

Annual Results Report

2024

Moldova

Acknowledgements

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Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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Section 1: Context and Overview

1.1 Changes to the Operational Context

The operating context in the Republic of Moldova (hereafter “Moldova”) remains positive for the protection and inclusion of forcibly displaced and stateless people, though international support remains critical given the country’s limited resources and challenging political and security environment. Moldova maintains a high refugee-to-host population ratio (5%), and hosted 136,000 refugees from Ukraine as of end-2024, predominantly women and children (81%), older persons (23%), and persons with disabilities (10%).

The Government remains stable, with a strong European Union (EU) orientation, though recent referendum margins were narrower than expected. As one of Europe’s poorest countries –with 31.6% of the population living below the poverty line—economic concerns remain at the top of the government’s agenda. The government remains highly vigilant around security, given the ongoing war in neighbouring Ukraine, foreign-influenced threats, and a frozen conflict with the breakaway Transnistrian region. Adding to these vulnerabilities is a significant reliance on external energy sources, leading to concerns about supply stability. Reforms are underway to align Moldova’s legal framework with the EU acquis.

Support for refugees from Ukraine remains strong, both within the government and broader society, creating a favourable operating context for UNHCR and humanitarian partners. Temporary Protection (TP) remained the primary form of protection, with 66,000 individuals granted TP as of late-2024. In addition, some 10,000 held residence permits, are asylum-seekers, or have been granted international protection.

In 2024 reduced humanitarian aid prompted government and humanitarian agencies to adjust activities. Some international NGOs ceased operations. The impact of these reductions was felt in the refugee community, with an increased number of refugees reporting urgent unmet needs. While UNHCR and partners work towards the inclusion of refugees, support for the most vulnerable refugees remains a priority.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

By 2026, Refugees, asylum seekers and stateless individuals have access to territory, international protection and assistance without discrimination and are safe in the communities where they live

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	100.00%	100.00%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	100.00%	100.00%
Stateless Persons	51.52%	100.00%

Moldova sustained a favourable protection environment throughout 2024, despite evolving challenges. Temporary protection (TP) remained the main form of legal status for those displaced from Ukraine. No systemic obstacles to registration were observed, ensuring accessible protection. Positively, TP was extended until March 2025, and the rights of TP beneficiaries were expanded to include access to compensated medicines, medical devices and certain out-patient specialized services. UNHCR and partners delivered protection services to nearly 35,000 individuals, with 23,850 receiving direct legal aid in order to ensure access to legal status and associated rights.

Access to the territory remained open, though with some tightening of entry requirements at land borders with Ukraine. Legislative changes to the main child protection law are expected to help systematize referrals of unaccompanied and separated children at border crossing points by Border Police to Guardianship Authorities since the expiration of the emergency laws at the end of 2023.

Despite limited resources and an increase in the number of asylum claims, the General Inspectorate for Migration adjudicated over 350 claims in 2024, a 75% rise from 2023. Many applicants were represented by UNHCR’s legal partner, the Law Centre for Advocates (CDA). Key amendments to the Law on Asylum were passed, aligning Moldova’s framework with EU standards and enhancing services for asylum-seekers.

Moldova’s statelessness determination system continued to be recognised as a regional best practice, attracting study visits from North Macedonia and Tajikistan. Moldova’s commitment was further demonstrated by joining the Global Alliance to End Statelessness and the proposal for a governmental working group on statelessness.

Refugees were actively included in national protection programmes, notably in child protection and victim and survivor-centered services , with social assistants providing crucial support despite increased demands.

4. Impact Area: Securing Solutions

By 2026, refugees and stateless persons are able to access solutions in Moldova, either through socio-economic inclusion or through relocation to third countries

Population Type	Indicator	
	Baseline	Actual (2024)
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	466	188
4.3a Number of stateless people for whom nationality is granted or confirmed		
Stateless Persons	252	60
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	33,146	73,885

Moldova has made significant progress in advancing durable solutions for refugees and stateless persons, with notable strides in socio-economic inclusion. The Temporary Protection (TP) regime enables refugees from Ukraine to access legal employment and essential services, including education and healthcare.

Refugee labour market inclusion was strengthened in 2024 through enhanced job-matching, an online platform, and vocational training. UNHCR supported the National Employment Agency and partner upskilling initiatives. Financial inclusion advanced as commercial banks adjusted policies, improving refugee access to banking. Efforts now focus on expanding micro-loans, credit options, and business training, empowering refugees to establish businesses and gain economic independence. In addition, social cohesion efforts, including language training and community engagement programs such as cultural exchanges, capacity building, supporting advocacy at the local and national levels, and including displaced and marginalized communities in decision-making processes have contributed to a more inclusive environment.

The transition from humanitarian aid to long-term inclusion is progressing. The Government, led by the Prime Minister's Office and supported by UNHCR, is developing a comprehensive inclusion strategy – the National Program for the Phased Integration of Foreigners, including displaced persons from Ukraine, that will be incorporated into the National Development Plan 2025-2027 to ensure refugees have further access to basic services, the labour market, and opportunities on par with Moldovan citizens.

