



# 2022-2023 ACHIEVEMENTS REPORT

(24 February 2022 – 24 February 2023)

 **IOM** | THE REPUBLIC  
UN MIGRATION OF MOLDOVA

*Ukrainian refugees and Third Country Nationals (TCNs) arrive at the Palanca border point in Moldova.  
The border point is one of the main ports of entry for people fleeing into Moldova (IOM/Muse Mohammed 2022)  
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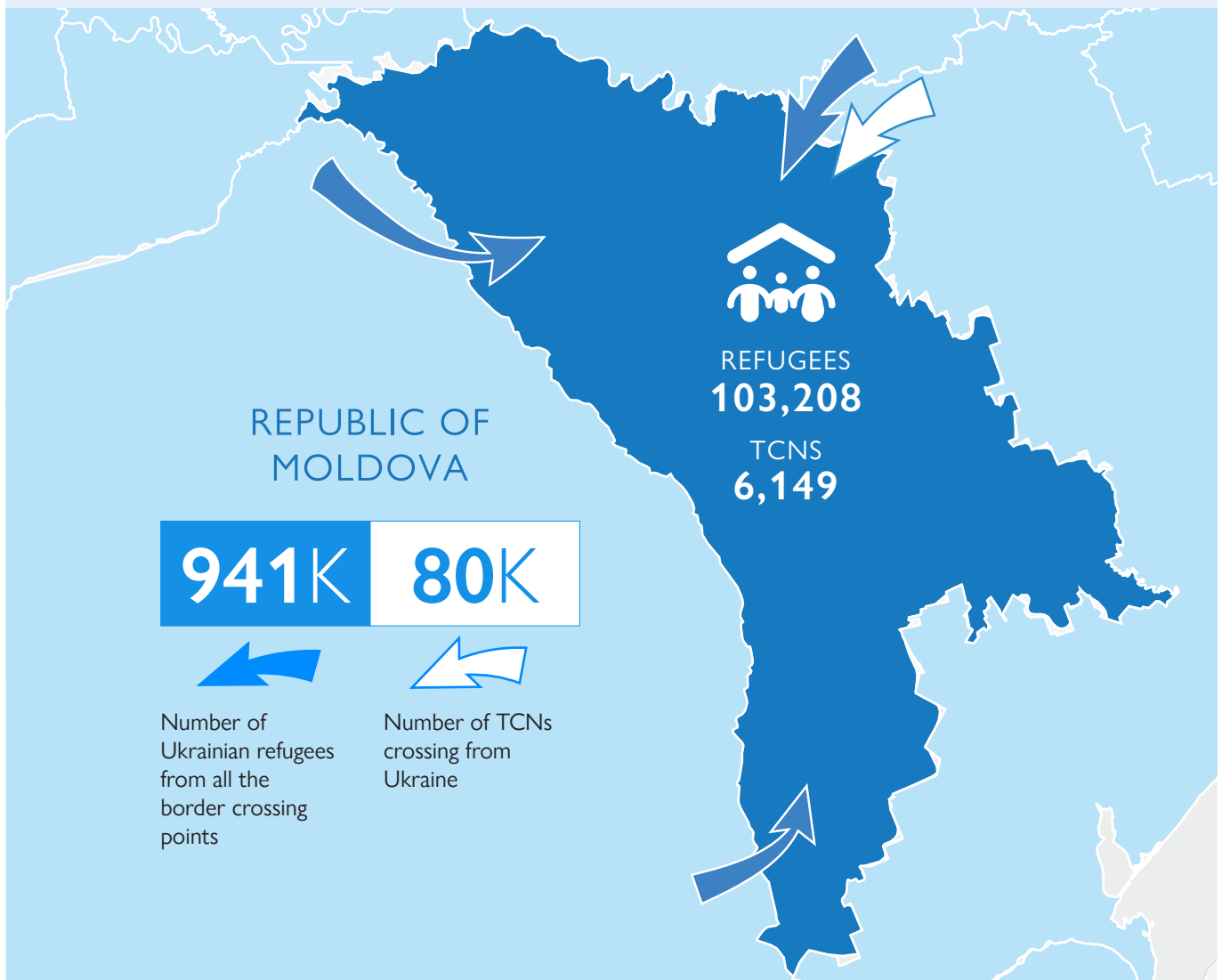
# INTRO

Republic of Moldova has, per capita, received and transited the largest number of people fleeing Ukraine since the start of the war. More than 1,000,000 have entered, with most moving through into the European Union, and some 109,357 remaining in Republic of Moldova, according to Government data<sup>1</sup>. This has presented a strain on the existing infrastructure and services, in a country that has long seen significant out-migration, a fragile economy, and a fractured polity, with the autonomous Transnistrian region complicating internal governance and security, even with the EU accession process underway. IOM Moldova's response to the crisis began with a rapid emergency response and

scale-up, focused on strengthening humanitarian border management, supporting safe dignified movement and transit, and meeting the immediate needs of new arrivals during the first few months. Towards the end of 2022, the refugee response pivoted to a focus on the medium to long term – on inclusion, and self-reliance. This included strengthening and stabilizing communities, as well as Government capacities and systems, to enable them to absorb and manage refugee and migrant populations. This dovetailed with IOM's long-standing focus on Moldovan migration dynamics, including diaspora engagement and migration and development.

