



**Keystone Human Services International**

**Moldova Association**

# **ANNUAL REPORT**

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## **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  
MLSP – Ministry of 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

<b>I. PROJECTS IMPLEMENTATION</b> .....	<b>4</b>
• 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” .....	5
• 1.3. Project: “Civil Society Organizations acting for better social services” .....	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: “Changing the Way We Care” .....	15
• 1.9. Project: “Civil Society Voice for Inclusion” .....	18
• 1.10. Project: “Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova” .....	19
• 1.11. Project: “Cross-border partnership for inclusive career guidance” .....	21
• 1.12. Project: “Equitable Access to Health Services for Vulnerable and Disadvantaged Groups in the Covid-19 Context” .....	22
• 1.13. Community Center from Tudora .....	24
<b>II. SOCIAL ENTERPRISE ECOVOX GRUP COMPANY</b> .....	<b>25</b>
<b>III. CROSS-CUTTING ACTIVITIES</b> .....	<b>28</b>
• 3.1. Media and Communication.....	28
• 3.2. Promotion of Volunteer Activities.....	29
• 3.3. Keystone Moldova collaboration with national and local public authorities and NGOs to advance social inclusion of persons with disabilities .....	29
• 3.4. Keystone Moldova fundraising activities .....	30
• 3.5. Keystone Moldova staff participation at different events, conferences, meetings .....	32
<b>ANNEXES</b> .....	<b>33</b>
• Annex 1. The list of links of published informational materials in other media .....	33

## INTRODUCTION

**Keystone Moldova goal:** For 100% of persons with disabilities to 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. Civil Society Organizations acting for better social services
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. Changing the Way We Care
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. Equitable Access to Health Services for Vulnerable and Disadvantaged Groups in the Covid-19 Context
13. Community Center from Tudora

### 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:** To ensure the right to health for 1,700 persons with intellectual and psychosocial disabilities from 6 residential institutions during COVID-19 by increasing access to information and protective equipment.

**Achieved results per project objectives:**

**Objective 2. Increase in knowledge and strategies for prevention of COVID-19.** Additional communication materials on prevention of COVID-19 were collected and informational database was improved.

The Institutional Program on prevention measures and infection control was approved by all six residential institutions. With Keystone Moldova’s support, 12 graduated trainers succeeded to conduct about 3-4 rounds of training sessions for the employees of their institutions on implementing of internal policy on prevention and control of COVID-19 infection. In total, 490 staff members attended the training and improved their knowledge on how to cope with challenges during the emergency period and how to efficiently control COVID-19 in their institutions.

Translation of 7 video spots on COVID-19 prevention were completed, including an easy to read format, and were broadcasted in residential institutions. The videos contributed to improving the knowledge of persons with disabilities in residential institutions on how to combat COVID-19 infection. One video spot on project results was developed and was shared during the final conference.

**Objective 3. Decrease in cases of abuse and neglect in institutions.** One video spot to inform people with disabilities about the importance of the vaccine and the assistance they can receive through the Hotline Service for people with disabilities developed and broadcasted for one year on TV8 channel and Facebook. As a result, the number of calls to Hotline services has substantially increased. With increased access of persons with disabilities to complaint mechanism the number of cases of abuse and neglect in institutions decreased. The project team held an online project-closing press conference, presenting on the project's impact.

**Lessons learned through the project implementation:** (a) Involvement of small groups of people with intellectual disabilities in discussions about targeted issues by using peer support has a greater impact if these activities are conducted in participatory way by giving the opportunity to persons with disabilities to have the leader role. (b) Implementation of project activities during pandemics showed that residential institutions were not technically prepared for efficient online work (poor internet traffic, difficulties in operating equipment - computer, scanner, etc.); the staff had limited skills to develop documents in electronic format. (c) Open tender-based procurement creates opportunities for more efficient use of money with increased impact (larger number of beneficiaries and goods available). (d) To avoid cases of unequal donation of residential institutions with protective equipment during COVID-19 there is a need for more efficient coordination between NGOs and donors.

**Communication and visibility.** The visibility of the project was ensured through the materials on project results published on *EU platform DIGITOOL*, as well as in *EU Newsletter*. Several infographics on the project results were prepared and shared through social media, and 12 testimonials with the participation of persons with disabilities and staff from institutions have been prepared and broadcasted through social media. Keystone organized the final conference of the project with the participation of journalists from various media. The press release was prepared and shared with mass media, the journalists were invited and participated at the event, and the materials about the event were shared through Facebook.<sup>1</sup> A movie was prepared about the results of the project and have been broadcasted at the final conference, as well as through social media after the conference.<sup>2</sup>

## 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).

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<sup>1</sup> [https://www.facebook.com/watch/live/?v=359668481944281&ref=watch\\_permalink](https://www.facebook.com/watch/live/?v=359668481944281&ref=watch_permalink)

<sup>2</sup> [https://www.youtube.com/watch?v=bcvuUM-wiYo&ab\\_channel=KeystoneMoldova](https://www.youtube.com/watch?v=bcvuUM-wiYo&ab_channel=KeystoneMoldova)

**Achieved results per project objectives:**

**Objective 1. To provide capacity building to grantees CSOs on specific topics of interest.**

During the reported period of time Keystone Moldova provided mentoring and distance consultation to 6 Soros Foundation Moldova (SFM) grantees (18 persons in total).<sup>3</sup> Out of the 6, 5 CSOs extended the grant contract for January 2021. Apart from this, the project coordinator conducted the final quarterly meeting on discussing with SFM grantees the project results, lessons learned, and setbacks. As a result, 27 SFM grantees completed the online questionnaire on evaluation of the project impact on grantees activity.

**Table 1.**

Indicator	Target	Actual
Number of CSOs benefiting from support on social services development	At least 30 SFM grantees	33 SFM grantees
Number of quarterly meetings	1 quarterly meeting in 2021	1 quarterly meeting in 2021

**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.**

Project coordinator conducted a two-day continuous training in an online format with participation of 4 grantees CSOs<sup>4</sup>, residential institutions from Balti and Orhei, and direct support staff of 4 Supported Living Services and 5 Community Homes with total number of 45 participants. Of which, 36 were direct staff of the new developed social services, 5 were representatives of residential institutions, and 4 were representatives of grantee CSOs. Keystone Moldova provided consultancy services to 4 SMF grantees<sup>5</sup> to address the challenges faced during the transition period of the transferred persons with disabilities from residential care to community living. Also, the consultant conducted the field visits to all grantee CSOs, Supported Living Services, and Community Homes developed with their support.

**PROJECT' IMPACT**

**Mission**

Keystone Moldova under the project Better Social Service created opportunities for people with intellectual disabilities and children from vulnerable groups through 33 grassroots organizations across the country.

We built together an inclusive society where all people can be valued and respected based on their life choices and rights.



**Table 2.**

Indicator	Target for 2018-2021	Actual for 2018-2021
Number of direct staff trained in social services provision in community	100 persons	200 persons

<sup>3</sup> Media Vest Europa, Jenskaia Initiativa, Femeia Contemporana, Dreptul de a Fi, Eternitate and Speranta Ciniseuti

<sup>4</sup> Eternitate/Râșcani, Dreptul de a Fi/Balti, Servicii Sociale Durabile/Orhei, ASCHF/Peresecina

<sup>5</sup> Media Vest Europa CSO/Telita; Jenskaia Initiativa /Ceadir Lunga

**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.** Project coordinator participated in joint meetings with SFM grantees and PAs to discuss the Partnership Agreements and budgets planning and implementation for social services developed/under development. There were organized field visits to two grantee CSOs<sup>6</sup>. After the end of the project, social services financial sustainability was ensured by public authorities.

**Table 3.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>The commitment of public authorities to ensure financial sustainability of new developed or extended social services</i>	100%	Due to the COVID-19 pandemic crisis, 95% of social services developed/extended have approved budget for new developed/extended social services.

**Objective 4. Implementation of the joint media communication strategy.** Keystone Moldova continued management of the Facebook page on the Better Social Services Project and coordinated the informative materials posted by grantee CSOs and by AOPD on their Facebook pages and joint website: [www.incluziune.md](http://www.incluziune.md). Two infographics and one video about the social services developed with the support of Keystone Moldova were broadcasted. The project team provided support to SFM grantee CSOs and to Sud Est Media to develop and coordinate the informative materials about projects implemented by SFM grantees with Soros Foundation Moldova project team. This resulted in 19 materials, including pictures, being posted / shared on the “Servicii sociale mai bune” Facebook page. The materials reached: *6,446 impact, 305 likes and 40 shares*. The number of page fans reached 691 likes.

**Table 4.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>The number of SFM grantee CSOs benefitting from support on communication and visibility</i>	All (33)	All (33)

**Challenges:** (a) The close out conference and final report was postponed by the main applicant for April 2021. (b) Many activities conducted by Soros Foundation Moldova during March-April required the involvement of Keystone Moldova’s project team who completed their jobs at the end of February with no additional payment.

**Lessons learned:** All project closing procedures should be planned ahead.

**Communication and visibility:** All in total, 12 materials about the project appeared in mass media during reporting period.

