



Global Affairs
Canada

Affaires mondiales
Canada



Donor: International Humanitarian Assistance (IHA) Program of Global Affairs Canada (GAC)

Name of project: " Lifesaving Evacuation, Assistance and Protection (LEAP) in Ukraine, Moldova, Romania, 2022",

Client Satisfaction Survey Report

(LEAP project) July 2023

1- Introduction

From March 1st, 2022 to June 30th, 2023, **ADRA Moldova**, thanks to the donor **International Humanitarian Assistance (IHA) Program of Global Affairs Canada (GAC)**, and in partnership with **ADRA Canada**, implemented a project called "**Lifesaving Evacuation, Assistance and Protection (LEAP) in Ukraine, Moldova, Romania, 2022**", hereinafter referred to as "**LEAP**" project".

As a result of the life-threatening situation in their home country caused by the armed conflict that started in February 2022, the Ukrainian refugees were forced to flee on the territory of the Republic of Moldova. Upon entering the territory of the Republic of Moldova, refugees encountered numerous challenges. Many beneficiaries were unable to sustain themselves and their families, lacking the means to provide for their basic needs such as food, clothing, hygiene and mobility items, medicines, accomodation, etc.. Furthermore, there were a significant number of psychologically traumatized individuals in need of psychosocial support (PSS), legal assistance and information for their integration in Moldova. Among the refugees, there were also persons with disabilities and persons with special needs, who needed specialized support in the form of diagnostics, therapies, medical counseling and medical assistance.

For years, **ADRA Moldova's** mandate has been assisting the most vulnerable persons from the Republic of Moldova (children at risk, elderly, persons with disabilities and persons with special needs) and it has been partnering with specialized centers providing specialized support to these categories of people, as follows:

1. Association HomeCare (targeting elderly and persons with special needs);
2. OSORC Rehabilitation and Counseling Centre (targeting persons with psycho-neurological deviations);
3. SOS Autism (targeting persons with autism spectrum disorder (ASD) and attention deficit hyperactivity disorder (ADHD))
4. Rainbow of Hope (Curcubeul Sperantei) (targeting children at risk – orphans, neglected, victims of violence, children left behind, from difficult family situations, etc.)
5. FCPS Criuleni (targeting persons with autism spectrum disorder (ASD) and attention deficit hyperactivity disorder (ADHD))

Under the **LEAP project ADRA Moldova**, through these 5 centers as implementing partners in the project (**HomeCare, OSORC, SOS Autism, Rainbow of Hope, and FCPS Criuleni**), undertook to continue the direct assistance services to the above-mentioned target groups and also to extend these services to the Ukrainian refugees entering and residing in Moldova.

Thus, during June 2022 – June 2023, over twelve thousand beneficiaries were able to access aid and support from **ADRA Moldova** and its five partners under the **LEAP project** in the form of:

- Online medical consultations and diagnostics;
- Mental Health Psychosocial Services (MHPSS);
- Mobility kits and items;
- Online and offline legal consultations;
- Food kits/ products;
- Hygienic kits;
- Hot meals;
- Emergency shelter;
- Vouchers for food, hygiene products, footwear, clothing, and medicines;
- Various integration-educative activities and trainings for children.

Both refugees and locals were extremely pleased and grateful. Thanks to the LEAP project, a vast number of people were able to receive support and find hope for the future. During the Client Satisfaction Survey interviews, beneficiaries willingly responded to questions and expressed gratitude for the provided assistance. All the questions and answers from the Client Satisfaction Survey can be found below.

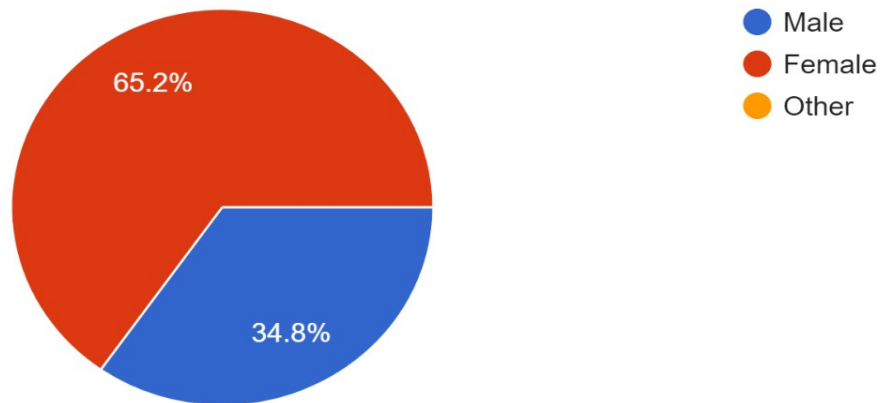
Methodology

These are the results from a Client Satisfaction Survey that the **ADRA Moldova MEAL Officer** conducted for the **LEAP project** by interviewing a total of 478 beneficiaries of which 58 refused to participate in the survey, thus only 420 beneficiaries answered the questions.

You have the right not to answer any question. Also, you have the right to terminate the survey at any time.

Gender

420 responses



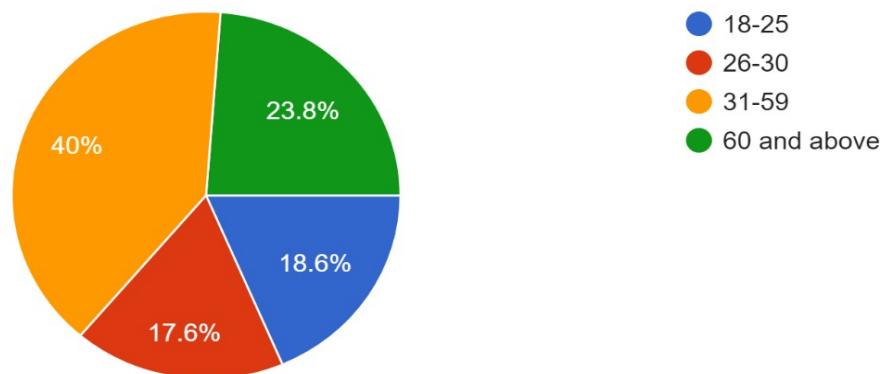
Gender

Male- 146 Answers- (34,8%)

Female-274 Answers- (65,2%)

