



Private Institution Keystone Moldova

ANNUAL REPORT

January – December 2022

Submitted to:

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LIST OF ABBREVIATIONS

ADA	Austrian Development Agency
AOPD	Alliance of NGOs in the disability field
APSCF	Alliance of NGOs in the field of child and family protection
CH	Community Home
CRS	Catholic Relief Services
CSO	Civil society organization
DI	Deinstitutionalization program
EASPD	European Association of Service Providers
ED	Executive Director
GBWN	Gender Responsive Budgeting Network
GRB	Gender Responsive Budget
IAP	Individual Assistance Plan
IDP	Individual Development Plan
KAP	knowledge, attitudes, practices
KHS US	Keystone Human Services US
LPA	Local public authority
MECR	Ministry of Education, Culture and Research
MEI	Ministry of Economy and Infrastructure
MLSP	Ministry of Labor and Social Protection
MTS	Mobile Team Service
NASA	National Agency on Social Assistance
NCSE	National Commission for Social Entrepreneurship
SDC	Swiss Development Cooperation
Sida	Swedish International Development Cooperation Agency
SLS	Supported Living Service
TOR	Terms of Reference

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INTRODUCTION

In 2022 Keystone Moldova implemented projects and conducted activities aiming at social inclusion of an extended group of vulnerable population, including persons with intellectual disabilities and mental health.

The main objectives:

- Assistance to public authorities and civil society organizations in development of resilient and sustainable social services all over the country
- Assistance to central and local authorities in the process of deinstitutionalization and prevention of institutionalization
- High level advocacy on inclusion of persons with disabilities
- Inclusive education for children with disabilities and for children at risk
- 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
- Promotion of social entrepreneurship
- Providing emergency support to vulnerable groups of population and refugees

Target-groups:

- Persons with disabilities and their families
- Local community members
- Vulnerable groups of population: elderly, children at risk, etc.
- Service providers
- Community support groups
- Ukrainian war refugees
- Moldovan host families
- National and local governments
- National and local civil society organizations, platforms, networks
- Social entrepreneurs
- Mass media

During 2022 over 20 projects of various size and complexity addressing the needs of above-mentioned target groups have been implemented. The organization launched an EU-funded project and leads the consortium of three implementation partners that will jointly improve the situation of social canteens in the country. Also, Keystone continues to promote the deinstitutionalization reform in the country through active involvement in the global initiative “Changing the Way We Care”. The successful partnership with Soros foundation relies on the EU-funded project “CSOs acting for better social services II”, that proved to be a necessary instrument to capacitate local CSOs in developing new and improving existing social services across the country. The National hotline service for persons with disabilities, managed by Keystone team, records an increasing demand for assistance from target-groups but also responded to the challenges of the refugee crisis, starting from March 2022.

Due to the regional security crisis and war in Ukraine, Keystone Moldova has consequently contributed to the humanitarian response to the largest refugee crisis in the history of the country. Keystone initiated the establishment and currently leads the Disability Task Force under the UNHCR Protection group – an important coordination mechanism in the context of humanitarian emergency. Also, eight mobile units provided a wide range of support, including the most needed and uncovered need – medications for the most vulnerable groups of refugees and local host community. The project portfolio related to the provision of support to Ukrainian refugees registered over 1,8 million USD. Over 9.000 cases of support provided to Ukrainian war refugees and Moldovan host families has been recorded.

IMPLEMENTATION OVERVIEW

During January-December 2022 the following projects and initiatives have been implemented:

#	Type	Status	Title	Funded by
Projects leaded or solely implemented by Keystone				
1	Project (lead)	Ongoing	Partnerships for inclusive and resilient social canteen services	EU European Union
2	Project	Ongoing	Civil Society Organizations acting for better social services	EU European Union
3	Project	Ongoing	Changing the Way We Care II	Catholic Relief Services
4	Service	Ongoing	Hotline Service for persons with disabilities	Ministry of Labor and Social Protection
5	Project	Ongoing	Support services for the educational inclusion of children with disabilities - II	Soros Moldova Foundation
6	Project	Closed	Support services for the educational inclusion of children with disabilities - I	Soros Moldova Foundation
7	Project (lead)	Closed	Cross border cooperation for inclusive career guidance	EU European Union
8	Service	Ongoing	Daily Care Center “Unitate”, Tudora	Keystone Human Services International
Projects in partnership with other organizations				
9	Project	Closed	GBWN I - Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova	Austrian Development Agency
10	Project	Ongoing	GBWN II – Strengthening transparency and accountability for gender equality in Western Balkans and Moldova	Austrian Development Agency
11	Project	Ongoing	Harnessing the CSO’s potential to promote and develop the social entrepreneurship in Moldova	EU European Union
12	Project	Closed	Equitable access to health services for vulnerable and disadvantaged groups in the context of COVID-19	Soros Moldova Foundation
13	Project	Ongoing	Support program for Keystone Moldova	Swedish Development Partner IM
14	Project	Closed	Community dialogue to reduce the phenomenon of bullying	Liechtenstein Development Service Moldova (LED)
Emergency response to the Ukrainian refugee crisis				
15		Ongoing	Hotline for refugees	Ministry of Labor and Social Protection
16		Closed	Mobile team Chişinău, support for refugees	East Europe Foundation through the OAK

#	Type	Status	Title	Funded by
				Foundation, Catholic Relief Services, Swiss Development Cooperation, KHSI, Eurofin Foundation
17		Closed	Hot meals at Palanca crossing point	Catholic Relief Services, Swedish Development Partner IM, KHSI
18		Closed	Safe space for Mothers and Children - Tent at Palanca crossing point	IsraAid
19		Closed	Support to UNHCR Moldova Disability Taskforce (DTF) secretariat	International Organisation for Migration (IOM)
20		Ongoing	Open Arms, Open Hearts - Emergency response to Ukraine crisis	CARE-SERA
21		Ongoing	Mobile unit Tudora, Open Arms, Open Hearts - Emergency response to Ukraine crisis	Fondation de France
22		Ongoing	Mobile team NORTH	AAR Japan
23		Ongoing	Mobile team SOUTH	Mercy Corps

1. Partnerships for inclusive and resilient social canteen services

Period of implementation: January 2022 – December 2024, 36 months

Project Goal: To enable civil society to become strong drivers for social cohesion and inclusion of vulnerable groups through innovative solutions for sustainable social canteen services by using a mechanism of food surplus donation and redistribution.

Project results per objectives:

Objective 1: To improve the regulatory framework and financial mechanism for social canteens services through food surplus donation and redistribution and policy dialogue between civil society, public authorities and food suppliers

A2. Conduct three studies:

- a) to assess the situation of the social canteens service provision in Moldova, including during the pandemic period.
- b) to map the social canteen services delivered by CSOs or with their support in Austria, Bulgaria and Romania and to inform the innovative models in Moldova and
- c) to assess the food waste in the Republic of Moldova by the farmers, processors, manufacturers, and retailers.

For the evaluation study of the situation of social canteen services in the Republic of Moldova (a) the sociological company “Date Inteligente” LLC (“iData”) was contracted. The quality of the draft report presented was unsatisfactory, so that the project director assumed the task of writing the report of the study in order to ensure its quality and to optimize the period implementation of the activity. A consultative workshop in order to validate the study results was organized in November 2022. At the event participated 47 persons (26 offline, 21 online): MLSP representatives, LPAs, the social canteen services providers. The study results were validated by the participants and the recommendations agreed during the consultative workshop were included in the final version of the study report.

The study on good practices in providing social canteen services in Austria, Bulgaria and Romania (b), a local expert has been contracted to performe the qualitative research in all three above mentioned countries.

Good practices in providing social canteen services have been identified and developed for the study report. An online consultative workshop was consequently organized in order to validate the study results. The event was attended by 31 participants: LPAs representatives, the social canteen services providers.

The assessment of food waste in the Republic of Moldova (c) was cancelled due to the impossibility to identify qualified experts/ sociological companies with relevant experience able to perform the study research.

A3. Support to government to develop the mechanisms for implementation of the Law on food waste prevention through donation and redistribution to social canteen services and CSOs or other social service providers

A Memorandum of Cooperation with the Ministry of Environment was signed in March 2022 with the project-implementing partners aiming to support the development of normative acts for the implementation of the Law on food waste (instructions, norms etc.). The Memorandum outlines the purpose, terms for collaboration, and responsibilities of all involved parties to advocate for approval of the Law on food waste and develop the mechanism on food donation and redistribution through intersectoral cooperation.

In order to select a national consultant for development of the implementation mechanism for Law on food waste prevention through donation and redistribution, a local consultant was contracted. The consultancy activity will be performed in 2023.

A4. Advocacy campaign for promotion of the approval of the mechanism on food donation and redistribution through intersectoral cooperation

The plan of the advocacy campaign for approval of the mechanism on food donation and redistribution through intersectoral cooperation was developed jointly by the project partners Diaconia and Keystone. The advocacy campaign involves information and activities meant to raise awareness of public authorities about the involvement of civil society organizations representatives in the consultation process of the draft law on the prevention of food loss and waste. Following the advocacy campaign plan, several meetings were organized by Diaconia's team with participation of the following stakeholders: Members of the Parliament, Ministry of Agriculture, ANSA, the Fiscal Authority. The existing project law on food lost and waste prevention was analyzed as well as the improvements required until the law will be presented in the Parliament, but also the food crisis and rising prices that further limit access to food for the poor. The Romanian law on food waste was analyzed in order to complete the local law. As result of the advocacy campaign, the Law on food waste and Loss prevention was approved by Parliament and published in November 2022 in the Official Monitor.

A5. Develop the concept of the innovative models of social canteen services with specific focus on food surplus donation/redistribution and resilience in emergency, based on existing good examples (at national and European levels)

For the development of innovative models of social canteen services a local expert was contracted. The concept of the innovative models of social canteen services was developed based on results of the two conducted studies: study on the situation of the social canteens service provision in Moldova and study on good practices in delivering social canteen services in Austria, Bulgaria and Romania. The recommendations of the studies served as foundation for development of the innovative models accordingly with the local context. The expert developed 6 innovative models in providing food aid: 1. Food tickets; 2. Social enterprise; 3. Meals on wheels; 4. Food bags; 5. Mobile kitchen; 6. Community soup.

A validation workshop with participation of the MLSP, LPA, social service providers was organized in September 2022 in order to discuss with stakeholders the concepts of innovative models. The activity was organized in online format with participation of 62 people. As result all 6 proposed models have been validated by the participants.

A6. Support to the government to develop the Regulation and Quality standards for social canteen services based on situational analysis research and positive practices (at national and European levels)

A Memorandum of Cooperation with the Ministry of Labour and Social Protection was signed in March 2022 with the project implementing partners in order to develop the legal framework of operation of social canteen services. In the framework of the project, Keystone Moldova will provide technical assistance for the elaboration of the Regulation and minimum quality standards for social canteen services.

In order to ensure the technical assistance for the MLSP for development the Regulation and quality standards for social canteen services a local expert developed the draft of the Regulation and quality standards for social canteen services. The documents have been consulted with the MLSP representatives, LPAs, social canteens service providers during 2 workshops.

A8. Conduct an advocacy campaign for promotion of the approval of the new regulatory framework (Regulation, Quality Standards and financial mechanism) for social canteen services

A joint action plan for advocacy campaign was developed for promotion of the approval of the new regulatory framework for social canteen services. The activities regarding the advocacy campaign will be performed in 2023.

A9. Develop the monitoring and evaluation framework to assess the performance of food surplus donation and redistribution to vulnerable groups through social canteen services based on key performance indicators (KPI) recommended by European Platform for Food Losses and Food Waste

The elaboration of the M&E framework to assess the performance of the food surplus donation and redistribution to the social services operated by the Food Bank is under the responsibility of the project Monitoring and Evaluation specialist. The monitoring and evaluation framework of the Food Bank will start from January 2023.

#	Outputs indicators related to Objective 1:	Target 2024	Actual Dec 2022	Status/ comment
1.	Project Coordination Committee established	1	1	achieved
	Number of the coordination meetings	9	3	achieved
	Number of the project launching events	1	1	achieved
2.	Report on the situational analysis of social canteen services completed	1	1	achieved
	Report on social canteen service models provided in Austria, Bulgaria and Romania completed	1	1	achieved
	Study on food waste in RM conducted	1	0	The activity was cancelled
3.	A cooperation agreement signed between project partners and Ministry of Environment	1	1	achieved
	List of the normative acts developed for implementation of the Law on food waste (instructions, norms etc.)	1	0	The result will be achieved in 2023
	Number of consultation meetings on the draft mechanism	1	0	The result will be achieved in 2023
	Number of persons participated in the public consultation, disaggregated by: geographical area, public/private sector, gender	20	0	The result will be achieved in 2023
4	Joint plan for advocacy campaign for promotion of the approval of the mechanism on food donation and redistribution through intersectoral cooperation agreed and coordinated between project partners	1	1	achieved

Reporting period: January-December 2022

#	Outputs indicators related to Objective 1:	Target 2024	Actual Dec 2022	Status/ comment
	Number of advocacy materials on impact of the Law on food waste on social cohesion and support to vulnerable groups	4	1	in progress
	Number of events that include a presentation of the results of the study for advocacy purpose	1	0	The activity was cancelled
	Number of public appeals developed and published	1	1	achieved
	Number of study visits to scale the positive practice on implementation mechanism of food donation and distribution	1	0	The activity will be implemented in 2023
5	The concept of the innovative models of social canteen established	1	1	achieved
	Number of consultation meetings of the draft concept	1	1	achieved
	Number of people who participated in the development of the new models	20	62	achieved
6	A cooperation agreement signed between project partners and MLSP	1	1	achieved
	New Regulation and Quality Standards for Social canteen services developed	1	1	Partially achieved (the drafts will be additionally consulted)
	Number of consultation meetings on the draft Regulation and quality standards	2	2	achieved
	Number of persons participated in the public consultation disaggregated by geographical area, public/private sector, gender	40	42	achieved
7	Evidence-based financial mechanism developed	1	0	will be achieved in 2023
	Number of consultation meetings	1	0	will be achieved in 2023
	Number of persons participated in development and consultation of the financial mechanism by geographical area, public/private sector, gender	20	0	The result will be achieved in 2023
8	Joint plan for advocacy campaign agreed upon and coordinated between project partners	1	1	achieved
	Number of advocacy events conducted for approval of the new regulatory framework	4	0	The result will be achieved in 2023 - 2024
	Number of social canteen service providers who support the approval of the new regulatory framework	30	0	The result will be achieved in 2023
9	A developed monitoring and evaluation framework based on KPIs	1	0	The result will be achieved in 2023

Objective 2: To increase the capacities of social canteen service providers to deliver quality, sustainable services, including in emergency, through food waste prevention and intersectoral cooperation

A10. Improve the infrastructure and operation of five social canteen services delivered by Concordia Social Project (Cosernita, Antonesti, Cazangic, Ghetlova and Dorotcaia)

As a result of the needs assessment of the social canteen service from village Coșernița a list of required interventions was set up by the Concordia team (implementing partner). The following repair works have been performed in a timely manner: installation of plinth and laminate installation works, cosmetic repairs, balustrade installation. According to the needs assessment of the social canteen service from the village Cazangic the following repair works have been performed: installation of double door at the entrance, installation of cast iron stove, repair of the floor.

