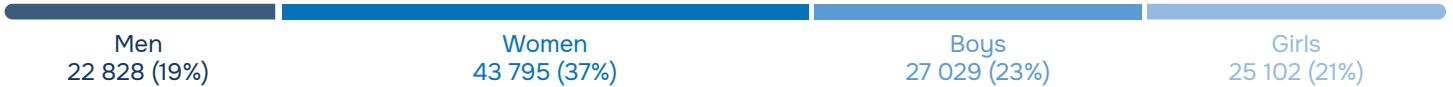


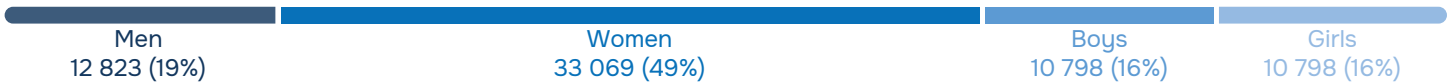
# Inter-agency operational update

## REFUGEE COORDINATION FORUM | MOLDOVA

**118 754** Ukrainian refugees in Moldova



**67 488** people reached by RRP in Q1



**1 048 266** Arrivals from Ukraine since February 2022

**9 491** Third-Country Nationals from Ukraine in Moldova

**42 266** Temporary Protection Holders

## Current funding level

**303M** total pledged

**40.9M (13%\*)** funds received

\* As reported in the Refugee Funding Tracker. This does not include a carry-over the last year of 11M USD. The actual funding level is higher, but currently is not reflected.

Number of refugees receiving MPCA

**53 341**

Number of hosting family members receiving MPCA

**1 806**

	Received	Pledged
Basic needs (includes In-kind, Shelter, Wash, Food Security, Multi-purpose Cash)	\$ 21.54M	\$ 163.8M
Education	\$ 1.24M	\$ 17.19M
Protection (Including GBV & CP)	\$ 9.47M	\$ 111.83M
Health & Nutrition (includes MHPSS)	\$ 3.72M	\$ 25.12M
Livelihood & Socio-economic Inclusion	\$ 3.01M	\$ 35.62M
Not yet allocated / Others	\$ 1.91M	



### Support to the Government

**123** trained government officials



### Support to Host Community

**10 141** people from the host community reached

**120** support to community infrastructure

**86** school  
**34** healthcare entities

## People Reached by Sector



Basic Needs  
**55 192**



Education  
**17 448**



Protection  
**1 541**



Food Security  
**9 687**



Health & Nutrition  
**13 905**



Child protection  
**4 860**



Water, Sanitation, and Hygiene - WASH  
**422**



Livelihoods & Socio-Economic Inclusion  
**593**



Gender-based violence (GBV)  
**7 687**

# National Context

The first quarter of 2024 witnessed important achievements regarding the overall situation of refugees from Ukraine in Moldova. On February 28, 2024, the Moldovan Government approved the extension of Temporary Protection (TP) until March 1, 2025. This decision addressed key advocacy points raised by the RRP sectors and partners in 2023, building upon the initial government decision from January 2023. In alignment with the government's decision on the extension of TP status, health financing and financial protection mechanisms were revised in collaboration with the National Health Insurance Company. In terms of access to health services, the health benefit package saw improvements, now covering specialized outpatient medical care, some compensated medicines, and medical products. These improvements resulted from the HSPR-M assessment for the package of High-Priority Health Services for Hu-

manitarian Response conducted in the last quarter of 2023 by the Health Working Group.

Regarding the inclusion of refugees into national systems, the government initiated discussions related to the development of a mechanism for the integration of foreigners, including displaced people, aligned with the National Development Plan 2025-2027.

The Local Refugee Coordination Forums continue to serve as a key platform that allows local actors to share information about services, trends, and challenges, as well as coordinate interventions. During the reporting period, seven meetings were held in Comrat, Causeni, Otaci, and Palanca, with the main topics raised by participants mostly related to temporary protection, access to health care, and access to the labor market.

