

Keystone Human Services International Moldova Association

REPORT January 02 –June 30, 2017

Submitted to:



Submitted by:



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LIST OF ABBREVIATIONS

EAE –	Equal Access to Education (part of C4A-MD)
BFR –	Biological Family Reunification program
C4A-MD –	Community for All – Moldova
ED –	Executive Director
FSS –	Family Support Services department
LFD –	Legal Framework Development department
CSD –	Community Services Development department
JMSG –	Joint Media Strategy Group
HMI / OSF –	Health Media Initiative / Open Society Foundations
KHS US –	Keystone Human Services US
KHSIMA –	Keystone Human Services International Moldova Association
ME –	Ministry of Education
MF –	Ministry of Finance
MHI / OSF–	Mental Health Initiative / Open Society Foundations
MLSPPF –	Ministry of Labor, Social Protection and Family
MH –	Ministry of Health
MoU –	Memorandum of Understanding
OSI/ECP –	Open Society Institute/ Early Childhood Program
RMPPC -	Republican Medical Psycho Pedagogical Consultation
IDP –	Individual Development Plan
DI –	Deinstitutionalization program
IAP –	Individual Assistance Plan
IEP -	Individual Education Plan
PP –	Prevention Program
CH –	Community Home
MTS –	Mobile Team Service
SIB-R –	Scale of Independent Behavior – Revised
SLS –	Supported Living Service
TOR –	Terms of Reference

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INTRODUCTION

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

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

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

Keystone Moldova target groups:

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

The Keystone Moldova objectives are achieved through the following:

- I. Projects implementation
- II. Social entrepreneurship activities
- III. Cross cutting activities (media and communication, voluntary movement, management and fundraising)

I. PROJECTS IMPLEMENTATION

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

1. Sustainable Social Services for People with intellectual disabilities within the decentralized context (supported financially by Soros-Moldova and KHSI US)
2. Qualitative social services for social inclusion of all vulnerable persons (supported financially by Soros-Moldova and KHSI US)
3. Sociological research: "Social inclusion of persons with mental disabilities" (supported financially by Soros-Moldova)
4. Support of inclusion of people with intellectual disabilities into society in Moldova (supported financially by Czech Development Agency)
5. Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions (supported financially by European Union)
6. Collaboration at the local level for social inclusion of persons with disabilities in Anenii-Noi and Ialoveni Districts (supported financially by FHI 360/USAID)
7. Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru river (supported financially by European Union)
8. Strengthening and sharing/ disseminating inclusive education model for preschool children in Moldova" (implemented in partnership with Step by Step with the financial support of by OSF/ECP)
9. Get involved through advocacy and self-advocacy" (supported financially by SOIR)

See below the detailed report per projects.

1.1. The Project "Sustainable Social Services for People with intellectual disabilities within the decentralized context" (Period of implementation: October 1,2015- March 31, 2017)

The project is supported financially by Soros-Moldova and KHSI US

Project objectives:

Objective 1. Support to LPA from 12 districts to continue deinstitutionalization and to improve the quality and sustainability of community based services developed within "Community for All Moldova Program".

Objective 2. Support to central Government on developing the policies for UNCRPD implementation.

Objective 3. Promote Community for all Moldova Program

Project expected outcomes:

- The National Program on Social Inclusion and Action Plan for implementation the UNCRPD developed and consulted with central government bodies and civil society organizations
- Keystone Moldova gratitude for a sustainable partnership with donors, LPA and CSOs has been expressed within the national conference
- Best practices on deinstitutionalization promoted at national and international wide

Objective 1. Support to LPA from 12 districts to continue deinstitutionalization and to improve the quality and sustainability of community based services developed within "Community for All Moldova Program".

Achieved progress results during the reporting period :

- 30 support staff from community based services capacitated on how to develop and implement individualized rehabilitation plans for persons with severe physical disabilities.
- 16 managers of community social services learned best practices from Romania on services delivery for deinstitutionalized persons.
- 5 persons with disabilities have been deinstitutionalized from residential institutions.
- 3 supported living services have been developed by residential institutions from Orhei, Hincesti and Badiceni according to the Regulation and Quality Standards.

Performed activities during the reported period:

- Conducted monitoring visits in all 12 districts to ensure the quality of social services delivered to persons with mental disabilities.
- Conducted two-day seminar for 30 support staff on developing and implementing the individual rehabilitation plans, as well as on methods and tools for monitoring the progress of persons with severe physical disabilities.
- Provided support to services managers on implementation of social services budgets. The project team assisted the managers with the procurement of goods, social payments, cash money evidence, management and monitoring.
- Provided support to LPA from 12 rayons on implementation of deinstitutionalization reform. In this context, Keystone team discussed with LPA the situation of all persons placed in residential institutions, as well as the existing opportunities for their transfer in communities (independent living, integration into biological families, community based services). With Keystone Moldova support, the LPAs from Ialoveni, Orhei, Telenesti and Singerei deinstitutionalized **5 persons with disabilities**. All those persons were placed in their biological or extended families. Keystone Moldova assistance for their social inclusion included: support to social workers from communities to prepare their documents for social payments, as well as for their integration in mainstream community services; direct assistance and support (medical, social and psychological) to all 5 deinstitutionalized persons during the transition period; monitoring the progress of their social inclusion.
- Provided support to Orhei, Hincesti and Badiceni residential institutions in deinstitutionalization reform: development of design of three community services established from institutions budgets, capacity building and mentoring the staff of newly developed services, development of services documentation for case management.

Objective 2. Support to central Government on developing the policies for UNCRPD implementation

Achieved progress results during the reported period:

- The National Program on social inclusion of persons with disabilities was developed and consulted with authorities and civil society organisations. The costs of Action Plan have been developed and coordinated with Ministry of Finance and MLSPF.

Performed activities during the reporting period:

- The cost for Action Plan of National Program on social inclusion of persons with disabilities for 2017-2022 was developed and consulted with representative with both ministries: Ministry of Finance and MLSPF.
- The National Program on social inclusion of persons with disabilities for 2017-2022 was published by MLSPF for official public consultations. The Keystone team provided support to MLSPF to analyse the recommendations and comments received from other ministries and civil society organizations.

Objective 3. *Promote Community for all Moldova Program and sharing the experience on deinstitutionalization*

Achieved progress results during the reported period:

- The results of Community Moldova Program have been presented at National and International Conferences.

Performed activities during the reporting period:

- Organized a national Conference on presenting the results of C4A-MD Program and future perspectives. All in total 70 persons attended the event.
- Participated at "10th Session of the Conference of States Parties to the Convention on the Rights of Persons with Disabilities" in New York with a presentation at side event "**Making Deinstitutionalization Real: Moving from the Idea towards the Ideal**". The presentation was done by Keystone Moldova Executive Director and deputy minister of Labor, Social Protection and Family. The presentation was based on the results achieved within Community for All Moldova Program on deinstitutionalization of persons with mental disabilities

1.2. The Project "Qualitative Social Services for social inclusion of all vulnerable persons" (Period of implementation :April 3-December 31, 2017)

The project is supported financially by Soros-Moldova and KHSI US.

