

RAC Consolidation Report 2023 – 2024

Relocation Technical Group

Introduction

In the Republic of Moldova, the Ministry of Labour and Social Protection (MLSP) is responsible for the management of Temporary Placement Centres for displaced persons from the territory of other states, otherwise known as Refugee Accommodation Centres (RACs), which have been providing shelter to refugees since the onset of the emergency. By the end of 2024, of the 135,861 refugees and third-country nationals (TCNs) who remained in the country, 1.1% were accommodated in these centres.

In March 2023, MLSP proposed conducting an assessment of the 54 active RACs to evaluate cost efficiency, living conditions, vulnerable profiles, and management quality. This assessment enabled the Ministry to develop a strategy for consolidating the centres in the short, medium, and long term, beginning in mid-2023. The strategy aimed to reduce the number of centres, due in part to the increasing strain on the state budget, but also to help refugees access available services and facilitate their integration into the host community. The outcomes of this assessment guided the identification of specific RACs for closure within the short, medium, and long term.

This report provides an overview of the consolidation process between 2023 and 2024, during which time a total of 26 RACs were closed, leading to the relocation of 399 households and 955 individuals to alternative shelter arrangements. Of these, nine (9) RACs closed in the last quarter of 2023, while 17 closed in 2024. (See more information in Relocation Options.)

Coordination Structure

Ministerial Order No. 131 on the amendment of the Operational Procedure on the reorganization of Temporary Placement Centers for Displaced Persons from other "EXIT" countries guided the closure of the RACs and was led and managed by MLSP in coordination with the Refugee Coordination Forum (RCF), in particular the Basic Needs Working Group (BNWG) and the Protection Working Group (PWG). Other RCF coordination bodies, including the Livelihoods and Inclusion Working Group (LIWG), the Accountability to Affected Populations (AAP) Task Force, the Roma Task Force (RTF), the Disability and Age Task Force (DATF), and the Mental Health and Psychosocial Support (MHPSS) Technical

Reference Group, were also involved to ensure that the consolidation process took into account the specific needs of families and mitigated any potential risks encountered during the closure process.

Additionally, a **Relocation Technical Group (RTG)** was created to coordinate, monitor, and support the processes established under the Standard Operating Procedures (SOP) for the RACs Consolidation process. This body is co-chaired by MLSP and the co-chairs of the BNWG and PWG. It includes all partners involved in the consolidation process, such as relocation case management partners (RCM), rental assistance partners, MHPSS partners, and representatives of the different task forces and working groups mentioned above.

RTG meetings have continued to take place on a bi-monthly or as-needed basis throughout the closure process and remain ongoing.

Methodology & Closure Process

To support the strategic process of consolidating RACs, a Consolidation Strategy was developed. This strategy served as a guiding framework for MLSP and its partners throughout the reorganization process.

Members of the RTG contributed to the development of SOPs to ensure a systematic, people-centered, protection-sensitive, coordinated, accountable, and transparent process for identifying appropriate relocation options for beneficiaries living in RACs scheduled for closure.

The closure process followed a human rights-based approach, adhering to human rights principles and standards, including safeguards for the protection of personal data.

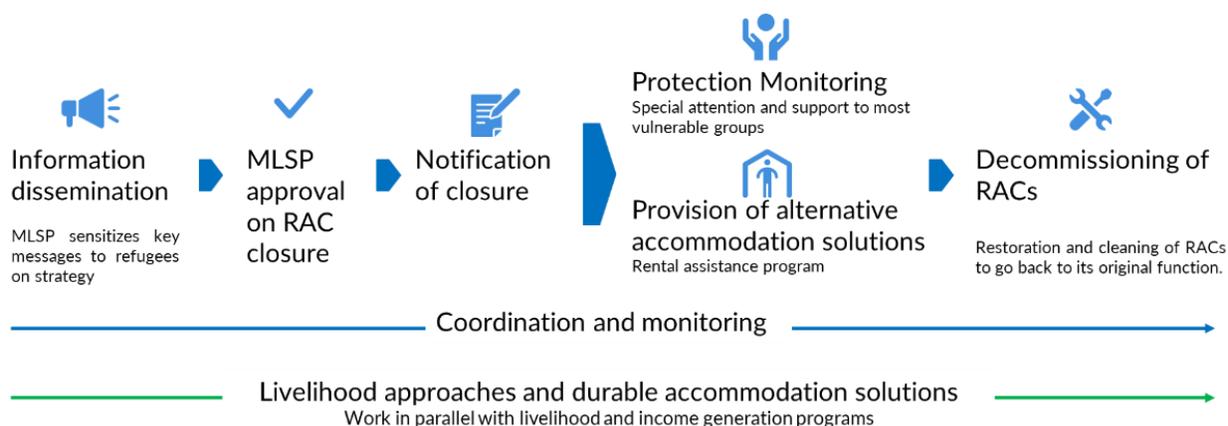


Diagram 1 – RAC consolidation Strategy scheme

Information dissemination

Essential information about the planned strategy was disseminated to refugees through targeted messaging by MLSP and partners, including through Greenline and printed information materials. This ensured that the affected population was well-informed about the upcoming changes and closure process. By utilizing official information channels, accountability to affected populations was ensured, mitigating misinformation and confusion among refugees. Additionally, the planned consolidation process was shared with all relevant stakeholders through existing working groups, sub-working groups, and task forces.

MLSP approval on RAC closure

An initial list of RACs proposed for closure was compiled based on the 2023 RAC assessment's findings. MLSP was responsible for formally approving the list and shared it with UNHCR as co-chair of the RTG. The planned closures were carried out in multiple two-month phases throughout 2023 and 2024, with a maximum of six RACs being closed at the same time in each phase. The timeframe for closing a RAC was set at a maximum of two months. However, extensions beyond this period were granted depending on the number and profiles of beneficiaries residing in each RAC.

Notification of closure

Following consultations with partners, MLSP finalized the initial list of closures and issued an official letter to RAC managers and residents, informing them of the closure timeline. RAC managers were asked to assist throughout the closure process and help disseminate information to residents.