# Protection

## WG Co-Chairs

Ombudsman Office and UNHCR

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- ADRA Moldova
- Children's Emergency Relief International
- Danish Refugee Council
- INTERSOS
- United Nations Children's Fund
- United Nations High Commissioner for Refugees
- World Vision International

### Implementing Partners:

- HelpAge International
- INTERSOS
- Keystone Moldova
- National Congress of Ukrainians in Moldova

## Achievements

The Protection Working Group (PWG) has made notable progress in the first quarter of 2024, building upon the accomplishments of its initiatives in 2023. In January, a

productive planning workshop gathered approximately **40** protection partners to develop a workplan outlining the primary priorities and objectives for the year. A key

focus of the PWG in 2024 remains ensuring access to a stable legal status for refugees from Ukraine, in particular Temporary Protection (TP). On 22 January, the Ministry of Internal Affairs (MIA) released a draft of the government decision extending TP for public feedback. PWG partners were encouraged to review and provide feedback on the proposed changes to MIA, with a number of PWG members submitting comments. On 28 February, the Moldovan Government approved the TP extension until 1 March 2025, along with modifications to the initial government decision from January 2023. These revisions addressed key advocacy points from PWG's work in 2023, including the elimination of the 45-day rule for leaving the coun-

## Challenges and Gaps

The extension of TP until 1 March 2025, as well as improvements in the TP regime overall, represents progress toward ensuring a stable legal status with a range of accompanying rights for Ukrainian refugees in Moldova. Certain challenges, however, remain. Tightened documentation requirements for Ukrainian nationals to enter and exit the country could pose difficulties for some Ukrainian refugees and could result in more individuals seeking asylum to enter the country from Ukraine, increasing demands on the asylum system. Although the extension of TP includes

try and expanded medical services for TP beneficiaries. In mid-March, the PWG published its second factsheet on TP intentions and experiences, based on its ongoing survey of Ukrainian refugees in the country.

In addition, the PWG provided targeted protection assistance to over **2,000** persons with specific needs, with over **2,500** individuals benefiting from awareness raising activities. Psychosocial support activities engaged nearly **3,350** participants. Protection-related trainings and/or capacity building activities reached over **1,000** individuals.

an expanded healthcare service list, most notably access to compensated medicines, access requires registration with a family doctor, which only **5,150** TP holders had done as of February's end. TP beneficiaries still cannot access the state health insurance, keeping some health services, such as rehabilitative care and complex diagnostics, largely out of reach. The PWG continues to collaborate with RCF sector leads and government partners to address these and other challenges.



### Spotlight History

As the war in Ukraine escalated, Vitalii Khodykin, his wife, and their three children were displaced from Ukraine to the Republic of Moldova. The family settled in Strășeni District, approximately an hour from the capital, Chișinău. On 7 July 2023, the Khodykin family celebrated the arrival of Alisa, a beautiful baby girl.

Because Alisa was born in Moldova, Vitalii came to the Norwegian Refugee Council Community Centre in Chisinau to ask the Information, Counseling, and Legal Assistance (ICLA) team whether his daughter could be registered as a Ukrainian citizen. NRC's lawyers guided Vitalii through the registration process in the Embassy of Ukraine in Chișinău. As a result of this assistance, Vitalii successfully confirmed Alisa's Ukrainian citizenship and secured her first passport.

With NRC's support, Vitalii now hopes to undertake the same process to obtain Ukrainian passports for his other three children.

# Child-Protection

SWG Co-Chairs  
UNICEF and UNHCR

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- ADRA Moldova
- Church World Service
- Terre des hommes Moldova
- United Nations Children's Fund
- United Nations High Commissioner for Refugees

### Implementing Partners:

- Center Resonance
- Centrul National pentru Educatie Timpurie si Informare a Familiei
- Charity Centre for Refugees
- Child Community Family
- Diaconia
- Fundația Crestina Titus
- Partnership for Every Child

## Achievements

Child Protection Sub-Working Group partners continued to ensure the identification and referral of children at risk and to provide interventions to ensure that children's best interests were upheld. During Q1, over **16,000** Ukrainian refugees, as well as Moldovan children and their caregivers, benefited from protection assistance. Specifically, **3,747** refugee children (**61%** girls) received direct assistance from governmental child protection services. Additionally, **678** children with disabilities (**431** boys, **247** girls), including refugees, received specific support and assistance.

