

BRIDGING THE GAP

Migration Policies and People's Policy Perspectives
in Balti and Cahul (Republic of Moldova)

The opinions expressed in this publication are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the publication do not imply the expression of any opinion whatsoever on the part of IOM concerning the legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Publisher: International Organization for Migration
17 route des Morillons
P.O. Box 17
1211 Geneva 19
Switzerland
Tel.: +41 22 717 9111
Fax: +41 22 798 6150
Email: hq@iom.int
Internet: www.iom.int

Required citation: International Organization for Migration (IOM), 2023. *Bridging the Gap: Migration Policies and People's Policy Perspectives in Balti and Cahul (Republic of Moldova)*. IOM, Geneva.

ISBN 978-92-9268-720-5 (PDF)

© IOM 2023



Some rights reserved. This work is made available under the [Creative Commons Attribution-NonCommercial-NoDerivs 3.0 IGO License](https://creativecommons.org/licenses/by-nc-nd/3.0/igo/) (CC BY-NC-ND 3.0 IGO).*

For further specifications please see the [Copyright and Terms of Use](#).

This publication should not be used, published or redistributed for purposes primarily intended for or directed towards commercial advantage or monetary compensation, with the exception of educational purposes, e.g. to be included in textbooks.

Permissions: Requests for commercial use or further rights and licensing should be submitted to publications@iom.int.

* <https://creativecommons.org/licenses/by-nc-nd/3.0/igo/legalcode>

BRIDGING THE GAP

Migration Policies and People's Policy Perspectives
in Balti and Cahul (Republic of Moldova)



ACKNOWLEDGEMENTS

This report is the first joint publication of its kind by the Displacement Tracking Matrix (DTM) and the Migration Governance Indicators (MGIs). Without the participation and contributions of colleagues and officials in Balti and Cahul, Republic of Moldova, this study would not have been possible. Colleagues from the IOM Country Office, the Regional Office for South-Eastern Europe, Eastern Europe and Central Asia, and Headquarters are especially appreciated for their assistance and knowledge, as well as the information and analysis they supplied for the case studies included in this publication. Special appreciation is extended to IOM's Deputy Director General for Operations, Ms Ugochi Daniels, for her invaluable support, without which this report would not have been possible, as well as to our generous donors who were instrumental in making this pilot project a reality.

CONTENTS

ACKNOWLEDGEMENTS.....	iii
LIST OF FIGURES.....	vii
ACRONYMS.....	ix
INTRODUCTION.....	xi
METHODOLOGY.....	xiii
CONTEXT OVERVIEW	xv
MAIN FINDINGS AND RECOMMENDATIONS.....	xix
Chapter 1. Migration and asylum assistance.....	xix
Chapter 2. Information provision.....	xx
Chapter 3. Health services.....	xxi
Chapter 4. Food and non-food items.....	xxii
Chapter 5. Children’s development.....	xxii
Chapter 6. Protection.....	xxiii
Chapter 7. Socioeconomic well-being.....	xxiv
Chapter 8. Partnerships.....	xxv
CHAPTER 1. MIGRATION AND ASYLUM ASSISTANCE.....	1
CHAPTER 2. INFORMATION PROVISION.....	5
2.1. Information dissemination.....	5
2.2. Language access.....	5
CHAPTER 3. HEALTH SERVICES.....	7

CHAPTER 4. FOOD AND NON-FOOD ITEMS.....	10
4.1. Food	10
4.2. Non-food items	10
4.3. Housing access	11
CHAPTER 5. CHILDREN'S DEVELOPMENT	14
5.1. Access to education	14
5.2. Recreation and leisure	16
CHAPTER 6. PROTECTION	18
6.1. Human trafficking.....	18
6.2. Mediation and discrimination.....	19
6.3. Access to justice and policing.....	19
6.4. Legal services	20
6.5. Unaccompanied and separated children	21
CHAPTER 7. SOCIOECONOMIC WELL-BEING	23
7.1. Access to employment	23
7.2. Qualifications and skills recognition	25
7.3. Financial inclusion.....	25
CHAPTER 8. GOVERNMENT PARTNERSHIPS	27
8.1. Partnerships with international and civil society organizations	27
CONCLUSION AND REFLECTION.....	29
KEY SOURCES	31

■ LIST OF FIGURES

Figure 1.	Administrative structure of the Republic of Moldova	xv
Figure 2.	International migrant stock as percentage of the population, 2020	xvi
Figure 3.	Four objectives of the Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025	1
Figure 4.	Rights granted to temporary protection beneficiaries.....	2
Figure 5.	Satisfaction with the quality of Town Hall services provided in Balti and Cahul.....	3
Figure 6.	Satisfaction with the quality of Migration and Asylum Office services provided in Balti and Cahul	4
Figure 7.	Sources of information regarding respondents' status, rights and opportunities in the Republic of Moldova	6
Figure 8.	Reported needs for language courses and/or access to information in Ukrainian of respondents in Balti and Cahul municipalities, disaggregated by sex	6
Figure 9.	Main health needs reported by respondents in Balti and Cahul	8
Figure 10.	Reported needs and access to health services in Balti and Cahul.....	9
Figure 11.	Satisfaction with quality of health services provided in Balti and Cahul.....	9
Figure 12.	Reported needs for food of respondents in Balti and Cahul municipalities, disaggregated by sex.....	10
Figure 13.	Reported needs for non-food items of respondents in Balti and Cahul municipalities, disaggregated by sex	11
Figure 14.	Reported needs for non-food items: Households with members having functional difficulties, chronic diseases, or challenges for pregnant or lactating women	12
Figure 15.	Reported type of accommodation in Balti and Cahul municipalities.....	13
Figure 16.	Reasons for leaving their accommodation in Balti and Cahul municipalities	13
Figure 17.	School options reported by households with children.....	15
Figure 18.	Kindergarten options reported by households with children	15
Figure 19.	Reported needs for supporting enrolling in school and kindergarten of respondents in Balti and Cahul municipalities, disaggregated by sex.....	16
Figure 20.	Reported needs for spaces or activities for children of respondents in Balti and Cahul municipalities, disaggregated by sex.....	17

Figure 21. Reported needs for justice or the police and for personal safety and security of respondents in Balti and Cahul municipalities, disaggregated by sex.....	20
Figure 22. Reported needs for documentation, legal or consular services of respondents in Balti and Cahul municipalities, disaggregated by sex.....	21
Figure 23. Satisfaction with the quality of National Employment Agency services provided in Balti and Cahul.....	24
Figure 24. Reported needs for employment and information on entrepreneurship of respondents in Balti and Cahul municipalities, disaggregated by sex.....	24
Figure 25. Reported needs for selected financial services of respondents in Balti and Cahul municipalities, disaggregated by sex.....	26
Figure 26. Access to services provided by third parties.....	28

ACRONYMS

BMA	Bureau of Migration and Asylum
CES	Commission for Exceptional Situations
CSO	civil society organization
DTM	Displacement Tracking Matrix
GIM	General Inspectorate for Migration
IOM	International Organization for Migration
MGI	Migration Governance Indicators
MoH	Ministry of Health
NEA	National Employment Agency
NGO	non-governmental organization
RAC	refugee accommodation centre
TCN	third-country national
UASC	unaccompanied and separated children
UNDP	United Nations Development Programme
UNHCR	Office of the United Nations High Commissioner for Refugees

■ INTRODUCTION

Migrant needs and existing policies to support them are often assessed in isolation. To bridge this gap, two major global initiatives of the International Organization for Migration (IOM) have been identified as crucial data sources for the simultaneous comprehensive assessment of the needs of migrants and existing policy and programmatic responses. By looking at these sources in parallel, policies and programmes can be better aligned with the needs of migrants and informed by data. The Displacement Tracking Matrix (DTM) is a system comprised of different tools and methods that are typically implemented in humanitarian contexts as part of crisis response and planning efforts, with data collected to support the informational needs of decision makers. The Migration Governance Indicators (MGIs) programme is an IOM flagship initiative that supports governments in assessing the comprehensiveness of their migration governance structures at both national and local levels by taking stock of existing migration policies. In line with the United Nations system's call to work in ways that support national and local responders, both DTM and MGI frameworks highlight the need to focus on the "local", placing emphasis on the roles of cities and local authorities in supporting the integration of migrants.

The goal of this report is to analyse the extent to which migration policies and services available at the local level address the needs of migrants,¹ directly from migrants' perspectives. Specifically, the evaluation considers the characteristics and needs of migrants and the local migration governance landscape in the municipalities of Balti and Cahul (Republic of Moldova). The analysis is based on data collected from a DTM survey that was conducted in Balti and Cahul between 6 February and 11 March 2023 (IOM, 2023a), and the local MGI assessments conducted in both municipalities between September 2022 and August 2023.² Data from both tools have been simultaneously analysed to inform the formulation of tailored policy and programming recommendations, effectively bridging DTM's operational humanitarian approach with the policy-focused perspective of the MGIs. Moreover, recognizing that a comprehensive evaluation of local migration governance structures needs to account for varying levels of competencies and autonomy across different levels of government, the analysis is complemented – when applicable – with the findings of the national MGI profiles of the Republic of Moldova from 2018³ and 2021.⁴

The next section of this report outlines the methodology, detailing the data-collection processes of the MGIs and DTM, as well as the data analysis approach employed in this report and its limitations. This is followed by a summary of the main findings and key policy recommendations. The core of the report consists of eight chapters that present a comprehensive analysis of various thematic areas: migration and asylum assistance, information provision, health services, food and non-food items, children's development, protection, socioeconomic well-being and government partnerships. Each chapter first provides an overview of the local migration governance structures, followed by a description of the respondents' perspectives, as gathered by the DTM survey. The report ends with a final section containing some concluding remarks, including a suggested path forward for further policy research.

¹ This report adopts the IOM *Glossary on Migration*'s definition of "migrant": "An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students."

² See the 2023 Local Migration Governance Indicators Profile for the Municipality of Balti and the 2023 Local Migration Governance Indicators Profile for the Municipality of Cahul.

³ See the 2018 Migration Governance Snapshot for the Republic of Moldova.

⁴ See the 2021 Migration Governance Indicators Second Profile for the Republic of Moldova.

METHODOLOGY

Data collection and data analysis approach

This section presents an overview of the data-collection processes of both the Migration Governance Indicators (MGIs) and the Displacement Tracking Matrix (DTM) before explaining the data analysis approach followed in this report. While both tools aim to gather different types of information, they share a common trait – collecting cross-sectional data.⁵ Thus, ensuring the synchronization of data-collection time frames was essential. As previously mentioned, DTM data for Balti and Cahul were collected from February to March 2023, while MGI data were gathered between September 2022 and August 2023.

The local MGIs consist of approximately 80 indicators that evaluate migration governance policies and structures at the local level across the six policy domains corresponding to the three principles and three objectives that comprise IOM's Migration Governance Framework (2016). The assessments of local migration governance in Balti and Cahul were conducted through a voluntary and consultative process that involved the collection of data through a desk review complemented by a series of interviews with local experts and government representatives. The main findings were subsequently validated by the local authorities and published in the 2023 local MGI profiles of Balti and Cahul (IOM, 2023b and 2023c). The governments' participation in all stages of the process enables MGI data to comprehensively reflect the procedural and institutional aspects of migration governance while assisting these governments in becoming familiar with the results and facilitating their potential use to guide future policy developments.⁶

DTM conducted a 90-question survey to gather information on the sociodemographic profiles, mobility patterns, needs, vulnerabilities and access to services of migrant populations, specifically refugees from Ukraine and other third-country nationals residing in the two municipalities. Only adults (18 years old and above) were interviewed using the random sampling method or the snowball approach.⁷ With the support of local authorities to identify and reach target populations, nine trained enumerators conducted interviews at public administration buildings (town halls, polyclinics, schools, kindergarten, etc.), bus or train stations, refugee accommodation centres, offices of non-governmental organizations and other locations.

For the cross analysis of the MGI and DTM data, a systematic evaluation of the thematic proximity between the questions in both tools was conducted. Based on this mapping exercise, eight common thematic categories were identified, which form the core structure of this report. To analyse these thematic categories, first, an overview of the local migration governance frameworks corresponding to the respective categories is generated, incorporating references to the national migration governance structures when applicable. Second, a detailed breakdown of the characteristics and needs of migrants pertaining to the relevant thematic category is explained, using insights obtained from the DTM survey. Concurrent analysis of the data from both tools connects the operational humanitarian approach of DTM with the policy-oriented viewpoint of the MGIs and allows for the development of customized policy and programmatic recommendations. Moreover, recognizing the significance of aligning migration policies and programmes with a country's

⁵ The MGIs carry out follow-up assessments, usually four to five years after the initial assessment, with the goal of showing the progress achieved in migration governance. As of the writing of this report, all follow-up assessments have been conducted only at the national level.

⁶ For more information on the MGI methodology, see: IOM, 2022a.

⁷ The snowball approach is a non-probability sampling method where each new interviewed respondent was requested to introduce further respondents from among their networks.

international commitments, a thematic connection is established between each category and the relevant objectives or cross-cutting guiding principles of the Global Compact for Safe, Orderly and Regular Migration, whenever applicable. This is enhanced by presenting a global overview of national-level results on related migration policies, derived from MGI data.

Limitations

The results of this document are based on DTM and MGI data collected at the local level. Although national migration governance structures are included in the analysis, further research is needed to provide recommendations regarding the operational aspects of organizational frameworks in the Republic of Moldova, such as its health or educational systems.

The results are not intended to be a representative sample of the international immigrant population in the Republic of Moldova or in the municipalities of Balti and Cahul.

This document presents the outcome of a descriptive analysis, and summary statistics are limited to the comparison of percentages across different data groupings and the identification of measures of central tendency (like the arithmetic mean). This means that the graphs and text presented never imply a causal relationship between variables.

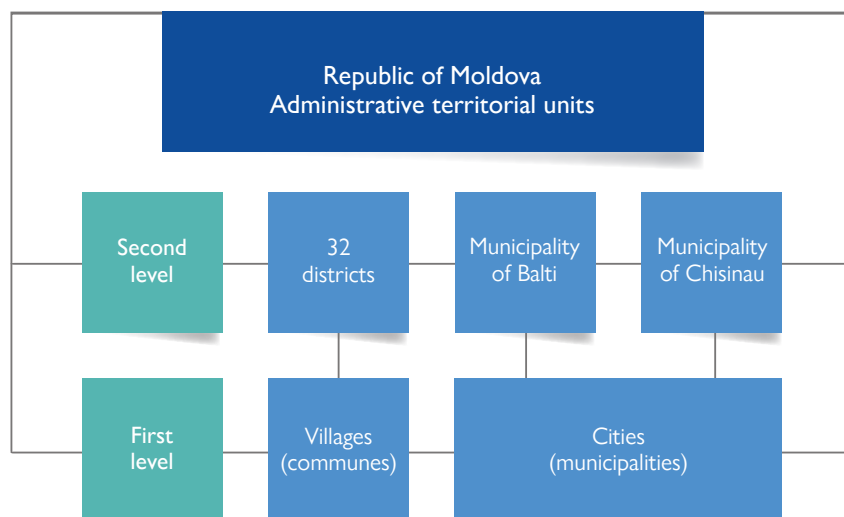
The recommendations included in this document presuppose optimal coordination between national and local-level administrations, as well as the capacity for self-governance to adapt to specific needs.

CONTEXT OVERVIEW

National and local administrative structure

The Republic of Moldova is divided into 32 districts,⁸ 13 municipalities⁹ and 2 regions with special status.¹⁰ The districts and two municipalities (Chisinau and Balti) constitute the second level of local government authority. These units are divided into first-level territorial units (towns and villages), which liaise with their respective second-level units. Villages are often grouped into single administrative units called communes; cities are more developed than villages and communes, and more developed cities are called municipalities.

Figure 1. Administrative structure of the Republic of Moldova



Note: Figure generated by IOM based on data collected during the MGI processes.

The Balti Municipal Council functions as both a first- and second-level administration. According to Article 59(1) of Law No. 436 on local public administration (2006, amended in 2022), the deliberative bodies of the public administration of the municipality of Balti are the Municipal Council and the village councils; executive power is held by the Mayor of Balti and the mayors of villages. The same Law states that the deliberative body of the public administration of Cahul is the Municipal Council, while executive power is held by the Mayor of Cahul (Parliament of the Republic of Moldova, 2006). The “town hall” is defined as a structure that assists the mayor in executing their duties. The municipality of Cahul is the centre of Cahul *Rayon* (district), which has a separate District Council, Municipal Council and Municipal Town Hall. The city of Cahul is the only urban settlement in the district.

⁸ These are Anenii Noi, Basarabasca, Briceni, Cahul, Calarasi, Cantemir, Causeni, Cimislia, Criuleni, Donduseni, Drochia, Dubasari, Edinet, Falesti, Floresti, Glodeni, Hincesti, Ialoveni, Leova, Nisporeni, Ocnita, Orhei, Rezina, Riscani, Singerei, Soldanesti, Soroca, Stefan Voda, Straseni, Taraclia, Telenesti and Ungheni.

⁹ These are Balti, Bender, Cahul, Ceadir-Lunga, Chisinau, Comrat, Edinet, Hincesti, Orhei, Soroca, Straseni, Tiraspol and Ungheni.