Project objectives:

Objective 1. Support to public authorities on deinstitutionalization reform

Objective 2. Support to central Government on developing the policies for UNCRPD implementation

Objective 3. Increasing the transparency and responsibility of local public authorities in the process of budgeting social services

The expected outcomes of the project are as following:

- The local authorities are more accountable towards deinstitutionalization and social inclusion of persons with mental disabilities
- The National Program on Deinstitutionalization and Action Plan developed
- The public authorities from 12 districts are using participatory budgeting tools based on results of social community based services

Objective 1. *Support to public authorities on deinstitutionalization reform*

Achieved progress results during the reported period:

- 20 support staff from residential institution from Orhei, Hincesti and Cocieri have been capacitated in community based services delivery
- 10 persons with disabilities have been deinstitutionalized from residential institutions.
- 3 supported living services have been launched by residential institutions from Orhei, Hincesti, Badiceni. All in total, 18 persons with disabilities have been transferred from residential institutions to supported living services.

Performed activities during the reported period:

- Conducted monitoring visits in all 12 districts to ensure the quality of social services delivered to persons with mental disabilities.
- Conducted five-days training for support staff from residential institution from Orhei, Hincesti and Cocieri in community based services delivery. All in total 20 persons benefited of training. These persons will be transferred to provide assistance and support to persons with disabilities in supported living services developed by residential institutions.
- Provided support to services managers on implementation of social services budgets. The project team assisted the managers to procure some goods according to the planned budget, as well as with social payments, cash money evidence, management and monitoring.
- Provided support to LPA from 12 rayons on implementation the deinstitutionalization reform. In this context, Keystone team discussed with LPA the situation of all persons placed in residential institutions, as well as the opportunities for their integration into biological families, for independent living or in other community based services. With Keystone Moldova support, the LPAs from Hincesti, Drochia, Othei, Cahul and Chisinau approved **the deinstitutionalization of 10 persons with disabilities** and their transfer to communities in their biological or extended families (3), in independent living (4), in community home (2) and in sharing living service (1).
- Provided support to social worker from communities where deinstitutionalized persons have been moved in the process of community inclusion and preparing the documents needed for social payments.
- Provided assistance and support (medical, social and psychological) for all 10 deinstitutionalized persons during the transition period from residential care to community living.
- Monitored the deinstitutionalized persons with disabilities in the process of inclusion in the community.
- Provided support to Orhei, Hincesti and Badiceni residential institutions in deinstitutionalization reform. Keystone team provided support to residential institutions staff on developing the social design of community services developed in houses purchased from their budgets. The team provided support on documents development and mentoring to institutions staff on following the selection criteria according to the service regulations and ensuring minimum standard of services quality. All in total, **18 persons with disabilities have been transferred** from residential institutions to supported living services from Orhei, Mereseni/Hincesti and Zgurita/Drochia.

Objective 2. *Support to central Government on developing the policies for UNCRPD implementation*

Achieved progress results during the reported period:

- The concept of National Program on Deinstitutionalization was developed and agreed with MLSPF.

Performed activities during the reporting period:

- Participated at the workshop organized by MLSPF and AOPD on deinstitutionalization and presented to local authorities from all rayons the good practices on deinstitutionalization of persons with mental disabilities based on partnerships established between Keystone Moldova and public authorities.
- Organised and facilitated the 2 days' workshop on developing the concept of the national program on deinstitutionalization. At the workshop participated the representatives of MLSPF, AOPD, People in Need, IDOM, residential institutions and local public authorities. The concept was developed and agreed with MLSPF. Based on the concept, the Structure of the Program on deinstitutionalization was developed and discussed with key stakeholders from the MLSPF.

- Keystone Moldova Program coordinator participated at the International Conference in Belfast “Employment for All- A Global Perspective”, organised by EASPD (June 12-17, 2017). She also was involved in EASPD general assembly, D-Lot seminar and workshop on Independent living. As result of participation, the Keystone representative becomes a member of Standing Committee on Inclusive Living for persons with disabilities under the EASPD.

Objective 3. *Increasing the transparency and responsibility of local public authorities in the process of budgeting social services*

Achieved progress results during the reported period:

- Analyzed the results-based budgeting and reporting on social services system in 12 rayons. Developed 12 reports on data analysis and recommendations for improving the process.
- The LPA from 12 rayons have been capacitated on how to monitor the efficiency and quality of social services based on progress reports.

Performed activities during the reporting period:

- Conducted the analysis of results-based budgets and reports of social services system in 12 rayons and provided recommendations to improve the process of budgeting and reporting based on results and progresses.
- Monitored the quality of services through the implementation of budgets according to the destinations and needs of persons benefiting from services. In this regard, a quarterly meeting was organized with the managers of social services with the following topics: revision of the Strategic services development plans; the progress of people with disabilities in services; results of the implementation of budgets for the first half of 2017.
- Monitored the compliance of the minimum quality standards and rights of the persons with disabilities within community based services. In this sense, the Keystone team monitored the following aspects: fulfillment by the staff of the responsibilities and obligations according to their job descriptions; new persons placed in the community homes and facilitated the adaptation period; the implementation of the Individual development plans for people with disabilities in services by the psycho-pedagogues; the health status of people with disabilities from the 14 community based services. All in total, 65 persons with disabilities have been supervised and monitored on how to get the medical support at local level.

Complementary activities to projects objectives:

In response to the MLSPF request, Keystone Moldova became a member of six Working Groups /Committees established by the MLSPF, including: 1) Working groups on prevention of the institutionalization of children in residential institutions, 2) Working groups on prevention of the institutionalization of adults in residential institutions, 3) National Steering Committee on deinstitutionalisation, 4) Working Group on developing financial mechanism for social services, 5) Working Group on developing the accreditation mechanism for training courses for social services providers and 6) Litigation Committee on disability determination.

- As a member of working group on prevention of institutionalization of adults, Keystone Moldova representative was involved in 4 meetings where 21 cases were analyzed. 13 cases were rejected the institutionalization and 8 cases – were approved for institutionalization due to the lack of other social care services alternatives at community level. Also, 10 cases placed temporarily in residential institutions during 2016 year have been reevaluated. Only in 6 cases the period of placement was extended with 6 months.