Multi-Functional Teams

Multi-functional Teams (MFTs) were organized to provide joint information sessions to RAC beneficiaries on closure decisions, the process, and relocation options. The MFTs consisted of representatives from MLSP, UNHCR, RCM partners, and rental assistance partners. They were tasked with conducting at least two official visits to each RAC scheduled for closure at the beginning of the closure process, with additional visits as needed.

The roles and responsibilities of each MFT member were:

- **MLSP** was the leading authority within the public administration for the management of RACs. It issued the official letter of closure and informed beneficiaries of the

rationale behind the decision. MLSP was also responsible for identifying an appropriate alternative RAC for the relocation of vulnerable refugees and those with specific needs who were unable to secure a safe place to live on their own.

- **UNHCR** ensured coordination and adherence to all standard procedures, taking into account the vulnerabilities and international protection needs of the beneficiaries. It informed the RTG of the outcomes of the information sessions and ensured that a standardized report was issued after each MFT visit. Additionally, it issued post-closure reports for each RAC that was closed. UNHCR was also responsible for issuing the final report on the RAC Consolidation process and share with the RTG members.
- **The Relocation Case Management Partner** was identified based on its pre-existing counseling presence in the RAC and its protection background. The selected partner served as the RCM for beneficiaries in the RAC, assisting them throughout the closure process. RCMs were tasked with conducting a Relocation Profile and Intentions Survey (Annex 1) at the outset of the closure process to understand the profiles, intentions, and needs of residents. They captured all vulnerabilities, represented the interests of affected beneficiaries, and coordinated with UNHCR, MLSP, and relevant partners to identify available relocation options. RCMs also submitted weekly progress reports during the closure period and tracked the final relocation decisions made by beneficiaries and submitted this information to UNHCR.
- **The rental assistance partners** provided information and counseling to beneficiaries interested in participating in the rental assistance program, supported them through the application process, and determined their eligibility through assessments and discussions.

Relocation options

During the MFT visits **alternative accommodation solutions** were presented to residents, including:

Relocation to another RAC: This option was provided by MLSP to those beneficiaries who were unable to relocate to private accommodation or enter rental assistance due to different vulnerabilities, including older persons, persons with disabilities (PwD), individuals with medical conditions, single mothers with many children, and pregnant women.

Rental Assistance: The program provides cash assistance that is used to cover rent in private accommodation for the first six months. This program provides support based on specific eligibility criteria set by the partners to ensure the sustainability

and continuity of the families living in the rented units after the program ends, taking into account that the housing unit complies with minimum standards. Some rental assistance partners and RCMs also provided help with securing official contracts with the homeowners if necessary. Based on the information provided by rental assistance partners, many of their beneficiaries remained living in the apartments after the cash assistance was over. (More information on verification exercise is below in the section '*Rental Assistance Verification Process 2025*' on page 9)

Private Accommodation (non-rental assistance): In this option, the residents decided to move to private accommodation using their own resources without opting for the rental assistance support.

Relatives and host family: This relates to moving to any type of private accommodation with relatives and friends. In some cases, the refugees decided to move in with a Moldovan host family.

Some RAC residents chose not to pursue the above options, finding other housing solutions. These included:

Departure from Moldova: Some beneficiaries decided to leave the RM after the official closure. A few chose to return to Ukraine¹, while some decided to relocate to another host country in Europe.

Remaining in RACs under alternative arrangements: Some residents came to verbal agreements with the managers of the RACs where they were residing to allow them to remain at the facility after the official closure. The agreements can include the pay for utilities/ rent.

Other: Some beneficiaries were relocated to another type of accommodation (e.g., health facilities). Also, some households chose not to inform the RCM or MLSP of their final relocation option.

During the relocation process Acted provided transportation to refugees when relocating to their new accommodation settings.

Decommissioning of RACs

Once the closure process was completed, MLSP approved the decommissioning phase. The process focused on the maintenance, cleaning and disinfection of bedrooms and communal spaces. This intervention helped the owner restore the

¹ UNHCR does not officially support the return of refugees back to Ukraine due to ongoing hostilities and security concerns.

facility to its original function. As of the end of the reporting period, six (6) RACs had been decommissioned.

Coordination, monitoring and referrals

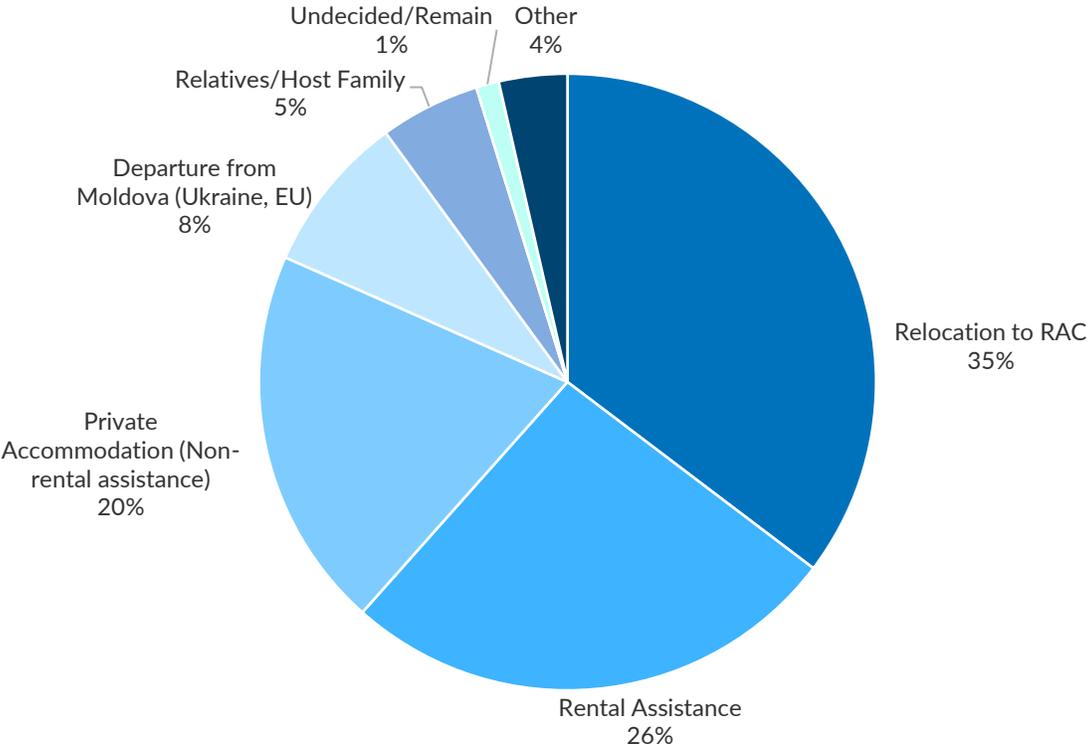
Coordination and monitoring activities were carried out throughout the closure process to ensure effective implementation and the prompt resolution of emerging challenges. Particular emphasis was placed on protection monitoring to assess the needs of vulnerable groups and safeguard their well-being during the transition period. Given the demographic composition of the RACs (e.g., persons with disabilities, older persons, large families with multiple children, and ethnic Roma refugees), additional partners, including members of the Disability and Age Task Force and the Roma Task Force, were included in the MFT visits.

