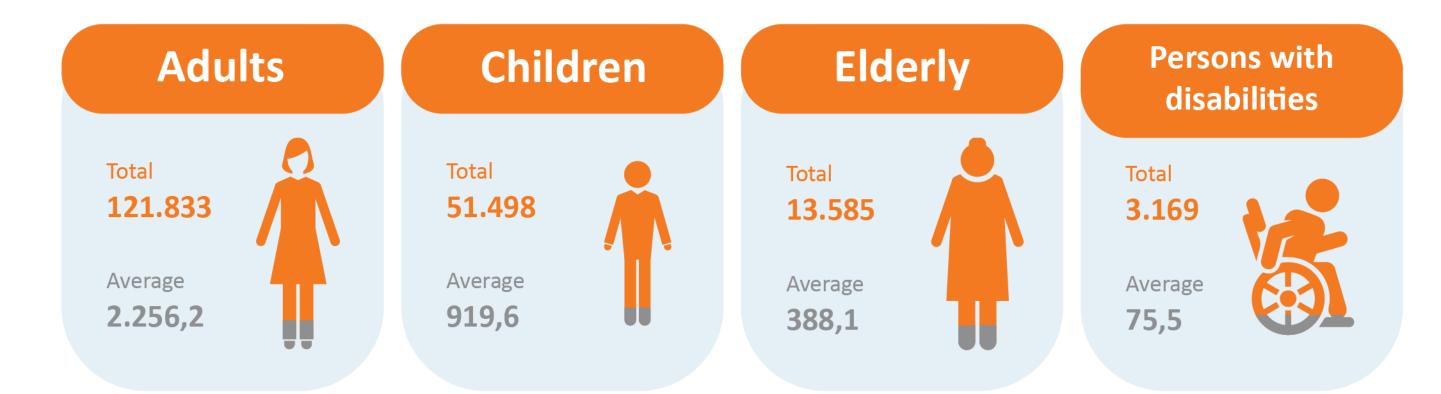
The profile of refugees - beneficiaries of the services provided by CSOs



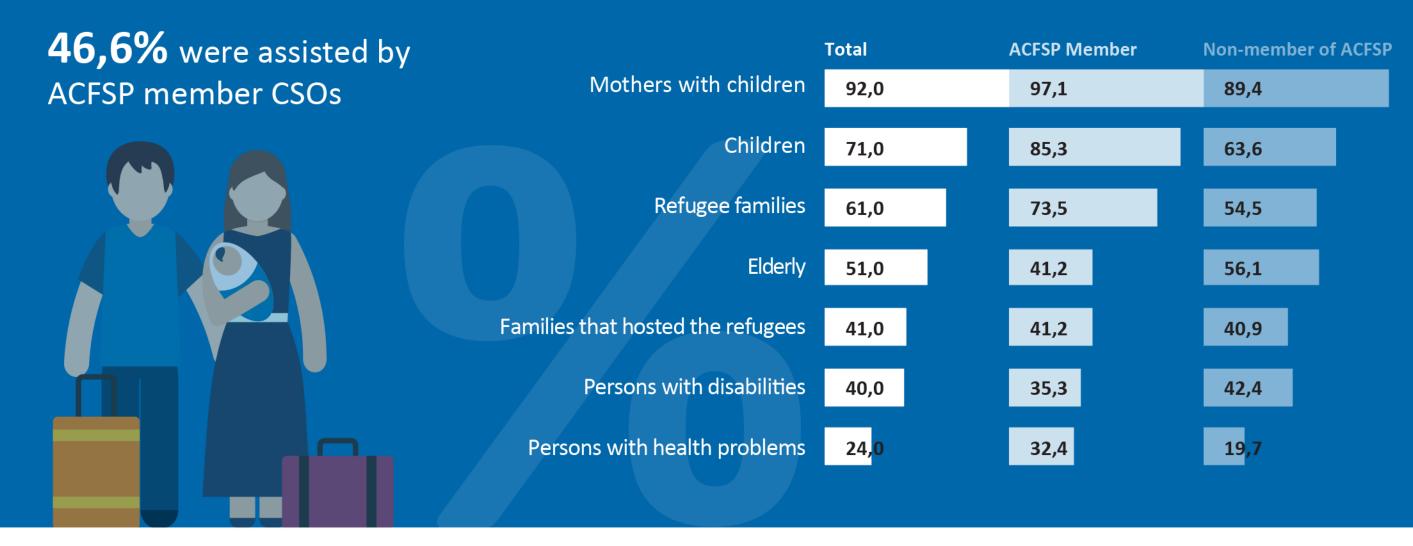
Total assisted refugees

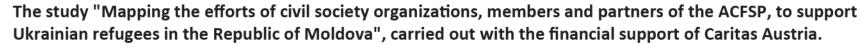
* estimated for 75 organizations that indicated the number of assisted refugees