## MOVEMENT FROM UKRAINE TO THE REPUBLIC OF MOLDOVA

FROM 24 FEBRUARY 2022 TO 26 FEBRUARY 2023

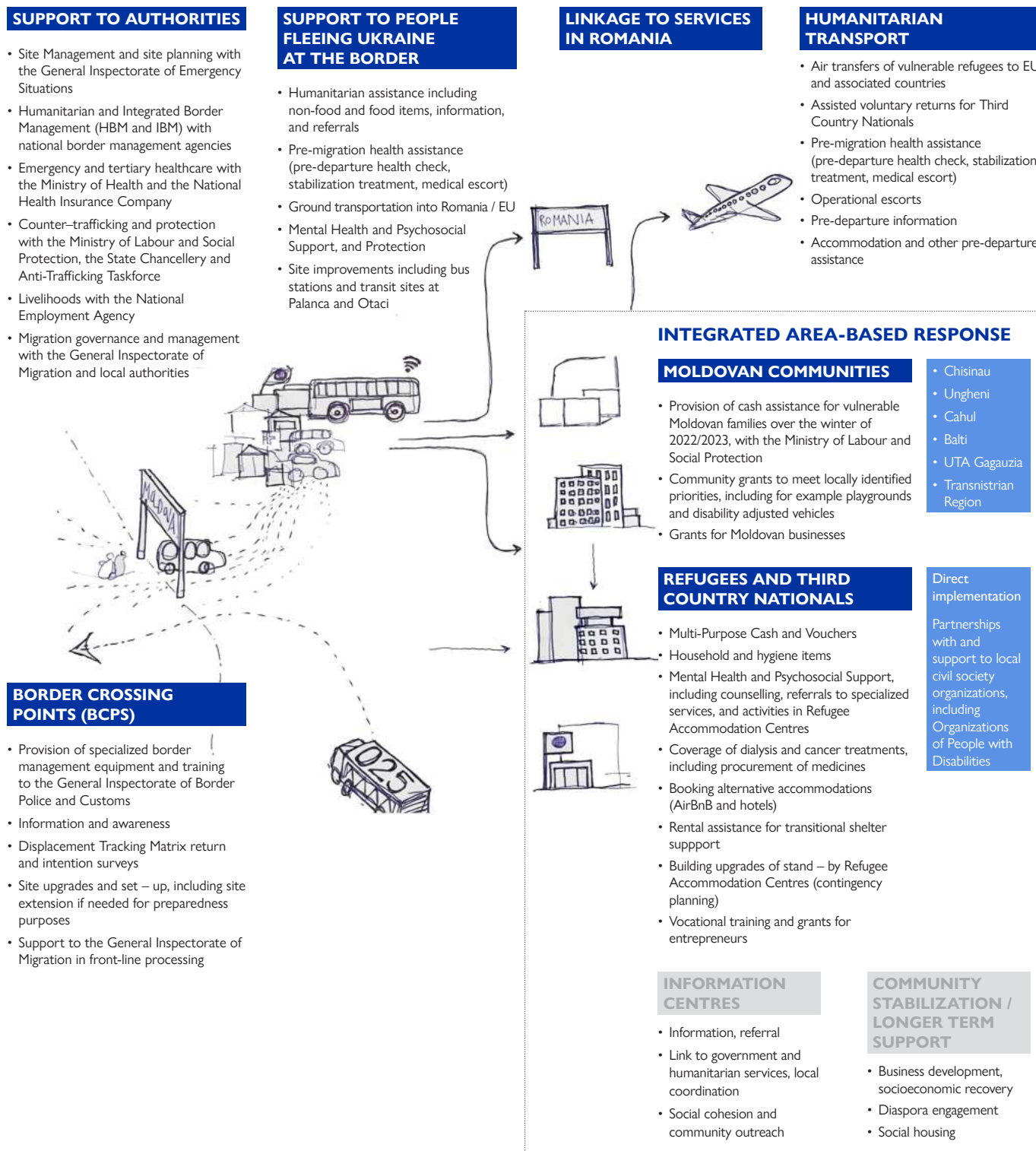


<sup>1</sup> Source: General Inspectorate for Border Police (GI BP), Republic of Moldova. Data can also be found on the UNHCR Data Portal. For more information about TCN's, please also see <https://displacement.iom.int/>.

At the same time, preparedness remained key, and IOM worked with Government and partners to maintain and exercise contingency plans. IOM strengthened its focus on integrated border governance to enhance Moldova's ability to manage flows while maintaining security. Though the influx from Ukraine has been relatively stable since late 2022, the continuation of the war presents the possibility of further movement into and through Moldova in 2023.

IOM takes a whole-of-Government approach, working with key counterparts including (but not limited to) the Ministry of Labour and Social Protection, Health, Justice, Finance (Customs), and Internal Affairs (the General Inspectorate of Migration, Emergency Situations, Border Police and Police). IOM takes an Area Based Approach, focusing interventions on partnerships with local authorities in target areas that experience significant migration dynamics.

## OPERATIONAL FLOWCHART



### SUPPORT TO AUTHORITIES

- Site Management and site planning with the General Inspectorate of Emergency Situations
- Humanitarian and Integrated Border Management (HBM and IBM) with national border management agencies
- Emergency and tertiary healthcare with the Ministry of Health and the National Health Insurance Company
- Counter-trafficking and protection with the Ministry of Labour and Social Protection, the State Chancellery and Anti-Trafficking Taskforce
- Livelihoods with the National Employment Agency
- Migration governance and management with the General Inspectorate of Migration and local authorities

### SUPPORT TO PEOPLE FLEEING UKRAINE AT THE BORDER

- Humanitarian assistance including non-food and food items, information, and referrals
- Pre-migration health assistance (pre-departure health check, stabilization treatment, medical escort)
- Ground transportation into Romania / EU
- Mental Health and Psychosocial Support, and Protection
- Site improvements including bus stations and transit sites at Palanca and Otaci

### LINKAGE TO SERVICES IN ROMANIA

### HUMANITARIAN TRANSPORT

- Air transfers of vulnerable refugees to EU and associated countries
- Assisted voluntary returns for Third Country Nationals
- Pre-migration health assistance (pre-departure health check, stabilization treatment, medical escort)
- Operational escorts
- Pre-departure information
- Accommodation and other pre-departure assistance

### INTEGRATED AREA-BASED RESPONSE

#### MOLDOVAN COMMUNITIES

- Provision of cash assistance for vulnerable Moldovan families over the winter of 2022/2023, with the Ministry of Labour and Social Protection
- Community grants to meet locally identified priorities, including for example playgrounds and disability adjusted vehicles
- Grants for Moldovan businesses

- Chisinau
- Ungheni
- Cahul
- Balti
- UTA Gagauzia
- Transnistrian Region

#### REFUGEES AND THIRD COUNTRY NATIONALS

- Multi-Purpose Cash and Vouchers
- Household and hygiene items
- Mental Health and Psychosocial Support, including counselling, referrals to specialized services, and activities in Refugee Accommodation Centres
- Coverage of dialysis and cancer treatments, including procurement of medicines
- Booking alternative accommodations (AirBnB and hotels)
- Rental assistance for transitional shelter support
- Building upgrades of stand – by Refugee Accommodation Centres (contingency planning)
- Vocational training and grants for entrepreneurs

- Direct implementation
- Partnerships with and support to local civil society organizations, including Organizations of People with Disabilities

#### INFORMATION CENTRES

- Information, referral
- Link to government and humanitarian services, local coordination
- Social cohesion and community outreach

#### COMMUNITY STABILIZATION / LONGER TERM SUPPORT

- Business development, socioeconomic recovery
- Diaspora engagement
- Social housing

### BORDER CROSSING POINTS (BCPS)

- Provision of specialized border management equipment and training to the General Inspectorate of Border Police and Customs
- Information and awareness
- Displacement Tracking Matrix return and intention surveys
- Site upgrades and set – up, including site extension if needed for preparedness purposes
- Support to the General Inspectorate of Migration in front-line processing

# ONE YEAR ACHIEVEMENTS

## DISPLACEMENT TRACKING MATRIX

CROSSING BACK AND INTENTIONS SURVEYS



24,034  
Total

## HUMANITARIAN TRANSPORT ASSISTANCE

AIR TRANSFER OF REFUGEES TO EU MEMBER STATES OR ASSOCIATED COUNTRIES



2,090  
Total

GROUND TRANSPORT FOR REFUGEES TO ROMANIA



15,049  
Total

ASSISTED RETURN BY AIR TO HOME COUNTRIES FOR TCNs



1,322  
Total

## MIGRATION HEALTH

MENTAL HEALTH AND PSYCHOLOGICAL SUPPORT, SOCIO-RECREATIONAL ACTIVITIES, MENTAL HEALTH SPECIALIZED SERVICES, AND TRAINING



23,201  
Total

PRE-MIGRATION HEALTH ASSISTANCE



18,461  
Total

EXCEPTIONAL MEDICAL CARE AND TREATMENT (CANCER AND DIALYSIS)