As a durable solution, UNHCR's partner, CDA, assisted 64 refugees and stateless persons to obtain citizenship in 2024, a 50% increase from the previous year. This enhanced legal security and full integration for them.

In 2024, the EU+ Air Transfer Programme relocated nearly 190 vulnerable Ukrainians to Norway, Switzerland, Spain, the Netherlands, and Italy.

Other Core Impact Indicators

Country	Population Type	Baseline	Actual(2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities			
Moldova	Refugees and Asylum-seekers	94.00%	87.00%
2.3 Proportion of people with access to health services			
Moldova	Refugees and Asylum-seekers	90.00%	85.10%
3.1 Proportion of people who have the right to decent work			
Moldova	Refugees and Asylum-seekers	100.00%	100.00%
Moldova	Stateless Persons	100.00%	100.00%
3.2a Proportion of children and young people enrolled in primary education			

Moldova	Refugees and Asylum-seekers	89.00%	6.83%
3.2b Proportion of children and young people enrolled in secondary education			
Moldova	Refugees and Asylum-seekers	79.99%	7.88%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark			
Moldova	Refugees and Asylum-seekers	96.00%	91.90%

1.3 Challenges to Achieving Impacts

The increase in asylum claims in 2024 continued to strain government capacity, particularly those submitted by Ukrainian men crossing the border irregularly who tended to enter asylum processes rather than apply for temporary protection in order to avoid the risk of criminal prosecution for illegal entry into Moldova. UNHCR raised concerns regarding the quality of some decisions taken on asylum applications, including for certain nationalities. UNHCR worked with the authorities to try and move Ukrainian asylum claims into the TP system and avoid their criminal prosecution for illegal entry. As of the beginning of 2025, the number of asylum claims lodged by Ukrainian nationals had dropped significantly, with some rise in the number of men requesting TP, suggesting progress on the issue. UNHCR also continued to engage the Ministry of Internal Affairs and the Security and Intelligence Service on how to manage cases of asylum-seekers deemed possible security threats for Moldova.

While the TP regime has functioned well, serious discussions on a post-TP regime have yet to take place. Decision-making in the EU on TP will likely impact decisions in Chisinau. Revisions to the Law on Asylum, to go into effect in 2026, including concepts such as “safe third country” and “safe country of origin” will need to be closely monitored as implementing procedures are put in place.

While social cohesion remains strong vis-a-vis refugees from Ukraine, discrimination persists for certain marginalized groups, including ethnic Roma and other minorities at heightened risk, and impacts access to housing, among other services. Other groups, including refugees with disabilities and older refugees, face challenges in receiving specialized services and are often isolated. Focused attention for these groups will need to continue in 2025.

Moldova's refugee inclusion faces key challenges: low employment (14%), financial and housing challenges (27% struggle to afford rent), healthcare (79% remain uninsured), and barriers to social mobility. Enrollment rates in Moldovan schools remain low, with many children continuing to study online. Solutions include vocational training, job-matching, financial inclusion, rental support, health insurance access, access to subsidized childcare, and entrepreneurship programmes to boost self-reliance and economic participation. Full inclusion of refugees is partially dependent on financial support of the international community, particularly for social assistance.

1.4 Collaboration and Partnerships

In 2024, the Refugee Coordination Forum, led by the government and UNHCR, coordinated support for 100,843 individuals, including 33,445 Moldovans. Localization is advanced with eight Local Refugee Coordination Forums nationwide, where UNHCR negotiated Memoranda of Cooperation with local authorities to enhance refugee inclusion. Two local action plans were drafted with authorities, civil society, and stakeholders, with more planned for 2025.

To advance the sustainable inclusion of refugees, asylum-seekers, and stateless people in Moldova's national development programming, UNHCR collaborated with the Government of Moldova, UN RCO, and UNCT. Moldova's National Program for the Phased Integration of Foreigners is now part of the National Development Plan 2025-2027 and aligns refugee inclusion with local priorities, thus ensuring access to public services, and reducing reliance on humanitarian aid. The UNSDCF 2023-2027 designates these groups as priority populations under the 'Leave No One Behind' principle, with specific measures for their integration. In 2024, UNHCR and UN RCO published a joint annex to the 2024 RRP, reinforcing RRP and UNSDCF complementarity.

UNHCR collaborated with the World Bank, Global Concessional Financing Facility (GCFF), the European Bank for Reconstruction and Development (EBRD) and the European Investment Bank (EIB) to ensure that their budgetary support for Moldova addressed development priorities while benefiting refugees through investments in education, healthcare, and social protection. Technical assistance has provided guidance to help refugees integrate into the local labor market. At the same time, refugees have received targeted support in accessing Moldova's social protection programs, including temporary cash assistance and subsidies for vulnerable households. Funding has also strengthened the capacity of public services to accommodate refugee needs by expanding school access for refugee children and increasing the availability of Romanian language classes. Additionally, investments in local infrastructure, such as improved housing and refugee accommodation centers, have benefited both refugees and host communities.

The Ministry of Labour and Social Protection's RESTART reform enhances inclusive social protection and benefits refugees with employment and social services, while the Ministry of Internal Affairs leads refugee inclusion policies.

UNHCR coordinated cross-border contingency planning with Moldova and Romania, elevating preparedness.