239.781

3.197,1

Average/ONG









Reasons for involvement in supporting the refugees

Total			Member of the ACFSP		Non-member of the ACFSP	
Own initiative	92,0		94,1		90,9	
The request of the partners/donors with whom we already collaborate	53,0		55,9		51,5	
Financing availability for projects designed for refugees		28,0		35,3		24,2
Request of the citizens from the community / Donations from the community		26,0		29,4		24,2
The request of Local Public Authorities (LPAs)	17,0		11,8		19,7	
The request of the Government	11,0		8,8		12,1	
Other	7,0		2,9		9,1	



Types of services provided to refugees at the beginning of the crisis and at the time of data collection (june 2022) At the beginning of the crisis

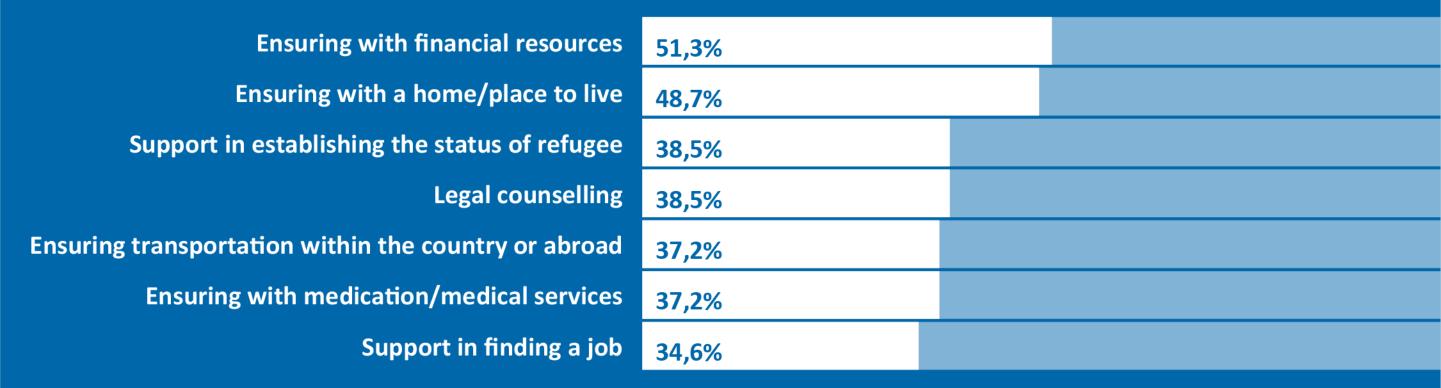
	At the beginning of the crisis			
Ensuring with hygienic products	78			
Ensuring with food	76			
Ensuring with materials / resources for children	68			
Ensuring with clothes / shoes	67			
Psychological counselling	62			
Providing educational / leisure services	50			
Ensuring with medication / medical services	49			
Accomodation in the center for refugees	48			
Logistic support at the border crossing points	46			
Ensuring with a home / place to live	44			
Ensuring transportation within the country or abroad	42			
Support for persons with special needs	40			
Organization and dotation of friendly spaces for children	40			
Legal counselling	40			
Support in searching a job	34			
Training the persons that work directly with the refugees	32			
Support in children's placement in educational institutions	29			
Ensuring with financial resources	22			
Restablishing the relations with the family	21			
Support in establishing the status of refugee	21			
Ensuring with communication resources	21			

(june 20	22)
62	
58	
50	
47	
59	
49	
44	
31	
21	
26	
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42	
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22	
23	
20	
17	

At the moment of data collection



Services requested by refugees not covered by the CSOs



CSOs needs for the provision of quality services to refugees

	Total		ACFSP Member	Non-member of the ACFSP
Financial resources	68,0		55,9	74,2
Access to information regarding the needs of the refugees	53,0		53,0	53,0
Human resources	49,0		49,0	45,5
Coordination/collaboration with other NGOs from the RM	40,0		40,0	37,9
Coordination/collaboration with other international organizations	39,0		39,0	37,9
Better coordination on the Government's side	37,0		37,0	31,8
Training / information about the work methods with this category of beneficiaries	34,0		34,0	30,3
Support from the state regarding the regulation of activities / less bureaucracy	30,0		30,0	27,3
Coordination/collaboration with ministries/authorities from other countries	24,0		24,0	30,3
Trainings to attract project funding, writing and management	20,0		20,0	21,2
Lobby and advocacy	13,0		13,0	10,6