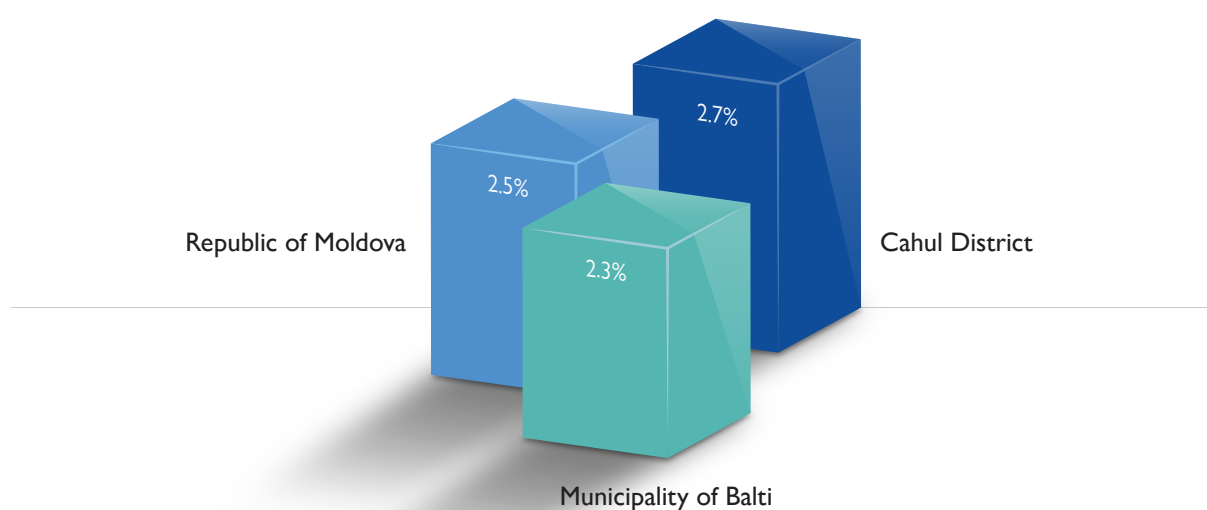
¹⁰ These are the autonomous territorial units of Gagauzia and Transnistria.

Migration trends

As of January 2023, the usual resident population of the Republic of Moldova was 2,512,800 (NBS, 2023). In Balti the population was 93,889 (54% female and 46% male), and in Cahul the population was 24,110 (55% female and 45% male) (NBS, 2022).

The National Bureau of Statistics (NBS) (2022) estimated that there were 65,171 international immigrants in the Republic of Moldova in 2020, constituting 2.5 per cent of the total population. Similar data were reported for 2021, with 2.6 per cent of the population being international immigrants. In Balti and Cahul District, 2.3 per cent and 2.7 per cent of the population were international immigrants, respectively (Figure 2).¹¹

Figure 2. International migrant stock as percentage of the population, 2020



Source: NBS, 2022.

- The total number of emigrants at midyear 2020 was 1.2 million, representing 30 per cent of the total population (DESA, 2020). The estimated number of people that emigrated from the country in 2020 was 72,367 (2.8% of the country's population)¹² (NBS, 2022). According to NBS (2022) estimations, in 2020 there were 2,447 emigrants from the municipality of Balti (2.7% of the municipality's population) and 2,535 from Cahul District (3% of the district's population).
- The negative migration balance in the Republic of Moldova, estimated by NBS (2023), decreased in 2021 with -45,413 people (from -7,196 people in 2020).
- Between February 2022 and 7 August 2023, more than 890,000 people entered the Republic of Moldova through the Moldovan-Ukrainian State border. While many of them stayed only temporarily, as of August 2023 there were more than 117,000 Ukrainian refugees living in the country, representing approximately 3 per cent of the total population (UNHCR, 2023). No migrant flow statistics are available at the local level (DTM, 2023).

¹¹ There are no data on the number of immigrants in the municipality of Cahul. Cahul District includes the municipality of Cahul as well as numerous smaller settlements. See: NBS, 2022.

¹² These numbers refer solely to people who have withdrawn their residence visa and declared long-term or permanent emigration from the country, known in the country as permanent emigration.

Sample characteristics of the displacement tracking matrix survey¹³

- A total of 661 individuals were interviewed between 6 February and 11 March 2023, with 379 interviews conducted in Cahul and 282 in Balti.
- The majority of the respondents (99%) were Ukrainian citizens. Only three individuals were citizens of other countries.
- Most respondents were female, accounting for 84 per cent in both Balti and Cahul.
- The majority of the respondents in both Balti (95%) and Cahul (84%) arrived in the Republic of Moldova after 24 February 2022. Consequently, more than 95 per cent in both municipalities stated that their reason for leaving Ukraine was due to conflict.
- Most respondents intended to stay in the country until they can return to Ukraine. The proximity to Ukraine and a common spoken language were the main reasons noted by respondents for coming to the Republic of Moldova.
- Approximately half of the respondents reported having children: 40 per cent in Balti and 58 per cent in Cahul.
- Out of 661 respondents, 43 per cent had family members with at least one functional difficulty (seeing, hearing, mobility, cognition, self-care or communication): 53 per cent in Balti and 34 per cent in Cahul.¹⁴
- About 29 per cent of the respondents (192 out of 661) declared having a chronic disease: 40 per cent in Balti and 21 per cent in Cahul.
- Only a few respondents stated to be/have a pregnant or lactating woman in their household: 5 respondents in Balti (2%) and 15 respondents in Cahul (4%).

¹³ For more details, see: IOM, 2023a.

¹⁴ This is based on the Washington Group Short Set of questions on Functioning (IOM, 2023a).

MAIN FINDINGS AND RECOMMENDATIONS

The following is a summary of specific findings by chapter, as well as the accompanying practical recommendations:¹⁵

Chapter 1. Migration and asylum assistance

Main findings

- The Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025 aims at strengthening the State's response capacity to the increased influx of people at the border. However, there are no specific migration-related action plans at the local level.
- The Provision of Temporary Protection, approved in January 2023 and overseen by the General Inspectorate for Migration (GIM), allows Ukrainian refugees to regularize their status.¹⁶
- In Balti and Cahul, the Regional Integration Centre for Foreigners (Integration Centre), subordinated to GIM, is the body that coordinates services pertaining to migrants.¹⁷
- In 2022, Balti and Cahul established Crisis Cells (functional until March 2023) to manage the flow of asylum-seekers, create temporary accommodation for refugees and act as focal points for information.
- With support from IOM, Balti and Cahul also opened Information Centres for Refugees in early 2022, to increase community outreach and information awareness of the availability of assistance.
- In both Balti and Cahul, more respondents reported using the Migration and Asylum Office services than the Town Hall's services, and the majority reported being satisfied with the services from both.
- Although few respondents reported using the services provided by the Town Hall, those who did, relayed a high degree of satisfaction and few access difficulties.

Recommendations

- Create a local-level action plan or strategy for the implementation of the Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025.
- Enhance vertical policy coherence on migration-related issues across different levels of government.

¹⁵ These areas are discussed in more depth in dedicated chapters.

¹⁶ As approved by Government Decision No. 21 on granting temporary protection to displaced persons from Ukraine (2023).

¹⁷ See footnote 1 (IOM *Glossary on Migration*).

- Centralize the services offered by all relevant actors at the local level through specific mechanisms, such as the Integration Centres.
- Increase the capacity of local authorities to respond to the larger flow of migrants by enhancing the financial capabilities of Integration Centres.
- Formalize the services provided by the Integration Centres as well as the Information Centres for Refugees in order to guarantee sustainability. This could be achieved by their incorporation into the Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025 and local action plans.
- Establish regular training in migration-related matters for public officials, such as human rights and the current legislation in the country, to enhance the assistance provided by local authorities and GIM officials.

Chapter 2. Information provision



Main findings

- The Crisis Cells served as information points for those arriving in Balti and Cahul, including through a 24-hour toll-free Green Line. Information could also be accessed through the Information Centres for Refugees established in Balti and Cahul.
- Despite the availability of 24-hour services from the Crisis Cells, the main sources of information among survey respondents in Balti and Cahul were information shared on messaging apps and through word of mouth from family and friends.
- Information on rights and access to services is primarily provided in Romanian, Russian and Ukrainian. Nonetheless, a significant portion of the respondents in Cahul expressed the need for more information in Ukrainian.
- The need for access to information in Ukrainian was higher in households with at least one pregnant or lactating woman, highlighting the importance of tailored actions for different gender groups.



Recommendations

- Increase the circulation of official information through the introduction of free text messaging services and coordination with Moldovan news offices.
- Coordinate with United Nations agencies/non-governmental organizations (NGOs) to develop a referral pathway that increases migrants' access to the institutions responsible for providing information.
- Offer Government-funded language courses and ensure that important information for migrants is available in their own language.
- Customize official information to be gender-sensitive and consider the distinct vulnerabilities of migrants.
- Expand the capacities of government institutions responsible for providing information, such as the Information Centres for Refugees, to guarantee the sustainability of their services.

Chapter 3. Health services



Main findings

- Foreign nationals in the Republic of Moldova benefit from free prehospital emergency medical care, regardless of their health insurance status, as stipulated by national regulations.
- There are two new laws specifically regulating the access to health care of the displaced population from Ukraine. These laws approved the types of health services to be provided to beneficiaries of temporary protection, including a broad range of free health services.
- Starting in 2023, displaced populations entering the Republic of Moldova are assigned identification numbers, granting them equal access as Moldovan citizens to Government-funded health-care services.
- In the Republic of Moldova, the provision of Government-funded health-care services falls under national jurisdiction. Both the Balti Clinical Hospital and the Cahul District Hospital operate directly under the Ministry of Labour and Social Protection. There is no evidence of health-care strategies at the local level.
- Access to health services, medicine, and personal hygiene and sanitary supplies are the top three immediate health needs reported by survey respondents in both municipalities.
- A considerable portion of the respondents required health services but had not used them at the time of the survey.
- Most of the respondents who used health services in Balti and Cahul were satisfied with them. Difficulties accessing services were primarily due to long waiting times and perceived staff performance issues.



Recommendations

- Develop local health strategies that are inclusive and ensure access of vulnerable populations, including migrants.
- Establish a supportive regulatory framework for telemedicine by revising policies and legislation to enhance access to health-care services.
- Increase the number of Government-funded medical staff to reduce waiting times.
- Provide training to Government-funded medical staff in migration issues, including language, gender and cultural aspects.
- Enhance the capacities of hospitals and local authorities to ensure immediate access to medicine and availability of personal hygiene and sanitary supplies for all migrants.
- Further efforts are needed to bring health-care services closer to migrants. For example, this could involve providing information about health rights and how to access health services on the websites of municipalities and hospitals.

Chapter 4. Food and non-food items



Main findings

- There were initiatives at the local level to support displaced persons from Ukraine with food, in addition to the food provided through the World Food Programme, private donors and ad hoc contributions from NGOs or international organizations.
- The Crisis Cells were responsible for managing the flow of migrants and handling all related issues, including housing. In order to cope with the demand, public institutions with furnished bedrooms were quickly made available, such as university dormitories, sanatoria and hotels owned by the municipalities.
- Most respondents in both Balti and Cahul stated that they needed support with access to food. The results were similar for men and women, and households with different characteristics.
- Clothes and shoes were the most needed non-food items by both men and women in Balti and Cahul.
- Accommodation needs differed greatly by municipality, with a substantially higher proportion of the respondents in Cahul than in Balti reporting that they needed long-term accommodation. Most of the respondents in Balti and Cahul reported staying in private accommodation (rented, open market), followed by refugee accommodation centres (RACs).



Recommendations

- Increase the capacity of the Integration Centres as well as enhance coordination with United Nations agencies and international and local NGOs to respond to migrants' needs regarding access to daily goods.
- Promote networks and support grass-roots activities that facilitate social inclusion and provide food to vulnerable populations.
- Continue the implementation of RACs while needed, given the risk of diminishing resources over time.
- Implement programmes to support access to longer-term accommodation and housing for migrants – in particular, those displaced from Ukraine.

Chapter 5. Children's development



Main findings

- Since February 2022, the Ministry of Education and Research has offered three schooling options for Ukrainian children (local school in Romanian, online school, or in-person school in Russian or Ukrainian). These are available in Balti and Cahul.
- In both Balti and Cahul, the majority of the respondents' children either participate in online classes through a school in Ukraine or receive in-person education in local schools in the Ukrainian or Russian language. Very few school-age children do not attend any type of schooling.
- In Cahul, almost half of the kindergarten-age children of the respondents attend an in-person local kindergarten in the Russian or Ukrainian language, while in Balti almost a third do so. A small proportion attend kindergarten classes online in Ukraine or other countries, while very few children attend a local kindergarten in Romanian. Around a third do not attend any type of kindergarten.

- Almost half of the survey respondents in both municipalities expressed the need for extracurricular spaces and activities for children. Some recreational activities and spaces for children are available; therefore, survey responses could be attributed to a lack of information.



Recommendations

- Enhance efforts to create a conducive environment for children engaged in online education.
- Support e-learning processes by ensuring reliable Internet connectivity and establishing a basic IT infrastructure for online education. Additionally, enable hybrid education models to be implemented effectively.
- Enhance access to the services provided by childcare facilities to allow for parents' participation in social, cultural and economic life, especially in the context of (de facto) monoparental families.
- Provide Romanian classes for non-Romanian-speaking school-age children as much as needed in order to accelerate integration in schools.
- Ensure that recreational spaces and projects last for as long as needed and are sustained over time as integration tools.
- Further disseminate information on existing recreational activities and spaces for children.

Chapter 6. Protection



Main findings

- Both Balti and Cahul lack local strategies to combat human trafficking, although they occasionally disseminate information on their websites and participate in relevant campaigns. Nevertheless, implementing the National Strategy on Preventing and Combating Human Trafficking for 2018–2023 (2018, last amended in 2022) is dependent on the involvement of local branches of national institutions and local authorities.
- All individuals, regardless of their immigration status, can make complaints about rights violations with the national-level Ombudsman. A regional representative of the Ombudsman operates in Cahul, covering the southern region.
- One of the aims of the Integration Centres is to help reduce intercultural and interconfessional conflicts. The Integration Centres in Balti and Cahul have the theoretical capacity to serve 200 people annually, but they lack personnel, affecting their mediation capacity, though only a few respondents had expressed needing mediation support or had reported experiencing discrimination.
- The police in Balti are annually trained in issues related to migrant populations, while there is no evidence of migrant-specific training provided to the police in Cahul. A small number of the respondents in both municipalities reported needing support with access to justice or police services, and very few respondents had used the justice system or forces of order.
- Legal services or advice for migrants in both Balti and Cahul is typically offered on an ad hoc basis, often through channels like the Integration Centres. The demand for and use of legal services and support were substantially higher in Cahul than in Balti. Satisfaction with public legal services was overall high.
- Law No. 140 on special protection for children at risk and children separated from their parents (2013) is applicable in the Republic of Moldova regardless of the child's citizenship.



Recommendations

- Increase funding for the local branches in charge of implementing the National Strategy on Preventing and Combating Human Trafficking for 2018–2023.
- Initiate a pilot test for an online complaint mechanism to aid migrants in addressing issues concerning safety, protection, unethical recruitment practices and unfavourable working conditions.
- Enhance the initiatives of the Town Halls to raise awareness among migrants regarding the risk factors and indicators of human trafficking, as well as provide guidance on how to seek assistance.
- Provide training for cultural mediators to effectively facilitate communication among local communities, authorities and migrants.
- Launch an information and awareness campaign regarding the legal services accessible to migrants.

Chapter 7. Socioeconomic well-being



Main findings

- Immigrants possessing the required documentation can seek assistance in accessing formal employment through the National Employment Agency (NEA).
- GIM conducts regular visits to companies that employ migrant workers, to provide information about their rights, responsibilities and integration prospects.
- In 2022, the Ministry of Internal Affairs eliminated the requirement for a temporary residence permit for Ukrainians to access employment.
- At the local level, job fairs were organized in both Balti and Cahul to facilitate the inclusion of migrant workers, including Ukrainian refugees. These initiatives have been largely overseen by the local offices of NEA in their respective municipalities.
- Only a few respondents in Balti and Cahul reported using NEA services since their arrival. Most indicated satisfaction with the services; low satisfaction was mainly attributed to a lack of information and long waiting times. Thus, quality doesn't appear to be a significant concern, but there may be access challenges.
- At the national level, there are programmes focused on gender equality in the workforce, but they do not mention migrants. There are no local programmes to promote gender equality for migrants in the labour force in the municipality of Balti or Cahul. Accordingly, the need for assistance in accessing employment was predominantly reported by female respondents.
- There are national centres for the recognition of skills and competencies acquired during non-formal and informal education; one of them is located in Balti. Consequently, more respondents in Cahul required support with diploma recognition than in Balti.
- Almost all survey respondents in Balti and Cahul reported the need for financial support. However, only one third of the respondents from both municipalities reported applying for welfare benefits since their arrival in the Republic of Moldova.

- There are national programmes with the aim of reducing remittance costs; however, there is no publicly available evidence of their implementation in Balti or Cahul. Only a few respondents indicated that they need information on sending or receiving remittances.