Age

420 responses



Age

18-25 years old -78 Answers- (18,6%)

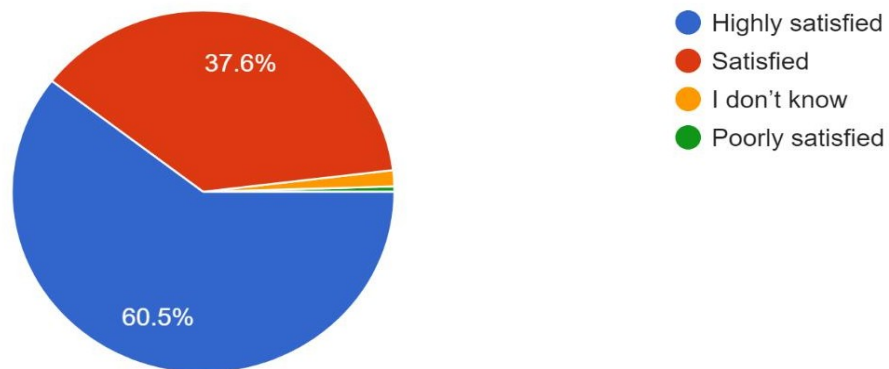
26-30 years old- 74 Answers- (17,6%)

31-59 years old- 168 Answers- (40%)

60 years old and above- 100 Answers (23,8%)

Privacy and Safety

420 responses



Privacy and Safety

Highly satisfied- 254 Answers- (60,5%)

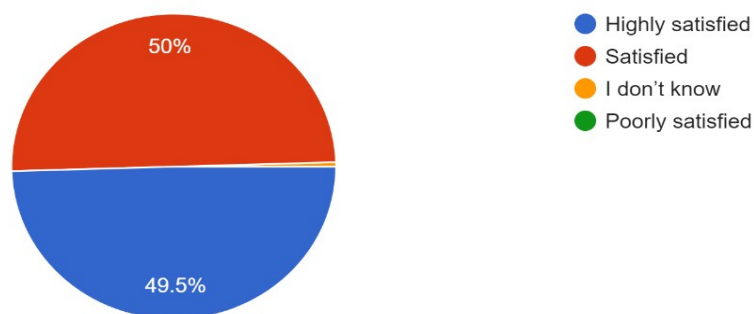
Satisfied- 158 Answers- (37,6%)

I don't know- 6 Answers- (1,4%)

Poorly satisfied- 2 Answer- (0,5%)

Indicate your level of satisfaction with how the centers' representatives listened to you, paid attention to you and your needs while providing the services?

420 responses



Indicate your level of satisfaction with how the centers' representatives listened to you, paid attention to you and your needs while providing the services?

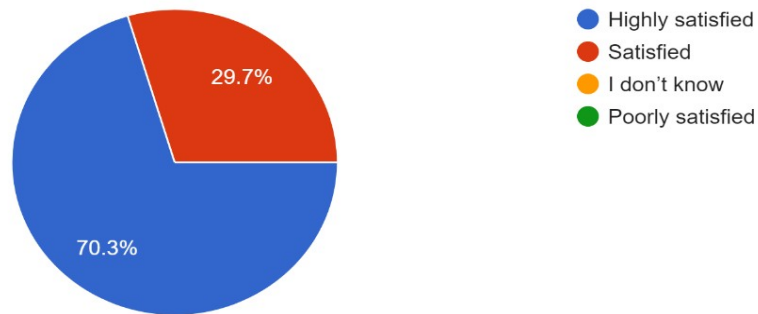
Highly satisfied- 208 Answers- (49,5%)

Satisfied-210 Answers- (50%)

I don't know- 2 Answer- (0,5%)

Were you treated with respect by the centers' representatives? Please, indicate the level of your satisfaction.

418 responses



Were you treated with respect by the centers' representatives? Please, indicate the level of your satisfaction.

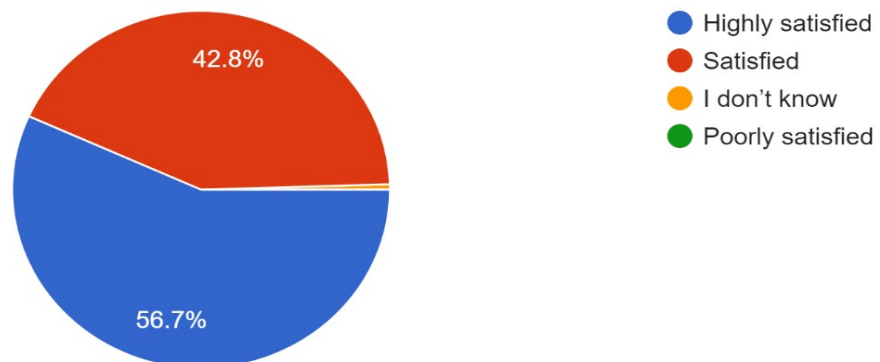
Highly satisfied- 294 Answers- (70,3%)

Satisfied-124 Answers- (29,7%)

Chose not to answer the question- 2 Person

Please indicate how satisfied were you with the amount of time offered to you.

416 responses



Please indicate how satisfied were you with the amount of time offered to you.

Highly satisfied- 236 Answers- (56,7%)

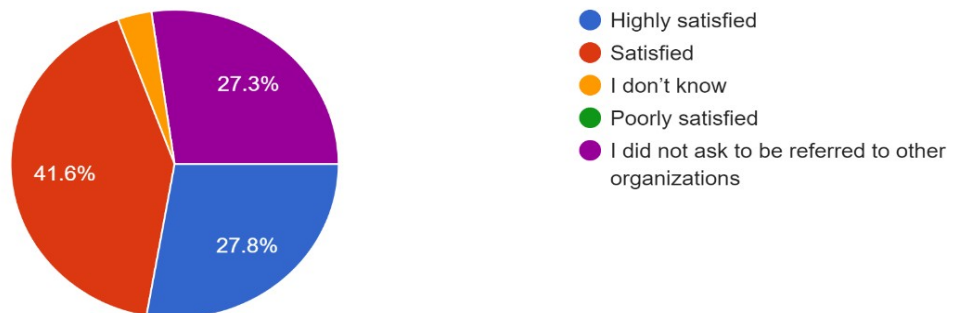
Satisfied-178 Answers- (42,8%)

I don't know- 2 Answers- (0,5%)

Chose not to answer the question- 4 Persons

How satisfied are you with the referral assistance provided by the center(s)?