<sup>6</sup> Media Vest Europa CSO/Telita; Jensaia Initiativa /Ceadir Lunga



- 5 materials were developed with the support of Sud Est Media and were published in national and regional media:
  - <https://www.moldova.org/terapie-prin-arta-cum-sunt-ajutati-copiii-cu-dizabilitati-din-ribnita/>
  - <https://www.moldova.org/aici-este-de-o-suta-de-ori-mai-bine-locuinta-protejata-din-pirlita-o-alternativa-pentru-persoanele-cu-dizabilitati-intelectuale/>
  - <https://www.moldova.org/echipa-mobila-din-cantemir-facem-posibilul-si-imposibilul/>
  - <https://www.moldova.org/dorinta-copiilor-cu-dizabilitati-din-orasul-calarasi/>
  - <https://www.moldova.org/aici-e-alta-viata-o-zi-la-casa-comunitara-din-lucaseuca-orhei/>
- 7 materials about the project appeared in social media:
  - <https://www.facebook.com/tvnmoldova/posts/1734556273401273>
  - <https://www.facebook.com/1212675479/videos/10225740158390021/>
  - <https://youtu.be/85T4Nir4HBY>
  - [https://youtu.be/WepZwsX9\\_70](https://youtu.be/WepZwsX9_70)
  - [https://youtu.be/6OCMF02v\\_XI](https://youtu.be/6OCMF02v_XI)
  - <https://www.facebook.com/stelutza.andrei.9/posts/10225730652752386>
  - [https://www.facebook.com/watch/live/?v=866747347434773&ref=watch\\_permalink](https://www.facebook.com/watch/live/?v=866747347434773&ref=watch_permalink)

### 1.3. Project: “Civil Society Organizations acting for better social services”

**Period of implementation:** April 2021 – March 2024

**Project goal:** To empower civil society organizations (CSOs) from the social field to become strong pillars in social policy dialogue and inclusive community building for vulnerable groups.

**Achieved results per project objectives:**

**Objective 1. To increase the capacities of at least 40 CSOs from the social field to design and implement responsive and resilient social services for vulnerable groups.** The project team, together with SFM, elaborated the ToR for 2 rounds of Concept Call for Grant contest with 241 potential applicant CSOs were informed about the processes of Concept Notes development and budgeting. During the first Concept Calls, 60 concepts were selected for further project proposal development. This was due to capacity building activities (3 webinars), methodological support (132 mentoring sessions), realization of Program of technical assistance and mentoring (3 district workshops for CSOs and LPA representatives), and 49 monitoring visits offered by Keystone Moldova. From this stage, 30 SFM CSOs are now in the process of project implementation. During the second round of concept Call for Grant Contest, Keystone Moldova together with SFM selected 13 concepts for further project proposal development. The CSOs from the second round were also capacitated during 2 webinars facilitated by Keystone Moldova and SFM.

**Transversal activities realized together with FSM.** Feedback on communication materials about the activities within the project developed by media partners were provided and an MoU with MLSP was analysed.

**Table 5.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>Number of participants at the info sessions on the Grant Competition program.</i>	190	241
<i>Number of concept notes preselected, desegregated by geographical area: national, regional, local</i>	40	73
<i>Number of CSOs assisted to design social services to be part of the full application</i>	40	30

**Challenges:** (a) The CSOs participating in the Grant Program were diverse with a different level of training in writing and implementing projects in the field of social service development. This required more effort from the side of the project team to provide the necessary assistance and support. (b) In the context of economic crisis caused by the COVID-19 pandemic, for most organizations it was a challenge to find implementing partners to ensure social services sustainability. (c) Despite the great interest to the Grant Program Competition (131 concept applied), the majority of CSOs don't have a clear understanding of what social services represent and face difficulties with completion of necessary documentation.

**Conclusions:** (a) The mentoring program which launched at the initial stage of the project proposal development proved to be the best way for provision of support and assistance to LPAs and CSOs in developing project proposals for sustainable and resilient services. (b) Provision of methodological support in finalizing project proposals, by drafting and adjusting them to the requirements of Grant Program, increased the competence of CSO representatives and local partners.

**Lessons learned:** (a) The development of social services in partnership with public authorities must be an indispensable condition for ensuring services' sustainability. (b) The experiences and lessons learned from the previous social services project helped to avoid the same mistakes. (c) To be more efficient and anticipate the risks related to social services development, all training activities within similar projects should be carried online having a very practical character. (d) Skill improvement and CSOs abilities in overcoming challenges at the stage of project proposal finalization can be seen as a long-term impact to the CSOs capacity building.

**Communication and visibility.** Keystone Moldova contributed to the development and implementation of the Project's Joint Media and Communication Strategy and 29 posts were shared about activities within the project developed through social media.

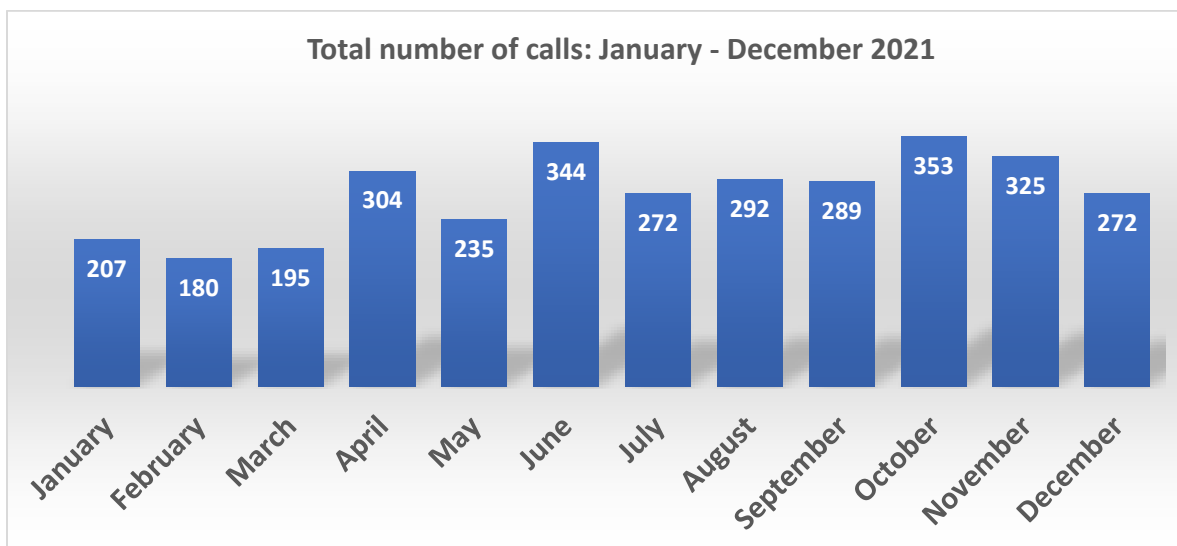
## **1.4. Hotline Service**

**Period of implementation:** January-December 2021

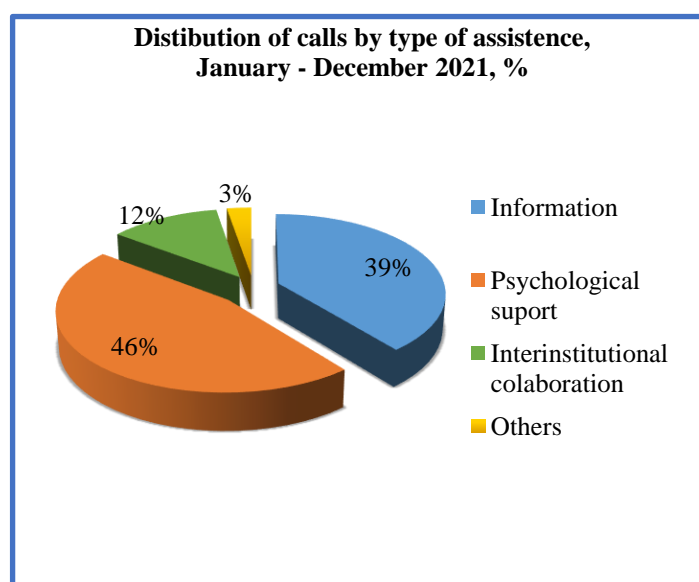
**Project goal:** Preventing and reducing the rights' violation of the persons with disabilities

**Project results:** During the reported period, 3,268 calls were received at the Hotline service<sup>7</sup>: 55% from community residents, 29% from persons in residential institutions, 13% from social services, and 3% were unknown.

<sup>7</sup> All in total from 2017 - 2021, **11 404** calls have been received by Hotline service.



The most addressed issues are related to: (a) necessity of psychological support and counselling (people with disabilities from residential institutions and those remained single, parents of children with physical and/or mental disabilities); (b) information regarding the prevention of COVID-19 infection, isolation maintenance, accessibility to vaccination, etc. As per the type of provided assistance, psychological support was required in 46% of cases; informational support in 39%; inter-institutional collaboration in 12%; and another type of support (protective equipment, food, and hygiene products) in 3%. The Hotline staff intervened



with referrals, notifications, and prompt support in complex cases. Keystone Moldova jointly with the MHSP organized an annual public conference to report on Hotline service activity. The event was broadcasted online with the involvement of representatives of national and local public authorities, persons with disabilities, and journalists. The information about the event was published on Keystone Moldova web sources and other media.