A.12. Delivering social canteen services to vulnerable people (elderly, homeless, persons with disabilities, children, youth, etc.)

Starting from May 2022, five social canteen services from the rural area founded by Concordia are fully financed in the frame of the project (Doroțcaia village, Dubăsari district; Coșernița village, Florești district; Cazangic village, Leova district; Antonești village, Ștefan Vodă district; Ghetlova village, Orhei district). The social canteen services have been available for the 8 months in 2022 and reached 362 unique service users.

The breakdown of the social canteen services users by age and sex:

#	Social canteen services, village	Cumulative number of unique service users			
		≥18 years		≤18 years	
		Female	Male	Female	Male
1	Antonesti	32	33	10	11
2	Ghetlova	39	32	12	10
3	Cazangic	30	9	7	10
4	Dorotcaia	20	15	14	9
5	Cosernita	29	26	8	6
	TOTAL	150	115	51	46

The social canteen services provided lunches five days per week for the services users from the locality or neighboring villages. The social canteen services were provided with no program modifications, except the social canteen from Antonești. Starting from October 2022 the public authorities began the repair works of the roof where the canteen is located. The canteen resumed the activity from November 2022.

A15. Development of an online platform for the Food Bank piloted by Diaconia to facilitate the connection between food suppliers and the demands/needs of the social canteen services and other social services across the country

A local IT company has been selected within an evaluation procedure for the development of the online platform for the Food Bank. The services will be provided starting from January 2023.

A.16. Strengthening the capacities of the Food Bank piloted by Diaconia as a mechanism of food donation and redistribution to social canteen services and other social services providers to support vulnerable groups

In order to strengthen the capacity of the Food Bank piloted by the project implementing partner Diaconia, 2 cars with refrigeration systems and 2 freezers were procured. The cars will help to expand the Food Bank activity across the country and distribute the food to the social canteen services and other social services providers from remote areas.

Starting from September 2022, the Food Bank collected food from 8 retailers and agricultural producers. In order to identify new suppliers, the person in charge of the relationship with donors from the Food Bank

contacted the local suppliers via social networks and direct calls informing them about the food waste reduction mechanism and the opportunity to donate the surplus food to the Food Bank.

A.17. Extend the network of Food Bank beneficiaries through new partnerships with social canteen services and other social service providers across the country

The food collected by the Food Bank starting from September 2022, was redistributed to 20 social services covering 1652 direct service users, including 99 refugees. The service users belong to the following categories of vulnerable groups: elderly people; children from vulnerable families, children separated or at risk of separation from their parents; couple mother and child; adults with disabilities; children with disabilities; refugees.

#	Outputs indicators related to Objective 2:	Target 2024	Actual Dec 2022	Status/ comment
10.	Number of social canteen service re-designed	5	2	partially achieved
11	The new Regulation and quality standards developed and approved	5	0	The result will be achieved in 2023-2024
12	Number of vulnerable persons who received meals from improved social canteen services	300	362	achieved
13	Number of training programs and guidelines for staff involved in social canteen services	1	0	The result will be achieved in 2023
14	Number of trainings conducted	5	0	The result will be achieved in 2023-2024
	Number of trained persons, (data disaggregated by geographical area, gender)	100	0	The result will be achieved in 2024
15	Online platform developed and functional	1	0	The result will be achieved in 2023
16	Improved inventory management software	1	0	The result will be achieved in 2023
	Number of sets of new equipment for the Food Bank	1	1	achieved
17	Number of vulnerable persons who benefit from food distributed (data disaggregated by: geographical area, gender, vulnerable group)	5000	1652	Partially achieved

Objective 3: To set up a chain of food surplus donation and distribution to support social canteen services for vulnerable groups through communication for behavior change.

A.18 Develop the Joint Media Communication Strategy and Action Plan on communication and visibility.

The Project Communication Strategy and Action Plan on communication and visibility were jointly developed by the project partners. The Strategy and the activities to be implemented by the lead applicant and co-applicants follow the Communication and Visibility Manual for EU External Actions. The Communication Strategy was coordinated with the DEU Projects manager.

#	Outputs indicators related to Objective 3	Target 2024	Actual Dec 2022	Status/ comment
18	Joint Communication and Visibility Strategy developed	1	1	achieved
	Number of communications materials developed and posted /shared	40	51	achieved

19	Joint plan for communication campaign agreed on and coordinated between project applicants	1	1	achieved
	Number of communication materials developed	12	0	will be achieved in 2023 - 2024
	Media and social media posts on behavior change on food donation	30	3	Partially achieved
	Number of visualizations and shares of the post	10.000 views 1.000 shares	116,43 views	achieved
	Number of events on social involvement and awareness on food waste phenomenon	6	1	Partially achieved

2. Civil society organizations acting for better social services II

Project duration: April 2021 – March 2024 (36 months)

Project Goal: to empower civil society organizations from social field to become strong pillars in social policy dialogue and inclusion of vulnerable groups.

Project results per objectives:

Objective 1. To increase the capacities of at least 40 CSOs from the social field to design and implement responsive social services

Keystone contribution to the grant Program Competition Program (Call II and III)

1. Analyzed and provided feedback for the announcement regarding the launch by SFM of the Third call of Grants Program – concepts` contest
2. Assisting and guiding CSOs with the pre-selected concept notes and projects` proposals
 - Evaluated 34 concept notes (30 -Call II, 4- Call III)
 - Evaluated 17 projects` proposals (14 -Call II, 3- Call III)
 - Support and consultancy to 6 CSOs (Call II) and 3 CSOs (Call III) in project` proposals development
 - 9 mentoring meetings for project proposals improvement (Call II) with participation of 2 CSOs and 12 mentoring meetings (Call III) wit participation of 3 CSOs were carried out
 - Participated in 2 informational sessions (one for each call) at the stage of pre-application of concepts
 - Participated in 2 informational sessions (one for each call) with preselected CSOs to provide information regarding the stages of social service development

Objective 2. To ensure monitoring of social services “Personal assistance” created from confiscated financial resources

- Defined the consultancy report on monitoring of financial resources confiscated and allocated for the Personal Assistance Service.
- Organized 2 coordination meetings with contracted consultant regarding monitoring process.
- 69 monitoring visits to 34 TAU (35 TSSA).
- Monitoring report presented to MLSP.

Objective 3: to provide technical assistance (TA) and mentoring to sub-granted CSOs in order to develop/extend social services according to submitted full applications, regulations and minimal quality standards for the corresponding service.

1. Individual support to sub-granted CSOs
 - Contract consultancy services for TA and individual support to sub-granted CSOs- during reporting period 8 consultants who provide TA were contracted;
 - 12 coordination meetings with contracted consultants for monitoring activities were carried out;
 - 8 consultancy reports regarding technical and methodological assistance offered by consultants were analyzed and revised
 - 106 mentoring meetings for 37 sub-granted CSOs were carried out by consultants in accordance with the identified needs; revised 27 action plans of projects` implementation; 28 informative notes regarding services` budgets, 25 partnership agreements revised and improved (12- call I, 13- call II), support in presenting file to CNAPSS regarding initial accreditation of service - 3 CSOs; 20 Regulation of services revised and improved; 19 job description elaborated; 16 internal procedures elaborated; 1 socialization plan elaborated; 3 budgets review and reallocation, support in preparing documentation for 2 CSOs on real estate acquisition and participating; 2 houses procurement.
 - Elaborated 2 evaluation reports on TA program impact and training needs of 38 CSOs (Call I and II);
2. Seminars, training courses – 3 training courses were accomplished with the participation of 40 specialists, as follows:
 - **Training "Methods and techniques of assisting children with autism spectrum disorders"** (Ștefan Vodă, 06-07 of October 2022), with participation of 25 specialists from Center for Specialized Assistance and Temporary Placement "Incredere", Department of Social Assistance and Family Protection Ștefan Vodă and Rayonal Service for Psychopedagogical Assistance.
 - **Initial training course „Counseling and career guidance of children and young people with special educational requirements”** (Telenești, 05-09 of December 2022) for 9 staff members of Concordia, Telenești Rayonal Service for Psychopedagogical Assistance, Telenești Department of Social Assistance and Family Protection, Telenești Employment Department.
 - **Initial training course for Criuleni “Mobile team” social service` staff**, provided by “Fiecare Contribuie pentru Schimbare” (Criuleni, 28 of November – 02 of December 2022). 6 specialists from the Mobile Team and “Fiecare Contribuie pentru Schimbare” participated in the course. Also, the staff participated in 3 online mentoring meetings (08.12.2022; 09.12.2022; 13.09.2022).
3. Organized and carried out 5 coordination and monitoring meetings with participation of 36 CSOs regarding the progress and challenges in project implementation, the transfer of experience regarding social services creation/development within the Project.

Objective 4: to develop two guidelines and tools on CSOs capacity building

- Two hired consultants developed two sets of guidelines and training toolkits for the capacity building program: 1) Risks reduction and resilience development within social services and 2) Ensuring the quality and sustainability of social services.
- Three 2 - days regional training for three groups of sub-granted CSOs and PAs (North, Centre, and South) in risks` reduction were conducted – total 67 capacitated persons
- Three 2- days regional training for three groups of sub-granted CSOs and PAs (North, Centre, and South) in services quality were conducted – total 65 capacitated persons

Objective 5: to provide in-depth capacity building activities with three groups of sub-granted CSOs (Northern, Central and Southern regions)

Three hired consultants developed three curriculum and initial training programs for staff working in 4 type social services:

1. Day care and placement centers for the elderly.
2. Placement centers for children separated from their parents.

3. Day care centers for children with disabilities.
 - One initial training program delivered for social care staff involved in provision of shelter and day center for elderly -21 specialists from 4 social services created/developed within the project (3 day centers and 1 placement center for the elderly) trained
 - One initial training program delivered for social care staff involved in provision of shelter for children separated from their family - 12 specialists from 3 placement centers created/developed within the project trained
 - One initial training program delivered for social care staff involved in provision of day center for children with disabilities - 15 specialists from 4 day centers for children with disabilities created/developed within the project trained

All in total 48 specialists from 11 services initially trained.

Results against performance monitoring plan:

Indicator	Target	Actual
Number of CSOs assisted to design social services to be part of the full application	2022 - 45 full application submitted to SFM by CSOs;	60 full applications submitted to SFM (Call I) 14 full applications submitted to SFM (Call II) 3 full applications submitted to SFM (Call III)
Number of CSOs that had signed partnership agreements with PAs with Project support	2022 - 45 CSOs signed partnership agreement with CSOs on social services development delivery and sustainability	29 partnership agreement signed (Call I) 11 partnership agreement signed (Call II)
Number of social services that have Regulation and Quality Standards developed and approved	2024 - At least 40 social services, developed within the project framework, have approved Regulations and Quality Standards	22 social services, developed within the project framework, have approved Regulations
Number of Guidelines and training toolkits developed for sub-granted CSOs and PAs (their partners)	2023 - Two Guidelines, training toolkits developed, and training programs conducted for: CSOs and PAs	Two Guidelines, training toolkits developed, and training programs conducted for CSOs and PAs
Number of trained people	2024 - 80 persons capacitated, of them at least 50 % from CSOs	65 capacitated persons in ensuring services` quality, of them at least 60 % from CSOs 67 capacitated persons in risk prevention and developing resilience in social services, of them at least 57 % from CSOs
Training programs and toolkits developed, piloted through three initial and continuous trainings conducted for staff involved in social services provision for children, persons with disabilities and elderly	2024 - 2 (Two) training programs and toolkits developed (initial and continuous) 2024- Three initial training (five-days each) 2024 – three online continuous training (two-days each) 2024 - 60 capacitated staff of social services 2024- over 50% of trained participants reported improved capacities and knowledge	Three initial training programs and toolkits developed; 48 capacitated staff of social services; 51% of trained participants reported improved capacities and knowledge

Challenges:

- Local grassroots CSOs lack basic experience in implementing projects and need continuous support during the sub-granting phase, in particular while designing new social services;
- CSOs developing new social services in partnership with LPAs meet significant difficulties in terms of financial sustainability;

- Sub-granted CSOs lack qualified human resources and, consequently, face difficulties in grants implementation phase;
- Some sub-granted CSOs underestimate its' role in the social services development process. Those CSOs perceive this type of activity as a “fundraising tool” or as a “technical assistance to local public authorities” to equip social services.
- Despite of efforts conjugation at initial stage of TA Program to aspects related to dialogue with APL facilitating, around 33% of CSOs still mentioned the need for support in this aspect.
- Most of CSOs were affected by refugee crisis and price increasing, as a result the projects' implementation was delayed

3. Changing the Way We Care II

Period of implementation: Objective 1 January – June 2022, Objective 2 April – September 2022

Project goal: to promote safe, nurturing family care for children reintegrating from residential institutions and children at risk of child-family separation by strengthening families, reforming national systems of care for children, and shifting commitments nationally, regionally and globally.

Project results per objectives:

Objective 1: Governments in demonstration countries advocate for family-based care and the transition/closure orphanages, and lead, organize, manage and fund related policies and programs in alignment with United Nations-endorsed Guidelines on the Alternative Care for Children

This objective was achieved by organizing, guiding, monitoring the following working groups:

Technical Group 1. Elaboration and validation of the mechanisms for the implementation of GD 38/2019 for the approval of the Regulation on the organization and functioning of the System of initial and continuous training of social assistance staff. The main objective was to develop, analyze and validate of the mechanisms for the implementation of GD 38/2019 for the approval of the Regulation on the organization and functioning of the System of initial and continuous training of social assistance staff.

Performance indicators:

- 6 ToRs for consultancy services developed,
- 12 working sessions with subcontracted consultants,
- 5 consultation workshops at national level.

