Improvements were also made in Refugee Accommodation Centers (RACs), where living conditions were upgraded, and a structured closure process facilitated the relocation of vulnerable families.

The health sector also saw significant progress, with over 90,000 medical consultations provided to refugees and host community members, and 6,700 healthcare providers trained to deliver inclusive services. Refugees under TP gained access to expanded healthcare benefits, including specialized outpatient services and essential medications. Additionally, vaccination campaigns addressed health risks, ensuring immunization coverage for children and vulnerable groups.

Community engagement and social cohesion initiatives were strengthened through the LRCFs and CSO-led programs. These efforts facilitated the participation of refugees in decision-making processes and promoted peaceful coexistence with host communities. Additionally, over 27,000 individuals took part in activities aimed at fostering integration and mutual understanding.

Despite funding constraints and ongoing challenges, the progress achieved in 2024 highlights Moldova's continued commitment to an inclusive and sustainable refugee response. Moving forward, strengthening national capacities, expanding access to employment, and improving integration pathways will remain key priorities for the year ahead.

Gaps and challenges

Despite significant progress in 2024, several challenges persisted, affecting refugee protection, inclusion, and access to services. While the extension of TP until March 2025 ensured continuity of legal stay and essential services, clear pathways for long-term local integration were still lacking. The absence of a defined route to permanent residency or citizenship created uncertainty for refugees wishing to settle in Moldova permanently.

Additionally, the Moldovan asylum system faced increasing pressure, with a notable rise in asylum applications, particularly from Ukrainian nationals. Capacity limitations in asylum processing and case management strained existing resources. Furthermore, reduced funding for refugee response activities impacted service availability, particularly in material assistance, healthcare, and food support.

Challenges in refugee access to education also continued, with low enrollment rates in Moldovan schools due to language barriers, limited Romanian language support, and uncertainty about the duration of stay in Moldova. Refugee children with disabilities and Roma refugee children faced additional obstacles in accessing quality education.

Achieving full school enrollment will require substantial financial support, including contributions from the international community.

Economic inclusion remained difficult, as employment opportunities for refugees were limited by language barriers, childcare constraints, and labor market mismatches. While job-matching initiatives and vocational training expanded, many refugees continued to rely on humanitarian assistance to meet their basic needs.

Access to essential healthcare remained a concern, particularly for refugees with disabilities and older refugees. Gaps in specialized healthcare services and secondary healthcare access posed significant challenges, exacerbated by financial constraints and the need for expanded national health coverage.

Looking ahead, addressing these challenges will require sustained investment in Moldova's social services, legal frameworks, and economic opportunities. Strengthening coordination between government institutions, humanitarian partners, and civil society will be critical to ensuring a more inclusive and sustainable refugee response.

Local Refugee Coordination Forums

© UNHCR Moldova/Natalia Stelea/2024 Local Coordination Forum in Comrat

In 2024, eight LRCFs across Moldova played a fundamental role in translating the RRP into tangible, community-level outcomes. These forums continued to bring together local authorities, civil society organizations, and refugee and host community representatives to coordinate efforts, identify service gaps, and respond to evolving needs on the ground.

Throughout the year, 46 coordination meetings were held. These forums created a direct channel for CSOs, refugees, and host community members to engage local and regional authorities — not only to flag gaps in services and challenges in access, but to advocate for practical, locally tailored solutions.

The LRCFs also played a key role in strategic planning. Inputs from local stakeholders directly informed the Moldova chapter of the 2025–2026 RRP, ensuring that national priorities reflected local realities — particularly in the areas of health, education, social protection, and social cohesion. In Ungheni and Cahul, local action plans were developed through joint workshops organized under the Cities of Solidarity initiative. These plans support local authorities not only in guiding refugee inclusion efforts, but also in informing municipal development strategies and accessing development funding opportunities that benefit both refugees and host communities.

Protection

WG Co-Chairs

Ombudsman Office and UNHCR

In 2024, **55** Partners reported **1784** activities in **36** regions

Partners reporting activities in 2024

Implementing Partners (30 organizations)

- ADRA Moldova
- AO Asociația Națională pentru Susținerea Alăptării
- AO Biaz Gul
- AO Pas cu Pas Regiunea Sud
- AO Programul Educațional Pas cu Pas
- Asociația pentru Drepturile Omului Lex XXI
- Casa Marioarei
- Center for the Rights of Persons with Disabilities
- Center Resonance
- Centru de Reabilitare "OSORC"
- Centrul Național de Formare, Asistență, Consiliere și Educație din Moldova
- Charity Centre for Refugees
- Child and Family Empowerment Association "AVE Copiii"
- Child Community Family
- Communitas
- Diaconia
- Dorcas
- Fundația Crestina Titus
- HelpAge International
- INTERSOS
- KeyStone Moldova
- La Asociația Obștească Interaction
- Laolalta
- MOTIVATIE
- National Congress of Ukrainians in Moldova
- Non-Profit Partnership Center for Social and Legal Innovations "Women's Initiatives"
- Partnership for Every Child
- People In Need
- Uniunea pentru Echitate și Sănătate
- Zdorovii Gorod

Direct Implementation and Mandated Agencies (25 organizations)

- Acted ADRA
- Moldova AICS
- Alliance of NGOs
- Active in the Field of Child and Family Social Protection APSCF Children's
- Emergency Relief
- International
- Church World Service
- Danish Refugee Council
- Dorcas
- ECHO
- HEKS/EPER
- HelpAge International
- Helvetas
- International Organization for Migration (IOM)
- KeyStone Moldova
- Norwegian Refugee Council
- Peace Winds Japan
- People In Need
- Project HOPE
- Terre des hommes Moldova
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- WeWorld
- World Food Programme (WFP)
- World Vision International

Key Achievement Indicators

28,406

individuals provided with individual legal assistance

12,294

persons with specific needs provided with targeted protection assistance

27,109

individuals participating in activities promoting social cohesion and peaceful coexistence between refugees and host communities

2,685

individuals who have received protection-related trainings and/or capacity building activities

Key Achievements

Throughout 2024, the Protection sector made significant progress in strengthening the protection space and promoting the inclusion of refugees from Ukraine. A key milestone was the extension of TP until March 2025, with an expansion of certain rights, alongside continued advocacy on key issues raised by sector partners. Legal assistance was provided to 28,406 individuals, ensuring access to rights and essential services, and more than 67,000 individuals participated in awareness sessions on protection-related services. Protection and border monitoring activities also captured key changes in the protection environment, as experienced by refugees and members of the host community. Efforts to strengthen localization also advanced through the LRCFs, with six Referral Pathways Workshops conducted across Moldova in 2024. These workshops—building on the three held in 2023—engaged approximately 250 participants from local public institutions, civil society organizations, international Non-Governmental Organizations (NGOs), and UN agencies. Meanwhile, the consolidation of RACs progressed, with close collaboration between the Basic Needs and Protection Working Groups. By the end of 2024, protection partners facilitated the safe and dignified relocation of vulnerable families to other centers and private accommodations through rental assistance programs. In total, targeted protection assistance was provided to 12,294 persons with specific needs countrywide.

Challenges and Gaps

Despite the extension of TP until March 2025, limitations in the legal framework affect refugees' inclusion prospects. The current legislation does not extend certain essential rights and services to TP holders - particularly access to national health insurance, social assistance programs, and self-employment opportunities. These legal constraints, combined with the time-limited nature of the status which requires annual extension, can affect refugees' ability to fully participate in and contribute to Moldovan society. Additionally, the continued high volume of asylum-seekers is expected to place significant strain on the asylum system, challenging its capacity to process claims efficiently and respond to complex protection needs. Reduced funding for refugee response activities are also impacting refugees in the country. Protection monitoring throughout 2024 has shown a steady rise in urgent needs, particularly in material assistance, healthcare, and food. Sustained financial assistance will remain essential for the most vulnerable, alongside expanded access to government social assistance, improved employment opportunities, and strengthened community outreach.

Government Strengthening and Engagement

Protection Working Group (PWG) partners remained committed to strengthening government capacities through sustained engagement. Local referral pathway workshops were conducted to enhance service coordination. Key training programs focused on legal stay and employment procedures for National Employment Agency (NEA) staff, refugee and migration law for territorial social workers across Moldova, and refugee protection principles and communication skills for border authorities.

These initiatives equip institutions with the skills needed for supporting refugee protection and inclusion. In total, protection-related trainings and capacity-building activities reached 2,685 individuals, including aid workers, government staff, refugees, and host community members. Other topics covered included Protection against Sexual Exploitation and Abuse (PSEA), Accountability to Affected People (AAP), MHPSS, and case management, enhancing overall response effectiveness.

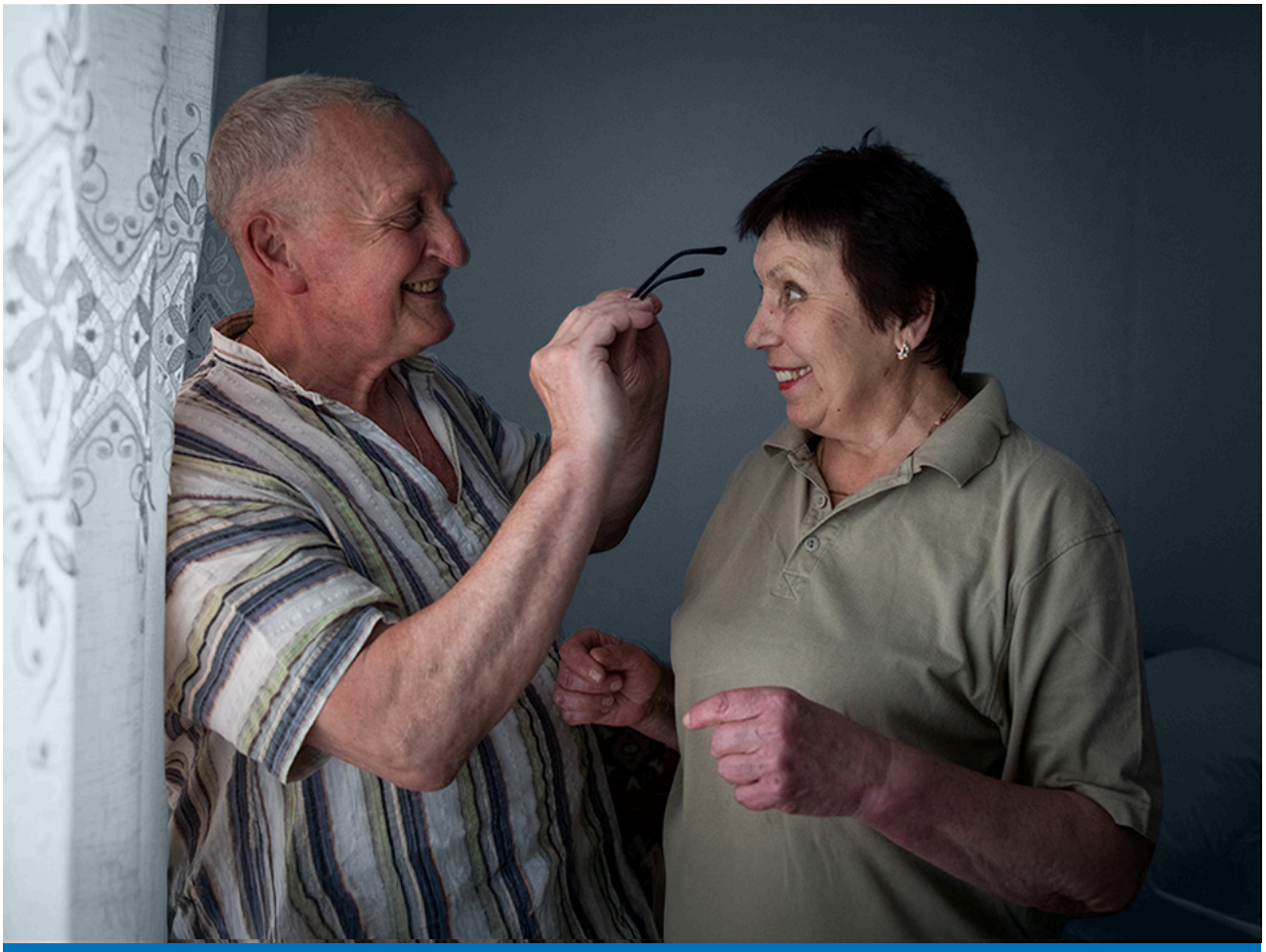
National and Local Civil Society Engagement and Support

To enhance civil society engagement, PWG partners were engaged in a number of initiatives, including strengthening disability-inclusive legal services and support for Roma communities and refugees. Training sessions focused on resource-based community development, local resource mobilization, and service quality improvement, resulting in community-driven initiatives that strengthened social cohesion between refugees and host communities. Overall, PWG partners provided support to 50 community led projects and organizations.