MoUs with two universities under the Sergio Vieira de Mello Initiative improved refugee access to higher education, research, and advocacy.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

People in need of international protection have access to the territory and adequate reception conditions and are issued documentation confirming their legal status

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	24.08%	50.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	99.70%	100.00%	100.00%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	98.90%	100.00%	100.00%
Stateless Persons	100.00%	100.00%	100.00%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	12,677
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	2,706

Progress Against the Desired Outcome

In 2024, access to the Moldovan territory for individuals seeking international protection saw both progress and challenges. While border entry documentation requirements were tightened, flexibility remained for first-time entrants, and asylum access was maintained for those unable to meet these requirements. Challenges persisted at Chisinau Airport, prompting ongoing discussions and monitoring by UNHCR and its partner Centrul de Drept al Avocaților (CDA.) UNHCR actively supported access to the territory through border monitoring, with CDA providing legal counselling and monitoring at Palanca and Otaci Border Crossing Points (BCPs), and Danish Refugee Council (DRC) conducting weekly monitoring at Sculeni BCP. Nine joint visits with Border Police enhanced understanding and procedures efficiency.

Following the expiration of emergency laws, revisions to the Law on the special protection of children at risk and children separated from their parents are expected to improve referral of unaccompanied children at the border. UNHCR worked with the government to address the legal status of irregular Ukrainian entrants, achieving agreement on exemption from prosecution for those seeking temporary protection, with further

legal reforms planned.

UNHCR's Field Units played a critical role in the daily management of Border Reception Centres in Palanca and Otaci, ensuring efficient operations and essential service provision for newly arrived individuals. This included coordinating evacuations and ensuring effective referral mechanisms for high-risk protection cases such as child protection concerns, survivors of violence including sexual violence and vulnerable individuals in need of specialized services. UNHCR and partner ACTED provided humanitarian transportation and facilitated the movement of 3,009 individuals, including 1,123 from Otaci and Palanca to Chisinau and Refugee Accommodation Centres (RACs), and 1,886 during the RAC consolidation process and to facilitate access to services for vulnerable refugees.

UNHCR provided ongoing operational support to RACs in 2024; 34 RACs were improved through repairs and maintenance work to ensure suitable living conditions, and 16 underwent winter repairs to enhance the insulation of the centres. ACTED, the site management partner, conducted bi-monthly monitoring and consolidating demographic and needs data.

For the RACs consolidation process, UNHCR and ACTED supported the Ministry of Labour and Social Protection (MLSP) in de-commissioning five public buildings that had been temporarily used as RACs and restored them to their original function.

By September 2024, the Relocation Technical Group (RTG)—co-chaired by the Basic Needs Working Group (BNWG) and the Protection Working Group (PWG), along with MLSP—assessed 28 RACs, and identified potential centres for closure in 2025. To demonstrate strong coordination, MLSP formalized the Standard Operating Procedures (SOPs) for RAC consolidation through a Ministerial order.

2. Outcome Area: Status Determination

National asylum and statelessness systems are strengthened, temporary protection procedures are fair and efficient, and the quality of refugee and statelessness status determination procedures is improved

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

By the end of 2024, Moldova had 670 refugees or beneficiaries of humanitarian protection, up by 100 from 2023. The number of persons recognized as stateless remained stable, at around 1,885 persons. Temporary protection registrations rose sharply from 28,350 in 2023 to 66,345 in 2024, though the pace slowed later in the year.

Moldova strengthened its asylum system in 2024 by enacting some legal amendments, decentralizing decision-making, expanding asylum-seeker rights and extending the principle of non-refoulement to extradition cases. EU alignment advanced with the inclusion of provisions related to "safe third countries" and "safe countries of origin" into the Law on Asylum, which will come into effect in 2026. The TP regime also advanced, with extensions granted until March 2025 and beyond, and expanded healthcare rights.

UNHCR provided input on asylum law and TP revisions to align them with international and EU standards. It also facilitated input from the Protection Working Group, ensuring that the government benefited from the views and opinions of a range of protection actors. UNHCR's partner CDA provided legal counselling to 23,850 individuals seeking legal status and access to associated rights and pursued strategic litigation on displaced and stateless persons' rights.

Following a UNHCR-led workshop on statelessness, the government formed a working group for 2025. UNHCR and MIA hosted delegations from North Macedonia and Tajikistan to share Moldova's best practices in statelessness procedures and documentation while also gaining insights to strengthen Moldova's system.

As part of the overall refugee response, UNHCR continued to co-chair the Protection Working Group (PWG) with the Office of the Ombudsman, as well as the smaller Protection Advisory Group (PAG). Through these forums, UNHCR sought to share protection developments with partners, coordinate protection activities, and promote a dialogue between government actors and humanitarian partners on key protection issues of concern, most notably regarding legal status and associated rights.