Deliverables technical gr. 1:

- Methodology on evaluation of courses and training providers.
- Methodology on quality evaluation of training courses.
- Methodology for the costing of training services.
- Mechanism for contracting training providers/trainers to deliver training courses.

Technical Group 2. Strengthening the partnership between the MMPS and the academic world on academic training and continuous training of staff in the field of social work. The aim is to strengthen the partnership between MMPS and academia on academic training and continuous training of social work staff.

Performance indicators:

- 3 consultation meetings with MMPS and the 4 universities, other stakeholders.
- Signing meeting of the Memorandum of Cooperation on 25.11.2022

Technical deliverables 2:

- Approved Memorandum of Cooperation between the Ministry of Labour and Social Protection and the State Pedagogical University "Ion Creanga", State University "Alec Russo" of Balti, State University of Moldova, Free International University of Moldova.

Technical Group 3. Revision of the mechanism of professional supervision of social assistance staff, aiming to improve the mechanism of professional supervision of social work staff and to develop initial and continuous training courses for supervisors.

Performance indicators:

- 5 consultation workshops at national level.
- 12 workshops with subcontracted consultants

Technical deliverables No 3:

- Study "Evaluation of the mechanism of professional supervision in social work".
- Revised mechanism of professional supervision in social work (under consultation)

Objective 2: In demonstration areas (selected during SO1 activities), children/youth remain in or are reintegrated into safe and nurturing family care

Implementation of the deinstitutionalization process for children from the Bulboaca Auxiliary Boarding School. A total of 35 children and their families from ŞIA Bulboaca have been evaluated.

Results obtained in the DI process of 2022 graduates:

- 8 enrolled in Vocational Schools
- 5 - reintegrated/reside in biological family
- 1 - employed. Initially enrolled in Vocational School
- 1 - placement centre Anenii Noi
- 1 - inmate in Goian penitentiary

Results obtained in the DI process of the 5th grade students in 2022:

- 2 - reintegrated into biological families and general schools in their home communities
- 2 - left with their parents abroad
- 5 - pupils currently studying in class. V
- 1 pupil was recently enrolled in school

These objectives have been achieved by organizing, guiding and monitoring the following activities:

1. Support for the economic strengthening of families in the process of reintegration:
 - Analysis of the individual needs of children and families in order to identify the forms of economic support needed to facilitate their reintegration into the family and educational environment.
 - Economic support for 13 families.
2. Review/development of new Individualized Care Plans (ICP) for children in the targeted institutions, including deinstitutionalization activities (preparation, transition and follow-up with the participation of children in the care planning stages):
 - 24 updated Individualized Care Plans.
3. Preparation of children in targeted institutions for the transition process:
 - Development of management skills of financial sources obtained through scholarships and at internships for 9 graduates of ŞIA Bulboaca (currently students of vocational schools) in 28 (private) discussions.
4. Providing psychological support and individual counselling for children before transition:
 - 18 individual counselling sessions with graduate students with the aim: (1) help students understand who they are, what they want, what they can do with their skills and talents, and how they can get what they want? (2) identifying their interests, concerns, value system; determining/motivating them to leave the auxiliary institution and to integrate into the peer group of their home secondary school classes.
5. Coordinating/requesting the provision of legal aid for children:

- Promote in 14 discussions with Local Public Authorities in 5 localities the need for documentation of ȘIA Bulboaca graduates to initiate the process of educational inclusion in vocational schools.
 - Establishing the legal status of 1 child
 - Facilitate the process of identification of extended family members of a child for the purpose of establishing status.
 - Facilitating the process of obtaining identity documents for 3 children.
 - Facilitating access to health services for 5 children
 - Facilitating the process of obtaining following benefits: allowances for loss of breadwinner (1 child), allowances for a child left permanently without parental care (1 child), care allowance (1 child), obtaining disability status (repeated) for 2 children
6. Guidance and direction to district authorities and community social workers to monitor and support reintegrated children and their families:
- Supervise 24 sessions/meetings with 8 social workers from 8 localities in supporting the reintegration process of 13 children.
7. Technical assistance to social workers on how to prepare community actors to create a welcoming environment for reintegrated children:
- Promote the need for community environment preparedness for the reintegration of children in ȘIA Bulboaca through 16 mentoring sessions with social workers.
8. Provide support on education, job skills training, employment opportunities and/or vocational training for young people leaving the institution to support the transition to independent living:
- Analysis of educational inclusion opportunities in vocational schools for 9th grade students, who left the institution ȘIA Bulboaca, in order to study the educational proposal during 4 visits to 2 vocational schools.
 - Promoting the enrolment of graduates of ȘIA Bulboaca in vocational schools by informing 12 families of the graduates about the need to continue their children's studies in order to obtain a job, organizing 2 visits for students and their parents to these vocational schools
 - Facilitation of the process of enrolment of graduates in vocational schools by collaboration with the administrations of vocational schools (8 discussions/meetings, telephone discussions), with the Anenii Noi Territorial Labor Force Agency (4 discussions/meetings), organization of 1 visit of parents with children in which the documents were submitted.
 - Enrolment of 8 graduates of ȘIA Bulboaca in vocational schools.
 - Regular monitoring (at least once a week) and as needed of the situation of graduates enrolled in vocational schools through learning the skills necessary for independent living (managing financial resources, learning to use means of transport, using the map, rules of behavior).
 - Psychosocial assistance to young people enrolled in vocational schools through 6 psychological counselling sessions
 - Facilitation of the educational inclusion of pupils enrolled in vocational schools through discussions
9. Assessment of support needs for transition to independent living based on consultations with school leavers:
- Promote the facilitation of the educational integration process of graduates enrolled in vocational schools in meetings with directors of institutions, social pedagogues, practice leaders.
10. Support provided to district authorities to ensure the best interests of each child in the institutions concerned (reintegration, alternative care, independent living):
- Planning activities for deinstitutionalization of children from ȘIA Bulboaca with representatives of the Territorial Structure of Social Assistance Anenii Noi.

- Promotion of the development of social services of family support in Anenii Noi district with the participation of the Head of the Social Assistance Department, Anenii Noi.
- Informing/familiarizing the decision-makers of the Anenii Noi District Council (the president of the district, the vice-president for social issues, the head of the Education Department, the head of the Social Assistance Department, the head of the Psycho-pedagogical Service, the main specialist for children's rights, the director of the Bulboaca Day Care Centre, the head of the Finance Department, etc.) about the need to implement the actions of the Plan for the transformation of the Bulboaca Day Care Centre in order to deinstitutionalize children and integrate them into their biological families.

Challenges:

- Children aged 16 years and above without identification documents – arduous process of enrollment in vocational institutions;
- Lack of individual assistance plans filled in by the social protection department;
- Resistance from parents and teachers towards the deinstitutionalization and social/professional integration of target-groups;
- Long-lasting procedure of determining the legal status of children.
- The process of procuring goods was organized with the involvement of children and parents, which generated certain difficulties: the logistical organization of visits to Chisinau, the need for several visits, considering the diversity of goods, the reimbursement of transport expenses, etc.
- Resistance on the part of the district public administration to the transformation plan of ŞIA Bulboaca and the development of alternative family care services.

4. Hotline Service for persons with disabilities

Period of implementation: since 2017

Project Goal: to provide nationwide assistance to Moldovan persons with disabilities via a 24/7 Hotline service

Project results per objectives:

During the reporting period the Hotline Service has been providing assistance to 3.947 persons that used the Hotline service and requested support. The majority of incoming calls (64%) have been registered from local communities, 16% referrals from social services, 15% referrals from residential institutions. The relevance of the Hotline service is reflected in the increasing number of persons that use this service over the past 5 years – since its establishment the overall number of incoming calls increased almost 4 times (1.410 beneficiaries in 2017).

The following groups of beneficiaries received assistance through the Hotline service: over 2.700 persons with disabilities from the overall number of incoming calls, 315 members of vulnerable families and communities.

The analysis of violations reported by beneficiaries of the Hotline service in 2022 shows that persons have been deprived of the following rights, according to the Convention on the Rights of Persons with Disabilities:

- Art. 28 the right of persons with disabilities to an adequate standard of living for themselves and their families – 35 cases
- Art. 25 The right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability – 22 cases
- Art. 27 the right of persons with disabilities to work, on an equal basis with others – 15 cases
- Art. 26 to enable persons with disabilities to attain and maintain maximum independence, full physical, mental, social and vocational ability, and full inclusion and participation in all aspects of life – 4 cases

- Art. 9 To enable persons with disabilities to live independently and participate fully in all aspects of life – 10 cases
- Art. 5 all persons are equal before and under the law and are entitled without any discrimination to the equal protection and equal benefit of the law – 7 cases
- Art. 24 the right of persons with disabilities to education – 5 cases
- Art. 16 to protect persons with disabilities, both within and outside the home, from all forms of exploitation, violence and abuse, including their gender-based aspects – 7 cases

The Hotline team provided support such as: **informational support** in 1.640 of cases including referrals to specialized institutions and social services, **counseling services** including needs assessment for difficult cases 1.229 cases. 360 of cases involved cross-sectorial collaboration in order to solve situations reported by beneficiaries or their family members. The rest of incoming calls have been considered as irrelevant (calls to test the functionality of service, inquiries were related to subjects beyond the framework of the national Hotline service).

Please note that the refugee crisis in Moldova caused by the Ukrainian-Russian military conflict has impacted the overall workload of the Hotline team. First calls from Ukrainian refugees have been registered already in the last days of February 2022. Therefore, the service had to extend its initial target-group of beneficiaries and additionally cover the immediate needs of refugees. An overall number of 520 calls from Ukrainian refugees requesting different types of support was registered (see further details under section 15. Emergency response).

Challenges:

One of the operational challenges during the reporting period is related to HR component. Taking into account the increased workload of the Hotline team additional operator was needed. Currently, the labour market in the Republic of Moldova is lacking professionals. Therefore, the selection process was difficult.

5. Support services for the educational inclusion of children with disabilities - II

Period of implementation: April 2022 – April 2023

Project goal: reforming the system of educational support services for children and young people with disabilities in the Republic of Moldova.

Project results per objectives:

Objective 1: Reorganization of CRAP (Republican Center for Psycho-pedagogical Assistance) / SAP (Psycho-pedagogical assistance service) educational support services

- A new concept for CRAP and SAP was developed. In order to improve the concept development process, on 16.06.2022, within the Ministry of Education and Research (MEC), a working meeting was held with 4 heads of SAP (Ialoveni, Bălți, Leova and Făleşti), head of CRAP from Chisinau, representatives of MEC, Soros Foundation Moldova and Keystone Moldova. On 06.07.2022 the report and the new CRAP/SAP concept were coordinated with MEC. And on 22.07.2022, the new concept of SAP/CRAP was presented during the public hearings regarding the Program for the Development of Inclusive Education in the Republic of Moldova for the years 2022 - 2027, organized by the Social Protection, Health and Family Commission of the Parliament of the Republic of Moldova.
- Based on the new concept, the draft of the Government Decision on the operation of the Republican Center for Psycho-pedagogical Assistance (CRAP), the Government Decision on the operation of local psycho-pedagogical assistance services (SAP) and the Government Decision on the operation of deconcentrated services of psycho-pedagogical assistance.
- The developed documents were consulted, to be validated, with various actors.

- The CRAP/SAP operating regulations, the SAPs will be under the direct management of the CRAP at the central level, regulated by the Statute. The CRAP/SAP operating regulations will be approved by Government Decision.

Objective 2: Elaboration of the design of integrated educational support services for children / young people with disabilities

The purpose of the activity is to develop 3 packages of integrated educational services for children and young people with *intellectual, visual, hearing* and autism spectrum disorders (ASD) at three levels of education: early education, general education and professional technical education.

- During the reporting period, the analysis of the options for framing the needs of children with intellectual, visual, hearing disabilities and with ASD in educational and non-educational services intended for children with disabilities for a complex development was carried out. The mechanisms for ensuring access to rehabilitation and inclusive education services for children with intellectual, visual, hearing and ASD disabilities at all ages from the three levels of education: early education, general education and professional technical education were also analyzed.
- The developed regulations and standards were consulted with CRAP representatives. The documents were adjusted according to the recommendations received from the specialists and presented to the MEC. The revised version was sent on December 6, 2022, to CRAP for final consultation.

Objective 3 Elaboration of the costs of educational support services for children / young people with disabilities

- In order to initiate the elaboration of the costs for the services included in the educational packages, a data request was made regarding the number of children/young people with disabilities/CES from the SAPs in the territory. After receiving the data, the consultancy began to process the data to develop the calculations.

6. Support services for the educational inclusion of children with disabilities - I

Period of implementation: January – October 2022

Donor: Soros Moldova Foundation

Project Goal: Establishing the educational path (at preschool, school and vocational level) currently offered by the educational system of the Republic of Moldova for each type of disability and developing practical recommendations for the package of integrated support services for children with different types of disabilities in order to increase their access to education

Project results per objectives:

In order to reach the project goal, an evaluation of the access of children/young people with intellectual disabilities, hearing disabilities, visual disabilities and autism to inclusive education in preschool institutions, community schools and vocational schools. The evaluation methodology was developed along with the terms of references of the four experts responsible for every target group.

The experts have done the following steps: desk review of the legal framework, existing services and the models implemented in other countries; 18 focus group discussions with parents, teachers and public authorities; 75 in-depth interviews with parents, teachers from the preschool, support teachers, vocational school teachers, Public Authorities and Civil society organizations.

As a result of the evaluation, every expert drafted a report with the recommendations for four packages of integrated support services. The recommendations were discussed with the Ministry of Education and Research and with the Parliamentary commissions.

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
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Research methodology	1	1	achieved
Field research performed	1	1	achieved
Focus groups	20	18	achieved
In-depth interviews	64	75	achieved
Case studies	12	12	achieved
Consultation round tables	2	2	achieved

7. Cross border cooperation for inclusive career guidance

Period of implementation: October 2020 – October 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.

Project results per 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.

The Curricula and Support course on carrier guidance for persons with disabilities and on their employment, mediation have been provisionally authorized by National Agency for quality assurance in education and research (ANACEC).

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
Authorized the Curricula and Handbook for Career Guidance of person with disabilities	1	1	achieved
Authorized the Curricula and Handbook on Labor Mediation of person with disabilities	1	1	achieved

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

In January, the public presentation of the report on sociological study “Policies and Practices of Career Guidance for Young People with Disabilities in the Republic of Moldova” took place. The event was broadcast online, [LIVE](#) and Keystone Moldova Facebook page.