Through the network of Blue Dots and child-friendly spaces, **3,942** children and caregivers (**1,294** girls, **1,154** boys, **1,247** women, **246** men) were provided with mental health and psychosocial support.

Furthermore, **76** new unaccompanied and separated children (**46** girls, **30** boys) were identified and received assistance and protection. This included the provision of community-based alternative care services and placement into foster care (**3** children during the reporting period).

## Challenges and Gaps

In Q1, with the lifting of the State of Emergency, and a transition from Guardianship Authority staff being physically present at BCPs to being on call, some challenges were noted in regard to the identification and referral of children at risk by the Border Police to the Guardianship Authority.

Violence against children, including gender-based violence, remains a challenge, with online violence a particular concern. There is still a need to improve early identification of children at risk and to improve intersectoral coordination (including with health and education services).

# Gender-Based Violence (GBV)

SWG Co-Chairs  
UNHCR and UNFPA

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- INTERSOS
- United Nations High Commissioner for Refugees
- United Nations Population Fund

### Implementing Partners:

- AO Artemida
- Casa Marioarei
- Charity Centre for Refugees
- HelpAge International
- IFIS
- Pro Didactica

## Achievements

The Gender-Based Violence (GBV) Sub-Working Group focused on building a capacity strengthening plan and in coordinating trainings among actors to ensure complementarity of topics and targeted audience. From the capacity building standpoint, **444** persons were trained on GBV principles and core concepts, and **25** people were trained on PSEA Victims' Assistance Protocol in collaboration with the PSEA Network. Furthermore, **138** case managers were trained on specialized GBV case management. Following up on the recommendations from the 2023 GBV Safety Audit, the GBV sub-sector is conducting presentations at other working group meetings on the sector-specific recommendations to mitigate GBV risks. To complement the tool to mitigate GBV Risks related to the ongoing closure of Refugee Accommodation Centres (RACs), the GBV sub-sector developed a tipsheet to identify risks and provide information related to private accommodation.

In its effort to support the government, UN Agencies are developing the SOPs for GBV Case Management, which will be used by social workers dealing with both host community members and refugees. At the same time, GBV SWG members kept focusing on the prevention and information sharing activities, providing **3,446** individuals with GBV-related information and observing the participation of **3,594** persons in GBV prevention activities. From the GBV-related services perspective, **1,358** persons were provided with mental health and psychosocial support and legal aid, and **73** health consultations related to GBV were carried out. Additionally, **231** people were given cash as part of the GBV response, and **895** survivors or those at risk of GBV were provided with essential items. In terms of referrals, **202** individuals, including adult women, men, and adolescent girls and boys, were directed to other services.

## Challenges and Gaps

There is a remaining challenge and gap related to the capacity of entry points (facilities and focal points dealing with GBV) for GBV disclosures. Additionally, the requirement of the mandatory reporting to the police by the entry points remains a major preventive measure for GBV survivors to access life-saving services. To support addressing this, the GBV sector will continue advocating for changes in the mandatory reporting legal framework and practices. Capacity strengthening should continue to ensure that GBV disclosures are in line with standards and procedures. There is a need for trainings on the specific needs of groups disproportionately affected by displacement, such

as Roma people, LGBTIQ+ people, adolescent girls, people with disabilities, older persons and people who engage in the sale and exchange of sex. Service coverage throughout Moldova should be closely coordinated, especially as the government scales up its efforts to address GBV. It is crucial to ensure that GBV activities are effectively implemented in line with the victim-centered approach. In line with current efforts to establish GBV case management SOPs, there is a need for a safe and confidential information management system that allows for both ethical data collection on GBV and case management.

# Basic Needs

**WG Co-Chairs**  
MLSP and UNHCR/Acted

**WASH SWG**  
UNICEF

**Food Security SWG**  
WFP

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- Church World Service
- United Nations Children's Fund
- United Nations High Commissioner for Refugees
- World Food Programme
- World Vision International

### Implementing Partners:

- Diaconia
- Fundația Creștină Titus
- Speranța Terrei
- Zdorovii Gorod
- Danish Refugee Council
- Partnership for Every Child
- Charity Centre for Refugees
- HelpAge International
- FoodBank
- HelpAge International
- KeyStone Moldova