Recommendations

- Increase the dissemination of information about the services and assistance provided by NEA at the local level.
- Design national and local programmes that promote the inclusion of migrants in the labour market from a gender perspective.
- Facilitate information for migrants at the local level for them to be able to access qualifications and skills recognition regardless of location.
- Regularly organize job fairs and complement them with special training programmes for migrants.
- Consider the provision of additional medium-term financial support by extending the coverage of social programmes or creating a tailored form of temporary basic income.
- Implement local programmes to promote the financial inclusion of migrants and their families, particularly when they are remittance senders/receivers, and improve access to information about sending remittances.

Chapter 8. Partnerships



Main findings

- Both the Municipal Councils of Balti and Cahul cooperate with IOM and the Office of the United Nations High Commissioner for Refugees (UNHCR) on migration issues and refugee response, with IOM aiding through Information Centres and UNHCR coordinating events and services.
- Both Balti and Cahul actively cooperate with civil society organizations (CSOs) in the implementation of programmes concerning migration – less so for collaborations within the context of the refugee response.
- A considerable proportion of the respondents in Balti and Cahul reported using services from international organizations, with a relative disparity in access to international NGO services – more than half of the respondents in Balti claimed to have accessed these services, compared to only 18 per cent in Cahul. Considering the limited collaborations between local authorities and CSOs, access to services provided by the latter remains the least prevalent in both municipalities.



Recommendations

- Collaborate with United Nations agencies/NGOs to create a referral pathway to inform migrants of available migration and asylum aid and direct them to national and local services that assist migrants.
- Increase coordination with United Nations agencies, NGOs, CSOs, and others (such as migrant and diaspora associations, as well as the private sector) in agenda-setting and the implementation of migration-related and refugee response policies and programmes.

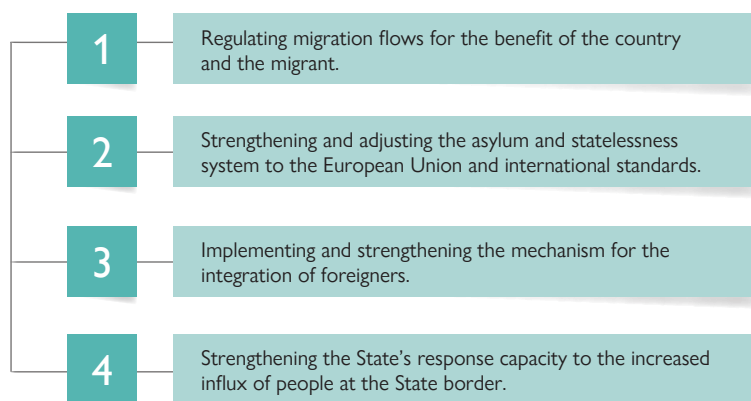
CHAPTER 1

MIGRATION AND ASYLUM ASSISTANCE

Central-level authorities in the Republic of Moldova are responsible for developing national migration programmes and strategies, while local administrative authorities have the main responsibility of applying the adopted strategies.¹⁸ Until January 2023, the Bureau of Migration and Asylum (BMA), which operates under the Ministry of Internal Affairs, was the main agency responsible for designing and implementing immigration policies. Its tasks included assisting in the formulation of migration policy by making proposals, implementing migration policy, managing visas, managing immigrant integration, awarding asylum and refugee status, and repatriation.¹⁹ From January 2023, the General Inspectorate for Migration (GIM) took over the tasks of BMA.²⁰

The Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025, which constitutes the national-level migration strategy, assigns the responsibility of its execution to the Ministry of Internal Affairs. The main goal is to facilitate the development of an integrated migration management system, for which the Programme establishes four strategic objectives. At the local level, there are no migration strategies defined in local planning or programmatic documents in either Cahul or Balti.

Figure 3. Four objectives of the Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025



Source: Government of the Republic of Moldova, 2022.

Other national-level agencies, such as the Border Police (Government Decision No. 1145 of 2018, Appendix No. 2) and NEA (Government Decision No. 990 of 2018, Appendix No. 2) play additional policy-implementing roles in their respective fields, such as ensuring the legal presence of foreigners and their employment within the terms of Moldovan law (Ministry of Internal Affairs, 2019).²¹

¹⁸ As stated in Clause O of Article 4 of Law No. 136 on the Government (2017).

¹⁹ As listed in Government Decision No. 914 (2014, last modified on 19 January 2023), Chapter II, No. 7.

²⁰ As listed in Government Decision No. 16 on the organization and functioning of the General Inspectorate for Migration (2023).

²¹ The Directorate of Emergency Situations Balti is part of the national General Inspectorate for Emergency Situations of the Republic of Moldova, which operates under the Ministry of Internal Affairs.

WHOLE-OF-GOVERNMENT APPROACH

- The Global Compact for Migration considers that migration is a multidimensional reality that cannot be addressed by one government policy sector alone.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 38 per cent have a national migration strategy defined in a programmatic document or manifesto.
 - A total of 45 per cent have an interministerial coordination mechanism for migration issues at the national level.

In January 2023, the Government of the Republic of Moldova approved the Provision of Temporary Protection status to refugees from Ukraine and third-country nationals (TCNs),²² with the implementation overseen by GIM and its regional directorates. As a result of the temporary protection, Ukrainian refugees were given 90 days to regularize their status, starting from 15 May 2023. Temporary protection beneficiaries are granted the following rights under the approved Decision:

Figure 4. Rights granted to temporary protection beneficiaries



Source: Government of the Republic of Moldova, 2023a.

Through the GIM-managed online pre-registration portal, access to temporary protection status is made possible.²³ This is followed by an interview with GIM personnel from the regional offices. Since January 2023, the local offices of GIM have been developing a communication campaign with assistance from the Office of the United Nations High Commissioner for Refugees, IOM and other international partners, to popularize the advantages of temporary protection status using online and offline means, such as booklets, animations, posters, FAQs and social network cards.²⁴ GIM (2023) reported that during the period of 1 March–31 July 2023, there were 15,700 people pre-registered for temporary protection, with 9,619 identity documents issued to beneficiaries of temporary protection (including 3,204 minors). Out of the total number documented, 7,002 were Ukrainian citizens – specifically, 3,412 had the right of permanent residence, and 3,590 had temporary residence rights. By 31 July 2023, a total of 1,599 individuals were registered in the asylum system: 199 were refugees, 308 were beneficiaries of humanitarian protection, and 1,092 were asylum-seekers.

In 2017, the Integration Centre for Foreigners Northern Regional Directorate was established in Balti and the Integration Centre for Foreigners Southern Regional Directorate in Cahul, both under GIM. The main tasks assigned to the Regional Integration Centre for Foreigners (Integration Centre), by Government Decision No. 553 (2017, amended in 2021), include the following:

- (a) Organizing information sessions for foreigners, central and local government authorities, and civil society;
- (b) Providing counselling and promoting links with immigrant communities through joint activities to facilitate the integration process in the host society;
- (c) Implementing redirection mechanisms among authorities to ensure inter-institutional coordination.

More recently, authorities in Balti and Cahul have taken additional steps to facilitate the provision of assistance to migrant populations. The Commission for Exceptional Situations (CES) of Balti set up a Crisis Cell in March 2022, and CES of Cahul established a Crisis Cell in February 2022. The Crisis Cells were created to manage the inflow of migrants to coordinate the crisis response, and to act as focal points for information. They created temporary accommodation for refugees and provided staff to ensure medical infrastructures were in place to test refugees for COVID-19. They coordinated the care of refugees' welfare by relying on existing measures to deal with the new situation – for example,

²² Temporary protection is granted to Ukrainians in Ukraine before 24 February 2022, non-Ukrainian nationals benefiting from protection (international or equivalent national protection) granted by the Ukrainian authorities before 24 February 2022, and those who cannot safely return to their country of origin, as well as family members of the above-mentioned persons. Temporary protection allows persons to remain in the territory of the Republic of Moldova for a limited period (until 1 March 2024), with the potential of renewal. Read more on [temporary protection in the Republic of Moldova](#) on the website of the Office of the United Nations High Commissioner for Refugees.

²³ Visit the [portal](#) to know more.

²⁴ The [Survey on Temporary Protection: Intentions and Experiences](#) was conducted between April and July 2023.

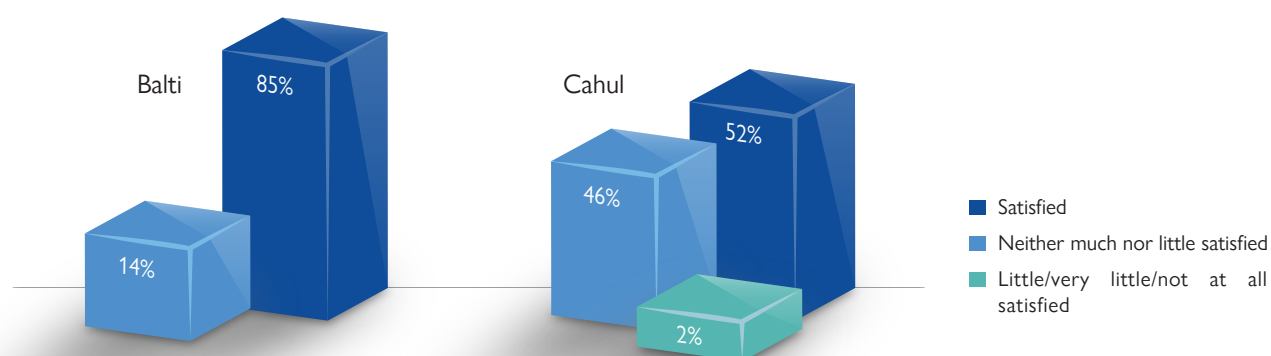
by using housing services that were planned for local residents in case of forced displacement (such as due to natural catastrophes) for refugees instead, expecting the possibility of escalations of the war in Ukraine (IOM, 2023c). The Directorates of Emergency Situations in Balti and Cahul were responsible for the Cells' functionality; both Cells were operational until March 2023 (IOM, 2023b and 2023c).

In Balti and Cahul, the Integration Centres, subordinated to GIM, are the bodies that coordinate services pertaining to migrants, including developing and implementing the State's migration and asylum policy and integration procedures, monitoring the duration of a migrant's stay, and readmission agreement execution (Government of the Republic of Moldova, 2017a). The services that the Town Halls in Balti and Cahul perform include, but are not limited to, disseminating information, community engagement, communicating strategic goals, crisis management, hosting educational sessions and policy discussions (IOM, 2023b and 2023c).

Additionally, in 2022 both municipalities opened Information Centres for Refugees with IOM's support. The Centres spearheaded information and awareness campaigns regarding the available assistance and referrals for refugees, TCNs and host communities in the Republic of Moldova. At the time of drafting this report, these centres were not operational.

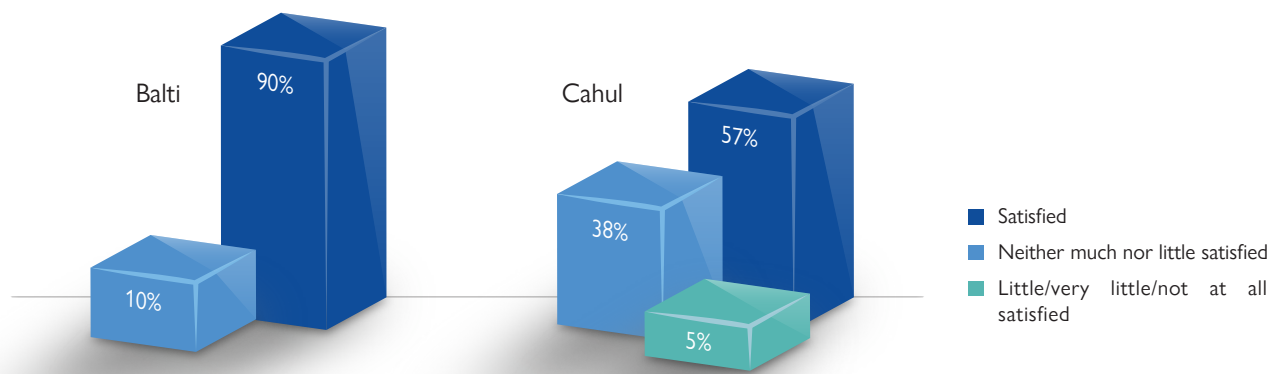
Only a few respondents in Balti and Cahul reported having used the general services from their respective Town Halls – 4 per cent in Balti and 13 per cent in Cahul – and the majority were satisfied with the quality of the services (Figure 5). More respondents reported using the Migration and Asylum Office services (including applications for asylum and temporary protection) than the Town Hall's services: 41 per cent in Balti and 36 per cent in Cahul. Of these, the majority reported to be much satisfied with the quality of the services (Figure 6). Only one respondent in Cahul reported difficulty accessing these services, which was attributed to administrative challenges. In addition, when asked if they or their family were considering applying for asylum, almost half of the respondents (46%) in Cahul and one third (33%) in Balti reported that applying for asylum was dependent on their future situation, which could imply an increase in the demand for services with regard to asylum application.

Figure 5. Satisfaction with the quality of Town Hall services provided in Balti and Cahul



Note: A total of 138 respondents in Balti and 155 respondents in Cahul used Town Hall services.

Figure 6. Satisfaction with the quality of Migration and Asylum Office services provided in Balti and Cahul



Note: A total of 115 respondents in Balti and 138 respondents in Cahul used GIM services.

CHAPTER 2

INFORMATION PROVISION

2.1. Information dissemination

The Crisis Cells served as information points for migrants arriving in Balti and Cahul, including through a 24-hour toll-free Green Line, launched in March 2022. The Crisis Cells were available 24 hours a day, 7 days a week through an email address, as well as via the telephone number of the General Inspectorate for Migration's Integration Centre. Information was received from local and national authorities to create referral pathways, and it was distributed through local mass media and the websites of the relevant institutions (IOM, 2023c; BMA, 2018). Migrants could also access information about available assistance through the Information Centres for Refugees established in both municipalities.

Despite the availability of 24-hour service from the Crisis Cells, only 16 per cent of the respondents in Balti reported to have used it as a source of information about their rights and opportunities in the country. In Cahul, the percentage was higher, at 36 per cent. The main sources of information in both municipalities were messaging apps (98% in Balti and 85% in Cahul). Word of mouth from family and friends was the second most important source of information in Balti, and information from United Nations agency/non-governmental organization staff was the third one, accounting for 32 per cent (Figure 7). Other important sources of information in Cahul were word of mouth (63%) and Moldovan news websites (63%).

2.2. Language access

Information regarding access to services, rights and opportunities is primarily available in Romanian, Russian and Ukrainian. The website of the Balti Municipal Town Hall offers information for Ukrainian migrants, refugees and asylum-seekers in Romanian and Russian, though the English version is not active as of mid-2023.²⁵ Balti Clinical Hospital's (n.d.) website is available only in Romanian. The Directorate of Education, Youth and Sports of Balti (2019) has some relevant information on accessing education, available in Ukrainian. In Cahul, the Integration Centre for Foreigners Southern Regional Directorate operates a hotline for migrants and refugees (to answer their questions), provides local information, and offers brochures on various topics²⁶ in multiple languages (Romanian, Ukrainian, Russian, English and French) (IOM, 2023c). The Cahul District Hospital (n.d.) does not have information for migrants or refugees on its website. Language and integration courses and extracurricular activities for migrants are provided by the Integration Centre for Foreigners Southern Regional Directorate, the Cahul Municipal Town Hall and the Cahul Municipal Council (IOM, 2023c).

²⁵ The information offered includes contact information for hospitals, the Balti consulate, the police and organizations that offer free legal help; contact information for free housing; and a short explainer on refugee status and instructions. More information is available on the website of the [Balti Municipal Town Hall](#).

²⁶ These include migrants' rights, integration into Moldovan society (for example, by describing the most important customs and behaviours) and sources of legal assistance.

