



Keystone Human Services International Moldova Association

ANNUAL REPORT

January 02 – December 31, 2020

Submitted to:

Charles Hooker,

CEO Keystone Human Services US

Submitted by:

Prof., PHD Ludmila MALCOCI,

Keystone Moldova Executive Director

LIST OF ABBREVIATIONS

AOPD- Alliance of NGOs in the disability field
APSCF- Alliance of NGOs in the field of child and family protection
CH – Community Home
DI – Deinstitutionalization program
EASPD – European Association of Service Providers
ED – Executive Director
IAP – Individual Assistance Plan
IDP – Individual Development Plan
KHS US – Keystone Human Services US
KHSIMA – Keystone Human Services International Moldova Association
MECR – Ministry of Education, Culture, and Research
MF – Ministry of Finance
MHLSP – Ministry of Health, Labor and Social Protection
MoU – Memorandum of Understanding
MTS – Mobile Team Service
NASA - National Agency on Social Assistance
SLS – Supported Living Service
TOR – Terms of Reference

Contents

INTRODUCTION	3
I. PROJECTS IMPLEMENTATION	4
1.1.Project: Ensuring safety and human rights of persons with intellectual and psychosocial disabilities in institutions during the COVID-19 pandemic	4
1.2.Project: "Better social services through a sustainable partnership between civil society and government"	6
1.3.Project: "Support to CSOs to equip their staff with individual protective equipment"	8
1.4.Hotline Service	9
1.5.Project: "Support to local public authorities, services staff, persons with disabilities and their families in the social inclusion process"	11
1.6.Project: "Digitalization of services for people with disabilities to ensure access to health and social services for people with intellectual and psychosocial disabilities during the pandemic period"	12
1.7 Project: Self-advocacy 2.0	13
1.8.Project: Enabling young people to create an inclusive environment in school and community	16
1.9.. Project: Civil society voice for inclusion	16
1.10.Project: "Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova"	17
1.11.Cross-border partnership for inclusive career guidance	17
1.12. Community Center from Tudora	18
II. SOCIAL ENTERPRISE ECOVOX GRUP COMPANY	20
III. CROSS-CUTTING ACTIVITIES	22
3.1.Media and communication	22
3.2.Promotion of Volunteer activities	24
3.3.Keystone Moldova collaboration with national and local public authorities and NGOs to advance social inclusion of persons with disabilities.....	24
3.4.Keystone Moldova fundraising activities	26
3.5.Keystone Moldova staff participation at different events, conferences, meetings	28
Annexes	29
Annex 1. The list of links of published informational materials in other media	29

INTRODUCTION

Keystone Moldova goal: 100% of persons with disabilities have active and meaningful lives in their communities.

Keystone Moldova objectives: To achieve the goal, Keystone Moldova is focusing on the following objectives:

- Deinstitutionalization and prevention of institutionalization
- Inclusive education
- Labor inclusion of persons with disabilities
- Empowering persons with disabilities through advocacy and self-advocacy
- Promotion of rights of persons with disabilities
- Communication for changing attitudes and behaviors

Keystone Moldova target groups:

- Persons with disabilities and their families
- Community members
- Service providers
- Community support groups
- National and Local governments
- National and local NGOs, platforms, networks
- Mass media

The Keystone Moldova implements the objectives through the following:

I. Projects implementation

II. Social entrepreneurship activities

III. Cross-cutting activities (media and communication, voluntary movement, management, and fundraising)

I. PROJECTS IMPLEMENTATION

The projects under implementation during the reported period are as following:

1. Ensuring safety and human rights of persons with intellectual and psychosocial disabilities in institutions during the COVID-19 pandemic
2. Better social services through a sustainable partnership between civil society and government
3. Support to CSOs to equip their staff with individual protective equipment
4. Hotline service
5. Support to local public authorities, services staff, persons with disabilities, and their families in the social inclusion process
6. Digitization of services for people with disabilities to ensure access to health and social services for people with intellectual and psychosocial disabilities during the pandemic period
7. Self-advocacy 2.0
8. Enabling young people to create an inclusive environment in school and community
9. Civil society voice for inclusion
10. Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova
11. Cross-border partnership for inclusive career guidance
12. Community Center from Tudora

See below the detailed report per project.

1.1. Project: Ensuring safety and human rights of persons with intellectual and psychosocial disabilities in institutions during the COVID-19 pandemic

Period of implementation: September 2020-March 2021

Project Goal: Ensure the right to health of 1700 persons with intellectual and psychosocial disabilities from 6 residential institutions during COVID-19 through increasing access to information and protective equipment

Achieved results per Project objectives

Objective 1. Increase in access to protective equipment for persons with intellectual and psychosocial disabilities and staff from 6 residential institutions. Procured and distributed individual protective equipment and materials in six residential institutions to combat infection with COVID. The quantity of procured protective equipment increased by 45% due to tender offers. Additionally, Keystone Moldova procured masks with transparent windows for 500 people with hearing impairments. All in total 2600 persons with disabilities and staff got access to protective equipment and became safer.

Table 1. Performance indicators

Indicator	Planned	Actual
Number of masks	18000	33000
Number of gloves	18000	33000
Number of glasses	1200	1400
Number of face shields	1200	2000
Number of gowns	600	6000
Number of protective shoes	125	3000
Number of sanitizers (5 liters)	120	250

Number of masks with transparent window	0	2000
Number of people that benefited from Individual Protective Equipment	2100	2600, including 2200 persons with disabilities

Objective 2. Increase in knowledge and strategies for prevention of Covid-19. Six monitors, six mini PC, video cameras, keyboards, adaptors, cables have been distributed and installed in residential institutions/common areas to ensure the access of a large number of persons with disabilities. Keystone Moldova developed a database of communication materials on the prevention of Covid-19 in easy to read and uploaded them in each monitor. One responsible person from each institution was capacitated on how to share the information for persons with disabilities and the staff. Keystone Moldova developed the internal policy on prevention measures and infection control with the participation of the residential institutions staff, capacitated 17 staff as trainers and delivered training to 217 staff from all six residential institutions. Keystone Moldova will deliver training to other staff in January-February 2021. Four from six institutions approved the internal policy. The other two institutions will approve the policy by the end of January 2021.

Table 2.

Indicator	Target	Actual
Number of monitors/video panels	Six monitors/video panels	Six sets of monitors, mini PC, video camera, etc.
Internal Policy developed	Six approved Institutional Programs on prevention measures and infection control	Four approved Institutional Programs on prevention measures and infection control
Number of trainers capacitated on prevention measures and infection control	12 trainers from the staff of residential institutions	12 trainers from the staff of the residential institutions
Number of the staff of residential institutions capacitated on prevention measures and infection control	400 of the staff of residential institutions capacitated on prevention measures and infection control	217 of the staff of residential institutions capacitated on prevention measures and infection control

Objective 3. The decrease in cases of abuse and neglect in institutions. A group of 33 self-advocates from residential institutions were capacitated on complaint mechanism and how to support their peers to access the hotline service. Keystone Moldova procured and donated 40 mobile phones to self-advocates for better access to Hotline service. Afterward, the self-advocates will inform persons with disabilities of their rights and will offer support to access the hotline service. Keystone Moldova capacitated 63 staff of residential institutions on how to prevent burnout and cope with stress and behavioral challenges of persons with disabilities during the pandemic.

Table 3.

Indicator	Target	Actual
Number of mobile phones procured and distributed	30 mobile phones	40 mobile phones
Number of persons with disabilities capacitated in self-advocacy, rights promotion, and Hotline services	30 persons with disabilities (self-advocates) from residential institutions	33 persons with disabilities (self-advocates) from residential institutions
Number of the staff of residential institutions capacitated on how to	60 staff of residential institutions capacitated on how to prevent	63 staff of residential institutions capacitated on how to prevent

prevent burnout and cope with stress and behavioral challenges	burnout and cope with stress and behavioral challenges	burnout and cope with stress and behavioral challenges
--	--	--

Communication and visibility. Keystone Moldova developed and printed the banner of the project, as well as posted the project information on the Keystone Moldova website, EU platform digit tool, and EU newsletter. Keystone Moldova organized two public events: an online project-launching event and an event for donating visor masks for people with hearing impairments. 11 materials on project activities were published in mass media. ¹

Challenges. (a) Keystone Moldova conducted the majority of the project activities online due to the COVID-19 pandemic; the activities were more time-consuming, and required more human resources than planned. (b) The focal staff from residential institutions had weak capacities to use technologies and online communication platforms, which created difficulties for ensuring the logistics of all training activities. (c) In three of six institutions, persons with disabilities cannot use mobile phones and still have limited access to Hotline services due to internal restrictions to communicate with persons from outside institutions.

Lessons learned. (a) Open tender-based procurement creates opportunities for more efficient use of money within the increased impact (larger number of beneficiaries and goods). (b) There is a need for better coordination of emergency support to residential institutions among NGOs and donors to ensure better coverage of persons in residential institutions with protective equipment. (c) Some donors (People in Need, Austrian Embassy) distributed the protective equipment to the same institutions Keystone did, without the proper coordination. Meantime, other residential institutions, like for the elderly, received a very limited amount of protective equipment.

1.2. Project: “Better social services through a sustainable partnership between civil society and government”

Period of implementation: February 2018-February 2021

Project goal: To empower civil society organizations (CSOs) to promote and implement innovative solutions aimed at advancing social inclusion of persons with mental disabilities and vulnerable children in partnership with local public authorities (PAs).

¹ <https://rvs.md/ue-cumpara-mii-de-masti-pentru-persoanele-cu-deficiente-de-auz-din-r-moldova/>; <https://anticoruptie.md/ro/stiri/suport-european-2000-de-persoane-cu-deficiente-de-auz-au-primit-masti-adaptate-la-necesitatile-lor>; <https://radiochisinaiu.md/2000-de-persoane-cu-deficiente-de-auz-vor-primi-masti-de-protectie-special-adaptate---119502.html>; <https://www.moldpres.md/news/2020/10/27/20008473>; <http://tvr Moldova.md/actualitate/doua-mii-de-persoane-cu-deficiente-de-auz-vor-primi-masti-de-protectie-special-adaptate>; http://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-1-28-octombrie-2020_34898; <https://point.md/ru/novosti/obschestvo/v-moldove-liudi-s-narusheniiami-slukha-poluchat-spetsial-nye-zashchitnye-maski>; <https://deschide.md/ro/stiri/social/74100/UE-a-donat-echipament-de-protectie-C8%9Bie-anti-COVID-19-pentru-6-institu%C8%9Bii-reziden%C8%9Biale-din-RMoldova.htm>; https://www.privesc.eu/Arhiva/92312/Lansarea-proiectului--Siguranta-si-drepturile-persoanelor-cu-dizabilitati-intelectuale-si-psihosociale-din-institutii-in-perioada-pandemiei-cu-Covid-19?fbclid=IwAR2WefaoxGGepVwjzIEqivaIBv58jaGRCjbg9DP26P-EFulRCb_C5s8fHA; <http://www.trm.md/ro/regional/echipament-de-protectie-pentru-sase-institutii-rezidentiale-din-moldova>; https://observatorul.md/actual-divers/importan/2020/10/22/82076_angajatii-si-persoanele-cu-dizabilitati-de-la-internatul-psiho-neurologic-din-badaceni-au-primit-echipamente-anti-covid-19.