## Achievements

During the reporting period, the Basic Needs Working Group (BNWG) aided around **16,800** refugees and vulnerable Moldovans by supplying food, humanitarian transport, assistance with accommodation in host communities, the renovation and management support of refugee accommodation centers, and the restoration of community and public spaces across **31** raions. Among the activities was the RAC consolidation process, which brought together partners from different sectors, including the PWG and Roma TF. By the end of March, **40** RACs were actively hosting **2,221** individuals. The rental assistance program's partners revised the guidelines to better adjust

assistance to the current scenario. Partners, with the support of the Roma TF, are also conducting ongoing housing assessments to identify more affordable living options for those most in need. To address winter needs, partners distributed Non-Food Items and maintained a continuous supply of hygiene products. The Food Security WG continues to deliver food to RACs and privately managed collective centers. Moreover, the reception hubs at Palanca and Otaci continue providing assistance to newcomers, offering information and coordinating transportation services to Romania and various locations within Chisinau on designated days.

## Challenges and Gaps

By the beginning of the year, the MLSP mandated managers to enforce RAC regulations, specifically the 90-day stay rule and the vulnerability profile for extended stays at the centers. The BNWG engaged actively with the Ministry to prevent last-minute evictions and ensure refugees were adequately informed on the consolidation process. To address accommodation issues, the BNWG aimed at expanding housing options for large families and securing tenure. In collaboration with the Roma Task Force, the WG began to identify potential homes and landlords willing to rent to large families.

Meal provision faced cultural and dietary challenges, for which commodity vouchers became a viable solution, enabling RAC administrations to support on-site cooking. Nevertheless, limited cooking facilities at some RACs affect the distribution of these vouchers. Lastly, NFI's distribution, reaching beneficiaries in remote locations, coordinating with local social services, and addressing numerous requests from non-beneficiaries added significant challenges to implementation for the first quarter of the year.

# Education

## WG Co-Chairs

Ministry of Education Culture and Research, UNICEF and UNHCR

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- Football Federation of the Republic of Moldova
- Humanitarian Aid Center of the Jewish Community of Moldova
- United Nations Children’s Fund
- WeWorld
- World Vision International

### Implementing Partners:

- Amici Dei Bambini Moldova
- AO Asociația pentru Dezvoltarea Tehnologiilor Informaționale EDUCAT
- AO Programul Educațional Pas cu Pas
- Asociația pentru Drepturile Omului Lex XXI
- Centrul National pentru Educație Timpurie și Informare a Familiei
- Child and Family Empowerment Association “AVE Copiii”
- Football Federation of the Republic of Moldova
- National Congress of Ukrainians in Moldova
- Norwegian Refugee Council
- The Moldovan Association of ICT Companies

## Achievements

In Q1 2024, The Ministry of Education and Research (MER) reported a slight increase in the number of enrolled Ukrainian children in Moldovan education institutions; as of March 2024, the total number of Ukrainian children enrolled in Moldovan schools reached **2,314** students (**1,158** girls, **1,156** boys). Out of these children, **703** are enrolled in pre-school facilities. Additionally, around **22,562** children (**11,427** girls, **11,135** boys), both Ukrainian and Moldovan, accessed non-formal education activities such as language classes, skills trainings, catch-up and remedial classes. With the support of the partners, around **423** teachers and school staff (**403** women, **24** men) were trained on various topics including inclusive education, child-centered methodology, child protection and GBV risk mitigation and referrals within the schools.

Together with MER, the EWG co-chairs conducted a one-day workshop for the partners on Conflict Sensitive Education (CSE) in February 2024. With the active participation of around **32** partners, the CSE training workshop received positive feedback, highlighting a strong interest in sector capacity building. Participants appreciated its engaging, interactive format, using case studies and visual aids to explain the complexities of education in crisis situations. Moreover, the EWG members updated the mapping of available Romanian language classes to support MER, schools, and community members in knowing where language classes for refugee children are located.

## Challenges and Gaps

Despite ongoing intensive efforts to increase school enrollment for Ukrainian children, there has been slow increase in the number of children enrolled. Reasons include preferences for the Ukrainian online curriculum, especially among those nearing graduation, as well as language

barriers in schools where instruction is in Romanian. Currently, MER and the EWG are identifying locations with a high number of unenrolled children in Moldovan schools to conduct targeted information sessions and raise awareness.