Refugee Participation and Social Cohesion

PWG prioritized refugee inclusion in decision-making through consultative processes and participation in protection planning. Over 30,500 individuals engaged in initiatives promoting social cohesion, strengthening peaceful coexistence between refugees and host communities. A key event was the Regional Dialogue on Protection and Inclusion of Ethnic Roma Refugees, held in April in collaboration with the Roma Task Force, the Ministry of Education and Research, and the Agency for Interethnic Relations. Attended by over 100 participants, the event identified barriers to services, promoted cultural sensitivity, and facilitated knowledge exchange among stakeholders from Moldova, Ukraine, and neighboring countries.

Spotlight Story



© OHCHR Moldova/ Vincent Tremeau/ 2024
Oleksandr, who uses a hearing aid, puts a pair of glasses on his wife, Olga.

Oleksandr, 73, has a hearing disability, while his wife Olga, 66, recently underwent cataract surgery. “My wife could not sleep, and I, despite having hearing problems, could feel the explosions from the bombs, so I was also awake all night,” recalls Oleksandr. Seeking safety, they fled to Moldova, hoping for stability and peace. At a town hall meeting in Basarabeasca, where they now live, a UN Human Rights officer identified their specific needs. Through the UN Human Rights referral system, Oleksandr received a hearing aid, and Olga a pair of glasses, provided by a Moldovan NGO. They also receive free medication for blood pressure, ensuring they can manage their health in displacement. “I had to get used to the hearing aid, but I am so happy now,” says Oleksandr. “Now I can see him, and he can hear me,” adds Olga.

Since June 2023, refugees have been supported with critical medical supplies, including diabetes and cancer medication, mobility aids, eyeglasses, and other assistive devices have received support through the same program. The program works through a referral system, connecting refugees with Moldovan and international NGOs that provide specialized assistance. The initiative covers all regions of Moldova, including the left bank of the Nistru River, identifying at-risk individuals during field visits to humanitarian centers, distribution points, and refugee accommodation facilities. With over 124,000 refugees remaining in Moldova, protection partners continue to ensure that those with specific needs have access to essential medical support, assistive devices, and services, reinforcing a humanitarian response centered on dignity and inclusion.

Child Protection

Sub-WG Co-Chairs

UNICEF and UNHCR

In 2024, **28** Partners reported **650** activities in **31** regions

Partners reporting activities in 2024

Implementing Partners (16 organizations)

- AO Artemida
- AO Programul Educațional Pas cu Pas
- Center Resonance
- Centrul National pentru Educatie Timpurie si Informare a Familiei
- Centrul Național de Prevenire a Abuzului față de Copii
- Charity Centre for Refugees
- Child and Family Empowerment Association "AVE Copiii"
- Child Community Family
- Communitas
- Diaconia
- Fundația Crestina Titus
- Health for Youth Association
- KeyStone Moldova
- Mother and Child Institution
- National Congress of Ukranians in Moldova
- Partnership for Every Child

Direct implementation and Mandated Agencies (12 organizations)

- ADRA Moldova
- APSCF
- Catholic Relief Services
- Children's Emergency Relief International
- Church World Service
- Lumos Foundation
- Plan International Moldova
- Terre des hommes Moldova
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- United Nations Population Fund (UNFPA)
- World Vision International

Key Achievement Indicators

20,858

children and adolescents were provided with recreational and/or child friendly MHPSS activities.

59,109

children and caregivers were assisted with child protection services.

306

Unaccompanied and Separated Children (UASC) were identified and supported.

2,949

professionals were trained on Child Protection, MHPSS, and safe referrals.

Key Achievements

In 2024, child protection partners provided crucial and complementary child protection services to refugee and Moldovan children, including identification and referral, complementary case management, MHPSS, child friendly spaces, provision of alternative care, and support to child survivors of violence, including GBV. To this end, Child Protection Sub Working Group identified and assisted over 59,109, including unaccompanied and separated children, who were at risk or survivors of violence, abuse, and neglect, as well as their caregivers. Additionally, the Sub Working Group (SWG) supported 16,000 children -including 300 unaccompanied children- in accessing child protection and social and guardianship services, including case management. More than 20,000 received child-friendly MHPSS, while over 64,000 children and caregivers benefited from child-friendly spaces and protection hubs.

Challenges and Gaps

In 2024, the referral of unaccompanied and separated children from the Border Police to the Guardianship Authority posed significant challenges on the protection response to UASC. Discussions with the Ministry of Labour and Social Protection (MLSP) and the Ministry of Internal Affairs (MoI) are ongoing to address this issue. Ukrainian children predominantly engaged in online studies, and the lack of a system to monitor their learning and attendance, along with their absence from a school environment, complicated the identification of child protection risks within the education sector. The national child protection system continued to experience funding shortages, affecting not only activities but also the salaries of staff, with many key services funded by humanitarian partners.

Government Strengthening and Engagement

Ministry of Labour and Social Protection (MLSP) made significant progress in strengthening the capacity and quality of the child protection system to provide services for refugee children. In 2024, the sector invested in supporting and training child protection staff hired under the RESTART reform, including 149 government Child Protection Specialists. In addition, 261 guardianship authority staff were also trained as well as 2,949 members of multidisciplinary teams (90% women), including community social assistants, child protection specialists, police officers, teachers, doctors and medical assistants who were trained on child protection and case management.

National and Local Civil Society Engagement and Support

The Child Protection (CP) SWG provided a platform for CSOs to voice their challenges and engage in continuous capacity-building. As a result, 290 participants from CSOs, including those in the Left Bank, received training on various child protection topics. The identified challenges were subsequently presented to the relevant line ministries to seek solutions.

Refugee Participation and Social Cohesion

The CP SWG mobile teams conducted activities for both refugee and local children in Community Services Centers (CSC) across the country. These activities aimed to promote social cohesion and support the integration of refugee children into the community. A total of 2,151 children (1,148 girls) actively participated in activities designed to gather their opinions. Child protection partners also supported both refugee and Moldovan adolescents in creating advocacy campaigns and raising awareness about the challenges adolescents face in their communities.

Spotlight Story

©UNICEF Moldova/2024/Dogoter/ 2024
Andrei, young refugee from Ukraine teaches children in Moldova to stand up against abusive behavior

Fourteen-year-old Andrei was forced to leave Ukraine with his mother as a result of the war, and relocated to Donduseni, where he enroled in the local school and joined a football team. Last summer, he participated in a summer school where, in addition to fun activities, he learned about preventing bullying and violence. The summer school mentors helped Andrei better understand these issues and discover how to take action to make a positive change in his community. He later applied what he learned by helping facilitate events at his high school and at the local community center in Donduseni, and also helped resolve a conflict on his football team. “I think such activities are very important for young people. Some think bullying is trivial and, without even realizing it, may behave offensively toward someone,” says Andrei.

Gender-Based Violence

Sub-WG Co-Chairs

UNHCR and UNFPA

In 2024, **19** Partners reported **678** activities in **35** regions

Partners reporting activities in 2024

Implementing Partners (13 organizations)

- AO Artemida
- AO Asociația Națională pentru Susținerea Alăptării
- AO Biaz Gul
- Casa Marioarei
- Centrul Național de Formare, Asistență, Consiliere și Educație din Moldova
- Charity Centre for Refugees Gender
- Center Health for
- Youth Association
- HelpAge International
- IFIS
- La Asociația Obștească Interaction
- Non-Profit Partnership Center for Social and Legal Innovations "Women's Initiatives"
- Pro Didactica

Direct Implementation and Mandated Agencies (6 organizations)

- Centrul de Informare și Resurse "PRO BONO"
- HEKS/EPER
- International Organization for Migration (IOM)
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- United Nations Population Fund (UNFPA)

Key Achievement Indicators

2,577

of humanitarian response actors and government personnel trained on GBV

26,419

of individuals reached with recreational, social cohesion, curriculum-based activities and structured information sessions focusing on GBV prevention

14,854

of individuals participating in information sessions on available GBV services

6,676

of individuals supported with psychosocial counselling and group psychosocial support, legal aid, and received cash and items as part of the GBV response

Key Achievements

In 2024, GBV Sub-Sector partners provided 6,043 refugee and host community survivors and persons at risk of GBV with group MHPSS. As part of the response and as risk mitigation measures, 198 persons received legal aid and 435 GBV persons received cash assistance, while 5,595 hygiene kits were distributed to survivors and persons at risk of GBV. Additionally, 10,039 people were referred to other services, such as access to documentation, cash and livelihoods. Sub-Sector partners conducted prevention activities, aimed at addressing GBV roots by promoting gender equality across Moldova, engaging 26,419 participants, and reaching 14,854 individuals with information on GBV.

Training packages were developed and rolled out, targeting 2,347 people, including onboarding staff. GBV Risk Mitigation focal points were trained to conduct GBV safety audits. Additionally, 230 persons were trained on how to support and establish safe spaces for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and other (LGBTIQ+) refugees in humanitarian settings. Lastly, in collaboration with key stakeholders, the Sub-Sector drafted GBV case management Standard Operating Procedures (SOPs), and, jointly with the PSEA Network, finalized a study on barriers to the disclosure of GBV and Sexual Exploitation and Abuse (SEA) in Moldova.

©Casa Marioarei/Moldova/2024/ Tatiana Flocea
GBV Sub-Sector partner Casa Marioarei engaged with local public authorities local organizations and communities,across Moldova to raise awareness on GBV during the 16 Days of Activism Against GBV.

Challenges and Gaps

Gaps in GBV service capacity persist, particularly regarding adhering to GBV principles and ensuring confidentiality. These challenges are closely linked to mandatory reporting laws that work as barriers for survivors to disclose violence. Advocacy for survivor-centred procedures and legal framework remained a priority in 2024. There is a need to strengthen the GBV case management system to better support survivors and persons at risk, including through a more comprehensive referral for services, allowing proper monitoring of cases. At the local level, it is necessary to conduct community interventions to shift perceptions and behaviors around GBV and gender equality by addressing social barriers. Consistent and sustainable capacity building for GBV service providers, including to work with different groups, such as Roma and LGBTIQ+ people, sex workers and persons living with HIV, remains a need.

Government Strengthening and Engagement

GBV Sub-Sector capacity building focused on government and local partners. Workshops on GBV safe disclosure were held with managers of Refugee Accommodation Centre and GBV Specialists from the Ministry of Labour and Social Protection (MLSP) across Moldova. A GBV safe shelter mapping conducted in partnership with MLSP and a women-led organization (WLO), dentified key intervention areas to address gaps. Under the RESTART reform, GBV case management SOPs were drafted in consultation with different stakeholders to ensure survivor-centered procedures and quality services. As a result of this strengthened collaboration and to achieve the full inclusion of refugees in national systems, in 2025 the National GBV Agency and MLSP will work together with the co-leads to co-chair the GBV Sub-Working Group.

National and Local Civil Society Engagement and Support

WLOs are key partners of the GBV refugee response, including for service delivery, advocacy, and capacity building of local public authorities. The GBV sub-sector engaged with WLO and CSOs working on several initiatives, including a study on barriers to the disclosure of GBV and SEA in Moldova, and developing a training package for Roma mediators to work on gender and GBV issues with the community, and to train aid workers to support Roma GBV survivors without discrimination. Furthermore, small grants were provided to CSOs to strengthen their internal capacity to develop communications materials for LGBTIQ+ refugees, carry out GBV outreach in remote communities, and establish support groups for Roma women.

Refugee Participation and Social Cohesion

MHPPS groups, identified by refugee and host community women themselves as a priority, were key to build trust, develop health relationships, repair community ties disrupted by displacement and enable the safe disclosure of GBV incidents. These groups were carried out with in safe spaces and CSCs by different partners, particularly WLOs, across Moldova. In some locations, the initiative and other activities, such as skills development workshops, resulted in the establishment of support networks by participants themselves.