**Communication and visibility.** The information about the trainings organized by Hotline Service for 112 emergency services was prepared and distributed. The Communication Manager offered support during the round table which included reviewing the press release, taking pictures, elaborating materials for social media, and sending the press release to journalists. As a result, 4 materials appeared in the media:

- <https://stiri.md/article/social/linie-telefonica-pentru-asistenta-gratuita-a-persoanelor-cu-dizabilitati>
- [https://www.ipn.md/ro/de-cinci-ani-este-activa-o-linie-telefonica-de-7967\\_1086230.html](https://www.ipn.md/ro/de-cinci-ani-este-activa-o-linie-telefonica-de-7967_1086230.html)

- [https://moldova-suverana.md/articole/de-cinci-ani-este-activa-o-linie-telefonica-de-asistenta-a-persoanelor-cu-dizabilitati\\_40614](https://moldova-suverana.md/articole/de-cinci-ani-este-activa-o-linie-telefonica-de-asistenta-a-persoanelor-cu-dizabilitati_40614)
- <https://social.gov.md/comunicare/serviciul-de-asistenta-telefonica-gratuita-pentru-persoane-cu-dizabilitati-mecanism-de-prevenire-si-reducere-a-situatiilor-de-incalcare-a-drepturilor/>

### 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 2021

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

**Project results.** Keystone Moldova provided methodological support to staff from 14 community-based services in preparation for accreditation. This included 73 online meetings organized to offer necessary support in: revision of Individual Assistance Plans (12), Plans of Behavioral support (5), Plans of Free time Organization (1), assessment reports on the placement of beneficiaries (21) and on obtaining the scores of beneficiaries development. Keystone Moldova provided mentoring and support activities to local authorities and specialists in health care in ensuring quality health care for 68 people with disabilities in social services. In this regards, Keystone Moldova: (a) supported social services managers in implementation of Individual Assistance Plans; (b) identified needs and monitored metabolic treatment for 67 persons with mental disabilities; (c) updated medical prescriptions according to necessities for beneficiaries from 14 social services and sent them to local social assistance structures; (d) monitored the health status of 4 persons (3 beneficiaries and 1 staff member) infected with COVID; (e) controlled and treated somatic diseases of 8 persons; (f) facilitated laboratory diagnostic for 17 persons; (g) assisted and supervised 17 persons with epileptic syndrome, including daily records for 9 persons; (h) provided physiotherapy rehabilitation and monitored 19 persons with locomotor disabilities (6 of them severe); (i) offered medical behavioral support for 7 beneficiaries with problematic behavior.

- **Lessons learned:** (a) The individual methodological support provided through professional supervision ensures the qualitative training of human resources, focused on their individual training needs; (b) Systematic monitoring of social services ensures the successful implementation of measures to prevent and control COVID-19 infection; (c) Permanent identification of new ways to involve the beneficiaries of social services in educational activities is the priority solution to remove the negative effects of isolation.
- Success cases, demonstrating impact of Keystone support:
  - Due to the organization of weekly online meetings, the capacities of managers of social services and their responsibility in organizing and operating services were strengthened, leading to the successful implementation of individual assistance plans and elaboration of service documentation in accordance with the requirements.
  - Due to Keystone Moldova facilitation, obtained financial resources for quality neurometabolic treatments of beneficiaries based on their individual needs.

## 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 2020 - September 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:** Keystone Moldova provided 19 social services with necessary IT equipment to adapt to pandemic conditions. Social services managers were trained in the use of technologies via 1 online webinar and 14 on job trainings. The new Hotline service database was finalized and 4 Hotline councilors capacitated in working with it. Additionally, 18 social care services received methodological support and consultancy in the process of monitoring the health status of 112 beneficiaries of social services. Keystone Moldova provided 42 online weekly thematic meetings with social services staff from 22 social services on evaluation and monitoring of quality indicators; specifics of provision of services to people with disabilities and aspects of monitoring progress in the functional recovery of people with locomotor and intellectual disabilities; problematic behavior manifestation; emotional exhaustion and others. The project team conducted 12 continuous training sessions for social services staff and other social assistance workers with total participation of 115 persons. A total of 14 beneficiaries from 8 social services got involved in six diverse communication activities within the support group. Additionally, 70 staff members from social services and the Hotline service were trained in “Professional supervision to prevent burnouts”.

**Table 6.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>Number of social services adapted to new conditions of service provision</i>	19 (including distant assistance)	19 (including distant assistance)
<i>Number of calls to Hotline service</i>	3,000	3,268
<i>Number of staff trained and able to provide professional support to PwD</i>	80	115

**Conclusions:** (a) Monitoring compliance with prophylactic protection measures (use of disinfectants, use of masks and gloves, observational triage of beneficiaries of the 18 social services) ensured the effectiveness of pandemic prevention and control measures. (b) Provision of social services with laptops ensured good remote communication in pandemic conditions, being possible to conduct training sessions and monitoring meetings, as well as the activities of support groups.

**Lessons learned:** (a) Continuous monitoring of beneficiaries and social services staff health status during COVID-19 ensures successful implementation of measures to prevent and control the infection; (b) Weekly meetings organized with the managers of the 18 social services allow the evaluation and monitoring of the quality of the services provided, with an emphasis on

identifying the current problems and needs; (c) Organization of support group activities in online format proved to be an effective method, though beneficiaries requested the meetings always to be held offline.

- Success cases, demonstrating impact of Keystone support:
  - Due to timely insurance of beneficiaries' access to quality health services and social assistance they remain safe during the COVID-19 pandemic (only 3 cases of infection without any complications registered in 2021).

**Communication and visibility.** Placed 53 posts about the project activities on Keystone Moldova Facebook page and project results shared publically during Moldova Internet Government Forum.

## 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

### **Achieved 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.*** In total, Keystone Moldova provided 178 capacity-building activities to self-advocates from 6 SAGs on various topics: the rights of persons with disabilities, discrimination, advocacy, self-representation, etc. Keystone Moldova provided 26 persons with disabilities with individual assistance in daily access to social networks, employment, psychological and emotional support, personal development. There were realized different advocacy initiatives to help teens to claim their rights. Self-advocates were assisted to participate at UN Committee Youth Advisory Group, Inclusion International's Empower Us Program, 2021 DAY OF GENERAL DISCUSSION event organized by the UN CRC Committee and “Hear Your voice” international conference, organized by Inclusion Europa and ENABLE Scotland. Project team provided necessary judicial support to beneficiaries including representation at courts.

Developed and submitted to CRPD Committee the statement with recommendations for Deinstitutionalization Guide on behalf of Keystone Moldova. Provided support to one self-advocate (Marcel Lemnaru, Orhei) to prepare and submit statement for Deinstitutionalization Guide for CRPD Committee. Provided support to the self-advocate to present the statement During the Regional Consultation meeting for Central Asia and Eastern Europe.

Following Keystone Moldova's support, 67 self-advocates strengthened their capacities in the rights of persons with disabilities as equal members of society; 20 self-advocates claimed their rights to independent living, labour, health, education, etc.; self-advocates organized 9 advocacy initiatives, including 3 in partnership with other organizations on the accessibility of public infrastructure, special footwear for persons with disabilities; bank debts, violence against people with disabilities, etc.. Two self-advocate members of the UN Committee's Youth Advisory Group and Inclusion International's Empower Us program advocated for the deinstitutionalization of people with disabilities and the right to family. One self-advocate



claimed the rights of children and young people with disabilities in alternative care at the 2021 DAY OF GENERAL DISCUSSION organized by the UN Committee on the Rights of the Child. Self-advocates from the Republic of Moldova contributed to the elaboration of the *Global self-advocate report "Closing institutions and living in the community"* by Inclusion International.<sup>8</sup> Keystone Moldova was awarded with the practice "Self-representation for better inclusion" at the EASPD's 25th Anniversary Conference "The future is now" in Brussels. A total of 65 self-advocates actively participated in awareness-raising activities to change the attitudes of community members regarding people with disabilities as equal members of society (by participating in TV shows and through posts on Auto-reprezentanți Moldova Facebook page).

**Table 7.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>No. of persons with disabilities empowered to advocate for their rights following the UNCRPD and local legislation provisions</i>	70	67
<i>No. self-advocates claim their rights (to independent living, labor, health, education, etc.)</i>	30	27
<i>No. of self-advocates are involved in changing attitudes of community members regarding persons with disabilities as equal members of the society;</i>	40	67
<i>No. of persons with disabilities use the online communication platform by the end of the project</i>	600	607
<i>No. of persons capacitated in how to work with self-advocates, disability legal framework, etc.</i>	10	5

**Objective 2. Parents' networks developed through empowerment and leadership.** To strengthen parent's capacities, Keystone Moldova held 6 capacity-building meetings in Balti. 14 parents of persons with disabilities benefitted from a psychological support program. 37 people (parents and PwD) received legal assistance and mentoring to solve various problems (representation in court, restoration of documents, import of cars, etc.). Also, the project team realized 4 live FB broadcasts (with 4,153 views) for parents of children with disabilities on various topics (relationships, social benefits, sexuality and problem behaviors). The web page, [www.informat.md](http://www.informat.md), was actualized according to the new legal changes, being accessed by having 1,439 users.