While most school-aged children not enrolled in Moldovan schools participate in online learning, there is no tracking system to monitor their attendance or educational progress. MER is partially addressing this challenge by monitoring the numbers of Ukrainian children accessing learning platforms through Edutech labs or other dedicated spaces within schools.

Roma refugee children face severe educational marginalization. Approximately **100** Roma refugee children, pri-

marily residing in RACs, receive literacy and numeracy classes. However, there is no national accredited Accelerated Learning Program to bridge educational gaps and facilitate their transition into formal education. A meeting in Chisinau identified barriers to enrolling nearby Roma refugee children, resulting in an action plan to address these challenges. Additionally, there is still no national Romanian as a Second Language course available for children from external education systems who wish to enroll in Moldovan schools.

## Spotlight History

Nadejda, a 16-year-old who fled to Moldova with her family two years ago, now attends 11th grade in Cahul. She spends time in the EDUTech lab, where she enjoys IT lessons and web design. These labs, established in collaboration with MER and UNICEF, provide formal and non-formal education for Moldovan and Ukrainian children. Nadejda appreciates the modern facilities, including interactive whiteboards and computers, and hopes for an end to the war in Ukraine so she can return home.

*©UNICEF/Moldova/2024/Buga*

Caption: Nadejda, 16 years old,  
at a high school in Cahul,  
having the IT lesson





# Health and Nutrition

## WG Co-Chairs

Ministry of Health and WHO

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- Action Against Hunger (Action contre la Faim)
- Church World Service
- Danish Refugee Council
- Doctors with Africa CUAMM
- International Organization for Migration
- INTERSOS
- United Nations Children's Fund
- United Nations High Commissioner for Refugees
- United Nations Population Fund
- World Health

### Implementing Partners:

- Action Against Hunger (Action contre la Faim)
- Center for Health Policies and Strategies
- Compania Nationala de Asigurari in Medicina
- Diaconia
- Health for Youth Association
- International Organization for Migration
- INTERSOS
- Laolalta
- Mother and Child Institution
- Speranța Terrei
- United Nations Children's Fund
- Uniunea pentru Echitate si Sanatate

## Achievements

During the reporting period, the Health and Nutrition Working Group concentrated on strengthening government-led efforts to provide essential health services. Their focus included better integration of refugees into the national healthcare system, expanding the health benefits package for refugees, and enhancing the healthcare system's capacity to address the needs of refugees and vulnerable host populations. This involved providing medical equipment, supplies, and training.

In alignment with the government's decision to extend TP status to Ukrainian refugees until March 2025, health financing and financial protection mechanisms were revised in collaboration with the National Health Insurance Company (NHIC). Based on the HSPR-M assessment results for the Package of High-Priority Health Services for Humanitarian Response (H3 Package), conducted in October 2023, the health benefit package now covers spe-

cialized outpatient medical care, compensated medicines and medical products.

Partners also conducted capacity-building activities for over **500** healthcare workers, including training in emergency care, radio nuclear preparedness, logistics management, laboratory capacity strengthening, and prevention of non-communicable diseases mental health and psychosocial support (MHPSS), GBV and PSEA.

Furthermore, efforts continued to procure and deliver priority medical devices, laboratory equipment, and consumables, including equipment for secondary and specialized levels of care. The Ministry of Health, Ministry of Labour and Social Protection, and National Agency for Public Health received assistance from health partners, led by the WHO, in responding to a measles outbreak in a refugee accommodation center.

## Challenges and Gaps

One of the major challenges faced by Ukrainian refugees in accessing healthcare services is the lack of clarity regarding entitlements and procedures for accessing medical care. In order to access to health services, TP beneficiaries should be registered with a family doctor. As of the end of February, out of almost **40,000** individuals with TP status, only approximately **6,000** had completed the registration process with a primary healthcare doctor. As a mitigation measure, efforts were made to communicate about health benefits and how to access them through the development of communication materials and the sharing of information on social media during TP fairs, RACS, community centres, and medical institutions.