562  
Total

## ACCOUNTABILITY TO AFFECTED POPULATION

PEOPLE ASSISTED WITH INFORMATION AND REFERRALS AT THE INFORMATION CENTRES



1,922  
Total

PEOPLE ASSISTED THROUGH THE IOM TOLL-FREE HOT LINE



1,741  
Total

## SHELTER AND NON-FOOD ITEMS

VOUCHERS AND MULTI-PURPOSE CASH ASSISTANCE TO AFFECTED PEOPLE



7,402  
Total

RENTAL ASSISTANCE FOR AFFECTED PEOPLE



1,123  
Total

WINTER CLOTHING VOUCHERS FOR AFFECTED PEOPLE



833  
Total

CASH SUPPLEMENTS TO VULNERABLE MOLDOVAN FAMILIES (JOINT UN PROJECT)



2,200  
Total

## PROTECTION

SOCIAL, LEGAL, MEDICAL, PSYCHOLOGICAL ASSISTANCE, INFORMATION, AND REFERRALS FOR AFFECTED PEOPLE



12,641  
Total

## HUMANITARIAN BORDER MANAGEMENT



DOCUMENT VERIFICATION AND AUTHENTICATION UNITS DELIVERED

136  
Total

GENERATORS DELIVERED TO NATIONAL AUTHORITIES TO STRENGTHEN ENERGY RESILIENCE:

40  
Total

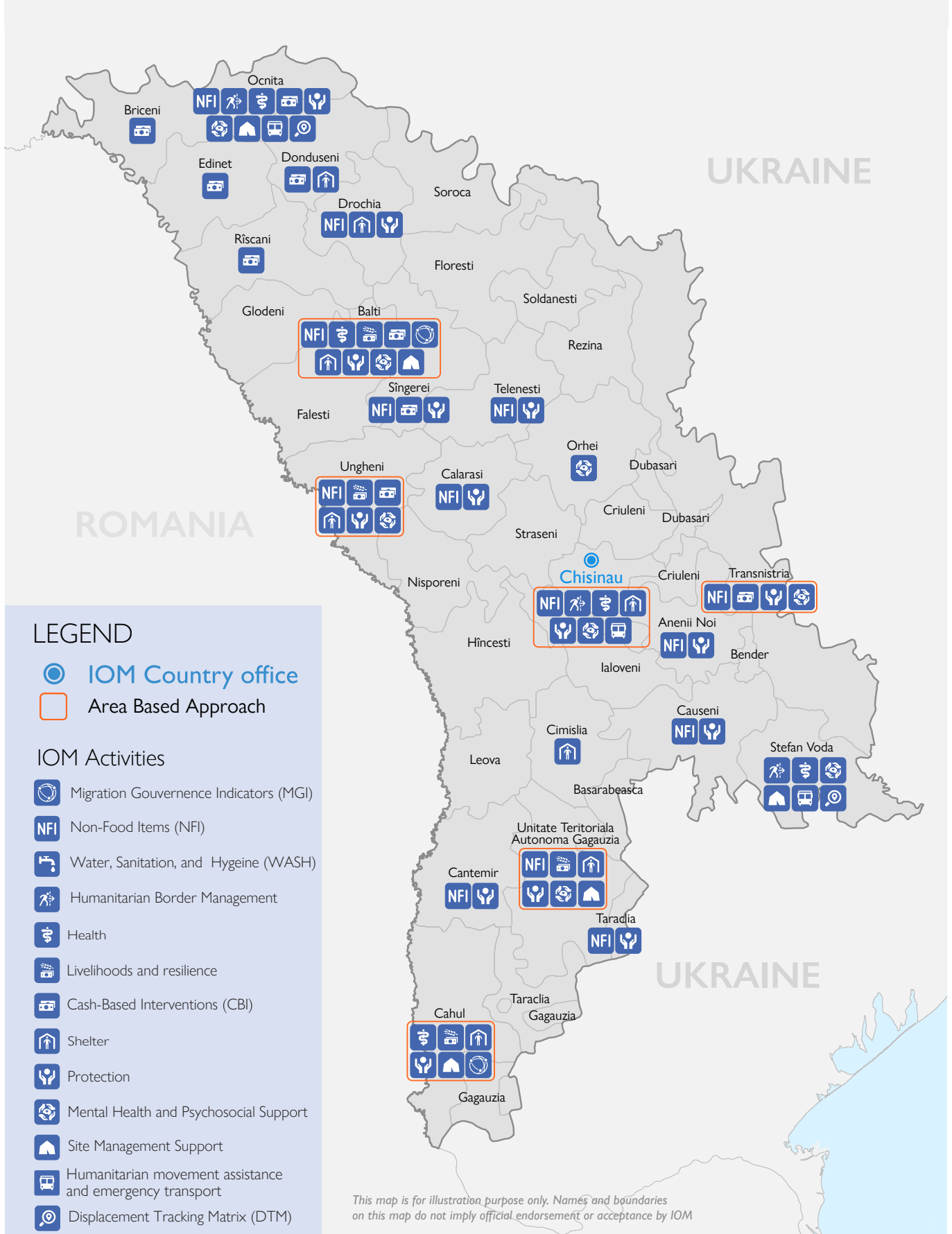
NATIONAL OFFICIALS TRAINED

215  
Total

COMPUTERS AND LAPTOPS DELIVERED TO NATIONAL AUTHORITIES TRAINED

250  
Total





## DISPLACEMENT TRACKING MATRIX (DTM)



Surveys with Ukrainian refugees (IOM/Muse Mohammed 2022)  
© IOM Moldova

- 29 Reports were published on the DTM's website, and five internal reports were issued for the IOM Moldova's use
- 7,198 interviews for Crossing-Back Surveys
- 16,172 respondents completed the Displacement and Intention Surveys

The DTM gathers and analyses data to disseminate critical multi-layered information on the mobility, vulnerabilities, and needs of displaced and mobile populations that enables decision-makers and responders to provide these populations with better context-specific assistance.

Surveys with refugees and TCNs at the borders aim to monitor the displacement patterns, intentions, and most immediate needs of persons crossing back to Ukraine from Republic of Moldova.

Other ad-hoc studies and assessments have been done on several topics related to migration in Republic of Moldova, internal displacement, and returns of Moldovan citizens from abroad.

### INTENTIONS SURVEYS AT THE UKRAINIAN BORDER

DTM's reports serve as a primary source to identify areas with high-level humanitarian needs and to inform the targeting of response aiming to assist the war-affected population.

### THIRD COUNTRY NATIONALS DISPLACEMENT ANALYSIS

The TCN Displacement Analysis report presents findings based on cumulative and daily registrations by the General Inspectorate for Border Police (GIBP) and movements of refugees and other TCNs entering from Ukraine to the Republic of Moldova from all Border Crossing Points (BCPs) since 24 February 2022 and exiting the country from all BCPs towards Romania and Ukraine, as well as via flights. In addition, this report presents data on those who entered and are still present in the country.