**Table 8.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>No of parents overcome personal challenges resulting from the disability of their children</i>	72	88

<sup>8</sup> [https://inclusion-international.org/wp-content/uploads/2021/12/Global-SA-Report-on-DI-and-Art-19\\_compressed-1.pdf](https://inclusion-international.org/wp-content/uploads/2021/12/Global-SA-Report-on-DI-and-Art-19_compressed-1.pdf)

<i>Parents get involved in a more consistent parental movement and contribute to disability policies shape</i>	0	37 problems solved (litigation, import of a car for PwD, accessing personal assistant service, accessing education services by children with disabilities, obtaining ID, etc.)
<i>Parents of persons with disabilities use the online hub</i>	600 visitors	1,439 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 held one staff training in Performance Management.

**Challenges:** (a) The pandemic situation continued to be a challenge for young self-advocates, some of the young people continue to have difficulty accessing online communication platforms or do not possess necessary equipment. The majority of advocacy actions have been transferred online. (b) It's difficult to mobilize parents for advocacy actions' realization.

**Lessons learned:** (a) Persons with disabilities and their families need training in use of technologies for communication. (b) An informal leader to involve parents of PwD in advocacy actions is needed.

**Communication and visibility.** Keystone Moldova organized media campaigns #dizAbilitatea, #equal\_in\_rights, #redmylips, #Access\_to\_education and #dizAbilitatea\_altfel on the FB page @ Auto-reprezentanti Moldova, which got 607 followers. 55 media materials were shared with 21511 impact and 607 appreciations. Communication manager filmed and edited a movie with the participation of Diana Zgherea - about the impact of pandemic on persons with disabilities.

## 1.8. Project: “Changing the Way We Care”

**Period of implementation:** December 2020 - February 2022

**Project goal:** Governments in demonstration countries advocate for family-based care and the transition from / closure of residential institutions, and lead, organize, manage and fund related policies and programs in alignment with United Nations endorsed Guidelines on the Alternative Care for Children.

### Achieved results per project objectives:

**Objective 1. Advocacy and behavior change.** Keystone Moldova developed the methodology and tools for KAP survey on child care, deinstitutionalization and family strengthening, hired the sociological company, and provided the research. The research sample covered 1,100 persons, as well as 80 parents of vulnerable children. The research objectives were as following: a) assessing the level of knowledge, attitudes and practices that create obstacles or barriers to the successful reintegration of children into families, communities and educational institutions; b) identifying the level of knowledge, attitudes and practices that create obstacles / barriers for vulnerable



families at risk of separation to access community services and support; c) elaboration of concrete practical recommendations for changing the knowledge, attitudes and practices of the target groups included in the research in order to eliminate the existing barriers in the process of reintegration of deinstitutionalized children and to prevent the separation of children from vulnerable families.

Based on the findings of the research, Keystone Moldova provided the following recommendations for deinstitutionalization and family strengthening: 1) increasing the level of information of the population, particularly in rural areas, about the negative effects of institutionalization on children, including with disabilities and the need to prevent the placement of children in residential institutions; 2) promoting positive practices among the general population for the integration of children from residential institutions, including those with disabilities and behavioral problems, in biological and alternative families; 3) changing negative attitudes towards the educational inclusion of children with disabilities in schools by training teachers, providing children with disabilities with educational support services as needed, developing collaboration between parents children with disabilities and parents of typical children, and their more active involvement in supporting children with disabilities; 4) changing negative attitudes towards children from vulnerable families at risk of separation, through the broad involvement of formal and informal community leaders in supporting these families and the social inclusion of these children; 5) empowering formal and informal leaders, especially in rural communities, in mobilizing the community to support families at risk of separation and to prevent the separation of children from their parents. In order to promote the care of children in alternative families, the campaign message focused on images and moral-spiritual content, this aspect being invoked as the main one in the decision to take care of non-biological children. Regarding the information sources, it is recommended to use three types of channels used massively by the population: television (Prime, Pro TV, Jurnal TV and Moldova 1), social networks (Facebook) and news portals.

**Objective 2. Baseline assessment.** Keystone Moldova jointly with Partnership for Every Child and CCF Moldova were involved in development and conducting the base line research on social services. The sociological company was hired and the methodology and tools for research were developed, discussed and improved. The company provided the research in the field and developed the research report with findings and recommendations.

**Objective 3. National Master Plan for Deinstitutionalization.** Keystone Moldova developed the report on *Legal and Funding Framework on Alternative Care for Children in the Republic of Moldova* as part of the situational analysis study on child care in the Republic of Moldova. The Report was published and submitted to the key stakeholders.

**Objective 4. Training and Case Management.** Keystone Moldova's project team assessed the situation with initial and continuous professional training of the personnel in the field of child and family protection in Moldova and developed the research report. The report was consulted with other stakeholders in the field, then improved and shared with the Government. The report reflects the situation regarding the organization and functioning of the initial and in-service training system for child and family protection staff, includes mapping of existing training programs for different groups of child and family protection professionals, identifies strengths and weaknesses in the organization of initial and continuous training for different groups of child and family protection professionals. It also includes recommendations on: elaboration / revision of the normative and methodological framework, training needs assessment, training

organization; elaboration of training programs, and assessment of the impact of training programs. The results of the assessment were presented in 3 national events: Public Café “Analysis of the situation of the care system in Moldova”, online meeting on the presentation of the report on the evaluation of the initial and in-service training system, and at Workforce thematic discussions.

**Objective 5. Deinstitutionalization.** Keystone Moldova was involved through the Working group in development of the new packages of evaluation tools for children in residential institutions (social, medical and psychological evaluations) and for family assessment and community services mapping. Keystone Moldova assessed 61 children and 46 families of children from Bulboaca and Orhei residential institutions. Due to pandemic conditions, the assessment was provided by the institutions staff after the received training. As a result, the *Report on Evaluation of Children Placed in Auxiliary School from Bulboaca* and the *Report on Evaluation of Children Placed in Temporary Placement for Children with Disabilities from Orhei Institutions* were developed.

Keystone Moldova staff was also involved in the assessment of human resources in 6 residential institutions. Methodology for assessment of human resources was developed, piloted and adjusted. Also performed 79 individual semi structured interviews with institutions’ personnel. By now, based on the interviews’ results evaluation report for Bulboaca RI elaborated.

**Challenges:** (a) Having no previous experience, evaluation teams from residential institutions needed more mentoring than it was initially planned; (b) The difference in approaching the evaluation process of local partners of CTWWC initiative had a negative impact on database development; (c) Conduction of online human resources assessment reduces the perception you may have about the profile of the interviewee; (d) Online completion of the form on the mapping of training providers involved additional efforts to collect the information in the established terms; (e) The lack of public information on the financial resources allocated to the initial and continuous training of social assistance staff did not ensure a clear understanding of the budgeting for these activities at central and territorial level.

**Conclusions:** (a) The system of initial and continuous training of social assistance staff is at its initial stage, as the methodology, mechanisms and procedures for organizing and ensuring the functioning of the system are not approved; (b) Professional supervision of specialists in social services is fragmented and the emphasis is mainly put on methodological support; (c) Financial resources allocated to the initial and continuous training of social workers are insufficient; (d) There are few digitized platforms for continuous education training realization in the field of child and family protection; (e) Universities from the Republic of Moldova has made an essential contribution to the development of the social worker specialty at all levels of training.

**Lessons learned:** The results of the evaluation depend on human resources involved in the process. The local evaluator’s learned more about the process, but the quality of the information collected is under the expectations (case of the Child’ evaluation team from Bulboaca). Based on this lesson learned Keystone team involved the consultants with experience in the field for family assessment.

**Success story.** The family assessment process conducted jointly by Keystone Moldova consultant and a specialist from Social Assistance Department represents a model of “on the job training”. The specialists understood how to ensure the case management for children who are

educated in auxiliary school. In addition, they found out that the families continue to receive the allowance for the care of children with disabilities placed in residential institutions that contradicts the law. These and other examples have been identified and discussed during the family assessment process.

## 1.9. Project: “Civil society voice for inclusion”

**Period of implementation:** November 2019 - October 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.

### **Achieved results per project 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 provided 4 methodological assistance and mentoring sessions to "Icar-Dedal" CSO on the implementation of project approved under the Grant Program. Provided online methodological support for 2 CSOs in preparing the presentations for the Workshop with local CSOs and LPA representatives. Project team supported methodologically CSOs in target districts in project writing, fundraising and fundraising campaigns.

**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.** Project team elaborated and published 200 copies of the “Guide of positive practices and lessons learned "Voice of Civil Society for Inclusion", analyzing the progress reports of 5 CSOs and conducting 5 meetings with representatives of CSOs and LPAs. The project impact study was conducted and disseminated. Keystone Moldova held project closing event with the participation of 42 representatives of local CSOs and LPAs from 8 ATUs, project implementation partners, donated 5 laptops for 5 most active CSOs in the implementation of the project.

**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 prepared and organized the CSO Information Workshop in the target districts with participation of 23 people to become AOPD members (6 CSOs joined the AOPD).

**Objective 4. Ensuring the organizational development of AO Keystone Moldova, local CSOs and LPAs by training staff in the field of social services contracting mechanism.** Within the project Keystone Moldova staff was trained on social services contracting. 200 copies of the “Manual on social services contracting provided by NGOs” elaborated and distributed. Project team prepared and delivered the training for 23 representatives of CSOs and LPAs regarding the social services contracting.