- As a member of the National Steering Committee on deinstitutionalisation, Keystone Moldova representative participated in four meetings. The main issues discussed at those meetings are as following: the general Action Plan on implementation of the deinstitutionalization reform in Moldova; evaluation of Transformation Plans implementation by 6 residential institutions.
- As a member of Working Group on developing the accreditation mechanism on training courses for social services providers, Keystone Moldova representative participated at the workshops organised by MLSPP in the field, as well as was involved in accreditation mechanism development.
- As a member of Litigation Committee on disability determination, Keystone Moldova representative was involved in four meetings on discussing the reform of disability determination mechanism and monthly participates at meetings related to strategic litigation of disability determination.

Problems/challenges faced during the Projects implementation:

- The political and financial crisis. The GoV have limited budget and there is a risk do not approve the National Program on Social Inclusion of Persons with Disabilities for 2017-2022 before the reform of central authorities.
- Authorities' weak interest and scarce financial resources to partner with Keystone Moldova team for deinstitutionalization and social services development;
- Limited capacities of central authorities on developing the policies for UNCRPD implementation. Keystone Moldova team is supporting them, but on behalf of the central authorities need more engagement and participation to achieve the expected results.
- The social inclusion of persons with disabilities is still a new approach for the Republic of Moldova and the staff needs more training, supervision and coaching in this field to understand their roles and responsibilities. There is still a big fluctuation of staff due to low salaries and Keystone Moldova is in the position to train the new hired staff due to lack of training system in Moldova.
- Limited capacities of districts social protection departments to support the services staff in their daily activities. Keystone Moldova supported the LPA to learn and to implement the case management accordingly to the legislation of the Republic of Moldova. There is a need for more staff training in qualitative service delivering, daily support of beneficiaries, monitoring and evaluation of the quality of services.

1.3. Sociological research: “Social inclusion of persons with mental disabilities” (supported financially by Soros-Moldova) (Period of implementation: November 1, 2016-March 31, 2017)

Expected Outcomes and results:

- The Study “Social inclusion of persons with disabilities from Republic of Moldova” developed, published and shared with public authorities.

Performed activities:

- Carried out the quantitative (1108 questionnaires) and qualitative researches (focus groups discussions and 24 depth interviews). The reports were developed.
- A workshop with experts in the field of social inclusion of persons with disabilities was conducted. The results of quantitative research have been discussed and the recommendations for authorities were developed. About 18 persons attended the event.
- A press conference on presenting the results of the research was conducted. About 13 journalists attended the event. As a result, 16 materials have appeared in media.

- Five round tables on presenting the results of the study were conducted. The recommendations for authorities were developed. About 138 persons (representatives of local and central authorities, civil society organisations, public services providers and persons with disabilities) attended the events.

1.4. The project “Support of inclusion of people with intellectual disabilities into society in Moldova” (Period of implementation: May 1-November 30, 2017)

The project is implemented in partnership with People in Need with the financial support of Czech Development Agency.

Project objective: To provide consultancy services on developing the four supported living services for people with mental disabilities from Balti, Badiceni, Brinzeni and Cocieri.

Expected Outcomes and results:

- The staff of all 4 supported living services capacitated in persons centered support delivery
- 24 persons with disabilities prepared to be transferred from residential care to community living
- Four supported living services have all documents prepared for accreditation

Achieved progress results during the reporting period:

- The consultancy services contract signed with People in Need
- Identified 4 houses for development of supported living houses, in partnership with People in Need.
- Recommendations for social design of the purchased houses provided to People in Need and residential institutions
- Identified the persons with disabilities to be transferred from residential institutions to supported living serviced.

Performed activities during the reported period of time:

- Developed the Action Plan and budget for consultancy services. The contract was signed.
- Developed the ToR and hired new persons to be involved in consultancy services.
- Conducted the technical assessment of buildings identified by People in Need for Supported living services.
- Assisted the residential institutions from Badiceni, Balti and Cocieri to identify and select the persons with disabilities to be transferred from residential care to community living.
- Participated at meeting conducted by People in Need’ experts on implementation the Transformation Plans of residential institutions.

1.5. The project: “Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions” (Period of implementation: April 27-2017-April 27,2019)

The project is financed by European Union

Project goal: To empower persons in neuro-psychiatric residential institutions and local CSOs to defend and monitor the rights of persons with mental disabilities in Moldova

Project Objectives:

Objective 1. Promote greater awareness of the rights of people with mental disabilities through their empowerment as self-advocates;

Objective 2. Capacity-building of CSOs to enhance and to monitor the CRPD implementation in neuro-psychiatric residential institutions;

Objective 3. Combat discrimination of persons with mental disabilities living in neuro-psychiatric residential institutions and promote community for all.

Expected Outcomes and results:

- About 2300 of persons from neuro-psychiatric residential institutions will know their rights and would be self-determined to advocate for them.
- At least 25 local CSOs demonstrate capacities on monitoring the implementation of the CRPD in neuro-psychiatric institutions.
- Persons from neuro-psychiatric institutions are taken as equal: community people and services providers are positive to them.

Objective 1. *Promote greater awareness of the rights of people with mental disabilities through their empowerment as self-advocates*

Achieved progress results during the reporting period :

- **Developed informational materials about the rights of people with disabilities in “easy to read”** format to be shared in neuro-psychiatric residential institutions.
- During the reporting period, at **080010808** Hotline service **559 calls** have been received (Hotline service started to work on January 24. About **110 calls** have been received monthly).
- **2274 persons with mental disabilities from 6 psycho-neurological residential institutions** have been informed about their rights and Hotline service. Of them, **647 persons** have been involved in seminars, workshops, film presentations, discussions, etc.
- **80 persons with mental disabilities from 3 residential institutions attended the** seminar on human rights and complaint mechanism. As result of seminar, 9 persons received mobile phones to ensure the access of persons with mental disabilities to Hotline service.
- **891 community members** attended the events organized through Mobile Information Bus, including **202 support persons from six neuro-psychiatric residential institutions** and **689 community members:** representatives of the LPA, personnel and persons with disabilities who benefits of community centers for mental health, representatives of non-governmental organizations, persons with mental disabilities, students and ordinary citizens.
- Seven materials have appeared in the media:
 - ✓ <http://trm.md/ro/social/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova/>
 - ✓ http://www.realitatea.md/video-egali-in-drepturi-exper-ii-din-occident-au-lansat-o-campanie-pentru-a-ajuta-tinerii-din-moldova-cu-probleme-mentale_51465.html
 - ✓ <https://news.yam.md/ro/story/5393101>
 - ✓ <http://portal-ro.com/post/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-/>
 - ✓ <http://www.allmoldova.com/ro/news/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova>
 - ✓ <http://www.tvelita.md/index.php/tvelitaorhei.html>
 - ✓ <http://news.click.md/item/egali-in-drepturi-expertii-din-occident-au-lansat-o-campanie-pen-08118c75886bc6a6ff1720ceec77572f>

Performed activities during the reported period of time:

- Developed informational materials about the rights of people with disabilities in “easy to read” format to be shared in neuro-psychiatric residential institutions. The following informational materials have been developed, printed and shared:
 - 2000 leaflets” My Rights” in easy to read format and a banner "My Rights" (Dimensions L 2xL1,5 m). The both materials were developed based on UN CRPD information;
 - 500 leaflets on project content;
 - 500 posters and a banner on promotion Hotline service (Dimensions L 2xL1,5 m);
 - 2 stickers with EU logo for the Mobile Information Bus;
 - A tent with the logo of the national awareness campaign through Mobile Information Bus “*European Union helps me to protect my rights!*” (Dimensions L3xL3 m);
 - A roll-up of information about the project. The banners and the tent were used within outdoor activities, as well as within activities organized in closed spaces. The Mobile Information Bus with the sticker: “*European Union helps me to protect my rights!*” on it promoted the motto of the information campaign and provided transportation services for project team during the period of the campaign. During the reporting period of time, about 1000 leaflets” My Rights" has been distributed to persons with disabilities from residential institutions and from communities. About 150 posters on the promotion of the Hotline service were placed in accessible areas of residential institutions and public areas of communities. Both: the leaflets and posters have been distributed with the help of volunteers who have been involved in the informational campaign.
- Developed the Hotline service to report the human rights violation in neuro-psychiatric residential institutions. To perform the activity, the AOPD and Keystone project team: analyzed the practices of other two Hotline services active in social field (Hotline service for child rights protection and Hotline service for victims of abuse and violation); developed the concept of Hotline service; purchased the equipment and arranged the space for counsellors; developed the Terms of References for two counsellors, hired two people with experience in the field; developed the ToR and sub-contracted a national consultant to deliver the training for project team and counsellors hired on service running; organized a two days training; developed logistic sheets and guideline tools for Hotline service functioning (Call recording, Database; Job sheet; Reference Guide; Counsellor’s Guide; Hotline Service draft Regulations. During the reporting period, at **080010808** Hotline service **559 calls** have been received (Hotline service started to work on January 24). About **110 calls** have been received monthly.
- Organized a national awareness campaign through Mobile Information Bus “*European Union helps me to protect my rights!*”. To conduct the campaign, the project team performed the following sub-activities: developed the Concept of the Campaign; prepared all informational materials and logistic; developed the agenda of the campaign and the presentations and coordinated them with Ministry of Labor Social Protection and Family, directors of residential institutions and local public administrations; identified the voluntaries and trained them.. During the awareness campaign, about **2274 persons with mental disabilities from 6 psycho-neurological residential institutions** have been informed about their rights and Hotline service. Of them, **647 persons** with mental disabilities have been involved in seminars, workshops, film presentations, discussions, etc. including **126 persons are self-determined to advocate for their rights. About 891 community members** attended the events organized through Mobile Information Bus, including **202 support persons from six neuro-psychiatric residential institutions** and **689 community members**: representatives of LPA, personnel and persons with disabilities who benefits of mental health community centers services, representatives of non-governmental organizations, persons with mental disabilities, students, and ordinary citizens.
- Conducted 3 informative seminars in neuro-psychiatric residential institutions on human rights and complaint mechanisms. All in total, 80 persons with mental disabilities from 3 residential institutions

attended the events. To conduct the seminars, the project team performed the following sub-activities: analyzed the offers of mobile phone communication delivered by different operators; selected the most convenient offer and signed the contract with the company; develop the agreement between Keystone Moldova and persons with disabilities who are responsible for keeping and managing the phone in institution; developed the informative materials for seminar sessions; conducted the seminars.

Objective 2. *Capacity-building of CSOs to enhance and to monitor the CRPD implementation in neuro-psychiatric residential institutions*

Achieved progress results during the reporting:

- **27 NSOs**, AOPD members have been involved in the process of developing the alternative report on UN CRPD implementation that was presented in Geneva in March 2017. The alternative report was consulted with all members of AOPD and signed.
- **21 persons** representatives of NGOs members of AOPD have been informed at General Assembly on procedure of presentation of the Report on implementation of UN CRPD by Moldova state in Geneva (March 2017). The Concluding Observations of the UN Committee in relation to the initial report of the Republic of Moldova (translated into Romanian and Russian languages) have been discussed and shared with all AOPD members;
- **20 members of CSOs** have been capacitated on how to develop Independent Monitoring Mechanism by EASPD experts.
- **10 persons** participated in meetings discussion on building Independent Monitoring Mechanism.
- **25 persons** representatives of CSOs participated in round table discussion on results of research on social inclusion of persons with disabilities carried out by Keystone Moldova in December 2016-February 2017 and developed recommendations for UN CRPD implementation.

Performed activities during the reported period of time:

- Conducted two-day training for CSOs representatives on building Independent Monitoring Mechanism. The seminar was facilitated by EASPD experts.
- Developed the concept of the national independent mechanism on monitoring the human rights protection of persons with disabilities, including persons living in residential institutions. To develop the independent monitoring mechanism, the project team performed the following sub-activities: analyzed the previous experiences of CSOs on independent mechanism; discussed the setbacks faced with key stakeholders involved in the process; identified other organizations interested in strengthening the capacities of CSOs in promotion and monitoring the rights of persons with disabilities from residential institutions; developed the Terms of References for consultancy services for developing the independent monitoring mechanism; signed the consultancy agreement with Institute for Human Rights.

Objective 3. *Combat discrimination of persons with mental disabilities living in neuro-psychiatric residential institutions and promote community for all*

Achieved progress results during the reporting period of time:

- **168 persons** members of community based organizations participated in round tables and were capacitated on how to combat discrimination at local level

- **35 cases of rights violation have been identified.** Of them 4 were documented and are under assistance.

Performed activities during the reported period of time:

- Conducted 6 round tabled on Article 5 of the UN CRPD “Equality and Non-discrimination of persons with disability”. All in total, **168 persons’** members of community based organizations participated in round table and were capacitated on how to combat discrimination at local level.
- Identified 35 cases with suspicions of rights violation. The cases were identified through Hotline service and through discussions with persons with mental disabilities during the awareness campaign. Four cases were documented and referred to Institute for Human Rights for legal assistance. As result one persons from Cocieri residential institution recovered the right to property. Other three cases are under assistance.

1.6. The Project “Collaboration at the local level for social inclusion of persons with disabilities in Anenii-Noi and Ialoveni Districts” (Period of implementation: April 01, 2015 – March 31, 2017).

The project is supported financially by FHI360/USAID

Project goal: to ensure participation of persons with disabilities and civil society in developing public policies for persons with disabilities in the Anenii Noi and Ialoveni districts of Moldova.

The main objectives of the project are as following:

1. Developing capacities, mobilizing and empowering persons with disabilities, CSOs and Local Public Authorities (LPA) participatory planning, monitoring and evaluation of the rights of persons with disabilities according to the UN Convention on the Rights of Persons with Disabilities and Social Role Valorization.
2. Participatory development and approval of local strategies for social inclusion of persons with disabilities.
3. Empowerment of Ialoveni and Anenii-Noi CSOs and LPA in implementing actions of local strategy for social inclusion of persons with disabilities.
4. Increasing the organizational sustainability of Keystone Moldova.