### DTM MOLDOVAN RETURNEES SURVEY

There are major data gaps on Moldovan returnees, including gaps in information about their family composition, socio-economic profiles, needs, and intentions. To fill those gaps, IOM, in collaboration with the Diaspora Relations Bureau (DRB), has conducted since January 2023 a survey with a representative sample of Moldovan returnees to identify their needs, intentions, and the possible effects and strains on the Moldovan government and the socio-economic situation of the country. This will also enable IOM, DRB, and relevant stakeholders to identify programmatic, policy, and humanitarian responses in an evidence-based manner.





General Inspectorate for Migration receives four modular office containers to support their efforts to manage the cross-border movement of refugees effectively. © IOM Moldova

- *Four national authorities under the Ministry of Internal Affairs and the Ministry of Finance were supported*
- *250 public officials were trained*
- *USD 1,8 million in specialized emergency border equipment was delivered to authorities*

IOM Moldova’s Immigration and Border Governance (IBG) programming has been instrumental in strengthening the operational capacity of national authorities to accelerate the border crossing process and ensure preparedness for uninterrupted border management to receive increased volumes of migrants and refugees in a manner that is orderly, preserves national security, and adheres to protection principles and human rights standards. To date, the assistance has included the training of 215 national officials at the central and regional levels, procurement of 20 vehicles, 136 specialized document verification and authentication workstations, including mobile units, 250 computers and laptops, 169 units of various border surveillance equipment, ten modular office containers, as well as winter preparedness equipment such as 25 electric generators, 250 space heaters, and other equipment delivered to the national authorities.

IOM provides specialized legal support for the review of the national framework governing the entry, stay, and exit of foreigners in the Republic of Moldova – Law 200/2010. In the area of Legal Identity, the IOM conducted research to document national practices on how the legal identity of migrants without proof of identity is performed and recommend potential strengthening and collaboration measures.

IOM has been expanding the institutional partnership with the General Police Inspectorate towards a multi-pronged approach to strengthen the security and safe passage of refugees and TCNs transiting the country or during their presence within Moldovan communities, to improve community engagement and policing practices as well as prevent the transport of undeclared or illegal goods.

Also, IOM has continued to provide assistance to the Customs Service during the peak crisis period through the delivery of specialized equipment as well as by continuing the development and implementation of the Automated Vehicle Registration System which will significantly reduce the transit time and ease the implementation of the Ukraine Solidarity Lines in the short-medium term.



## MIGRATION AND DEVELOPMENT



*IOM Moldova Chief of Mission, Lars Johan Lönnback, meeting with the General Consul and 29 representatives of the Moldovan Associations at the Consulate General of Moldova in Milan  
© IOM Moldova*

- **38 central-level public officials and 75 local-level public officials were trained**
- **Ten private recruitment agencies from Moldova were capacitated on ethical recruitment practices for Moldovan labour migrants**
- **100 departing and 93 returning Moldovan labour migrants were supported**
- **production of the 25 weekly newsletters sent to the diaspora network and 35 visual materials and infographics**

IOM Moldova's vision prioritizes the need to leverage the positive impact of migration on Moldova's socio-economic development through strengthening the capacities of relevant public authorities for ensuring an effective country's diaspora engagement policy design and management, and through designing and implementing innovative instruments for better involvement of the diaspora in country's development as well as harnessing other benefits of migration. Therefore, during 2022-2023 the IOM Moldova focused its efforts towards consolidating already achieved results in effectively *Engaging* with, *Enabling* and *Empowering* diaspora in the Republic of Moldova, promoting principles of ethical recruitment in the country, and providing expertise for mainstreaming migration, the environment, and the climate change nexus to support the development of the National Climate Change Adaptation Programme - 2, and the National Strategy for Agricultural and Rural Development.

### GLOBAL COMPACT MIGRATION (GCM) REVIEW

Since the initiation of the Global Compact for Safe, Orderly, and Regular Migration (GCM), the Republic of Moldova has demonstrated its unwavering support for this cooperative

framework on migration at a global scale. A National Conference to review its implementation by the Republic of Moldova was organized in an online format in February 2022. The event served as a participatory platform to openly discuss and share both progress as well as current challenges and opportunities for the implementation of all aspects of the GCM in the framework of the preparatory exercise ahead of the International Migration Review Forum 2022.

To enhance the development impact of migration for the benefit of migrants and the entire society, with IOM support, the Moldovan Government has developed a new National Programme on Migration and Asylum 2022-2025. The progress achieved in this respect has been extensively outlined in the GCM National Voluntary Review Report submitted in 2022 and reported during the first International Migration Review Forum 2022.

Support was provided to mainstream migration into the new Republic of Moldova - United Nations Sustainable Development Cooperation Framework 2023-2027 (UNSDCF), specifically in its Theory of Change, Outcomes, Outputs, and Results Matrix. The UNSDCF was co-signed and approved by the UN and the Moldovan Government in November 2022 with migration mainstreamed in all four pillars.

### DIASPORA ENGAGEMENT

With a view to supporting the holistic approach to labour migration during 2022, IOM supported the government's efforts to revise the entire migration cycle and promoted return and reintegration policy initiatives by providing expert support to the Diaspora Relations Bureau (DRB) in drafting a new National Programme on Return and Reintegration of Moldovan Migrants for 2022-2026, which is expected to be approved during 2023.

National and international expertise support was provided to the Moldovan Government to adapt and initiate the



implementation of the IOM's innovative methodology for measuring the economic contributions of the diaspora beyond remittances. Moreover, during 2022, the DRB was supported to advance communication and outreach in the fields of diaspora, migration, and development with the view to widely promote return and reintegration opportunities in Republic of Moldova, advance the rights of the migrants and diaspora, strengthen the dialogue between the diaspora and country, and communicate about existing programmes to involve the diaspora in the sustainable economic development of the Republic of Moldova. Thus, with the IOM's support, three websites ([www.brd.gov.md](http://www.brd.gov.md); [www.dor.md](http://www.dor.md); [www.eMoldovaTa.gov.md](http://www.eMoldovaTa.gov.md)) and five social networks (Facebook, Ok.ru, Instagram, Telegram, Twitter, and YouTube) managed by DRB were systematically populated with up-to-date information and widely promoted among the diaspora groups.

## LABOUR MOBILITY

During 2022, the partner institutions and stakeholders continued to benefit from corresponding capacity-building activities in labour migration field. Therefore, an IOM capacity-building programme developed in 2021 on the implementation of secondary labour migration legislation and on the international principles of ethical recruitment was delivered to relevant national authorities and private employment agencies. Moreover, IOM supported the National Employment Agency to implement the Memorandum of Understanding between Republic of Moldova and Germany on Labour Migration (MoU), which included the production, publication in Romanian and Russian languages, and wide dissemination of information materials and guides for Moldovan labour migrants.

IOM provided support to prospective migrants from Republic of Moldova to improve their decision-making regarding potential labour migration to Bulgaria by providing them with comprehensive information on living and working in Bulgaria, accessing well-paid job opportunities, basic rights in the destination country, avoiding and/or reporting cases of labour exploitation, and opportunities of return and reintegration, as well as existing options for repatriation of rights and assets obtained abroad.