418 responses



How satisfied are you with the referral assistance provided by the center(s)?

Highly satisfied- 116 Answers- (27,8%)

Satisfied-174 Answers- (41,6%)

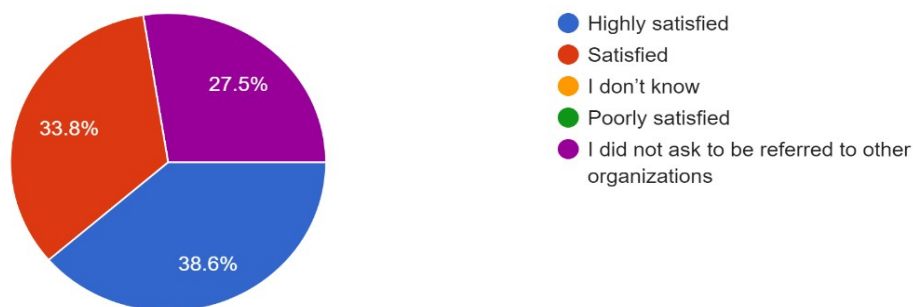
I don't know- 14 Answers- (3,3%)

I did not ask to be referred to other organizations- 114 Answers- (27,3%)

Chose not to answer the question- 2 Persons

How satisfied are you with the information you received from the organization you were referred to by the center(s)?

414 responses



How satisfied are you with the information you received from the organization you were referred to by the center(s)?

Highly satisfied-160 Answers- (38,6%)

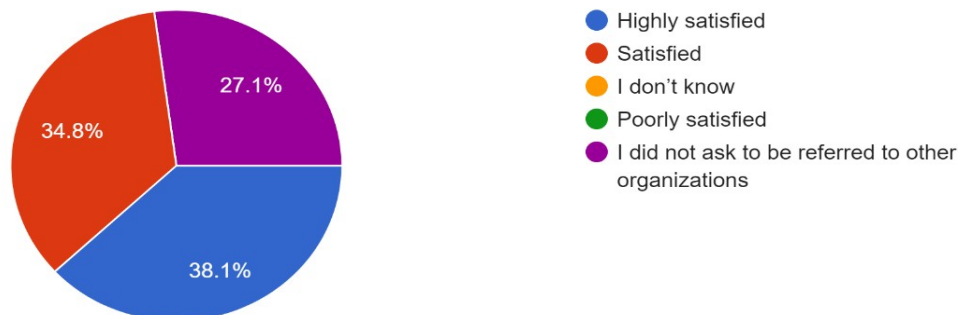
Satisfied-140 Answers- (33,8%)

I did not ask to be referred to other organizations- 114 Answers- (27,5%)

Chose not to answer the question- 6 Persons

How satisfied are you with the received services?

420 responses



How satisfied are you with the received services?

Highly satisfied-160 Answers- (38,1%)

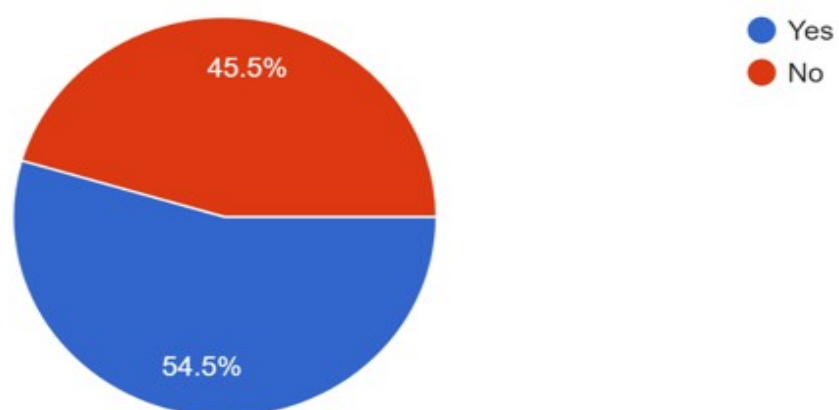
Satisfied-146 Answers- (34,8%)

I did not ask to be referred to other organizations- 114 Answers- (27,1%)

PSS

Did you receive Psychosocial Support?

418 responses



Did you receive Psychosocial Support?

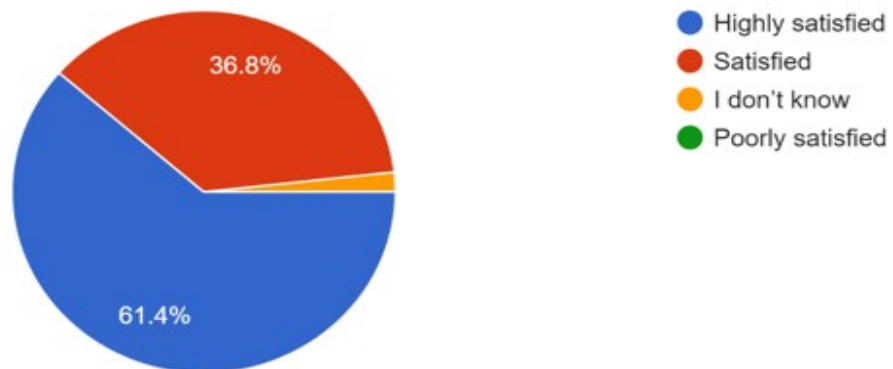
Yes- 228 Answers- (54,5%)

No- 190 Answers- (45,5%)

Chose not to answer the question- 2 Person

How satisfied are you with the working hours and days of the center(s)?

228 responses



How satisfied are you with the working hours and days of the center(s)?