Expected Outcomes and results:

- The Strategies for social inclusion of persons with disabilities developed, consulted with the population and approved by the rayon counsels from Anenii Noi and Ialoveni.
- The brochure of Strategies for social inclusion of persons with disabilities printed and disseminated in both rayons
- Local public authorities, CSOs, persons with disabilities from both rayons capacitated in projects management /writhing
- The LPA and CSOs are empowered and start to implement the activities from the strategies
- The LPA and CSOs are empowered to develop project proposals in order to implement actions from approved Strategy.
- Potential investors were identified and project proposals were submitted. Two projects are under implementation.

Achieved progress results:

- The Strategies on social inclusion of persons with disabilities from Anenii Noi and Ialoveni districts were consulted with the population and approved by District Council. All in total 95 persons participated at round tables for the discussion of the strategies;
- The local public authorities, CSOs, persons with disabilities from both rayons were capacitated in projects development/management. All in total 44 persons were involved in trainings, including 5 persons with disabilities;
- The brochures on Strategies were printed and disseminated at both rayons level;
- Four project proposals (as part of the Strategy on social inclusion) have been developed by Anenii Noi and Ialoveni districts and were submitted to donors. Three project proposals were approved (two were implemented and one is under the implementation) and one project proposal is in the examination stage;
- CSOs, LPA and initiative groups are mentored on a weekly basis for the implementation of the Strategies on social inclusion of persons with disabilities.
- The Keystone Moldova financial sustainability plan was developed.

Performed activities during the reported period of time:

Objective 3. *Empowering CSOs, Ialoveni and Anenii-Noi LPAs in implementing actions from the local Strategy for social inclusion of persons with disabilities*

Performed activities:

- Provided continuous support to Anenii Noi and Ialoveni local councils to find financial opportunities to implement the developed strategies on social inclusion of persons with disabilities. In this regards, Keystone Moldova staff provided support to four initiative groups from Anenii Noi district to develop a submit 4 project proposals to different donors (Swiss embassy, FHI 360, Anenii noi district council grants competition. Two projects proposals were approved and got finances: a) Involvement through self- advocacy submitted to FHI 360 and b) Strengthening the independent living skills of young people with disabilities from Varnita and Gura Bîcului villages submitted to rayon council competition. As a result of collaboration between Keystone Moldova and local initiative groups /CSOs , the last ones acquired knowledge and became more prepared on how to access the external grants and they started to look independently for potential donors for the strategy on social inclusion of persons with disabilities.
- Updated the Strategies on social inclusion of persons with disabilities in Anenii Noi and Ialoveni districts. In this regards, Keystone staff developed the ToR for consultant to provide support for reviewing the Strategies for social inclusion of persons with disabilities from Ialoveni and Anenii Noi districts and drawing up the Strategies Action plan for 2017 in both districts; selected the consultant; provided support to two initiative groups in development of reports on strategies implementation; organised two workshops for revision of the strategies and of the action plans. All in total 40 persons were involved in two workshops (representatives of LPA, CSOs and persons with disabilities) . The workshops served also as a place for sharing the experiences on Strategy implementation. Thus, in case of Anenii Noi, a person with disability from Speia village, member of initiative group, shared his experience on mobilization of community members for building a ramp to a public service in community. LPA contributed with 1000 lei, local economic agents – with 6000 lei, and community members contributed in kind- with work for building a ramp. Following the workshops, the both strategies on social inclusion of persons with disabilities from Anenii Noi and Ialoveni districts were revised; the action plans for the second year of implementation were developed and approved.

- Conducted a 2 days' Workshop for Anenii Noi initiative group and potential members of self-advocacy group "What does self - advocacy mean and what is role in increase the capacities of persons with disabilities to participate at the decision making process" (27-28 February, 2017). For the workshop , was developed a ToR and was hired a consultant, the list of participants, agenda and presentations were coordinated, was organised a visit of initiative group from Anenii Noi to Falesti to meet with the self-advocacy group. All in total 22 persons participated in the workshop. As a result of the workshop and study visit, the participants improved their knowledge in self-advocacy , became more prepared on how to develop a self-advocacy group and criteria to select the self-advocates , gained a deeper understanding of the problems that people with disabilities face in their daily life and importance of their involvement in decision-making process, became more prepared to involve the community members into advocacy actions , got a stronger commitment to improve social inclusion of people with disabilities.
- Conducted one day workshop for initiative group and parents of persons with disabilities from Ialoveni districts "What does parent association mean" and what is its role in increasing the capacities of persons with disabilities to participate in decision making process" (15 March, 2017). The workshop was a complementary activity based on request of parents of persons with severe and moderate disabilities. The goal of the workshop was to inform parents of children with disabilities on how to unite forces and develop a parents association. For the workshop, was developed a ToR and was hired a consultant, the list of participants, agenda and presentations were coordinated. All in total 16 persons participated at the workshop. As a result of the workshop, the parents became more prepared in how to develop a parent's association and what kind of advocacy tool can be used to getting change, they acquired more information on solutions for problems discussed and became more prepared and committed to mobilize the community's resources into advocacy actions.

Objective 4. Increasing the organizational capacities and sustainability of Keystone Moldova

Performed activities:

- Organized of a team-building workshop on "Preventing professional burning syndrome by improving team communication" (3-5 of January, 2017, Iasi, Romania). For this purposes, was developed a TOR and hired a consultant through a tender process, the activity and agenda were coordinated with donor, the three days' workshop was organised in Iasi. The workshop combined the presentation of techniques for preventing burnout with practical exercises on how to perform them. The workshop impact was two folders: 1) good non-financial motivation of the staff, 2) the participants received a burn-out tool to be used for social care services providers. All in total 17 persons participated in team building activities.
- Conducted training in project writing and project management for Keystone Moldova staff (9-10 of March 2017). For this purposes, was developed a TOR and hired a consultant through a tender process, the activity and agenda were coordinated with donor, the two days' workshop was organised in Chisinau. All in total 17 persons participated in the training. The training was focused on development of project proposals for UE grants. The participants learned how to find a grant opportunity, how to elaborate and implement the projects proposals in accordance with donor requirements, national legislation, the organization's internal procedures and international law. The participants at the training learned also about the specific of cross border projects. As a result of this activity, the participants at training established two initiative groups and developed two project proposals (one for cross border cooperation and one for EIDHR). One project proposal was submitted in March to a donor organization.
- Revised the annual evaluation tool of the organization and sent to the donor.

1.7. The Project “Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru river” (Period of implementation: November 1,2016-March 31, 2019)

The project is supported financially by EU.