As part of these efforts, RCMs facilitated referrals to additional services that were not directly related to the relocation process, using inter-agency referral pathway.

Relocation outcome and decisions 2023 – 2024

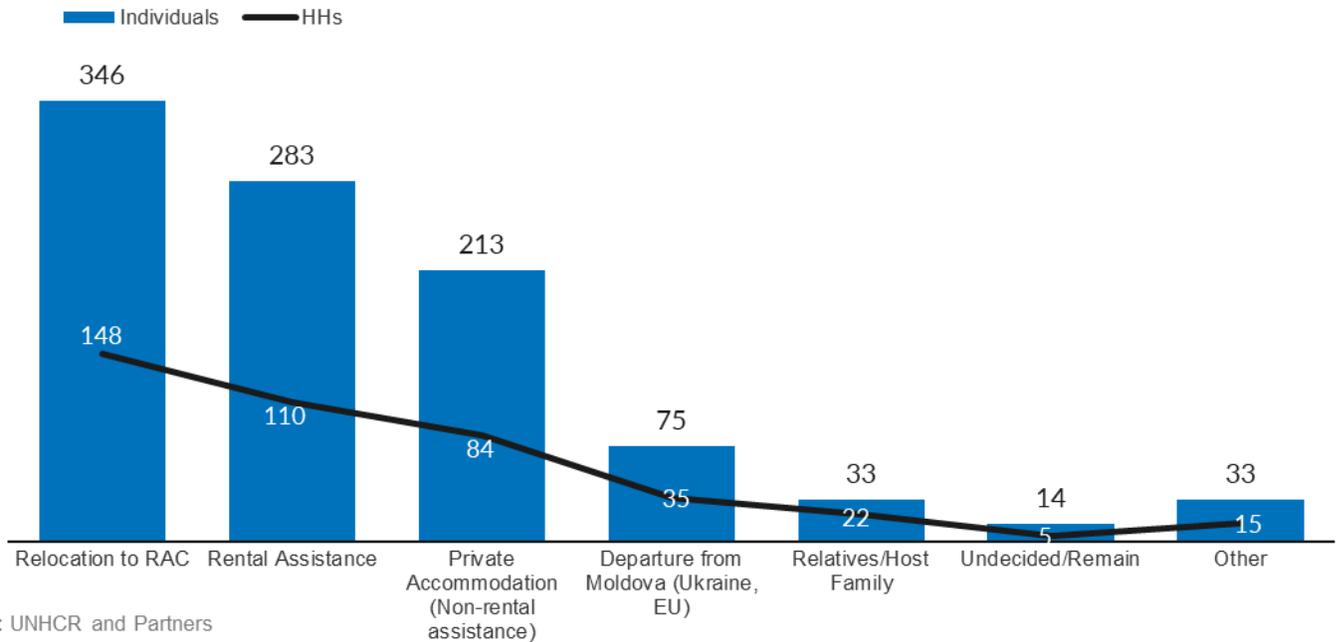
During 2023, nine RACs were closed, divided into three groups (A, B, C), while in 2024, 17 RACs were closed, also divided into three groups (D, E, F). The final three RACs closed in 2024 were not part of any group, as their closure was requested by the property owner of the facility.

From the start of the relocation process in the last quarter of 2023 until the end of 2024, a total of 399 households (HH) / 955 individuals were relocated to new accommodation arrangements. The largest group consisted of residents who moved to other RACs, accounting for 37.1% of relocated individuals (148 HH / 346 individuals). This was followed by rental assistance at 22.6% (90 HH / 241 individuals) and relocation to private accommodation without entering the rental assistance program at 21.1% (84 HH / 213 individuals), 8.8% (35 HH / 75 individuals) left Moldova, while 5.5% (22 HH / 33 individuals) moved in with relatives or Moldovan families. Around 3.8% (15 HH / 33 individuals) opted for another type of accommodation, and 1.3% (5 HH / 14 individuals) remained in their RACs after the closure process. The relocation decision taken by residents in each RAC are available in Annex 2.



Graph 1 – Decisions per HH in %

Relocation options taken (2023 - 2024)



Graph 2 – Relocation decision made per number of HH and family members

RAC Consolidation Monitoring Survey 2023

To ensure accountability and transparent monitoring of the relocation process, HelpAge, a member of the RTG, conducted a Monitoring Survey in five (5) RACs that closed in 2023. A total of 42 respondents answered 11 questions related to the closure process, covering topics such as information dissemination, accommodation options provided, and the role of the RCM.