**Challenges:** (a) The biggest challenge of the Project was the lack of qualified human resources in the local CSOs. Even though they participated in training seminars in the field, the representatives of the local CSOs face problems in the elaboration of a project proposal; (b) Although local CSOs are regularly informed about the competitions launched, a very small

number show initiative in project proposals' writing. The domain of social services contracting is relatively new for the Republic of Moldova and in this context it is necessary to combine efforts with several CSOs in achieving positive results.

**Conclusions:** (a) The mentoring program is the best and most effective way that directly contributed to the capacity building of CSO and LPA representatives; (b) The most important changes that have occurred due to the Project refer to the increase of information and awareness regarding the social inclusion of people with disabilities; developing and strengthening partnerships between LPAs and local CSOs; strengthening the capacity of human resources in the field of project's implementation; (c) Local CSOs in the project implementation regions are underdeveloped and expectations regarding access to funding programs are exaggerated.

**Lessons learned:** Training and mentoring programs need to become a practice used continuously to increase the capacity of grass roots CSOs. This support needs to be geared both towards the development of project implementation and fundraising skills, as well as the dimension of organizational development.

**Communication and visibility.** Communication manager offered support for the *closing Conference of the project*: press release was reviewed, journalists have been invited, photos were taken and materials were published.

As a result, *five materials* appeared in media:

- [https://www.ipn.md/ro/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-7967\\_1085334.html](https://www.ipn.md/ro/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-7967_1085334.html)
- <https://moldova.europalibera.org/a/mecanismul-exist%C4%83-dar-nu-e-aplicat-servicii-incluzive-%C3%AEn-parteneriat-public-privat/31532377.html>
- <https://news.yam.md/ro/story/12389445>
- <https://news.yam.md/ro/story/12387864>
- <https://radiochisinau.md/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-incluziunii-persoanelor-cu-dizabilitati---145415.html>

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

**Period of implementation:** August 2019 – July 2022 (extended until October 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.

**Achieved results per project 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.** During the reporting period, 5 Moldovan CSOs were capacitated, supported with sub-grants and mentored by Keystone Moldova to implement gender budget initiatives. They increased their capacities to conduct gender analysis and to assess different policy documents and budgets from a gender perspective. The sub-granted CSOs produced 7 policy appraisals and watchdog reports that will serve for advocating a gender

responsive policies and budgets at national and local levels. The gender research and analysis was focused on subjects such as State Budget 2021 Law measures to respond to the needs of vulnerable groups; sports budgets in Balti municipality; local development strategies in three villages of Anenii Noi district; gender gaps in digital competencies development in state universities; policy measures to ensure the accessibility and access of persons with disabilities to social service. One new CSOs was guided to use the GBWN e-learning platform in order to qualify for application to the GBWN sub-granting scheme. The selection process ended successfully and the last available GBWN grant will be awarded in January 2022.

***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 Executive Director and the GBWN Project Coordinator participated in the first networking meeting of the Gender Budget Watchdog Network held in Montenegro. The meeting outlined the activities to be implemented in the next period and the 7 GBWN partners agreed the contents of three strategic documents that will help in the expansion of the network, its visibility, as well as the way it will work and make decisions at the moment when new members start to join. The Statute of the network was developed and signed by all project partners. In terms of knowledge management, Keystone Moldova drafted the fiscal impact assessments of the COVID-19 response on gender equality in the Republic of Moldova and contributed to the development of the regional knowledge product together with 6 partners from Western Balkans. During the reporting period, GBWN partners detected 6 best practices of CSOs working with GRB tools and their impact on policy making, locally and nationally, to be shared on the platform. Keystone Moldova sub-grantee case study” ADO Lex XXI advocacy campaign for gender equity in sports” was recognized as one of the best practices in promoting GRB. Our organization contributed also to the development of 4 GBWN Newsletters that were distributed within the network and to key gender equality stakeholders from each country of the project. Keystone Moldova GBWN Project Coordinator participated in a study tour in Spain together with the project partners to gather first-hand GRB information by engaging in knowledge absorption and sharing of experiences with various stakeholders, such as CSOs, public agencies, councils and associations.

***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.*** Keystone Moldova involved the Gender Equality Platform members in discussing the advocacy measures to be taken in order to promote the incorporation of the gender perspective into the budget process in the Republic of Moldova. The first action was to develop and send a Position Paper to the representatives of the Parliament and to the Government asking them to take steps in ensuring the effective implementation of gender-responsive budgeting, starting with the 2022 budget cycle. The Position paper was prepared by Keystone Moldova and provides also recommendation related to the priority actions to be taken by the Government.

The project design encompasses that CSOs will mobilize citizens as beneficiaries to create pressure on government for more accountable budget planning and budget spending responding to their needs. During the reporting period, 72 stakeholders were involved in data collection and consultation of GRB initiatives of sub-granted CSOs (ADO Lex XXI – 4 sport schools and 2 local public authorities); AOPD – 56 CSOs, Gender-Centru – 4 universities; Genesis – 6 local public authorities; Expert-Grup – 1 central public authority). Three workshops for sharing the results and recommendations of the GRB initiatives were organized with a total number of 61

participants. Respectively, 130 citizens were involved directly in data collection, workshops, and meetings by sub-granted CSOs. At the same time, the AOPD press conference article related to the policy measures to ensure the accessibility and access of persons with disabilities to social service registered 1,263 views on the web page of the press agency. ADO Lex XXI initiative on rebalancing sports budgets in Balti municipality registered 1,410 views on the organization social media account.

**Lessons learned.** (a) There is a need for additional training and mentoring to increase capacities of more Moldovan CSOs to succeed in promoting GRB at national level and to create pressure on the government for more accountable budget planning and budget spending responding to the needs of women and men; (b) Networking and involvement of various platforms or alliances of CSOs in advocating GRB is necessary to achieve better and faster results. At least one budgetary cycle (one fiscal year) is needed for the implementation of a GRB initiative in order to allow the CSOs to conduct the necessary research, monitoring, advocacy and to track the changes produced through the initiative.

**Success story.** GBWN partners recognized Keystone Moldova sub-grantee case study” ADO Lex XXI advocacy campaign for gender equity in sports” as one of the best practices in promoting GRB and posted it on the GBWN web page (please see GBWN Resource Centre, Best Practices section).<sup>9</sup>

**Communication and visibility.** The knowledge products, newsletters are placed on the project website <https://gbwn.net/en/>. Keystone Moldova supported the translation into Romanian of the webpage contents <https://gbwn.net/ro/>, making it available for organizations and citizens from the Republic of Moldova who do not speak English. The GBWN e-newsletter “Gender Budget Brief” is quarterly developed and sent to the key gender equality stakeholders in each project country. At the same time, GBWN Project Coordinator developed and posted 21 materials about the project activities in the Republic of Moldova on social media (GBWN Facebook page, Keystone Moldova Facebook page and civic.md platform).

### 1.11. Project: “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 of 470 relevant actors in the field of education and employment in providing quality and inclusive career guidance services

#### **Achieved results per project objectives:**

***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.*** Project team in collaboration with subcontracted specialists realized research on policies and practices on career guidance for persons with disabilities performed. Following this, Quality Standards for career guidance services were developed and approved by the National

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<sup>9</sup> <https://gbwn.net/wp-content/uploads/2021/12/CRPM-GRB-BRO-A4-112021-Moldova.pdf>

Employment Agency (NEA Decision from 01/06/2021). Keystone Moldova developed and approved the Curricula and Support course on carrier guidance for persons with disabilities and on their employment mediation.

**Objective 2. 360 professionals from education and employment systems in Republic of Moldova and Iasi/Romania have appropriate knowledge and skills to provide quality Career Guidance Services to persons with disabilities.** 26 capacity-building activities in career guidance and labor mediation for persons with disabilities performed with 637 persons (students, teachers, specialist and parents) implicated. Keystone Moldova assessed by ANACEC to be accredited as a training provider in career guidance and labor mediation for persons with disabilities.

**Objective 3. Raised awareness of 1970 students/pupils/ youth with disabilities and their families from Romania and Republic of Moldova on inclusive career guidance services for them.** The awareness of at least 1808 people in the Republic of Moldova and Romania regarding career guidance for persons with disabilities (through capacity building activities, and research performed) raised.

**Challenges:** (a) Because of COVID-19 pandemics, almost all capacity-building activities have been transferred online; (b) The study visit to Iasi AJOFM was cancelled, because of the refusal of the AJOFM to come to NEA in Moldova.

**Conclusions:** (a) Most activities are in line with the project plan; (b) In some cases actual numbers exceed those indicated in performance monitoring plan.

**Communication and visibility.** Prepared 11 articles about the activities and posted them on Keystone Moldova's webpage. Communication support was offered during 13 trainings (for parents, teachers, specialists from National Employment Agency from Republic of Moldova, students): pictures taken, materials elaborated and posted in social media. One press release about the trainings was prepared and sent to journalists. A notebook / leaflet about transition from school to work was developed and coordinated. Communication manager offered support during the preparation of the design for the notebook. A calendar / leaflet about the project was developed and coordinated; pictures were selected. 3 guides for employers from Romania and Republic of Moldova and one Report on Career Guidance Policies and Practices for persons with disabilities - were reviewed, in terms of visibility. Support was offered for the preparation of one video about Career guidance.<sup>10</sup> Communication support was offered to the preparation of 3 short video success stories in working with people with disabilities in their transition from school to labor market.