A training programme on safeguarding the rights of the Moldovan migrants during the entire migration cycle was developed and conducted in August 2022 for relevant public authorities in the framework of the Diaspora Days 2022, including representatives of the Moldovan consular offices from abroad. Subsequently, in 2022, a concept for an online complaints mechanism to support ethical recruitment practices, dignified working conditions, and promote workers' welfare for all labour migrants was produced and validated by national authorities during a participatory workshop in September 2022.

During 2022, IOM supported the Ministry of Education and Research (MER) to improve and operationalize a recognition/validation mechanism of informal and non-formal competencies acquired abroad or in Republic of Moldova. As a result, a total of eleven skills validation centres in the fields of construction, early education, at-home childcare,



*IOM Moldova Chief of Mission, Lars Johan Lönnback, meeting with the Directorate General for Italian Citizens Abroad and Migration Policies, Luigi Vignali © IOM Moldova*

domestic caregiving, ICT, textile industry, ecology, catering, transportation, cosmetology, green energy, and finance were supported by the IOM to help returning and potential migrants, and the general population.

To support the financial inclusion of labour migrants, in October 2022, IOM missions in Republic of Moldova and Georgia, in partnership with the Centre for International Migration and Integration (CIMI) in Israel, started the implementation of the project "Save More in Migration". The project, based on insights from behavioural economics, aims to develop a set of financial tools and programming to help Moldovan migrants in Israel achieve their savings goals. Therefore, IOM, in partnership with CBS-Research SRL, initiated a scoping study to understand the banking, borrowing, spending, and savings habits of migrants and remittance recipients throughout the migration cycle.

## MIGRATION, ENVIRONMENT, AND CLIMATE CHANGE ADAPTATION

During 2022, IOM organized stakeholder meetings and provided expertise for migration mainstreaming, the environment, and the climate change nexus to support the development of the National Climate Change Adaptation Programme - 2, and the National Strategy for Agricultural and Rural Development. IOM provided facilitation support and policy guidance to prepare the national stakeholders to participate and provide human mobility-related input to the COP-27 event in the autumn of 2022. A summer workshop was organized in cooperation with the University of Vienna (UNIVIE) for four public officials (all women), including one representative of the research sector, on mainstreaming migration, environment, and climate change into the national climate change adaptation planning.

The data collection for a representative survey in six communes in each of the four selected districts, with a sample of 1,541 households selected with a stratified random sampling strategy implemented by IOM and UNIVIE, continued and was finalized in 2022. The results of the study will help establish how and under which conditions migration actually and potentially contributes to climate change adaptation and resilience building at the household level.



## HUMANITARIAN TRANSPORT



Ukrainian refugees and Third Country Nationals (TCNs) arrive at the Palanca border point in Moldova. The border point is one of the main ports of entry for people fleeing into Moldova. (IOM/Muse Mohammed 2022)  
© International Organisation for Migration 2022

- 15,049 refugees and TCNs moved by land
- 2,090 air transfers were arranged for refugees traveling to EU Member States and associated countries. 1,385 refugees were transferred on 13 chartered flights and 705 on commercial flights.
- 1,322 TCNs voluntarily returned to their home countries, mostly to Azerbaijan.

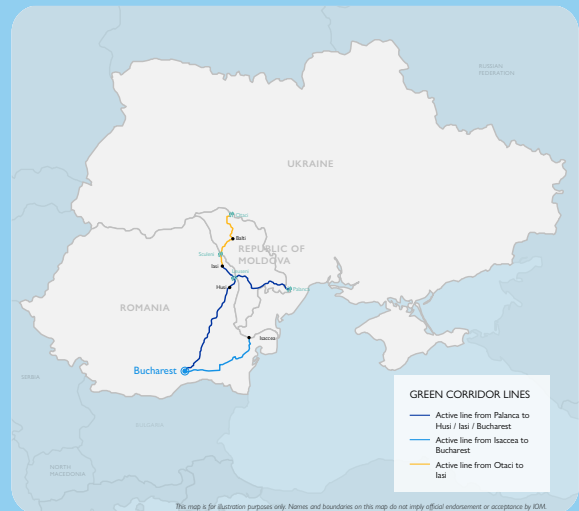
The governments of Republic of Moldova and Romania, together with IOM and the United Nations High Commissioner for Refugees (UNHCR), have established a ground transportation route – a fast-tracked, safe, and dignified mode of travel from the Ukraine-Moldova BCPs to Huși, Romania. Additionally, IOM provides air transportation for refugees who wish to travel onward to EU Member States and associated countries, which have pledged a total of 17,870 places to receive refugees through the EU Solidarity Platform. Moreover, TCNs are assisted in returning to their country of origin. Refugees and TCNs receive support in the following areas: accommodation prior to their departure when needed, pre-departure information sessions; transportation to attend different services; provision of snacks and travel kits before departure; airport assistance; transit assistance; legal counselling; pre-departure health checks; medical consultations; and pre-departure stabilization treatment for severe medical cases; and medical and/or operational escorts when required.

IOM worked together with UNHCR and the European Union Agency for Asylum (EUAA) to develop information materials and ways to distribute information to the refugee population about the EU Air Transfers Programme.

With the objective of assisting a larger number of refugees, IOM has a collaboration with GLORIA, a Ukrainian organization that evacuates refugees from Odesa to the border with Moldova. On the receiving side, IOM provides free transportation to refugees willing to move to Romania or other EU Member States or associated countries.



## HUMANITARIAN MOVEMENT ASSISTANCE



# 15,049

### PEOPLE TRANSPORTED BY LAND THROUGH THE REPUBLIC OF MOLDOVA TO ROMANIA

As large numbers of people fled to the border with the Republic of Moldova when the full-scale invasion broke out, IOM established ground transportation to help people move from the Moldovan border with Ukraine directly into Romania where existing infrastructure was better equipped to handle such large flows of people.





IOM distributing non-food items to beneficiaries  
© IOM Moldova

- IOM renovated six buildings to be used as stand-by Refugee Accommodation Centres (RACs) with a total capacity of 584 places
- A total of 1,123 people received rental assistance
- Hygiene and non-food item kits were distributed to 9,041 people
- A total of 670 people received accommodation through Airbnb
- A 15-metre road was constructed in Otaci at the border with Ukraine
- A total of 58 tents at the Palanca transit site were winterized.

*In coordination with UNHCR, IOM supported the establishment of the Palanca bus station*

- IOM donated emergency equipment to the Office of the Inspectorate of Emergency Situations to strengthen their capacity to respond to emergencies (forklifts, trailers, a passenger van, a backhoe loader, power generators, WCs, bathroom containers, and electric heaters)

*As part of the winterization strategy, IOM upgraded the heating systems of three standby RACs, and procured winter clothes for newly arrived affected people.*

Together with the Accommodation and Transport Sector (ATS) and the Government of the Republic of Moldova, IOM provided shelter and NFI assistance. During the emergency phase of the response, IOM provided people who fled Ukraine with accommodation through its partnership with Airbnb, and distributed non-food items kits (including kitchen, hygiene and bedding kits) through Refugee Accommodation Centres, and to people living in communities and host families through local diaspora organizations.