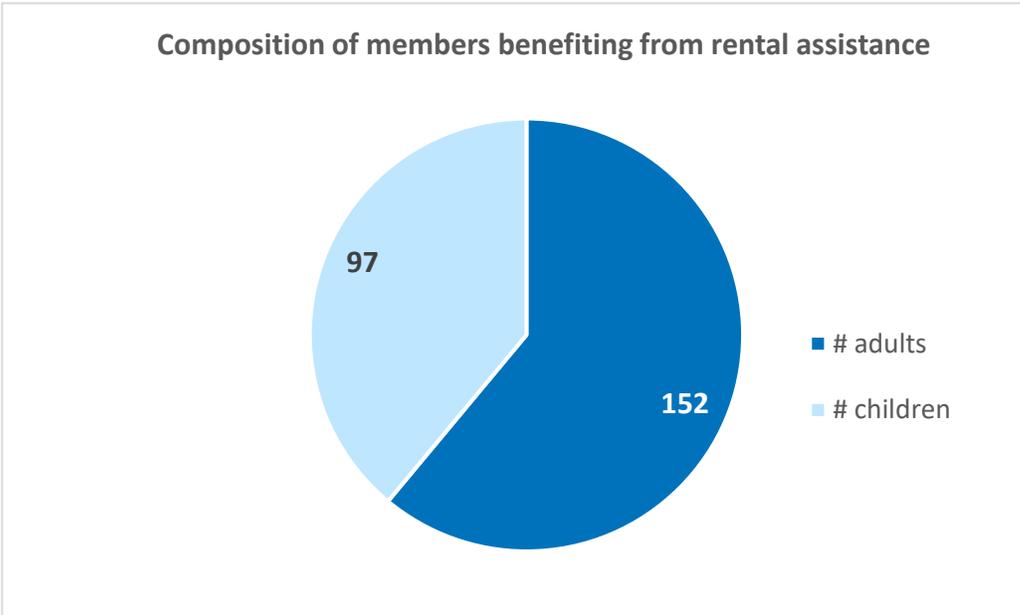
This exercise was valuable in collecting feedback from refugees on the consolidation process. However, due to the limited number of respondents per RAC, the findings were not representative of the overall implementation. Based on the survey data, the MFT adjusted its approach to information delivery, particularly for older refugees and persons with disabilities, who expressed a greater need for information and faced more challenges when relocating to a new location.

Rental Assistance Verification Process 2023-2024

To monitor the sustainability of the rental assistance programme, the three partners, International Organization for Migration (IOM), Catholic Relief Services (CRS), and ACTED, conducted a verification survey in the first quarter of 2025.

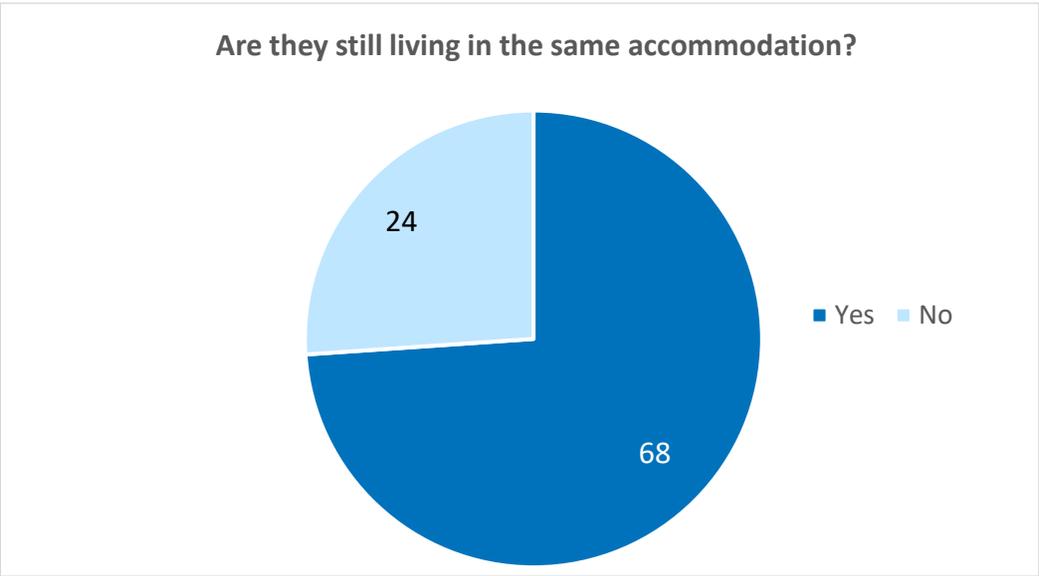
The aim of this exercise was to assess the percentage of households that remained in rented accommodation after the six-month assistance period ended. The survey included four sections: demographics, vulnerability, current living situation, and sources of income.

A total of 14 questions (Annex 3) were administered to all households that received rental assistance as part of the RACs consolidation. The data was collected through phone interviews. Out of the 111 households enrolled in the rental assistance programme, 11 were unavailable to participate in the verification process.



Graph 3 – Number of individuals disaggregated by adults and children that participated in the verification process

The verification exercise findings indicated that out of 92 households enrolled in the rental assistance programme, some 74% (68 HH) remained in the rented unit after the support period finished, while 26% (24 HH) decided to relocate after the end of the programme. For those moving out of the rented unit, the main reasons for relocating included but were not limited to, an increase in rent, having issues with the landlord or indicating another type of issues (i.e. an unfavourable living condition, the homeowners not extending the renting contract etc.).



Graph 4 – Number of households still living in the same accommodation

Additionally, out of those households (24HH) who relocated from the rented accommodation, 7HH returned to RACs, 2HH left to live with relatives or friends and 13HH decided to rent another accommodation.

The survey also inquired about the current employment situation in the household. Among the 92 households, two thirds (67%, 62 HH) answered that at least one family member was employed. On the other hand, one third (33%, 30 HH) stated to not have any family member employed at the moment. Of interest of the survey was also the frequency/modality of jobs among those who were employed. More than one half of those employed (60%) were employed full-time in regular employment either in Moldova or in Ukraine and 40% were employed on a temporal base.