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
Report on Career Guidance Policies and Practices for persons with disabilities in Republic of Moldova and Romania with recommendations for their improvement and annexes	1	1	achieved
Report presentation	0	1	achieved

Dissemination of the report	350	314	achieved
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Communication and visibility:

- Communication manager took 5 trips to several regions in order to take interviews to prepare testimonials (short movies and Facebook posts) for the social media campaign that was part of the Caravan “From school to work”. Some specialists, teachers and parents were interviewed and testimonials were prepared.
- The press release for the event of launching the sociological study was prepared.
- 3 movies prepared within the project have been reviewed. One movie about career guidance was translated in English and edited.
- 7 articles about the activities from February have been prepared and posted on website.
- Support was offered during the Caravan “From school to work”; three events were organized, on North, South and Central region of Moldova. Several posts were developed for social media. Four articles about the activities were developed and posted on webpage. One of the articles was sent to mass media.
- Support was offered during the preparation of the Final Conference – the press release was elaborated, coordinated and translated in English, the journalists have been invited, the testimonials have been prepared; the information about visibility activities has been prepared.
- 3 video testimonials have been updated and published on Facebook page. The testimonials show participant’s opinion about the trainings and the impact of project activities.

8. Daily care center “Unitate”, Tudora

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

Results per objectives:

01. Social, educational, self-care skills development of vulnerable children of primary school age

- During the reporting period 20 children (daily beneficiaries + 4 children CEN) that attend the center daily were involved in following activities: daily education, vocational activities and nutrition services.
- A new activity, English club for kids, has been initiated. A total number of 11 children including Ukrainian refugees has been recorded.
- Main topic discussed with children: healthy nutrition, basics of personal hygiene, financial management, time management, children’s rights, the influence of gadgets, alcohol and smoking.
- Activities dedicated to various celebrations: Earth Day (protection of the environment), Children’s Day, Christmas cultural program, etc.

02. Personal development and career orientation of teenagers within the youth club.

- During reporting period, the YES club held 13 meetings with teens. The beneficiaries worked out on a project idea of opening a „ Resource youth center“. Also, the youth were volunteering to plan a short summer camp for 10 days in June.
- A new theater team “Alternative Tudora 2022” has been established. Six theater performances took place in different schools from Ștefan Voda and Caușeni districts on the topic “Preventing bullying in the schools”.

Objective 3. Educational inclusion support for children with special educational needs within the Resource Center for Inclusive Education.

- The RCIE service provide every day support for 4-5 children in mornings and 3 children in after-school program. The children from 4th class were helped to be prepared for national test on Math and language objects.
- On February 6 kids from second grade were evaluated by PAS (psycho-pedagogical assistance service) in order to be included in a CREI service.
- In 2022 the support teacher worked with 16 kids with special educational needs, prepared individual plans for each child.

Objective 4. Parents' empowerment and strengthening family relationships

- The center conducted regular monthly meetings with parents and discussed important topics such as: challenges related to children's development, educational inclusion, the role of parents in the inclusion process, parents and children's self-esteem.
- The first offline meeting with the participation of parents took place after a 2-years break due to the COVID-pandemic (May 2022). "The family day" was celebrated with the active involvement of parents and grandparents, volunteers who prepared food and conducted fun games.
- Parents have helped the Center to renovate and refresh the building (wall painting, cleaning the indoor and outdoor, etc).

Objective 5. Community cultural education and preservation of community cultural heritage.

- During the reporting period visitors of the museum enjoyed practicing and learning different technics of working with natural fibers and local natural resources (clay, rush, and willow branches). The team helped young generation to make simple colorful rugs.
- Volunteers offered significant support in maintaining the facility, but also involved in the following activities: decoration, support in organization of the "Peach festival" (July 2022), etc.
- The staff of the Center participated in the Day of European Cooperation 2022 - Youth and traditions, in Iasi/Romania.

Objective 6. Development of the volunteering spirit in the community.

A total number of 12 young volunteers have helped the center during the year 2022 in the following activities: distribution of hot meals at the Palanca crossing point in the context of Ukrainian refugee crisis, distribution of heating material and other types of humanitarian support to households from Tudora that host Ukrainian refugees, advocacy activities on reducing bullying in schools, participation in the closing conference "Together we reduce bullying".

Donations:

Twice per year, 12 families/ direct beneficiaries are getting food and hygiene boxes form MWB (Mission Without Borders). The value of one box is about 800 MDL. The center received a donation of English books, school supplies, craft material (for stars, houses for insects) winter hats and scarves (woven) from Los Angeles, from Mrs. Janette Jhons. Thanks to the participation in the program "Volunteers' Management" the Center YES club had received work supplies, white board, new games, T-shirts and heats value of 2.000 lei.

9. GBWN I - Gender Responsive Budgeting Network in the Western Balkans and the RM

Period of implementation: August 2019 – July 2022, extended until October 2022

Donor: Austrian Development Agency & Swedish International Development Cooperation Agency

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

Project results per objectives:

Objective 1: To strengthen capacity of CSOs to use GRB tools to evaluate the correspondence of policies and budgets with needs of men and women

During the reporting period, three Moldovan CSOs (Gender-Centru, Genesis and Comunitati in Actiune) were supported with sub-grants and mentored by Keystone Moldova to implement gender budget initiatives. Two CSOs received feedback related to their analysis reports and one new CSO was provided the initial training on the implementation of the GBWN initiative and signed the sub-grant contract. Following the grant award by Keystone Moldova, the new sub-grantee was guided in developing the methodology for data collection to produce a watchdog report. As a result, one GRB report was finalized and disseminated (Gender and ICT: Monitoring of Gender Budgets) and two reports were drafted and are in process of finalization. The new reports tackle the public policy documents and budget allocations of Anenii Noi District Council (2018-2021) from a gender perspective and the public funding of political parties to promote and encourage the participation of women and youth.

Keystone Moldova contributed also to the promotion at national level of another capacity building activity in form of webinar organized by GBWN partners. As the result, “Ensuring Equality – Gender Responsive Public Finance Management and the Role of CSO” webinar organized on January 26th, 2022, was attended by 10 representatives of NGOs and public institutions from the Republic of Moldova. The aim of this virtual gathering was to discuss the Public Expenditure and Financial Accountability Supplementary framework for assessing gender responsive public finance management and the role CSOs can have in order to enhance the relevance of this methodology in the Western Balkans and the Republic of Moldova.

Results:

Indicator	Target	Actual Dec 2022	Comment
Number of CSOs supported with sub-grant and mentoring during the reporting period	3	3	achieved Three Moldovan CSOs supported with sub-grant and mentoring during the reporting period (one of which is a new CSO, contracted in 2022)
Number of CSOs that have produced gender budget policy appraisals and reports	3	3	achieved Three Moldovan CSOs that have produced gender budget policy appraisals/watchdog reports during the reporting period
Number of gender budget policy appraisals/watchdog reports produced by Moldovan CSOs	3	3	achieved
Number of GRB webinars held	1	1	achieved
Number of participants in GRB webinars	Not set	10	Achieved 10 participants from the Republic of Moldova due to Keystone Moldova promotion activity

Objective 2: To develop a network for effective policy advocacy, knowledge and information sharing and strengthened government accountability.

Keystone Moldova Executive Director and the GBWN Project Coordinator participated in two network development workshops organized within the GBWN project. One networking meeting and focused on network strategic development and the value proposition model of network funding and was held in Albania, from 16 to 19 May. The annual meeting with the project donor Sida was organized also within the workshop,

followed by discussions related to the GBWN project final evaluation findings and the continuation of the project in the next four years.

As per project activity plan, the last GBWN networking meeting should have been organized by Keystone Moldova. In the context of the war in Ukraine and the crisis caused by it in Moldova, the partners decided to organize the last workshop in Macedonia from 23 to 26 June. The workshop main objective was to gather the CSOs from Western Balkans and the Republic of Moldova that expressed their interest to become GBWN members and to take decisions related to the functioning of the network. During the workshop, the GBWN Assembly of Members adopted the GBWN Statute and the Code of Conduct and elected the network coordination bodies - the Executive Committee and the Oversight Board. The package of services to be offered by the GBWN to its members was also discussed. For this purpose, Keystone Moldova GBWN Project Coordinator conducted a needs assessment survey for CSOs interested to become GBWN members from seven project countries and shared the survey results during the network meeting.

After the GBWN workshop, Keystone Moldova representatives together with two sub-granted CSOs from Moldova (AOPD and ADO Lex XXI) attended the international conference "The Role of Civil Society in (Gender) Budgeting: Participation, Advocacy and Accountability". The conference was a joint event organized by the GBWN, UN Women and the International Budget Partnership and took place in June in Macedonia, from 26 to 29 June. The event aimed at promoting the diverse roles of civil society in advancing gender equality using GRB tools and at exchanging experiences between civil society, governments and international organizations on effective strategies and approaches in the use of GRB tools to influence policies and budgets. In a conference panel, Keystone Moldova GBWN Project Coordinator presented the results of the regional paper on regulation and funding schemes of Personal Assistance Service for persons with disabilities in Western Balkans and Republic of Moldova.

In terms of knowledge management, Keystone Moldova was involved in two initiatives to produce research papers and analysis in partnership with GRB hubs from Western Balkans. The GBWN Project Coordinator conceived and proposed a methodology to investigate Personal Assistance service regulations and funding schemes in Western Balkans and Republic of Moldova for persons with disabilities. Based on data provided by each partner from the seven project countries, Keystone Moldova developed a regional paper that aims at improving the service regulation and funding to respond better to the need of various men and women with disabilities.

A situational analysis and an online survey on costs of menstrual products in the Republic of Moldova were conducted by the GBWN Project Coordinator to inform the regional campaign initiated by GBWN partners aiming at reducing taxes for menstrual products. Keystone Moldova shared the results with the Ministry of Labor and Social Protection (national gender focal point) and these materials will be used for a policy initiative that would increase the accessibility of menstrual hygiene products.

Results:

Indicator	Target	Actual Dec 2022	Comment
Number of workshops held	Not set	2	Two network development workshops held during the reporting period
Number of participants at workshops per country	Not set	3	Three participants from Moldova (Keystone Moldova, AOPD)
Number of conferences organized	Not set	1	One international conference organized during the reporting period
Number of participants at conferences	Not set	4	Three participants from Moldova (Keystone Moldova, AOPD and ADO Lex XXI)

Number of GBWN e-zines developed and distributed within the network and to key gender equality stakeholders	Not set	3	Three GBWN e-zines developed and distributed within the network and to key gender equality stakeholders during the reporting period
Number of knowledge products produced by GBWN partners	Not set	1	One regional paper produced by Keystone Moldova during the reporting period (Personal Assistance regulations and funding schemes)

Objective 3: To engage citizens and contribute to policy change leading to gendered reform of public finances

The mobilization of citizens took place by organizing meetings with physical presence, online meetings as well as via the social networks. For this purpose, Keystone Moldova and sub-granted Moldovan CSOs involved different stakeholders (representatives of political parties, Ministry of Finance, Ministry of Labour and Social Protection, state universities, representatives of a district council) and used the research products as well as respective visuals and key messages. During the reporting period, 128,771 citizens were reached and mobilized as follows:

- 8 women, representatives of Anenii Noi District Council (Finance Department and Public Administration Department) participated in GRB capacity building activities organized by Genesis NGO and discussed the challenges related to budget allocations for gender equality;
- 16 women participated in the Gender and ICT workshop organized by Gender-Centru to discuss how higher education institutions can help to reduce gender disparities in the ICT sector and put on a public agenda the gender pay gap in this sector;
- 65 representatives of political parties (93,8% women and 6,2% men) participated in four focus group discussions organized by Comunitati in Actiune on public funding of political parties to promote and encourage the participation of women and youth;
- 157 representatives of political parties (91,7% women and 8,3% men) participated in an online survey launched by Comunitati in Actiune to inform the analysis of public funding of political parties from a gender perspective;
- 2,808 women and girls participated in the survey on costs of menstrual products conducted by Keystone Moldova;
- 125,717 citizens were reached within online media campaign organized by Keystone Moldova on value-added tax of menstrual products.

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
Number of meetings/policy debates/budget forums organized	Not set	2	Two meetings with local stakeholders organized by Moldovan CSOs during the reporting period
Number of advocacy campaigns implemented	Not set	1	One online advocacy campaign implemented by Keystone Moldova during the reporting period (VAT menstrual hygiene)
Number of citizens involved in advocacy/data collection	Not set	3030 citizens + 125.717 online users + 24 participants in offline events	3030 citizens from Moldova involved in data collection, most of them being women and girls 125,717 citizens reached within online media campaign organized by Keystone Moldova on value-added tax of menstrual products 24 participants in meetings with physical presence

Lessons learned:

- Use of GRB tools and advocacy initiatives by CSOs are efficient in putting important gender issues on local and national agendas and to increase funding for gender quality, but insufficient for ensuring GRB implementation at country level. Joint efforts, regular information exchange and better cooperation between different GRB promoting actors at national and regional level are necessary to ensure synergies and fasten the GRB institutionalization in the Republic of Moldova.
- The establishment and extension of the GBWN regional network with participation of all project partners, sub-granted CSOs and other women organizations is an important vehicle to ensure that GRB will continue to be addressed, that experiences and knowledge will be shared and capacity building will be available to all interested civil society actors.
- The research, monitoring of policies and budgets from a gender perspective, as well as advocacy interventions demonstrated that prospects for utilization of the GRB are positive, but longer time is needed to accomplish the sustainability.

10. GBWN II - Strengthening transparency and accountability for gender equality in Western Balkans and Moldova

Period of implementation: 01 Nov 2022 – 31 Oct 2026, 48 months

Donor: Austrian Development Agency & Swedish International Development Cooperation Agency

Project Goal: to improve public commitments for gender responsive climate action and increase available financing to implement gender-responsive climate action in the Western Balkans region and Moldova

Results of the inception phase:

Action Step 4-1 Map relevant stakeholders at national level

32 relevant national stakeholders have been identified, among which: Ministry of Labour and Social Protection, Ministry of Finance, Ministry of Environment, 3 organizations subordinated to ministries, 2 Parliamentary Committees, 3 International organizations, 21 active CSOs in the field of climate change and gender equality.

Action Step 4-2 Organize kick-off meeting(s) with relevant stakeholders at national level

In December 2022 three online information sessions have been conducted with the participation of two national CSOs and one Department of the Ministry of Environment. Main goal: to present an overview of project activities and the expected impact for the Republic of Moldova, based on an internally coordinated presentation.