During the reporting period, an outbreak of measles occurred in a refugee center for Ukrainians, with **12** confirmed cases, including children. Health partners supported the Ministry of Health, Ministry of Labour and Social Protection, and National Agency for Public Health in responding to the outbreak. Actions included monitoring the epidemiological situation, visiting the affected center, providing guidance on vaccination strategies, and conducting risk communication focused on the Roma refugee group. A catch-up vaccination campaign was coordinated to increase routine immunization against measles and polio among the Roma refugees.



### Spotlight History

To Alina, the Gheorghe Paladi Municipal Clinical Hospital in the Moldovan capital, Chişinău, has meant many things: shelter, survival, and now solidarity and support. Last year, Russia's full-scale invasion of Ukraine drove the 24-year-old photographer, pregnant at the time with her second child, from her hometown of Odesa to Chişinău. Following her cross-border journey, in January 2023, Alina went into labour – just over six months into her pregnancy.

After she gave birth, Alina moved into Gheorghe Paladi Municipal Clinical Hospital for three months while her newborn son recovered in the facility's intensive care unit. During her stay, Alina received postnatal care and saw a psychologist.

She also met with other mothers of premature babies, who later formed a support network that continues to this day. Today, she finds strength and understanding in the support network she formed with fellow mothers at the Gheorghe Paladi Hospital. Alina also attends counselling sessions to support and fortify her mental health.

To mothers of newborns in critical condition, she advises them to prioritize their mental health and to seek psychological care from the very beginning because it is essential to stay positive and strong, at least in front of their newborns. They feel it and must know that mothers believe everything will be fine.

*@UNFPA Moldova:*

Alina visits the intensive care unit where her son Mark recovered at the Gheorghe Paladi hospital.

# Livelihoods and Socio-Economic Inclusion

## WG Co-Chairs

Ministry of Labor and Social Protection and UNDP

## Partners reporting activities during Q1

### Direct Implementation and Mandating Agencies:

- Church World Service
- National Youth Council of Moldova
- United Nations High Commissioner for Refugees
- World Vision International
- United Nations Development Programme

### Implementing Partners:

- Charity Centre for Refugees
- Communitas
- Laolalta
- National Congress of Ukrainians in Moldova
- Zdorovii Gorod

## Achievements

Responding to the evolving context and priorities at the beginning of 2024, the Livelihoods and Inclusion Working Group (LIWG) reviewed its scope of work by enhancing focus on refugee integration aspects, particularly on issues related to employment, skills development and livelihoods opportunities, entrepreneurship, and overall economic integration of the Ukrainian refugees in the Moldovan society. Respectively, this was reflected in a change of leadership of the working group. More specifically, the Ministry of Labour and Social Protection took over the role of co-chair of the LIWG alongside UNDP, while the State Chancellery remained an active participant in the group activities.

During Q1 2024, the LIWG members focused on relevant issues for the sector, such as the implications of the ex-

tension of temporary protection, available livelihoods and inclusion opportunities (e.g. Romanian language training), etc. Aiming at strengthening cross-thematic cooperation and links with other response efforts, a joint discussion with the Basic Needs Group representatives on the Refugee Accommodation Centers consolidation was held, and the need for increasing access to livelihoods opportunities and integration support for refugees in the respective context. Moreover, during the same time, the assistance offered by the LIWG members to the refugee and host communities included access to employment information and job counseling, referral and integration support, professional development, and skills development (TVET professions, Romanian language training, financial and business training) and entrepreneurship opportunities, access to necessary public services, including childcare services, and awareness raising, etc.

## Challenges and Gaps

The discussion during the LIWG meetings, as well as a recent assessment issued by a LIWG member, underline the persistent challenges hindering refugees' access to employment opportunities offered on the Moldovan labour market, such as limited access to childcare services, low wages, skills mismatch, and Romanian language proficiency requirements. While the private sector is generally open and willing to employ refugees from Ukraine, limited and lack of flexible/remote work arrangements that would

help reconcile work and caregiving responsibilities remain a barrier for refugees in accessing the available job opportunities. Further assistance is needed to support refugees' transition to employment, particularly in areas where the national resources are limited, such as access to skilling/upskilling/reskilling including Romanian language training; internship and mentorships opportunities, particularly for the young people; employment and labour rights information; and entrepreneurship support.