## **1.12. Project: “Equitable Access to Health Services for Vulnerable and Disadvantaged Groups in the Covid-19 Context”**

**Period of implementation:** December 2020 – February 2022

**Project goal:** Promoting equitable access to essential health services for people with disabilities, people with diabetes, people at high risk of HIV infection, and people in palliative care services in pandemic conditions COVID-19.

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<sup>10</sup> [https://www.youtube.com/watch?v=xiC48SQ0CzE&ab\\_channel=KeystoneMoldova](https://www.youtube.com/watch?v=xiC48SQ0CzE&ab_channel=KeystoneMoldova)



**Project results:** One sociological research conducted on access to essential health services, including COVID-related services, for people with disabilities, people with diabetes, people at high risk of HIV infection, people in palliative care services compared to the general population of the Republic of Moldova. The research included one national survey conducted on a national sample of 1,805 respondents and a qualitative study based on legal framework analysis, interviews and focus group discussions. The research was disseminated through an online round table. The event was moderated by a professional journalist and was streamed online on Privesc.eu and Facebook platforms. The research report was published online and printed in 100 copies that will be distributed to the public authorities, universities and libraries. Five sets of infographics are developed based on research results. The infographics will be used in the advocacy campaign. One common evidence-based advocacy platform developed, based on the findings and recommendations of sociological research, to promote equitable access to essential health services and Covid-19-related services for people with disabilities, people with diabetes, and people at high risk of HIV infection, people in palliative care services.

**Lessons learned:** (a) The access of vulnerable groups to health services is much more restricted compared to the general population; (b) People in palliative care and people with disabilities have faced great difficulties in accessing specialized medical services during the pandemic period, being forced to countermand or postpone doctor's appointments; (c) The pandemic has further reduced the financial access of people with disabilities, diabetes, palliative care, HIV to medical services; (d) These groups continue to be discriminated against more frequently than in the general population in medical institutions, with cases of stigma being associated with poverty, old age and disability; (e) The intention to get the COVID vaccine among people with disabilities and those in palliative care continues to be reduced; (f) COVID-19 pandemic affects the mental health of people with disabilities, in palliative care and diabetes to a greater extent than of general population.

**Communication and visibility.** Media support was offered at the *launch event of the study*: “The access of the general population and vulnerable groups to health services during the pandemic period” – communicating with journalists.

As a result, 8 materials appeared in the media:

- <https://www.moldpres.md/news/2021/12/07/21009401>
- <https://noi.md/md/societate/un-studiu-arata-cu-ce-greutati-s-au-intilnit-pacientii-cu-dizabilitati-in-perioada-pandemica>
- <https://news.yam.md/ro/story/12538649>
- [https://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-2-7-decembrie-2021\\_40685](https://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-2-7-decembrie-2021_40685)
- <https://sanatateinfo.md/News/Item/10860>
- <https://www.soros.md/event/2021-12-07-0>
- [https://www.jurnal.md/ro/news/32927650c83868cd/persoanele-defavorizate-au-fost-afectate-grav-de-calitatea-precara-a-serviciilor-medicale-pe-timp-de-pandemie-studiu.html?utm\\_source=RSS&utm\\_medium=RSS&utm\\_campaign=RSS](https://www.jurnal.md/ro/news/32927650c83868cd/persoanele-defavorizate-au-fost-afectate-grav-de-calitatea-precara-a-serviciilor-medicale-pe-timp-de-pandemie-studiu.html?utm_source=RSS&utm_medium=RSS&utm_campaign=RSS)
- <https://www.privesc.eu/arhiva/97443/Lansarea-Studiului--Accesul-populatiei-generale-si-al-grupurilor-vulnerabile-la-servicii-de-sanatate-in-perioada-pandemica->



### 1.13. 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 achieved results per project objectives:** During January- December 2021 the DCCU Tudora, provided services for 23 kids on a daily schedule, 14 teens and youth from the Volunteer program (including Friday clubs, LTYES), 11 children with special education needs, 19 families in need. In February – June at DCCU Tudora 2 persons were employed to recover 4 hours of a psychologist and social teacher. In September – December the Center employed 1 psychologist.

**Objective 1. Social, educational, and life skills development of vulnerable children of primary school age.** Daily activities within the Center took place according to the annual plan. This way, during the reported period 18 children (14 daily beneficiaries + 4 children with CEN) were involved in the small group activities: daily education, vocational and nutrition services. The children were supported in homework implementation. Beneficiaries were involved in a number of thematic discussions about: healthy lifestyle; personal development; my rights and needs. Also, there were organized some discussions dedicated to the “National flag day”, "Earth Day", women’s day, etc. Apart from educational activities children enjoyed outdoor activities and playing table games. During the Pandemic time in March the Center continued its activity in the mixed mode: trying to reach some beneficiaries online and at the Center (for those, who did not have internet access at home). Newly-employed physiologist started to know the beneficiaries and did individual counseling with the children also doing some speech therapy with 2 beneficiaries. Case managers worked on evaluation and reevaluation reports for 23 children and modified their Individual plans.

**Objective 2. Educational inclusion support for children with special educational needs within the Resource Center for Inclusive Education.** The RCIE service provided everyday support for 6 children in mornings and 4-5 children in afterschool program. In addition, 4 children from 2<sup>nd</sup> graders were evaluated by regional psycho-pedagogical assistance service of Stefan Voda. The support teacher is working following individual action plans of each child. The support teacher prepared the annual child development reports in accordance with individual action pans. The progresses made by children are reported monthly to the regional psycho-pedagogical assistance service of Stefan Voda.

**Objective 3. Parents’ empowerment and strengthening family relationships.** During monthly parents’ meetings the staff of the Center held discussions on the following topics: What is inclusive education about; My child’s passion; Our success depends on a family; Knowing your child better, learning the age particularities of your child; The love is not enough in education of our children.

Also, individual discussions about family impact on a child and the parents’ responsibilities took place. In June and august the parents were involved in works on Center reparation. To ensure better communication with parents Center’s activities were published on its Facebook page.

***Objective 4. Community cultural education and preservation of community cultural heritage.***

During the reporting period 136 visitors of the museum enjoyed visiting, practicing and learning different techniques of working with natural fibers and local natural resources. In February Center's staff member was invited with another local NGO went to the TV show, to promote the local cultural heritage showing her knowledge and skills. Tatiana Barbaneagra participate to the opening of the exhibition of popular masters from Moldova and Romania. She presented her exposition that will stay in a Cultural palace in Cahul (south of Moldova). Center's staff member - Tatiana Barbaneagra is mentioned in the Ethnographic report „The state of traditional crafts in the Region of Southern development of the Republic of Moldova and counties Vaslui and Galati, Romania”.

***Objective 5. Development of volunteering spirit in the community.*** During the warm season, volunteers got actively involved in small ecological projects by doing posters, planting trees, cleaning the banks of the river Dniester. Also, in June the six volunteers were involved in implementation of summer recreation program for the kids assisting with logistics and technical support. In autumn an adult and 2 teens participated in YES (youth empowerment summit) program organized by Peace Corp that included training in developing leadership skills through Clubs and Service Learning. As a result youth club “TLYES Tudora” was opened including 9 teens eager to develop the leadership skills.

**Communication and visibility.** The information about the village and museum was distributed on TV program “Moldovan asphalt between two banks of the river”.<sup>11</sup>

## **II. SOCIAL ENTERPRISE ECOVOX GRUP COMPANY**

### **Keystone Training Center.**

***Objective 1. To increase the sales.*** Promotional emails via Mailchimp platform sending, elaboration and promotion of online packages for online/hybrid events realized. Center's manager identified and contacted potential partner companies from different domains. Keystone events took part at a variety of organized tenders regarding the venue, catering and accommodation offer. New partnership contracts with Wine Hotel and Shadow company signed. The yearly profit of the enterprise realized.

***Objective 2. To enhance the Keystone Training Center Visibility.*** Project manager realized the FB posts about the Center's activity and wrote some articles for the Center's blog. New contacts from Funnel identified and paid marketing campaigns realized continuously. 3 video offers and concept in order to present and promote the Keystone Training Center services analyzed.

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<sup>11</sup><https://www.jurnaltv.md/news/86d8b5d16a26396c/asfalt-de-moldova-intre-doua-maluri-21-martie.html?fbclid=IwAR0PMKmlW650htRrXuGTGOcGm9qyJmbMc6BPgWRfp7qtxiPdOICUT-WLO6E#.YFej5gfvkht.facebook>

**Objective 3. To coordinate the logistic aspects of the events and customers loyalty.** The manager provided the logistics of the events, sent thank you letters to customers using the Center's services and coordinated invoices, offers and payments to suppliers.

As to the occupancy of the center in 2021 in comparison to 2020 see the table below:

**Table 12.**

Type of event	Total per 2020	Total hours	Total per 2021	Total hours
1 day events (8 hours)	59 units	472	87.5 units	700
Consecutive events of 5.0 hours	21 units	105	29 units	145
Events of 3.5 hours	30 units	105.5	40 units	126
Events of 3 hours	36 units	108	110 units	330
Events of 2.5 hours	3 units	7.5	21 units	52.5
Events of 2 hours	0 units	0	23 units	46
		<b>798</b>		<b>1,399.5</b>

**Ecovox activity.** The results of Ecovox enterprise activity per established objectives can be viewed in the tables below.