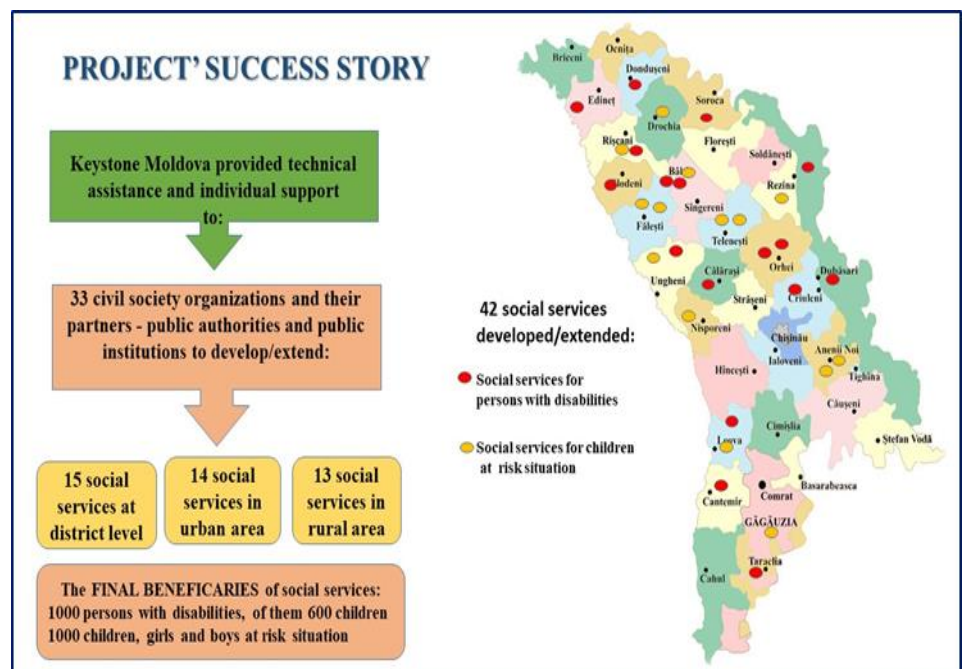
Project results per objectives:

Objective 1. To provide capacity building to grantees CSOs on specific topics of interest. As per the approved proposal, at least 60 CSOs shall improve their knowledge on how to develop social care services for persons with mental disabilities and vulnerable children, at least 35 CSOs shall develop and submit grant applications jointly with LPAs, at least 30 CSOs shall be capacitated in project development and management. All indicators have been reached above. Accordingly, 120 CSOs improved their knowledge on how to develop social care service, 101 CSOs developed and submitted grant proposals jointly with LPA and 33 CSOs improved their capacities in project management. During the reporting period, Keystone Moldova provided two training on the financial sustainability of CSOs and services with 65 participants; three webinars focused on services budgeting, provision of services during the COVID-19 pandemic, and resilience plans for the development of community-based services with 72 participants. Keystone Moldova staff also provided technical assistance to all 33 CSOs on updating the projects' action plans, budget implementation and risks mitigation, development of projects' progress reports, and provision of qualitative services.

Objective 2. To offer technical support to SFM's 33 grantees and personnel of the social services in the development and provision of innovative and sustainable social services at the local level, in partnership with public authorities.

As per the Project grant, at least 30 grants for the development of social care services shall be implemented by CSOs jointly with PAs, at least 30 social care services for persons with mental

disabilities and vulnerable children shall be developed, at least 1000 persons with mental disabilities and vulnerable children (40% women) shall benefit of community-based social care services; 100 persons with disabilities shall be deinstitutionalized. All indicators were overachieved. 33 grants are under implementation; 42 social care services were established, of which 38 are already delivering services. 2000 persons with disabilities and vulnerable children are benefiting from social services developed with the support of grantees CSOs. Of them, 1600 are children, including 600 are children with disabilities. 99 persons with disabilities were deinstitutionalized and moved to community leaving. During the reported year, 60 persons with disabilities were deinstitutionalized; provided seven pieces of training for 86 services staff (one initial five days training and six continuous training); provided 112 days of consultancy services to services staff on qualitative service provision.



Objective 3. To facilitate the dialogue and help establish a partnership between grantees and the public authorities to ensure the sustainability of the created/under development social community service. As per the Project grant, 100% of developed services shall have ensured financial sustainability. By now, 85% of social services have ensured financial sustainability despite pandemic and crisis period. During the reported period, Keystone Moldova organized joint meetings with SFM' grantees and PAs on discussing the Partnership Agreements and budgets implementations for social services; provided support to 4 SFM' grantees to get accreditation and access the financial resources from the state budget; organized four field visits and 16 online monitoring session to monitor social services indicators and to ensure the resilience of project activities during the *pandemic period*.

Objective 4. Implementation of the joint media communication strategy. As per the Project grant, 30 CSOs shall have improved capacities to make visible project activities at the local and national levels. The outcome has been reached. All 33 grantees CSOs and media grantee CSOs benefitted from Keystone support and expertise to develop and share the informative materials through media and social media. All NGOs developed project visibility materials (banners, posters, brochures) with Keystone support. The annual and monthly joint communication plans were developed and implemented. Keystone Moldova provided support to SFM grantees CSOs to prepare and organize public events (launching services/project close events). Keystone Moldova managed the Facebook page of the Better Social Services 'Project and supported the grantees and AOPD to develop and post the informative materials on their Facebook pages and on the joint website: www.incluziune.md. Keystone Moldova provided support to Sud-Est Media to develop and coordinate the informative materials on projects' results. During the reported period, 406 materials were posted on the Facebook page „Servicii sociale mai bune” and 64 materials were published in other media. The materials on the Facebook page reached: 140.071 impacts, 6.848 likes, and 889 shares. The number of page fans reached 675 likes. Keystone Moldova assisted CSOs to organize 13 public events at the local level and to prepare 35 materials published in various media. Keystone Moldova provided support to NGO Sud-Est Media to develop 5 video scenarios, 2 video sport on implemented projects, a Guide on social media for grantees, and 11 materials. 3 infographics about Keystone Moldova's involvement in the project were developed.

Challenges: (a) Limited project staff for technical assistance and support within the conditions of week grassroots CSOs capacities to prepare and manage grants and emergency of COVID-19. This leads to overtime work of existing staff. (b)Limited possibilities to provide technical assistance in the field due to the COVID-19 pandemic situation. The majority of technical assistance was provided by phone or online and it was challenging. (c) Increased risks for financial sustainability of developed services due to pandemic COVID-19 and limited possibilities of the project to continue to support developed services in emergencies.

1.3. Project: “Support to CSOs to equip their staff with individual protective equipment”

Period of implementation: August – October 2020

The project goal: Provide support to CSOs to equip their staff with Individual Protective Equipment (IPE)

Project Objectives: Procurement and distribution of the individual protective equipment to CSOs.

Project results: 54250 medicinal masks, 29300 gloves, 1938 N95 masks, and 1742 liters of sanitizer were purchased and subsequently distributed to CSOs; 813 employees and volunteers of 54 civil society organizations benefited from Individual Protective Equipment. Keystone Moldova ensured the visibility of the project through the public event for distribution of equipment; 26 information materials were published in media and social media.

Table 4.

Indicator	Target	Actual
Number of masks	33600	54250
Number of gloves	17920	29300
Number of masks N95	1200	1938
Number of sanitizers (1 liter)	1080	1742
Number of CSOs that benefited from Individual Protective Equipment	53	54

Lessons learned: (a) Civil society organizations are cooperative and supportive in crises, especially when there are risks of stopping their work. In a week, it was possible to conduct a rapid needs assessment of the protective equipment of organizations. (b) The alliances active in the field know very well the situation of the members, especially the local ones and try to offer them support in various fields, including support during the pandemic period with Covid-19. Both alliances were open to store and distribute with their resources a part of the goods purchased under the project for their member organizations. (c) The voluntary work performed by the Keystone team under this project had a huge impact on vulnerable groups from Moldova. Due to the possibility of being equipped with protective equipment, CSOs or social services employees had the opportunity to continue the assistance and support to about 4675 people from vulnerable groups.

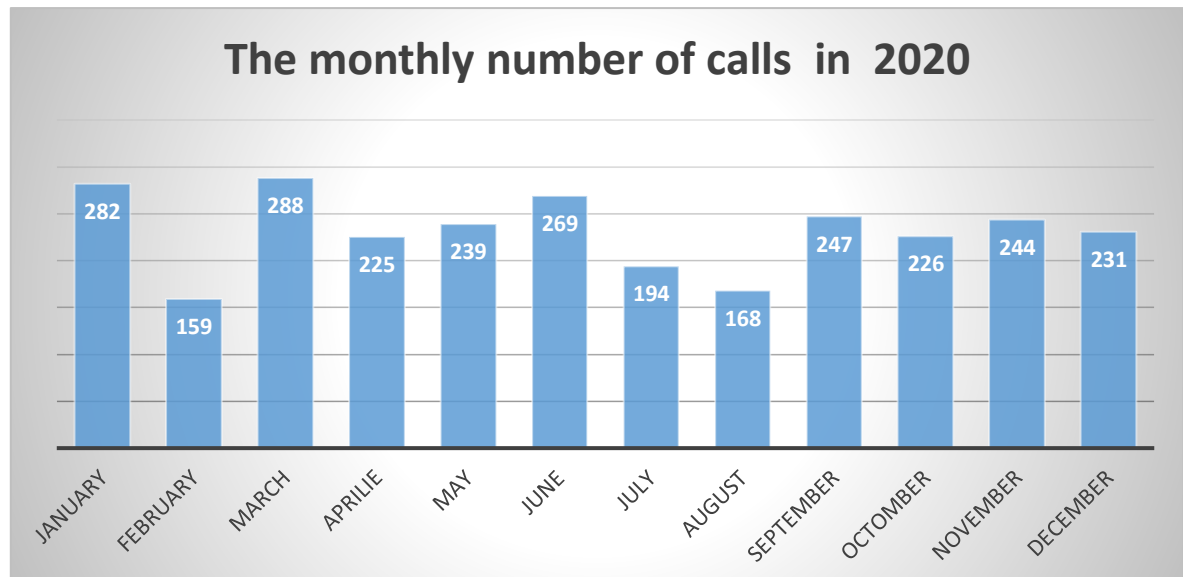
1.4. Hotline Service

Period of implementation: January-December 2020

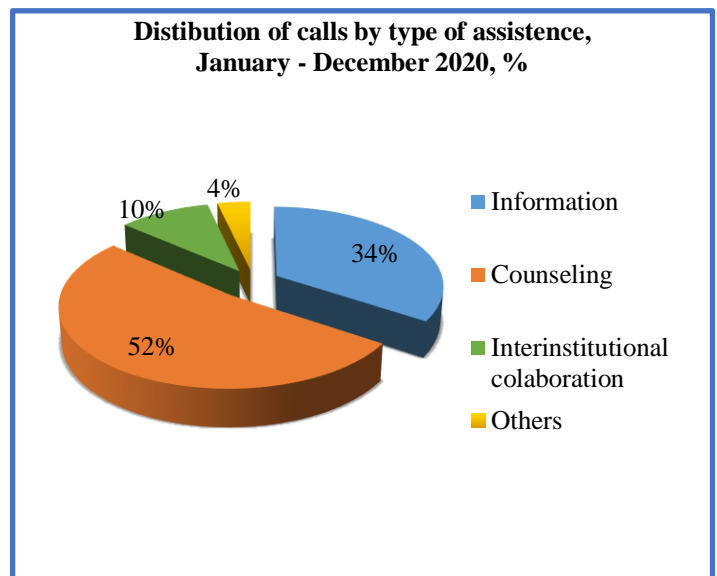
Project goal: Preventing and reducing the rights' violation of the persons with disabilities

Project results: During the reported period, **2772** calls were received at the Hotline service², of which 52% are from community residents and 43% - from persons in residential institutions, 5% - the residence is not known.