4. Outcome Area: Gender-based Violence

Refugees have full access to quality gender-based violence services provided within the public system in complementarity with other service providers, with risk mitigation mainstreamed across sectors

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
Refugees and Asylum-seekers	92.50%	100.00%	79.10%
4.3 Proportion of survivors who are satisfied with GBV case management services			
Refugees and Asylum-seekers		100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	4,839

Progress Against the Desired Outcome

UNHCR delivered critical support for survivors and victims of violence (including sexual violence) to refugee and at-risk host community women through a women-led partner organization. Support included safe shelter, case management, psychological and legal aid, medical consultations, and referral to other services. UNHCR's partner, Casa Marioarei, is accredited by the Government to address gaps in public service provision in Chisinau, Falesti, Causeni and Ungheni, in coordination with social assistance departments and other women-led organizations. UNHCR's partner Tarna Rom, a Roma-led organization, supported Roma women facing heightened risks and compounded barriers providing information and linking survivors of violence to life-saving services. In 2024 4,839 survivors and at-risk individuals were reached with services.

In collaboration with UNAIDS and four local partners in the north, centre, south and Transnistrian region of Moldova, UNHCR delivered life-saving HIV prevention, harm reduction and treatment to 4,139 refugees, including minorities at heightened risk, sex workers, persons who use drugs and people living with HIV. These services are accompanied by counselling, case management and the provision of 1,317 hygiene kits, and have a robust focus on community empowerment and information sharing through volunteers.

UNHCR worked with partners to implement curriculum-structured sessions focused on mid- and long-term behavioral change that seeks to promote equality, dignity and respect for 500 women and girls. These interventions were aligned with skills development workshops that prepared 509 women for the labour market and achieve economic independence.

Capacity-building remained central to UNHCR's safety and protection initiatives for women, boys and girls. In 2024, 449 professionals across various sectors underwent specialized training aimed at honing their ability to identify risks of violence affecting women, ensuring safe referrals, and creating protective spaces for minorities at heightened risk. UNHCR also partnered with Ministry of Labour and Social Protection (MLSP) to train 78 staff from social assistance departments on safe referral mechanisms for refugees.

UNHCR strengthened Government engagement to address different forms of violence affecting women, girls and boys, including sexual violence, by providing support to the newly established National Agency to Prevent and Combat Violence Against Women and Domestic Violence (NAPVC) through donations, coaching, and technical guidance for a Training Hub focused on such activities UNHCR also assisted the Ministry of Labour and Social Protection (MLSP) in improving systems to meet Istanbul Convention standards. As a result of UNHCR's advocacy, MLSP and NAPVC will take a leadership role in the GBV sub-working group in 2025.

To strengthen local capacity, UNHCR provided small grants to three organizations who support minorities at heightened risk, communications, outreach to women at risk of violence, and safe referrals in remote communities, including among Roma women. Through these grants, 300 host community and refugee women benefited from outreach activities.

5. Outcome Area: Child Protection

Refugee children are included in national child protection systems and have non-discriminatory and child-friendly access to a full range of prevention and protection services, including best interest determination procedures

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	69.60%	100.00%	88.26%
5.2 Proportion of children who participate in community-based child protection programmes			

Refugees and Asylum-seekers	41.51%	97.00%	56.58%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
05.1.1 Number of children and caregivers who received child protection services	
Refugees and Asylum-seekers	14,906

Progress Against the Desired Outcome

In 2024, UNHCR and partners continued to provide capacity support to government and civil society on various child protection topics. 1,446 people were trained, including newly hired government Child Protection Specialists, Roma community mediators, Border Police Staff, school staff, and NGO staff. UNHCR and partners provided complementary child protection services to 14,906 children and caregivers through child friendly spaces, identification and referral of children at risk, complementary case management activities, psychological support via an online chat staffed by psychologists, Best Interest Assessments for UASC registering for cash, sexual and reproductive health information sessions for Roma adolescents, provision of core relief items for vulnerable children, such as baby diapers and children's winter clothing, and adolescent engagement activities. A variety of activities were undertaken to prevent child abuse and neglect, including an advocacy campaign developed by adolescents on the prevention of violence in schools.

To increase access to safe and affordable childcare for children below age three, UNHCR supported the rehabilitation of three creche classrooms, which will provide approximately 75 children, both refugee and Moldovan, access to quality and safe early childhood education and care. UNHCR continued to co-chair the Child Protection Sub Working Group with UNICEF, holding meetings every second month. The Sub Working Group advocated on several key issues, including the need for improvements in the referral of unaccompanied and separated children from the Border Police to the Guardianship Authority. Partners supported the child protection component of the RAC consolidation and continued to offer child friendly services in both static and mobile formats in key locations around the country.

In terms of education, in 2024 UNHCR continued to support the Ministry of Education and Research (MER) in ensuring refugee children have physical access to education in Moldovan schools. Though enrolment rates remained relatively low, approximately 1,000 additional Ukrainian students enrolled in Moldovan schools for the 2024/2025 school year. UNHCR, jointly with UNICEF, finalized a roadmap and action plan for the full inclusion of all refugee children present in the country into Moldovan schools. The document has been presented to MER for review.