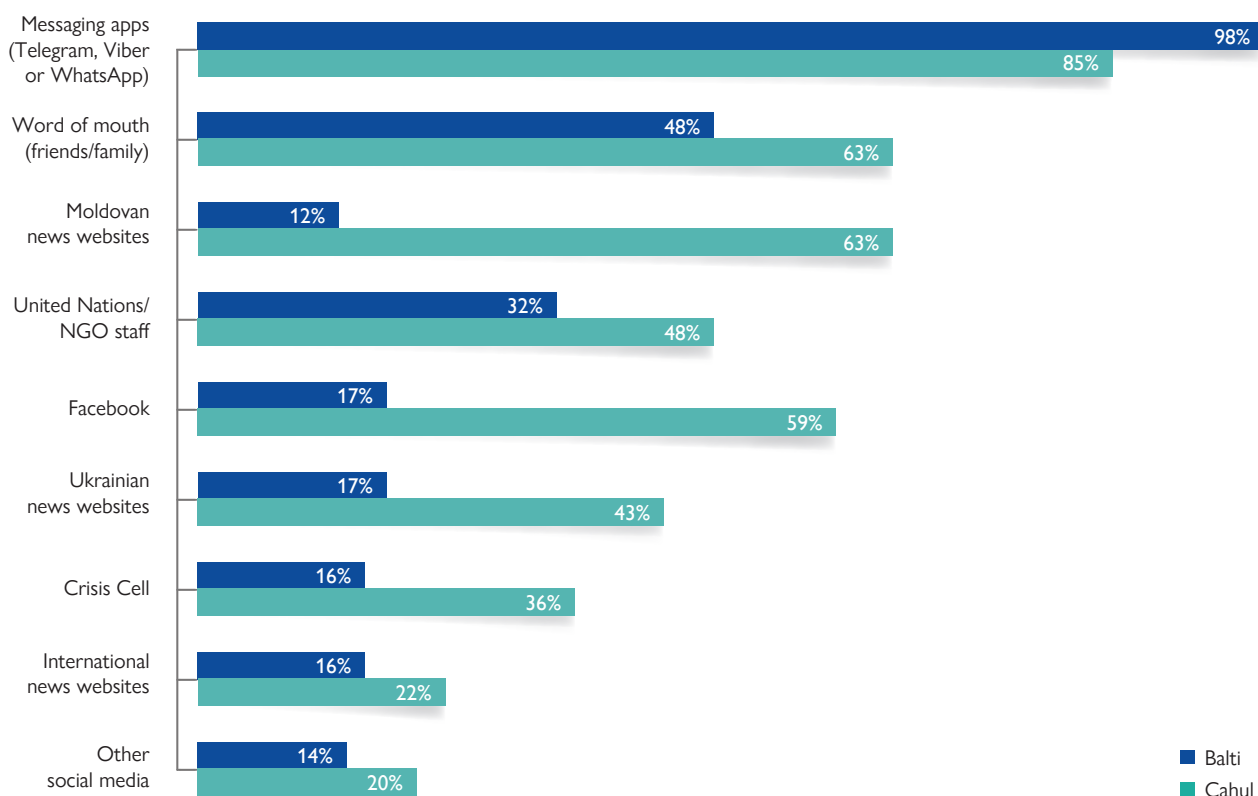


3 INFORMATION PROVISION

- Under Objective 3 of the Global Compact for Migration, Member States commit to providing accurate and timely information at all stages of migration.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 79 per cent have communications systems for the population to receive information on the evolving nature of crises.
 - Only 11 per cent of these systems consider the specific vulnerabilities faced by migrants.

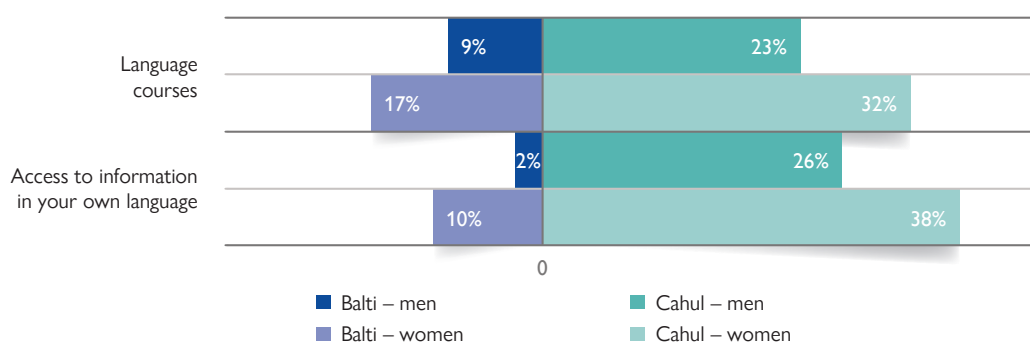
Although there are sources of information in Balti and Cahul in languages understood by most Ukrainian migrants, there is still a reported need to enhance access to information. In Cahul, more than one third of the respondents (36%) indicated the need to access information in their own language, and 30 per cent expressed needing support in language courses. In Balti, this was reported to a lesser extent: only 9 per cent indicated needing access to information in Ukrainian, and 16 per cent expressed needing language courses. When analysing differences by sex (Figure 8), it is observed that in both Balti and Cahul, a higher proportion of women reported needing to access information in Ukrainian, as well as language courses, compared to men. In addition, there is a difference in access to services based on language between the two municipalities, which could be attributed to a different proportion of the population being Russian speaking.

Figure 7. Sources of information regarding respondents' status, rights and opportunities in the Republic of Moldova



Note: There were 282 respondents in Balti and 379 respondents in Cahul; multiple options.

Figure 8. Reported needs for language courses and/or access to information in Ukrainian of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

CHAPTER 3

HEALTH SERVICES

Foreign nationals in the Republic of Moldova benefit from free prehospital emergency medical care, regardless of their health insurance status, as stipulated by Law No. 200 on the regime of foreigners (2010, amended in 2022), Article 84(3), and Law No. 274 on the integration of foreigners (2011), Article 16. Furthermore, according to the latter Law, migrant and Moldovan minors are entitled to the same level of access to health services, and beneficiaries of international protection who are participating in an integration programme have their health insurance covered by the State (Article 16(2)).

In case of acute life-threatening conditions, asylum-seekers are provided with free urgent pre-hospital medical assistance, and they are guaranteed the right to free medical examination (including anonymous HIV and AIDS testing) (Article 30 of Law No. 270 of 2008 on asylum).

The Ministry of Health (MoH), jointly with the World Health Organization Country Office in the Republic of Moldova, has coordinated the health system response to the refugee emergency declared by the Government on 24 February 2022. Moreover, there are two new laws specifically regulating Ukrainian refugees' access to health care: MoH Order No. 143 (2023) and MoH Order No. 142/54 (2023). Both explicitly refer to Government Decision No. 21 on granting temporary protection to displaced persons from Ukraine (2023). MoH Order No. 143 approved the types of health services to be provided to beneficiaries of temporary protection from Ukraine, including prehospital urgent medical care, primary health care and hospital care in cases of emergencies, and MoH Order No 142/54 provides that a wide range of health services is free for displaced persons from Ukraine at the request of the person or at their first consultation. The latter Order also establishes that registration can happen at the request of the person, that a person should live in the area for which the given doctor is responsible, and the right to health services lasts as long as the temporary protection.

Displaced persons from Ukraine entering the Republic of Moldova were given identification numbers (State identification number) at border crossings through General Inspectorate of Border Police services (or later through the General Inspectorate for Migration, for those who did not receive them upon entry), to allow them access to health care in the same way as insured citizens. The State identification number can also be obtained online with Ukrainian documents. As a result, most non-Moldovans in the two municipalities who are Ukrainians and who have arrived since 2022 have, on paper, good access to existing health services. Since February 2022, health financing and financial protection mechanisms have been revised, in coordination with the National Health Insurance Company, the United Nations Children's Fund, the United Nations Population Fund, IOM and INTERSOS, to address the accessibility and affordability of health-care services and medicine for refugees.

At the local level, there is no evidence of a health-care strategy. There is also no mention of health care in general, or of migrants' access to health care in the Urban Revitalization Programme of Cahul Municipality 2022–2025 (2022), nor in the Vision, Strategic Development Directions and Action Plan of Cahul Municipality 2019–2025 (2019). The Socioeconomic



15 ACCESS TO BASIC SERVICES

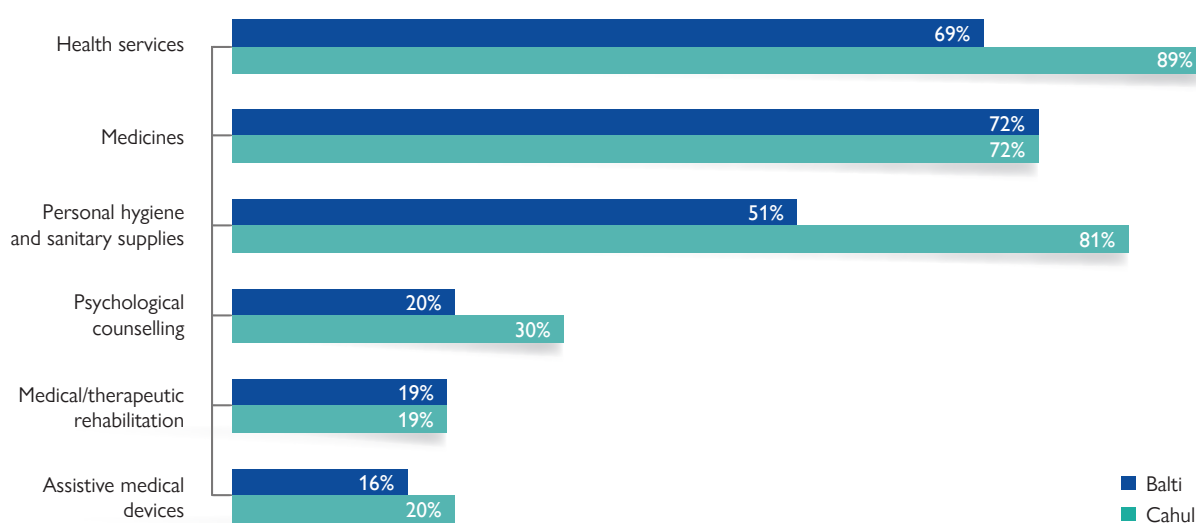
- Under Objective 15 of the Global Compact for Migration, Member States commit to providing access to basic services for migrants.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 40 per cent grant all migrants equal access as nationals to all government-funded health services, regardless of their migration status.

Development Strategy of Balti Municipality for 2021–2025 (2021) briefly refers to migration in relation to the risk of emigration in the section on strengths, weaknesses, opportunities and threats analysis.

The Balti Clinical Hospital and the Cahul District Hospital operate directly under the national-level Ministry of Labour and Social Protection (IOM, 2023b and 2023c). Article 6 of Law No. 411 (1995, last amended in 2023) discusses the competencies of local-level authorities, which are as follows: naming the leaders of local hospitals, organizing awareness campaigns, organizing sanitation, organizing health-care assistance, approving and implementing local strategies to develop health-care services and provide health-care programmes, and taking measures to save lives during extraordinary situations. In accordance with its competences, in 2022 the Balti Clinical Hospital offered free health services to Ukrainian refugees, only requiring them to show documentation that proves their identity. Various health-care services were provided, including COVID-19-related treatments, pregnancy care, surgery and psychological care. In addition, the hospital has a Community Mental Health Centre, where services are given based on an identification document and recommendation from the family doctor (Centre of Family Doctors, Balti Municipality, n.d.). There are no publicly available details about migrants' access to Government-funded health-care services, including mental health services, on the website of the Cahul District Hospital.

Having access to health services, medicine, and personal hygiene as well as sanitary supplies are the top three immediate health needs reported by survey respondents in both municipalities. In Cahul, the primary need was access to health services (89%), while in Balti, the primary need was access to medicines (72%). Assistance with access to personal hygiene and sanitary supplies ranked as the third most important concern, according to half of the respondents in Balti and 81 per cent in Cahul (Figure 9).

Figure 9. Main health needs reported by respondents in Balti and Cahul

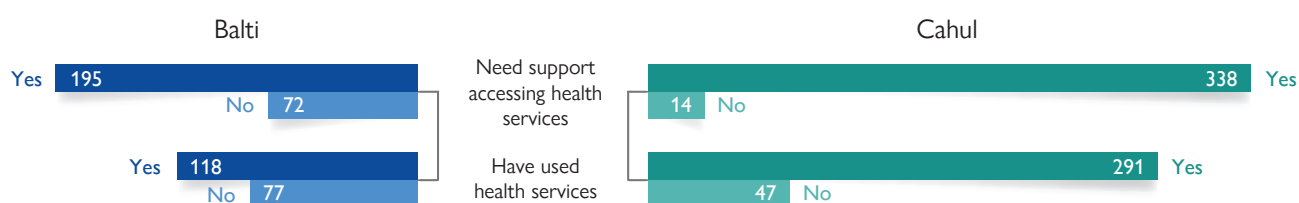


Note: There were 282 respondents in Balti and 379 respondents in Cahul; multiple options.

When analysing differences by sex, overall most health-care needs were similar for both men and women. In Balti, the only notable difference is with regard to access to health services, with a higher percentage of men (76%) compared to women (68%) reporting needing access. However, in Cahul, a higher proportion of women reported needing personal hygiene and sanitary supplies (84%) and access to medicine (74%) in comparison to men (65% for both categories). Similarly, in both municipalities, in households with at least one functional difficulty (seeing, hearing, walking, remembering, self-care or communicating), chronic disease or a pregnant/lactating woman, the most demanded support was related to access to medicine (from 80% to 94%) and health services (from 72% to 100%).

Most respondents in both Cahul (86%) and Balti (61%) who needed support with health services reported that they have already used such services. However, there was still a significant proportion that required health services and had not used them at the time of the survey, particularly in Balti, where more than one third of the respondents who needed support in accessing health service had not used them (Figure 10). This indicates the need for further efforts to bring health-care services closer to migrants.

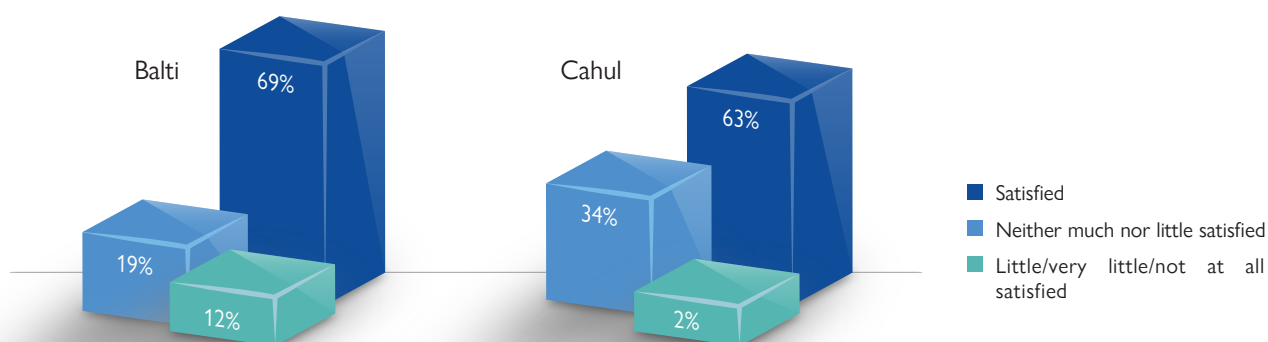
Figure 10. Reported needs and access to health services in Balti and Cahul



Note: There were 282 respondents in Balti and 379 respondents in Cahul; based on multiple options.

The majority of the respondents who used health services in Balti and Cahul were very satisfied with them: 69 per cent in Balti and 63 per cent in Cahul (Figure 11). When asked if they have difficulty accessing services provided by primary health-care/family doctors, the main problems were very long waiting times and perceived staff performance issues. This can be attributed to existing health-care services having insufficient resources and personnel, as the increased flow of migrants has put a strain on existing services that are struggling to cope with more patients without adequate staffing and resources. Among those who stated that they used health services, three people had difficulty accessing them due to discrimination: one person due to administrative challenges in Balti and two people in Cahul due to lack of information.

Figure 11. Satisfaction with quality of health services provided in Balti and Cahul



Note: A total of 133 respondents in Balti and 318 respondents in Cahul used health services; multiple options.

CHAPTER 4

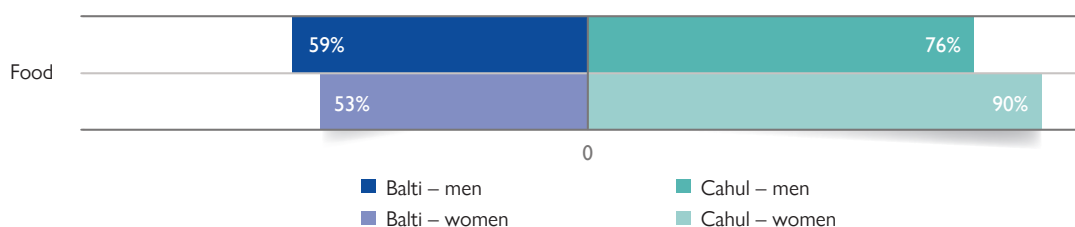
FOOD AND NON-FOOD ITEMS

4.1. Food

There have been initiatives at the local level to support migrants with food. For example, in March 2022, the Directorate of Education, Youth and Sports of the Balti Municipal Town Hall provided free meals (breakfasts and/or lunches) and payment exemption for children from refugee families from Ukraine who were enrolled in subordinate educational institutions, within the budget allocated for this purpose (Balti Municipal Town Hall, 2022a). Food is typically provided through the World Food Programme, private donors and ad hoc contributions from non-governmental organizations (NGOs) or international organizations.

Such initiatives are important at the local level, as access to food is among the top 10 reported needs among all respondents in both municipalities. In Balti, at least half (54%) of the respondents stated that they needed support with access to food, while in Cahul, this was the case for 88 per cent of the respondents. When analysing differences by sex, no clear distinctions are evident: while the percentage of men who reported needing support with access to food was higher in Balti, the opposite was true for Cahul (Figure 12). Similarly, there were no substantial differences regarding access to food among households with at least one functional difficulty, chronic disease or a pregnant/lactating woman.