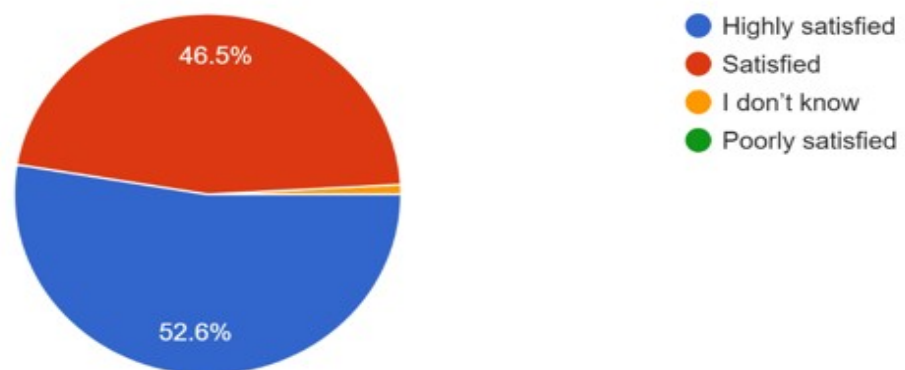
Highly satisfied- 140 Answers- (61,4%)

Satisfied-84 Answers- (36,8%)

I don't know- 4 Answers- (1,8%)

Please indicate your level of satisfaction with the center(s) location.

228 responses



Please indicate your level of satisfaction with the center(s) location.

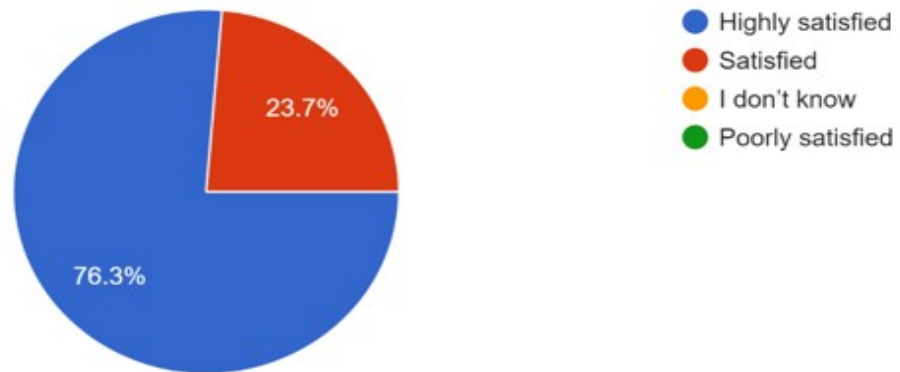
Highly satisfied- 120 Answers- (52,6%)

Satisfied-106 Answers- (46,5%)

I don't know- 2 Answer- (0,9%)

How satisfied are you with received Psychosocial support service?

228 responses



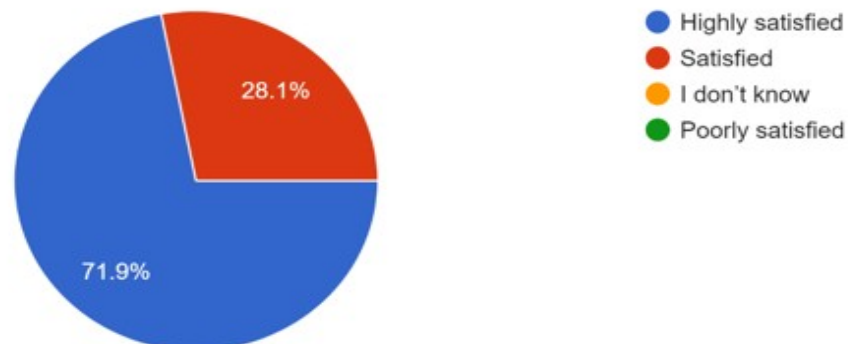
How satisfied are you with received Psychosocial support service?

Highly satisfied- 174 Answers- (76,3%)

Satisfied-54 Answers- (23,7%)

How satisfied are you with the content of the activities within the group sessions?

228 responses



How satisfied are you with the content of the activities within the group sessions?

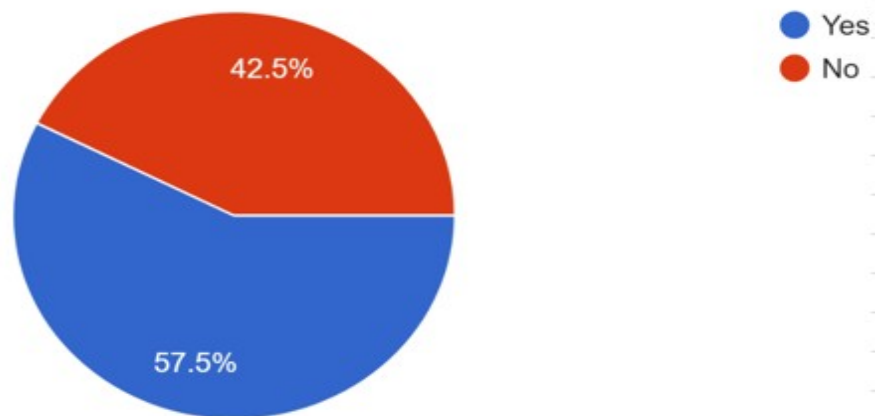
Highly satisfied- 82 Answers- (71,9%)

Satisfied-32 Answers- (28,1%)

Health Care Services

Have you received any health care services?

414 responses



Have you received any health care services?

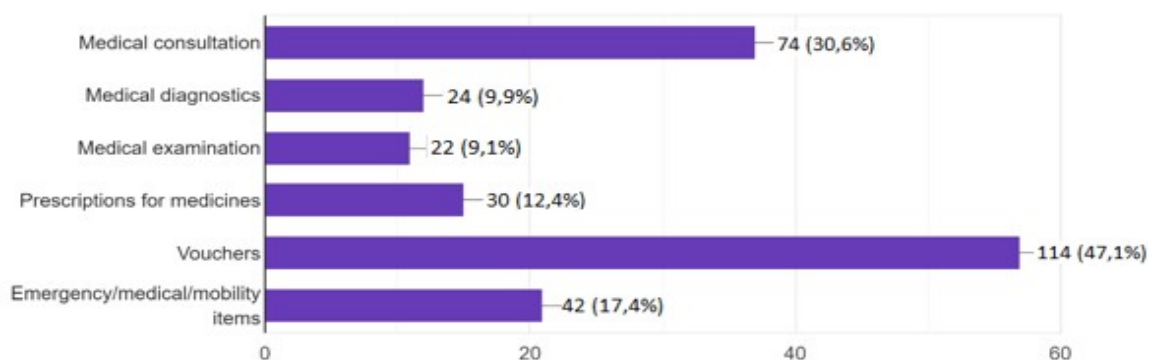
Yes- 238 Answers- (57,5%)