UNHCR jointly with UNICEF continued to co-chair the Refugee Education Working Group, under the leadership of MER. The REWG undertook numerous field visits around the country, jointly with MER, to consult with parents, students, local schools, and local Directorates of Education about challenges refugee children face in accessing education. Various school enrolment challenges were identified, with solutions to many problems facilitated by MER and partners. UNHCR partner Tarna Rom continued to provide literacy classes for Roma refugee children and to facilitate their school enrolment. To improve conditions in schools with refugees enrolled, UNHCR donated 496 desks and 496 chairs to schools around the country, as well as various types of furniture to a kindergarten. UNHCR also supported MER in disseminating information to the refugee community about university application and enrolment procedures, as well as available scholarships.

7. Outcome Area: Community Engagement and Women's Empowerment

Refugees meaningfully participate in decision making processes that affect their lives, collaborating with local authorities and host communities' development goals and to foster social cohesion

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
7.1 Extent participation of displaced and stateless people across programme phases is supported.			
Refugees and Asylum-seekers	Extensive	Extensive	Extensive
Stateless Persons	Moderate	Moderate	Moderate
7.2 Proportion of people who have access to safe feedback and response mechanisms			
Refugees and Asylum-seekers	87.50%	97.00%	91.70%
7.3 Proportion of women participating in leadership/management structures			
Refugees and Asylum-seekers	69.91%	75.00%	66.23%

Core Output Indicators

Indicator		Actual (2024)
Population Type		
07.1.1 Number of people consulted through Participatory Assessments		
Refugees and Asylum-seekers		474
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback		
Refugees and Asylum-seekers		36,669
07.3.1 Number of people who received protection services		
Refugees and Asylum-seekers		34,901

Progress Against the Desired Outcome

In 2024, UNHCR and partners advanced refugee advocacy and engagement with local and national authorities. A capacity-building program, delivered through a Moldovan NGO resource center, trained over 40 participants from Civil Society Organizations (CSOs), volunteer groups, and activists in advocacy and project management, followed by a two-month mentorship program.

UNHCR launched a small grant program to fund six local initiatives, four of which were led by refugee women. These addressed national-level advocacy for refugee rights and participation, psychosocial support in the Transnistrian region, sexual and reproductive health rights and prevention of sexual violence in Gagauzia, and in the fourth, led by a Roma female community leader, focused on similar issues within Roma communities around Moldova. Another grant supported refugee inclusion among minorities at heightened risk.

To strengthen refugee participation in decision-making, UNHCR piloted a refugee council in Ungheni, comprising five refugee community activists. The council informs refugees about their rights, entitlements, and local opportunities, gathers information on needs and protection gaps, and shares it with local authorities and the Local Refugee Coordination Forum to develop solutions. It also works to secure funding

for refugee inclusion and community support.

UNHCR also supported the Community Support Initiative (CSI), through the implementation of 23 projects that enhanced protection, participation, and community cohesion, benefiting over 11,000 individuals. Co-designed by displaced and local communities, authorities, and partners, CSIs enhanced protection and built skills in project design and negotiation. Notable CSIs included mental health support through women's football, a Roma youth center in Bender, creative workshops for children in Tiraspol, and sensory rooms for children with disabilities in collaboration with local social protection departments.

UNHCR supported two refugee-led advocacy initiatives through capacity-building, government engagement, and roundtables. One focused on adapting vehicle stay regulations for refugees from Ukraine, while the other facilitated income tax returns for Ukrainians.

Significant progress was made on Roma inclusion. In April, UNHCR, the government, and the Roma Task Force organized an international Roma Conference with over 70 participants from seven countries to address key challenges in education, employment, and social inclusion. UNHCR continued funding a Roma-led education and children's rights project and contributed to Roma refugee mapping in Moldova.

UNHCR expanded ten Community Service Centres (CSCs) across Moldova. In 2024, a new centre was established in Transnistria, and UNHCR partner National Congress of Ukrainians of Moldova (NCUM) launched the Ukrainian House initiative, a safe space for preserving and promoting Ukrainian culture. Over 21,000 displaced and local individuals accessed CSC services.

To foster social inclusion, UNHCR implemented eight Peaceful Coexistence Projects in 2024, renovating sports fields, playgrounds, community centres, and schools in six localities in collaboration with authorities, refugees from Ukraine, and host communities.

8. Outcome Area: Well-Being and Basic Needs

Refugees have access to cash and in-kind assistance to mitigate protection risks and promote their inclusion to state owned social assistance mechanisms

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
8.1 Proportion of people that receive cash transfers and/or non-food items			
Refugees and Asylum-seekers	71.13%	82.00%	38.31%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
08.1.1 Number of people who received cash assistance	
Refugees and Asylum-seekers	52,443
08.2.1 Number of people who received non-food items	
Refugees and Asylum-seekers	10,989

Progress Against the Desired Outcome

In 2024, UNHCR introduced two key changes to strengthen targeting and enhance sustainability of its subsistence assistance through cash. First, assistance was linked to legal status, requiring beneficiaries to secure documentation by February 2024. Second, a vulnerability-based targeting system was introduced, using a scorecard methodology to assess socio-economic needs. These adjustments improved programme efficiency and ensured that assistance reached the most vulnerable, prioritizing households with severe socio-economic constraints, high dependency ratios, disabilities, and other protection risks. A total of 52,443 unique individuals (24,389 households) received MPCA in 2024.