² All in total from 2017 - 2020, **8052** calls have been received by Hotline service.



The most-reported complaints of people are related to (a) limited access to information on social benefits and available social services during COVID 19 outbreak; (b) limited access to healthcare services; (c) limited access to legal support services during the pandemic period and (d) limited access to psychological support services for crisis' management. As per the type of provided assistance, the counseling support was required in 52% of cases; informational support – in 34% of cases; inter-institutional collaboration - in 10% of cases; another type of support (protective equipment, food, and hygiene products) - in 3% of cases. Persons with disabilities addressed mostly the issues related to the COVID- 19 outbreak: fear to be infected and isolated; behavioral challenge of children with autism; needs for support to overcome the crisis generated by COVID 19.



The Hotline staff intervened with referrals, notifications, and prompt support in complex cases. Keystone Moldova jointly with the MHSP organized an annual public report on Hotline services. The event was broadcasted online with the involvement of representatives of national and local public authorities, persons with disabilities, journalists. The information about the event and photos were sent to journalists. Other media sources published four materials on the event.³

³ <https://stiri.md/article/social/numarul-apelurilor-la-serviciul-de-asistenta-telefonica-gratuita-s-a-dublat>;
<https://msmps.gov.md/comunicare/comunicate/datorita-serviciului-de-asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati-371-de-cazuri-de-incalcare-a-drepturilor-acestora-au-fost-solutionate>;
https://www.facebook.com/watch/live/?v=213132576931229&ref=watch_permalink;
<https://www.privesc.eu/arhiva/92932/Masa-rotunda--Serviciului-de-Asistenta-Telefonica-Gratuita-pentru-Persoane-cu-Dizabilitati---mecanism-de-prevenire-si-reducere-a-situatiilor-de-incalc>.

1.5. Project: “Support to local public authorities, services staff, persons with disabilities and their families in the social inclusion process”

Period of implementation: January – December 2020

Project objective: Support and monitoring the quality of community services developed within the Community for All Moldova Program

Project results. Keystone Moldova provided methodological support to staff from 15 community-based services for preparation for accreditation. In this regard, Keystone Moldova provided 4 online training sessions for 25 managers and supervisors on internal social services procedures; 34 online meetings on revision and development of Individual Assistance Plans with the participation of 35 staff; 64 online supervision missions on accreditation of services. Keystone staff supported the development of 27 assessment reports on the placement of beneficiaries. Keystone Moldova updated the Internal Regulation of CHs in line with the Governmental Decisions, developed the Handbook on internal procedures for organization of CH and SLS service., and the models of partnership agreements between services and LPA, services and medical institutions, services and schools, services, and NGOs. All managers of services are informed of the need for concluding partnership agreements. Keystone Moldova provided mentoring and support activities to local authorities, specialists, and health workers in ensuring quality health care for 67 people with disabilities in social services. In this regards, Keystone Moldova:(a)identified needs and monitored metabolic treatment for 67 persons; (b) monitored the health status of 10 persons infected with COVID;(c) controlled and treated somatic diseases of 14 persons; (d) facilitated laboratory diagnostic for 22 persons; (e) assisted and supervised 17 persons with epileptically syndrome, including daily records for 9 persons; (j) provided physiotherapy rehabilitation and monitored 18 persons with locomotor disabilities. Keystone Moldova supported the social assistance directions from Anenii Noi, Ungheni, and Hincesti to improve the living conditions of beneficiaries. In this regard, Keystone procured a solid fuel boiler for the Social Service “Community Home” from Sculeni, Ungheni (24,390 MDL), the materials for finishing the paving of the yard of the Social Service “Supported Living” from Lăpușna, Hîncești (7025 MDL) and estimated the volume of construction work to be done at Chirca community home to end the renovation.

Lessons learned: (a) The methodological support based on needs ensures the quality of service provision; (b) Systematic monitoring of social services ensures control and prevention of COVID-19 infection in services; (c) Involvement of beneficiaries in educational activities help to remove the negative effects of isolation.

Communication and visibility. Keystone Modlova developed and posted 10 materials about the project activities on the Facebook page.

Success cases, demonstrationg impact of Keystone support:

- Eduard, the beneficiary of the Falesti Supported Living, is prepared for independent living in the community. The territorial structure of social assistance provided support for the transition period.
- Keystone Moldova staff prevented the re-institutionalization of Stoianov Cristi, Community Home Voloave, who frequently manifested problematic behaviors (risk category II-III). Due

to the inpatient and outpatient supportive treatment, as well as the psychological consultations, the one-year compensation phase is registered.

- One of the beneficiaries of the Nisporeni Community Home - Corin Anton (diagnosis of infantile cerebral palsy from birth) acquired several motor skills and balance in new positions, including good skills of driving a wheelchair over obstacles and ensuring independent transfers (bed - wheelchair, wheelchair - toilet, wheelchair - bath chair). Anton passed from the level of dependent support with major support to the level of the remote monitoring support, on the indicated components.
- Diana, who is 30 years old, was transferred in 2015 to the Community Home from Baimaclia village, Cantemir district, after 13 years of institutionalization. Diana's environment contributes to increasing her autonomy and ensures her well-being. Diana is employed and has a good relationship with employees. She is a member of the Cantemir Self-Advocacy Group and has positive relationships with the youth from the group. She is communicable and positive. Diana has made progress in the relationship with employees and young people in the Service and the locality. She speaks fluently and is benevolent and very attentive. In the summer of 2019, she participated in the 12th Session of the Conference of the States Parties to the UN Convention on the Rights of Persons with Disabilities (New York) and the June Summit (Harrisburg). Diana is part of the Empower Us team, Inclusion International - a program that promotes self-advocacy internationally.

1.6. Project: "Digitalization of services for people with disabilities to ensure access to health and social services for people with intellectual and psychosocial disabilities during the pandemic period"

Period of implementation: (September 17, 2020 - August 17, 2021)

Project goal: Increasing access to health and social services for adults with intellectual and psychosocial disabilities from housing services during the COVID-19 pandemic.

Project results: 18 social care services get adapted to new pandemic conditions and provide qualitative services for persons with disabilities in the emergency period. In this regard, Keystone Moldova equipped all services with computers, and provided nine online training and continuous mentoring support to the staff on provision of services in pandemic conditions, quality indicators, empowering persons with disabilities during the recovery, health insurance program, facilitation of access of persons with disabilities to outpatient and hospital services, promotion of a healthy lifestyle. To prevent challenging behaviors of persons with disabilities, Keystone provided online education courses for 16 employees and supervisors from 2 social services (one 2-day course per Service) in the management of behavioral crises in isolation situations or in the process of assimilating the new rules for service beneficiaries. All in total 16 persons get capacitated. To improve the Hotline service activities, a company was subcontracted to develop software for the database of hotline beneficiaries.

Lessons learned: (a) Health monitoring in social services ensures the successful implementation of measures to prevent and control COVID-19 (of the 18 social services cases of infection were registered only in 4 social services); (b) The weekly meetings organized with the services managers allow quality monitoring of provided services, as well as identification and solving of current problems and needs.

Communication and visibility. 10 posts about the project activities placed on the Facebook page of Keystone Moldova

1.7. Project: Self-advocacy 2.0

Period of implementation: January 2019 – December 2021

Project goal: People with disabilities and their families participate in society as self-advocates, advocates, and contribute to better outcomes for their lives

Results per Project objectives

Objective 1. The national informal network of self-advocates expanded and strengthened in exercising their right to participate in the society as full and equal citizens. All in total under this objective, Keystone Moldova provided 203 capacity-building activities to self-advocate from six SAGs, on various topics: the rights of persons with disabilities, discrimination, advocacy, self-advocacy, and self-determination, etc. Keystone Moldova organized one six-day summer school for self-advocates and provided direct support to self-advocates in claiming their rights at national and international levels. The project staff promoted self-advocacy at national and international levels. In this regards, 8 short movies were developed and broadcasted on social media⁴. Keystone staff organised two media campaigns on Work without barriers and Stai acasa were⁵. The staff and self-advocate participated in TV shows and promoted the Autoreprezentanti Moldova FB page⁶. Keystone staff supported also self-advocates to develop and implement community projects, in partnership with public authorities. Some of the self-advocates received legal assistance support (including representation in the Court for solving various problems).

Following Keystone Moldova support, 67 persons with disabilities from 6 self-advocacy groups strengthened their capacities in self-advocacy and self-determination; 27 self-advocates claimed their rights to independent living, labor, health, education, etc.; The self-advocates organised 14 advocacy initiatives (*on the accessibility of public infrastructure, special footwear for persons with disabilities; etc.*). Two self-advocates became members of international bodies for self-advocacy(*UN Committee's Youth Advisory Group and Empower Us program at Inclusion International*). Two self-advocates became members of the Falesti Advisory Council on the Commissioning of Real Estate and Consultation of Construction Plans. Self-advocates participated in national and international conferences (side events of COSP 12 and COSP 13, Summit of Self-advocates, organized by Inclusion International in 2020; "Hear our Voice" for Self-advocates, organized by Inclusion Europe

⁴ Money management- <https://www.facebook.com/watch/?v=282981492781850>; Information accessible for intellectual disabilities - <https://www.facebook.com/watch/?v=2588867374746703>; Legal capacity - <https://www.facebook.com/watch/?v=764703017673525>; Community living- <https://www.facebook.com/watch/?v=2711229409200216>; Right to opinion- <https://www.facebook.com/watch/?v=1778885528919647>; <https://www.facebook.com/watch/?v=391857178729439>; <https://www.facebook.com/watch/?v=405692747531401>; <https://www.facebook.com/104869894235307/videos/200762651781709>.

⁵ 10 materials were shared; they got: 2.410 impacts, 99 likes, and 30 shares. 10 testimonials of the parents of persons with disabilities filmed and edited. 10 parents from the Advocacy group for parents spoke about the seminars organized within the project and how useful they were.

⁶ <https://www.facebook.com/Auto-reprezentan%C8%9Bi-Moldova-104869894235307>. The Autoreprezentanti Moldova FB page has 513 followers.

in 2019, several national conferences in 2020). 67 self-advocates participated actively in awareness-raising activities for changing attitudes of community members regarding persons with disabilities as equal members of the society⁷. 4 self-advocates benefitted from small grant programs for community development, financed by the Youth Empowerment Program of CMT (two in 2019 and two in 2020). 10 support persons increased their capacities in how to work with self-advocates, disability legal framework, etc.

Table 5.

Indicator	Target	Actual
No. of persons with disabilities empowered to advocate for their rights following the UNCRPD and local legislation provisions	At least 70 persons with disabilities empowered to advocate for their rights following the UNCRPD and local legislation provisions;	67 persons with disabilities empowered to advocate for their rights following the UNCRPD and local legislation provisions;
No. self-advocates claim their rights (to independent living, labor, health, education, etc.)	At least 30 self-advocates claim their rights (to independent living, labor, health, education, etc.)	27 self-advocates claim their rights (to independent living, labor, health, education, etc.)
No. of self-advocates are involved in changing attitudes of community members regarding persons with disabilities as equal members of the society;	At least 40 self-advocates are involved in changing attitudes of community members regarding persons with disabilities as equal members of the society;	67 self-advocates are involved in changing attitudes of community members regarding persons with disabilities as equal members of the society;
No. of persons with disabilities use the online communication platform by the end of the project	At least 600 persons with disabilities use the online communication platform by the end of the project	At least 600 persons with disabilities use the online communication platform by the end of the project
No. of persons capacitated in how to work with self-advocates, disability legal framework, etc.	At least 10 persons capacitated in how to work with self-advocates, disability legal framework, etc.	10 persons capacitated in how to work with self-advocates, disability legal framework, etc.