No- 176 Answers- (42,5%)

Chose not to answer the question- 6 Persons

Please indicate which medical service you received:

242 responses



Please indicate which medical service you received:

Medical consultation- 74 Answers- (30,6%)

Medical diagnostics- 24 Answers- (9,9%)

Medical examination- 22 Answers- (9,1%)

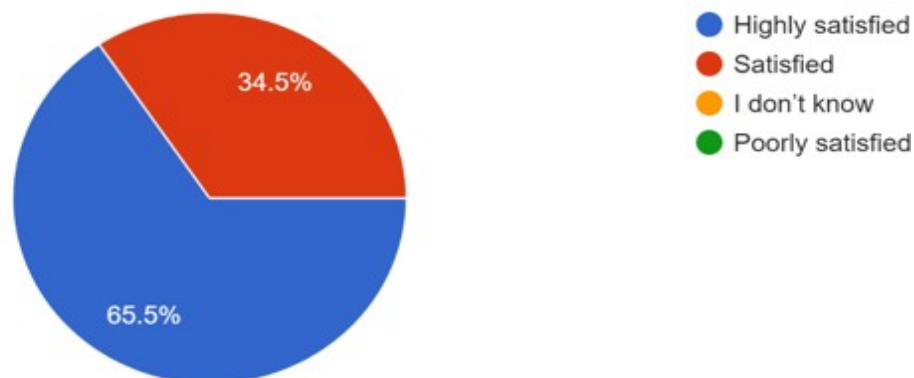
Prescriptions for medicines- 30 Answers- (12,4%)

Vouchers- 114 Answers- (47,1%)

Emergency/medical/mobility items- 42 Answers (17,4%)

How satisfied were you with this specific service?

232 responses



How satisfied were you with this specific service?

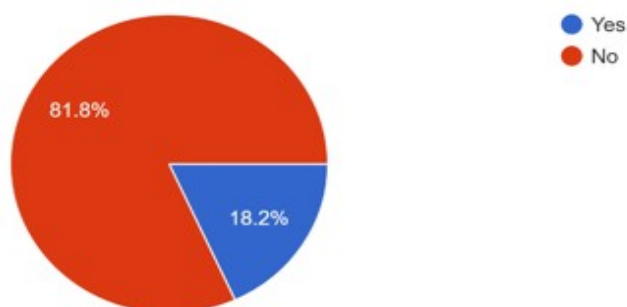
Highly satisfied- 152 Answers- (65,5%)

Satisfied-80 Answers- (34,5%)

Temporary accommodation services

Have you used the temporary accommodation services provided by any of the following two ADRA Moldova implementing partners (Rainbow of hope and SOS Autism)?

418 responses



Have you used the temporary accommodation services provided by any of the following two ADRA Moldova implementing partners (Rainbow of hope and SOS Autism)?

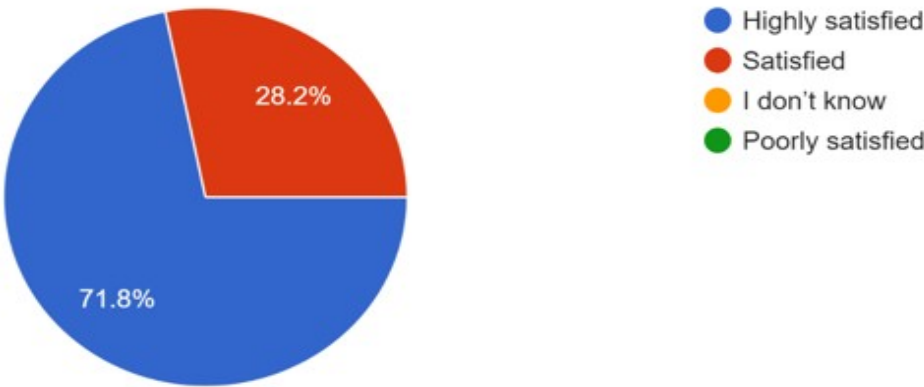
Yes- 76 Answers- (18,2%)

No- 342 Answers- (81,8%)

Chose not to answer the question- 2 Person

Please indicate your level of satisfaction with the center(s) location.

78 responses



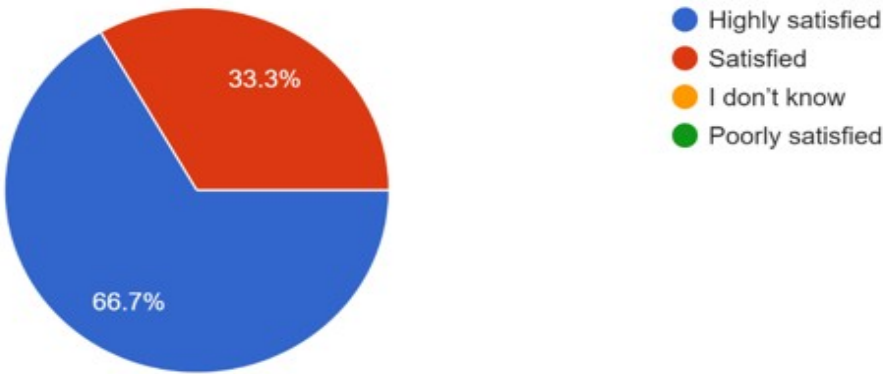
Please indicate your level of satisfaction with the center(s) location.

Highly satisfied- 56 Answers- (71,8%)

Satisfied-22 Answers- (28,2%)

Please indicate your level of satisfaction with the ease of transportation.

78 responses



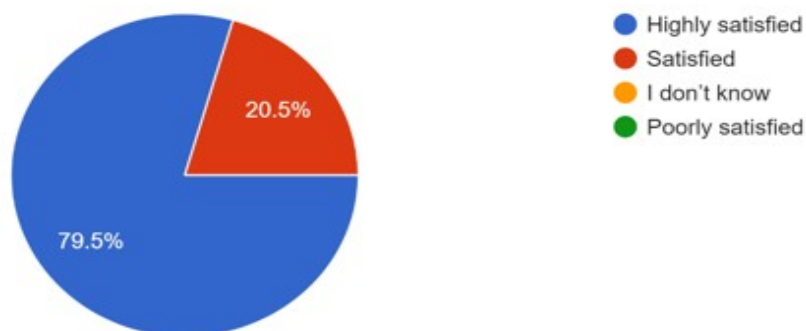
Please indicate your level of satisfaction with the ease of transportation.