Newly arrived refugees from Ukraine were provided two months of subsistence assistance through cash to support their arrival in Moldova, after which they were expected to regularize their status. A total of 8,117 newly arrived individuals (3,985 households) benefited from this support. Beneficiaries who met the vulnerability criteria continued receiving assistance.

To address additional seasonal hardships, 22,120 individuals (10,740 households) benefited from an additional winter top-up to help cover increased expenses during the cold season such as heating, clothing, and utilities.

The revised targeting approach was developed in collaboration with UN agencies, NGOs, and government partners. To inform the new methodology, household vulnerability assessments were conducted for 17,000 households, ensuring data-driven decision-making. This exercise also served as a verification mechanism in confirming beneficiaries' presence in Moldova.

Recognizing the need for shelter support UNHCR, in coordination with its partner CRS, launched a Cash for Rent programme which targeted refugees in need of rental support to secure stable accommodation. By the end of 2024, 690 individuals (250 households) had received rental assistance.

These changes were crucial for transitioning refugees from humanitarian aid to sustainable support mechanisms. The transitional assistance helped new arrivals meet immediate needs, while targeted cash assistance for refugees aimed to reduce reliance on aid and encourage economic inclusion. These initiatives also paved the way for the inclusion of the most vulnerable refugees in Moldova's national social assistance schemes.

Beyond cash assistance, UNHCR provided essential in-kind support to 10,989 vulnerable refugees. Distributions across 28 RACs and in cities including Bălți, Comrat, Ceadr-Lunga, Căușeni, Dondușeni, Ștefan Vodă, and Ungheni, included hygiene kits, blankets, linens, quilts, sleeping bags, and solar lamps. These efforts are carried out in collaboration with municipal and social assistance authorities."

By complementing cash assistance with in-kind support, UNHCR ensured that refugees and asylum seekers had access to essential items, particularly during the winter months, when additional support was needed to meet seasonal hardships.

16. Outcome Area: Integration and other Local Solutions

Refugees are included in national and local services in Moldova, with government systems strengthened, and have access to decent livelihood opportunities, actively contributing to local development

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
16.1 Proportion of people with secure tenure rights to housing and/or land			
Refugees and Asylum-seekers		36.00%	36.00%
16.2 Proportion of people covered by national social protection systems			

Refugees and Asylum-seekers	10.58%	75.00%	49.49%
Stateless Persons	53.00%	75.00%	40.49%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures	
Refugees and Asylum-seekers	100

Progress Against the Desired Outcome

In 2024, progress was made towards refugee inclusion in national services and livelihood opportunities. Romanian language classes supported 366 refugee adults, aiding socio-economic inclusion. The Robota job-matching platform, managed by UNHCR's partner National Congress of Ukrainians of Moldova (NCUM), supported 1,640 individuals by connecting them with 600 job offers from 300 private companies. Job consultations were provided to 1,206 individuals, which resulted in 216 individuals receiving job offers. The platform listed 871 job opportunities, with 460 applications received. Collaboration with MLSP and the National Employment Agency reached 344 outreach session attendees and 90 job fair participants, with a 91% reported satisfaction rate. Entrepreneurial training was provided to 30 individuals, resulting in 8 refugee-owned businesses being set up.

Through a partnership with the European Bank for Reconstruction and Development (EBRD), 100 participants, including many refugees, received targeted capacity-building support to increase their economic inclusion and self-reliance prospects.

Beyond employment, advocacy at national and local levels ensured refugee inclusion in policy discussions. Social cohesion was strengthened through community events with 5,419 participants, while 355 individuals engaged in cultural activities at NCUM's operated community center "Ukrainian House". The "Ukrainian House" offers comprehensive employment services, language classes, movie screenings, book club, as well as space for community to come together.

As part of UNHCR's shelter strategy, UNHCR, ACTED, and MLSP renovated one floor of a specialized accommodation center in Chisinau, adding 22 rooms and shared leisure spaces for vulnerable refugees and Moldovans. Supporting MLSP's creche expansion strategy, UNHCR rehabilitated three creche groups in Ialoveni, Danceni, and Cojusna, improving access to early childhood care for children up to 3 years of age, and helping caregivers enter the workforce, particularly single mothers.

UNHCR played a key role in developing Moldova's National Program on the Phased Integration of Foreigners, embedding refugee inclusion in Moldova's National Development Plan 2025 – 2027, strengthening sustainable responses.

Other Core Outcome Indicators

Population Type	Baseline	Target(2024)	Actual(2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Broadly aligned	Broadly aligned	Broadly aligned
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			

None	Broadly aligned	Broadly aligned	Broadly aligned
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Other Core Output Indicators

Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
Refugees and Asylum-seekers	Yes
Stateless Persons	Yes
06.1.1 Number of people who received legal assistance	
Refugees and Asylum-seekers	23,850
09.1.1 Number of people who received shelter and housing assistance	
Refugees and Asylum-seekers	2,017
10.1.1 Number of individual consultations in UNHCR supported health care services	
Refugees and Asylum-seekers	851
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
Refugees and Asylum-seekers	4,648
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	2,249
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	3,614
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	0
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	Yes
Stateless Persons	Yes

2.2. Age, Gender and Diversity

In 2024, UNHCR promoted diverse refugee participation, in alignment with its Age, Gender and Diversity (AGD) Policy. The Accountability to Affected People (AAP) Task Force, co-led by UNHCR and NCUM, improved outreach and transparency. It coordinated the 2024 Participatory Assessment, engaging 300 individuals across diverse profiles on both banks of the River Dniester, including refugees who helped shape the assessment.