The main objectives of the project are as following:

1. Improving the quality of social services, which are provided to people with disabilities and their families from 5 rayons by developing Mobile Teams and one Day Center;
2. Developing skills of main community social actors in the field of social inclusion of the people with disabilities and ensuring exchange of experience between the rayons;
3. Prevention of stigmatization and discrimination of the people with disabilities by social theater and also by capacity building of the journalists from both sides of Nistru river.

Expected project results:

- Developed 5 Mobile team services and one day care center;
- 125 children and their families will annually benefit of Mobile team services;
- 150 local public authorities representatives will be capacitated in social inclusion of persons with disabilities;
- 1500 students and their teacher will have a positive attitude toward children with disabilities as a result of social theatre forums activities;
- 15 NGOs will be capacitated in the field of social inclusion and self-advocacy;
- 10 persons with disabilities will became members of self-advocacy movement.

Performed activities

- Organization of a project launch event (January 18.2017). All in total 60 persons were invited and participated at event, including the representatives of LPA from Gagauzia, Causeni, Transnistria, Stefan-Voda; EU representatives, NGO OSORT from Transnistria, as well as the staff of existing mobile teams from other rayons. The event was focused on informing the participants on project objectives and expected results. The staff of existing mobile teams shared their experiences and lessons learned during the provision of mobile team services.
- Organization of a working meeting with representatives of UTAG on project implementation. The vice president of Executive committee of Gagauzia, Olesea Tanasoglo participated in a meeting. As a result of this meeting, an action plan for implementation of mobile team services in Gagauzia was developed.
- Provision of technical assistance to project partners- NGO OSORT and AOPD - in development of action plan for project implementation. As a result the both organizations developed an action plan for the implementation of their part of EU project and submitted it to Keystone Moldova.
- Provided support to OSORC in the process of elaboration of Collaboration agreement between OSORT and LPA from Tiraspol and Slobozia (Transnistria). As a result the Collaboration agreements among OSORT and LPAs from Tiraspol and Slobozia were signed. This step was important for ensuring the sustainability of mobile teams in Transnistria.
- Project approval by the Technical Commission from Transnistria (Nr.161; February 16, 2017). This step was important for starting implementation of the project in Transnistria.
- Developed and approved partnership agreements for project implementation with AOPD (January 18, 2017); OSORT (January 18, 2017); rayon Council Causeni (February 15, 2017); rayon Council Stefan Voda (March 2, 2017); and UTA Gagauzia (March 9, 2017). The ceremonies were organised for signing partnership agreement. For each above mentioned event the press releases were developed and shared.

- Provided support to rayon councils from Causeni, Stefan Voda, Comrat in development of documentation (regulation and standards, mobile team budget etc.) for approval of mobile team services through the rayon councils decisions. As a result, the mobile team from Causeni was approved through the council decision on February, 15, 2017 (see the decision on: <http://www.causeni.md/proiecte-de-decizii-a-sedintei-consiliului-raional-causeni-din-data-de-15-02-2017>), the mobile team from Stefan Voda was approved through the council decision on March, 2, 2017 (see the decision on: <http://stefan-voda.md/deciziile-consiliului-raional-adoptate-la-sedinta-din-2-martie-2017/>), the mobile team from Comrat was approved through the council decision on March 20, 2017 (see the decision on: <http://gagauzia.md/newsview.php?l=ru&idc=390&id=6961>).
- Provided technical assistance to rayon councils in organization of tenders for selection of mobile teams' staff. In this regards, the job description of specialists were revised and translated into Russian, the Operational Handbook of Mobile team was translated in Russian, the interviews with the potential candidates were provided. As a result, all staff for mobile teams from Căușeni, Stefan Vodă, Găgăuzia, Tiraspol and Slobozia was selected and hired.
- Elaborated, consulted and signed grant contracts with AOPD, OSORT, and LPA from Căușeni, Stefan Vodă and Găgăuzia.
- Provided support to mobile team staff and local public administrations from Căușeni, Stefan Vodă and Găgăuzia in the development of strategic and annual activity plans. In this regards, two workshops were organised for each mobile team staff with the following topics: 1) "Developing annual activities plan of Mobile team social service", 2) "Developing strategic plan of Mobile team social service". As a result of workshops, each mobile team developed a strategic plan and an annual activity plan.
- Organised a study visit of UTA Găgăuzia representatives in Orhei social services for persons with disabilities developed with Keystone Moldova support (March 24, 2017). The scope of the study visit was to exchange the experiences on social inclusion of persons with disabilities between different LPAs.
- Provided support to mobile teams from Căușeni, Stefan Vodă and Găgăuzia in initial accreditation of services. In this regards, one workshop on "Accreditation of Mobile team social service: procedures and methodology" was organised for mobile teams and LPA from Causeni and Stefan Voda. Also the mobile team staff was assisted in development of required documentation for the accreditation.
- Prepared the initial training for mobile team staff. In this regards the following activities were done: sent invitations to the seminar to participants, coordinated the process of editing Operational Handbook for Mobile Team Services, filled the certificates for participants at the seminar, coordinated and signed contract with the Tourist Complex Vatra, Vadul lui Voda, had meetings and discussions with trainers, prepared PPT and ensured their translation.
- Provided support to Mobile team on procurement of equipment , furniture and cars. In this regards, Keystone Moldova organised three separate tenders for procurement of equipment, furniture and cars. As a result of provided tenders the companies for provision of equipment, furniture and cars were selected and approved. During the reporting period, the mobile teams from Causeni, Stefan Voda and Gagauzia were provided with the needed equipment and furniture. The three mobile teams also received needed books and toys, as agreed.
- Ensured the visibility and communication related to EU Project during the whole reporting period. In this regards, the project staff provided support to Causeni and Stefan Voda mobile teams in development of information panels on mobile team services at rayons level. The brochures on Mobile team services were developed in Russian and Romanian and were printed. The staff was involved in preparation of the photo exhibition "Snails nest" jointly with mobile team from Singerei rayon. The photo exhibition was about persons with disabilities from Singerei rayon served by mobile team. The media, other NGOs, donors, were invited at this exhibition. The information on social inclusion of persons with disabilities and mobile team services provision was provided to participants. Keystone

Moldova participated at EU day (13 of May, 2017) with the visibility materials on Mobile team services. Keystone Moldova developed and submitted information materials and photo on project progress for EU newsletter each month. As a result the project visibility was also ensured through the EU newsletter. Keystone Moldova Executive Director and project coordinator participated in the event organized by EU Delegation in RM for coordinating activities under the projects financed by EU (7 of March 2017). Keystone Moldova Executive director made a presentation of the project to all participants, including media. Project coordinator delivered a presentation on the project to the representatives of both ministries of social protection (from Moldova and from Transnistria) during the joint meeting organised by OSCE on June 27, 2017. The project coordinator jointly with the administrative director participated also at the meeting organized by UN Office on Human Rights for all EU projects in Transnistrian region on human rights approach (4 April 2017), where also was made a short presentation of the project.