COVID pandemic had some negative impact on planned activities. Many activities were transferred online. Unfortunately, virtual meetings and activities are not suited for all members of SAGs, as many of them do not have access to equipment, to the internet, or do not know how to use various communication software.

Objective 2. Parents' networks developed through empowerment and leadership. To strengthen parents capacities, Keystone Moldova provided 3 six-days pieces of training for 66 parents, developed and launched the online information hub for parents -www.informat.md⁸, [provided legal assistance](#) (including representation in Court), as well as psychological support and mentorship for solving

⁷ 2019 - A photographic reportage "Where Love Is ..."; "Oameni care inspiră" photo exhibition; a story presented in the International study on the implementation of the UNCRPD – "For a World without Barriers" and acknowledged as an innovative disability solution by the Zero Project–Impact Transfer Programme; Youth Forum, Football Tournament of Ambassadors, flash-mobs for promotion of EU, etc.

2020- 10 awareness-raising initiatives: #10yers UNCRPD – 5 short videos; 3 short videos on self-advocacy in collaboration with CMT; #Munca fara bariere FB campaign; #Stai acasa FB campaign, Oameni care inspira; speeches on TV channels; participation in Forum Theatre; awareness-raising on environment issues.

⁸ In 2020, 436 visitors visited the information hub.

various problems. Following the activities, 66 parents became more informed on disability issues and more pro-active in supporting their children, 20 parents increased their leadership capacities; in six cases, parents solved their problems. For example, in Falesti – the family succeeds to import a car for PwD; in Glodeni – the family succeeds to get a personal assistance service and educational support services. A parent of a girl with disabilities complaint to the Council for Preventing and Eliminating Discrimination and Ensuring Equality regarding discrimination of her daughter in accessing education services, and the Council issued a Decision (nr. 88/19 from July 12, 2019) ascertaining discrimination and recommending authorities in charge to solve the issue, etc.)

Table 6.

Indicator	Target	Actual
No of parents overcome personal challenges resulting from the disability of their children	At least 72 parents overcome personal challenges resulting from the disability of their children	66 parents overcome personal challenges resulting from the disability of their children
Parents get involved in a more consistent parental movement and contribute to disability policies shape	Number of problems solved	At least 6 problems solved in 2020
Parents of persons with disabilities use the online hub	600 visitors	436 visitors

Objective 3. Keystone Moldova provides quality services to persons with disabilities and their families and promotes social inclusion of persons with disabilities according. Under this objective, Keystone Moldova staff developed a Communication Strategy and 13 Keystone Moldova staff members increased their capacities in Executive Management.

Lessons learned: (a) Persons with disabilities and their families need training in use of technologies for communication. (b) Parents of persons with disabilities are little involved in advocacy. An informal leader is needed to streamline advocacy.

1.8. Project: Enabling young people to create an inclusive environment in school and community

Period of implementation: July-November 2020

Project goal: Involving young people in reducing oppression through non-formal education activities

Achieved results: Keystone Moldova trained 20 young people in the Forum Theater technique (the technique of the Theater of the Oppressed, after A. Boal) and organized thirteen Forum Theater performances (non-formal education) in schools. As a result, 524 young people, parents, and teachers increased their level of knowledge on what harassment and discrimination mean. Keystone also organized one autumn school for two troupes of actors for exchange of expertise and best practices. Eighteen persons participated at school. Keystone Moldova staff developed the leaflet on prevention bullying with the participation of children, printed 5000 copies, and distributed it nationwide. Within the project, Keystone Moldova developed and posted 35 visual materials on Facebook pages of Keystone Moldova and Alternativ, including 2 materials on the website www.keystonemoldova.md, and a material published by <https://stefan-voda.md/stop-hartuirea-bullying-ul-in-scoala/>. Keystone

staff filmed, edited, and shared testimonials of actors, as well as presented the project results and lessons learned at the National Conference on educational inclusion organized by the Ministry of Education, Culture, and Research.

Challenges. Due to the pandemic situation, Keystone was forced to organize performances outside the educational institutions and with a limited number of participants.

Lessons learned: (a) Bullying is very difficult to identify and it can only be reduced if an adult is involved. (b) To have an impact on society, more shows and other activities are needed and the involvement of several key actors in the community.

1.9. Project: Civil society voice for inclusion

Period of implementation: November 1, 2019 - October 31, 2021

Project goal: Strengthening the role of civil society in 6 districts of the country by creating a pole of power and a unique voice in promoting the social inclusion of people with disabilities.

Project results per objectives:

Objective 1. Developing the capacities of CSOs and LPAs in the target districts in ensuring the social inclusion of people with disabilities. Keystone Moldova capacitated 12 grassroots CSOs in developing partnerships with local authorities, project writing, and fundraising through training, job coaching, and mentoring. As a result, 12 CSOs signed partnership agreements with the local public authorities. All in total Keystone Moldova supported 12 CSOs to develop 16 project proposals and to apply to different grant competitions. Two CSOs received small grants following the competitions. Keystone Moldova staff continue to mentor and monitor two CSOs during the grant implementation process. Meantime other eight CSOs are guided for further fundraising activities.

Objective 2: Facilitating the dialogue between CSOs and LPAs in the target districts by transferring knowledge and good practices from regions with experience in developing public-private partnerships in ensuring the social inclusion of people with disabilities. In this regard, Keystone Moldova organized 3 workshops with representatives of CSOs and LPAs for sharing the expertise of Cantemir, Orhei, and Falesti rayon on the social inclusion of persons with disabilities. All in total 71 persons participated in those workshops and strengthened their knowledge.

Objective 3: Development of the network of CSOs in the target districts by supporting actions to promote the rights of persons with disabilities and joining the Alliance of Organizations for Persons with Disabilities in the Republic of Moldova. Keystone Moldova informed 12 CSOs on AOPD activities and on the benefits of networking for advocacy and capacity building. Five local CSOs became members of AOPD with Keystone staff methodological support.

Communication and visibility: 8 posts about the project activities made on the Facebook page of Keystone Moldova

Challenges. (a) Local CSOs in the implementation regions are very weak and needed more support than planned for drafting project proposals and fundraising. (b) The pandemic with COVID-19 transferred all activities online and it was more difficult to access the CSOs due to their limited access

to technologies. (c) Grassroots CSOs have limited motivations to participate in launched tenders for grants. During the second round, just 4 CSOs out of 12 wanted to apply for the grants.

Lessons learned: (a) Continuous individual methodological support (per organization) and mentoring provided to local CSOs ensure the success of training programs. (b) The exchange of experience between CSOs, social service providers is an effective form of knowledge transfer and practices on the development of social services for people with disabilities.

1.10. Project: "Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova"

Period of implementation: August 2019 – July 2022

Project goal: Enhancing gender equality on national and local levels thanks to the strengthened capacity of civil society organizations (CSOs) in using Gender Responsive Budget (GRB) tools in their work, and networking and mobilization of citizens for advocacy.

Project results per objectives

Objective 1: Civil society organizations have the capacities to appraise gender-responsive policies and to hold the government accountable for the gender impact of proposed policies and budgets on a national and subnational level. Keystone Moldova selected 11 CSOs and capacitated them in GRB. Six CSOs applied for a small grants scheme focused on performing GRB watchdog reports and 5 of them received small grants which are under implementation.

Objective 2: Gender Budget Watchdog Network of Civil Society Organizations is developed and available as a hub for knowledge, resources, and joint advocacy initiatives. Keystone Moldova contributed to the development of knowledge hub- [https://gbwn.net/knowledge hub](https://gbwn.net/knowledge%20hub) and is sharing all info on GRB through the hub⁹. Project staff developed the GBWN country report "Delivering on SDG 5.c.1 in the Republic of Moldova", which was validated by stakeholders. Project staff developed the Booklet based on the country report "Delivering on SDG 5.c.1 in the Republic of Moldova". During the reporting period, Keystone Moldova established a collaboration with the Bureau of Gender Strategy and Budgeting CSO from Ukraine and provided technical assistance for the development of the GRB Watchdog Guideline.

Objective 3: Gender Budget Watchdog Organizations actively and effectively participate in policy development and budgeting, transforming them to respond to the different needs of women and men, through the application of GRB tools. No action yet implemented.

1.11. Cross-border partnership for inclusive career guidance

Period of implementation: October 2020 – April 2022

Project goal: Moldovan and Romanian youth with disabilities from Iasi/ Romania and the Republic of Moldova have better access to labor markets by 2020 due to the developed/strengthened capacities

⁹ <https://www.facebook.com/Gender-Budget-Watchdog-Network-101453634611814>

of 470 relevant actors in the field of education and employment in providing quality and inclusive career guidance services

Project results: Team hired. Project Launch event organized. MoU with main stakeholders signed (MECC, ANOFM, UPS Creanga). The action plan was developed. Communication plan developed. Initiated the activities under *Objective 1. National policies and tools for career information, guidance, and counseling for persons with disabilities improved, due to Quality Standards for career guidance services developed and approved and two specialized Training Curricula and Handbooks developed and piloted.* Keystone Moldova developed the methodology and tools for the research on policies and strategies for career guidance for persons with disabilities, as well as two Curricula- on career guidance and employment mediation for persons with disabilities. All in total seven materials on the project were published.¹⁰

Challenges. No training has been organized on project implementation, which hinders the smooth implementation of activities.

1.12. Community Center from Tudora

The mission: To support and protect children at risk, to be valued as members with equal rights in the society.

The vision: Every child is entitled to a happy childhood and has value in society. Every child has access to good relationships in the community. For all children a wish, a dream is possible. Everyone can to education, make the right choice for life.

Center results per objectives. During January- December 2020 the DCCU Tudora, provided services for 16 kids on a daily schedule, 10 teens and youth from the Volunteer program (including Friday clubs, NVW), 9 children with special education needs, 21 families in need. In 2020, 4 new kids entered the program and passed the initial evaluation, and 16 cases were reevaluated. In September, were closed three files of the children that finished the level one program.

Objective 1. Social, educational, and life skills development of vulnerable children of primary school age. During the reporting time, 20 children (16 daily beneficiaries + 4 children CEN) that attend the center daily were involved in the activities: daily education, vocational activities, and nutrition services. Besides having support in homework, the children enjoyed playing the outside and new table games. The children had activities to learn to make traditional Martisor and other handmade presents for Mothers and Grandmothers. Also enjoyed making birthday cards for the colleges and Christmas cards for the donators from Cyprus, Romania, and some economic agents from the community. During the emergency due to pandemics, the Center rearranged the daily activities trying to reach beneficiaries online. Discussing on phone and online sharing information and protection instructions about covid-19. From September we practiced daily all the instructions on how to keep

¹⁰ <https://unghiul.com/colaborare-transfrontaliera-pentru-a-spori-accesul-la-munca-a-persoanelor-cu-dizabilitati/>; <https://www.moldpres.md/news/2020/11/23/20009248>; https://www.ipn.md/ro/colaborare-transfrontaliera-pentru-a-spori-accesul-la-munca-a-7967_1077869.html; <https://stiri.md/article/social/persoanele-cu-dizabilitati-vor-fi-facilitate-la-angajare>; <https://radiochisinau.md/tinerii-cu-dizabilitati-din-romania-si-rmoldova-vor-avea-un-acces-mai-mare-pe-piata-muncii-datorita-unui-proiect-finantat-de-catre-ue---121442.html>; <https://anofm.md/news/2020/11/25>; Radio Moldova, bulletin de știri, orele 17.00 – 17.30. Interviu cu coordonatoarea proiectului Natalia Cojocar.

clean and save the hands and space of eating and work. Also, the staff continued to meet (April -May) at the Center with 4 beneficiaries that did not have any access to the internet connection at home. The request was to help them with their school basic objects (math and reading, writing). In September - December we had a good attendance of 18 -20 kids for daily activities. From September, we changed the way to feed the kids. We had daily individual packaged food and still have traditional birthday cake once in the month.