UNHCR adopted a twin-track approach for refugees with disabilities, integrating disability-related data into mainstream programs and providing targeted support to 400 individuals through assistive devices and rehabilitation. A refugee hotline provided critical information and referrals to 392 people with disabilities or chronic conditions, with 224 receiving MHPSS support. UNHCR also co-led the Disability and Age Task Force, fostering collaboration among stakeholders and ensuring meaningful engagement of Organizations of Persons with Disabilities (OPDs).

Five of six UNHCR small grants were awarded to women-led organizations, with one each targeting Roma communities and other minorities at heightened risk, thus demonstrating AGD Policy application.

Community Service Centres (CSC) supported by UNHCR provided tailored services and activities to diverse communities while promoting community mobilization and engagement. Refugees themselves played an active role in organizing and delivering activities, including programs for children, adolescents, women, older people, and minorities at heightened risk. CSC infrastructure and services were also designed to be accessible to persons with disabilities.

UNHCR maintained various feedback and two-way communication channels, including a hotline co-managed with the government, which received over 36,000 calls in 2024, an online feedback form, in-person reception hours, and focus group discussions. Feedback was addressed and integrated into UNHCR-funded program design and adaptation.

Section 3: Resources

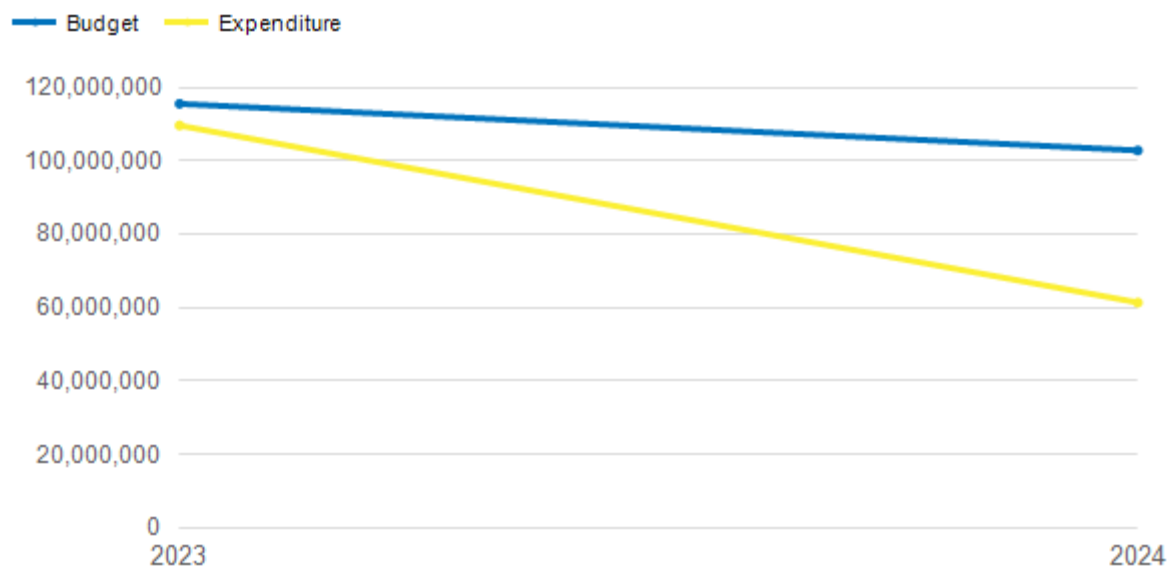
3.1 Financial Data

(Financial figures in USD)