In late 2022, looking towards medium to long term solutions for refugees who remained in Republic of Moldova, IOM launched a rental assistance programme as a transitional shelter solution. The rental assistance runs for a six-month period, during which livelihoods, mental health and other needed support is also provided to move people towards self-reliance.

As part of the Inter-Agency Contingency Plan, IOM worked with the General Inspectorate of Emergency Situations on preparedness to establish temporary transit sites at areas of potential congestion near border points. This included training (among them on the EU Civil Protection Mechanism's Mass Shelter Capabilities toolbox), site assessments, and equipment. IOM also upgraded six community buildings as contingency Refugee Accommodation Centres, and maintained a small contingency stock of Non-Food Items.



Ukrainian refugee receives Non-Food Items (NFI) support during the winter season in the Republic of Moldova  
© IOM Moldova

 CASH-BASED INTERVENTIONS



*Ukrainian refugees living in the Transnistrian region receive Multi-Purpose Cash Assistance from IOM to cover their immediate household needs © IOM Moldova*

- A total of 7,402 refugees and TCNs received vouchers or direct cash assistance across the country and in the Transnistrian region
- A total of 833 people received vouchers for winter clothing
- IOM, jointly with the World Food Programme (WFP), is providing financial support to the Government of the Republic of Moldova to support a total of 6,160 vulnerable Moldovans

IOM supports refugees, TCNs, and host families through the provision of cash-based assistance to meet their basic needs (including food and non-food items). In line with the Cash Working Group, IOM provided Multi-Purpose Cash Assistance (MPCA) to refugees in the Transnistrian region in partnership with local implementing partners who had initiated the registration and provided on-the-ground support to refugees.

To support vulnerable Moldovans through the winter, IOM contributed to the joint efforts to support the government by providing a cash supplement during the cold season. Joining UNICEF, UNHCR, social supplements, UNFPA and WFP in contributing to the MoLSP-led efforts, vulnerable Moldovan households on the government’s lists received a total of USD 72 per month for 5 months to assist with winter living costs (USD 36 contribution from agencies, USD 36 from Government).

The conflict and displacement have also resulted in the impoverishment of many, as financial systems have been disrupted and assets lost. The humanitarian needs are vast, and the affected people are vulnerable, unable to meet their basic needs and resorting to negative coping mechanisms. In response to this, the International Organization for Migration (IOM) has implemented a multipurpose cash assistance (MPCA) program to provide support to those in need. The program is designed to help people meet their immediate needs in a way that is most suited to their preferences.





## HEALTH & MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)



*IOM staff carry out medical assistance and fit-to-travel checks for Azeri TCNs in Chisinau, Moldova. The group of TCNs had recently arrived from Ukraine and organized onward bus transportation to Azerbaijan (IOM/Muse Mohammed 2022)  
© International Organisation for Migration 2022*

- 18,461 refugees and TCNs have received pre-migration health assistance before traveling by land to Romania, by air to EU Member States and associated countries, or to their country of origin
- A total of 873 people with chronic conditions received medical consultation and pre-departure stabilization treatment
- A total of 562 people received exceptional medical care and treatment for cancer and dialysis sessions
- A total of 23,564 people received Mental Health and Psychosocial Support (MHPSS), including individual counseling, group sessions, social recreational activities, and referrals
- 335 frontline responders were trained in Psychological First Aid (PFA), basic communication, and MHPSS skills
- A total of 2,719 people were reached by health and hygiene promotion activities

IOM remains committed to providing critical healthcare services and support to refugees and other persons of concern. Through its medical teams and partnerships with healthcare institutions, IOM Moldova ensures that refugees and TCNs receive pre-migration medical assistance and

continue access to essential healthcare services during their travel. In addition, IOM provides mental health support services for those affected by war, including unique mental health specialized services and addiction recovery programs.

IOM ensures that refugees and TCNs assisted with transfers undergo pre-departure medical checks, receive stabilization treatment, and are referred to secondary and tertiary levels of medical care. Furthermore, IOM covers the costs of medication, treatment, and transportation to health facilities for exceptional medical cases. IOM also procures medicines and supplies for the Ministry of Health and provides mental health support services for war-affected people, as well as training for frontline workers.

The IOM medical teams provided travel health assistance to 18,461 Ukrainian refugees and TCNs during the reported period. Pre-departure travel health risk assessments and fitness to travel health check-ups for the absence of symptoms of communicable diseases in an active phase were provided to 2,090 Ukrainian refugees moving to EU member states, 1,322 TCNs returning to their country of origin, and 15,049 Ukrainian individuals moving by land to Romania. To ensure that movement operations comply with International Health Regulations (IHR) and contribute towards global public health goals, 873 individuals received pre-departure stabilization treatment, and 216 have been hospitalized prior to their movement. IOM provides medical escort services for refugees and TCNs with significant medical conditions in need of additional support and care during their travel. Medical escorts ensure that escorted individuals' health needs are attended to





Socio-relational activities conducted by the IOM MHPSS mobile teams  
© IOM Moldova

during all phases of their journey under the IOM's care, from pre-departure to handover upon arrival. During the reported period, 201 refugees and TCNs were assisted with a medical escort during their travel to destinations. Additionally, travel kits containing information on how to protect against COVID-19, along with protective masks and rapid COVID-19 antigen tests, are provided to each individual traveling under the auspices of the IOM.

Through its support for essential healthcare services, IOM Moldova provides Ukrainian refugees and TCNs with cancer care and treatment and dialysis services. It is one of three agencies contributing to strengthening the national healthcare system of the Republic of Moldova.

IOM is one of the most active UN agencies in the provision of MHPSS services that include a large spectrum of support: psychological counselling, social-relational activities, capacity buildings for the first-line responders, and unique mental health specialized services such as mental health crisis centres, sheltered housing, group placement for the elderly and people with combined disabilities, addiction recovery programmes, and mobile team interventions.

IOM Moldova signed collaboration project agreements with the National Health Insurance Company, the Oncology Institute, and the Mental Health Community Centre.





*IOM Protection Team supports Ukrainian refugee by informing her about available services and assistance she will receive in Republic of Moldova  
© IOM Moldova*

- A total of 15,324 people received social, legal, medical, and psychological assistance and referrals through IOM implementing partners across the country and in the Transnistrian region.
- A total of 3,096 refugees and Third Country Nationals (TCNs) from Ukraine received information and referrals through the IOM protection mobile teams.

IOM provides protection assistance and mainstreams protection considerations in all its sectors of intervention; particularly as growing trafficking-related risks are being identified and multiple issues arise in connection with protracted displacement.