Objective 2. Personal development and career orientation of teenagers within the youth club. The Tudora border police visited the teens club to talk about the opportunities and what is it about a border police job. It was about nine participants. Therefore, it was a good motivation for teens to not give up and continue school and to plan for future studies. Also, they ended up with the creation of volunteers group online for communication and planning their activities as a volunteer for border police volunteer program. In August - November, 9 teenagers participated successfully in a project “Empowering youth people to create an inclusive environment in schools and community”. Creating a new ALTERNATIVE theater troupe, the youth presented eight spectacles for children, teachers, and parents with a theme - Bullying in the schools. Also, 1 spectacle with the theme, Discrimination against people with disabilities in school” in Tudora¹¹

Objective 3. Educational inclusion support for children with special educational needs within the Resource Center for Inclusive Education. The RCIE service provides daily morning lesson assistance to 7-8 children with SEN (special education needs). Also, daily afternoons 3-4 children with SEN are helped with homework and are included in group activities. In February two kids from second grade were evaluated by PAS (psycho-pedagogical assistance service) to be included in a CREI service. During the pandemic time, the Support teacher was working with 6 kids with SEN through messenger and cell phone, helping them to prepare the final evaluations on many objects in the school.

Objective 4. Parents’ empowerment and strengthening family relationships. The parents' meeting takes place on the last Thursday of every month. During reporting time, we did present to the parents what is inclusive education about, how to deal with online school, how to play, and help children in pandemic time. In one of the meetings, the topic was "Self- knowledge, and self-confidence" and parents could verify their level of self-confidence through a small test. In addition, individual discussions about the family impact on a child and the parents’ responsibilities. Then during the quarantine time, the case managers did monitor the beneficiaries from distance (every 3-day /phone call). To maintain a holiday spirit of a good and united family we came with a message for the national family day, on the 15th of May and posted it on the FB page.

Objective 5. Community cultural education and preservation of community cultural heritage. During the reporting period, visitors of the museum enjoyed practicing and learning different techniques of working with natural fibers and local natural resources (clay, rush, and willow branches). Tatiana helped the young generation to make simple colorful rugs. Tatiana worked with documents for exhibits of the museum and registers. On vacation time, 5-6 of March, Gabriel (PCV) with the 6th class boys and girls made oatmeal cookies+ peanut butter cookies in the small kitchen of the museum. Also, we were involved with a post on Facebook in the campaign #NeamPorait, which was launched by The Moldovan Investment Agency, national action to promote and support domestic tourism. To

¹¹ <https://www.facebook.com/AlternativTeatru/posts/3389263071199720>

maintain the facility and around it takes time and energy, so sometimes we are asking volunteers to help. The volunteers with Tatiana worked well in different activities like decorating space for women's day, clean outside around the museum, planting the roses.

Objective 6. Development of volunteering spirit in the community. In 2020, we had eight new volunteers recruited. They are willing to be involved in the center's services and help with their creativity and abilities. The parents got involved in the process of assembling the furniture. Some of the parents did volunteer work with reparation – cleaning at the Unity Center. Also, the volunteers helped with training parents and kids with connecting/working in the zoom, classroom, and meeting platform. It was a joy to deliver Christmas gifts for 45 kids in the community, to every child`s home.

Objective 7. Advancing the Centers' role as an agent of community development. In January, we worked on a local grants program “Empowering citizens in RM”, EU-GIZ project proposal, but we were not selected. The Local Authorities and three economic agents were congratulated on women's day by our volunteers with handmade souvenirs.

II. SOCIAL ENTERPRISE ECOVOX GRUP COMPANY

In 2020, Keystone Moldova registered EcoVox Grup Company with the major scope of increasing the organization's financial sustainability. The new company will take over the social entrepreneurship activities started by Keystone Moldova. All the formalities related to the registration of the company with the state bodies have been completed. The company did not start its economic activity due to the delays with the opening of the bank accounts. This process is delayed by some requirements of the banks regarding the identification of the actual beneficiary.

The EcoVox Group Company is covering several activities: a) renting of the training center, b) production and selling eco-bags, and 2) consultancy activities

Keystone Training Center

- The Training Center activity was disrupted by the pandemic. Starting March 12 until the end of June 2020 there has been no activity at the center. Some clients started organizing small events starting with July. The occupancy of the center in 2020 in comparison to 2019 was:

	2019	2020
Large training room events (4 units)	58	2
One day small training room events (2 units)	67	85
Half a day (or less) small training room events (1 unit)	155	62
Total number of units	521	240

- New equipment was purchased to be able to host online events following the COVID-19 pandemic. Also new offers were developed and distributed for online and hybrid events. As a result three online/hybrid events including technical assistance, were provided.
- The marketing activities were oriented in to attract new clients. As a result:
 - In addition to existing long term partnerships, two new agreement were signed for corporate trainings,
 - 14 email campaigns were developed and distributed in 4687 emails.
 - A funnel database was developed with 639 contacts divided by areas of activity.
 - 98 promotion phone calls were made to insurance and finance companies.

- Established partnerships with training companies in order to provide joint offers to companies: training room and training offers. The offers were distributed on social media and funnel.

Renting Training Center. The pandemic COVID blocked the Center activities from March to June, the first event was relaunched on June 20, according to the national regulations and respecting the physical distance and security measures. The occupancy of the center in 2020 in comparison to 2019 was two times less, see the table below:

	2019	2020
Large training room events (4 units)	58	2
One day small training room events (2 units)	67	85
Half a day (or less) small training room events (1 unit)	155	62
Total number of units	521	240

Keystone Moldova purchased new equipment to be able to host online events following the COVID-19 pandemic. We developed also new offers for online and hybrid events and distributed them to potential clients. As a result, Keystone provided three online/hybrid events including technical assistance. The marketing activities were oriented in to attract new clients. In addition to existing long-term partnerships, Keystone Moldova signed two new agreements for corporate trainings. Keystone also developed 14 email campaigns and distributed in 4687 emails. A funnel database was developed with 639 contacts divided by areas of activity. 98 promotion phone calls were made to insurance and finance companies. Established partnerships with training companies in order to provide joint offers to companies: training room and training offers. The offers were distributed on social media and funnel. The Facebook page was used to promote the Training Center Services. The number of Facebook posts increased, and the maximum Impact increased to 1,4 K for a Keystone Training Offer post, in January 2020.

Production and selling eco-bags. The pandemic period influenced negatively the Ecovox activity. During the year 2020, only 2300 bags were sold (6000 bags were sold in 2019). As a result, there was significantly less work for persons with disabilities involved in the process. To overcome pandemic difficulties and to diversify services, EcoVox decided to go online with the bag selling, as well as to diversify bags. Online shop www.ecovox.md was developed within the "Go Online" project. The website includes a professional listing of the products, terms, and conditions, delivery options, and testimonials. Still need to finish the online payment options. Signed an agreement with elefant.md online shop. EcoVox bags were placed for reselling to Elefant online platform. The company is on the final step for agreement with local platform Fromtheheartshop which sells local products, to resell the Ecovox tote bags and mugs. Offer Proposals sent to Duty-free, and hypermarkets: Kaufland, Metro, Fourchette. A new product was developed and tested– wine bags. The bag is for one standard bottle of wine printed with a traditional image. Offer for wine bags sent to Wineries and Vineyards from Moldova: Cricova Winery, Milestii Mici, Kvint, Asconi Winery, Et cetera Winery, ATU Winery, Poiana, as well as to online wine shops: wine.md, atu.wine. Signed agreement with Business Market LLC, they will resell the wine bags in their more than 40 wine shops. 7 email campaigns were developed and distributed in 3098 emails to potential clients. To diversify funding sources, the Company developed and submitted two project proposals focused on supporting jobs for persons with disabilities during the pandemic COVID-19 (Danube Transnational Program, Finance for Social

change for 10000 prize contest; COVID-19 Fast Response Fund Call for Project Proposals). Unfortunately, the proposals were not selected. More promotion activities of Ecovox products were performed: sending promotional emails to our database, a landing page published, different discount offers, Black Friday Offers; emailing with personalized bags offer. Contract signed with a local advertising company, to launch the paid marketing campaigns for Ecovox products.

Problems/challenges faced. The crisis, caused by COVID 19 pandemic, blocked this activity as well, and it was a challenge to continue to employ persons with disabilities due to the fact there were only a few important orders and sales. The online store was developed, to increase the sales capacity, but the payment system was not implemented, due to the issue related to the bank account for Ecovox Grup LLC.

Consultancy services. During the reporting period, Keystone Moldova performed 7 consultancy services contracts, including one- international. Keystone concluded the Partnership with NGO "Bureau of Gender Strategy and Budgeting" from Ukraine and delivered training to local grassroots organizations on how to carry out budget watchdog report. Keystone Moldova staff concluded a contract with AOPD and developed the budget analysis in three rayons (Cahul, Calarasi, and Falesti) from the perspective of persons with disability accessibility. The second contract with AOPD was focused on the development of a Monitoring Report on the implementation of the National Program for deinstitutionalization of persons with intellectual and psychosocial disabilities and Action Plan for the 2019 year and presentation of conclusions and recommendations to main stakeholders. Keystone Moldova performed a contract with the Municipal Directorate for Child Rights Protection and provided a psychosocial and medical assessment of children placed in the Municipal Center for Temporary Placement for Children. The conclusions and recommendations were shared with the contractor. Based on the Agreement with the Center for Community Mental Health Development Czech Republic, Keystone Moldova reviewed the Methodological Guide for employees of Supported Living developed by People in Need' experts and came with recommendations for its improvement. Two contracts were performed with Social Assistance Departments from Singerei and Ungheni. The first one covered the provision of training on case management and referral mechanism for persons with disabilities and the second one – on the provision of training on the European Care Certificate.

III. CROSS-CUTTING ACTIVITIES

3.1. Media and communication

Achieved results per Objectives:

Objective 1: To promote Keystone Moldova activities on websites and in media. During this reporting period, Keystone Moldova's activity was promoted through Keystone Moldova Facebook page - <https://www.facebook.com/keystonemoldova>, and website - <http://keystonemoldova.md/ro/news-and-events/default.php>. 440 short materials have been posted/disseminated on Keystone Moldova's Facebook page. The materials published got 262.671 people reached; the total fan engagement is 20.659 interactions; the page content has been viewed 598.245 times. The number of Keystone Moldova Facebook page fans increased, from 2.808 to 3.005 fans - with 197-page likes. 14 materials have been posted on Keystone Moldova web page: www.keystonemoldova.md. 51 short materials have been posted/shared on the Alternativ Facebook page: <https://www.facebook.com/pages/Alternativ/700619266730794>. This page has 226 likes.