Furthermore, this exercise also asked about the sectors in which household members were employed. Family members in some households were engaged in education (12% of households) including teaching, tutoring, and school support, followed by the hospitality sector with 9% of households (i.e. hotels, restaurants, catering). A smaller portion of households engaged in the beauty and construction sectors with 7% each. The majority of households (43 HH) were engaged in ‘other’ employment sector stating options such as working in services, sales, health, cleaning or volunteering.

Refugee families enrolled in the rental assistance program		
RAC	#HH	# Individuals
UID 108 - Patria Lukoil	2	6
UID 113 - Chisinau	2	5
UID 160 - Orhei Vechi	1	1
UID 68 - Hotel Zarea	7	21
UID 54 - Floresti	5	21
UID 126 - Anenii Noi	6	11
UID 34 - Anenii Noi	3	7
UID 232 - Dumbrava Alba	7	21
UID 42 - Carpineni	2	5
UID 67 - Ungheni	9	28
UID 142 - Cahul	8	18
UID 43 - Balti	30	76
UID 1091 - Chisinau	3	6
UID 573 - Chisinau	5	13
UID 245 - Cimislia	4	8
UID 210 - Causeni	3	6
UID 36 - Doina	9	18
UID 1092 - Chisinau	4	12
Total	110	283

Table 1 – Number of Individuals (HHs) per RAC enrolled in the rental assistance program 2023-2024

Challenges and lessons learned

During the closure process from 2023 to 2024, several challenges were encountered in implementation. Together with RTG members, efforts were made to mitigate these challenges and identify solutions. The main areas that required continuous revision and updates throughout the process included coordination, information dissemination, and access to relocation options, among others.

Coordination	
Challenges	Lessons Learned
<ul style="list-style-type: none"> • The rapid start of the RAC Consolidation process initially led to some misunderstandings and confusion among the population to be relocated due to mixed information being received from MLSP, local authorities, RAC managers and RTG partners. In some locations, local authorities and RAC managers did not support closure of the RACs, suggesting to beneficiaries that the RAC might remain open despite the loss of MLSP funding, when, in fact, this was not possible. This complicated the closure process. • During the initial phase, the information collection tools were still under development, and it took time to standardize the data collection process. • In the early stages of the process, particularly for groups A and B, the issuance of official closure letters was delayed, and the letters were not translated into Russian (RU) or Ukrainian (UA), leading some residents to not believe that the centre was actually going to close. 	<ul style="list-style-type: none"> ✓ The coordination of the closure process improved over time with experience and knowledge, as well as a clear delegation of responsibilities among all stakeholders. This included an information session between all stakeholders, including RAC managers and local authorities, prior to each closure to ensure that a common message was being relayed to residents. ✓ Data collection and MFT visits were standardized, and RCMs submitted data regularly at the end of each working week, resulting in more efficient data collection for subsequent relocations. ✓ The official closure letter was translated before the first MFT visits and shared with refugees and RAC managers, along with information materials about the closure. As a result, refugees knew that the closure was official and had a clear understanding of the rationale, process, and timing of the closure.

Remaining challenges

- In a few cases, RCMs were unable to track the intentions and final relocation choices of some residents, as they refused to disclose any information about their relocation plans.
- The activities of MLSP and RTG partners at some RACs were not always well-coordinated, with information being captured by each separately and with insufficient information-sharing.

Lessons learned

- In those RACs where the RCM partners have pre-existing presence, the process went smoother, because the relation was already established. As a result, the residents were feeling more comfortable sharing their personal information and intentions with them.

Relocation options	
Challenges	Lessons Learned
<ul style="list-style-type: none"> • Some residents had challenges participating in the rental assistance programmes due to landlords being hesitant to rent to Ukrainian refugees, who were perceived as either ‘temporary tenants’ who were likely to leave Moldova soon. Some landlords were also unwilling to rent to large families, often of Roma ethnicity. • Many homeowners and landlords in Moldova preferred to have one-year contracts at a minimum to ensure that they would have a secure income from the rental. This was difficult for refugees participating in the rental assistance programme, which only run for six months. • In some cases, the landlords refused to sign an official contract for renting an apartment. 	<ul style="list-style-type: none"> ✓ During the relocation to a new location using the rental assistance programme, RCMs and rental assistance partners helped with drafting lease contracts for residents and private accommodation homeowners to ensure the smooth renting of apartments and compliance with all conditions of the programme. By supporting official lease contract issuance through direct assistance (e.g., reading contract terms, and clarifying tenant rights), relocation case managers and rental assistance partners helped build the residents’ confidence and prevented potential exploitation or misunderstandings with landlords. ✓ Partners are looking for more sustainable solutions for housing vulnerable groups. During this year,

<ul style="list-style-type: none"> • Another challenge was the low number of housing options in the Republic of Moldova that are accessible for persons with disabilities or limited mobility. • In some cases, people refused several relocation options at other RACs provided by MLSP, finding the options presented as unacceptable for different reasons. Some residents refused options as they had jobs and/or children enrolled in schools where their current RAC was located. • Some residents of closed centers were relocated to other RACs that were later scheduled for closure in a subsequent phase, resulting in multiple relocations. The lack of a full list of planned RAC closures, as opposed to an initial list for the year, made it difficult to avoid this situation. • The final reported relocation option was based on discussions RCMs held with families during the two-month period prior to the closure. As a result, the relocation option recorded in the reports may differ from the actual decision families ultimately made. 	<p>the renovation of a specialized collective centre owned by MLSP provided additional spaces for PwD and older people.</p> <ul style="list-style-type: none"> ✓ MLSP changed its approach by offering one RAC option to each household for relocation. In exceptional cases, MLSP provided an alternative RAC option if the available space did not meet the specific needs of vulnerable individuals. ✓ To ensure greater accuracy regarding the final relocation options made by families, the rental assistance partners carried out a verification process. This aimed to determine the total number of families who applied to the program and to identify how many remained in the program after the six-month rental assistance period.
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Remaining challenges

- During the consolidation process of the first two groups, the approved list of people eligible for relocation to another RAC was delayed, leaving households wishing to move to another RAC, including very vulnerable households uncertain about whether they would be relocated. This created significant stress for many residents.
- In some cases, differences in infrastructure, living conditions, and geographical location of the centers posed challenges for residents in agreeing to move to another RAC.
- Another complication was relocating large families to another RAC, due to limited number of rooms, or securing private accommodation for them, due to high prices and landlord reluctance to rent to such families.