Spotlight Story

Elena, a refugee from Ukraine, fled the war with her three children. Facing uncertainties and hardship, she was vulnerable to exploitation and other risks. Through psychosocial support and cash assistance at safe spaces, Elena was able to meet her basic needs and move to a new home with her family while taking care of her mental health.

For survivors and persons at risk of GBV in Moldova, cash assistance and other services linked to GBV case management have been essential to respond to and reduce risks of GBV while empowering them in the process.

Basic Needs

WG Co-Chairs

MLSP and UNHCR/Acted | WASH Sub-WG UNICEF | Food Security Sub-WG WFP

In 2024, **42** Partners reported. **1,585** activities in **37** regions

Partners reporting activities in 2024

Implementing Partners (18 organizations)

- ACT Ormax
- Action Against Hunger (Action Contre la Faim)
- Amici Dei Bambini Moldova
- Charity Centre for Refugees
- Child and Family Empowerment Association "AVE Copiii"
- CONCORDIA Moldova
- Danish Refugee Council
- Diaconia
- Dorcas
- FoodBank
- Fundația Crestina Titus
- HelpAge International
- KeyStone Moldova
- Laolalta
- Partnership for Every Child
- People In Need
- Speranța Terrei
- Zdorovii Gorod

Direct Implementation and Mandated Agencies (24 organizations)

- Acted
- Action Against Hunger (Action Contre la Faim)
- ADRA Moldova
- AICS
- Caritas Moldova
- Catholic Relief Services
- Children's Emergency Relief International
- Church World Service
- CONCORDIA Moldova
- Dorcas
- HEKS/EPER
- HelpAge International
- Helvetas
- International Organization for Migration (IOM)
- Jugend Eine Welt
- Lumos Foundation
- Norwegian Refugee Council
- People In Need
- Terre des hommes Moldova
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- WeWorld
- World Food Programme (WFP)
- World Vision International

Key Achievement Indicators

26
collective sites improved to provide adequate conditions

429
individual accommodation units where living conditions have been enhanced

30,580
individuals assisted with food distribution disaggregated by age and gender

7,106
people who received non-food items

Key Achievements

In 2024, the Basic Needs Working Group (BNWG) partners, alongside the government, continued implementing core activities to ensure that refugees meet their basic needs. A total of 93,537 refugees and host community members were supported with accommodation, humanitarian transportation, food assistance, and non-food items (NFIs). In border reception centers, services were recalibrated to maintain essential assistance while optimizing resources. Partners continued providing transportation and food to newly arriving individuals. BNWG partners actively supported RACs to maintain good living conditions, high water and sanitation standards and provision of services and NFIs. Also, in collaboration with the PWG, BNWG assisted the government n the closure of 19 RACs, which resulted in the successful relocation of 296 households to alternative accommodation options, receiving protection and rental assistance support throughout the process. By the end of 2024, 26 active RACs remained operational in the country, accommodating 1,671 individuals. Focusing on accommodation solutions beyond collective centers, rental assistance partners provided rental support to 3,360 individuals for a six-month period. Additionally, partners implementing small and medium-scale repairs in private accommodations continued their efforts to ensure that Ukrainian families, whether living with host families or renting, have access to safe and dignified housing conditions.

Challenges and Gaps

A key challenge in the RAC closure process was ensuring accommodation solutions for certain vulnerable groups who were not eligible for rental accommodation assistance. This issue highlights the lack of social housing and affordable housing options for the most vulnerable refugee population. Therefore, finding affordable and sustainable housing solutions remains a key priority for the BNWG, and partners will continue advocating for this issue with the government through the Housing Technical Group in 2025. Another challenge faced was the coordination of NFIs distribution, particularly in establishing clear criteria for distributing NFIs to support vulnerable populations and facilitate distribution in host communities. As a result, a NFIs guideline was developed and shared with partners for feedback.

Government Strengthening and Engagement

During 2024, the BNWG, provided assistance, training programs, and knowledge-sharing activities. In June, 16 RAC managers were trained in community engagement, operational procedures for site management, and staff well-being. The BNWG also assisted in the coordination and revision of the SOPs and Vulnerability Assessment Tool, key documents for the implementation of the RAC consolidation process. As a result, in June, the government issued a Ministerial Order outlining the SOPs for RAC closures—a significant achievement by the Ministry of Labour and Social Protection to ensure accountability throughout the process. Additionally, the Food Security Sub-WG, maintained its efforts to transition RACs from a catering model to on-site cooking, by introducing energy-efficient kitchen equipment which enhances efficiency and aligns with the government's greening initiatives. As regards the cash-for-work program in RACS, its implementation served not only to help beneficiaries, but also government entities by filling critical service gaps, enhancing overall support for those in need.

National and Local Civil Society Engagement and Support

The implementation of BNWG members' programsrelied on partnerships with local organizations to improve service delivery, including the monitoring of hot meal distribution in RACs and at border points. These collaborations played a key role in strengthening capacity and ensuring more effective assistance.

BNWG partners remained engaged in supporting civil society organizations. The cash-for-work program in RACs helped both beneficiaries and government entities by filling critical service gaps and enhancing overall support for those in need.

Spotlight Story

©NRC Moldova/2024
Ruth, a refugee from Ukraine, and her husband receive winterization support from NRC to improve insulation in their home.

Winter in Moldova is harsh, with temperatures often dropping below freezing, making housing a critical concern for displaced families. Many live in poorly insulated rural homes or rented apartments, struggling to stay warm. To address this, NRC has implemented shelter and winternization programs, providing light to medium housing repairs through cash-based assistance and contractor services. Winternization kits—including thermal blankets, heaters, and weatherproofing materials - help families cope with the cold.

For Ruth, 73, who fled Lugansk with her husband and son, heating her rural home is a constant struggle. "The hall is freezing, the floors are concrete, and we rely on firewood to heat one small area," she says. Installing proper heating is beyond their financial reach. NRC's legal aid has helped the family secure temporary protection, ensuring access to essential services. Additionally, NRC has supported them with shelter upgrades, improving their home's insulation, but the need for assistance remains high as winter approaches.

Refugee Participation and Social Cohesion

The BNWG partners actively engage refugees to ensure that interventions respond effectively to their needs. The initiatives planned to integrate individuals accommodated in RACs into host communities serve as a key example of these efforts. Throughout the year, partners have conducted art lessons and organized cultural visits to foster interpersonal relationships and promote interaction between refugees and locals.

Additionally, partners operate feedback and complaint mechanisms to ensure that beneficiaries can provide input on the assistance received, whether in RACs or host communities. BNWG members also collaborate with actors from various sectors, such as the Roma Task Force (Roma TF) and the Disability and Age Task Force (DATF), to ensure that activities are inclusive and address the specific needs of these groups.

Spotlight Story

© Acted Moldova/2024
Stephania talks about her artwork

“Together with partners, Acted formed the 'PLACE' consortium in late 2022 to support Ukrainian refugees and vulnerable Moldovans. Funded by the European Union's Humanitarian Aid, it provided 695 households with six months' rental assistance. Stefania, a mother of two, fled domestic violence in March 2024. Initially frightened, she found refuge in a crisis center, secured a job and enrolled her daughters in school. Acted's rental assistance helped her regain stability and focus on her future career. Now Stefania is rebuilding her life and rediscovering her love of hiking and art. She hopes to make painting her full-time career. Her story highlights the importance of sustained support for survivors of domestic violence.

Education

WG Co-Chairs

Ministry of Education and Research | UNICEF and UNHCR

In 2024, **33** Partners reported **538** activities in **35** regions

Partners reporting activities in 2024

Implementing Partners (17 organizations)

- Amici Dei Bambini Moldova
- AO Asociația pentru Dezvoltarea Tehnologiilor Informaționale EDUCAT
- AO Programul Educațional Pas cu Pas
- Asociația pentru Drepturile Omului Lex XXI
- Centrul Național pentru Educație Timpurie și Informare a Familiei
- Charity Centre for Refugees
- Child and Family Empowerment Association "AVE Copiii"
- Child Community Family
- Diaconia
- Dorcas
- Football Federation of the Republic of Moldova
- Humanitarian Aid Center of the Jewish Community of Moldova
- National Congress of Ukrainians in Moldova
- Norwegian Refugee Council
- Partnership for Every Child
- People In Need
- The Moldovan Association of ICT Companies

Direct Implementation and Mandated Agencies (16 organizations)

- Catholic Relief Services
- Centrul de Informare și Resurse "PRO BONO"
- ChildFund Deutschland e.V.
- Church World Service
- DEC
- Dorcas
- Football Federation of the Republic of Moldova
- Lumos Foundation Norwegian
- Refugee Council
- People In Need
- PLAN International
- Terre des hommes Moldova
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- WeWorld
- World Vision International

Key Achievement Indicators

66,600

children participating in non-formal catch-up classes and learning support classes

710

education personnel trained or receiving support to better respond to the needs of refugee learners

1,629

of Moldovan and Ukrainian children and adolescents in schools benefiting from recreational and social cohesion activities organized in schools

74,714

Of learning materials distributed to children

3,314

refugee children enrolled in formal education.

Key Achievements

With the support of the Ministry of Education and Research (MER), 3,314 refugee children were enrolled in educational institutions as of December 2024, including 835 in preschools. Revised ministerial orders and a Back-to-School campaign facilitated this increase by easing the school enrolment process and encouraging physical attendance. In 2024, Refugee Education Working Group (REWG) partners provided non-formal education to 66,600 refugee and Moldovan children. This included Romanian language classes, catch-up lessons, STEAM trainings, sports programs, and social cohesion activities like festivals and summer camps. Field visits by REWG chairs identified barriers to school access, leading to targeted support for Roma refugee children in RACs and children with disabilities.

Additionally, 710 teachers received training on Social Emotional Learning, Psychological First Aid , inclusive education, and best practices for working with students lacking formal schooling. To support Ukrainian refugees, REWG established over 90 Education Technology Laboratories (EduTech Labs), helping 342 students connect to the online Ukrainian curriculum and engaging 990 children in non-formal education. In Chișinău, the Taras Shevchenko Ukrainian school was renovated, expanding access for 290 students through REWG partners' collaborative efforts. Together with MER, REWG co-chairs finalized the Roadmap and costing estimation for the sustainable inclusion of refugee children in Moldova's education system.

© UNICEF Moldova / Giacomo Pirozzi
Children in Zarnesti village, Cahul district, have access to quality, inclusive education, thanks to UNICEF's support.

Challenges and Gaps

Overall enrollment rates of Ukrainian children in Moldovan schools continue to remain relatively low. Reasons for this include parental and student preference for the online learning modality, lack of sufficient Romanian language support in Moldovan schools, capacity issues in some schools, particularly in Chisinau, uncertainty about the duration of stay in Moldova, and the pendular movement between Moldova and Ukraine. Roma refugee children and refugee children with disabilities continue to face specific challenges that sometimes hinder their access to quality education. Achieving enrollment of all refugee children in the country will require extensive funds, including from the international community. The costing in the Roadmap for the full inclusion of refugee children in Moldovan schools estimates that €10.11 million is needed to enroll 25% of refugee children in the country, €19.2 million to enroll 50% of the refugee children in the country, or € 35.5 million to enroll 100%.

Government Strengthening and Engagement

During 2024, the REWG assisted MER in developing the Roadmap for the Inclusion of Refugee Children in Moldova's Education System. The roadmap identifies existing gaps, proposes solutions, and provides detailed cost estimates for interventions that could be supported by the international community to complement MER's available financial resources. It also serves as a key reference for MER in aligning education-related inputs and cost estimations within the Mechanism for the Phased Integration of Foreigners, which is being finalized with contributions from various line ministries and in coordination with the Prime Minister's Office.