**Objective 1. To increase the amount of Ecovox sales.**

**Table 13.**

Indicator	Target	Actual
<i>Total of bio online shops from Romania to offer partnerships</i>	20	Done
<i>All guest houses to be contacted</i>	18	Done
<i>List of supermarkets and wine shops</i>	15	Emailing campaign for Ecovox Bags sent to 621 contacts from Mailchimp;
<i>Nr. Emails sent via Mailchimp platform</i>		Contacting Carturesti, Romanian library in order to be able to establish a partnership;  Promotion email of Ecovox products sent to 90 contacts for companies from Tourism sector
<i>Identifying and contacting companies from different domains:</i>	Look for new opportunities to collaborate	Identified the person from Moldova diaspora from Ireland and sent the partnership proposal regarding eco bags reselling;  Resent the demand to Fromtheheart shop in order to

		place the Ecovox products for selling;  Resent an info to Elefant shop regarding a new order and the payments for previous orders.
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**Objective 2. To enhance the Ecovox products Visibility.**

**Table 14.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>No. of realized FB posts</i>	1 per week	33 total
<i>No. of articles for Blog</i>	1 per month	1 total
<i>Identifying new contacts from Funnel activity</i>	To increase the number of contacts from 639 to 1,200 by the end of the year	210 new contacts of Construction, Tourism, Legal companies  530 email campaigns for Bags as Gifts
<i>Managing the paid marketing campaigns</i>	2 meetings per moths with the marketing campaign and solutions provided for the marketing strategy	Regular promotion of Ecovox products via Facebook and Instagram realized
<i>Participation to local and international fairs</i>	1 participation per month	In total 2 participations during Eco Local Farmers Market and IarmarEco 2021 realized

**Objective 3. To manage orders and customers loyalty.**

**Table 15.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>To manage existing partners</i>	Follow up with all existing partners and customers: Moldpresa Reseller and Elefant, regarding the bags sales; Business Market SRL, Fromtheheart shop.  Follow up with 100% of Leads and customers to be included in a CRM model file; Sending thank you letters to customers;  Managing invoices, offers, payments to suppliers;	100% done
<i>To manage orders</i>	100% good management of orders	100% done

**Objective 4. To develop the social entrepreneurship activities.**

**Table 16.**

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
<i>Potential no. of partners to be identified in order to export products to Romania</i>	5 more companies to be interested in collaboration	1 company who could be interested in collaboration

**Consultancy services.** Keystone Moldova elaborated the draft Report on the psychosocial and medical assessment of children placed in Municipal Center for Temporary Placement for Children and developed the draft report according to consultancy contract with Municipal Directorate for Child Rights Protection. Keystone Moldova staff provided 3-day capacity-building training according to contract signed with DASPF Ungheni.

### 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> . Keystone Moldova's Facebook page has posted/disseminated 438 short materials. The materials published received 719,504 people reached; the total fan engagement is 34,165 interactions; the page content has been viewed 1,862,307 times (impressions). The number of Keystone Moldova Facebook page fans increased, from 3,005 to 3,287 fans with 282 page likes. There have been 22 materials posted on Keystone Moldova web page: [www.keystonemoldova.md](http://www.keystonemoldova.md). Keystone Moldova promoted Keystone activities in other media through press conferences, joint meetings with journalists, and other communication activities. In total, 42 materials on Keystone Moldova's activities appeared this year in other media sources (See Annex 1. Links to materials).

**Objective 2: To continue to advocate for deinstitutionalization and community living through social media.** Keystone Moldova provided three social media campaigns on the Keystone Moldova Facebook page. During February – April a campaign that encourages people to donate 2% of their taxes was conducted on social media. There were 24 materials prepared and shared on social media which gained 11,739 impact; 324 likes; and 77 shares. The second campaign was focused on the promotion of Hotline services for increasing the access of persons with disabilities. The Campaign contains stories of persons with disabilities who benefited from support and information about the support offered within the service. During the reported period, 18 success stories and 3 infographics were posted on the Facebook page which received 15,306 impact, 331 likes, and 131 shares. Starting in June, Keystone Moldova held a campaign to promote volunteering and recruit volunteer with 28 Facebook posts made, receiving 22,048 impact, 668 likes and 187 shares. As a result, 10 volunteers are involved in communication activities. The Communication Manager facilitated one training in communication and communication materials for volunteers and elaborated activity plan. So far, volunteers have been involved in preparations for the Christmas card and a social media campaign about the successes of Self-Advocates.

**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.** The information and materials posted on Keystone Moldova webpage have been reviewed; missing materials / information were collected and posted; 10 videos have been prepared and sent to be posted on webpage; one video was translated in English and edited; the page about volunteering was updated. Keystone Moldova Communication manager prepared materials about Alternativ social theatre, for EASPD report (infographic, short report, and video) and developed organization's Child's Protection Policy. Also the text and design for Christmas cards (with support of volunteers) was developed and cards send to partners.

### **3.2. Promotion of Volunteer activities**

During January – December 2021, 19 volunteers delivered their services within Keystone Moldova activities. All in total were delivered 312 hours of volunteering, expressed in money-MDL 5 419,44 (~\$29,500 USD). Nominal Volunteer Certificates for 2020 were submitted to 25 volunteers. The volunteer files were adjusted according to the national legislation. As a result of volunteer recruiting campaign organized by Keystone Moldova, volunteer coordinator analyzed 43 volunteer questionnaires and held interviews with potential candidates. There were 21 volunteers who took part at the introductory meeting to learn more about Keystone Moldova activity. Also, 5 thematic meetings to familiarize the volunteers with particular domains of Keystone activity were held: Hotline service - 1 volunteer; Communication department - 9 volunteers; Social entrepreneurship - 5 volunteers; Self-advocacy groups - 9 volunteers. Keystone Moldova extended its accreditation to volunteer host organizations for the next three years. The Volunteer Coordinator elaborated on a 3-year report on activity and volunteer program for 2022.

### **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 staff reviewed the Regulation on Supported Living Service developed by National Agency for Social Assistance (submitted for consultation with Keystone team by MHLSP). They were assured Keystone Moldova participation at two meetings of Strategic Litigation Committee under the National Council of Disability and Work Ability Assessment, seven meetings of the Working Groups established by the MHLSP on prevention and deinstitutionalization of the adults and children in residential institutions (96 files analyzed and recommendations provided). Keystone Moldova's positive practices were presented during International Conference organized by Chisinau City Hall/Directorate for Protection of the Child Rights with the article and presentation "The rights to family with no discrimination on disability criteria". Participation of staff members in a meeting with deputy mayor of the Chisinau municipality and Head of Directorate for Child Rights Protection on discussing the opportunities for future collaboration with Keystone Moldova. Keystone Moldova took part in a meeting organized by Chisinau municipality with participation of three departments (Directorate for Child Rights Protection, Social Assistance and Health Department and Department for Education) on discussing the challenges and opportunities on working in partnership following the intersectoral principles. In collaboration with National Council for Accreditation of Social Service Providers Keystone Moldova provided assessment of two social services: SL Orhei, and CH Ialoveni. Keystone Moldova staff member participated within Evaluation committee "Alexandra Grajdianu " trophy to valuate applications

of educational institutions nominated for substantial and lasting contribution to the development and promotion of inclusive education. As member of the working group within the MEC Keystone Moldova contributed to updating of the Government Decision no. 732/2013 in order to optimize the activity of psycho-pedagogical assistance structures.

**Collaboration with national and international NGOs.** Keystone Moldova continued to serve as a Board member for two NGOs platforms- APSCF and AOPD. As member of the board, Keystone Moldova Executive director was involved in management of platforms, advocacy activities, researches developed by platforms. In December 2021, Keystone Moldova was elected as Board member of the Moldovan Gender Equality Platform for another mandate by its organizations and activists. Our organization took the responsibility to contribute to the improvement of the national institutional mechanism for gender equality through GRB expertise and advocacy. As member of Eastern Partnership Platform, Keystone Moldova was involved in activities of two Working groups 1 and 4.

At international level, Keystone Moldova collaborated with EASPD, Validity Foundation Budapest, Inclusion international etc. Keystone Moldova Executive director served as a co-chair for Inclusive living fora. In this position, the Executive Director prepared and implemented a Lighthouse project focused on training on deinstitutionalization and advocacy for deinstitutionalization. She also participated in many webinars organized by EASPD, including with presentations. Keystone Moldova collaborated with Validity Foundation Budapest to include one self-advocate from Keystone Moldova to participate in the Day of the General Discussion at UN CRC Working Group 3 Access to justice and alternative care. Keystone Moldova became member and founder of the GBWN platform - a regional network that seeks to further gender responsive budgeting in the Western Balkans and the Republic of Moldova, towards more efficient, effective, transparent, and just use of resources that benefit diverse women and men.

### 3.4. Keystone Moldova fundraising activities

During the reporting period, Keystone Moldova developed and submitted 13 project proposals and concepts. Below short description of each of them is provided.