Figure 12. Reported needs for food of respondents in Balti and Cahul municipalities, disaggregated by sex

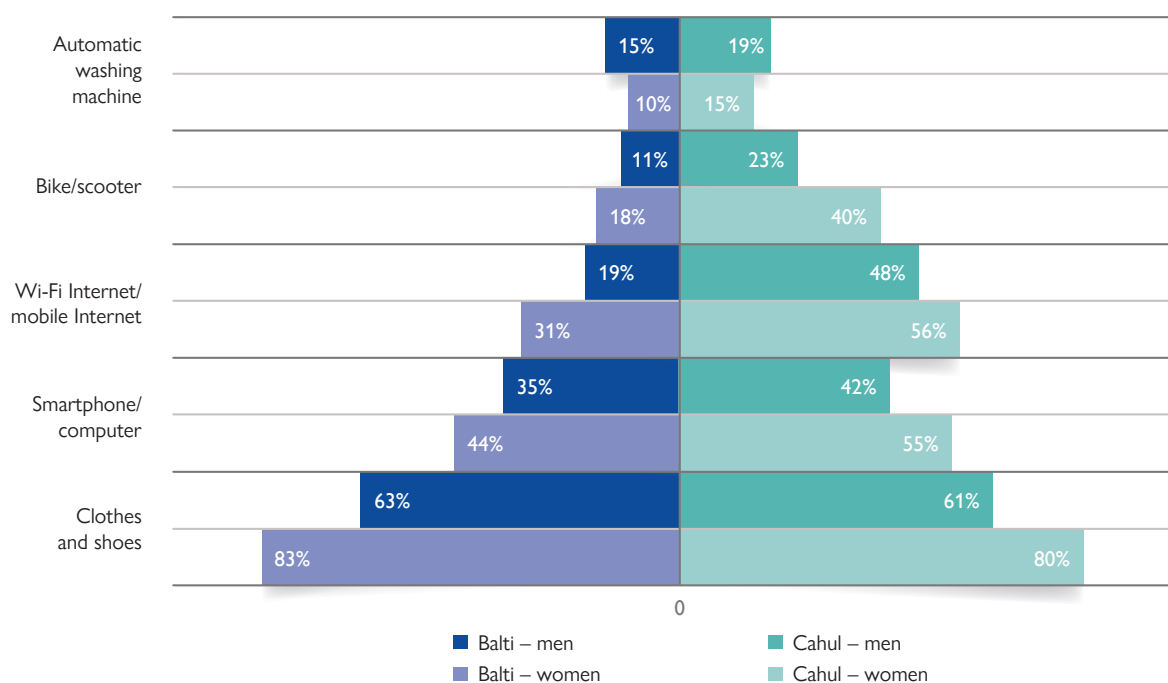


Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

4.2. Non-food items

Concerning non-food items, the top three primary needs reported were clothes and shoes (80% in Balti and 77% in Cahul), access to a smartphone or a computer (43% in Balti and 53% in Cahul), and access to Wi-Fi/Internet or mobile Internet (31% in Balti and 54% in Cahul). When analysing the results by sex (Figure 13), clothes and shoes were the items with the highest responses from both men and women in Balti and Cahul (around 60% for men and 80% for women in both municipalities). More than half of the women in Cahul indicated a need for access to Wi-Fi Internet/mobile Internet and access to a smartphone or a computer. These needs were also the main ones reported by men and women in Balti, but to a lesser extent. One notable difference between men and women was observed in Cahul, particularly concerning access to a bike or a scooter: it was chosen by only 23 per cent of the men and by 40 per cent of the women.

Figure 13. Reported needs for non-food items of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul; multiple options.

Most of the households, regardless of their having a member with a significant functional medical condition or a chronic disease, or a pregnant/lactating woman, reported a need for non-food items. However, there were major differences observed in households with at least one pregnant or lactating woman (Figure 14). More than 80 per cent of the respondents living in a household with a pregnant or lactating woman reported the need for clothes and shoes, access to a smartphone or a computer, and access to a bike or a scooter. In comparison, only 44 per cent of households without a member having a significant medical condition or a chronic disease, or a pregnant or lactating woman, requested access to a smartphone or a computer, and only 32 per cent requested access to a bike or a scooter.

4.3. Housing access

Refugees awarded with international protection or political asylum in the Republic of Moldova have access to social housing through national integration programmes, as per Article 24 of Law No. 274 on the integration of foreigners (2011). Eligibility for social housing is granted for the duration of the integration programmes, which normally last six months but can be extended. Article 32 of the same Law requires local authorities to identify housing options and to offer support to related community programmes. Furthermore, through Decision No. 21 (2022), the Ministry of Labour and Social Protection has set up rules to operate temporary placement centres for refugees, including norms, rules connected to costs of operation, and forms to be filled in for the beneficiaries.

In February 2022, the Cahul District Council (2022) announced on its website that accommodation for 340 people was available in the municipality of Cahul for Ukrainian refugees. The website of the Balti Municipal Town Hall (2022b) also listed 18 housing facilities available to accommodate 528 Ukrainian refugees in February 2022. Another website, set up by an administrative volunteer of the Balti Municipal Town Hall, kept track of the occupancy of hotel rooms, dormitories and rest centres, including paid accommodation.²⁷ The Balti Crisis Cell was charged with managing the flow of people and handling all related issues, including housing. For example, to cope with the demand, public institutions with furnished bedrooms were quickly made available, such as university dormitories, sanatoria and a hotel owned by the municipality (IOM, 2023b).

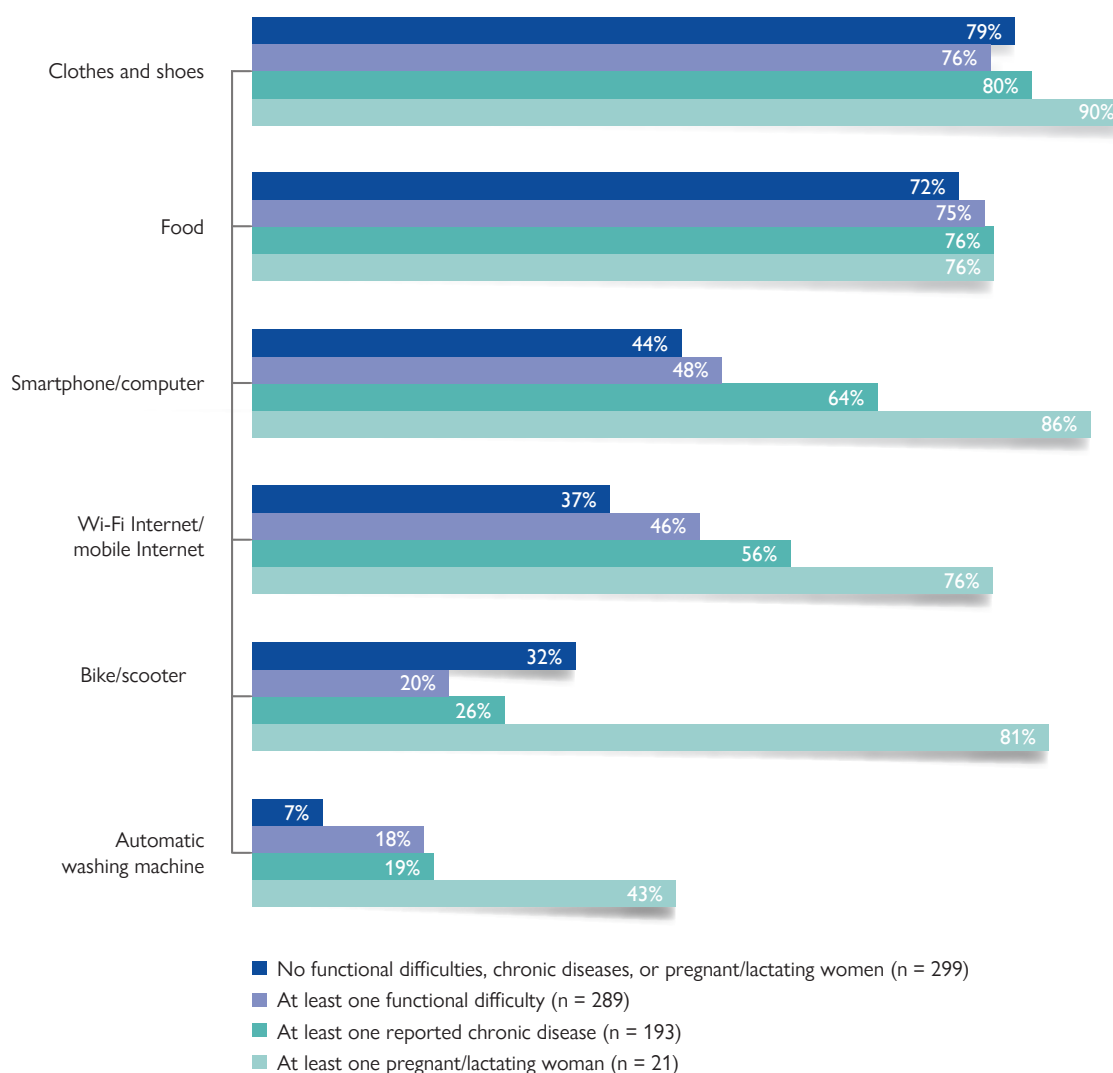
²⁷ The website is no longer being used for this purpose but can still be accessed.

In general, social housing in Balti falls under the remit of the Town Hall's Directorate of Social Assistance and Family Protection; however, there is no evidence of broader programmes that have been designed to provide housing access to migrants (Balti Municipal Town Hall, 2016 and 2018a).

Accommodation needs differed greatly by municipality, with 15 per cent of the respondents in Balti and 74 per cent of the respondents in Cahul reporting that they needed long-term accommodation. This could be linked to the fact that a greater proportion of the respondents in Cahul than in Balti indicated that they did not know their intended duration of stay in the Republic of Moldova, while a greater proportion of the respondents in Balti indicated that they would stay only until they could return to their country.

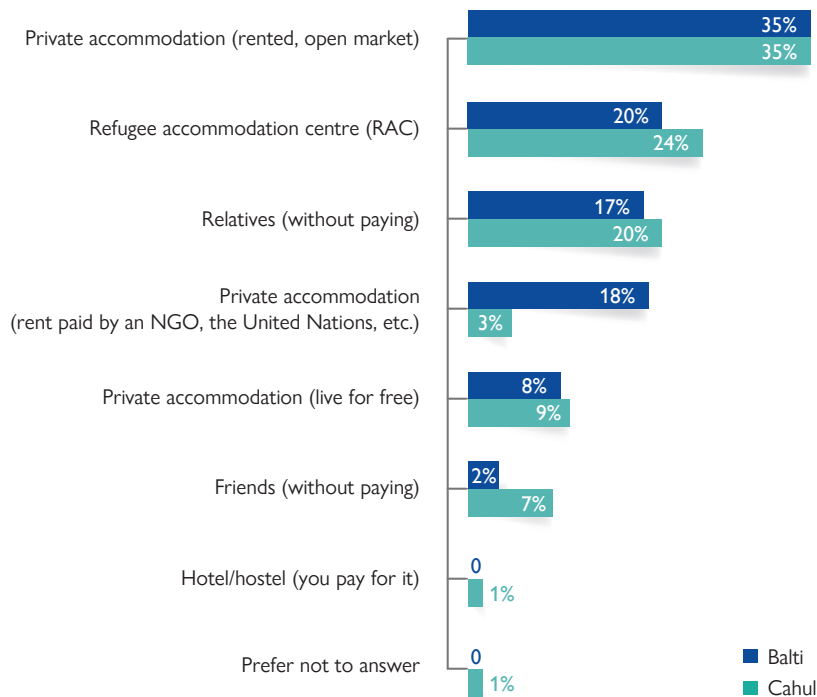
Figure 15 shows the distribution of accommodation being accessed by respondents. The most commonly reported type of accommodation in both Balti and Cahul was private rented accommodation. In both municipalities, this was followed by accommodation in refugee accommodation centres and then by staying with relatives without paying. A higher proportion of the respondents in Balti than in Cahul were staying in private accommodation where rent was being paid by an NGO or an international organization, while a greater proportion of the respondents in Cahul than in Balti were staying with friends without paying.

Figure 14. Reported needs for non-food items: Households with members having functional difficulties, chronic diseases, or challenges for pregnant or lactating women



Note: There were 282 respondents in Balti and 379 respondents in Cahul.

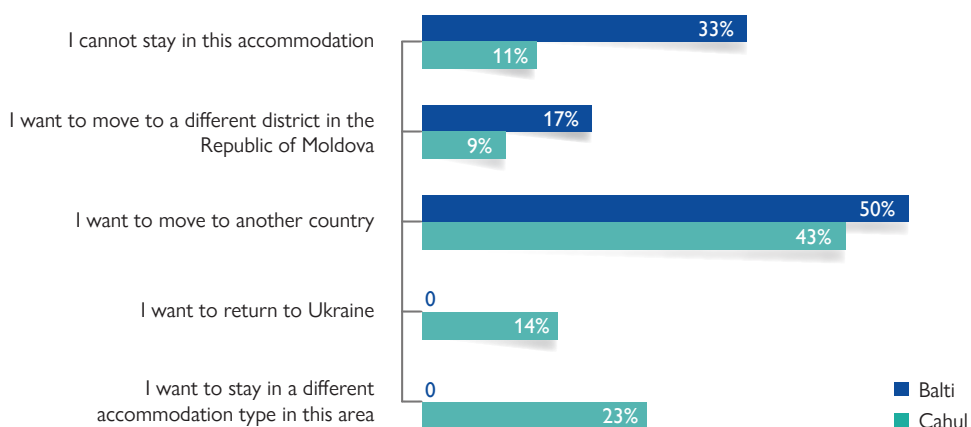
Figure 15. Reported type of accommodation in Balti and Cahul municipalities



Note: There were 282 respondents in Balti and 379 respondents in Cahul.

A total of 9 per cent of the respondents from Cahul and 2 per cent from Balti indicated that they intended to leave their current accommodation. Among them, the reasons for leaving varied, with approximately half indicating that they wanted to move to another country. A greater proportion of those in Balti than in Cahul indicated that they could not stay in their accommodation or that they wanted to move to a different district, while a greater proportion in Cahul indicated that they wanted to return to Ukraine or stay in a different accommodation type in the area.

Figure 16. Reasons for leaving their accommodation in Balti and Cahul municipalities



Note: A total of 41 respondents indicated that they intended to leave their accommodation.

CHAPTER 5

CHILDREN'S DEVELOPMENT

5.1. Access to education

The Education Code of the Republic of Moldova, approved by the Parliament as Code No. 152 (2014), Article 142, details the competences of local government authorities in the field of education, which include ensuring the legislation is respected, managing and monitoring local institutions, ensuring cooperation among the institutions, adding to schools' funds and hiring personnel.

Migrants who have not reached the age of 18 and are legally residing in the Republic of Moldova (recognized as stateless persons, under international protection or political refugees, as well as migrants who hold permanent or temporary residence permits) are entitled to the same access to primary and secondary education as Moldovan children (Parliament of the Republic of Moldova, 2011). According to Order No. 178 (2022) of the Ministry of Education and Research of the Republic of Moldova, Ukrainian refugee children have the right to access education. Article 19, Clause 3 of Law No. 274 on the integration of foreigners (2011) states that children who do not possess the necessary documentation are also registered for education, with the obligation that their parents present the required papers no later than two months after registering, though persons under international protection are exempt from this requirement. Clause 7 states that in the Republic of Moldova, parents or legal representatives are responsible for making sure that children take part in education programmes until the age of 16.

At the national level, the Ministry of Education and Research offers three options for school-age migrants: attend classes online provided by schools in the Republic of Moldova, Ukraine or other countries; attend a local school in Ukrainian or Russian; or attend a local school in Romanian (Directorate of Education, Youth and Sports of Balti, 2019). In the last case, under Law No. 274 students have access to a one-year initiation programme into the State language, free of charge and organized by the local school. Children in Balti and Cahul have access to these three schooling options (IOM, 2023b and 2023c).

The competent authorities in education matters are the Directorate of Education, Youth and Sports of Balti and the Directorate of Education of Cahul. In the municipality of Cahul, there are early-stage initiatives to provide a suitable environment for children taking part in online education, namely by providing rooms in schools with supervision, computers, stable Internet and the possibility to have recess together with local children (IOM, 2023c).

Most respondents in both Balti and Cahul indicated that their children were studying online through a school in Ukraine: 74 per cent in Balti and 50 per cent in Cahul (Figure 17). The second most common option was attending a local school in the Ukrainian or Russian language. Only a few children attend online classes in schools in the Republic of Moldova or other countries, or attend local schools where instruction is in the Romanian language. In Cahul, almost half of the kindergarten-age children attend an in-person local kindergarten in the Russian or Ukrainian language, while in Balti almost



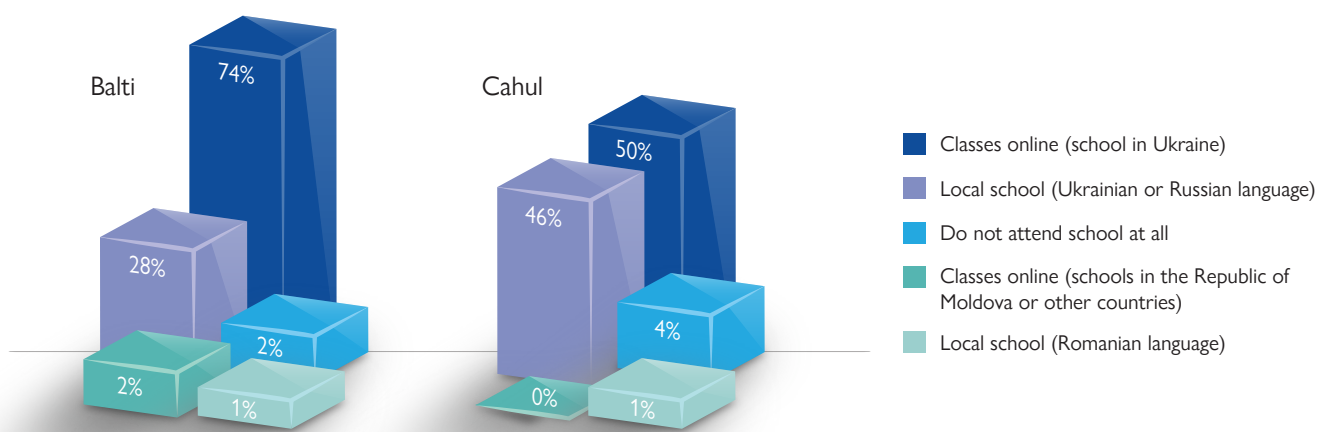
15 ACCESS TO BASIC SERVICES

- Under Objective 15 of the Global Compact for Migration, Member States commit to provide access to basic services for migrants.
- Among 92 countries that have conducted an MGI assessment—and for which data are readily available as of August 2023:
 - A total of 40 per cent grant all migrants equal access as nationals to all government-funded educational services, regardless of their migration status.

a third do the same. A total of 7 per cent in both Balti and Cahul attend kindergarten classes online in Ukraine or other countries, while very few children attend a local kindergarten in Romanian.