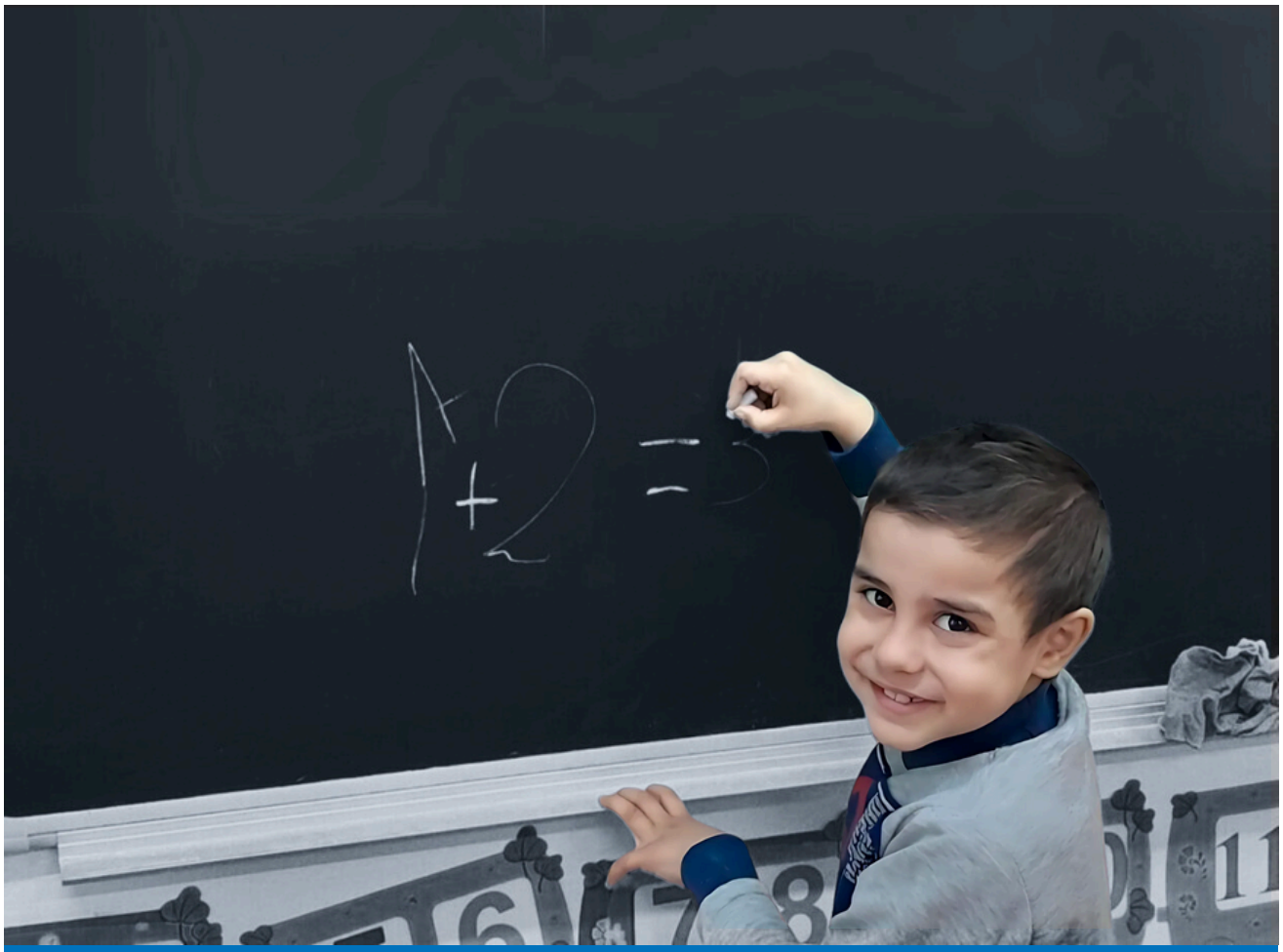
National and Local Civil Society Engagement and Support

REWG partners played a significant role in the continued access to education for refugee children across Moldova. The education sector CSOs continued to align their activities with RRP 2024 education objectives, focusing on provision of non-formal education, language support classes, psychosocial support, and school enrollment assistance, particularly for marginalized groups such as Roma children and children with disabilities. They also contributed to community engagement efforts regarding physical enrollment in schools as well as teacher trainings on inclusive education, among many others. Their collaboration ensured localized, needs-based interventions that complemented MER's efforts, strengthening refugee children's integration into the Moldovan education system.

Refugee Participation and Social Cohesion

Throughout the year, MER, together with REWG co-chairs and relevant partners, organized multiple meetings and field visits to RACs and schools to engage with refugee caregivers and school staff. These interactions provided an opportunity to address concerns related to school enrolment, language barriers, online learning, and curriculum adaptation, helping to identify and resolve challenges. The REWG also supported MER to host meetings with parents at the Ministry to better understand educational challenges their children were facing. REWG partners also implemented various social cohesion activities such as summer camps, school field trips and sport events, organized in collaboration with MER, and reaching 1,629 Moldovan and refugee children. These included summer camps, school field trips, and sports events organized in collaboration with MER. Additionally, after-school activities in EduTech Labs fostered interaction and inclusion among Ukrainian, Moldovan, and other ethnic minority children in Moldova. Children attending EduTech Labs also had access to child-friendly reporting mechanisms, enabling them to provide feedback through different tools across various locations.

Spotlight Story



© Tarna Rom / Moldova / 2024
A refugee child practices his addition skills during a Romanian literacy/numeracy class.

In order to support Roma refugee children with no educational background or with gaps in their education, education sector partner Tarna Rom, a Roma-led NGO, organized literacy and numeracy classes, in Romanian, in six locations around the country, including in the Transnistrian region.

In 2024, the classes were attended by 215 children and 22 adults. In parallel, Tarna Rom and other education sector partners provided school enrolment support, helping facilitate the enrolment of 163 children in schools.

Health and Nutrition

WG Co-Chairs

Ministry of Health and WHO

In 2024, **38** Partners reported **642** activities in **36** regions

Partners reporting activities in 2024

Implementing Partners (19 organizations)

- Action Against Hunger (Action Contre la Faim)
- Association for Aid and Relief Japan
- Casa Marioarei
- Center for Health Policies and Strategies
- Child Community Family
- Compania Națională de Asigurări în Medicină
- Diaconia
- Health for Youth Association
- International Organization for Migration (IOM) INTERSOS
- KeyStone Moldova
- Laolalta
- Mother and Child Institution
- National Congress of Ukrainians in Moldova
- People In Need
- Speranța Terrei
- United Nations Children's Fund (UNICEF)
- Uniunea pentru Echitate și Sănătate
- Zdorovii Gorod

Direct Implementation and Mandated Agencies (19 organizations)

- Action Against Hunger (Action Contre la Faim)
- ADRA Moldova
- AICS
- Association for Aid and Relief Japan
- Centrul ”LOW VISION”
- Church World Service
- Danish Refugee Council
- Doctors with Africa CUAMM
- ECHO
- HelpAge International
- International Organization for Migration (IOM)
- Lumos Foundation
- People In Need
- Project HOPE
- RCTV Memoria
- United Nations Children's Fund (UNICEF)
- United Nations High Commissioner for Refugees (UNHCR)
- United Nations Population Fund (UNFPA)
- World Health Organization (WHO)

Key Achievement Indicators

6,700

health care providers trained to provide health services to refugees

35,194

health items procured, including nutrition products and micronutrients (not including vaccines)

88,506

refugees reached by health promotion and health literacy information materials, including on refugee access to healthcare

90,000

health consultations provided to refugees

Key Achievements

In 2024, the Health and Nutrition Working Group (WG) reinforced government-led efforts to ensure access to essential health services for refugees and vulnerable host populations. The WG prioritized enabling access to preventative and curative care, ensuring financial protection for refugees through provision of funding to the national insurance company, and availability of quality and safe services through training, medical equipment and supplies. Following the extension of the TP status for refugees from Ukraine until March 025, the WG collaborated with the Ministry of Health (MoH) and the National Health Insurance Company (NHIC) to revise health financing mechanisms. The health benefits package was expanded to include specialized outpatient care, compensated medicines, and medical products. Partners reached more than 6,700 healthcare workers through capacity-building activities on emergency and primary healthcare, sexual and reproductive health, refugee access to health services, immunization, obstetric and gynecological emergency management, MHPSS and PSEA. In terms of access to services, partners covered more than 90,000 medical consultations through reimbursements to the NHIC or via vouchers, of which more than 42,000 were delivered to women and 7,000 to children. Additionally, The MHPSS teams provided counseling services for 10,000 consultations. In response to the measles outbreak in RACs, Health partners assisted the MoH, MLSP, and National Agency for Public Health (NAPH) by monitoring the epidemiological situation, visiting affected centers, and implementing risk communication and targeted vaccination campaigns. A catch-up vaccination campaign for measles and polio was conducted.

Challenges and Gaps

Ukrainian refugees in Moldova face some challenges accessing healthcare services, primarily due to changing entitlements and complex procedures. This lack of clarity results in delays and difficulties for refugees and healthcare providers. Vulnerable groups, such as refugees with disabilities and older people, encounter additional barriers when trying to access medicines, specialized care, assistive equipment, and rehabilitation services, as the current health packages do not cover these services. Addressing these gaps requires additional funding, as public resources are insufficient, and international aid remains crucial for sustaining healthcare services for refugees. Operational challenges further complicate service delivery. The NHIC and healthcare providers struggle with monitoring and payment processes due to the absence of integrated IT systems. Heavy reliance on paper-based documentation and differing reporting requirements for refugee healthcare services create difficulties in NHIC reimbursements and overall service delivery. To overcome these challenges, sustained collaboration between government institutions, international partners, and healthcare providers is fundamental to ensure equitable access to quality healthcare for all Ukrainian refugees in Moldova.

Government Strengthening and Engagement

Health interventions were aligned with national health strategies, emergency preparedness plans, and local response frameworks. In collaboration with the MoH and the NHIC, health partners developed a forecast and budget for refugee healthcare needs in 2024, supporting resource mobilization through the Multi-Partner Trust Fund with UNICEF, UNFPA, IOM, and WHO. To improve refugee access to healthcare, an updated brochure on the extended health benefits package was distributed in multiple languages through health facilities, insurance agencies, and online platforms. Nationwide training was conducted for over 800 healthcare providers and pharmacists, while the NHIC website was updated to inform refugees of their rights and available services. Efforts to strengthen emergency and trauma care included establishing quality standards, piloting patient flow protocols, and providing technical assistance through mentorship and simulation exercises. The National Agency for Public Health was equipped with a Rapid Response Mobile Laboratory to enhance radiological hazard detection and emergency preparedness.

National and Local Civil Society Engagement and Support

During 2024, CSOs supported efforts to improve healthcare access, raise awareness on key health issues, and strengthen emergency preparedness. CSOs in the Health Sector have played a significant role in raising awareness on the prevention of non-communicable diseases, mental health, and sexual and reproductive health. Professional societies, such as the Society of Anesthesiology and Reanimatology of the Republic of Moldova, have enhanced emergency, trauma, and clinical care by training over 750 healthcare workers in mass casualty management, emergency care, surgical care in hostile environments, and both basic and advanced trauma life support. Additionally, in collaboration with the Red Cross, the WG trained over 100 participants, including refugees and host community members, on Cardiopulmonary Resuscitation, trauma management, and rapid health assessments. These trainings equipped participants with essential skills to manage medical emergencies, strengthening community resilience in emergency scenarios.

Refugee Participation and Social Cohesion

In 2024, the WG organized national campaigns and health promotion activities to raise awareness among host communities and Ukrainian refugees on immunization, early detection of breast cancer, breastfeeding, nutrition, MHPSS, and healthcare access. These initiatives promoted refugee inclusion and fostered social cohesion by addressing the diverse needs of both refugees and host communities through comprehensive, community-driven programs.

To bridge the gap between healthcare providers and Ukrainian refugees, 11 health mediators disseminated information on available services under TP directive and regulatory frameworks developed by the MoH. With support from experts at NAPH and NHIC, health mediators conducted webinars on topics such as the immunization calendar, registration with family doctors, primary healthcare services, and compensated medication.

Spotlight Story

© 2024
Dr. Irina Goncearenco, a gastroenterologist from Odesa, currently works in Cantemir District Hospital

Dr. Irina Goncearenco, a gastroenterologist from Odesa, was forced to leave her homeland due to the war in Ukraine. She found a new beginning in Moldova, where she has spent the past two years working in the town of Cantemir. There, she was warmly welcomed by her colleagues and the local community. In 2024, Irina participated in the Cantemir Breastfeeding Caravan, an event dedicated to raising awareness about the importance of breastfeeding. Driven by a desire to provide her patients with the best care, she attended the event to expand her knowledge: "As doctors, we strive to stay informed from reliable sources and pass on valuable knowledge to our patients. Today, I came to learn more about breastfeeding so I can better support the mothers I work with."