Action Step 3.2.1 – 1 Develop and submit budget commentaries and recommendations to Ministries of Finance

The State Budget Law for 2023 was published on 7th of December on the official website of Ministry of Finance and sent for public consultation on the same day. On 12th of December, it was voted in first reading, with breaches of legal procedure. The possibility to submit comments and recommendations to the draft State Budget Law for 2023 was limited due to time constraints.

11. Harnessing the CSO's potential to promote the social entrepreneurship in Moldova

Period of implementation: January 2022 – November 2024

Project Goal: Disadvantaged people have better access to local economic and social opportunities through active civil society engagement in the development of social entrepreneurship

Project results per objectives:

Objective 1: Assessed national context reveals barriers for development of social enterprises and explore new interventions plans for facilitation of social entrepreneurship evolution in the Republic of Moldova.

Op1.1: Conducted research for assessing knowledge, attitudes and behavior barriers of general population and Local Public Authorities which hinder social entrepreneurship development in the Republic of Moldova, as well the level of population's readiness to invest in the development of social enterprises.

Keystone Moldova conducted a nationwide selection procedure to identify a sociological company for the development of a KAP research. The overall objective is to assess the knowledge, attitudes and behavior barriers which hinder social entrepreneurship development in the Republic of Moldova. Between April and November 2022, Keystone Moldova, by contracting the sociological company "Date Inteligente" SRL (iData), carried out the KAP research. To achieve that objective, Keystone Moldova: developed the ToR for the KAP research, selected and signed the contract with the sociological company iData, coordinated/approved the primary data collection tools: sociological questionnaires for all five target groups, individual interview guides and for the discussions in focus groups, analysed the results of pre-testing sociological questionnaires in the field, monitored focus group discussion sessions and the process of collecting primary information from respondents in all categories. The final version of the KAP research report was prepared and received within the contractual terms. Based on the report, the study summary/conclusions were developed and translated into English.

The process of developing working tools was coordinated/approved: sociological questionnaires, individual interview guides and interview guides for focus group discussions for all five target groups.

After the development and approval of the KAP research instruments, the questionnaires were pretested in the field for all 5 target groups. Following the pre-test stage, a report was drawn up, in which the questions/suggestions received from field operators and respondents in the survey process were mentioned. Following the pretest report, the final version of the questionnaires was finalized.

The following methods were applied in the KAP research:

- office documentary analysis of the normative framework relevant to the research field;
- 4 individual in-depth interviews with experts in the field;
- 6 focus group discussions with different target groups (CSO, LPA, IMM);
- Opinion polls among the general population, aged 15-65 on a sample of 1142 respondents, 109 respondents/consumers of social enterprises, 105 representatives of LPAs, 106 representatives of CSOs and 109 representatives of the business environment.

Op1.2 Developed communication strategy and action plans for changing knowledge, attitudes and behaviors.

The objectives of this activity were achieved between July and December 2022, through a series of activities, starting with the development of terms of reference for the communication expert who developed the communication strategy and the action plan for changing behaviours, attitudes and knowledge in the field of entrepreneurship social. Following the tender evaluation process, the expert was selected. The process of developing the Communication Strategy was monitored through 8 meetings - technical discussions with the communication expert, during which the draft of the Communication Strategy was consulted. The final version of the Communication Strategy was developed and received in the contractual terms.

Op1.3 Nationwide dissemination of the research results.

This activity was organized with the support and in collaboration with the IPN News Agency, in which the privesc.eu streaming services were provided, with the LIVE event broadcast on the Keystone Moldova Facebook page. At the same time, the event was recorded on video. Based on the summary/conclusions of the KAP research, a press release was developed and disseminated by the IPN Press Agency to 400

addresses. Press conference presenting the KAP research results took place on 20.12.2022. Media coverage of the press conference was monitored, and a list of links developed.

Results against performance monitoring plan:

Indicator	Target 2024	Actual Dec 2022	Status/ comment
Ind. related to O1: MEI, NCSE and other stakeholders are using the KAP report in designing public policies for SE	1	1	achieved
Ind. related to Op1.1: Number of conducted researches	1	1	achieved
Ind. related to Op1.2: Number of communication strategy developed	1	1	achieved
Ind. related to Op1.3: Number of people reached	1.000	0	Will be performed until 2024

Challenges:

- In searching for the company for conducting the KAP research, only two offers were collected.
- The company that was hired to conduct the research, was not involved as expected, many delays and unprofessional approach are among the main problems with them.

12. Equitable access to health services for vulnerable and disadvantaged groups in context of COVID-19

Period of implementation: December 2020 – June 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.

Project results per objectives:

Objective 1: Sociological research 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 sociological research was conducted at the national level. The sociological company Date Inteligente SRL was selected to carry out the field survey and the interviews. Thus, the questionnaires were applied to a number of 1205 people as follows: 660 women and 545 men; 570 from the urban environment and 635 from the rural environment; Distribution by region: North – 295, Center – 330, Chisinau Municipality – 365, South – 169, Gagauzia – 46. The sociological company also performed 20 interviews with health service providers, representatives of Local Public Authorities and Central Public Authorities. All the collected and processed the information was transmitted according to the signed agreement.

The selected consultants developed the research methodology and tools, performed the desk analysis, the focus groups discussions, legal framework analysis and the qualitative analysis.

Based on the information received from the sociological company and the experts the final report was drafted edited and prepared for publication. The final report contained 182 diagrams developed as a result of quantitative data processing. The final report was printed in 150 copies and an electronic version was prepared for online. Both the printed and electronic versions got the ISBN codes.

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
National sociological research conducted	1	1	achieved
Printed report published and distributed	150	150	achieved

Objective 2: Development and implementation of a common evidence-based advocacy platform, based on sociological research findings and recommendations, to promote equitable access to essential health and Covid-19 services for people with disabilities, the elderly, patients with chronic diseases, people with increased risk of HIV infection and palliatives.

The research results were presented to the public through a round table that was streamed online on privesc.eu platform and Facebook. The researchers, the donor and the representatives of the researched target population presented the results of the research and discussed on the impact of the pandemic on vulnerable groups. 145 persons were directly invited to participate virtually to the round table.

The printed report was distributed to public authorities, civil society organizations and university libraries. The online version of the report was placed on the websites: kestonemoldova.md, soros.md, incluziune.md, informat.md. The links to the online report were transmitted to all the persons initially invited to the round table and distributed on social media.

A partnership was established with the representatives of four organizations that represent the target vulnerable groups. They developed and implemented an advocacy campaign plan. As a result, they had meetings and round tables with the authorities and petitions were developed and sent.

An online media advocacy campaign was organized. 40 infographics were developed and distributed online that reached 1,051,645 persons. Also, six articles and four interviews were developed and published online on sanatateinfo.md and moldova.org.

Results against performance monitoring plan:

Indicator	Target	Actual Dec 2022	Comment
Mass-media communication campaign on the results of the research	1	1	achieved
Infographics developed and distributed	5 sets of 5 infographics	4 sets of 10 infographics	achieved
CSO representatives capacitated and involved in advocacy action plan development	20	22	achieved
Petitions developed and submitted	5	10	achieved
Number of persons reached through Facebook posts	400 000	1 051 645	achieved

Challenges:

The COVID19 affected the process. (a) The field research required longer timeframe than planned; (b) some of the interviews and focus groups were done online; (c) some workshops and consultations were done online. As a result, parts of the budget were underspent and redirected for new activities

Communication and visibility:

The implementation of the objective 2 included many actions that contributed to the visibility of the project: distribution of the research report via emails and the websites; development and distribution of the media materials on popular websites (sanatateinfo.md and moldova.org); online stream of the report launch round table on privesc.eu (2.813 views) and Facebook (1.365 views); distribution of 40 infographics on Facebook (1.051.645 persons reached).

13. Support program for Keystone Moldova

Period of implementation: 01.01.2022 - 31.12.2023

Project Goal: to ensure the institutional capacity of Keystone Moldova based on organization's strategy

Project results per objectives:

Objective 1: to ensure financial autonomy of Keystone Moldova

Op1.1 Revision and improvement of training curricula and support courses and provision of trainings to public authorities, CSOs, parents and services staff

The training curriculum and support course for Mobile team has not been accredited yet, because the courses for initial and continuous training should be approved by Ministry of Labor and Social Protection. At the moment, the Ministry has no mechanisms to implement these provisions. But a working group was established within the Ministry and, with the support of development partners, develops the needed methodologies, mechanisms and procedures.

Indicators related to O1	Target 2023	Actual Dec 2022	Comment
Revised and improved Training curriculum and support course for Personal Assistance	2	2	Achieved
Developed and approved training curriculum and support course for Mobile Team	2	0	

Objective 2: to improve the organization's management and governance

Op 2.3 Persons with disabilities and their parents access the webpage www.informat.md

- maintenance services for the webpage: posting the needed materials on webpage; monitoring the functionality of the page; creating the backups;
- Hosting services;
- Services of adjusting the site <https://informat.md>: modification of the logo; redesign the header / footer / main page; design, layout of the reports module; design, layout of the slider module.
- Analyzing the legal and normative framework that regulates the field of social inclusion of people with disabilities;
- Identifying the latest changes in the field to be used in updating the web page;
- Creating the content that needs to be modified on webpage;
- Collaborating with the IT team that developed the web page to update and adjust it.

From the latest analytic reports, the page www.informat.md has 6 223 users and the page was accessed 14 798 during 2022.

Op 2.4 Keystone Moldova staff capacitated new experiences/innovations implemented at Keystone Moldova

- 7 team members attended trainings/seminars/workshops;
- 4 English courses (at least a month each) have been attended by 3 staff members;
- 2 webinars attended by 1 staff member, organized by Monitorul Fiscal fisc.md;
- 2 international events, in Malta and Bruxelles, attended by 1 staff member: Brussel AidEx 2022 – Global Humanitarian event (November 16 – 17, Bruxelles); General Assembly of EASPD and the Conference “Quality of Life & Support Services: from words to action” (October 13 – 15, Malta)

Op 2.5 Keystone Moldova team consolidated

A teambuilding for Keystone staff was realized (31 employers out of 33 participated). The overall impact was a positive one. Everyone was highly involved in all activities planned for the day. The activities

conducted during the day with the team improved the interaction between the colleagues. After the teambuilding everyone was able to know better other colleagues.

Indicators related to O2	Target 2023	Actual Dec 202	Comment
Webpage www.informat.md adjusted and functional	webpage adjusted and functional	webpage adjusted and functional	achieved
No. of training/seminars/workshops attended (including international and national)	#/2023	8	achieved
No. of persons capacitated	all staff members	31	achieved

Objective 3: Promoting the community living and social inclusion for people with disabilities and other vulnerable groups at local and national level

Op 3.1 Mobilizing the communities and the target groups in advocacy and self-advocacy activities

- 30 capacity building and empowerment sessions/trainings organized;
- 36 persons with disabilities empowered to assert their rights in accordance with the provisions of the UNCRPD and local legislation;
- 8 external trainings/programs developed by partners have been accessed (Center of Training in the Field of Reproductive Health (CIDSR), AO Motivation; Accept disability not violence", "Unite together against gender stereotypes and gender-based violence", UN Women; "Addressing stigma, discrimination and violence to empower women with disabilities, UNDP; #Hackathon: Accessibility and Inclusion, DREAMUPS);
- The self-advocates participated in 3 conferences/round tables, both at national and international level (national: The right to independent living and living in the community, within the National Council for the Rights of Persons with Disabilities; International: Empower Us Program, Full Inclusion);
- 16 people claiming their rights;
- 6 advocacy initiatives planned and organized (1 regarding accessibility with public authorities, 1 with the National Financial Market Commission; 1 regarding insurance with special technical equipment (shoes) offered by CREPOR; 1 consultation of the draft guidelines on deinstitutionalization, including in emergency cases; 1 consultation on the side the draft guidelines on deinstitutionalization, including in emergency cases);
- 6 problems solved (regarding employment, social allowances, health, infrastructure accessibility).
- 4 awareness activities organized; 36 self-representatives are involved in changing the attitude of community members regarding disabled people as equal members of society.
- At least 657 people followed the online communication platform – Auto-reprezentanti Moldova.
- 4 podcasts elaborated, filmed, edited and shared on Facebook:

<https://www.facebook.com/watch/?v=575402584216884> ,

<https://www.facebook.com/watch/?v=1038776106828867>

<https://www.facebook.com/watch/?v=765357601186014>

<https://www.facebook.com/watch/?v=440774948245140>

- 23 persons with disabilities or members of families in which there are persons with disabilities received support and legal advice.
- 2 support persons qualified for the work with self-advocates, legal framework for disabilities, etc. (1 self-advocacy coordinator, 1 project coordinator); 36 assisted self-representatives; 13 training sessions were attended-s/workshops, including those organized by other partners and at the international level.

Indicators related to O3:	Target 2023	Actual Dec 2022	Comment
Ind. related to Op3.1: No. of trained and assisted participants	#/2023	36/2022	
Ind. related to Op3.1: No. of activities organized	#/2023	30/2022	
Ind. related to Op3.2: No. of persons capacitated	#/2023	14/2022	
Ind. related to Op3.2: performed No. of UN events attended	#2023	2/2022	
Ind. related to Op3.2: No. of Documents / recommendations developed and submitted	#/2023	24/2022	

Lessons learned:

The main learning in the first four months of project implementation concerns the organization of the weekly meetings with the project's target group – people with disabilities and other vulnerable groups at local and national level. Due to the pandemic restrictions in the past years, the meetings have been organized in online format. While this format comes with logistical advantages for all the parties involved, we have come to the conclusion that physical meetings would suite more the didactical and social character of the meetings. Generally, people with disabilities suffer from discrimination and social isolation.

We have noted a great desire of interaction and involvement on the part of the participants. They are very curious regarding the educational material provided and are eager to interact and speak with each other during the meetings. Given the fact that the pandemic restrictions have been lifted, starting with the month of May 2022, the project team intends to organize the meetings in physical format.

14. Community dialogue to reduce the phenomenon of bullying

Period of implementation: August – December 2022

Project Goal: to empower young people, children, parents and teachers to decrease the phenomenon of bullying, by supporting them to find solutions that work in their community

Project results per objectives:

Objective 1: Increasing the level of information about bullying among young people, children, teachers and parents in the districts of Ștefan Vodă and Căușeni, and empowering them to find solutions, in order to reduce this phenomenon.