### Spotlight History

Hanna Chepil is one of the 14 Friendship Officers – a mechanism tested with the support of the European Union and the UNDP/M4EG – that helps refugee integration in the host communities in Moldova. Friendship Officers like Hanna support local public authorities' efforts in providing livelihoods and integration support for refugees, by offering guidance in accessing essential services for adults and children, identify employment and livelihoods opportunities, as well as facilitates intercultural dialogue, etc. The mechanism is being tested in partnership with the Congress of Local Authorities of Moldova, to offer insights and feed into recommendations for improving institutional mechanisms for local and central public administration for managing the current context challenges related to the integration of refugees, as well as strengthen future crisis anticipatory capacity and preparedness.

# Cash Assistance

## SWG Co-Chairs

Ministry of Labor and Social Protection and UNHCR

## Achievements

The Cash Working Group (CWG) partners worked on refining a targeting methodology to be used by the partners of the common cash facility approach, using a scoring card system. During an Eligibility and Targeting Workshop, CWG partners agreed on the indicators determining the vulnerability levels of the target population. The indicators included family demographics, dependency ratio, accommodation types, living arrangements, coping capacities, and specific needs. CWG partners collaboratively created a scoring card, assigning weights to each indicator through a voting process.

Digital platform, namely Refugee Assistance Information System (RAIS), has been utilized to improve cash activity coordination and avoid duplication. By far, **5** partners

have been actively using the platform to de-duplicate their beneficiary lists for effective usage of the resources.

The first quarter market monitoring exercise was finalized in March 2024, providing a comparative analysis of price changes. These assessments and monitoring exercises rely on quantitative data obtained from both customers and retailers selling products in the market. The market monitoring findings show that most food items surveyed showed similar prices to those identified during the previous market assessment exercise in November 2023 for both refugee and Moldovan customers. For non-food items, prices generally reflect similarities compared to the previous year, with some items experiencing decreases while others show increases of around **10% to 15%**.

## Challenges and Gaps

In 2024, following the introduction of the revised targeting criteria, partners have been experiencing a decline in capacity to maintain the same level of cash assistance. With the situation in Ukraine still unstable, about **1,000 to 1,200** newcomers are seeking financial support from partner organizations. Despite the CWG's efforts to target the most vulnerable populations, some vulnerable in-

dividuals may not be covered by cash-based intervention programs. Given the ongoing economic challenges and the limited coverage of vulnerable Moldovans by government-run social assistance programs, the capacity to accommodate additional vulnerable populations remains a significant challenge.

# Accountability to Affected People

## Task Force Co-Chairs

UNHCR and National Congress of Ukrainians of Moldova

### Achievements

The AAP TF, comprised of over **30** organizations (UN agencies, government institutions, and local and international NGOs), has worked to ensure accountability toward refugees and Moldovans, engaging more than **30,000** people through different channels.

Among the key achievements, social listening activities across more than **30** social media channels reached over **230,000** users.

AAP members organized over **100** in-person meetings with more than **1,500** attendees, and **28,000** users reached out through social media. Various hotlines received **14,000** calls, and **5,000** feedback and inquiries were submitted through other channels.

AAP partners actively involved refugees in revising the TP extension and FAQ developed by the General Inspectorate for Migration (IGM). Feedback was shared directly with the government, which considered it in the revision process.

### Challenges and Gaps

Short notice regarding the Temporary Protection extension caused some confusion and anxiety among refugees. During the TP revision, it was challenging to gather more comprehensive feedback from the communities through different channels other than social media to ensure participation from groups that prefer in-person consultations,

such as older individuals and those with disabilities. Additionally, reported barriers with accessing TP cards, limited availability of healthcare providers on the distributed lists, and difficulties integrating refugee children into schools highlight areas requiring further attention.

# Disability and Age

## Task Force Co-Chairs

UNHCR, Keystone Moldova (KHS) and Help Age

### Achievements

The Disability and Age Task Force partners provide a wide range of specific services for people with disabilities and older persons. The support is based on evidence and is informed by monthly monitoring activities from partners that collect and analyze data related to specific needs.

Task Force members provided a wide range of crucial services for older persons and those with disabilities from refugee and host communities. Services include a 24/7

hotline for persons with disabilities, medical consultations, ophthalmologic services, distribution of medicines, rehabilitation services, provision of assistive devices, vocational training opportunities, hygiene kit distributions, cash top-ups, and social cohesion and group activities.