Adjusting to a new country and language was not easy, but Irina overcame these challenges with determination.After eight months of Romanian language courses and the unwavering support of her colleagues, she successfully integrated into her workplace and the community: "I am deeply grateful to the chief physician and my entire team for welcoming me so warmly. I have learned to communicate in Romanian, and thanks to my colleagues, I can now confidently interact with my patients." Looking ahead, Irina hopes to return to Ukraine and share the knowledge and experience she has gained in Moldova: "I would love to go back home one day and bring with me everything I have learned here so I can pass it on to my colleagues in my homeland."

Livelihoods and Socio-Economic Inclusion

WG Co-Chairs

State Chancellery and UNDP

In 2024, **24** Partners reported **226** activities in **27** regions

Partners reporting activities in 2024

Implementing Partners (8 organizations)

- Amici Dei Bambini Moldova
- Charity Centre for Refugees
- Communitas
- Dorcas
- Humanitarian Aid Center of the Jewish Community of Moldova
- Laolalta
- National Congress of Ukrainians in Moldova
- Zdorovii Gorod

Mandated Agencies (16 organizations)

- Acted
- AICS
- Church World Service
- CONCORDIA Moldova
- Dorcas
- HEKS/EPER
- Helvetas
- Humanitarian Aid Center of the Jewish Community of Moldova
- International Organization for Migration (IOM)
- Lumos Foundation
- National Youth Council of Moldova
- Norwegian Refugee Council
- People In Need United
- Nations High Commissioner for Refugees (UNHCR)
- WeWorld
- World Vision International

Key Achievement Indicators

1,571

Individuals who received support in technical and vocational education and training (TVET)

9,794

Individuals who received support in accessing employment (information, counseling, coaching, mentoring, job-matching) and skills (skills assessment, skills recognition, upskilling)

713

Individuals who received support in language training to access livelihood and job opportunities

107

Individuals who received support in entrepreneurship and financial inclusion

Key Achievements

In 2024, the Livelihoods and Inclusion Working Group (LI WG) realigned its focus to enhance employment and economic inclusion of refugees in Moldova. The group's updated priorities concentrated on key areas such as employment and livelihoods, skills building and economic empowerment of refugees and local vulnerable groups. This shift was reflected in a leadership change: MLSP assumed the role of co-chair alongside UNDP, while the State Chancellery continued to participate in the group's initiatives. During the past year, the LI WG, made efforts to enhance access to employment opportunities for refugees, disseminating information, referring to relevant services, and conducting over 9,800 job counselling and career guidance sessions and skills development opportunities. As such, WG members offered support in skills development with a focus on TVET professions, digital skills, Romanian and English language training, and entrepreneurship literacy. To address key barriers to employment, WG members adopted integrated approaches that tackled refugees, accelerating their path to employment. This was exemplified by the effective combination of training opportunities, childcare allowances for 100 individuals, and travel reimbursements for 102 training beneficiaries. Additionally, 21 local infrastructure initiatives improved access to livelihoods for refugees in host cities, including 19 childcare facilities were renovated/expanded to accommodate refugee children, allowing mothers and caregivers to integrate into or rejoin the labour market. Moreover, a dedicated online employment platform www.dilo.md was launched and supported refugee economic inclusion of refugees. Close cross-sectoral cooperation with the Education, Protection, and BN WG led to meaningful coordination among active partners working on livelihoods connected areas, while cooperation with the Regional Socio-Economic Inclusion WG facilitated regional dialogue on challenges and opportunities for enhancing employment prospects for refugees.

Spotlight Story

When the war began, Dr. Lyudmyla Averyanova left Odesa with her two daughters, seeking safety in Moldova. With over 17 years of experience as a pediatrician, she was determined to continue working to support children in need.

Within a month after arriving, she joined the Republican Children's Rehabilitation Center, where she dedicated two years to helping children with special needs regain their health. Despite her commitment, logistical challenges arose as her younger daughter started school far from her workplace, making it difficult to balance work and family responsibilities and prompting her to seek new opportunities.

© NCUM / Moldova / 2024
Dr. Lyudmyla Averyanova, a Ukrainian pediatrician and refugee, secured a medical job in Moldova with the support of the Robota project.

Through the ROBOTA Project, implemented by NCUM, Lyudmyla received personalized employment assistance and quickly found a new position as a pediatrician in Orhei, where she is deeply valued by her young patients and their parents. Her story reflects the positive impact of employment support programs for refugees, by connecting skilled professionals with employment opportunities, while also contributing to bridging labour gaps in critical sectors, such as health.

Challenges and Gaps

Several assessments conducted in 2024 by LI WG members[2] highlighted low formal employment rates, high inactivity, and informality, especially in rural areas. Key barriers to employment include low wages, skills mismatch, and Romanian language requirements for local jobs. Limited options for flexible work arrangements and care services make it difficult for refugees, particularly women, to balance care and work responsibilities. Although TP status facilitates access to the Moldovan labour market, there are no national resources for activation measures for refugees. Barriers to self-employment persist and need to be addressed. Further assistance is needed to accelerate the transition to the labour market and economic self-reliance for refugees and vulnerable local groups, including upskilling/reskilling, Romanian language training, internships, job counselling, labour rights information, and entrepreneurship support.

Government Strengthening and Engagement

LI WG members supported national authorities in advancing the employment and economic inclusion of refugees and vulnerable groups. Their assistance was two-fold. Firstly, LI WG collaborated with MLSP and NEA and other stakeholders to promote job vacancies during ten job fairs and craftsman fairs in key host cities, information sessions in RACs, and cross-referring job seekers. Secondly, LI WG enhanced the capacity of territorial employment offices' staff and social assistants by training them in effective communication, social media strategies, self-development techniques, time management, burnout prevention, communication with vulnerable groups, and motivation-building approaches to encourage job-seeking. These efforts strengthened the national system's ability to support the labor market and economic inclusion of both refugees and vulnerable groups in Moldova.

National and Local Civil Society Engagement and Support

The LI WG actively partnered with local civil society organizations (CSOs) to promote employment and economic empowerment among refugees and vulnerable local populations. Through collaboration with both local and national CSOs, LI members co-organized joint events, expanded access to essential services, and facilitated the sharing of information on training and professional development opportunities. These efforts strengthened employment support mechanisms for Ukrainian refugees as well as host community members. In particular, at least 28 local CSOs were engaged in projects and initiatives that directly supported approximately 5,000 individuals—including refugees and vulnerable groups such as persons with hearing and visual impairments, and mothers of children with autism. These initiatives focused on identifying income-generating and employment opportunities, alongside providing access to mental health support through dedicated mobile teams of psychologists.

[2] Labor Market Assessment For Refugees And Asylum Seekers In The Republic Of Moldova, by HIAS Report Template; Economic Integration of Refugees, by IOM; Socio-Economic Insights Survey (SEIS) 2024, by REACH, by; Assessment of Viable Economic Activities for People Affected by Displacement in the Northern Rayons of Moldova, Ocnita, Briceni, and Soroca Districts, by NRC.

Refugee Participation and Social Cohesion

LI WG members played a vital role in promoting social cohesion within host communities—an essential step toward advancing the social and economic inclusion of refugees. Guided by a localized, needs-based approach, LI members delivered training sessions for both vulnerable local community members and refugees. These sessions covered a wide range of topics, including social cohesion, prevention of sexual exploitation and abuse (PSEA), conflict management, and access to available services such as education, healthcare, and business development support. In addition, the LI WG supported at least 28 community-led initiatives—including roundtables, intercultural dialogues, joint culinary and cultural events, social theater performances, sports competitions, and afterschool programs for children, including in the Transnistrian region. These initiatives significantly strengthened communication and collaboration between refugees and host communities, helping to prevent tensions and promote mutual understanding. Overall, these efforts played a key role in bridging communication gaps, encouraging refugee participation at the local level, and fostering peaceful coexistence and inclusive community development.

Spotlight Story

©PIN/Moldova/2024
Anna Beliaeva, a refugee from Ukraine, prepares pastries after completing a vocational training program.

Meet Anna Beliaeva, a refugee from Ukraine who arrived in Moldova at the beginning of Russia's invasion. Forced to leave behind her home, she carried with her the hope of returning one day. Until then, she has set a new goal—helping fellow Ukrainians find jobs and adapt to their host country. "I took a pastry-making course to grow professionally. After completing the training, I stayed to work here so that I could help our refugees from Ukraine and pass on my experience to others," Anna explains. Anna is one of 224 refugees supported by People in Need (PIN) Moldova, which has provided vocational training, entrepreneurship support, and micro-grants to help refugees build sustainable livelihoods. With SOS Ukraine funds and direct donations from the Czech people, PIN has also helped 50 people secure employment in Moldova. Implemented in partnership with the North Regional Development Agency, local public authorities, the National Employment Agency, and private sector actors, the initiative bridges refugees with job opportunities and business support. For Anna, this means more than just employment—it is a way to give back, ensuring that others like her can regain independence and stability in their new reality.

Cash Assistance

WG Co-Chairs

Ministry of Labor and Social Protection and UNHCR

Key Achievement Indicators

84,283

# of individual receiving multipurpose cash assistance

12,219

# of individuals supported with cash assistance to support vulnerable populations for winter related needs

Key Achievements

In 2024, the Cash Working Group (CWG) continued its efforts to provide cash assistance to refugees and host communities, addressing basic needs and mitigating protection risks. Recognizing the stabilized environment and increasing self-reliance, CWG partners shifted from broad, inclusive programs to more targeted and sustainable approaches. A key achievement was the development of a targeting methodology based on a scorecard formula, aligned with socio-economic profiling survey findings. This methodology was created collaboratively with government authorities, NGOs, INGOs, UN organizations, and community-led groups. Some partners have already adopted this approach, setting the stage for a unified targeting framework under the Common Cash Facility Approach. To improve coordination and prevent duplication, the CWG enhanced partner engagement with the Refugee Assistance and Information System (RAIS), by the end of 2024, 13 partners were onboarded, with six actively utilizing RAIS for their cash programs. On monitoring, three rounds of market monitoring were conducted to assess market functionality, affordability, and price trends for both refugees and host communities, with findings informing the review and standardization of MPCA and winter assistance transfer values. Winter activities were successfully coordinated and implemented with partners to address increased needs during the cold season (November–March). Additionally, the CWG worked with partners to identify common Post-Distribution Monitoring (PDM) indicators, enhancing program evaluation and impact measurement. Looking ahead, the CWG will focus on adopting standardized PDM reporting across partners using these common indicators, ensuring greater consistency and transparency in cash assistance programming.

Challenges and Gaps

During 2024, Moldova experienced a dynamic political environment, marked by the Presidential election and the EU accession referendum. These significant events coincided with critical winterization planning in October, presenting timing challenges for humanitarian partners as they sought to align with the Government's plans. Although early coordination efforts faced delays, implementation proceeded smoothly, leveraging lessons learned from previous years. Additionally, the energy situation on the left bank introduced further complexities, posing challenges to ensure comprehensive and effective support for vulnerable populations.

Government Strengthening and Engagement

CWG partners collaborated with the MLSP, MoI, and the State Chancellery by recruiting specialized staff to enhance technical expertise. This collaboration strengthened coordination and facilitated legal amendments for the gradual inclusion of refugees into Moldova's social protection mechanisms. Partners provided technical assistance and engaged in knowledge-sharing with government officials. For instance, the development of scorecard methodologies informed the normative framework for identifying beneficiaries. The CWG's targeting approach enabled preliminary costing exercises for refugees' inclusion in social assistance schemes. Strengthening the government's capacity improved its immediate response to refugee needs and laid the groundwork for long-term solutions. By leveraging cash assistance programs, the Government of Moldova expanded social assistance schemes to include more vulnerable individuals. These interventions had a significant economic impact, with a recent study demonstrating that every USD 1 of assistance generated USD 2.20 in local production, highlighting the benefits of integrating refugees into national systems.