- The Forum Theater creative workshop on reducing the phenomenon of bullying / cyberbullying took place between August 17 and 23, 2022, in Tudora, Ștefan Vodă district. The aim of the workshop was to create a Forum Theater performance to prevent / reduce the phenomenon of bullying / cyberbullying in school; a performance created especially for secondary school children
- A 2-day rehearsal was conducted with theater troupe Alternative, in Tudora, Ștefan Vodă district
- 6 theater performance in order to decrease bullying organized in Crocmaz/Stefan Voda district, Feștelița/Stefan Voda district, Cîrnățeni/Causeni district, Sălcuța/Causeni district, Causeni, Tudora/Stefan Voda district.
- 6 workshops on decreasing bullying with the participation of 92 teachers and 40 parents organized in Crocmaz/Stefan Voda district, Feștelița/Stefan Voda district, Cîrnățeni/Causeni district, Sălcuța/Causeni district, Causeni, Tudora/Stefan Voda district.

Performance indicators:

- 725 pupils and 45 teachers participated at the performance
- 87 solutions to decrease bullying played on stage and 102 solutions were discussed off stage

Objective 2: Raising awareness on bullying situations in the community and promoting social inclusion.

- A 3-days-autumn school on bullying reduction and Advocacy involving young people from vulnerable groups. Participants learned how to recognize and decrease bullying and cyberbullying.
- Conducting advocacy activities in Tudora, Stefan Voda involving 150 pupils and 15 volunteers:
 - (1) “Step by step” - volunteers cut out soles from orange paper, on which they wrote messages in order to raise awareness about bullying. The soled were taped in the school hallways, in Tudora. After the event, they interviewed children and teachers and asked about lessons learned.
 - (2) Poster competition on the topic of decreasing bullying with the participation of all classes from Tudora school. An exhibition has been on hallways, for everyone to see them.
- Conducting a social media campaign regarding reducing bullying (photos, videos and posts about bullying and the solutions to fight it).
- An online roundtable with the participation of teachers, volunteers, theater troupe was organized in Tudora and streamed live on Keystone Moldova Facebook page – as a closing event of the project.

Challenges:

Fluctuation of volunteers, organizing events in schools, organizing events with schoolteachers, organizing events involving teenagers.

15. Emergency response to Ukrainian refugee crisis in the Republic of Moldova

Emergency intervention on local level – direct support to refugees

Period of implementation: March – December 2022

Emergency goal: to address the immediate needs of Ukrainian refugees and Moldovan host families/communities in the context of the Ukrainian refugee crisis in the Republic of Moldova

To contribute to the overall emergency response plan, Keystone Moldova provided specific immediate support on community level and manifested instant interest in the majority of direct requests for partnerships coming from various donors. An overall budget of over 450.000 USD has been allocated to refugee actions of various scale, implemented by Keystone Moldova across the country and addressing the immediate needs of Ukrainian refugees in the past 10 months (see Table 2.).

The funds have been pro-actively identified from the following donors: East Europe Foundation (EEF), Catholic Relief Services (CRS), IsraAid, Mutualité Française, Girona Support - Fundació Tutelar de les Comarques Gironines, Care International/Sera, Foundation de France, SDC Swiss Development Cooperation (SDC), AAR Japan, ECDUR/UNICEF, Mercy Corps, etc. Existing partnerships have been strengthened and new collaborations established.

Overview of provided support to refugees, all active projects

TOTAL Keystone, all projects	7,859	2022		
Mobile team	TOTAL	Mar-Oct	Nov	Dec
Direct support (# of cases)	1,667	407	228	1,032
Nutrition (vouchers)	611	18	96	497
# of vouchers	2,077	0	306	1,771
Hygiene kits	177	175	0	2
Apparel (vouchers)	349	11	62	276
# of vouchers	941	0	235	706

Reporting period: January-December 2022

Textiles	242	32	44	166
Furniture	22	5	4	13
Heating material (biomass briquettes, firewood, etc)	86	18	12	56
# of beneficiaries (all family members)	398	90	62	246
Home appliance	145	114	10	21
Transportation	35	34	0	1
Medical support (# of cases)	1,474	1,060	230	184
Medicines	1,102	804	163	135
Medical consultations	165	157	2	6
Medical equipment	88	51	17	20
Assistive devices	59	39	15	5
Lab tests	14	9	3	2
Hygiene items	39	0	28	11
Surgeries	1	0	0	1
Rehabilitation	5	0	1	4
Special nutrition	1	0	1	0
Educational inclusion (# of cases)				
Devices to access e-schooling (tablets, computers)	19	5	5	9
Access to after school activities (e.g. English club, interests club)	63	12	14	37
Informational/psychological support	433	217	83	133
Capacity building, emergency response				
# of CSOs capacitated	5	3	0	2
# of participants at capacity building activities	173	27	46	100
# of trainings for experts, staff (family consultants, team members, other organisations, etc)	6	0	1	5
# of trainings for parents (FF, ECDUR)	3	1	1	1
# unique beneficiaries (at least 1 type of support received)	3,138	1,089	327	1,722
Hotline for refugees	520	397	65	58
Safe space for mothers & children, tent, at Palanca crossing point	2,097	0	0	0
Hot meals (CRS, IM Swedish Development)	1,668	0	0	0

Hotline service, extension for Ukrainian refugees

Project Goal: to provide nationwide assistance to Moldovan persons with disabilities via a 24/7 Hotline service

Covered area: national

Financed by: Ministry of Labor and Social Protection

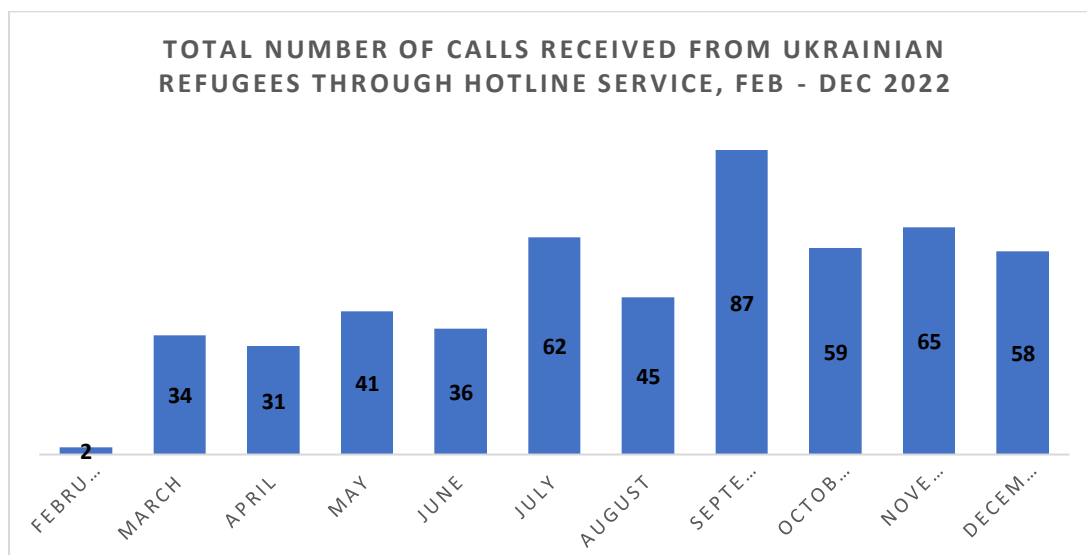
Budget: 853.400 MDL (2022)

The major objective of the Hotline for refugees is to: (1) Map the refugees with disabilities and their

immediate needs; (2) Provide refugees with specific instant assistance and support within available resources; (3) Collect and structure the data about the emergency interventions (types of provided services).

Achieved results during reporting period:

According to the statistics of the Hotline service, a total number of 520 calls from Ukrainian refugees, including people with disabilities, elderly people, families at risk have been registered. The monthly dynamics shows a growing tendency of incoming requests, which demonstrates an increased effort of the implementing teams (see Fig.3). The most frequent requests for assistance came from women.



Following the application procedure, Keystone Moldova has been selected as a service provider for the National Hotline service for persons with disabilities from the Republic of Moldova for the next year. The service contract with the Ministry of Labor and Social Protection has been prolonged for 2023 has been approved, including a slight decrease of the budget.

Support to UNHCR Moldova Disability Taskforce (DTF) Secretariat

Period of implementation: August 2022 – December 2022, 5 months

Project goal: to support the Moldova Disability Taskforce Secretariat, to strengthen coordination and influence on reducing barriers for persons with disabilities to accessing support from Inter-agency Forum.

Target group: DTF members (UN Agencies, national and international CSOs, public authority), other Sector Working Groups under the UNHCR Refugee Response Coordination Forum, Ukrainian refugees with disabilities and serious health conditions of all age groups

Financed by: International Organization for Migration (IOM)

Following the solidarity appeal from the Moldovan Government, Keystone Moldova has been actively involved in the UNHCR Inter-sector Coordination Group and advocated for the establishment of the Task Force on Disability under the Protection Working Group (March 2022), composed of national NGOs, public authorities, donors, international organizations. The main objectives of this high-level intervention are:

- Mainstreaming disability in emergency response plans on Governmental level;
- Coordination of activities and funds for an efficient and quick response to the urgent needs of Ukrainian refugees with disabilities.
- Provision of an efficient reference mechanism to available services and resources.
- Joint communication and advocacy strategy to make the voice of persons with disabilities heard.

Achieved results during reporting period:

During the reporting period, Keystone Moldova organized and moderated nine meetings of the DTF: three in hybrid format and six – online. The agenda of each meeting was established based on the subjects of interest and problems raised by members providing services to refugees with disabilities (See Annex DTF Meeting Agendas). In total, 91 unique participants (76 women and 15 men) attended the meetings, including six refugees who gave testimonials on the services they or their family members have benefitted from and approached the uncovered needs and the remaining challenges for inclusion of refugees with disabilities in Moldova.

The main subjects discussed during the DTF meetings focused on the challenges faced by refugees with disabilities in Moldova and the possible solutions for improving access to health services and medicines, including mental health and psychosocial support, education, accommodation, transportation, cash assistance, etc. Additionally, the DTF members shared between them during the meetings the information related to projects or initiatives to support the refugees with disabilities to ensure synergies and avoid duplication and presented the results of needs assessment conducted to identify the gaps that are preventing the refugee inclusion.

During the reporting period, DTF Chair (Keystone Moldova Executive Director) organized monthly meetings with key stakeholders for disability mainstreaming and for fundraising purposes to support the refugees with disabilities such as US Embassy in Moldova, CARE International, AAR Japan, EASPD, INTERSOS, Handicap International Foundation - Humanity & Inclusion, Amplifon Foundation, WHO, OHCHR, UNHCR, UNICEF, UN Women. As a result, 3 project proposals submitted by Keystone Moldova to assist the refugees with disabilities were approved and funded. The DTF Secretary shared also with local NGOs the Calls for proposals aiming at supporting refugees provided by People in Need (PIN) and UNICEF.

DTF involved actively in the 2023 Refugee Response Planning exercise through: participation in the Protection Working Group workshop held on October 11 to present the key achievements for 2022 and remaining gaps to be addressed in 2023, development of a narrative on Disability for Refugee Response Plan 2023, review of narratives of other working groups through disability lens. The DTF Secretary also invited the representatives of UNHCR to provide practical guidance to local NGOs for project submission for the Refugee Response Plan 2023. As a result, 9 local NGOs that provide services to refugees with disabilities participated in an online workshop and received support to present their projects. Keystone Moldova also completed the Matrix of projects for the Refugee Response Plan 2023 and submitted it to UNHCR.

Final beneficiaries: Refugees with disabilities represent the final target group of the Disability Taskforce, however this project does not cover services for refugees. Based on data provided to Keystone Moldova by six NGOs (Keystone Moldova Mobile Team and Hotline, Motivatie, Low Vision, SOS Autism, CASMED and OSORC) that implement projects during the reporting period, **in total 1571 refugees with disabilities and serious chronic diseases received targeted assistance and support from 1 August until 30 November**. On average, during the reporting period, women and girls represented 65% of beneficiaries, children – 14%, adults - 66% and elderly -20%. In August 48% of refugees assisted by local NGOs were living in refugee accommodation centers and 52% - in host families/communities, while in November only 34% were living in refugee accommodation centers, 31% - in host families/communities and 35% - in rented houses and apartments. The main services delivered were as follows: needs assessment, medical examination and provision of medicines, medical equipment, assistive devices and rehabilitation services; hygiene and nutrition packages, including special diet products (eg gluten-free, sugar-free, etc.), informational and psychological support, transportation, including adapted transportation and identification of housing possibilities.

Providing hot meals to refugees from Ukraine

Period of implementation: 21.03.2022 - 11.04.2022

Project Goal: Providing hot meals, three times a day, for refugees coming and staying overnight in tents from village of Palanca.

Financed by: several donors CRS, IM Swedish Development Partner

Budget: 9,500 USD

On March 21st, Keystone Moldova signed a grant agreement with CRS for the delivery of 400 hot meals for 7 days to the tents in Palanca. Keystone started the delivery on March 22nd and ended on April 11th, 2022. The delivery took more than 7 days due to the increased number of refugees from 400 to app. 120 people per day. The total number of hot meals provided remained the same - 2800.

Hot meals have been delivered three times a day: breakfast at 07:00, lunch at 13:00 and dinner at 19:00. These delivery hours were agreed between the person in charge of the tents and the catering company. Also, the person in charge for the tents communicated on daily basis the number of needed hot meals, at least two hours before the delivery. The catering company, Good Mama, has been selected thanks to a very efficient previous collaboration with Keystone Moldova. Good Mama catering has been delivering lunches to the children from the "Unitate" Community Center from Tudora village, Ștefan Vodă district.

The project was successfully implemented. There were no deviations from the schedule during deliveries. There were no misunderstandings or conflicts between the catering company, the beneficiaries or Keystone Moldova.

Playground service, Mother and Child Tent located at Palanca crossing point

Period of implementation: 15.03.2022-11.08.2022

Covered area: Palanca, Stefan Voda

Project Goal: Providing informational and psychological support and create a safe and warm/cooling space for mothers / grandmothers with children / grandchildren who cross the Palanca customs and reach the territory of the Republic of Moldova

Financed by: IsraAid

Budget: 63,800 USD

The project was carried out over 30 calendar days. Since March 2022 the tent has been visited by over 4.500 beneficiaries, mainly mothers with children. The main activity of the project was to provide information and psychological support and create a safe and warm space for mothers / grandmothers with children / grandchildren who cross the Palanca customs and reach the territory of the Republic of Moldova. In this context, a special tent was set up for mothers and young children, near the Palanca customs. Eight people were trained and hired to provide professional support 24/7 in the tent. Employees worked in shifts - 3 or 2 in each shift.