Keystone Moldova promoted Keystone activities in other media through press conferences, joint meetings with journalists, and other communication activities. *All in total 115 materials on Keystone Moldova activities appeared this year in other media sources (See Annex 1. Links to materials.* Keystone Moldova worked jointly with Keystone Human Services on the development of the new website. In this context were prepared the new content and photos for the website, as well as were conducted several meetings for coordination of activities.

Objective 2: To continue to advocate for deinstitutionalization and community living through social media. Keystone Moldova provided four social media campaigns on the Keystone Moldova Facebook page. During February – May a campaign that encourages people to donate 2% of their taxes was conducted on social media. 22 materials have been prepared and posted; they got: 12.462 impacts, 390 likes, and 125 shares. The second campaign was focused on the promotion of Hotline services for increasing the access of persons with disabilities. During the reported period, 33 materials were prepared and posted. They got: 27.315 impacts, 791 likes, and 342 shares. Also, during the campaign, were prepared/edited: a material for the webpage of the Ministry of Health, Labor and Social Protection; a material for journalists; the material was submitted to almost 300 journalists; a banner for www.informat.md was prepared and submitted. 6 materials were published in mass media, about the Service.¹² Keystone Moldova joined *EASPD Campaign “I am an essential worker”*. The purpose of the campaign was to call on EU leaders to better support social service providers in COVID-19. During the reported period, 12 materials were prepared (photo, text) and shared on Facebook page; they got: 16.064 impacts, 678 likes, and 90 shares. In December, was prepared and conducted the social media campaign “*We support social inclusion*”; the campaign focused on activities/groups/initiatives created with the support of Keystone Moldova that uphold the rights of persons with disabilities. On Keystone Moldova Facebook page were posted 9 materials about EcoVox; Training Center; Self-Advocates network; The network for parents of persons with disabilities; Community Center “Unity”; Theater troupe “Alternativ”; The museum “La Bunici” from Tudora; The Phone support Service for persons with disabilities. The campaign gained: 12 195 impacts; 410 likes; 106 shares.

Objective 3. To support other projects with activities focused on the promotion of social inclusion of persons with disabilities. Activities under this objective are described above under each project report.

Other media activities. Within European Union days, Keystone Moldova Prepared *materials about the projects* financed by European Union and implemented by Keystone Moldova; the photos were selected, the text and the design of the posts were prepared. Materials prepared by European Delegation have been *shared* on the Keystone Moldova Facebook page. All in total 7 *materials* were posted/shared on the Keystone Moldova Facebook page. Keystone Moldova jointly with AOPD organized a press conference to share the results of the study on the impact of COVID on persons with disabilities life. The journalists were invited to the conference and as a result, eight materials were

¹² <https://radiochisinau.md/a-fost-activat-un-serviciu-de-asistenta-gratuita-pentru-persoanele-cu-dizabilitati---108132.html>; <https://www.expresul.md/2020/04/29/080010808-un-serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-pe-durata-instituirii-starii-de-urgenta/>; <https://news.yam.md/ro/story/10398990>; <http://tvr moldova.md/actualitate/a-fost-activat-un-serviciu-de-asistenta-gratuita-pentru-persoanele-cu-dizabilitati/>; <http://www.trm.md/ro/social/servicii-de-informare-si-consiliere-psihologica-pentru-persoanele-cu-dizabilitati>; <https://www.ziarelive.ro/stiri/080010808-un-serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-pe-durata-instituirii-starii-de-urgenta.html>.

published in the media. Keystone Moldova also joined the OHCHR campaign "Share your story/experience" and collected data and materials, elaborated interviews, and a success story.

3.2. Promotion of Volunteer activities

During the reporting period time, 25 volunteers delivered their services within Keystone Moldova activities on January – December 2020. All in total were delivered 1671 hours of volunteering, expressed in money- MDL 28 894, 58. Nominal Volunteer Certificates for 2019 were submitted to 31 volunteers. To promote the volunteer movement, one video was developed and broadcasted. The Law on volunteering was translated in Easy to read with the participation of persons with intellectual disabilities. Keystone staff developed the concept for the Volunteer Recruitment and Motivation Campaign. One person participated at the National Conference of Volunteers 2020 (05.12.2020). The application to the Volunteering Conference 2020 for the section “The best Volunteering project of the year” was prepared and submitted.

3.3. Keystone Moldova collaboration with national and local public authorities and NGOs to advance social inclusion of persons with disabilities

Collaboration with national and local public authorities. During the reported period, Keystone Moldova continued the collaboration with national and local authorities, including for the promotion of social inclusion of persons with disabilities. Keystone Moldova signed a new MoU with the Ministry of Education, Culture and Research, National Agency on Employment, and UPS Creanga. Keystone Moldova staff was involved in the development of policies and legal framework related to social inclusion of persons with disabilities, including the development of the National Action Plan for Human Rights, development of the Action Plan for the development of social entrepreneurship in the Republic of Moldova for the period 2020-2025. Keystone Moldova representatives participated in 42 meetings of three working groups developed under the MHLSP: working group on DI and prevention of institutionalization for adults (12 meetings), the working group on DI and prevention of institutionalization of children (10 meetings), and Strategic Litigation Committee under the National Council of Disability and Work Ability Assessment (20 meetings). 180 cases of persons with disabilities were discussed during those meetings and were provided recommendations on how to support the community living of persons with disabilities and advance their rights. Keystone Moldova staff was involved as experts by the National Council for the Accreditation of Social Service Providers for evaluation of social services “Mobile Team” in Donduseni, Ungheni, and Chisinau. Keystone Moldova staff have had several meetings with the Chisinau municipal directorate for child rights protection, where the issues related to the transition of children aged 15-16 years from Chisinau residential care services to alternative services for adults with disabilities were discussed, as well as the future possibilities of collaboration for the provision of training to personal assistants and services staff. Keystone Moldova also provided support to Social Assistance Department from Orhei district to develop the Strategy on social services development for vulnerable groups. The first chapter of the Strategy was developed.

Collaboration with international and national NGOs. Keystone Moldova collaborated at the international level with the EASPD network, Inclusion International and Inclusion Europe. In 2020, Keystone Moldova Executive Director was elected as a co-chair of Inclusive Living Forum of EASPD and was involved actively in several fora meetings, development of lighthouse project proposal, and development of fora action plan for 2021. Keystone Moldova Executive Director participated in a study on social care services in non-EU countries and developed a chapter on Moldova case,

introduction, conclusions, and recommendations for the entire study that covered 5 non-EU countries, including Moldova. The results of the study were shared with EU commissioners and EASPD members at EASPD international conference on services provision in non-EU countries. Two Keystone Moldova staff were involved as experts in the conference related to the development of the deinstitutionalization plan for Greece. They came with recommendations for the promotion of independent living of persons with disabilities in Greece. Keystone Moldova Executive Director was involved in the provision of information for the EASPD study on the resilience of social care services for persons with disabilities during the COVID-pandemic and participated actively in a workshop on the same topic. Keystone Moldova Executive Director participated in an EASPD conference related to the employment of persons with disabilities and made a presentation on Keystone models of employment of persons with disabilities. Jointly with EASPD, Inclusion Europe, and AOPD, Keystone Moldova developed a position paper on deinstitutionalization of persons with disabilities in Moldova and submitted it to EU Parliament and EU Commission. The recommendations were focused on better planning the EU programmatic funds for Moldova for the next EU action plan and budget (2021-2027) to end the institutionalization of persons with disabilities in Moldova.

Keystone Moldova developed jointly with KHSI, and Inclusion International US a project proposal on advocacy for inclusive education at a local, regional and global level. The concept of the proposal was approved and all three organizations got several months of joint project preparation, including capacity building activities. The action strengthened the partnership between three organizations and developed the basis for other joint activities, like joint advocacy actions for deinstitutionalization at the global level, a workshop on advocacy, etc.

At the national level, Keystone Moldova is a member of two NGOs Alliances (AOPD, APSCF), of Platform for Gender Equality, of Coalition for Inclusion and Non-Discrimination, of Coalition for promotion of Independent Elections, and National Eastern Partnership Platform. Keystone Moldova continued to serve as a Board member for AOPD in 2020 and was elected as a Board Member of APSCF and Platform for Gender Equality. As a board member of AOPD, Keystone Moldova was involved in monitoring the implementation of the national program on deinstitutionalization and developed conclusions and recommendations for the national government on improvements to be made for further implementation of the program. Three Keystone Moldova staff were involved in the development of an alternative report on UNCRPD development (chapters: inclusive education, employment, and deinstitutionalization). Keystone Moldova jointly with AOPD developed sociological research on the impact of COVID on persons with disabilities. Conclusions and recommendations were shared at a press conference with the public authorities and other NGOs and were used for advocacy purposes to support persons with disabilities during the Covid pandemic. The results of the research were published on internet and distributed nationally and internationally. As a Board member of APSCF, Keystone Moldova was involved in the development of a new strategic plan for APSCF on child rights protection, development of National Strategy on Child Protection, development of advocacy plan on inclusive education, Evaluation Commission on awarding the “Alexandra Grajdian” Trophy for COURAGE AND INNOVATION in the promotion of inclusive education. Two persons from Keystone Moldova benefited from the workshop on child participation in decision-making. As a member of the National Eastern Partnership Platform, Keystone Moldova representatives were involved in the development of an advocacy plan of a platform for 2021, meetings with EU Delegation for promotion of advocacy plan, Annual Assembly of Regional Eastern Partnership Platform. Keystone Moldova Executive Director used the Platform and the meetings for the promotion of position paper on deinstitutionalization and further better budgeting EU

programmatic money for the deinstitutionalization of persons with disabilities in Moldova. It was also suggested to include social inclusion and community living of persons with disabilities in the updated Association Agreement Moldova- EU.

3.4. Keystone Moldova fundraising activities

During the reporting period, Keystone Moldova developed and submitted 19 project proposals and concepts and 4 nominations. Of them, 7 project proposals were approved; one is pending and one nomination was awarded. Despite the high number of approved proposals, the majority of them are short-term and with a very limited budget. One proposal is for 18 months and another one – for 36 months. Within those conditions, the financial sustainability of the organization can be at risk.