1.8. The Project „Strengthening and sharing/ disseminating inclusive education model for preschool children in Moldova” (Period of implementation: February 1, 2017- June 29, 2018)

The project is implemented in partnership with Step by Step with the financial support of OSF/ECP

The main objectives of the project are as following:

Objective 1. In cooperation with ME and NCPPA, to identify the optimal ways for PPAS to continuously support the teachers of evaluated SEN children and to develop PPAS competence for providing a meaningful (rather than formal) feedback to preschool teachers and parents.

Objective 2. To support the professional dialogue between the kindergarten and primary school teachers based on a holistic approach to child learning and development and to help the school to be ‘ready for children’, particularly for those with SEN, based on a complex approach to the (ecology of) school transition of all, and particularly SEN children

Performed activities during the reporting period of time

Objective 1. In cooperation with ME and NCPPA, to identify the optimal ways for PPAS to continuously support the teachers of evaluated SEN children and to develop PPAS competence for providing a meaningful (rather than formal) feedback to preschool teachers and parents.

- Elaborated jointly with the ME and signed 5 years Collaboration Agreement between the ME and Keystone Moldova for implementation of inclusive education. In this regards, Keystone Moldova had several meetings with the representatives of the ME where the content of the collaboration agreement was discussed. It was decided to broaden the content of the collaboration agreement and to include in it the promotion of inclusive education at all education stages: kindergarten, primary, secondary and vocational.
- Developed and coordinated with the ME the project action plan. In this regards, a joint meeting of Keystone Moldova with the representatives of the ME was organised and the action plan was revised and finalized.
- Revised jointly with Step by Step and OSF/ECP the project logical framework. In this regards a Skype meeting with participation of OSF’s (Dragana Seretnicov), PE Pas cu Pas and Keystone Moldova was organised on June 23, 2017. Keystone Moldova worked jointly with Step by Step and revised the project logical framework.

- Developed monitoring and evaluation report on SAP activities. The project coordinator was member of the ME group on monitoring and evaluation of SAP activities. She was responsible for development of the report based on monitoring and evaluation of SAP activities. The report with recommendations was developed and presented at the Work group meeting.
- Developed TOR for consultant in Monitoring and Evaluation of the project results.
- Developed TOR for the consultant on development of Guideline on methodology for assessment of early child development. The guideline will serve as a tool for all persons interested in assessment of yearly child development.
- Developed technical documents for organization and well-functioning of intersectoral teams on ensuring the access of children of preschool age to early education.

Objective 2. To support the professional dialogue between the kindergarten and primary school teachers transition of all, and particularly based on a holistic approach to child learning and development and to help the school to be 'ready for children', particularly for those with SEN, based on a complex approach to the (ecology of) school SEN children

- Conducted monitoring visits in pilot kindergartens: Pânășești, Strășeni; Anenii Noi; Măgdăcești, Criuleni; Susleni, Orhei; Moscovei, Cahul. The scope of the visits was to monitor the progress of educational inclusion of children with SEN.
- Preparation and organisation of practical workshops for parents of children from pre-school groups, including those with SEN, on psychological preparation of children for transition from kindergarten to school. In this regards the following activities were done: development of TOR for consultant and hiring the consultant, scheduling the workshops and development of workshops agenda, organization of workshops in 5 kindergartens, including: Pânășești, Strășeni (5 May 2017) ; Anenii Noi(16 May 2017) ; Măgdăcești, Criuleni (11 May 2017) ; Susleni, Orhei (12 May 2017) ; Moscovei, Cahul (17 May 2017).Total 174 parents and grandparents attended the workshops.

Other activities (participation in working groups meetings, studies)

- Participated in the meeting of the Coordination Council on the implementation of the residential child care reform and the implementation of inclusive education (14 June 2017). The project coordinator presented the report on monitoring and evaluation of SAP.
- Elaborated the methodology of survey „Implementing the vocational inclusive education in the RM – actual situation and the perspective directions” (participation on working meetings, coordinating document, etc.).

1.9. The project “Get involved through advocacy and self-advocacy”, supported financially by SOIR (Period of implementation: January 1, 2015-December 31, 2017)

The project is supported financially by IM Swedish Development Partner

The main objectives of the project:

1. Developing and strengthening the national network of self-advocacy by the end of 2017 with at least 80 members (people with disabilities) from all the regions of the country.
2. Developing “The National Platform of Parent Organizations/Groups” by the end of 2017, with at least 16 parent organizations as members
2. Supporting the NGO's working in the disability field in increasing the quality and sustainability of the services

3. Development of Keystone Moldova according to the Strategy of the organization

Performed activities per objectives:

Objective 1. *Developing and strengthening the national network of self-advocacy by the end of 2017 with at least 80 members (people with disabilities) from all the regions of the country.*

- SAGs from 10 districts continued **networking for advocacy**, sharing experiences and good practices of independent living and rights claimed. Three new SAGs in three districts have been created.
- At least 84 self-advocates from 7 districts **empowered in requesting their specific rights** from community members, local and national authorities; in independent and/or supported decision making in the family, group and in the community. Some evidences are provided below:
 - ✓ *To date, at least one third SAGs members have advocated for the rights of persons with disabilities, both at local and international level (by developing and submitting petitions to public authorities for solving various problems, by meeting and discussing with authorities the issues of interest, by participating in disability policy development processes etc.)* During 2017 one self-advocate has been involved in promoting the right to deinstitutionalization and community living of persons with disabilities who live in residential institutions.
 - ✓ *To date, at least 12 self-advocates have been employed due to assistance provided under the Project.* In 2017 self-advocates continued to look for / have been assisted in getting a job or income-generating activities. Three self-advocates benefited of professional training program and one got a job.
- Self-advocates continued to **raise public awareness** on the persons with disabilities as equal members of the community.
 - ✓ In 2017 one self-advocate young woman has become a non-actor of Alternative social theatre troupe. She will play with the troupe in five schools from Falesti district to raise public awareness starting September.
 - ✓ 22 story-telling stories of self-advocates and two short films developed with participation of self-advocates have been used in Keystone Moldova media campaign “I support inclusion!” and shared through SAGs Facebook pages.
- Most self-advocates acquired **independent living** abilities. At least 9 self-advocates lived independently for a certain period of time since the beginning of the project. One self-advocate created a family and will be living independently; his wife will be part of the group and they will continue to receive support when needed. Another self-advocate is planning to create a family.
- Keystone Moldova team continues to train and empower self-advocates based on their needs. In 2017 a specific accent was put on sexual and reproductive health of persons with disabilities. Self-advocates and support persons participated in several events: local trainings, international conference, a summer school “Life, Love and Friendship”.