The tent was equipped with things necessary for children and mothers, such as: children's toys, clothes, hygiene products, snacks, etc. The toys were "child-friendly", and the least noisy toys have been selected to make children feel safe. A baby-changing table has also been set up in the tent to provide comfort for mothers and for children to be cared for in a warm space so as not to endanger their health. During less busy periods, employees were disinfecting used items.

To ensure the proper functioning of the tent and staff who offered support to the refugees, three training sessions were carried out on the topics: „Psychological First Aid„ and „Child protection in crisis situations”. Keystone Moldova employees, 8 people working in the tent and psychologists from the Mobile Teams from 14 localities of the Republic of Moldova, who work directly with children with disabilities, including refugees, attended the training. In total, 61 people participated in all three trainings. In addition to the new and useful information they learned, participants exchanged experiences, worked on case studies, and discussed specific situations in which they provided support to refugees.

Another implemented activity was the mapping of refugees with disabilities throughout the entire territory of the Republic of Moldova. Thus, with the support of social workers from all over the Republic, people with refugee disabilities were identified. People and their families were contacted and the needs and problems they faced were identified. The Keystone Moldova team provided support to these families to solve their problems. The most frequent requests were adapted (disability friendly) accommodation, food and hygiene products, medicine and medical consultations. Following our mapping efforts, 33 refugee families were

identified in which there was at least one person with disabilities. Support for these families has been made possible by the involvement of other donors.

Simultaneously with the support provided to mothers and children in the Palanca tent, support was also provided to children placed in the Temporary Placement Centers for Refugees at MoldExpo and Manej, located in Chisinau. The Keystone Moldova team was involved in socializing, artistic, educational and recreational activities with these children.

It is worth mentioning that many activities were carried out in collaboration with the Community Center "Unity" in the village of Tudora (created by Keystone Moldova). Center staff and volunteers provided support in communicating with responsible border authorities, refugees and other volunteers. At the same time, the Center provided the necessary space for training and storage of food and goods. The volunteers of the Center were involved in the activities carried out at the Tent for mothers and children.

Mobile team Chisinau, support for refugees

Period of implementation: March 2022 – December 2022, 10 months

Project Goal: to address the immediate needs of Ukrainian refugees

Financed by: CRS, EEF, SDC, etc.

Budget: 230,000.00 USD

The Keystone mobile team has expanded its activity towards the refugee crisis and followed the clear objective to provide the following types of assistance:

- direct support – nutrition packages, hygiene packages, identification of accommodation, toys and educational material for children, particular home appliance, adapted transportation;
- medical assistance – medication (the absolute majority of cases), medical examination by Keystone doctor, assistive devices, medical equipment and external medical services.

Achieved results during reporting period:

A total number of 1.318 of cases of support through the Mobile Team has been registered by December 2022¹. The mobile team uses efficient and time-saving procedures in order to ensure quick support, taking into account the severe health condition of refugees.

One of the challenges to be mentioned is lack of affordable specific medications and assistive devices due to the impossibility to import them from Ukraine. Also, a significant case of serious illness such as heart attacks could be noticed among elderly refugees. Such situations require considerable funds.

The emergency initiatives have been addressed to Ukrainian war refugees, in particular persons from vulnerable groups (e.g. mother and children), persons with disabilities (e.g. mental illness) and chronic diseases, other refugees in need. An overall number of 1.318 of persons received immediate support (since February 2022) according to reported/identified needs through Mobile Team Keystone. The demographic profile of beneficiaries: mainly female adults with different degree of disability.

Based on the experience accumulated during past 10 months, Keystone Moldova offered complex support consisting of: informational, psychological, legal services as well as referral to other services. One of the most valuable outcomes of the Hotline service is delivery of immediate support and assistance, a process that also involves professional counseling and a well-functioning referral mechanism.

Open Arms, Open Hearts – Tudora, Stefan Voda

Period of implementation: July 2022 – June 2023, 12 months

Project Goal: Provision of material and psycho-emotional support to refugee families and host families; adaptation, integration and socialization of refugees in the community; facilitating access to education or

¹ Cumulative data till November 2022

educational activities for refugee children from Ukraine; the specialized support to the refugees and host families located in Tudora village based on identified needs.

Target: est. 400 persons provided with support

Covered area: Tudora, Stefan Voda

Financed by: Fondation de France

Budget: 100,000 Euro

The project succeeded to cover the basic needs of 466 unique beneficiaries, including children from the following three villages: 327 from Tudora village, 54 from Olănești and 73 from Palanca. During the development of the project, Tudora's administration received requests from the neighboring localities such as Palanca and Olănești villages to support refugee families as well as host families, especially with support for heating materials during the cold period of the year.

Achieved results during reporting period:

During the reporting period the needs of 215 refugee families were assessed (112 families from Tudora village, 40 families from Olănești village and 63 families from Palanca village). Support was provided to 65 refugee families from Tudora, 15 refugee families - Olănești, 14 families - Palanca.

	SUPPORT provided to Ukrainian refugees, 2022	# items	# refugee families	# persons ²
	466 unique beneficiaries received at least one type of support		152	763
1	Household support	202	142	668
1.1.	# support for heating during the cold period of the year	81	69	344
	# of biomass briquettes supplied (tons)	74	62	304
	# of liquefied gas cylinders	7	7	40
1.2.	# support for improving living conditions	121	73	324
	# furniture	12	12	66
	# textiles (bedding set, towels)	75	32	112
	# household appliances	30	25	117
2	Support for medical needs	11	10	36
2.1.	# medicines	3	0	3
2.2.	# medical equipment (thermometer, glucometer, tonometer, etc.)	8	6	29
2.3.	# psychological counseling services	0	4	4
3	Educational inclusion	10	0	47
3.1.	Access to e-schooling	5	0	5
	# tablets	5	0	5
3.2.	# of children who attended <i>Club of interests</i>	0	0	32
3.3.	# of children attended the <i>After-school program</i>	0	0	5
4	Capacity building	0	0	12
4.1.	# of parents involved in the Parents' Club program	0	0	12

² Number of persons (returning beneficiaries) in terms of the variety of provided type of support

Mobile team NORTH

Period of implementation: November 2022 – April 2023, 6 months

Project goal: to provide access to basic needs and healthcare support to Ukrainian refugees from vulnerable groups as well as to vulnerable Moldovan families and individuals, both located in the Northern region of the country.

Target: 300 individuals and 150 families (both Ukrainian refugees and local host communities)

Covered area: Northern Region of the Republic of Moldova, Balți municipality and 7 rayons within a maximum 50 km distance from Balti city (Falesti, Sangerei, Floresti, Drochia, Riscani, Glodeni, Telenești)

Financed by: AAR Japan

Budget: 237,604 Euro

Based on case management, 300 individuals – Ukrainian refugees and Moldovan vulnerable individuals and 150 families – vulnerable Moldovan families especially those hosting refugees and Ukrainian refugee families will receive following types of material support:

- Support for basic accommodation needs (family support): household items (bedding, towels, mattresses and/or bed, other similar accommodation items); nutrition packages; household hygiene packages (detergent, soap, menstrual hygiene items, baby diapers, other similar); household heating material (firewood, alternative electric devices)
- Health care support (individual support): medicines according to medical prescription; hygiene packages (e.g., diapers for adults, sheets); medical investigations fee; medical consultations fee; assistive devices (hearing aid, wheelchairs, crutch, locomotory assistive devices, orthopedic footwear, etc); medical equipment.

Achieved results during reporting period:

- 130 cases, of which 63 medical support, 90 household support
- 115 primary support, 15 secondary support
- Referred cases: 40 (medical consultations, investigations and nutritional and hygiene packages).
- Assessments took place in the following rayons: Glodeni, Drochia, Singerei, Balti, Falesti.
- Total support provided (medical and household): 112 cases³
- Support has been provided for basic household needs as follows: 58 families. In the month of December, there was an increase in requests for heating materials in rural areas. Support for household heating (firewood) – 8 families have received briquettes.
- Medical support provided: 54 people

1.	Support for household needs (# of cases)	76
	Hygiene kits	9
	Textiles	50
	Furniture (mattress, bed, topper)	5
	Heating material (biomass briquettes, firewood)	9
	Home appliances (heating devices)	3
2.	Medical support (# of cases)	60
	Medicines	46
	Medical equipment	11

³ one person can receive several types of HH support and several types of medical support, however it will be counted as 1 case per support category.

Assistive devices	3
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Vulnerable individuals received medicines according to medical prescription, hygiene packages, medical investigations fee, medical consultations fee, assistive devices, medical equipment; vulnerable household are supported with firewood for heating during cold months, household items (bedding, towels, mattresses and/or bed), hygiene and nutrition packages.

Open Arms, Open Hearts - Emergency response to Ukraine crisis

Project duration: July 2022 – March 2023, 9 months

Project goal: addressing the individual needs of the Ukrainian refugees by providing immediate basic needs and supporting host community members

Target: est. 1.275 targeted persons provided with support, of which 180 host families

Covered area: 3 regions of Moldova: North, South, Center and Chisinau and nearest localities; implemented in partnership with three local organizations sub-granted.

Financed by: Sera Romania Foundation, Care and FONPC

Budget: 248,989 Euro

Achieved results during reporting period:

- Mapping the immediate needs of refugees and local host families – 752 questionnaires applied;
- Data analysis - out of 752 applied questionnaires, 516 households received support.

During the reporting period, 1282 unique beneficiaries benefited from support - 132 host families, 865 people from Ukraine, 423 vulnerable people from the Republic of Moldova, 145 people of Roma ethnicity and people with disabilities (Causeni - 22, Orhei - 50, UES – 2, Chisinau - 40).

INDICATOR (as in log-frame)	# of Items	Total # of HH	#of hosting families among them	Total # of people	People 65+ among them	# of Roma people	# of Local socially vulnerable persons
Unique beneficiaries during reporting period	308	171	70	335	13	25	81
Cumulated unique beneficiaries	758	645	132	1282	75	145	362
# of households that have received cash or cash vouchers	2820	431	124	3339	75	139	338
# of people have received medical treatment	3	3	0	15		0	1
# of people who received medicines	39	59	1	207	24	0	10
# of refugees receiving social assistance (include referral services) (connection to social services or direct provision of social services e.g. registration, referrals, counselling, services for unaccompanied children, etc.)	0	164	32	276	22	0	39
# of households have been helped with NFIs such as kitchen sets, mattresses, blankets, furniture, etc.	18	67	13	96	0	9	15
# of children have been helped with educational materials, e.g. writing materials, schoolbooks, laptops	3	8	1	20	0	0	1

ECDUR, Emergency Childhood Intervention Response project (ECDUR)

Project duration: July 2022 – January 2024, 18 months

Project goal: Training 500 para-specialists on human rights principles; training of 800 Ukrainian refugee parents on human rights; strengthening the capacity and expertise of Ukrainian specialists; strengthening social support for refugees in host countries.

Target: est. 1600 children and caregivers accessing mental health and psychosocial support

Donor: EASPD European Association of Service providers for Persons with Disabilities (UNICEF)

Budget: 247,300 Euro

Achieved results during reporting period:

Performance indicator	Target					
		Total achievement	Female	Male	Disability status	Geographical Status
# Family Consultants who received training with funding provided by UNICEF	Moldova - 66	71	69	2	At risk: 0	Local: 14 Refugees from Ukraine: 20
# children and caregivers accessing mental health and psychosocial support	Moldova - 1600	170	137	33	At risk:170	Local: 0 Refugees from Ukraine: 170
# parents who received training with funding provided by UNICEF to provide peer support to other families	Moldova - 104	49	48	1	At risk: 49	Local: 2 Refugees from Ukraine: 47
# people with safe and accessible channels to report sexual exploitation and abuse by aid workers	Moldova - 1600	170	137	33	At risk:170	Local: 0 Refugees from Ukraine: 170
# people with access to established accountability (feedback) mechanisms	Moldova - 1600	170	137	33	At risk:170	Local: 0 Refugees from Ukraine: 170

Communication and visibility

- Keystone Moldova activity in refugee support was promoted through Keystone Moldova web page – www.keystonemoldova.md and Facebook page - <https://www.facebook.com/keystonemoldova>.
- Insured visibility of UNHCR Moldova Disability Taskforce (DTF) - <https://data.unhcr.org/en/country/mda>
- Elaborated 7 video testimonials showcasing the Keystone refugee support:
Tatiana <https://youtu.be/88APBBk5sSE> <https://agora.md/stiri/111028/keystone-moldova-ofera-solutii-pentru-viata-sociala-a-refugiator-povestea-adolescentei-pentru-care-lumea-din-jur-a-prins-forma-si-culoare-video>
Lidia <https://youtu.be/L9PcC4K6fYI>
Natalia <https://youtu.be/CvLGrF74LJo>
Ludmila Malcoci: <https://www.youtube.com/watch?v=XaJvvB1sNWM>
Alina <https://agora.md/stiri/111032/keystone-moldova-aproape-de-refugiarii-din-ucraina-cum-optimismul-si-increderea-te-ajuta-sa-treci-pestea-toate-obstacolele-video>

Reporting period: January-December 2022

Galina <https://agora.md/stiri/111024/sustinere-medicala-din-partea-keystone-moldova-pentru-refugiatii-ucraineni-povestea-galinei-femeia-care-a-fugit-din-calea-bombelor-video>

Victoria, Tatiana https://keystonehumanservicesorg-my.sharepoint.com/personal/dplamadeala_khs_org/_layouts/15/onedrive.aspx?ga=1&id=%2Fpersonal%2Fdplamadeala%5Fkhs%5Forg%2FDocuments%2FVideo%20Refugiati%2FVideo%20Ro%5Fwith%20subs

- 1 Photo album with provided support to refugees accomplished for Keystone digital archive;
- Elaborated and published several posts on the Keystone's Moldova Facebook page (about 2 posts per week).

SOCIAL ENTREPRENEURSHIP

Goal: to maximize profits while generating opportunities for inclusion of vulnerable persons in the Moldovan labour market

Keystone events – training center

Objective: to increase sales by promoting a training center in the capital Chisinau

The following activities have been performed:

- Distribution of promo emails via Mailchimp platform to 731 contacts, including elaboration and promotion of online packages for online/hybrid events;
- Identifying and contacting new companies from different fields of activity – 10 new companies identifies for new collaboration;
- Participation in 12 organized tenders regarding Venue, catering and accommodation with Keystone events services;
- Reaching a cumulated 12-months revenue of 1.400.000 MDL;
- Reaching a cumulate a 12-months profit of 400.000 MDL;
- Providing logistical support to scheduled events;
- Financial management of the process;
- Development of new offers for hybrid events.