N	Project proposal name/donor	Budget	Status	Duration
1	"Youth empowerment to create an inclusive environment in the school and the community"// Ministry of Education and Research.	184650 MDL (10700 USD).	Implemented	July to November 2020
2	Tudora Street lighting project// GIZ Program on citizen empowerment	474250 MDL (24590 Euro)	Not approved	12 months
3	Support Youth Centers in development and consolidating of the volunteer teams and youth initiative groups// UNFPA	No budget required	Not approved	
4	"Building capacity for participatory budget monitoring of social services"//EU	One million Euro	Not approved	36 months
5	"Creating an e-Commerce platform for social entrepreneurship to adjust to new conditions of the COVID-19 outbreak"// Black See Trust	24800 USD	Not approved	10 months
6	"Digitalization of housing services to ensure access to health and social services of persons with intellectual disabilities and mental health during the pandemic period"// Central European Initiative Extraordinary Call for Proposals 2020.	39850 Euro	Not approved	6 months
7	"Support for procurement of personal protective equipment necessary for employees of civil society organizations	20980 USD	Implemented	3 months
8	"Integrating rights-based approach for better child protection system in Moldova"// EU	Euro 633067	Provisionally approved. Not funded	36 months
9	"Utilizing the Internet to Build Resilience for People with Disabilities in Moldova"// Internet Society foundation	\$458880	Project approved not	12 months
10	"Ensuring safety and human rights of persons with intellectual and psychosocial disabilities in 6 residential institutions during the COVID-19 pandemic"// EU Rapid Response	Euro 60000	Approved	7 months

11	"Cross-Border Partnership for Inclusive Career Guidance" // <i>Romania-Republic of Moldova Joint Operational Programme 2014-2020</i> In consortium with ADV Romania. Keystone is the lead partner	Euro 333,293 (\$388,000)	Approved	18 months
12	"Voices for Education: a global alliance for building sustainable inclusive education systems"// Education Out Loud fund		The project was not approved	
13	"Digitization of services for people with disabilities to ensure access to health and social services for people with intellectual and psychosocial disabilities during the pandemic"// People in need from EU funds	Euro 32000 (approx. \$37450).	Approved	11 months
14	"Civil Society Organizations (CSOs) Acting for Better Social Services"// EU In consortium with Soros Foundation and IVC. Soros is the lead partner	Total budget- Euro 3.375.000 (approx. \$ 3.951.300). Keystone budget - \$350.000	Approved	36 months
15	Development of an online marketplace for Ecovox products?? The Upwork Foundation, Economic Empowerment Grant Fall 2020	\$ 50000	Pending	
16	"Changing the Way We Care"//CRS	\$ 73450	Approved	7 months
17	"Equitable access to health services for vulnerable and disadvantaged groups in the context of COVID-19"// Soros Foundation-Moldova	\$ 60000	Approved	13 months
18	Covid 19 monitoring from Rights-based approach// European Commission EIDHR 2020 Global Call for Proposals CRPM from North Macedonia is the lead	Project concept	No information	
19	Hotline service// MHLSP	MDL 752 000 (Euro 35600).	Approved	12 months

- An application was developed and submitted to EASPD contest Employment for All. We nominated the Ecovox practice to be awarded for labor inclusion of persons with disabilities. The practice was not awarded.
- A nomination was developed and submitted to Zero Project. The nominated practice is Ecovox – Sustainable Accessories – a practice which goal is to employ persons with disabilities and support their life in the community. The practice was not awarded.
- A project proposal – nomination was developed and submitted for Danube Transnational Program, Finance for Social change for a 10000 Euro prize to further develop the business. The proposed practice is Ecovox-Sustainable Accessories. The practice was not awarded.

- A nomination was developed and submitted to Harkin International Disability Employment Summit. The nomination described Keystone Moldova employment initiatives and Ecovox practice. The practice was selected and included in the compendium “Innovative Employment Practices at Work: Celebrating the Efforts of the Harkin Summit Community” (<https://harkininstitute.drake.edu/wp-content/uploads/sites/103/2020/12/Harkin-Summit-Innovative-Practices-Report.pdf>)

Other activities focused on increasing the financial capacity of the organization

- A communication campaign on encouraging the population to redirect 2% of their income tax to Keystone Moldova was carried out. As a result of the procedural designation, the fiscal authorities transferred to Keystone Moldova 13448 MDL (805 \$).
- Keystone Moldova registered a Limited Liability Company “Ecovox Grup”. The new company will take over the social entrepreneurship activities developed by Keystone Moldova and work on the development of other social economy activities. The new company will comply with the legal provisions of the social entrepreneurship legal provisions of the Republic of Moldova.
- Registration of three projects financed by the European Commission and Austrian Development Agency in the technical assistance database of the Ministry of Finance. As a result, the project was included in the Government Decision of the VAT exempt projects.
- Keystone Moldova profile in PADOR was updated. PADOR (Potential Applicant Data On-line Registration) is the EU database for an organization implementing or applying for EU funding.

3.5. Keystone Moldova staff participation at different events, conferences, meetings

During the reporting period, Keystone Moldova had in total 86 of participants at conferences /study visits/workshops the majority of which were organized online due to the COVID-19 pandemics.

Annex 1. The list of links of published informational materials in other media

1. <https://radiochisinau.md/a-fost-activat-un-serviciu-de-asistenta-gratuita-pentru-persoanele-cu-dizabilitati---108132.html>
2. <https://www.expresul.md/2020/04/29/080010808-un-serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-pe-durata-instituirii-starii-de-urgenta/>
3. <https://news.yam.md/ro/story/10398990>
4. <http://tvrmdolova.md/actualitate/a-fost-activat-un-serviciu-de-asistenta-gratuita-pentru-persoanele-cu-dizabilitati/>
5. <http://www.trm.md/ro/social/servicii-de-informare-si-consiliere-psihologica-pentru-persoanele-cu-dizabilitati>
6. <https://www.ziarelive.ro/stiri/080010808-un-serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-pe-durata-instituirii-starii-de-urgenta.html>
7. <https://moldova.europalibera.org/a/30593390.html>
8. <https://www.privesc.eu/arhiva/90891/Conferinta-de-presa-organizata-de-Alianta-Organizatiilor-pentru-Persoane-cu-Dizabilitati-din-Republica-Moldova-si-Asociatia-Keystone-Human-Services-In>
9. https://www.ipn.md/ro/impactul-pandemiei-covid-19-asupra-persoanelor-cu-dizabilitati-studiu-7967_1073622.html
10. <https://www.jurnaltv.md/news/ec11b8eb0d3e0b68/persoanele-cu-dizabilitati-afectate-de-covid-19.html>
11. https://www.realitatea.md/mai-mult-de-jumatate-din-persoanele-cu-dizabilitati-sus-in-ca-familiiile-le-sunt-afectate-economic-i-social-de-pandemia-covid-19_109966.html
12. <https://agora.md/stiri/71408/studiu-o-treime-din-persoanele-cu-nevoi-speciale-sau-simtit-ignorate-de-autoritati-in-perioada-epidemiei-de-covid19>
13. <http://trm.md/ro/social/persoanele-cu-dizabilitati-sustin-ca-familiiile-le-sunt-afectate-de-pandemie-sondaj>
14. http://moldova-suverana.md/article/recomandari-pentru-a-reduce-impactul-pandemiei-asupra-persoanelor-cu-dizabilitati_32353
15. <http://ea.md/studiu-o-treime-din-persoanele-cu-nevoi-speciale-s-au-simtit-ignorate-de-autoritati-in-perioada-epidemiei-de-covid-19/>
16. <https://deschide.md/ro/stiri/social/60144/R-Moldova-2020-UE-asigur%C4%83-persoanele-cu-dizabilit%C4%83%C8%9Bi-din-Ungheni-cu-servicii-de-igien%C4%83.htm>
17. <https://protv.md/actualitate/localitatile-din-moldova-se-dezvolta-pe-bani-europeni-la-ungheni-a-fost-dat-start-unui-program-menit-sa-sprijine-proiecte-sociale-si-economice-video---2516406.html>
18. http://news.ungheni.org/2020/01/25/reportaj-publika-tv-la-centrul-de-plasament-din-mun-ungheni-a-fost-amenajata-o-zona-de-relaxare/?utm_source=rss&utm_medium=rss&utm_campaign=reportaj-publika-tv-la-centrul-de-plasament-din-mun-ungheni-a-fost-amenajata-o-zona-de-relaxare
19. https://www.publika.md/batranete-fericita-la-ungheni-la-centrul-de-plasament-a-fost-amenajata-o-zona-de-relaxare_3065092.html
20. http://www.realitatea.md/serviciu-de-ingrijire-sociala-pentru-persoanele-cu-dizabilitati-severe-si-varstnici--inaugurat-la-ungheni_105107.html
21. <https://unghiul.com/serviciu-de-ingrijire-sociala-pentru-persoanele-cu-dizabilitati-severe-si-varstnici-inaugurat-la-ungheni/>
22. <https://www.moldpres.md/news/2020/01/25/20000648>
23. <https://radiochisinau.md/ue-a-lansat-un-nou-serviciu-social-la-ungheni---102706.html>
24. <https://infoprut.ro/57635-uniunea-europeana-a-lansat-un-nou-serviciu-social-la-ungheni.html>
25. <https://www.jurnaltv.md/news/f6792415ea6cd897/jurnalul-orei-19-28-ianuarie.html> min. 33 - 37

26. <https://www.youtube.com/watch?v=Mc5SPDTHhrU>
27. <http://tvrmdovoda.md/social/centrul-de-zi-renastere-din-nisporeni-renovat-ajutorul-financiar-al-uniunii-europene/>
28. <https://www.moldpres.md/news/2020/02/12/20001216?fbclid=IwAR1DY0TZkTspzDIvPVxxwe3Ptz0WPSW01nm2SMaxeouS-6Fu4ZINCc-XYLw>
29. <https://radiochisinau.md/un-centru-de-interventie-timpurie-a-fost-inaugurat-la-criuleni---103699.html>
30. https://www.ipn.md/ro/un-centru-de-interventie-timpurie-a-fost-inaugurat-la-7967_1071459.html
31. <http://provincial.md/actual/un-centru-de-interventie-timpurie-a-fost-inaugurat-la-criuleni>
32. <https://diez.md/2020/02/12/foto-primul-centru-de-interventie-timpurie-din-estul-republicii-moldova-a-fost-inaugurat-la-criuleni/>
33. https://www.publika.md/primul-centru-pentru-copiii-cu-dizabilitati-inaugurat-la-criuleni-pesto-120-de-familii-vor-beneficia-de-serviciile-mai-multor-specialisti_3066706.html
34. <https://protv.md/actualitate/cu-suportul-financiar-al-uniunii-europene-la-criuleni-copiii-cu-dizabilitati-sau-cu-probleme-de-dezvoltare-vor-beneficia-de-proceduri-speciale-oferite-gratuit-video--2518291.html>
35. <http://tvrmdovoda.md/cultura/terapie-prin-arta-in-raionul-rezina/>
36. <https://www.expresul.md/2020/03/19/circa-500-de-tineri-din-regiune-vor-fi-ajutati-sa-se-angajeze-in-campul-muncii-sau-sa-si-lanseze-o-afacere-proprie/>
37. https://www.youtube.com/watch?v=A2LQ78WPBXI&fbclid=IwAR2iLMCVz_c0H1qunKY0loBvVn76axcy-nKwR4CTIJMGyZhY1U2K9oLJyio
38. <http://teotitute.com/lucruri-frumoase-totusi-se-intampla/?fbclid=IwAR1Y1f7BkZDq6vQJGQFSvsuEaTA12w7PmTUczMZeFeMrqMjCmQk5yl6IXUo>
39. https://www.moldova.org/cine-ajunge-la-persoanele-cu-dizabilitati-unde-nici-urma-de-transport-public-nu-este-fotoreportaj-din-culisele-echipei-mobile-din-taraclia/?fbclid=IwAR0xUs6q1AFwsVt_VEce7mbMalgi-GNJC6HgFdA4hFhfIoHYBzfPefV2U38
40. <https://www.moldova.org/afterschool-ul-comunitar-din-telenesti-cum-arata-locul-unde-copiii-vor-sa-inve-te-si-dupa-scoala/>
41. <https://radiochisinau.md/echipament-de-protectie-pentru-zeci-de-organizatii-ale-societatii-civile---118344.html>
42. <https://rvs.md/ue-cumpara-mii-de-masti-pentru-persoanele-cu-deficiente-de-auz-din-r-moldova/>
43. <https://anticoruptie.md/ro/stiri/suport-european-2000-de-persoane-cu-deficiente-de-auz-au-primit-masti-adaptate-la-necesitatile-lor>
44. <https://radiochisinau.md/2000-de-persoane-cu-deficiente-de-auz-vor-primi-masti-de-protectie-special-adaptate---119502.html>
45. <https://www.moldpres.md/news/2020/10/27/20008473>
46. <http://tvrmdovoda.md/actualitate/doua-mii-de-persoane-cu-deficiente-de-auz-vor-primi-masti-de-protectie-special-adaptate/>
47. http://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-1-28-octombrie-2020_34898
48. <https://point.md/ru/novosti/obschestvo/v-moldove-liudi-s-narusheniiami-slukha-poluchat-spetsialnye-zashchitnye-maski>
49. <https://deschide.md/ro/stiri/social/74100/UE-a-donat-echipament-de-protectie-anti-COVID-19-pentru-6-institu%C8%9Bii-reziden%C8%9Biale-din-RMoldova.htm>
50. https://www.privesc.eu/Arhiva/92312/Lansarea-proiectului--Siguranta-si-drepturile-persoanelor-cu-dizabilitati-intelectuale-si-psihosociale-din-institutii-in-perioada-pandemiei-cu-Covid-1?fbclid=IwAR2WefaoxGGepVwjzIEqivaIBv58jaGRCjbg9DP26P-EFuIRCb_C5s8fHA
51. <http://www.trm.md/ro/regional/echipament-de-protectie-pentru-sase-institutii-rezidentiale-din-moldova>
52. https://observatorul.md/actual-divers/important/2020/10/22/82076_angajatii-si-persoanele-cu-dizabilitati-de-la-internatul-psiho-neurologic-din-badiceni-au-primit-echipamente-anti-covid-19
53. <https://stefan-voda.md/stop-hartuirea-bullying-ul-in-scoala/>