National and Local Civil Society Engagement and Support

The CWG strengthened engagement with CSOs by increasing its presence in the LRCF across the country, providing updates on scorecards and procedures for eligibility and reconsideration. CSOs played a critical role during the transition to a more targeted cash assistance approach, bridging gaps by disseminating accurate information to beneficiaries and addressing misconceptions. CSO's presence at the local level enabled direct communication, while their feedback and complaints mechanisms ensured that beneficiary concerns were relayed to relevant partners. By leveraging CSO expertise, the CWG effectively expanded its reach and addressed the diverse needs of refugee and host communities.

Refugee Participation and Social Cohesion

In 2024, the CWG increased the participation of refugee-led organizations, ensuring that refugees had a direct voice in decision-making and planning processes. This inclusion allowed CWG partners to better understand refugee perspectives and align their responses with actual needs. Refugee feedback was instrumental in shaping and amending programs to enhance their relevance and effectiveness. Partners ensured that assistance programs targeted both refugee and Moldovan households, demonstrating a commitment to addressing the needs of vulnerable populations to an extent possible. Including Moldovan families in cash assistance initiatives, mitigated the perception that support is exclusively for refugees, fostering a sense of fairness and inclusivity, and further strengthening social cohesion.

Spotlight Story

©UNHCR Moldova/2024/Pro Imagine
Yulia Ivashutkina, a refugee from Ukraine, found stability in Moldova with the support of UNHCR's cash assistance program.

When Yulia Ivashutkina, 50, fled Kyiv with her husband and two children in February 2022, she carried only two backpacks and an overwhelming sense of uncertainty. Their once-stable life, where her son had just started learning the trumpet and her daughter was happily attending kindergarten, was suddenly upended by war. Arriving in Bălți, Moldova, they found safety but faced the daunting challenge of rebuilding their lives from scratch. Soon after arriving, Yulia and her family registered for UNHCR's cash assistance program. In April 2022, they received their first payment—8,800 Moldovan lei—which became a critical lifeline for rent, food, and other necessities. "This money helps us survive. Without it, what we earn wouldn't be enough," Yulia explains. More than just financial relief, the assistance provided a sense of control, allowing the family to prioritize their most pressing needs.

With the security of financial support, Yulia's son was able to continue his trumpet studies at the Academy of Music, Theatre and Fine Arts in Moldova, while her young daughter slowly adapted to her new kindergarten. At the same time, Yulia found purpose in volunteering at a UNHCR-supported refugee accommodation center, organizing activities for children and teens. "Having a guarantee of a roof over your head offers a sense of relief," she says. "It allows us to plan ahead, even if it's just small steps."The UNHCR cash assistance program, supported by EU Civil and Humanitarian Aid, continues to provide thousands of refugee families like Yulia's with the flexibility to manage their own needs. With a foundation of stability and dignity, Yulia and her family can focus on building a future, ensuring their children's education, and taking each step forward with hope.

Accountability to Affected People

Task Force Co-Chairs

UNHCR and National Congress of Ukrainians of Moldova

Key Achievements

In 2024, the AAP Task Force implemented social listening and information access initiatives across 25 digital platforms, engaging over 250,000 users to ensure real-time responses to refugee concerns. Findings from these efforts led to improvements in access to education, healthcare, and social services. In addition, in-person community meetings were conducted, reaching nearly 10,000 refugees and host community members. Hotlines remained the primary information sources, handling over 35,000 calls across different service providers, sharing and collecting feedback, and concerns from refugees and host communities. Another milestone was the successful execution of the Participatory Assessment 2024, supported by 15 AAP partners in over 40 Focus Group Discussions across Moldova —including the left bank. The assessment provided critical insights into refugee needs and suggested solutions, covering challenges in accessing services, community cohesion, and communication gaps. Additionally, the AAP Task Force facilitated advocacy actions such on access to banking services, addressing challenges faced by refugees in opening accounts and conducting transactions and TP regulation, access to education in the native language, and access to work and bank accounts. The launch of the Information Ecosystem Assessment 2024 further analyzed refugee access to reliable information and identified communication gaps that required attention.

Challenges and Gaps

Despite the achievements, certain challenges persisted throughout the year. The availability of multiple hotlines sometimes led to confusion regarding which service to contact for specific needs. Additionally, short-notice policy changes, as the announcement of Temporary Protection extensions, produced anxiety among refugees, particularly those who relied on in-person consultations rather than social media. Another major challenge was the limited accessibility of critical services, as refugees encountered difficulties in obtaining TP cards, accessing healthcare providers, and enrolling their children in schools, necessitating further advocacy efforts.

Government Strengthening and Engagement

Throughout 2024, the AAP Task Force continued its collaboration with government institutions to enhance refugee participation in decision-making. The TF played a significant role in supporting the revision of the Temporary Protection Extension Directive and updating the FAQ on Temporary Protection, ensuring that refugee voices were considered in government policies, accessing to bank services and educational opportunities. Additionally, community engagement trainings were conducted for staff of the MLSP and RACs personnel, equipping them with the necessary skills to involve refugees in decision-making processes. Structured feedback mechanisms were facilitated, allowing refugees to raise concerns and recommendations, thereby strengthening institutional accountability.

National and Local Civil Society Engagement and Support

Recognizing the critical role of CSOs in improving refugee engagement, the AAP TF ensured their active participation throughout the year. CSOs played a central role in social listening activities, helping to identify key refugee concerns through digital platforms and direct engagement. Community-led initiatives within refugee accommodation centers and host communities were supported, fostering collaboration between refugees and local organizations. CSOs also contributed significantly to feedback collection efforts, ensuring a robust two-way communication system between refugees and service providers.

Refugee Participation and Social Cohesion

The AAP TF prioritized meaningful refugee participation through structured feedback mechanisms and comprehensive information-sharing activities. Community-based events such as the World Refugee Day, Vyshyvanka Day, Ukrainian Day in Moldova, and Ukrainian Film Days in Moldova were attended by over 4,000 people and served as platforms for cultural exchange and social integration. The Task Force remained committed to promoting refugee participation, ensuring that their perspectives were integrated into policy revisions, advocacy efforts, and service improvements.

Spotlight Story

© NCUM / Moldova / 2024
Round table on support opportunities for Ukrainian refugee teachers

A major achievement in 2024 was securing education in Ukrainian for over 200 refugee children in a safe learning environment. Through NCUM's efforts, the Moldovan Ministry of Education agreed to open four Ukrainian-language classes at Shevchenko Gymnasium in Chișinău. Since the school had not been renovated since the 1960s, NCUM coordinated a coalition of

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Disability and Age

Task Force Co-Chairs

UNHCR, OHCHR, Keystone Moldova (KHS) and Help Age

Key Achievements

In 2024, the DATF partners conducted training for over 300 individuals, including UN staff, government officials, and representatives from local and international NGOs. The training focused on Disability and Age Inclusion, as well as Sex, Age, and Disability Disaggregated (SADD) Data Collection. Additionally, partners conducted assessments on the risks, needs, and barriers faced by refugees with disabilities and older refugees in Moldova, ensuring a well-documented understanding of their situation. Throughout 2024, the DATF worked jointly with the PSEA Network to ensure communication materials were accessible, engaging refugees with disabilities in the process. On a practical level, members of the TF successfully delivered assistive devices such as glasses, visual aids, canes, wheelchairs, and hearing aids, enabling individuals to regain independence in daily activities and improve their overall quality of life. Additionally, partners regularly arranged transportation for individuals requiring mobility support, ensuring they could reach necessary services. Legal assistance was extended to over 100 individuals with disabilities, facilitating their access to disability certificates, ID cards, and TP status.

Challenges and Gaps

Identifying and accessing to refugees with disabilities living in rural areas remained a challenge, aggravated by the gaps in consistent analyses disaggregated by age, gender, and disability, which are essential for highlighting and addressing specific needs by humanitarian organizations. Beyond data and operative challenges, the lack of specialized services and secondary healthcare services represented a tremendous challenge for refugees with disabilities and older refugees.

Government Strengthening and Engagement

The Task Force actively fostered collaboration with the government, providing valuable feedback on the 2025 Temporary Protection extension proposal, particularly on norms affecting older refugees and those with disabilities.

National and Local Civil Society Engagement and Support

DAFT co-leads worked closely with Organizations of Persons with Disabilities (OPDs) and local CSOs to improve their collection and analysis capacities through specific capacity-building on SADD collection and analysis. OPDs also played an active role in coordinating the DATF, supporting members in the referral pathways and ensuring that refugee needs were comprehensively addressed across multiple sectors.

Refugee Participation and Social Cohesion

In 2024, the task force actively focused on social cohesion activities, implementing inclusive initiatives designed to integrate refugees, particularly older adults and those with disabilities, into Moldovan communities. The members of the DATF regularly interacted with older refugees and those with disabilities to understand their needs and reflect them in the Refugee Response Plan for 2025/26. Additionally, the DATF supported partners in setting up accessible feedback and complaint mechanisms to ensure refugees with disabilities had the necessary information to provide their feedback. In 2024, a total of 31 social cohesion activities were organized in RACs, bringing together locals and refugees in various events aimed at fostering unity and cultural exchange. In total, 428 older people and 33 persons with disabilities participated in social cohesion activities, giving the opportunity to engage with their community.

Spotlight Story

Yevhen is a 7-year-old Ukrainian boy living in Chisinau with his parents. Diagnosed with severe autism, Yevhen has received support from Keystone since 2023 for medication and ongoing rehabilitation in psychomotricity and sensory integration. After arriving in Moldova in September 2022, Yevhen and his family faced challenges in accessing medical care and therapy. Initially, they struggled to find service providers for his diagnosis, and it took over a half-year for registration due to their nationality.

However, once he started behavioral therapy more than a year ago, Yevhen showed significant improvements in behavior and social skills. Keystone's support greatly improved Yevhen's quality of life and capacity to interact with others.

Continuous rehabilitation efforts are provided. Although Yevhen does not speak, his mother expresses her gratitude, and a message addressed to all: "Do not be afraid to ask for help. Accept it and continue to develop your children's achievements."

©Keystone/Moldova/2024

Yevhen, a 7-year-old Ukrainian boy with autism, receives ongoing rehabilitation support from Keystone in Chisinau.

Gender in Humanitarian Action

Task Force Co-Chairs

UN Women & Platform for Gender Equality

Key Achievements

In 2024, the Gender Task Force continued supporting the financial independence of women in Moldova. Thus, TF partners provided small grants of up to $5,000 to women and girls to help them start new businesses or develop existing ones as a part of the Women with Vision initiative. Under the Women Peace and Humanitarian Fund, CSOs created space for refugees to interconnect and share their cultural experiences with the local population, helping refugee women feel more integrated into host communities. Overall, around 7,400 women including more than 2,100 women and girl refugees were reached by peacebuilding and humanitarian activities. Livelihoods and economic integration opportunities were also increased through job matching schemes, counseling, employment-related legal advice, labor market skills building and informative sessions. Among these, 311 Roma representatives, including 232 Ukrainian refugees Roma women, 41 men, 34 local women, and 4 non-binary individuals, benefited from psychological counseling and referrals organized by partners. These interventions were designed and implemented based on the evidence collected through the Gender Analysis of the Labor Market Assessment for Ukrainian Refugees in the Republic of Moldova[3] and the Multi-Sector Needs Assessment (MSNA) in Moldova[4]

Challenges and Gaps

Several gaps and challenges persist in the path to achieve a more gender inclusive society. Such challenges include limited analyses on intersectionality and diversity to complement the gender lens and inform programming. Additionally, women leaders still encounter limited opportunities to shape and inform the agenda in the public decision-making process. Lastly, there was a lack of gender capacity across sectors, agencies and organizations due to insufficient funding, time, and expertise, while engagement in gender equality programming was uneven across sectors and agencies.

[3] Gender Analysis of the Labor Market Assessment for Ukrainian Refugees in the Republic of Moldova by UN Women

[4] Gender, Age and Disability Analysis of the 2023 Multi-Sectoral Needs Assessment (MSNA) in Moldova by UN Women

Government Strengthening and Engagement

In 2024, 81 specialists and frontline workers from Chișinău, including 72 women and nine men, along with specialists from Territorial Social Assistance Services Orhei , received training on leadership in crisis situations and gender equality in refugee response. These trainings, held in Chișinău and Orhei, focused on preventing domestic and gender-based violence. Additionally, 10 local authorities developed strategies to support the economic and social inclusion of Ukrainian refugees, following a comprehensive project that included training on community needs assessments, designing inclusive policies, and implementing programs that foster social and economic integration for refugees. Furthermore, 17 Ukrainian refugee women that had acquired construction skills through skill development projects, led the renovation of a classroom at the "Taras Shevchenko" Gymnasium in Chișinău. The Group of Initiative (CSO Network) drafted regulations, a code of rules, and an action plan, which were presented to the Secretariat of National Action Plan on Women, Peace and Security, supporting the implementation of the WPS Agenda and UN SCR Resolution 1325 for 2023-2027.