- In some cases, MLSP conducted preliminary visits to the RACs prior to the official MFT visits and informed residents about the center’s closure. Following these announcements, some households left the RACs, often without notifying the center manager. As a result, there is a discrepancy between MLSP and RTG data regarding the number of people (households) residing in the closing RACs.

Information dissemination	
Challenges	Lessons Learned
<ul style="list-style-type: none"> • Especially during the closure of the first RACs in Group A, there were delays in developing and printing information materials. • In some RACs, during the initial MFT visit, some residents were absent due to employment, education, or hospitalization, preventing them from asking questions and receiving explanations from the MFTs. • One of the greatest challenges in the relocation process was the spread of misinformation among refugees about the closure of centers. Particularly in the initial phase, there was a high level of disinformation and misrepresentation regarding the closure of RACs, leading to confusion among refugees who were unsure which centers were scheduled for closure and how the process would unfold. This was exacerbated by unofficial information circulating in Viber groups and Telegram channels, as well as inconsistent messaging from MLSP, RAC managers, local authorities and RTG partners. 	<ul style="list-style-type: none"> ✓ Regular MFT visits were scheduled (two or three within a two-month period) to repeatedly provide information to residents, reassure refugees of continuous support throughout the process, and offer them alternative relocation options. ✓ RCMs were present in RACs scheduled for closure at least once a week, providing additional information to refugees, discussing their relocation options, and facilitating access to additional services and referrals as needed. Rental assistance partners also regularly visited RACs to explain their rental assistance programmes. ✓ Written materials were prepared by the AAP Task Force explaining how/why RACs were being closed and providing information on relocation options. ✓ Throughout the relocation process, refugees were able to contact the Green Line for inquiries and to obtain information regarding their relocation.

Other	
Challenges	Lesson Learned
<ul style="list-style-type: none"> • During the closure process, many RAC residents had already established support networks in their residential areas, such as children enrolled in local schools, employment nearby, and access to family doctors. As a result, they were unwilling to relocate from their existing communities. This was particularly challenging for families with children, who were sometimes asked to move in the middle of the school year. • The process of determining vulnerability presented challenges due to the absence of clear criteria defining who qualifies as "vulnerable" and eligible for relocation to other RACs. 	<ul style="list-style-type: none"> ✓ During the closure process, RCMs received continuous training on data collection, accountability to affected populations, communication with communities, and referral pathway mechanisms. ✓ As part of efforts to promote inclusion and durable solutions for refugees, the MLSP assisted those interested in finding employment by working with the National Employment Agency (NEA – ANOFM) and supported the enrollment of children in schools during the relocation process. ✓ MLSP and RCMs worked collaboratively to identify vulnerable families. In cases where there was no agreement on an individual's or family's vulnerability status, referrals were made to UNHCR for guidance. This approach facilitated a more coordinated decision-making process and helped ensure that those most in need received appropriate support.

Achievements

- Developed and implemented the RAC Consolidation SOPs, providing a clear, standardized framework and methodological approach for RAC closures. The document outlined all relevant steps in the closure process, defined the roles and responsibilities of all stakeholders, and established the guiding principles, including a human rights-based approach. In June 2024, the SOPs were issued as Ministerial Order No. 131 by MLSP, serving as a policy guideline. While there were challenges at times in following aspects of the SOPs, including with regards to coordination, overall,

the SOPs provided the necessary framework to implement a protection-sensitive closure process among multiple partners, with a consistent and manageable reporting mechanism.

- Established the Relocation Technical Group, comprising MLSP, BNWG and PWG partners, and other relevant sectors to ensure continuous coordination, open communication, and timely resolution of challenges. This multisectoral body facilitated harmonized decision-making and enabled a swift, jointly agreed response mechanism to unforeseen challenges.
- Developed an online tool to visualize the final relocation options chosen by RAC residents. The information was displayed per RAC in an interactive dashboard: *Profile & Intentions of RAC Residents Dashboard* (Annex 1).
- Conducted a RAC Consolidation Monitoring Survey on the closure process for groups closed in 2023. The survey collected data on residents' perceptions regarding information dissemination and the support received during the consolidation process.
- Trained 36 members of the Multi-Functional Team in 2023 on mental health and a protection-sensitive approach to beneficiaries, ensuring the prevention of burnout and the psychosocial well-being of those facilitating the process.
- Conducted a second assessment of RACs in 2024 as the basis for determining the next groups for closure (Annex 4).

Recommendations

- The RTG remains the primary coordination mechanism for RAC consolidation, facilitating information sharing among all stakeholders and sectors. It is recommended that meetings be held every two to three months, depending on the need, to discuss the closure of specific RACs.
- The role of the MFT is crucial in the RAC consolidation process. The RCM plays a key role in ensuring that most residents, particularly the most vulnerable (e.g., older individuals, persons with disabilities), are well-informed about their options, rights, and obligations. It is recommended that the RCM remain the focal point for communicating with residents during RAC closures, in close coordination with MLSP and the local social assistants.
- The RAC Consolidation Monitoring Survey 2023 provided valuable insights into the perceptions of residents from five RACs undergoing closure. However, it is recommended that future surveys have a broader scope to ensure data represents a larger number of residents exiting RACs, leading to more comprehensive and relevant findings.