Highly satisfied- 26 Answers- (66,7%)

Satisfied-13 Answers- (33,3%)

Were the building and rooms neat and clean? Please specify the level of your satisfaction.

78 responses



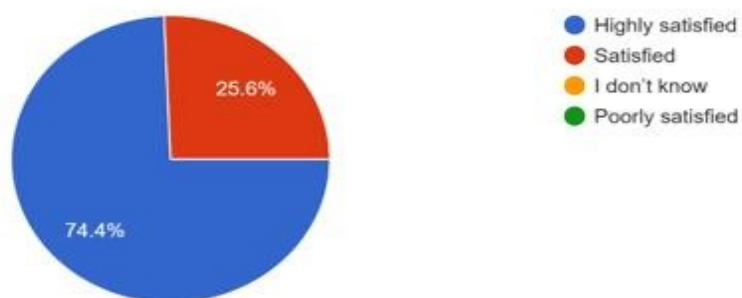
Were the building and rooms neat and clean? Please specify the level of your satisfaction.

Highly satisfied- 31 Answers- (79,5%)

Satisfied-8 Answers- (20,5%)

How satisfied were you with the access to water, sanitation and hygiene (WASH) facilities in the temporary accommodation center?

78 responses



How satisfied were you with the access to water, sanitation and hygiene (WASH) facilities in the temporary accommodation center?

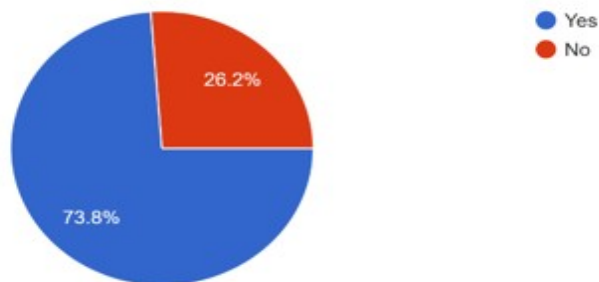
Highly satisfied- 29 Answers- (74,4%)

Satisfied-10 Answers- (25,6%)

Food assistance

Have you received any kind of food assistance (hot meals, food kits/products/vouchers) provided by any of the five ADRA Moldova implementing partners (Rainbow of Hope, SOS Autism, AO HomeCare, OSORC and FCPS Criuleni)?

420 responses



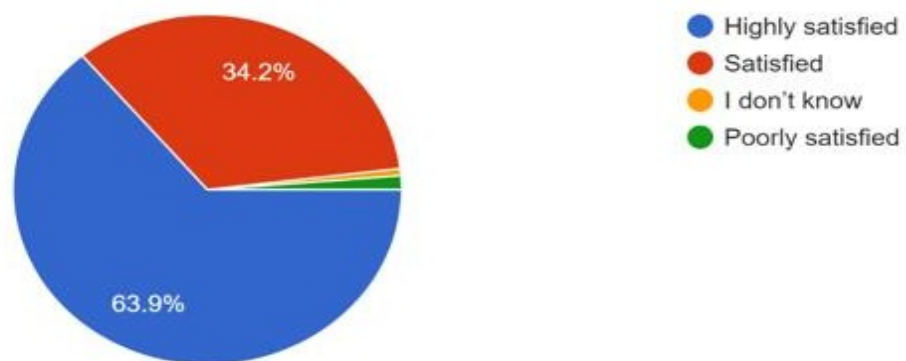
Have you received any kind of food assistance (hot meals, food kits/products/vouchers) provided by any of the five ADRA Moldova implementing partners (Rainbow of Hope, SOS Autism, AO HomeCare, OSORC and FCPS Criuleni)?

Yes- 310 Answers- (73,8%)

No- 110 Answers- (26,2%)

How satisfied were you with the distribution location point?

310 responses



How satisfied were you with the distribution location point?

Highly satisfied- 198 Answers- (63,9%)

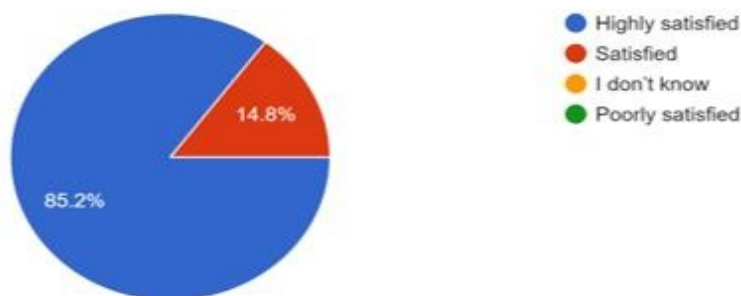
Satisfied-106 Answers- (34,2%)

I don't know- 2 Answer- (0,6%)

Poorly satisfied- 4 Answers- (1,3%)

Are you satisfied with the food assistance (hot meals, food kits/products/vouchers)? Indicate your level of satisfaction.

310 responses



Are you satisfied with the food assistance (hot meals, food kits/products/vouchers)? Indicate your level of satisfaction.

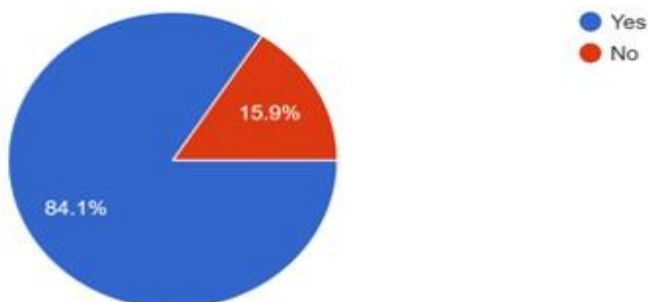
Highly satisfied- 264 Answers- (85,2%)

Satisfied-46 Answers- (14,8%)

Vouchers

Have you received any type of the following vouchers (for food, hygiene products, footwear, clothing) provided by ADRA Moldova implementing partner - FCPS Criuleni?