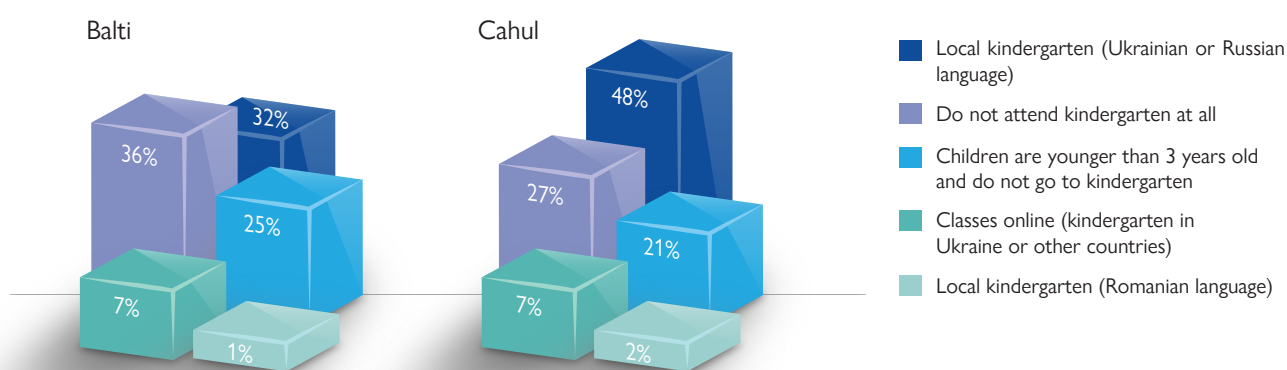
In Balti, 81 per cent of the respondents were satisfied with the education services they received, and 83 per cent of the respondents were satisfied in Cahul. A total of 7 per cent of the respondents in Balti and 1 per cent of the respondents in Cahul were not satisfied.

Figure 17. School options reported by households with children



Note: There were 121 respondents in Balti and 222 respondents in Cahul. Respondents with more than one child could report more than one type of schooling.

Figure 18. Kindergarten options reported by households with children

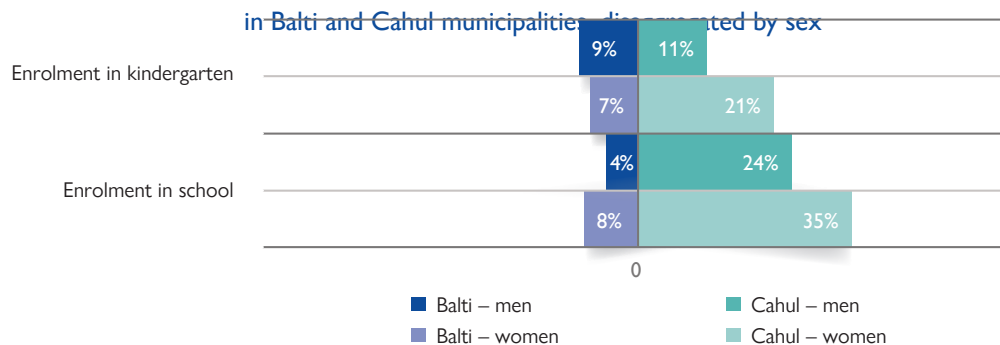


Note: There were 73 respondents in Balti and 125 respondents in Cahul.

Among those who responded to the survey, less than 1 per cent of school-age children in Balti do not attend school, and 36 per cent of kindergarten-age children do not attend kindergarten. Among these, non-attendance was attributed to a number of reasons, including a lack of information (15%), health issues (8%) and too long waiting times (4%), while 65 per cent of parents/guardians preferred not to disclose the reason. Meanwhile, 3 per cent of school-age children in Cahul do not attend school, with parents and guardians preferring not to disclose why. A total of 33 per cent of kindergarten-age children in Cahul do not attend kindergarten. Among these, non-attendance was attributed to reasons such as late registration and/or medical issues (9%), too long waiting times (6%), intentions to enrol in the future (6%) and lack of information (3%), while 24 per cent of parents/guardians who did not send their children to kindergarten preferred not to disclose why.

Overall, female respondents in both municipalities were more likely to need support with enrolment in school, enrolment in kindergarten, and spaces or recreational activities for children. Women made up a significant portion of the overall sample and were more likely to travel with children. A total of 38 per cent of pregnant or lactating women requested help in enrolling their child/children in school, and 71 per cent requested help with enrolment in kindergarten.

Figure 19. Reported needs for supporting enrolling in school and kindergarten of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul; multiple options.

5.2. Recreation and leisure

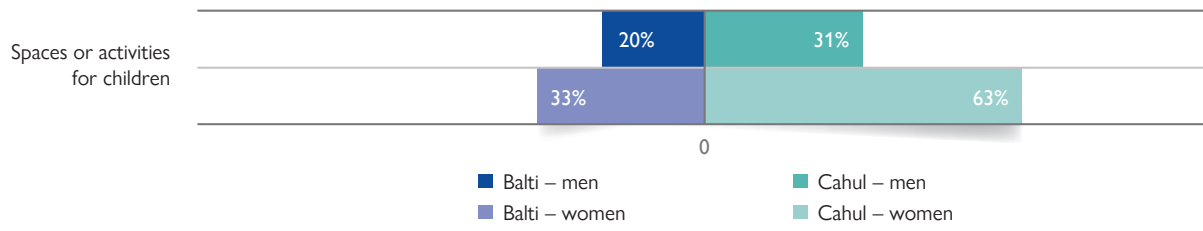
According to Article 19 of Law No. 274, during the initiation programme organized by local schools, children take part in theoretical, practical and recreational activities. At the local level, the Socioeconomic Development Strategy of Balti Municipality for 2021–2025 (2021), Strategic Objective 4.2, states as a goal to “increase the rate of children and young people involved in activities complementary to the educational process, promoting youth policies and involvement of young people in community life”, including through “sports” (4.2.2) and “voluntary activities” (4.2.3), though no further implementation details are provided. Migrants are not mentioned as a target of these goals. The Balti Municipal Town Hall has hosted child-friendly activities from March 2022 that welcomed migrants.²⁸

In the municipality of Cahul, since July 2022, at the Luceafarul Children’s Creation Centre, the non-governmental organizations (NGOs) Asociația Obștească (AZI) of Cahul and Terre des Hommes Republic of Moldova have run Ludoteca, a space for refugee women and children to play and spend time with residents. The local government provides the venue where the events take place, and activities for children range from arts, handicrafts and sports, to dancing, folk art and environmental activities (Jurnalist, 2022; Luceafarul Children’s Creation Centre, n.d.). AZI (2023a) also organized events such as taekwondo and meditation sessions in Cahul for refugees and residents together. Interviews confirmed that in the municipality of Cahul, NGOs and schools have organized extracurricular activities for children, such as crafting, dance and sports.

Displacement Tracking Matrix surveys found that overall, 30 per cent of the respondents in Balti and 58 per cent in Cahul need spaces or activities for children outside of school. Figure 20 shows these results disaggregated by sex. In both municipalities, 81 per cent of pregnant or lactating women requested spaces or activities for children.

²⁸ More information on these activities can be found in this [article](#) on the website of the Balti Municipal Town Hall.

Figure 20. Reported needs for spaces or activities for children of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

CHAPTER 6

PROTECTION

6.1. Human trafficking

The Republic of Moldova's National Strategy on Preventing and Combating Human Trafficking for 2018–2023 (2018, last amended in 2022) was devised under its National Committee for Combating Trafficking in Human Beings.²⁹ The Strategy includes measures to improve communication and awareness regarding legal employment, the legal framework for dealing with human trafficking, the monitoring of work, and the reintegration of survivors of forced labour. The Strategy's aims are to coordinate institutions, develop the professional capabilities of specialists, improve national data collection, ensure the efficient use of financial resources and reduce vulnerability through social programmes. For implementation, the Strategy mostly relies on local branches of national institutions (such as the police, the Border Police, the General Inspectorate for Migration and the National Employment Agency), though local authorities are mentioned as partners in executing measures, such as distributing promotional materials, supporting the professional formation of specialists and implementing reintegration measures.

Local authorities, including mayors or deputy mayors, are also part of the territorial multidisciplinary team that interacts with the National Referral System, a cooperation framework launched in 2006 (Government of the Republic of Moldova, 2014a). Limited resources among local authorities is identified as a barrier to implementing the Strategy at the local level (ibid.).

Neither Balti nor Cahul is known to have its own strategy or consistent activities to combat human trafficking, though they do occasionally disseminate information via their websites and take part in relevant campaigns (IOM, 2023b and 2023c).³⁰

Gathering data on trafficking is inherently challenging given the complexity of the issue and its underreported nature. Nonetheless, one woman each in Balti and Cahul reported that they or members of their family had been contacted by unknown people (in person or online) with offers of uncomfortable or disturbing activities, which could involve transactional sex online or offline, or the sale of blood/body organs. A total of 3 out of 661 respondents (all in Cahul) preferred not to answer this question, and the remainder reported no such incidents.



10 ERADICATE TRAFFICKING

- Under Objective 10 of the Global Compact for Migration, Member States commit to preventing, combating and eradicating trafficking in persons in the context of international migration.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 82 per cent have a strategy to combat human trafficking.
 - Only 38 per cent regularly publish information about their counter-trafficking activities.

²⁹ At the time of writing, a new national strategy on human trafficking was in development.

³⁰ Both the Balti and Cahul Municipal Town Halls have posted links or contact information regarding human trafficking on their websites in the past. In October 2021, the Balti Municipal Town Hall took part in the Week against Trafficking in Human Beings national campaign, and it created and spread information materials on the issue.

6.2. Mediation and discrimination

Law No. 274 on the integration of foreigners (2011), Article 4, states that a basic principle of the integration of foreigners is non-discrimination. To support this goal, permanent Integration Centres in operation in Balti and Cahul aim to help reduce intercultural and interconfessional conflicts (BMA, 2018). The law that governs the Integration Centres states that “establishing and promoting links with immigrant communities/associations through joint activities” is one of the fundamental ways in which the Centres aid integration.³¹ The Integration Centres also “identify and train cultural mediators to facilitate direct interaction between central and local public authorities and foreigners”³² and can serve as the location of “sociocultural accommodation sessions ... [to] be carried out jointly with central/local government authorities”.³³ However, there is no evidence that the Centres have provided mediation services. The Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025 states that while the three Integration Centres (in Balti, Cahul and Chisinau) have the theoretical capacity to provide services to 200 people per year, they lack personnel, which also affects mediation capacity (Government of the Republic of Moldova, 2022). Local authorities in the municipalities of Balti and Cahul have no known further policy or strategy to combat hate crimes, violence, xenophobia and discrimination against migrants.

Two respondents in Balti and four respondents in Cahul stated that they needed support with mediation services with the local population in the Republic of Moldova. Additionally, 9 respondents in Balti and 11 respondents in Cahul stated that they had experienced discrimination from the host community.

6.3. Access to justice and policing

Justice falls under the remit of the national Government,³⁴ together with internal affairs, public order and civil protection. According to the 2015 document entitled *Understanding Migrants' Rights: A Handbook for the Republic of Moldova*, the Republic of Moldova is following the United Nations and European Court of Human Rights standards and is therefore obligated to take necessary measures to ensure that migrants' rights are respected (ICMPD, 2015).

The Constitution of the Republic of Moldova³⁵ states that migrants have access to justice and any person has legal access to effective remedy by the competent courts. The Criminal Procedure Code of the Republic of Moldova (2003, last amended in 2023) establishes that private individuals can report crimes to the prosecution authorities via complaints and denunciations.³⁶ There is also a national-level Ombudsman to which individuals can turn to with complaints of infringement of their rights, with no restrictions regarding immigration status (The People's Advocate (Ombudsman), n.d.). A regional representative of the Ombudsman operates in Cahul, covering the southern region.³⁷

Nationally, the Moldovan Police provides its officers with training related to discrimination and equality in general, not focused on migration-related issues.³⁸ The police in Balti are annually trained in issues related to migrant populations, including with the support of development partners (IOM, 2023b). However, there is no evidence that the police in Cahul receive specific training in issues related to migrant populations (IOM, 2023c).

Reported needs for access to justice or the police and concerns about personal safety and security – including protection from violence, harassment and exploitation, or needing to report incidents, grievances or assaults – were higher in Cahul than in Balti. A total of 15 per cent of the respondents in Cahul and 1 per cent of the respondents in Balti answered that they needed support with access to justice or the police, and the distribution was similar (11% and 1%)

³¹ See Government Decision No. 553 on the establishment of integration centres for foreigners (2017), Chapter II, Paragraph 6, point 7.5.

³² See Government Decision No. 553, Chapter II, Paragraph 8, point 11.

³³ See Government Decision No. 553, Section 3, Paragraph 30.

³⁴ This is as stated in Law No. 136 (2017), Chapter II – “Competences of the Government”, Article 4, Clause D.

³⁵ This is approved by Decision No. 36 (2013) of the Constitutional Court of the Republic of Moldova.

³⁶ See Article 262 of the Criminal Procedure Code of the Republic of Moldova.

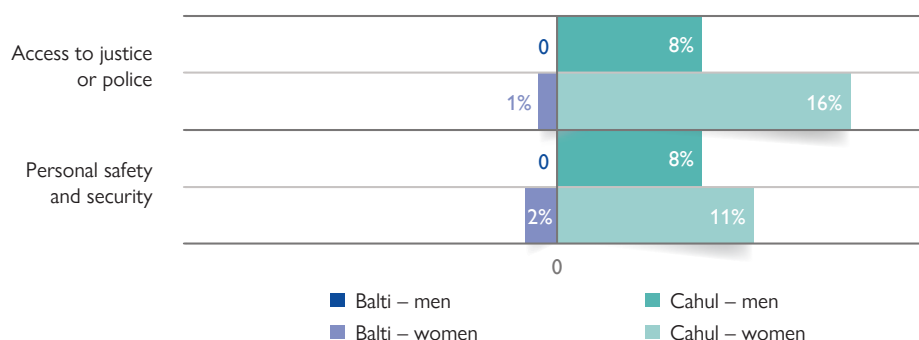
³⁷ More information is available on the website of the [People's Advocate \(Ombudsman\) in the Republic of Moldova](#).

³⁸ For instance, in December 2022, 1,200 police officers received two months of training in concepts of non-discrimination, gender equality and correctly handling crimes related to prejudice, as part of the Council of Europe project “Enhancing diversity and equality in the Republic of Moldova”.

with regard to personal safety and security. Overall, female respondents reported higher needs for both support with access to justice or the police and with safety and security, while households with a pregnant or lactating woman reported substantially higher needs for support with safety and security than other households.

Only 1 per cent of the respondents in both Balti and Cahul reported that they had used the justice system or forces of order since they have arrived. Of these, two respondents reported that they were neither satisfied nor unsatisfied with the services, and another two reported that they were very satisfied.

Figure 21. Reported needs for justice or the police and for personal safety and security of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

6.4. Legal services

At the national level, Law No. 200 on the regime of foreigners (2010, amended in 2022), Article 84, establishes that foreigners have the same access to free legal counsel (or contract based, if they prefer paid counsel) as Moldovans in judicial procedures.³⁹ Further, the Law states in Clause 2 of Article 66 that in case they are declared undesirables or are expelled, migrants housed in temporary placement centres for foreigners have the right to receive legal assistance. Clause 4 of the same article requires the possibility for them to communicate with diplomats of their country of origin. The website dopomoga.gov.md in the Russian language offers contacts for legal help and relevant institutions, as well as answers to frequently asked questions. The United Nations Development Programme (2022) also has a national project for the years 2022–2023 that aims to strengthen access to justice through legal empowerment of refugees in the Republic of Moldova.