- MLSP and RCMs are encouraged to work more closely together to identify residents of RACs scheduled for closure who are particularly vulnerable and should be eligible for relocation to another RAC.
- MHPSS partners should be included in MFT visits, particularly in RACs where closures may be more challenging.
- Another MHPSS training should be facilitated in 2025 for partners within the MFTs to help mitigate psychological stress.
- SOPs should be updated as needed, ensuring that MLSP incorporates any changes into Ministerial Order No. 131.
- RCMs stopped filling out the intention survey at the end of 2024 due to data inaccuracies. To ensure better disaggregation of statistics for relocation decisions and to accurately track the status of those who are particularly vulnerable, UNHCR is currently developing a tool to collect this information which will be submitted by the RCM at the end of each closure.
- MLSP should identify as soon as possible those RACs which intend to keep open in the long term, if only to avoid relocation of residents to RACs that will later be closed.

Conclusions

The RAC Consolidation process in Moldova from 2023 to 2024 successfully facilitated the closure of 26 Refugee Accommodation Centres (RACs) while ensuring a structured and rights-based transition for affected refugees. Led by MLSP in collaboration with UNHCR and key partners, the process prioritized coordination, protection, and durable solutions. The development of SOPs, formalized under Ministerial Order No. 131, provided a standardized framework for the closure process, ensuring transparency and accountability. Through the work of the MFTs and the RTG, refugees received support in identifying relocation options, accessing rental assistance, and integrating into host communities.

Despite these efforts, the process encountered challenges, particularly in the early phases. Coordination gaps led to initial confusion among RAC managers and residents, while misinformation circulating on social media contributed to uncertainty. Some refugees, especially those with established support networks, were reluctant to relocate, and securing private accommodation remained a challenge, particularly for large families and persons with disabilities. Coordination between MLSP and RTG partners was not always smooth and transparent. However, strengthened communication efforts, increased engagement with rental assistance partners, and improved data collection mechanisms helped address these issues over time.

The consolidation process demonstrated the importance of structured coordination, clear communication, and flexible, needs-based approaches. Moving forward, continued engagement with the RTG, enhanced information-sharing mechanisms, and expanded psychosocial support will be key to ensuring future transitions remain as smooth and dignified as possible. By building on lessons learned, Moldova's refugee response can further strengthen its capacity to support long-term integration and self-reliance for displaced populations.

Annex 1: RACs Profile & Intentions Survey.

Can be found here - [Relocation Profile and Intention Survey](#)

Annex 2: Final relocations per RAC captured by the RCM

Relocation options taken 2023 - 2024																
	Rental Assistance		Relocated to RAC		Private Accommodations		Relatives/Host Family		Undecided/Remain		Other		Departure from Moldova (Ukraine, EU)		Total	
	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals	#HH	# Individuals
UID 108 Patria Lukoil	2	6	12	23	1	1							1	2	16	32
UID 113 - Chisinau	2	5													2	5
UID 160 - Orhei Vecchi	1	1											6	6	7	7
UID 68 - Hotel Zarea	7	21	4	10	4	9	1	2	5	14	0	0	0	0	21	56
UID 54 - Floresti	5	21	4	5	1	4							1	3	11	33
UID 126 - Anenii Noi	6	11			2	8							1	3	9	22
UID 34 - Anenii Noi	3	7			7	20									10	27
UID 232 - Dumbrava Alba	7	21	9	22	9	21	7	10			8	16	1	3	41	93
UID 122 - Floresti	0	0	1	3											1	3
UID 42 - Carpineni	2	5	3	5	2	4	2	2					1	3	10	19
UID 67 - Ungheni	9	28	8	26	4	11									21	65
UID 142 - Cahul	8	18					1	3							9	21
UID 43 - Balti	30	76	9	12	19	35	1	1					1	3	60	127
UID 153 - Greblesti	0	0	11	17											11	17
UID 1091 - Chisinau	3	6	9	17	1	3	1	1					2	2	16	29
UID 573 - Chisinau	5	13	7	19	2	3	1	3					1	1	16	39
UID 245 - Cimislia	4	8	1	2							4	14			9	24
UID 237 - Costesti	0	0	6	42											6	42
UID 210 - Causeni	3	6	2	3									2	5	7	14
UID 117 - Chisinau	0	0	3	5			2	2					2	6	7	13
UID 137 - Copceac	0	0	2	2			2	2			1	1	2	4	7	9
UID 44 - Costesti	0	0	2	2	4	10							2	14	8	26
UID 82 - Chisinau	0	0	5	9	12	44	2	4			1	1	2	5	22	63
UID 36 - Doina	9	18	34	58	3	10	2	3					4	4	52	93
UID 1092 - Chisinau	4	12	16	64	10	21					1	1	4	6	35	104
UID 143 - Edinet	0	0			3	9							2	5	5	14
	110	283	148	346	84	213	22	33	5	14	15	33	35	75	419	997

Annex 3: Rental Assistance Verification Process Questionnaire

Verification Questionnaire for refugees' part of the RACs consolidation process enrolled in Rental Assistance Program 2023-2024

Demographics

1. Demographics

- Age of respondent
- How many people are currently living in the unit?
- Number of children (0-18)
- Number of adults
- Gender

Vulnerability

2. Do you or any other family member have any difficulty in seeing, hearing, walking or climbing steps, remembering or concentrating, communicating, or with any other activity, even if using an aid or assistive device?
 - No difficulty
 - Some difficulty
 - A lot of difficulty
 - Cannot do at all
 - I prefer not to say
3. If yes, how many family members have a lot of difficulty or cannot do at all?
4. If you or any other family member experience any difficulty, please indicate the specific type(s) of difficulty you face, even if using an aid or assistive device. (Select all that apply.)
 - Difficulty seeing, even if wearing glasses
 - Difficulty hearing, even if using a hearing aid
 - Difficulty walking or climbing steps
 - Difficulty remembering or concentrating
 - Difficulty communicating, for example understanding or being understood
 - Difficulty with self-care, such as washing or dressing
 - Other (please specify): _____
 - I prefer not to say
5. Do you or anyone in your household have any of the following characteristics?
 - Pregnant or breastfeeding
 - Living with chronic illness
 - Terminal illness
 - Temporary illness and/or injury
 - Serious medical condition
 - Older persons unable to care for self
 - Single-headed household with high dependency ratio
 - Ethnic minority group
 - Others

Current Living Situation

6. Are they still living in the same accommodation?
 - Yes/No

If yes, why did you move?