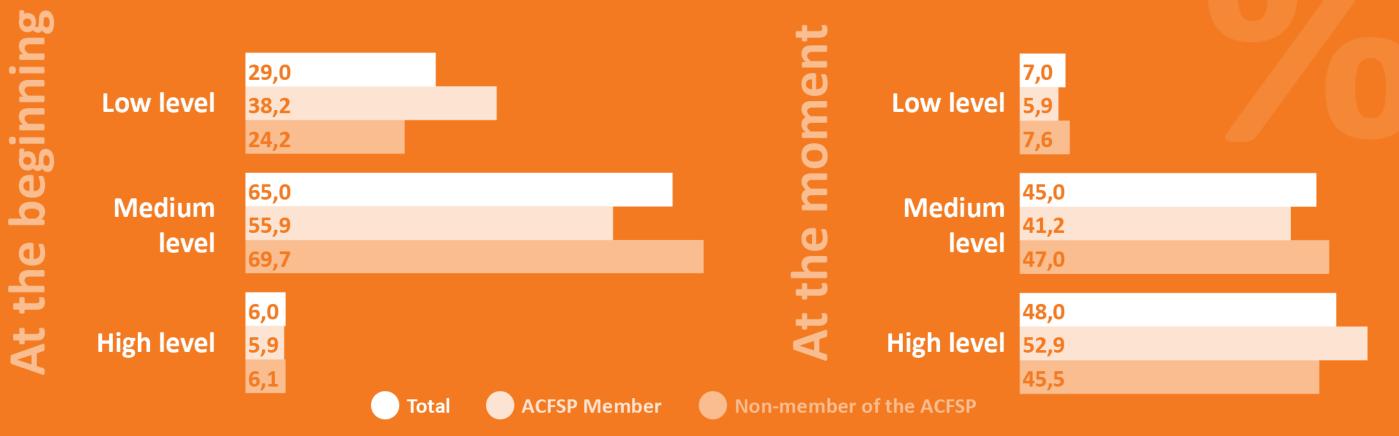


Place of provision of services to refugees

At the refugees	Total	ACFSP Member	Non-member of the ACFSP	
accommodation centers	64,0	61,8	65,2	
At the organization's				
headquarters	54,0	47,1	57,6	
At home, with the help of the				
mobile team	35,0	35,3	34,8	
Inside certain				
public institutions	33,0	44,1	27,3	
At border				
crossing points	33,0	38,2	30,3	
Somewhere else				
Somewhere else	3,0	0	4,5	



The level of preparation of CSOs to assist refugees



Difficulties faced by CSOs in supporting refugees

	At the beginning of crisis	At the moment of study performance (june 2022)
Uncertainty / instability because of the war, which complicates the planning of activities	83	57
Lack of financial resources	71	42
Lack of experience/knowledge to work with such a category of beneficiaries	71	16
Lack of information on the matter	65	9
Lack of support from the state	60	40
Organizational difficulties (movement, accomodation, feeding etc.)	52	32
Lack of qualified staff	51	29
Poor coordination of interventions between NGOs	46	28
Poor coordination at governmental level	43	33
Suspending the basic activities of the organization to the benefit of assisting the refugees	38	18
Bureaucracy among the donors	34	26
Limited access to these persons	28	20
Fear / reluctance of refugees to benefit of the provided services	23	11
Favoring by authorities of certain NGOs	18	16
Difficulties of communication with LPAs	17	13
Favoring by donors of certain NGOs	14	15
Lack of interest of refugees towards the services provided by the NGOs in the Republic of Moldova	10	11





Lessons learned in the period of refugees crisis

the need to adapt to unpredictable situations

the need to develop clear mechanisms of refugee assistance

consolidation of the team of CSOs

community and civil society mobilization

the need to determine the focus points at local level

the need to avoid professional burnout of staff members

the need to coordinate the actions at local level

the need to implement joint projects of assistance both for the support of refugees and the local population

the need to create reserves of basic needs items, as part of contingency plans

the need of reliable data

Recommendations for the increase of the visibility of CSOs efforts to support the refugees

 Creation of a mechanism of coordination of CSOs efforts' and communication with Central Public Authorities (CPAs);

Zonal delimitation of activities performed by each CSO or the joint realization of activities;

Sharing best practices in providing services to refugees between the CSOs;

Communication about the performed activities through various methods, to ensure adequate information.