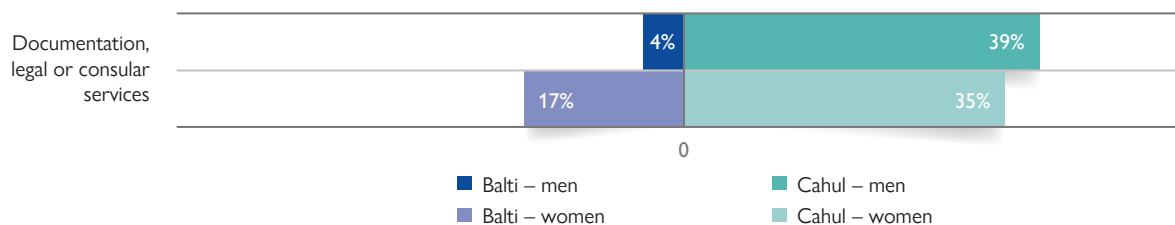
Migrants in Balti and Cahul have access to legal services in accordance with those offered at the national level. In this context, the General Inspectorate for Migration has three agreements signed with the Law Centre of Advocates (Centrul de Drept al Avocaților, CDA) – to deliver legal counselling, including on the asylum procedure, statelessness, temporary protection, and rights and obligations; monitor operations at the State border; and assist in the family reunification procedure. Starting from 2023, CDA has operated support units for the integration of foreigners in Integration Centres in localities, including Balti and Cahul. Legal assistance is also being offered by a number of non-governmental organizations (NGOs) (Stiri.md, 2022; Millennium DPI Partners – Transparent Justice, n.d.; AZI, 2023b).

The demand for and use of legal services and support were substantially higher in Cahul than in Balti. In Cahul, 38 per cent of the survey respondents reported to be in need of support with documentation, legal or consular services at the time of the survey, or since their arrival in the Republic of Moldova, while only 15 per cent reported such needs in Balti. A total of 45 per cent of the respondents in Cahul had already accessed legal services or advice from the Public Service Agency, while only 3 per cent of the respondents in Balti had done so. A total of 14 people in Cahul and 1 person in Balti had received

³⁹ This is further regulated in Law No. 198 on legal aid guaranteed by the State (2007).

legal assistance from third-party organizations. Legal needs were significantly higher among households with a pregnant or lactating woman and marginally higher among households with reported chronic diseases or functional difficulties among their members.

Figure 22. Reported needs for documentation, legal or consular services of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

Overall, respondents were satisfied with the public legal services they had received. No survey respondents reported having difficulty accessing services in Cahul or Balti. In Cahul, 77 per cent of the respondents were very satisfied or satisfied with the services they had received, while 23 per cent were neither satisfied nor unsatisfied. In Balti, 100 per cent of the respondents were satisfied or very satisfied.⁴⁰

6.5. Unaccompanied and separated children

Since 2022, the Moldovan Government has implemented national policies regarding unaccompanied Ukrainian child refugees, including in the municipalities of Balti and Cahul, to ensure that existing child protection laws are applied in practice for Ukrainian refugee children. The risks of child trafficking were mitigated by the Government of the Republic of Moldova through the approval in April/May of three essential legal instruments: (a) cooperation and referral mechanism for refugee children in risk situations, (b) the template of the act of authorization to exit the Republic of Moldova for unaccompanied and separated children (UASC), and (c) the template of the rapid assessment of the best interests of the child at risk, who came from the territory of Ukraine during the period of the declaration of the state of war in Ukraine.⁴¹

The website outlining resources for Ukrainians in the Republic of Moldova has a separate section on children, which lists the existing legislation that also applies to refugee children.⁴² It states that Law No. 140 on special protection for children at risk and children separated from their parents (2013) applies to children irrespective of citizenship. The provisions are applied nationwide, including in Balti and Cahul (Dopomoga.gov.md, n.d.). The National Strategy on Migration and Asylum (2011–2020) does not discuss measures and procedures and aims instead to develop programmes and ensure that international standards are applied. In Section 22 – “Asylum”, Objective II, on relevant measures, Clause 4 includes an aim to “develop programmes to ensure the rights of vulnerable categories of refugees and beneficiaries of some form of protection”, including UASC (Government of the Republic of Moldova, 2011).

During the refugee influx, the UASC situation and support was handled by the Government, district/municipal child protection authorities, and the Border Police in cooperation with United Nations agencies/international, humanitarian and national NGOs. However, the Socioeconomic Development Strategy of Balti Municipality for 2021–2025 has as its fifth strategic direction, “improving the quality of health services and promoting social care services for different categories of citizens”, which includes the goal of “implementing a ‘custody’ form of protection for children with migrant parents

⁴⁰ Note that in Balti, the sample size was only nine respondents.

⁴¹ More information is available in this [article](#) on [dopomoga.gov.md](#).

⁴² This is available at the portal [dopomoga.gov.md](#).

in accordance with the provisions of Law No. 140 of 2013, amended in 2020” (Balti Municipal Council, 2021). This goal, however, includes limited information on implementation.

Two respondents in Balti and eight in Cahul declared that they were living with children to whom they were not a parent or legal guardian. Out of two concerned respondents in Balti, one respondent accompanied one child in this category, and the second accompanied two children in this category. Out of eight respondents in Cahul, seven respondents were each accompanying one child, and one respondent declared to accompany three children to whom they were not a parent or legal guardian.

CHAPTER 7

SOCIOECONOMIC WELL-BEING

7.1. Access to employment

In the Republic of Moldova, immigrants possessing the required documentation can seek assistance in accessing formal employment through the National Employment Agency (NEA). Moreover, the General Inspectorate for Migration (GIM) conducts regular visits to companies that employ migrant workers, to provide information about their rights, responsibilities and integration prospects. In 2022, the Ministry of Internal Affairs eliminated the requirement for a temporary residence permit for Ukrainians to access employment.

In April 2023, NEA released guidelines for employers to inform the Agency when they hire Ukrainian refugees. This requisite written notification must include the refugee's ID number and documentation (NEA, 2023). NEA also offers refugees details about workplaces, employer contacts, and assistance throughout the employment process.

Measures have been undertaken to facilitate the inclusion of migrant workers, including Ukrainian refugees, within the municipalities of Balti and Cahul. These initiatives have been largely administered through the local offices of NEA in their respective municipalities. Since February 2022, NEA has introduced measures in Balti to facilitate refugees' entry into the workforce. A job fair organized in October 2022 by NEA and the United Nations Development Programme (UNDP) in Balti garnered the participation of 300 individuals, including refugees. Moreover, courses on topics like IT, accounting, graphic design and data management have been conducted in Balti and Gagauzia, benefiting 200 Ukrainian refugees. These courses were organized as part of the UNDP-funded Mayors for Economic Growth project. In Cahul, a job fair took place in December 2022,⁴³ organized by NEA with support from GIM's Integration Centre for Foreigners Southern Regional Directorate. This fair involved refugee participants, and it presented more than 480 vacancies to approximately 650 attendees. However, data about the number of migrant participants is not available (NEA, 2022).

Only 8 respondents in Balti and 79 in Cahul reported using NEA services since their arrival. When asked about their satisfaction with the provision of these services, most indicated either high satisfaction or a state of neither significant satisfaction nor dissatisfaction (Figure 23). Reports of low satisfaction with NEA services were mainly attributed to a lack of information and long waiting times. Hence, the quality of services themselves doesn't appear to be a significant concern. Instead, policymakers could shift their focus towards facilitating accessibility.

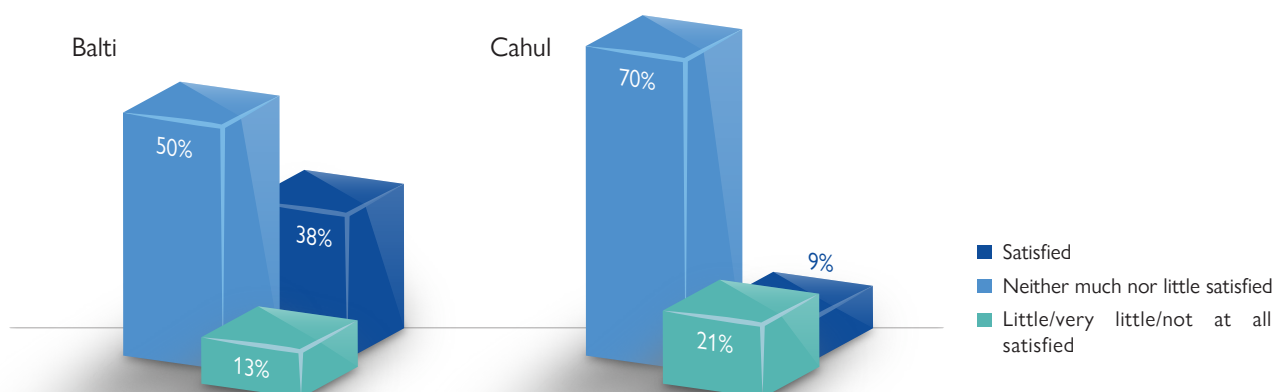


16 INCLUSION AND SOCIAL COHESION

- Under Objective 16 of the Global Compact for Migration, Member States commit to empowering migrants and societies to realize full inclusion and social cohesion.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - In 27 per cent of them, all categories of foreign residents have equal access to employment as nationals.

⁴³ These types of job fairs have been replicated on several occasions. However, detailed information is not available as of the date of this report.

Figure 23. Satisfaction with the quality of National Employment Agency services provided in Balti and Cahul

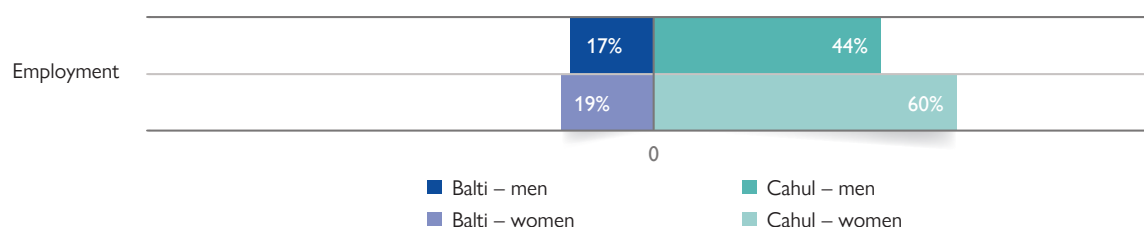


Note: A total of 8 respondents in Balti and 79 respondents in Cahul used NEA services.

To promote refugee integration in the Republic of Moldova, including in Balti and Cahul, since 2022 IOM has been disseminating information about available jobs, training opportunities, business prospects, financial backing for vocational training in high-demand skills, grants for small enterprises and businesses aiming to expand and create jobs, support for communities hosting refugees, microgrants for aspiring self-employed individuals and financial assistance for acquiring new professional skills. These efforts are in line with the expressed needs of Ukrainian refugees in both municipalities, particularly in Cahul (Figure 24). Particularly noteworthy, the need for assistance in accessing employment is predominantly reported by female respondents, with 60 per cent of them in Cahul expressing this need (in contrast to 44% of the male respondents). This relative gender disparity, also observed in Balti albeit to a lesser degree, underscores the necessity for gender-sensitive labour policies.

At the national level, there are programmes focused on gender equality in the workforce, but they do not mention migrants.⁴⁴ There are no local programmes to promote gender equality for migrants in the labour force in the municipality of Balti or Cahul (IOM, 2023b and 2023c). Nonetheless, the Balti Municipal Town Hall has cooperation agreements with three non-governmental organizations, which touch on gender equality though not specifically with regard to migration (IOM, 2023b). Balti and Cahul are also not known to have created local measures to combat migrant labour exploitation (IOM, 2023b and 2023c). The Balti Municipal Council's Socioeconomic Development Strategy of Balti Municipality for 2021–2025, adopted by Decision No. 8/1 (2021), does not address labour exploitation as well.

Figure 24. Reported needs for employment and information on entrepreneurship of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

⁴⁴ These include the national Strategy for Ensuring Equality between Women and Men in the Republic of Moldova for the years 2017–2021 (see Government Decision No. 259 of 28 April 2017) and the Programme for Accelerating Gender Equality in the Republic of Moldova for the years 2023–2027 (Participatory Platform of the State Chancellery, 2023).

7.2. Qualifications and skills recognition

In Balti and Cahul, there are limited opportunities for the validation and certification of skills and competencies acquired abroad. At the national level, vocational education institutions have established centres dedicated to validating skills and competencies. These centres, including one situated in Balti,⁴⁵ established under Ministry of Education and Research Order No. 309 (2021), are focused on validating non-formal as well as informal education across a range of fields such as construction, early education, at-home childcare, domestic caregiving, information and communications technology, textile industry, ecology, catering, transportation, cosmetology, green energy and finance. This process encompasses the identification, documentation, evaluation, and recognition of knowledge and skills acquired during non-formal and informal education, while aligning with occupational standards, the European Qualifications Framework and the National Qualifications Framework.

Among all respondents from Balti and Cahul, close to one quarter (24%) expressed the need for assistance with diploma recognition. When the respondents are categorized by municipality, it is notable that 40 per cent of the respondents in Cahul require support with diploma recognition, in contrast to only 12 per cent who reported this need in Balti, where one of the centres specialized in validating skills and competencies is situated.

7.3. Financial inclusion

The Republic of Moldova has established national programmes with the aim of reducing remittance costs (IOM, 2023b). However, there is no publicly available evidence that Balti or Cahul has implemented or intends to implement measures connected to remittances. Similarly, national programmes exist concerning the advancement of financial inclusion for migrants, but these primarily target Moldovans residing abroad (IOM, 2023b and 2023c). No such programmes were identified at the local level in Balti or Cahul, specifically aimed at enhancing the financial inclusion of third-country nationals and refugees. Figure 25 shows the proportion of the respondents in Balti and Cahul, disaggregated by sex, who expressed the need for assistance with information related to opening a bank account and sending and receiving remittances. Financial inclusion among refugees could be enhanced by ensuring that information on access to financial services is available in multiple languages. The figure further shows that most of the respondents in Balti and Cahul reported the need for financial support. However, only 35 per cent of the respondents from both municipalities reported applying for welfare benefits since their arrival in the Republic of Moldova.

⁴⁵ For more information, visit the website of the [Centre for Excellence in Services and Food Processing](#).



18 SKILLS DEVELOPMENT AND RECOGNITION

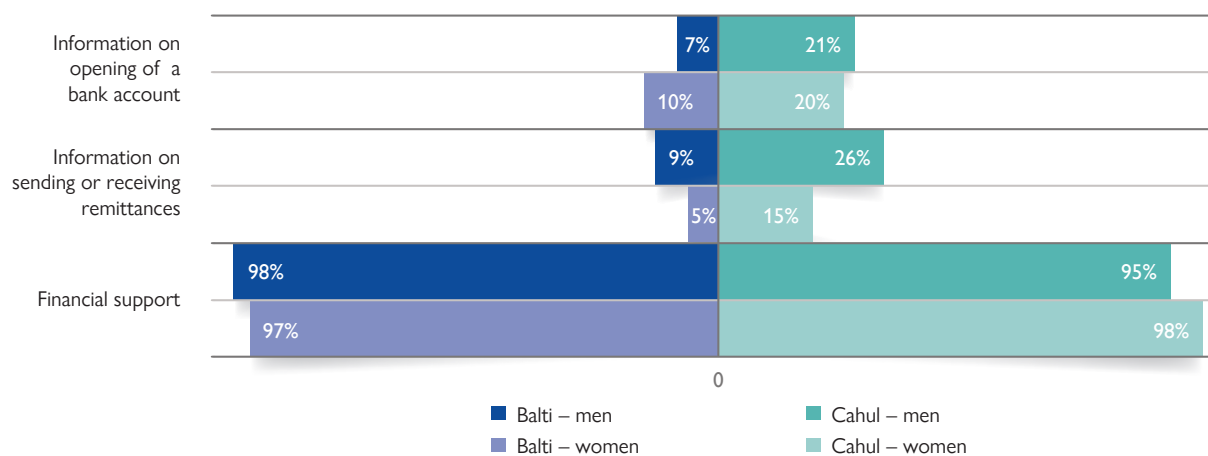
- Under Objective 18 of the Global Compact for Migration, Member States commit to facilitating the mutual recognition of skills, qualifications and competences.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - More than half (51%) have formalized criteria for recognizing foreign qualifications.



20 REMITTANCES

- Under Objective 20 of the Global Compact for Migration, Member States commit to promoting faster, safer and cheaper transfer of remittances and foster the financial inclusion of migrants.
- Among 70 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 30 per cent have programmes to promote the financial inclusion of migrants, particularly when they are remittance senders and/or receivers.

Figure 25. Reported needs for selected financial services of respondents in Balti and Cahul municipalities, disaggregated by sex



Note: There were 236 female and 46 male respondents in Balti, and 317 female and 62 male respondents in Cahul.

CHAPTER 8

GOVERNMENT PARTNERSHIPS

8.1. Partnerships with international and civil society organizations

Balti and Cahul engage with international organizations like the Office of the United Nations High Commissioner for Refugees (UNHCR) and IOM on initiatives related to refugee assistance.

Since 2022, the Balti Municipal Council has been working alongside UNHCR to provide financial assistance to Ukrainian refugees, in conjunction with the Catholic Relief Services, Caritas Moldova and Diaconia, and in cooperation with the Ministry of Labour and Social Protection (IOM, 2023b). For their part, the Cahul Municipal Town Hall established the Cahul Coordination Forum in collaboration with UNHCR in August 2022. The Forum consists of the Protection Working Group – supported by UNHCR and the Moldovan Government – and intends to “provide documentation and strengthen access to rights and services for refugees in the country”. Coordination meetings are set to be held monthly and co-led by the Municipal Council and UNHCR.