- Rent to high
- Needed to be closer to infrastructure like school/hospitals
- For work
- Problems with landlord
- Temporary left to UA and returned
- Other _____

If no, where do you currently live?

- Living with relatives,
- Sharing accommodation with a host,
- independently living in an accommodation provided by a host,
- hotel,
- RAC,
- Renting in another accommodation,
- other (specify)

7. Do you plan to stay longer in the same accommodation?
 - Yes/No

If no, to what type of accommodation do you plan on moving?

- Living with relatives,
- Sharing accommodation with a host,
- independently living in an accommodation provided by a host,
- hotel,
- RAC,
- renting in another accommodation,
- leave the country, other (specify)

8. When do you plan to move? In the next:
 - 1 to 2 months
 - 3 to 5 months
 - 6 months +

9. How many bedrooms does the unit have?
 - 1,2,3,4, More than 5 (check the box)

10. What is your current rent? (MDL or EUR?)

11. What financial sources do you use to cover rent in the last three months?
 - Employment income
 - Financial assistance from UN, NGOs – including UNHCR cash assistance-
 - Remittances from abroad
 - Remittances from Ukraine
 - Pension from Ukraine government
 - Social protection benefits from Ukraine

12. What is your family's total source of income in the last month including humanitarian assistance?

Employment / Current sources of income

13. Are you or any HH member currently employed?

- Yes/No
 - If yes, do you have an employment contract?
 - Yes/No

- If yes, how frequently do you work?
- Regular employment in Ukraine (working remotely)
- Regular employment in Moldova
- Causal/ Temporary employment in Ukraine (working remotely)
- Causal/ Temporary employment in Moldova
- Seasonal (only during specific times of the year)
- One- day jobs (work that lasts for only a single day)

• If yes, in what sector of employment are you engaged:

- Beauty
- Transport
- Construction
- IT
- Education
- Hospitality
- Medicare
- Military
- Agricultural
- Other (Specify)

• If no, please select the one or more option that can provide explanation on the lack of job opportunities for you and your household members: (check box- multiple choice)

- Lack of available job opportunities in the area
- Health issues or disability preventing work
- Caregiving responsibilities at home
- Pursuing education or training
- Early retirement or pension
- No barriers
- Language
- Availability
- Low Salary
- Legal constraints
- Other (please specify)

• If no, are you looking for employment?

- Yes/No

14. How many family members have a job currently?

Annex 4: 2024 RAC Assessment Final Score list

RAC ID	Raion	Occupancy % (24/01/25)	Demographics Dimension Score	Management Dimension Score	Food distribution Dimension Score	Habitability Dimension Score	Safety and Security Dimension Score	Protection Dimension Score	Score deduction from refugee FGD questionnaire	Final Adjusted Score
100	Chisinau	90%	9.25	13.78	13.76	17.14	19.92	17.24	0	91.09
151	Chisinau	83%	8.23	11.82	13.76	17.14	19.92	17.24	0	88.11
8	Calarasi	80%	9.83	11.82	13.29	16.32	17.5	17.24	-0.18	85.82
35	Chisinau	98%	8.39	11.82	13.29	15.97	19.92	17.24	-1.27	85.36
59	Riscani	80%	8.18	13.78	13.76	17.14	17.99	17.24	-3.6	84.49
48	Criuleni	98%	8.39	13.78	13.29	13.67	17.99	17.24	0	84.36
12	Chisinau	90%	9.83	11.4	12.32	14.7	19.92	17.24	-1.97	83.44
138	Chisinau	92%	9.25	13.78	13.29	12.4	19.43	17.24	-2	83.39
51	Hincesti	88%	7.55	10.28	13.76	17.14	19.92	15.4	-1.27	82.78
15	Hincesti	53%	10.27	10.28	13.29	13.94	17.5	17.24	0	82.52
111	Chisinau	60%	8.44	13.78	12.79	13.22	16.98	17.24	-0.48	81.97
26	Anenii Noi	107%	10.27	10.28	12.32	14.7	17.5	17.24	-0.38	81.93
150	Ungheni	53%	8.36	11.82	12.32	14.57	17.5	17.24	0	81.81
2	Balti	95%	9.33	12.58	12.79	13.67	16.49	17.24	-0.35	81.75
572	Chisinau	100%	7.6	10.2	13.76	13.67	19.43	17.24	-1.08	80.82
571	Chisinau	103%	6.58	7.9	13.76	14.84	19.92	17.24	0	80.24
574	Chisinau	90%	7.6	12.58	12.32	13.67	19.92	17.24	-3.19	80.14
21	Telenesti	78%	7.6	12.58	12.79	13.67	19.43	17.24	-5.92	77.39
65	Donduseni	119%	8.57	10.28	8.73	13.67	19.43	17.24	-0.94	76.98
207	Chisinau	74%	7.6	11.82	12.32	13.67	16.6	17.24	-2.28	76.97
4	Stefan Voda	74%	9.25	12.58	12.32	9.89	14.92	17.24	-0.8	75.4
41	Drochia	110%	7.6	8.32	12.79	15.15	17.5	17.24	-3.46	75.14
27	Nisporeni	52%	9.59	7.9	6.81	13.67	17.5	17.24	-0.69	72.02
143	Edinet	0%	6.58	13.78	13.76	14.84	15.05	15.4	-8.04	71.37

3	Glodeni	64%	6.58	12.58	9.23	9.7	17.5	17.24	-1.46	71.37
66	Straseni	71%	10.67	8.85	7.28	12.4	14.92	15.4	0	69.52
1092	Chisinau	0%	6.58	11.82	8.26	8.38	19.43	17.24	-8.22	63.49
5	UTA Gagauzia	94%	6.58	12.58	6.81	12.4	14.65	15.26	-5.77	62.51

High score
Medium score
Low score