54. <https://unghiul.com/colaborare-transfrontaliera-pentru-a-spori-accesul-la-munca-a-persoanelor-cu-dizabilitati/>
55. <https://www.moldpres.md/news/2020/11/23/20009248>
56. https://www.ipn.md/ro/colaborare-transfrontaliera-pentru-a-spori-accesul-la-munca-a-7967_1077869.html
57. <https://stiri.md/article/social/persoanele-cu-dizabilitati-vor-fi-facilitate-la-angajare>
58. <https://radiochisinau.md/tinerii-cu-dizabilitati-din-romania-si-rmoldova-vor-avea-un-acces-mai-mare-pe-piata-muncii-datorita-unui-proiect-finantat-de-catre-ue---121442.html>
59. <https://anofm.md/news/2020/11/25>
60. <https://moldova.europalibera.org/a/parascovia-munteanu-circa-6-din-popula%C8%9Bia-r-moldova-are-dizabilit%C4%83%C8%9Bi/30980948.html>
61. <https://compasiune.md/ao-compasiune-participa-la-aterlierul-privind-dezvoltarea-parteneriatului-public-privat-in-asigurarea-incluziunii-sociale-a-persoanelor-cu-dizabilitati/>
62. <https://stiri.md/article/social/numarul-apelurilor-la-serviciul-de-asistenta-telefonica-gratuita-s-a-dublat>
63. <https://msmps.gov.md/comunicare/comunicate/datorita-serviciului-de-asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati-371-de-cazuri-de-incalcare-a-drepturilor-acestora-au-fost-solutionate/>
64. https://www.facebook.com/watch/live/?v=213132576931229&ref=watch_permalink
65. <https://www.privesc.eu/arhiva/92932/Masa-rotunda--Serviciului-de-Asistenta-Telefonica-Gratuita-pentru-Persoane-cu-Dizabilitati--mecanism-de-prevenire-si-reducere-a-situatiilor-de-incalce>
66. <https://www.moldova.org/istoria-a-trei-femei-cu-dizabilitati-mintale-care-s-au-mutat-la-casa-lor/>
67. <https://www.moldova.org/copii-cu-dizabilitati-si-fara-ocrotire-parinteasca-din-anenii-noi-si-au-gasit-un-refugiu/>
68. <https://www.moldova.org/afacere-de-succes-cum-isi-castiga-independenta-persoanele-cu-dizabilitati-din-satul-cocieri/>
69. <https://www.moldova.org/problemele-mari-se-rezolva-de-mici-povestea-centrului-de-interventie-timpurie-criuleni/>
70. <https://www.moldova.org/intre-tacere-si-sunet-copiii-din-nordul-tarii-care-invata-sa-ajuda/>
71. <https://www.moldova.org/cine-sunt-tinerii-neet-si-cum-sunt-ajutati/>
72. <https://www.moldova.org/casa-unde-copiii-din-telita-se-simt-acasa/>
73. <https://www.jurnal.md/ro/news/db071da3cf80d88e/conditiile-centrului-diamant-din-telenesti-imbunatatite-gratie-unui-proiect-european.htm> 1
74. <http://tvrmdmoldova.md/social/conditiile-centrului-diamant-din-telenesti-imbunatatite-gratie-unui-proiect-european/>
75. <https://anticoruptie.md/ro/cetateanul-activ/copiii-aflati-in-situatie-de-risc-din-raionul-telenesti-au-acces-la-servicii-sociale-de-calitate>
76. <https://cuvintul.md/25820/copiii-aflati-in-situatie-de-risc-din-raionul-telenesti-au-acces-la-servicii-sociale-de-calitate/>
77. <https://www.facebook.com/serviciisocialemaibune/videos/987511545066079/>
78. https://www.ipn.md/ro/patru-locuinte-protejate-au-fost-dezvoltate-la-soroca-7967_1077447.html
79. <http://tvrmdmoldova.md/social/casa-protejata-o-noua-sansa-pentru-persoanele-de-la-internatul-din-badiceni/>
80. <http://trm.md/ro/regional/patru-locuinte-protejate-deschise-la-soroca-cu-sustinerea-ue>
81. <https://stiri.md/article/social/patru-locuinte-pentru-persoane-cu-dizabilitati-s-au-deschis-la-soroca>
82. <https://www.moldpres.md/news/2020/11/06/20008817>
83. https://observatorul.md/actual-divers/2020/11/06/82899_cu-sustinerea-uniunii-europene-la-soroca-au-fost-deschise-patru-locuinte-protejate-pentru-persoanele-cu-dizabilitati-intelectuale-video
84. <http://incluziune.md/patru-locuinte-protejate-pentru-persoanele-cu-dizabilitati-intelectuale-s-au-deschis-la-soroca-cu-sustinerea-uniunii-europene/>

85. <https://anticoruptie.md/ro/stiri/patru-locuinte-protejate-pentru-persoanele-cu-dizabilitati-intelectuale-s-au-deschis-la-soroca-cu-sustinerea-uniunii-europene>
86. <http://medianews.md/blog/2020/11/06/patru-locuinte-pentru-persoane-cu-dizabilitati-s-au-deschis-la-soroca/>
87. https://anticoruptie.md/ro/interviuri/parascovia-munteanu-atata-timp-cat-nu-va-exista-legatura-dintre-politici-servicii-sociale-si-bugete-nu-vom-avea-rezultate-in-asigurarea-drepturilor-persoanelor-cu-dizabilitati?fbclid=IwAR0q6WeQS YkTgPqh xvIWA wN2cTxwtPAb_XZwoj2Va_IbKY7ysssXXeY_Ya5Q
88. <https://www.facebook.com/btvmoldova/videos/295759985182773/>
89. <http://tvrmdova.md/actualitate/sprijin-european-pentru-centrul-de-plasament-temporar-pentru-persoane-cu-dizabilitati-din-balti/?fbclid=IwAR2aPLtpPipGfXaP6KIWlqGlu v11SjangKeQ2ZTnmyv9LwSn8uXAPry7R78>
90. https://www.elenarobu.md/copiii-din-sarata-veche-falesti-isi-construiesc-viitorul-acasa/?doing_wp_cron=1609781754.8790109157562255859375
91. <https://www.privesc.eu/arhiva/92925/Masa-rotunda-de-incheiere-a-proiectului--Viitorul-de-maine-depinde-de-activitatea-de-astazi->
92. <http://nordmedia.md/2020/12/15/video-la-falesti-a-fost-deschisa-prima-intreprindere-sociala-din-tara-unde-vor-munci-persoane-cu-dezabilitati/?fbclid=IwAR32elTOOymZJH3EM0tWSyh5A9UeWNqYgwzcZ3UvbCf6MNstjwCzr-JJuYE>
93. <http://www.trm.md/ro/regional/o-noua-interprindere-sociala-a-fost-lansata-in-comuna-ciolacu-nou-din-falesti>
94. <https://www.facebook.com/teleradiomoldova/videos/743161859934373>
95. <https://www.tvn.md/ro/archives/13101>
96. <https://www.privesc.eu/arhiva/93072/Lansarea-intreprinderii-sociale--Home-Made->
97. <https://www.facebook.com/stellaj7/videos/10219449113118601>
98. <https://www.privesc.eu/arhiva/93131/Lansarea-serviciilor-de-echipa-mobila-in-trei-raioane>
99. <https://deschide.md/ro/stiri/social/77123/Serviciile-echipelor-mobile-pentru-persoane-cu-dizabilit%C4%83%C8%9Bi-din-trei-raioane-vor.htm>
100. <https://donduseni.md/la-data-de-15-12-2020-a-avut-loc-lansarea-serviciului-social-echipa-mobila-donduseni/>
101. <https://www.moldpres.md/news/2020/12/16/20010001>
102. <https://nordnews.md/ue-ofera-pest-150-de-mii-de-euro-pentru-asistenta-la-domiciliu-a-persoanelor-cu-dizabilitati-din-raioanele-donduseni-glodeni-leova/>
103. <https://www.privesc.eu/arhiva/92926/Eveniment-de-incheiere-a-proiectului--Integrare-socio-profesionala-pentru-tinerii-NEET->
104. https://www.elenarobu.md/cinci-case-comunitare-au-fost-lansate-in-raionul-orhei-cu-suportul-financiar-ofert-de-uniunea-europeana/?doing_wp_cron=1609782218.4176630973815917968750
105. <http://tvrmdova.md/social/cinci-case-comunitare-au-fost-deschise-in-raionul-orhei-cu-sustinerea-ue/>
106. <https://radioorhei.info/sansa-la-viata-independenta-pentru-persoane-cu-dizabilitati-din-raionul-orhei/>
107. <http://tvrmdova.md/social/la-balti-a-fost-creat-un-centru-de-interventie-pentru-copiii-cu-deficiente-de-aur/>
108. <https://www.privesc.eu/Arhiva/93133/Lansarea-serviciului-de-interventie-timpurie-pentru-copii-cu-deficiente-de-aur-la-Balti>
109. <https://www.tvn.md/ro/archives/13373>
110. <http://tvrmdova.md/social/uniunea-europeana-se-implica-in-incluziunea-sociala-a-persoanelor-cu-nevoi-speciale-din-republica-moldova/>

111. <https://www.privesc.eu/arhiva/93132/Lansarea-serviciilor-de-case-comunitare-la-Orhei-si-Peresecina>
112. https://cuvintul.md/27754/cinci-case-comunitare-lansate-in-raionul-orhei-cu-suportul-oferit-de-uniunea-europeana/?fbclid=IwAR3UN8keCg9qEEWY5nyTZ-DwHB_1XwEqM79JoPWqT8ANOnJm115kfg3oNBA
113. http://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-1-17-decembrie-2020_35652
114. <https://infoprut.ro/71816-uniunea-europeana-ajuta-persoanele-cu-nevoi-speciale-din-republica-moldova.html>
115. <https://www.privesc.eu/arhiva/93224/Eveniment-de-lansare-a-serviciilor--Locuinta-protejata--la-Riscani-si-Balti>