In addition to the support provided in the context of the refugee response across the Republic of Moldova,⁴⁶ IOM is actively engaged in many related initiatives in Balti and Cahul. Since 2022, Balti has become the host of an Information Centre for Refugees, made possible through the assistance of IOM Republic of Moldova. On their side, the Cahul Municipal Town Hall, the Cahul Municipal Council and local branches of national institutions collaborate regularly with IOM. For instance, these entities, including the General Inspectorate for Migration and the Border Police, actively participate in courses and workshops organized by IOM Republic of Moldova (IOM, 2023c). Alongside local authorities, IOM operates an Information Centre in Cahul, providing guidance and support to refugees, third-country nationals and Moldovans (IOM, 2022b). Furthermore, in April 2023, IOM Republic of Moldova donated a wheelchair-accessible van to the Cahul District Council (IOM, 2023d). In November 2022, IOM conducted a series of three workshops on Mass Shelter Capability, with one occurring in Cahul (IOM, 2022c).

Both Balti and Cahul actively cooperate with civil society organizations (CSOs) in the implementation of programmes concerning migration.⁴⁷ Nevertheless, specific examples of collaborations within the context of the refugee response seem to be limited. In 2022, for instance, local authorities in Balti collaborated with various non-governmental organizations (NGOs),



WHOLE-OF-SOCIETY APPROACH

- The Global Compact for Migration promotes broad multi-stakeholder partnerships to address migration in all its dimensions by including migrants, diasporas, local communities, civil society, academia, the private sector, parliamentarians, trade unions, National Human Rights Institutions, the media and other relevant stakeholders in migration governance.
- Among 92 countries that have conducted an MGI assessment – and for which data are readily available as of August 2023:
 - A total of 44 per cent formally engage civil society organizations in agenda-setting and the implementation of migration-related issues.

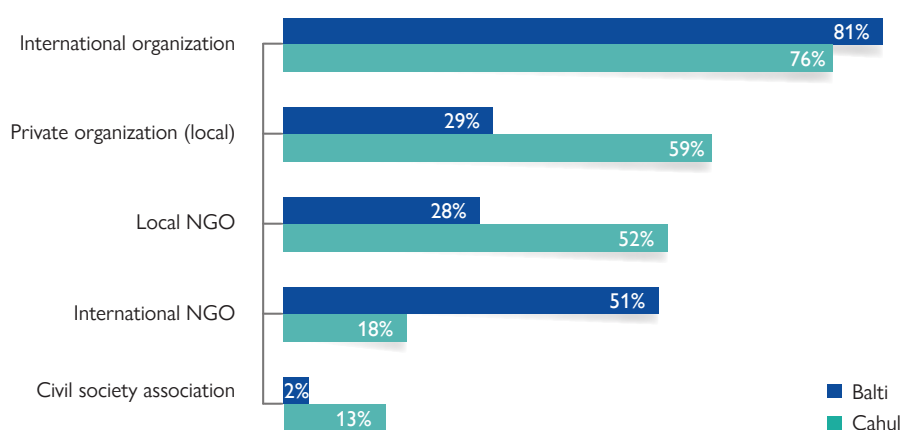
⁴⁶ For example, in October 2022, IOM facilitated transportation for Ukrainian refugees across the Republic of Moldova, conducted health checks, provided passport readers to the General Inspectorate for Migration, established a placement centre for refugees, distributed non-food packages, offered information assistance, and extended social, legal, medical and psychological support (IOM, 2022b).

⁴⁷ For further details regarding these partnerships with civil society organizations in the execution of migration-related programmes, see: IOM, 2023b and 2023c.

including Friends of Moldova (an organization from the United States of America) and Speranta Terrei (a Balti-based NGO), for the provision of assistance to Ukrainian refugees.

Figure 26 reports on the use of services provided by various types of third-party organizations among the respondents in Balti and Cahul. A considerable proportion of the respondents from both municipalities have reported using services from international organizations (81% in Balti and 76% in Cahul). This aligns with their active collaboration with UNHCR and IOM, as highlighted above. Furthermore, the data reflect a relative disparity in access to international NGO services. More than half of the respondents in Balti claimed to have accessed services from international NGOs, compared to only 18 per cent in Cahul. This may be related to the collaboration carried out in Balti with organizations such as Friends of Moldova. Finally, considering the limited collaborations between local authorities and CSOs within the context of the refugee response, access to services provided by this type of organization remains the least prevalent in both municipalities.

Figure 26. Access to services provided by third parties



Note: There were 282 respondents in Balti and 379 respondents in Cahul.

■ CONCLUSION AND REFLECTION

Throughout this analysis, key learning outcomes have been identified to inform future replications of this methodology elsewhere. The purpose of this analysis is to serve as a tool for service providers to have an introspective look at migrants' perspectives on the measures they have in place to manage migration. One key outcome of this report is highlighting gaps in the resources and staff required to carry out the tasks that are needed the most by migrants, which can inform future calls for funding. For this reason, it would be useful to replicate this joint Migration Governance Indicators (MGIs)/ Displacement Tracking Matrix (DTM) analysis because, after it was completed, there were instances when the local MGIs reported programmes in action, yet the survey still noted a large majority of migrants in need of the related services. This simultaneous use of DTM and local MGI data helps bridge the gap between operational and policy perspectives, offering insights that can inform both humanitarian response and long-term policy formulation that are founded upon both migrants' experiences and existing governance structures.

For future analyses, considering the perspectives of host communities and local service providers is proposed as this could offer a more comprehensive understanding of the dynamics and interactions within the municipalities. In terms of the timeline of the analysis, improving the overlap of specific service providers and DTM survey questions through a preliminary review of key service providers would enhance the accuracy of the data about service use. Additionally, conducting the DTM survey first so that the local MGIs can be based on the key needs that the former identified would allow the exercise to further refine the information extracted by the local MGIs – to take into account the most useful local programmes that can be changed while ensuring that the key needs of migrants are not missing from the gathered data. This approach will help characterize the adaptability of the analysis to the varied needs of migrants in different contexts of displacement. In turn, a follow-up report will reflect the evolving needs and challenges of migrants. Moreover, a longitudinal study tracking the impact of the recommended interventions over time would provide valuable information on the effectiveness and sustainability of the proposed measures.

■ KEY SOURCES*

Asociația Obștească (AZI)

- 2023a [Refugee women from Ukraine learn self-defence techniques \[status update\]](#). Facebook, 12 January.
- 2023b [Material assistance offered to refugees from Cahul District](#). 15 February.

Balti Clinical Hospital

- n.d. [Home page](#) (accessed 9 August 2023).

Balti Municipal Council

- 2021 [Socioeconomic Development Strategy of Balti Municipality for 2021–2025](#).

Balti Municipal Town Hall

- 2016 [Decision No. 12/6 of 8 December 2016](#).
- 2018a [Information on Social Services and Benefits Provided within the Directorate of Social Assistance and Family Protection](#).
- 2018b [Commission for Exceptional Situations of Balti](#). 13 March.
- 2021 [Decision No. 14/3 of 23 November 2021](#).
- 2022a [In the conditions of the war in Ukraine, the people of Balti show solidarity with the refugees. About the work of volunteers and other big-hearted people](#). 23 March.
- 2022b [The list of institutions where refugees from Ukraine can be accommodated, approved by Provision No. 1 of 25 February 2022 of the Balti Commission for Exceptional Situations](#). 28 February.
- 2023 [For the attention of people with visual disabilities](#). 4 May.
- n.d.a [Home page](#) (accessed 28 July 2023).
- n.d.b [Information for Ukrainian refugees](#) (accessed 20 July 2023).

Bureau of Migration and Asylum (BMA)

- 2018 [Integration centres for foreigners in the municipalities of Balti, Chisinau and Cahul](#). 20 April.
- n.d. [General information](#) (accessed 20 July 2023).

Cahul District Council

- 2022 [Cahul District provides humane conditions for Ukrainian refugees](#). 25 February.

Cahul District Hospital

- n.d. [Home page](#) (accessed 17 August 2023).

Cahul Municipal Town Hall

- 2019 [Vision, Strategic Development Directions and Action Plan of Cahul Municipality 2019–2025](#).
- 2022 [Urban Revitalization Programme of Cahul Municipality 2022–2025](#). Not available online.
- n.d. [Home page](#) (accessed 9 August 2023).

Centre of Family Doctors, Balti Municipality

- n.d. [Community Mental Health Centre](#) (accessed 4 August 2023).

* All hyperlinks were working at the time of writing this report.

- Constitutional Court of the Republic of Moldova
2013 [Constitution of the Republic of Moldova](#), approved by Decision No. 36 of 5 December 2013.
- Directorate of Education, Youth and Sports of Balti
n.d. [The Ministry of Education and Research provides opportunities for all children from refugee families from Ukraine to take part in the educational process.](#)
- Displacement Tracking Matrix (DTM)
2023 [Republic of Moldova – Third country nationals \(TCNs\) displacement analysis](#), Round No. 15 (as of 5 February 2023).
- Dopomoga.gov.md
n.d. [Home page](#) (accessed 10 August 2023).
- General Inspectorate for Migration (GIM)
2023 [Weekly statistics](#).
- Grejdeanu, T.
2022 [Who takes care of Ukrainian refugee children in the Republic of Moldova, and in what way?](#) *Radio Free Europe*, Republic of Moldova, 30 March.
- International Centre for Migration Policy Development (ICMPD)
2015 [Understanding Migrants' Rights: A Handbook for the Republic of Moldova](#). Vienna.
- International Organization for Migration (IOM)
2016 [Migration Governance Framework \(MiGOF\)](#). Geneva.
2019 [International Migration Law No. 34: Glossary on Migration](#). Geneva.
2022a [Migration Governance Indicators Data and the Global Compact for Safe, Orderly and Regular Migration: A Baseline Report](#). Geneva.
2022b [IOM Moldova – Monthly situation report, October 2022 update](#).
2022c [Mass Shelter Capability \(MaSC\) workshops for 60 staff of the General Inspectorate for Emergency Situations](#). 30 November.
2023a [Republic of Moldova: Surveys with Foreign Populations in Cahul and Balti Municipalities – Joint MGI–DTM Initiative](#). Extended report, 6 February–11 March 2023, Chisinau.
2023b [Migration Governance Indicators Local Profile 2023 – Municipality of Balti \(Republic of Moldova\)](#). Geneva.
2023c [Migration Governance Indicators Local Profile 2023 – Municipality of Cahul \(Republic of Moldova\)](#). Geneva.
2023d [IOM Moldova donated a wheelchair-accessible minibus to Cahul District Council](#). 13 April.
- Jurnalist*
2022 [A Ludoteca was created in Cahul for Ukrainian refugee children](#). 30 July.
- Luceafarul Children's Creation Centre
n.d. [About page](#) (accessed 14 August 2023).
- Millennium DPI Partners – Transparent Justice
n.d. [List of NGOs that provide free legal counsel](#). Informative Portal on the Justice Sector from the Republic of Moldova (accessed 19 July 2023).
- Ministry of Education and Research
2021 [Order No. 309 on the establishment of validation centres for non-formal and informal education](#).
2022 [Order No. 178 of 15 March 2022 on the enrolment in general education institutions of children from refugee families from Ukraine](#).
- Ministry of Foreign Affairs and European Integration
n.d. [Home page](#) (accessed 13 August 2023).

Ministry of Health

- 2023a [Order No. 142/54 of 28 February 2023 on the approval of the Regulation on registration with the family doctor of beneficiaries of temporary protection, published on 8 March 2023.](#)
- 2023b [Order No. 143 of 28 February 2023 on medical services provided to beneficiaries of temporary protection, published on 14 March 2023.](#)

Ministry of Internal Affairs

- 2019 [Intervention organization concept for the subdivisions of the General Inspectorate for Emergency Situations.](#)

Ministry of Labour and Social Protection

- 2022 [Decision No. 21 of 26 February 2022 on the approval of the regulation governing the organization and operation of temporary placement centres for refugees.](#)

National Bureau of Statistics of the Republic of Moldova (NBS)

- 2022 [Territorial Statistics 2022.](#)
- 2023 [Number of population with usual residence by sex and age group in territorial profile on 1 January 2023. 8 June.](#)

National Employment Agency (NEA)

- 2022 [Job fair in Cahul. 2 December.](#)
- 2023 [Updated information on notifications of economic agents on the employment of Ukrainian citizens. 19 October.](#)

NordNews

- n.d. [Home page \(accessed 2 August 2023\).](#)

Office of the United Nations High Commissioner for Refugees (UNHCR)

- 2023 [Operational Data Portal: Ukrainian refugee situation – Republic of Moldova \(accessed 18 August 2023\).](#)

Parliament of the Republic of Moldova

- 1995 [Law No. 411 of 28 March 1995 on health protection, last amended on 13 January 2023.](#)
- 2006 [Law No. 436 of 28 December 2006 on local public administration, amended on 21 November 2022.](#)
- 2007 [Law No. 198 of 26 July 2007 on legal aid guaranteed by the State, amended on 14 February 2023.](#)
- 2008 [Law No. 270 of 18 December 2008 on asylum in the Republic of Moldova.](#)
- 2011 [Law No. 274 of 27 December 2011 on the integration of foreigners in the Republic of Moldova.](#)
- 2013 [Law No. 140 of 14 June 2013 on special protection for children at risk and children separated from their parents.](#)
- 2014 [Code No. 152 of 17 July 2014 on the Education Code of the Republic of Moldova, amended on 16 September 2022.](#)

Participatory Platform of the State Chancellery

- 2023 [Notice on the public consultation of the draft decision on the approval of the Programme for Accelerating Gender Equality in the Republic of Moldova for the years 2023–2027 and the Action Plan for its implementation. 16 January 2023–3 February 2023.](#)

Police of the Republic of Moldova

- 2016 [Strategy and Action Plan 2016–2020.](#)
- n.d. [Home page \(accessed 6 August 2023\).](#)

Radio Free Europe, Republic of Moldova

- n.d. [Home page \(accessed 9 August 2023\).](#)

Republic of Moldova, Government of the

- 2003 [Criminal Procedure Code of the Republic of Moldova, approved by Code No. 122 of 14 March 2003, last amended on 18 March 2023.](#)
- 2010 [Law No. 200 of 16 July 2010 on the regime of foreigners, amended on 5 September 2022.](#)
- 2011 [Government Decision No. 655 of 8 September 2011 on the National Strategy on Migration and Asylum \(2011–2020\), published on 16 September 2011.](#)

- 2014a [Government Decision No. 228 of 28 March 2014 on the approval of the Regulation on the activities of the territorial multidisciplinary teams of the National Referral System, amended on 20 April 2018.](#)
- 2014b [Government Decision No. 914 of 7 November 2014 on the approval of the Regulation on the organization and functioning, the structure and staffing limits of the Bureau of Migration and Asylum of the Ministry of Internal Affairs, last modified on 19 January 2023.](#)
- 2017a [Government Decision No. 553 of 12 July 2017 on the establishment of Integration Centres for Foreigners, amended on 23 December 2021.](#)
- 2017b [Government Decision No. 259 of 28 April 2017 on the approval of the Strategy for Ensuring Equality between Women and Men in the Republic of Moldova for the years 2017–2021 and the Action Plan for its implementation.](#)
- 2017c [Law No. 136 of 7 June 2017 on the Government, last amended on 23 September 2022.](#)
- 2018a [Government Decision No. 461 of 22 May 2018 on the approval of the National Strategy on Preventing and Combating Human Trafficking for 2018–2023 and the action plans for its implementation, last amended on 29 December 2022.](#)
- 2018b [Government Decision No. 1145 of 21 November 2018 on the organization and functioning of the General Inspectorate of Border Police, Appendix No. 2.](#)
- 2018c [Government Decision No. 990 of 10 October 2018 on the organization and functioning of the National Employment Agency, Appendix No. 2.](#)
- 2022 [Government Decision No. 808 of 23 November 2022 on the approval of the Programme on Managing Migration Flow, Asylum and the Integration of Foreigners for 2022–2025, published on 19 January 2023.](#)
- 2023a [Government Decision No. 21 of 18 January 2023 on granting temporary protection to displaced persons from Ukraine.](#)
- 2023b [Government Decision No. 16 of 11 January 2023 on the organization and functioning of the General Inspectorate for Migration.](#)

SP Independent Portal of Balti

n.d. [Home page](#) (accessed 13 July 2023).

Stiri.md

2022 [A centre for Ukrainians in need of help was opened in Balti. 28 March.](#)

The People's Advocate (Ombudsman)

n.d. [General presentation description](#) (accessed 20 July 2023).

United Nations Department of Economic and Social Affairs (DESA)

2020 [International Migrant Stock 2020](#). Population Division.

United Nations Development Programme (UNDP)

2022 [Strengthening access to justice through legal empowerment of refugees in Moldova.](#)

UNDP, Republic of Moldova

2022 [The EU and UNDP support efforts for the socioeconomic inclusion of refugees, within the “Mayors for Economic Growth” initiative. 5 October.](#)

n.d. [Media centre](#) (accessed 14 August 2023).

Ziuadeazi.md

n.d. [Home page.](#)



International Organization for Migration
17 route des Morillons, P.O. Box 17, 1211 Geneva 19, Switzerland
Tel.: +41 22 717 9111 • Fax: +41 22 798 6150
Email: hq@iom.int • Website: www.iom.int