Additionally, for children with disabilities, educational materials were distributed, and MHPSS was offered through individual consultations. Rehabilitation services

aided children with autism, and accessible transportation enabled those with physical limitations to access specific services.

Task Force partners worked with families with older people or people with disabilities to improve their living condition through the adaptation of houses and their living con-

## Challenges and Gaps

Limited access to specialized services in rural areas remains a critical barrier for older people and people with disabilities and older people. This includes a lack of medical and rehabilitation services for persons with disabilities, particularly for those residing outside major urban centers. Furthermore, the unavailability of social assistance

ditions. Finally, legal assistance, encompassing Temporary Protection (TP) and access to essential services, was also offered.

Humanitarian actors, government institutions, and rights holders benefitted from capacity-building trainings for more than **100** people in the first quarter of 2024.

services such as personal assistance creates obstacles to independence of many individuals and limits the ability of family members to access the job market. Additionally, a lack of clarity for service providers regarding the specific services to which refugees with disabilities are entitled hinders effective service delivery.

# MHPSS

## Technical Reference Group Co-Chairs

WHO, Family Federation for World Peace and Unification in Moldova, and MENSANA

## Achievements

Mental Health and Psychosocial Support Technical Reference Group (MHPSS TRG) members conducted Problem Management Plus (PM+) training sessions, the purpose of which was to equip participants with skills to manage mild to moderate mental health issues by non-mental health professionals. In parallel, there has been going an MHPSS service mapping exercise that was received with high engagement from the partners' side.

In Q1, MHPSS partners observed a scaled-up engagement of community mental health centers in Moldova in providing services to host community members and refugees. This is an important step towards the streamlining of MHPSS within services provided by the government institutions, mainly through community mental health centers.

# Protection from Sexual Exploitation and Abuse

## Network Co-Chairs

UNHCR

## Achievements

During the first quarter, the PSEA Network conducted 10 PSEA trainings—in English, Romanian, and Russian—for **115** aid workers. Additionally, following the recommen-

dation of the Inter-Agency risk assessment, which found that **14%** of personnel were unaware of how and where to refer victims for assistance, **27** front-line workers were

trained on Victim's assistance protocol, **12** specialized GBV service providers received training on PSEA fundamentals and GBV Referral Pathways, and **33** Health care workers, including physicians, pharmacists, and nurses, were briefed on PSEA fundamentals.

Lastly, the PSEA Network also raised awareness by distributing **26,950** Zero-Tolerance Pocket Cards and **987** PSEA Posters to Cash Registration Centers, UN Agencies, International Organizations, and Local CSOs and disseminating a PSEA animation on the TV screens of Cash Registration Centers and on social media.

## Challenges and Gaps

The distribution of PSEA material had a limited reach to local CSOs, as fewer requests for material came from smaller and local organizations versus larger and international NGOs. The engagement with the Government authorities to institutionalize prevention and response mechanisms for PSEA demands consultation and contextualization of

training material, as existing training packages are tailored to civil society and aid workers. The PSEA Network continues to collaborate with RCF sector leads and government counterparts to address the above-mentioned challenges and others.

# Counter-Trafficking

## Co-Chairs

National Committee on Combating Trafficking in Person and IOM

## Achievements

On March 29, 2024, the Counter-Trafficking Task Force convened its first meeting to discuss the 2023 national anti-trafficking report, updates on the National Referral Mechanism for Victims Crime, and the impact of the RESTART reform. The group also reviewed an initiative by IOM studying trafficking vulnerability among refugees and host communities. In January, the State Chancellery led trainings for the National Transportation Agency and international drivers on trafficking risks and victim referral. In March, the General Inspectorate of Migration began a series of trainings on trafficking prevention. A workshop was held on March 21 to adjust the SOPs on Multidisciplinary Teams, and on March 22, the second Council on the National Referral Mechanism for victims of Crimes convened to discuss program implementation and challenges.

## Challenges and Gaps

The primary challenge in the field arises from Moldova being a destination country. Addressing such situation will require of proactive measures from authorities, increasing training for specialists, and the provision of additional services for foreign victims, among other considerations.

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