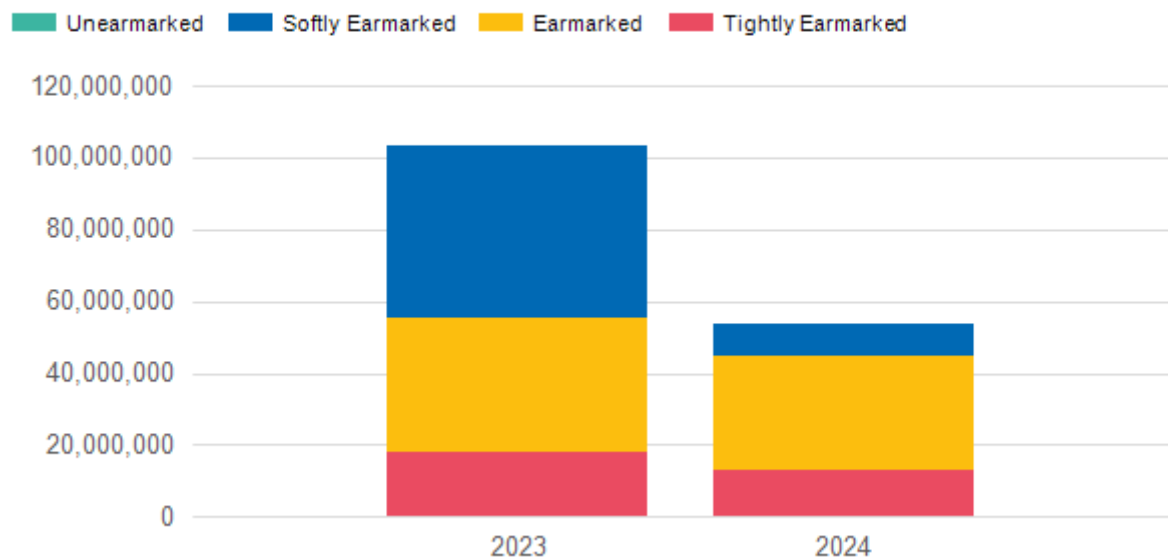
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	90,413,100	54,787,641	60.60%	54,787,641	100.00%
IA4: Solve	12,396,624	6,576,003	53.05%	6,576,003	100.00%
All Impact Areas		1,424,532			
Total	102,809,724	62,788,176	61.07%	61,363,644	97.73%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	7,147,206	5,013,992	70.15%	5,013,992	100.00%
OA2: Status	2,160,605	881,331	40.79%	633,769	71.91%
OA4: GBV	1,910,650	770,337	40.32%	770,337	100.00%
OA5: Children	1,830,944	1,088,158	59.43%	1,088,158	100.00%
OA7: Community	4,228,066	2,649,471	62.66%	2,649,471	100.00%
OA8: Well-being	77,363,695	47,281,386	61.12%	47,281,386	100.00%
OA16: Integrate	8,168,559	3,926,532	48.07%	3,926,532	100.00%
All Outcome Areas		1,176,970			
Total	102,809,724	62,788,176	61.07%	61,363,644	97.73%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2024, UNHCR Moldova managed an overall budget 40% lower than the previous year, with 45% lower budget for Cash-Based Intervention (CBI) component, compared to 2023, due to a more stabilized refugee population and the implementation of targeted CBI measures by mid-year. Given Moldova’s economic fragility, ongoing crises, and limited refugee self-sufficiency, the operation prioritized multi-purpose cash assistance for the most vulnerable while maintaining key protection outcomes and support to national systems in asylum, temporary protection, social protection, and education. Localization efforts were strengthened through collaboration with local authorities, stakeholders, and refugee communities in urban areas.

Key protection interventions—including border and protection monitoring, legal aid, Mental Health and Psychosocial Support (MHPSS), child protection, and prevention of violence against women—remained a priority. The strategy increasingly relied on partnerships, with greater resources delegated to national and refugee-led organizations. Six grant agreements were awarded to community-based and refugee-led organizations for the first time since UNHCR operations resumed in Moldova. The available budget was increased by 11% to address assistance gaps, including winterization support, livelihoods programs, cash-for-rent assistance, and peaceful coexistence projects.

UNHCR advanced its nationalization strategy by upgrading key positions in Project Control, Supply, Programme, CBI, Admin/Finance, and HR while reducing temporary international staff.

The donor base remained stable and expanded with three new donor countries. Dedicated funding for inclusion was secured, thus supporting the Nexus approach. Private sector support played a key role rehabilitating a centre for people with disabilities, with ed cloths donations for refugee children, and digital kits for refugee and host community education. Moldova's financial requirements for 2024 were 61% funded, with 14% of tightly earmarked contributions, 31% of earmarked and 15% softly earmarked.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

Following an internal review and the Strategic Moment of Reflection session with funded partners, key operational achievements in 2024 highlighted lessons for improving refugee response and inclusion efforts.

The attempt to transition coordination to the government-led Interministerial Commission for Migration and Asylum underscored the need to strengthen national ownership while maintaining UNHCR's support. Joint contingency planning with Moldova, Romania, and humanitarian actors reinforced the importance of proactive advocacy and cross-border coordination. Engagement with the Resident Coordinator's Office and the UNSDCF improved coordination and further integrated refugee inclusion into development efforts.

Expanding protection services remained a priority, with 10 community service centres providing multi-sectoral support to 35,000 individuals from both the refugee and host communities.

A 50% increase in citizenship grants showed the impact of targeted inclusion strategies, particularly for non-Ukrainian asylum seekers, refugees, and stateless persons. Training for nearly 2,000 professionals in child protection and GBV prevention strengthened national response capacities.

Localization through the Cities of Solidarity initiative and local refugee coordination forums fostered engagement among refugees, host communities, and authorities. While urban areas remain the focus due to higher demand for services, sustaining localization requires stronger national partnerships and a gradual shift from international to local NGOs.

Communication strategies require further strengthening to address social tensions and clarify support mechanisms for all vulnerable groups, ensuring equitable access to resources and promoting inclusion. Achieving sustainable responses, particularly in rural areas with limited services, requires targeted interventions, effective monitoring, and strong partnerships.

In 2025, UNHCR's role in supporting Moldova's social protection system reform and the transition to government-led refugee programs will be critical. Given funding constraints, diversifying financial sources and strengthening collaboration with international financial institutions and the private sector will be essential for sustainable refugee inclusion.



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