Social enterprise EcoVox

Objective: to increase sales of eco bags produced by the social enterprise

During the reporting period the following activities have been conducted:

- Establishing a large database of potential clients from open sources – 1.100 emails;
- Performing continuous process of identification of new customers via calls, emails, direct contact;
- Performing targeted communication with local vineyards, guest houses;
- Management of orders and delivery;
- Financial management of the process;
- Negotiations with a local delivery company to outsource delivery to clients;
- Estimative sales performed: 1515 classic bags sold, 100 big bags, 100 wine bags, 40 mugs

CROSS-CUTTING ACTIVITIES

General management

- Keystone Moldova internal regulation on Personal Data processing was adjusted to the new legislation. Also the Data Processing agreement between Keystone Moldova and KHS was developed and signed.
- Keystone Moldova Safeguarding policy was updated. The feedback and complaint mechanism for the beneficiaries of Keystone Moldova services was developed and discussed with KHS compliance department. There will be offered methods to communicate the feedback: online form, email, and telephone.
- Development and approval at the organizational level of the Standard Operations Procedures for Refugee Support Program and for vouchers distribution for refugees. The documents started being implemented.
- A Due Diligence processes were performed with a series of organizations: Mercy Corps, CARE International, World Vision, Peace Winds, AAR Japan. organization. This is a pre agreement signing step.
- Responded to a series of requests for clarifications from the part of European Union Delegation to the Republic of Moldova. The clarifications were focused on the project proposal “Promoting CSOs as partners in building resilient social services ”. After the clarification stage the grant agreement was signed. The project implementation will start on February 1, 2023.
- The annual meeting of the Board of Directors of Keystone Moldova took place on March 18. The meeting agenda included the annual narrative and financial reports and the information on the progress of the social enterprise and hotline service.
- Facilitating the visit to Falesti Supporting Living and Community Home services of the Department of State Special Advisor for International Rights of the Persons with Disabilities Sara Minkara. On August 11 the delegation visited Falesti, had meetings in the services and wit the local authorities.
- Supporting the General Secretary of EASPD, Maya Doneva, in her visit to Moldova. We organized some meeting of Maya Doneva with Keystone Moldova team, AOPD, Ministry of Labor and Social Protection, participation in the UNHCR Disability Task Force on refugees and visiting Palanca refugee camp.
- Participated with Keystone Moldova director Ludmila Malcoci and KHSI deputy director Genevieve Fitzgibbon at the meeting with the US Ambassador to Moldova Kent D. Logsdon. Participated at the opening of the art exhibition at the residence of the Ambassador of the United States to Moldova. The artist from Harrisburg Reina 76 participated in the event.
- Keystone Moldova entered in a partnership with Dreamups organization for the organization of a the Hackaton “Inclusion and Accessibility”. The three-day event involved specialists in developing software and hardware solutions to support the social inclusion of persons with disabilities.
- The recruitment process was carried out continuously to select professionals for various projects. Calls for applications were published; applications were collected, and interviews were conducted. The selected persons signed employment contracts with Keystone Moldova.
- An adapted van was selected and procured. The market was analyzed, and the vehicle was selected. The selection was approved by the donor. The procurement agreement was signed, and the first instalment was paid. The adapted van is expected to be delivered to Keystone Moldova by the end of January 2023. The van will be used for the transportation of the persons with disabilities, including the Ukrainian refugees.
- Provision of all the necessary support to Moldauditing audit company and the audit company from USA for the performance of the annual audit of Keystone Moldova.

Reporting period: January-December 2022

- An inventory of the office equipment was performed and the needs for the renewal of the equipment were evaluated. As a result, additional equipment was procured. Together with the IT department of KHS, the standards for new equipment that will be purchased in the future was set.
- Support of the staff in the procurement process of various goods and services according to Keystone Moldova and donor rules.
- The buildings of Falesti Supporting Living and Community Home services were evaluated by an engineer that made recommendations for their improvement. Several repair works have been carried out.

Grants and fundraising

All in total 18 project proposals were developed and submitted to various donors. 17 of them were approved and 1 is waiting for approval.

Status	Date Submitted	Donor/ Grantor	Proposal Title	Start Date	End Date	Amount Requested/ Awarded USD	Amount Requested /Awarded OTHER
Active	12/15/2022	Ministry of Labor and Social Protection	Service provision tender: Hotline support service for people with disabilities	January 1, 2023	December 31, 2023	\$41,935.00	MDL 803,400.00
Pending	11/22/2022	EC - Interreg, Danube Transnational Program	Revitalization of Social Economy and Social Inclusion in the Danube Region			\$122,000.00	€ 120,000.00
Approved	11/9/2022	Care/Sera	Open Arms, Open Hearts, Emergency response to Ukraine crisis 2	April 1, 2023	July 31, 2023	\$262,000.00	€ 246,100.00
Active	10/19/2022	Mercy Corps	Emergency Mobile Team South	December 1, 2022	August 31, 2023	\$299,929.00	MDL 5824628
Active	9/13/2022	Catholic Relief Services/USAID	Changing The Way We Care - 3	October 1, 2022	September 30, 2023	\$198,780.00	
Active	8/19/2022	Austrian Development Agency, CRPM from North Macedonia	Strengthening transparency and accountability for gender equality through furthering the capacity of the Gender Budget Watchdog Network	November 1, 2022	March 31, 2027	\$195,317.00	\$196,645.00

Reporting period: January-December 2022

Status	Date Submitted	Donor/ Grantor	Proposal Title	Start Date	End Date	Amount Requested/ Awarded USD	Amount Requested /Awarded OTHER
Active	7/13/2022	AAR Japan	Emergency Mobile Team NORTH	November 1, 2022	April 30, 2024	\$236,000.00	237,604.20 €
Active	7/1/2022	UNICEF/EASPD	Emergency Early Childhood Development Support for Ukrainian Refugees	November 1, 2022	December 31, 2023	\$245,629.84	247,300.00 €
Closed	6/22/2022	International Organization for Migration	Disability Taskforce secretariat	August 1, 2022	December 31, 2022	\$20,715.00	400,140.00 MDL
Active	6/6/2022	APSCF/LED	Community dialogue to reduce Bullying	August 1, 2022	March 31, 2023	\$10,237.00	9,995.00 €
Active	5/30/2022	CARE International	Open Arms, Open Hearts, Emergency response to Ukraine crisis	July 1, 2022	March 31, 2023	\$253,720.00	248,989.00 €
Active	5/4/2022	Swiss Cooperation Office	Inclusive emergency response for Ukrainian refugees in Moldova	June 16, 2022	February 28, 2023	\$50,075.00	959190 MDL
Active	4/20/2022	Fondation de France	Open Arms, Open Hearts – Tudora, Stefan Voda	July 20, 2022	June 30, 2023	\$101,565.00	100,000.00 €
Active	4/12/2022	European Commission	Promoting CSOs as partners in building resilient social services	February 1, 2023	January 30, 2026	\$1,056,334.37	\$999,797.00
Not Awarded	3/26/2022	Black Sea Trust	Inclusive emergency response for Ukrainian refugees in Moldova			\$24,980.00	

Status	Date Submitted	Donor/ Grantor	Proposal Title	Start Date	End Date	Amount Requested/ Awarded USD	Amount Requested /Awarded OTHER
Active	3/15/2022	Soros Foundation Moldova	Support services for the educational inclusion of children with disabilities - 2	April 1, 2022	March 31, 2023	\$160,000.00	
Closed	3/1/2022	Catholic Relief Services/USAID	Changing The Way We Care	April 1, 2022	September 30, 2022	\$83,280.00	
Closed	3/1/2022	IsraAid	Support Ukrainian Refugees at "Mother and Child" tent in Palanca	March 1, 2022	August 11, 2022	\$56,301.00	

Other activities focused on increasing 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 16 303 MDL (aprox 850 \$).
- With the beginning of the refugee crisis caused by the war in Ukraine, Keystone Moldova in collaboration with Keystone Human Services started raising funds to support the displaced persons. All in total 312,630.00 USD were collected to support the refugees with disabilities, chronic diseases, host families and local vulnerable groups of people.

Media and communication

Objective 1. To promote Keystone Moldova activities on websites and in social media.

- 476 short materials have been posted / disseminated on Keystone Moldova's Facebook page. The materials published got 3,228,095 people reached; the total fan engagement is 49,671 interactions; the page content has been viewed 4,021,199 times (impressions). The number of Keystone Moldova Facebook page fans increased, from 3.289 to 3,672 fans - with 383 page likes.
- 35 materials have been posted on Keystone Moldova web page: www.keystonemoldova.md.
- 100 materials about Keystone Moldova's activities have appeared in the media:

1. <https://trm.md/ru/social/antreprenorii-din-sectorul-agroalimentar-si-serviciile-de-asistenta-sociala-uniti-printr-o-platforma-online>
2. <https://www.inclusion-europe.eu/refugees-with-disabilities-in-poland-moldova-romania-czechia/>
3. <https://www.israaid.org/media/israaid-provides-urgent-aid-for-ukrainian-refugees-in-moldova/>
4. <https://eu4moldova.eu/ro/projects/eu-project-page/?id=1670>
5. <https://bani.md/ue-sustine-antreprenoriul-social-din-moldova-prin-crearea-a-patru-centre-regionale-de-suport-in-afaceri/>
6. <https://stiri.md/article/social/pandemia-a-afectat-mult-serviciile-sociale-ce-inseamna-rezilianta>
7. <https://tvr Moldova.md/article/d93a74a49e2518d1/peste-1500-de-persoane-cu-dizabilitati-din-r-moldova-inclusiv-refugiati-din-ucraina-au-beneficiat-de-suport-din-partea-serviciul-de-asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati.html>
8. <https://www.bzi.ro/cum-putem-sa-construim-organizatii-incluzive-pentru-persoanele-cu-dizabilitati-trei-ghiduri-realizate-in-cadrul-unui-proiect-transfrontalier-pentru-ghidarea-incluziva-in-cariera-4463905>
9. <https://drochia.click/caravana-tranzitia-de-la-scoala-la-munca/>
10. https://voluntariatul-artadeateimplica.blogspot.com/2022/05/caravana-tranzitia-de-la-scoala-la.html?fbclid=IwAR0MDe5f9jWa9hDFnR3FilS1cp1iuL-Vcro1wKX6oybK0icfD_2bJD0udU
11. <https://www.facebook.com/Voluntariatinungheni/posts/1241695193034664>

12. <https://www.civic.md/stiri/comunicate-de-presa/62450-caravana-tranzitia-de-la-scoala-la-munca-s-a-desfasurat-in-trei-regiuni-din-republica-moldova.html>
13. https://www.facebook.com/watch/live/?ref=watch_permalink&v=4744630872289890
14. <https://moldova.europalibera.org/a/persoanele-cu-dizabilit%C4%83%C8%9B-i-r%C4%83%C8%9B-cesc-prin-labirintul-birocra%C8%9B-iei/31674553.html>
15. <https://stiri.md/article/social/peste-90-din-persoanele-cu-dizabilitati-ghidarea-in-munca-e-necesara>
16. <https://radiochisinau.md/peste-90prc-din-persoanele-cu-dizabilitati-considera-ghidarea-in-munca-necesara-studiu---151944.html>
17. <https://news.yam.md/ro/story/12705710>
18. <https://news.yam.md/ro/story/12704404>
19. https://www.ipn.md/ro/peste-90-din-persoanele-cu-dizabilitati-considera-ghidarea-in-7967_1087440.html
20. <https://agora.md/stiri/98067/centrele-de-ghidare-in-cariera-sunt-slab-dotate-pentru-tinerii-cu-dizabilitati-studiu>
21. <https://agora.md/stiri/99409/memorandum-de-colaborare-intre-ministerul-mediului-si-societatea-civila-pentru-prevenirea-risipei-alimentare>
22. <https://www.concordia.md/despre-noi/details/memorandum-de-colaborare-cu-ministerul-mediului-al-republicii-moldova/>
23. <https://diaconia.md/diaconia-alaturi-de-keystone-moldova-si-concordia-au-semnat-memorandumul-de-colaborare-cu-ministerul-mediului/>
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Objective 2. To continue to advocate for deinstitutionalization and community living through social media.

3 social media campaigns were conducted on Keystone Moldova Facebook page. Communication manager selected the photos, prepared the text and the visual materials.

- **2% Campaign** – during February – April a campaign that encourages people to donate 2% of their taxes was conducted in social media. *21 materials* were prepared and shared in social media; they gained: 8.140 impact; 139 likes; 33 shares.
- **From school to work** – to ensure the visibility of the project, Keystone Moldova, in partnership with ADV România implemented the social media campaign „From school to work”. During the campaign, testimonials of participants at the trainings have been published on Facebook pages of Keystone Moldova and of ADV România, in the same days. *15 materials* were prepared and distributed in social media; they gained: 6.047 impact, 127 likes and 31 shares.
- **Decreasing bullying together!** – The campaign has the goal to raise awareness on the phenomenon of bullying among school pupils. It was prepared along with volunteers. The campaign consists of photos, videos and posts about bullying and the solutions to fight it. The campaign run on several Facebook pages: Keystone Moldova. Centrul de zi “Unitate”, Consiliul Local al Tinerilor Tudora, Gimnaziul “Stefan Culea” Tudora, Alternativ. *15 materials* were prepared and distributed in social media; they gained: 8 261 impact, 150 likes, 60 shares.

Objective 3. To support other projects with activities focused on combating the discrimination of persons with disabilities.

Partnerships with national and public authorities

- Participation within the inter-sectorial working group meetings of the National Agency for Social Assistance on the social inclusion of persons with disabilities (12 dossiers analyzed in February, 29 dossiers analyzed in March, 19 dossiers analyzed in April and 13 dossiers analyzed in June 2022);
- Participation at the litigation committee of above-mentioned agency and examination of 22 cases (April 2022)
- Partnership with the National Council for Accreditation of Social Service Providers: provision of support in the development of evaluation grids for the daily center for persons with disabilities and for the regional center for integrated assistance to children victims or witnesses of delinquencies;
- Partnership with local departments for social assistance to identify refugees with disabilities and vulnerable local host families;