420 responses



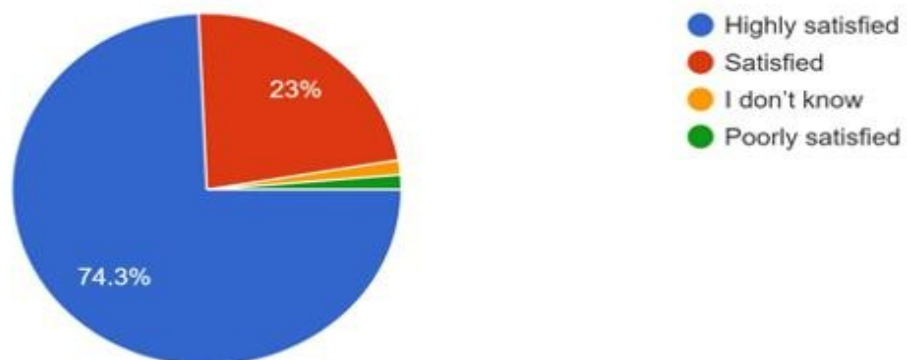
Have you received any type of the following vouchers (for food, hygiene products, footwear, clothing) provided by ADRA Moldova implementing partner - FCPS Criuleni?

Yes-352 Answers- (84,1%)

No- 68 Answers- (15,9%)

How satisfied were you with the distribution location point?

352 responses



How satisfied were you with the distribution location point?

Highly satisfied- 266 Answers- (74,3%)

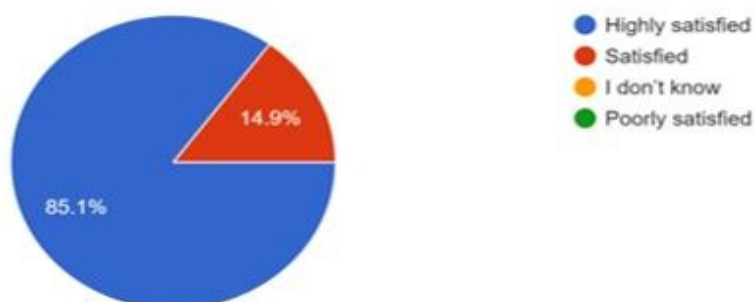
Satisfied-78 Answers- (23%)

I don't know- 4 Answer- (1,4%)

Poorly satisfied- 4 Answers- (1,4%)

Are you satisfied with the vouchers (for food, hygiene products, footwear, clothing) provided by ADRA Moldova implementing partner - FCPS Criuleni?

352 responses



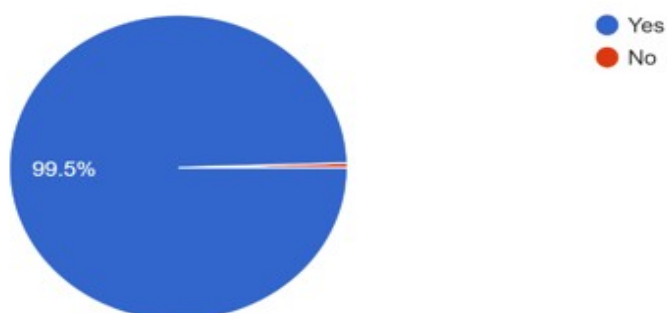
Are you satisfied with the vouchers (for food, hygiene products, footwear, clothing) provided by ADRA Moldova implementing partner - FCPS Criuleni?

Highly satisfied- 300 Answers- (85,1%)

Satisfied-52 Answers- (14,9%)

Overall satisfaction level.

Would you recommend ADRA Moldova implementing partners services to other people?
416 responses



Would you recommend ADRA Moldova implementing partners services to other people?

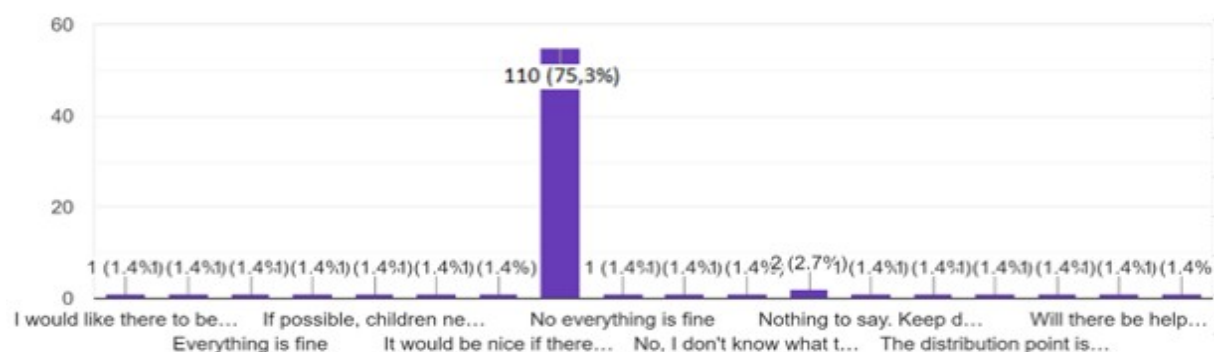
Yes- 414 Answers- (99,5%)

No- 2 Answers- (0,5%)

Chose not to answer the question- 4 Persons

Is there anything that you would like to change in the services you received from the project? Please explain.

146 responses



Is there anything that you would like to change in the services you received from the project? Please explain.

No- 110 Answers- (75,3%)

Chose not to answer the question- 292 Persons

Various answers- 36 Persons

Various answers

Is there anything that you would like to change in the services you received from the project? Please explain.

137 responses

No

55 responses

No, everything is fine

2 responses

If possible, children need things for school

1 response

Will there be help in buying school supplies?

1 response

all is good

1 response

Everything is fine

1 response

Unfortunately, there was too limited a selection of clothing in the stores. If possible, please expand the range of stores

1 response

Everything is satisfying.

1 response

No, I am satisfied with everything.

1 response

No everything is fine

1 response

I would like there to be a greater variety of stores to buy clothing from.

1 response

In general, everything is fine.

1 response

Add a delivery service to people with disabilities. Because it is very difficult to move independently.

1 response

No, I don't know what to say.

1 response

The distribution point is quite far from us. It was difficult to get to. I wish there were more locations.

1 response

It would be nice if there were distributions for children before the new school year.