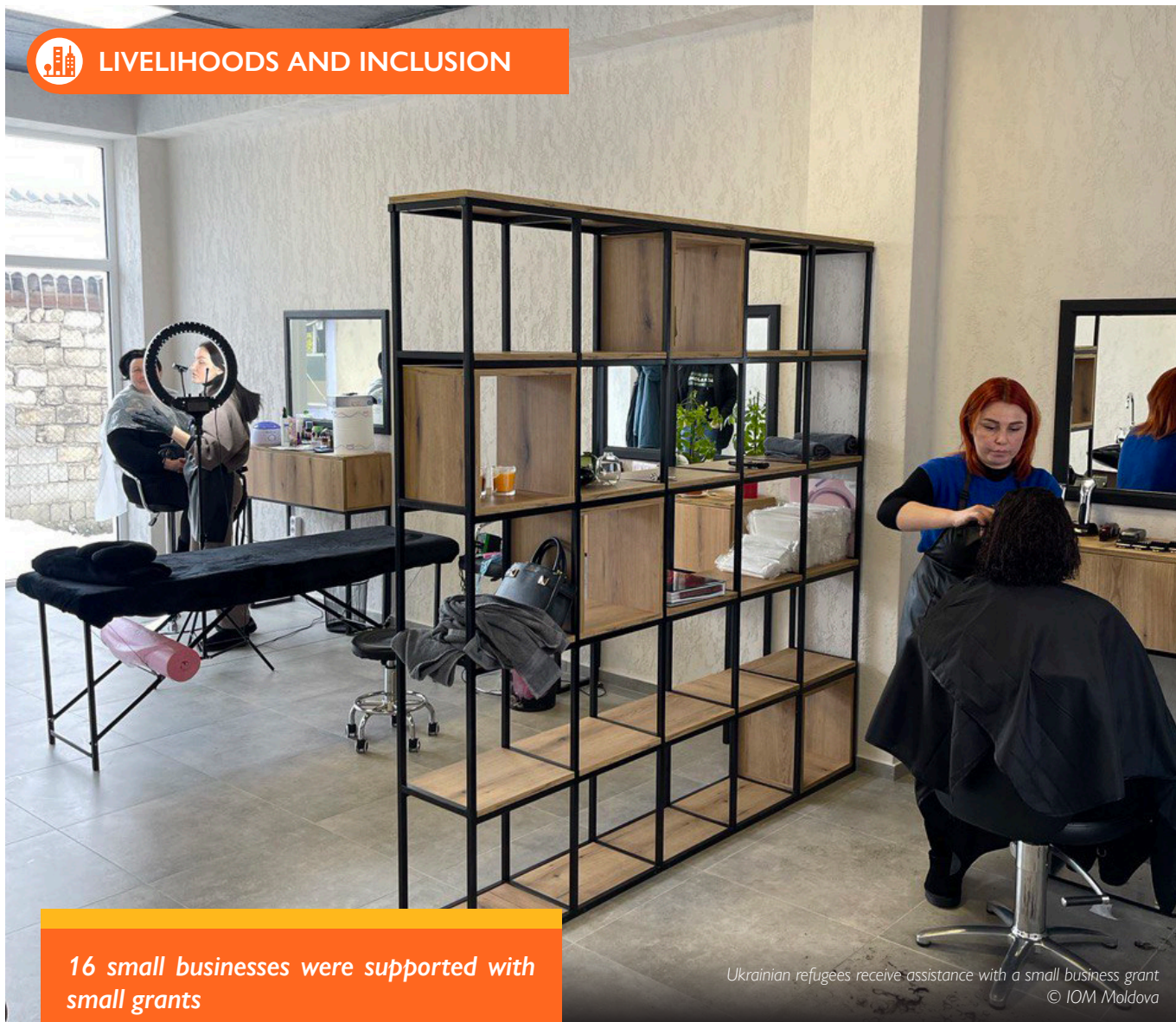
IOM's Protection Response prioritizes comprehensive inclusion support, linking people in need to mid- and long-term accommodation, social assistance, financial support, education and daycare for children, vocational and language training, job placement, livelihoods, and community cohesion

programmes, while also continuing to address specific vulnerabilities and protection risks, such as human trafficking, gender-based violence, and child protection risks, particularly for unaccompanied or separated children.

IOM Moldova was able to reach over 3,000 people in need via the deployment of Mobile Protection Teams (MPTs) in selected areas, BCPs, accommodation sites, and transit centres hosting a high number of refugees and TCNs.

### COUNTER-TRAFFICKING WORK

In June 2022, a Task Force (TF) on Trafficking in Persons in the context of the RCF in Republic of Moldova was established based on the existing Working Group of the Permanent Secretariat of the National Committee on Combatting Trafficking (PS). The Task Force is chaired by the head of the PS, which is the National Anti-Trafficking Coordinator, and is established within the Human Rights and Cooperation with Civil Society Department within the State Chancellery. IOM and UNHCR are co-chairing the TF and supporting meetings.



Ukrainian refugees receive assistance with a small business grant  
© IOM Moldova

*16 small businesses were supported with small grants*

- *32 people were supported with micro-grants*
- *53 people were supported with skills training*
- *27 people were supported with online professions skills training*
- *Wheelchair accessible van donated to the Social Assistance and Family Protection Department from Cahul*

IOM enhances socioeconomic inclusion assistance and access to services for refugees and TCNs in Republic of Moldova by providing integrated services, supporting initiatives that increase access to employment, organizing social cohesion activities, and advocating for non-discrimination and equitable treatment of affected populations. The primary objectives of IOM livelihoods activities are to enhance the resilience, empowerment, self-reliance, and social cohesion of Ukrainian refugees and

TCNs by providing financial support for skills trainings and trainings for online professions for refugees and to the local community as well. Additionally, IOM Moldova provides microgrants for the procurement of equipment and materials for self-employment, increasing the employment rate among our beneficiaries.

Moreover, IOM provides small grants to local entrepreneurs willing to create job opportunities for Ukrainian refugees, thus benefiting both the local businesses and the refugees from Ukraine.

IOM also provides grants to communities hosting refugees from which both local community and Ukrainian refugees will benefit. IOM is involved in the rehabilitation of two playgrounds situated near two RACs: one playground is situated in Gagauzia, Comrat district and another playground is situated in Balti city. In Cahul a wheelchair accessible van was provided for the Social Assistance Department. It is used to transport children and adults with disabilities from all villages of Comrat district to the Medical Centers and the Local Center for extracurricular activities from Cahul city.



# CROSS-CUTTING THEMES AND APPROACHES

## IOM MOLDOVA DISABILITY INCLUSION (DI) ACTIVITIES



- 100 IOM Moldova professionals (>70% of staff), as well as 26 Border Management/Customs Trainers at all Moldavian Border Crossing Points, were trained in the basics of Disability Inclusion.
- Accessibility assessments of 34 RACs throughout the country (out of 70 total) and of the IOM offices in Republic of Moldova were provided by specialized Organizations for People with Disabilities (OPDs).
- 9 meetings of the Disability Task Force under the Moldova Refugee Response Plan were operationally supported.

IOM Moldova champions the mainstreaming of disability inclusion in service delivery for people with disabilities, through partnerships with local Organizations for People with Disabilities (OPDs). The NGO “Motivatie” provides technical support for IOM’s programmes, and in collaboration with the European Disability Forum (EDF), IOM is supporting four other local OPDs. IOM has a Disability Inclusion (DI) Focal Point, is a member of the Disability Task Force for the refugee response, the DI activities include raising awareness

about DI, conducting accessibility assessments of RACs and the IOM offices in Republic of Moldova, providing support to the Disability Task Force within the Moldova Refugee Response Framework, adapting transportation for Ukrainian refugees with disabilities, consulting on DI promotion in IOM programming, and piloting the use of the Washington Group Short Set of Questions on Functioning in data collection and analysis. Additionally, all IOM Moldova staff is trained on DI by an experienced OPD from Republic of Moldova.