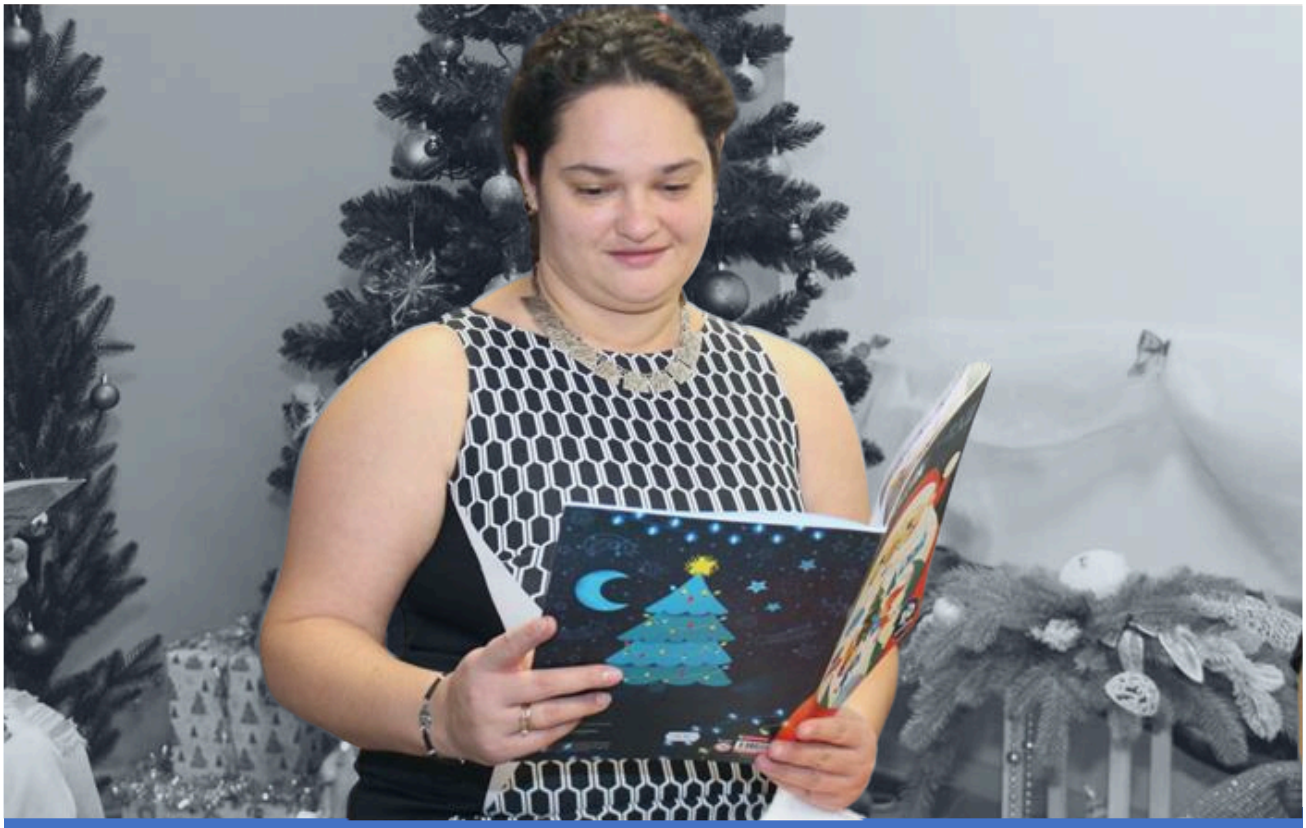
National and Local Civil Society Engagement and Support

The first Ukrainian Women Refugee Network, “Female Support Force,” established in 2024 as a local non-governmental organization, implemented interventions focusing on economic resilience. Working jointly with the Association of Entrepreneurs with Disabilities from Moldova , they supported the livelihoods of women refugees. Additionally, the Ukrainian Women’s Refugee Network actively participated in developing the Refugee Response Plan for 2025-2026 and contributed to amending the Law on Temporary Protection to voice the needs and challenges of Ukrainian women. This effort consolidated the network as the main coordination platform for women refugees in Moldova. Around 322 members of 20 grassroots WLOs strengthened their knowledge and skills in Gender in Humanitarian Action (GIHA), PSEA, GBV, women’s economic empowerment, project cycle management, and other topics. This enhanced the role of civil society organizations in advocating for and ensuring accountability on Women, Peace, and Security (WPS) commitments and the humanitarian response.

Refugee Participation and Social Cohesion

In 2024, efforts to facilitate the social inclusion of refugees within host communities led to significant achievements. A cultural event organized by CSO "Casa Parinteasca Budesti" brought together 428 locals and refugees, where women from both groups exhibited their handicrafts and shared skills. These initiatives created spaces for refugees and locals to communicate and share cultural experiences, helping refugee women feel more integrated. Additionally, 545 women participated in intercultural activities in Balti, Singerei, and Ungheni, fostering smooth integration through workshops on intercultural dialogue, adaptation, national identity, values, and traditions, within the campaign “Embrace the Diversity” organized by AO Faclia. About 52 participants, including refugees, learned about human and community security, access to psychological services, preventing false information, and the role of the Women, Peace and Security Agenda in Moldova within a workshop organized by AO I4DD. Furthermore, 18 people increased their understanding of peacebuilding, community security, and combating disinformation within a workshop for journalists and communicators. These activities facilitated the social integration of refugees within host communities.

Spotlight Story



©AFAM/Moldova/2024
Galina Garmaj, a refugee from Ukraine, participates in the LEAP program by UN Women Moldova, empowering her through entrepreneurship and skills development.

Galina fled Ukraine with her 8-year-old daughter in May 2022 after a bomb hit her apartment. Her parents remained in Odessa, and she wanted to stay close in case she needed to return for them. In Moldova, Galina, one of the 135,861 Ukrainian refugees, sought self-development and income opportunities. She registered for a comprehensive training provided by National Youth Council of Moldova (CNTM) in partnership with Association of Women Entrepreneurs in Moldova (AFAM), and focused on leadership and business development. During the training, Galina learned to formulate a business idea, create an action plan, and understand financial planning and literacy. She also acquired skills in negotiation, public speaking, and management. Noticing a lack of childcare for refugee mothers, Galina opened "SmileKids," a center providing childcare and therapy services to Russian-speaking families, fostering cohesion between refugee and host communities. The center offers nanny services, art and sand therapy, and speech therapy, allowing mothers flexibility in their schedules. Galina feels her business was only possible because of the skills and support she received through the training program.

Protection from Sexual Exploitation and Abuse (PSEA)

Network Co-Chairs

Church World Service, WeWorld and IOM

Key Achievements

In 2024, the Moldova PSEA Network reinforced system-wide prevention and response mechanisms through collaborative, evidence-driven action. Over twenty inter-agency capacity-building sessions were delivered, including two full cohorts trained under the Core Humanitarian Standard Alliance's Investigation Qualification Training Scheme , as well as induction trainings tailored to women-led and rights-based organizations. A key milestone was the localization of the Inter-Agency Standing Committee Learning Package through the Caterina Case, which contextualized global training materials to reflect the experiences of displaced Ukrainians. These learning efforts, combined with targeted support to PSEA Focal Points, contributed to a remarkable 99% of UN and partners' staff in Moldova reporting awareness of core PSEA principles in the 2024 system-wide PSEA survey. In partnership with the GBV Sub-Working Group, the network conducted a study on barriers to the disclosure of GBV and SEA, laying the groundwork for more survivor-centred support services and tailored interventions to support safe disclosure. The network also delivered its first Training of Trainers (ToT) in Romanian, ensuring that national trainers could independently deliver foundational and PSEA learning sessions. In parallel, the Inter-Agency SEA Risk Assessment guided prevention efforts such as risk audits of Refugee Accommodation Centres and informed planning for the 2025–2026 PSEA Strategy. PSEA was successfully integrated into key inter-agency assessments, including the Socio-Economic Insight Survey (SEIS), and the GBV Safety Audit, enabling more comprehensive monitoring of community-level awareness and risk. PSEA Network members also conducted regular awareness raising sessions, including during summer camps for primary school children, senior class students and educators.

Challenges and Gaps

Despite these gains, structural and operational constraints remained significant. Underreporting of SEA and GBV continued to limit response effectiveness, compounded by mandatory reporting requirements that discourage disclosures. Staff rotation among PSEA Focal Points disrupted knowledge continuity, and the lack of a pooled inter-agency fund made activities highly dependent on the financial support of a few key UN agencies. Local CSOs faced barriers in meeting investigation and safeguarding standards due to limited resources and technical capacity. Geographic gaps persisted in the left bank of the Nistru River, and engagement with faith-based organizations remained low despite their influential presence in aid distribution. The part-time nature of the PSEA Coordinator role further limited strategic oversight and sustained implementation.

Government Strengthening and Engagement

Engagement with government actors advanced modestly but meaningfully in 2024. Refugees continued to benefit from formal inclusion in Moldova's national GBV response system, including access to health, psychosocial, and legal services. Social workers—key frontline actors in many rural and underserved areas — received targeted training to strengthen their capacity to support SEA survivors. Efforts were also initiated to develop internal accountability mechanisms within government institutions, aligned with the forthcoming UN-Government Framework on PSEA.

National and Local Civil Society Engagement and Support

The Moldova PSEA Network maintained its focus on national and local civil society actors throughout 2024. Women-led, Roma-led, and rights-based organizations received targeted support through bilateral trainings and technical assistance, particularly in the areas of reporting, awareness-raising, and frontline service delivery. Several initiatives focused on strengthening the capacity of CSOs working with populations at elevated risk of SEA, including LGBTIQ+ individuals, sex workers, and people living with HIV. Recognizing investigation capacity as a critical gap, the network prioritized building the competencies of local organizations to meet the core standards outlined in the UN Implementing Partner PSEA Protocol. A major milestone in 2024 was the delivery of the first PSEA Training of Trainers conducted in Romanian, designed to equip Moldovan trainers with the tools to independently deliver sessions within their communities and organizations. Efforts to promote equitable participation and sustainable engagement remained central to the network's localization agenda. Awareness materials were also produced in Romani and accessible formats for persons with disabilities, further extending the reach and inclusivity of the network's prevention efforts.

Refugee Participation and Social Cohesion

Refugees remained central to the design, implementation, and monitoring of PSEA-related efforts. Refugee operators staffed the Green Line, Moldova's main inter-agency feedback and complaint mechanism, ensuring a culturally responsive interface for callers. Feedback mechanisms were evaluated and refined through data from the MSNA, SEIS, and two consecutive Information Ecosystem Assessments, showing that awareness of reporting channels among refugees increased from 84% in 2023 to 92% in 2024. PSEA messages were embedded into national information campaigns through collaboration with the AAP Task Force, and joint efforts with the GBV and CP Sub-Working Groups ensured refugees had access to safe and confidential reporting mechanisms embedded within broader protection services. These efforts contributed to enhanced trust in institutions and strengthened social cohesion between refugees and host communities.

Roma

Task Force Co-Chairs

Intersos and Coalitia Vocea Romilor

©Intersos/Moldova/2024
Participants of the round table marking the declaration of August 2 as "National Roma Holocaust Memorial Day in the Republic of Moldova," held at the Government building on August 2, 2024.

Key Achievements

In 2024, the Roma Task Force advanced its advocacy efforts to enhance educational access for Roma refugees, addressing systemic barriers and social exclusion. A partnership with the Roma-led organization Tarna Rom enabled 237 Roma individuals to benefit from education programs, with 163 Roma children successfully enrolled in schools. These efforts addressed critical gaps in literacy and formal education, crucial for long-term integration. Additionally, Tarna Rom facilitated vaccination efforts in RACs, improving health protection for Roma refugees by enhancing access to essential immunization services. A major event in 2024 was the Roma Culture Week, which included a nationwide campaign encouraging educational institutions to hold activities on Roma history and culture. INTERSOS delivered 15 sessions in schools and safe spaces, contributing to broader cultural awareness and fostering inclusion.