No.	Project name	Duration	Budget	Status
1.	“Philanthropy and culture of giving in Georgia and Moldova”	4 months starting from June 2021	4,400 Euro (~\$4,800 USD)	Implemented
2.	“Partnerships for inclusive and resilient social canteen services”	36 months starting from January 2022	1,327,609 Euro (~\$1,448,421 USD)	Under implementation
3.	“Harnessing the CSOs’ potential in the development of social entrepreneurship in the Republic of Moldova”	36 months (30 months of Keystone Moldova involvement)	150,000 Euro (~\$163,650 USD)	Approved for implementation
4.	“Empowering young people to advocate for	12 months	44,864 CAD (~\$35,267 USD)	Not approved



	women's rights in their communities"			
5.	"Civil Society Organizations Acting for Better Social Services"	36 months (with agreement signed for 10 months)		Under implementation
6.	"Engaging community members in a dialogue, to decrease bullying among girls"	12 months	56,672 Euro (~\$61,829 USD)	Not approved
7.	"Changing The Way We Care" (II stage)	9 months	153,193 USD	Under implementation
8.	"Empowering young people to advocate for women's rights in their communities"	12 months	79,751 USD	Not approved
9.	"Involvement of school age children in actions to combat bullying through social theatre activities"	7 months	11,300 USD	Not approved
10.	Continuation of partnership with IM Swedish Development Partner (IM) based on Keystone Moldova Strategy	24 months	100,000 Euro (~\$109,100 USD)	Approved
11.	"Support services for the educational inclusion of children with disabilities"	7 months	40,000 USD	Approved for financing
12.	Keystone Moldova contracting by MLSP for provision of Hotline services	12 months	42,700 Euro (~\$46,585 USD)	Under implementation
13.	"Strengthening transparency and accountability for gender equality through furthering capacity of the GBWN"	48 months	1,500,000 Euro (~\$1,636,500 USD)	Pending

### 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 12752 MDL (722 \$).
- Keystone Moldova was invited to register on the new Funding and Tenders portal of the European Commission. This is a new database for organizations working with EC on different grants and tenders. The registration was validated.
- Established the connection with "Expansio" a Polish Software House. The discussions were focused on the possibility to develop a proposal and apply to the Polish Challenge Fund. The funding priorities didn't fit in Keystone Moldova strategy.



- Keystone Moldova profile in PADOR was updated. PADOR (Potential Applicant Data Online Registration) is the EU database for 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 57 participants at conferences/study visits/workshops – the majority of which were organized online due to the COVID-19 pandemic.

# ANNEXES

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

1. <https://www.facebook.com/tvmoldova/posts/1734556273401273>
2. <https://www.facebook.com/1212675479/videos/10225740158390021/>
3. <https://youtu.be/85T4Nir4HBY>
4. [https://youtu.be/WepZwsX9\\_70](https://youtu.be/WepZwsX9_70)
5. [https://youtu.be/6OCMF02v\\_XI](https://youtu.be/6OCMF02v_XI)
6. <https://www.facebook.com/stelutza.andrei.9/posts/10225730652752386>
7. [https://www.facebook.com/watch/live/?v=866747347434773&ref=watch\\_permalink](https://www.facebook.com/watch/live/?v=866747347434773&ref=watch_permalink)
8. <https://www.moldova.org/terapie-prin-arta-cum-sunt-ajutati-copiii-cu-dizabilitati-din-ribnita/>
9. <https://www.moldova.org/aici-este-de-o-suta-de-ori-mai-bine-locuinta-protejata-din-pirlita-o-alternativa-pentru-persoanele-cu-dizabilitati-intelectuale/>
10. <https://www.moldova.org/echipa-mobila-din-cantemir-facem-posibilul-si-imposibilul/>
11. <https://www.moldova.org/dorinta-copiiilor-cu-dizabilitati-din-orasul-calarasi/>
12. <https://www.moldova.org/aici-e-alta-viata-o-zi-la-casa-comunitara-din-lucaseuca-orhei/>
13. <http://tvmoldova.md/social/proiect-european-pentru-persoanele-cu-nevoi-speciale/>
14. <https://tv8.md/2021/04/01/video-pestes-doua-mii-de-persoane-cu-dizabilitati-si-angajatii-din-sase-institutii-rezidentiale-sunt-mai-protejati-de-pandemia-covid-19/>
15. <https://radiochisinau.md/pestes-doua-mii-de-persoane-cu-dizabilitati-si-angajati-din-6-institutii-rezidentiale-sunt-mai-protejati-de-pandemia-covid19-cu-suportul-uniunii-europene---130299.html>
16. [https://www.realitatea.md/ue-mai-aproape-de-persoanele-cu-dizabilitati-din-tara\\_123400.html](https://www.realitatea.md/ue-mai-aproape-de-persoanele-cu-dizabilitati-din-tara_123400.html)
17. <https://www.facebook.com/EUDelegationMoldova/posts/4606965179319400>
18. <https://www.facebook.com/StratComMoldova/posts/526383428752377>
19. <https://tv8.md/2021/05/02/video-afla-povestea-lui-mihai-grecu-un-tanar-care-si-a-recapatat-dreptul-de-a-lua-decizii/>
20. [https://www.ipn.md/ro/familia-cel-mai-bun-medi-pentru-cresterea-copiiilor-7967\\_1081650.html](https://www.ipn.md/ro/familia-cel-mai-bun-medi-pentru-cresterea-copiiilor-7967_1081650.html)
21. <https://www.zdg.md/stiri/stiri-justitie/evaluarea-periodica-universala-bile-albe-bile-negre/>
22. <https://youth.md/oportunitate-de-voluntariat-keystone-moldova-te-asteapta-in-echipa-sa/>
23. [https://www.ipn.md/ro/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-7967\\_1085334.html](https://www.ipn.md/ro/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-7967_1085334.html)
24. <https://moldova.europalibera.org/a/mecanismul-exist%C4%83-dar-nu-e-aplicat-servicii-incluzive-%C3%AEn-parteneriat-public-privat/31532377.html>
25. <https://news.yam.md/ro/story/12389445>
26. <https://news.yam.md/ro/story/12387864>
27. <https://radiochisinau.md/12-osc-uri-si-au-dezvoltat-capacitatile-in-domeniul-incluziunii-persoanelor-cu-dizabilitati---145415.html>
28. <https://stiri.md/article/social/linie-telefonica-pentru-asistenta-gratuita-a-persoanelor-cu-dizabilitati>
29. [https://www.ipn.md/ro/de-cinci-ani-este-activa-o-linie-telefonica-de-7967\\_1086230.html](https://www.ipn.md/ro/de-cinci-ani-este-activa-o-linie-telefonica-de-7967_1086230.html)
30. [https://moldova-suverana.md/article/de-cinci-ani-este-activa-o-linie-telefonica-de-asistenta-a-persoanelor-cu-dizabilitati\\_40614](https://moldova-suverana.md/article/de-cinci-ani-este-activa-o-linie-telefonica-de-asistenta-a-persoanelor-cu-dizabilitati_40614)
31. <https://social.gov.md/comunicare/serviciul-de-asistenta-telefonica-gratuita-pentru-persoane-cu-dizabilitati-mecanism-de-prevenire-si-reducere-a-situatiilor-de-incalcare-a-drepturilor/>
32. <https://www.moldpres.md/news/2021/12/07/21009401>
33. <https://noi.md/md/societate/un-studiu-arata-cu-ce-greutati-s-au-intilnit-pacientii-cu-dizabilitati-in-perioada-pandemica>
34. <https://news.yam.md/ro/story/12538649>
35. [https://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-2-7-decembrie-2021\\_40685](https://moldova-suverana.md/article/realitatea-moldoveneasca-pe-scurt-2-7-decembrie-2021_40685)
36. <https://sanatateinfo.md/News/Item/10860>
37. <https://www.soros.md/event/2021-12-07-0>
38. [https://www.jurnal.md/ro/news/32927650c83868cd/persoane-defavorizate-au-fost-afectate-grav-de-calitatea-precar-a-serviciilor-medicale-pe-timp-de-pandemie-studiu.html?utm\\_source=RSS&utm\\_medium=RSS&utm\\_campaign=RSS](https://www.jurnal.md/ro/news/32927650c83868cd/persoane-defavorizate-au-fost-afectate-grav-de-calitatea-precar-a-serviciilor-medicale-pe-timp-de-pandemie-studiu.html?utm_source=RSS&utm_medium=RSS&utm_campaign=RSS)

39. <https://www.privesc.eu/arhiva/97443/Lansarea-Studiului--Accesul-populatiei-generale-si-al-grupurilor-vulnerabile-la-servicii-de-sanatate-in-perioada-pandemica->
40. <https://ziuadeazi.md/centre-pentru-copii-servicii-pentru-persoane-cu-dizabilitati-oamenii-strazii-varstnici-si-servicii-medicale-la-domiciliu-vor-fi-create-cu-srijinul-uniunii-europene-si-fundatiei-soros-moldova/>
41. [https://www.ipn.md/ro/inca-30-de-organizatii-ale-societatii-civile-au-obtinut-7967\\_1086273.html](https://www.ipn.md/ro/inca-30-de-organizatii-ale-societatii-civile-au-obtinut-7967_1086273.html)
42. [https://www.youtube.com/watch?v=eJOxL4Jgh\\_Q&ab\\_channel=TeleradioMoldova](https://www.youtube.com/watch?v=eJOxL4Jgh_Q&ab_channel=TeleradioMoldova)