1 response

Nothing to say. Keep doing this work

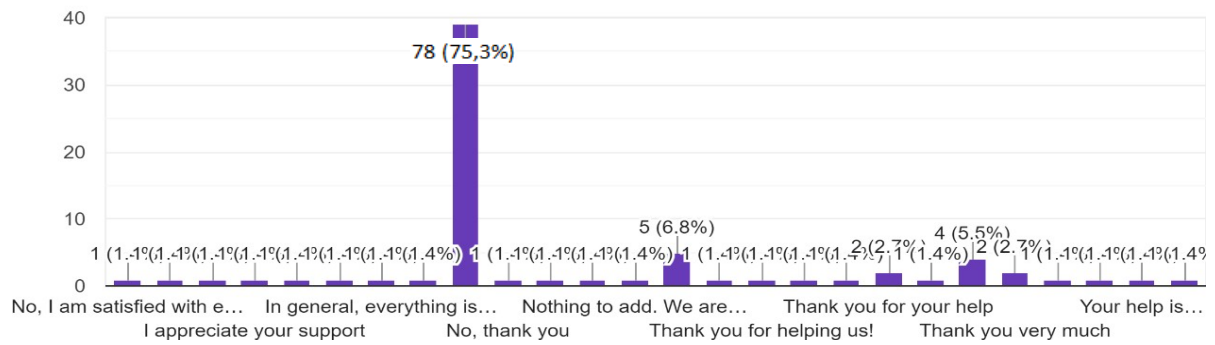
1 response

Thanks for the vouchers, but it's not always possible to find clothes by size. Therefore, it would be good to have a universal voucher for different stores.

1 response

Is there anything else you would like to add?

146 responses



Various answers

Is there anything else you would like to add?

137 responses

No

39 responses

Thank you

5 responses

Thank you for your support

4 responses

Thank you very much

2 responses

Thank you for your help

2 responses

Your help is very valuable to me.

1 response

Your help is important to us. Thank you

1 response

Nothing to add. We are grateful for any help

1 response

In general, everything is fine.

1 response

Thank you for everything

1 response

Thank your organization for helping us

1 response

I appreciate your support

1 response

No, I am satisfied with everything

1 response

No, thank you for everything

1 response

No, thanks a lot for help

1 response

No, thank you

1 response

I can only add one thing: Thanks to your organization for this help.

1 response

I am very grateful to you for your support

In general everithin is fine. Thank you.

1 response

It would be nice if there were distributions every month

1 response

We and our children are grateful to you

1 response

Thank you for meeting with the psychologist. They helped me a lot

1 response

Thank you for helping us!

1 response

Thank you for taking care of us

1 response

Everything we received was very useful for us.

1 response

Thank you for your help. It would have been very difficult without this help.

1 response

Conclusion

Due to the activities carried out under the **LEAP project** in Moldova, significant assistance was provided to many beneficiaries. The goods and services received were able to meet their actual basic needs.

99,5% of the interviewed beneficiaries expressed their satisfaction with the goods and services received from **ADRA Moldova** and its 5 partners (**HomeCare, OSORC, SOS Autism, Rainbow of Hope, and FCPS Criuleni**). Most of the beneficiaries reported being very grateful for the assistance they received, having praised the quality of the goods/items received (especially when it is extremely difficult to find special medical devices and mobility items for the elderly and disabled persons) as well as the professionalism of the specialists providing the services.

We would like to highlight a few specific services:

- Of the total interviewed beneficiaries, 54,5% received PSS services, and out of these 100% reported being highly satisfied or satisfied with these services. An incredible number of people had been crippled psychologically and emotionally because of the armed conflict and no longer saw hope for a bright future, they were broken and could not cope with their state of mind or get out of this state on their own. Therefore, after successfully completing the psychosocial individual and group sessions services provided by qualified psychologists of the 5 above mentioned partners, they reported feeling an improvement in their emotional state and mental health and being able to manage their feelings by themselves.
- Of the total interviewed beneficiaries, 73.8% received Food Assistance (hot meals, food kits/products/vouchers) and out of those 100% reported being highly satisfied or satisfied with this assistance.
- Of the total interviewed beneficiaries, 84.1% received Vouchers (for food, clothing, shoes, hygiene items), out of them 100% reported to be highly satisfied or satisfied with this assistance. They were very fond of the vouchers **ADRA Moldova** and its partners distributed because in this way they are able to purchase the items according to their needs and in the order of priority for their family members, while ensuring the respect of their dignity.
- Of the total interviewed beneficiaries, 57.5% received Health Care Services (medical consultations, diagnostics, examination, medicine prescriptions, medical vouchers, emergency/medical/mobility items), out of them 100% have reported to be highly satisfied or satisfied with these services.

99,5% reported satisfaction with the distribution process and services provided and with the attitude of the specialists and employees of the 5 ADRA Moldova implementing partners and have thanked for the assistance that was offered for them during these difficult times

They warmly thanked **ADRA Moldova, ADRA Canada** and our Donor **International Humanitarian Assistance (IHA) Program of Global Affairs Canada (GAC)** for their assistance.

Despite the fact that the flow of refugees is unstable due to the warm season, elderly people and people with disabilities are unable to return to their homeland, as many of their compatriots have already done. They are forced to stay for a long time in displacement. People with disabilities and children among the refugees, as well as the local population, are the most vulnerable groups of people as they have special needs and are less independent and self-sufficient than others. Requested items from mobility and hygiene products significantly eased their living in forcibly resettled territory.

In registration for assistance and further distribution, no stressful situations were identified. In general, all processes took place in a coordinated and controlled manner. We didn't have agglomeration at distribution.

Beneficiaries could get information about distributions and activities from different sources. Such as:

- Websites,
- Facebook, Instagram and other social networks,
- Personal meetings or announced within other activities,
- Phone calls,
- Group in Viber.

The distribution process was divided by time, each group of beneficiaries was notified in advance at what time, on what day and at what address they could receive the items they needed.

In conclusion, according to the words of the beneficiaries, we can say that this project left a strong impact on their families. And we, as organizers and donors, have made an invaluable contribution to the lives of the beneficiaries.

Here you can see attached PDM questions and answers:

<https://docs.google.com/forms/d/e/1FAIpQLSd1EY-Ecyv3YX1g2Yd8B8HJ3Z6LTORU3Do-ZZKYBYsec75NzA/viewform?usp=sharing>

Bashmakov Stanislav

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ADRA Moldova