A small grant supported Romni, a Roma women-led organization, to conduct six GBV training sessions in Ungheni, Comrat, and their headquarters. These sessions provided education on violence prevention, reproductive rights, and PSEA, reaching 78 women.

Additionally, TF partners conducted case management and referrals for over 230 individual cases, supporting Roma women access critical support systems, reducing vulnerabilities and increasing their participation in community advocacy.

© Intersos/Moldova/2024
Romani music concert performed by the Moldovan National Youth Orchestra during Roma Culture Week, held on April 13, 2024, at the National Theatre "Mihai Eminescu" in Chisinau.

Challenges and Gaps

Discrimination remained a major obstacle to Roma inclusion, limiting access to essential services and opportunities. Advocacy events, such as Roma Culture Week and the Roma Holocaust Memorial Day, aimed to raise public awareness and foster community engagement, however, challenges persist. For instance, low literacy levels hinder Roma communities from accessing information and services, leading to misinformation and difficulties in navigating support mechanisms. Additionally, limited institutional capacity and resources further impede comprehensive Roma inclusion. Moreover, barriers to education require ongoing advocacy to ensure sustained school enrollments and support. Discrimination and marginalization significantly impact access to services, employment, and integration opportunities. Furthermore, Roma mediators and community leaders face obstacles in participating in high-level decision-making processes, limiting their influence on policies affecting their communities. Finally, gaps in GBV services remain a concern. Strengthening the capacity of Roma-led organizations is crucial to ensure they have the tools, training, and resources to effectively advocate for their communities and provide essential services.

Government Strengthening and Engagement

In alignment with the National Program for the Support of the Roma Population 2022-2025, the Roma Task Force (RTF) implemented several initiatives to enhance the capacity of national and local government institutions in addressing refugee needs. A notable effort was the two-day International Conference organized by UNHCR in collaboration with the Agency for Interethnic Relations, the Office for Political Services of Interethnic Relations under the MER, and RTF members during the Amare Amala: Roma Culture Week 2024. This event aimed to promote the inclusion of Roma refugees in Moldova's refugee response framework, facilitating knowledge exchange and best practices among government officials and Roma mediators. Additionally, training sessions on trafficking prevention were organized for Roma mediators, enhancing their ability to support Roma refugees in navigating legal and administrative frameworks.

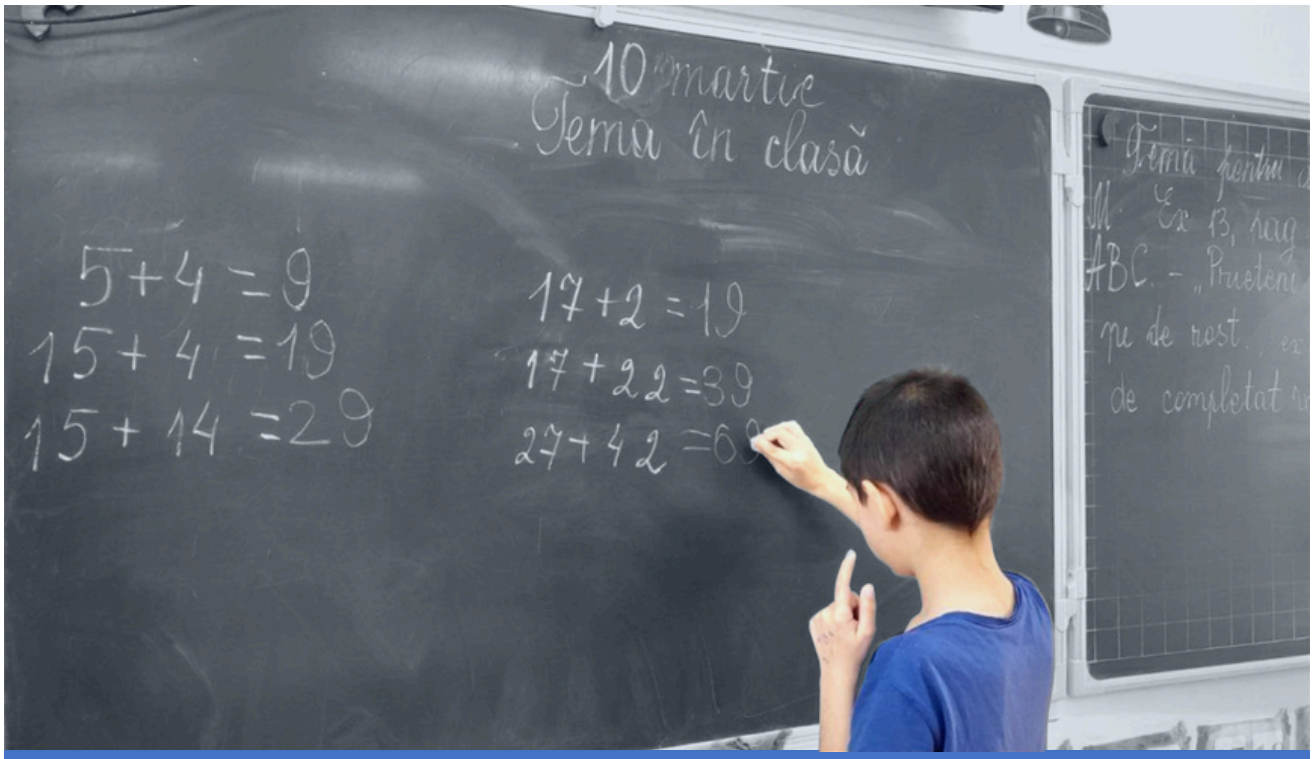
National and Local Civil Society Engagement and Support

Capacity strengthening and increasing Roma CSO ownership were key priorities for the RTF in 2024, aiming to ensure long-term sustainability and leadership within the Roma community. The RTF supported Roma-led organizations in delivering community-based initiatives and enhancing their institutional capacity. Consequently, Roma organizations became key implementing partners, providing targeted interventions to improve Roma refugees' access to essential services. These interventions included GBV awareness and case management, literacy courses, and advocacy to facilitate Roma refugees' inclusion in economic, financial, educational, and social systems. Additionally, a Roma support center was established in Bender to enhance service accessibility for Roma refugees. Roma mediators on the left bank received support from RTF organizations to implement the Roma mapping exercise, which assessed the needs and protection gaps of Roma refugees in the region.

Refugee Participation and Social Cohesion

Ensuring meaningful participation of Roma refugees was a core principle of the RTF. Through a participatory planning process in January 2024, RTF members, including Roma-led CSOs, contributed inputs that shaped the year's priorities and interventions. The RTF actively encouraged Roma CSOs to participate in coordination mechanisms, ensuring their voices were represented in decision-making and advocacy efforts. The Amare Amala: Roma Culture Week fostered social cohesion through cultural and educational activities, including a nationwide educational campaign in schools and public events. Additionally, Temporary Protection training for Roma mediators empowered them to assist their communities more effectively. These efforts contributed to reducing tensions, increasing cultural sensitivity, and ensuring that Roma refugees played an active role in shaping the response mechanisms affecting them.

Spotlight Story



© Tarna Rom/Moldova/2024
O., an 11-year-old refugee boy learns to read and write, attending school for the first time.

When Elena, a teacher from the Roma-led organization Tarna Rom, asked a group of displaced children to name a word starting with the letter "K," she was met with silence. Attempting to prompt them, she began, "Kyi…" Still, none of the children responded. Only after she said the full word—"Kyiv"—did one child cautiously ask, "What is that?" It became clear to Elena that the children had never heard of the capital of Ukraine, the country from which they had fled. This incident underscored the severe gaps in access to education faced by displaced Roma children, many of whom experience interrupted schooling, language barriers, and limited literacy. Since the onset of the war, Tarna Rom has been actively addressing these challenges by offering informal education support and working to integrate displaced Roma children into Moldova's formal education system. Over the past year, their efforts resulted in more than 60 Roma children enrolling in five public schools across the country.

Among them was O., an 11-year-old boy who arrived in Moldova with his grandmother, having lost his father in the war and his mother to illness. He had no prior schooling experience and exhibited signs of emotional distress. Tarna Rom mobilized quickly, coordinating with the Roma Task Force, local psycho-pedagogical assistance services, and humanitarian partners to provide comprehensive support, including psychosocial care and individual learning sessions. With sustained intervention, O. learned to read and write and began attending school for the first time in his life. Shortly before relocating to another European country, O. visited the National Museum of History with his peers. There, they explored exhibits, learned about Moldovan heraldry, and took photos—moments that marked a rare sense of normalcy and inclusion. As O. departed Moldova, he carried with him not only foundational literacy skills but also a renewed sense of dignity, connection, and hope for the future.

Anti-Trafficking Task Force

Task Force Co-Chairs

State Chancellery, IOM, La Strada

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Anti - Trafficking Task Force co-chaired by State Chancellery, IOM, and La Strada Moldova on October 20, 2024, in Chisinau, Government Building.

Key Achievements

In 2024, the Anti Trafficking Task Force (ATTF) made significant advances in disseminating preventive information, and training key actors to identify risks of, and respond to human trafficking cases. Thus, over 7,000 persons received information on services and rights in relation to risks of trafficking in persons (TIP), and GBV -with over 50% of them being refugees, and 7% being members of the Roma community. To reinforce the informative sessions, two awareness-raising campaigns were implemented to mark the World Day Against Trafficking in Persons, and the EU Anti-Trafficking Day. Moreover, the ATTF trained 1,530 governmental and non-governmental workers -including National Referral Mechanism for Victims of crime (NRMV) specialists- on prevention of TIP, identification and provision of assistance for trafficking victims within the context of the Ukrainian refugee crisis. To strengthen the context-knowledge on trafficking incidents in Moldova, the ATTF conducted one research on Assessing Vulnerabilities and Protection Responses for Refugees from Ukraine in the Republic of Moldova that examined emerging trafficking trends and the anti-trafficking response in the context of the Ukrainian refugee crisis, providing also an understanding of trafficking related vulnerabilities in the country and commissioned an analytical study on the investigation and prosecution of 100 TIP cases and related crimes with irrevocable solutions, with conclusions and recommendations for law-enforcement structures. As part of the response, two hotlines remained active on both banks of Nistru river and received 4315 calls.

Challenges and Gaps

The main challenge identified by the ATTF is the fact that Moldova, within the current context, becomes a destination for potential victims of trafficking, which requires of adapted mechanisms and actions from the authorities, including specialized training for specialists, normative frameworks adjustments and services for foreign victims. Furthermore, the reduction in specialized police officers at the Center for Combatting Trafficking in Persons of the MoI, and ongoing staff turnover across all sectors, including police and social services, hinder the identification and prosecution of trafficking crimes.

Government Strengthening and Engagement

In 2024, the State Chancellery continued to lead the Anti-Trafficking Task Force (ATTF), chairing four meetings throughout the year. Additionally, the Permanent Secretariat of the National Committee held five meetings with central authorities to address current challenges and discuss future steps. For capacity-building, the ATTF organized regular information sessions on the implementation of the NRMV and the rights of victims. These sessions were aimed at newly hired specialists responsible for crime victims at the local level, as well as members of multidisciplinary teams at the Raion level, including social assistants, police officers, prosecutors, and professionals from the educational, employment and medical sectors.

National and Local Civil Society Engagement and Support

In 2024, CSOs played a crucial role in preventing and responding to human trafficking. Their main interventions included providing running of the hotlines, emergency assistance to victims or individuals at risk of trafficking, such as social and psychological support, legal aid, and NFIs provision. They also referred cases to specialized local services. In terms of capacity-building, local organizations regularly trained specialists in municipal crisis services, replicated trainings with local NGOs, participated in awareness-raising events, and conducted informative sessions on human trafficking, other forms of violence, and fundamental rights.

Refugee Participation and Social Cohesion

During 2024, regular information sessions were held by the Mobile teams with vulnerable and refugee populations, as well as community mediators, leaders, and host communities across the country, focusing on the prevention of trafficking in persons (TiP) and GBV , NGOs were trained in victim identification, and referral to services as needed. A new TiP awareness campaign, specifically designed for Roma communities, was developed and will be launched in 2025, and Feedback from the community was regularly collected to improve the campaign's effectiveness.