## PREVENTION OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT (PSEAH)



- A total of 525 individuals, including humanitarian staff, consultants, and frontline workers, were trained on PSEAH.
- 11 partners' PSEAH capacity was assessed, and six capacity development plans were put in place to assist humanitarian partners to develop PSEAH policy, standards of conduct, and other related proceedings based on the IOM's eight policy standards.
- One information session for 12 women refugees was conducted, and one video reportage was produced with a Ukrainian refugee woman
- Information and awareness materials, including communication of reporting channels, were developed, and adapted to the Moldova context in four languages (UKR, RU, RO, EN)

IOM Moldova is an active member of the United Nations Country Team PSEAH Task Force and the inter-agency PSEA Network Task Force meetings, with considerable support and contribution to collective PSEAH action points and priorities in the country, including the establishment of work plans, capacity-building activities for humanitarian frontline workers and national organizations, and the development of country PSEAH inter-agency Standard Operating Procedures (SOPs). PSEAH is embedded in IOM Moldova projects, programmes, and budgets, throughout

implementation and as part of monitoring, evaluation, and reporting. New IOM staff are cleared through the UN Clear Check prior to recruitment; PSEAH questions on misconduct AND disciplinary measures are included in the reference check, and PSEAH questions are part of the interviews. A PSEAH clause is included in all contracts with IOM's implementing partners and service providers, and PSEAH guidelines are included in the IOM call centre SOPs. Alternative local channels for reporting, consultation, and victim assistance have been established.



## ACCOUNTABILITY TO AFFECTED POPULATION (AAP)



- **2,213 recorded calls from refugees, TCNs, and the locally affected communities to IOM Moldova Call Centre**
- **Formal training of 15 staff for AAP**
- **Formal training of 17 IOM consultants in the AAP**

In 2022, IOM Moldova established a call centre with a toll free line, based on an SOP that takes into account internal and external referrals and the handling of complaints and feedback; external mechanisms for interagency referrals; the ability of people to contact IOM through social media platforms – WhatsApp, Telegram, Viber, and Facebook, as well as email; regular interaction and meetings with other agency call centre management and information outlets

(UNHCR Green Line, General Inspectorate for Migration's Hotline, Dopmoga.md); a toll-free number from the regulatory authorities; monthly narrative and data reporting for distribution within the IOM Moldova team. Additionally, IOM Moldova is an active member of the AAP Task Force, has trained partners and national NGOs in the principles of AAP, and has co-facilitated a national training for NGOs for a total of 43 attendees.

## KEY EVENTS OF THE YEAR

### INTERNATIONAL MIGRANTS DAY 2022: PREMIERE OF “LOVE IS NOT AN ORANGE” A DOCUMENTARY ON MOLDOVAN MIGRANTS



IOM Moldova celebrated International Migrants Day, which is observed annually on 18 December by all UN Member States. To mark this day, IOM Moldova launched a short documentary titled “The long way” by Victor Lacken, highlighting the long way Ukrainian refugees must travel from the Moldovan border

with Ukraine to reach Romania and other EU member states. Additionally, IOM Moldova supported the premiere of the documentary “Love is not an orange” by Otilia Babara, which talks about the migration of women during the early 90’ and early 00’ from Republic of Moldova to Italy.

### MIGRATION AND GOVERNANCE INDICATORS: UNDERSTANDING LOCAL AUTHORITY CAPACITIES TO MANAGE MIGRATION



On 16 and 23 January 2023, IOM Moldova, in collaboration with Cahul and Balti municipalities, launched an application of the Migration Governance Indicators at the local level (LMGI) and Displacement Tracking Matrix (DTM), during two dedicated public events. The resulting reports will inform IOM’s Integrated Area-Based interventions in the selected municipalities, support the implementation of tailored capacity-building activities for local stakeholders, and advance the formulation of recommendations for the

improvement of the policies, programmes, and structures that manage migration at the local level. The LMGI application will support migration mainstreaming in Cahul and Balti municipalities’ development and foster migration dialogue between the Government and local authorities, while at the same time strengthening the coordination between UN agencies, local authorities, and NGOs in the related fields. DTM assessment will offer valuable insights into migrants’ profiles, needs, vulnerabilities, and public services.



## REGIONAL CONFERENCE ON TUBERCULOSIS



IOM Moldova in collaboration with the World Health Organization (WHO), Ministry of Health, National Tuberculosis (TB) Programme, and Phthisiopneumology Institute, and with the general support of the IOM International Development Fund, hosted the first two-day regional workshop on TB response among refugees and migrant populations.

The objectives of the regional workshop were to provide an updated overview of TB-related policies and best practices,

with a special focus on screening for TB in male and female refugees and migrants and cross-border collaboration, provide orientation on cost-effective TB screening, strengthen inter-country communication, and identify areas for further research and evidence-building.

The workshop's recommendations will serve as a basis for the formulation of pertinent interventions for the relevant state and civil society actors on TB prevention and control among migrant populations.

## FRONTLINE NEGOTIATIONS WORKSHOP WITH THE CENTRE FOR COMPETENCE ON HUMANITARIAN NEGOTIATIONS



With the support of IOM Moldova, the Centre of Competence on Humanitarian Negotiations (CCHN) organized a workshop for humanitarian practitioners to understand their challenges

working in the refugee response to the Ukraine crisis. The participants got to share their issues with fellow humanitarians and gain valuable skills to help them with their negotiations.



## EXPLORING VACCINE HESITANCE AMONG REFUGEE POPULATION WORKSHOP



A Ukraine refugee workshop for humanitarian workers  
© The Centre of Competence on Humanitarian Negotiation (CCHIN)

IOM Moldova conducted a two-day workshop on health intervention design to strengthen COVID-19 vaccine demand and confidence among Ukrainian refugees, Third-Country Nationals (TCNs) and migrants.

The main objective of the workshop was to increase vaccination rates for refugees from Ukraine in the Republic of Moldova. A total of 30 Ukrainian refugees and ten

Mental Health and Psycho-Social Support (MHPSS) workers attended the training, generating ideas and prototypes to increase vaccine uptake. This activity is part of the project “Assessment and Support of COVID-19 Vaccine Demand and Confidence Among Ukrainian refugees and TCNs in the Republic of Moldova” funded by United States the Centre of Disease Control and Prevention.

## #16DAYS CAMPAIGN AGAINST GENDER-BASED VIOLENCE (GBV)



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On 25 November 2022, IOM Moldova took part in the launch of the #16DaysCampaign of activism to end violence against women and girls, organized by UN Women and the Ministry of Labor and Social Protection. During this campaign, IOM

Moldova organized a series of activities on capacity building for the prevention of gender-based violence in Căușeni, Comrat, and Ocnîța as well as information sessions with youth, women, and Law Enforcement.



## IOM MOLDOVA'S 2022–2023 RESPONSE WAS SUPPORTED BY



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