Objective 2. *Developing “The National Platform of Parent Organizations/Groups” by the end of 2017, with at least 16 parent organizations as members*

- At least 19 NGOs / groups of parents from 11 districts advocate for the rights of persons with disabilities and their families. Due to common efforts, the following results can be reported for 2017:
 - ✓ The Law on Pension has been amended. The contribution period includes the non-contributory period of a parents/guardian who takes care for a child with severe disability under the age of 18. The advocacy campaign continues so as to cover adults with disabilities.

- ✓ Recommendations on health issues have been included in the National Program on Social Inclusion of persons with disabilities 2017-2022. All recommendations are based on issues with healthcare service delivery to persons with disabilities and their families, identified during the previous year of the Project.
- ✓ A group of parents from a suburb has acted a discrimination case through the Equality Council. The Council issued the decision according to which parents with children with disabilities are discriminated in benefitting of retirement pension compare to parents who didn't have children with disabilities. Currently the case is acted through the Court.
- Keystone Moldova provided 3 local NGOs with small grants on social inclusion of persons with disabilities. The NGOs have been provided with small grants after delivering 1 training in project development and project management. 30 persons participated in the training and represented various small local NGOs. A call for proposals have been launched after the training. These CSOs are implementing their first projects. It is important that projects are implemented with participation of persons with disabilities (including with self-advocates). The project implementation has strengthened the dialogue between local actors (dialogue with schools, with other local CSOs).
- Provided assistance to persons with disabilities and their parents in solving various problems they face, upon request. Due to assistance provided, the following results were achieved: a child was prevented from institutionalization and had accessed Respiro social service; several families benefited of wheelchairs, dippers, medicines etc.; a girl with Down syndrome, was included in the kindergarten. Currently, the family is trying to include the girl in a mainstream school

Objective 3. *Supporting the NGO's working in the disability field in increasing the quality and sustainability of the services*

- Keystone Moldova is an active member of AOPD platform (support provided to the AOPD secretariat in developing petitions on behalf of persons with disabilities and their families submitted/to be submitted to central government). Issues approached: access to and quality of health services; amending the Law on Pension regarding the contribution period of parents with adults with disabilities; income tax exemptions for taxpayers with persons with severe disabilities as dependents; social aid for families with persons with disabilities etc.)
- Keystone Moldova also promoted the rights of persons with disabilities through the Independent Mechanism on Monitoring the UNCRPD under the Ombudsman office (same issues as above).

Objective 4. *Development of Keystone Moldova according to the Strategy of the organization*

II. SOCIAL ENTREPRENEURSHIP ACTIVITIES

2.1. Development of training center Keystone Moldova

Objectives:

1. To increase the sustainability of community based services developed with Keystone Moldova support
2. To increase the sustainability of Keystone Moldova organization

Activities performed during the reporting period of time:

Maintenance activities:

- The audio system was improved by purchasing additional equipment and accessories. This investment (a mixing amplifier) will offer the possibility to improve the interconnection of the translation equipment with the mobile microphones and PC-audio (including Skype). The new equipment of the Training Center was installed and tested. The Training Center staff learned how to operate the equipment.

Communication and marketing activities:

- The Facebook page was used to promote the Training Center Services.
- The number of Facebook likes increased from 333 likes on January 1 to 414 likes on June 30, 2017.
- Agreements were signed and the Training Center was rented to the following organizations: UNDP, SOIR, East Europe Foundation, AOPD, GIZ, People in Need, Eco Razeni, ACSA, CJI, CIDO, and for the trainings organized by Keystone Moldova from different projects.
- Business collaboration proposals were sent to consulting companies that usually rent the training venues for various events.
- The tenders announcements were followed and cost offers were sent.
- Money gained from the training room rent was used to help support the reintegration in the family of one beneficiary and renovation costs of the house in Lapusna for two deinstitutionalized adults.

Problems/challenges faced:

- The low number of clients uses the Training Center facilities. In order to increase the number of clients' different promotion methods were used: Facebook page, e-mail distribution of the information about the center and the price lists.
- The number of receivers for the participants of the simultaneous translation system is not enough for large events. Thus it is necessary to purchase 15-20 more devices. In meantime we negotiated with one company that has similar equipment on the renting of the missing equipment.
- The simultaneous translation system has only one interpreter console. This limits the possibilities to make the translation to one language only. It is necessary to purchase one more console.

2.2. EcoVox Social enterprise

Objectives

1. Economic empowerment of individuals with disabilities, their families and social services staff in the process of producing the bags
2. To support persons with disabilities to live a meaningful life in community and to be self-sustainable
3. Reducing the use of plastic bags by producing and promotion of canvas tote bags.

Activities performed during the reporting period of time:

- Relations were established with the Moldo-Czech association for economic cooperation. As a result we will promote EcoVox production in Czech Republic. We will also look for new partners from this country.
- The production of tote bags from other recycled materials: The best international practices were studied; the potential new materials were studied and their presence on Moldovan market; a strategy for the collection of materials was developed along with information leaflets for materials donation; information on the intention to collect the materials was sent to a number of companies.

- A total of 90 tote bags with prints were produced for the national conference „Community for All – Moldova: Achievements and perspectives”. As a result three persons that participated in the production of the bags received salaries. The print of the logo was done with our own equipment.
- A bid for the production of 550 canvas tote bags was developed and submitted to UNDP. After the selection of EcoVox bid the design of the tote bag was developed and coordinated with UNDP representatives. The production of 550 bags was started. The deadline is July 31st. The print of the logo and the message on the bag will be outsourced as we don't have the equipment for cotton canvas print. Three persons (beneficiaries and one parent) will be paid for the production work.
- A market study was performed to identify the possibilities to outsource the canvas printing. EcoVox project has the possibility to print on light synthetic canvas only. For the other types of printing (on cotton and dark canvasses) it is necessary to work with other companies. As a result we established collaboration relationship with one company.
- A bid was developed for 100 tote bags for a new potential client.
- The EcoVox team increased with two more persons. The new workers were deinstitutionalized from one residential institution and started living in the community. They went through a new staff orientation process and were offered a sewing machine.

Problems/challenges faced:

- The low number of clients for EcoVox bags and purses. In order to increase the number of clients is necessary to develop a marketing plan and diversify the communication methods.
- The number of workers is small. As a result it is challenging to produce big number of bags in a short period of time. It is necessary to recruit and train more workers.
- It is necessary to acquire new equipment that will allow us to print on cotton canvas. Thus we will be able to create one new job and increase the revenue.

2.3. Consultancy services

Objective: To increase the sustainability of Keystone Moldova organization

Performed activities during the reported period of time:

- **Consultant services to Trimbos NGO on conducting capacity building activities for the staff from mental health services.** Three Keystone Moldova staff was capacitated by Trimbos in mental health issues. Trimbos subcontracted those persons through Keystone Moldova for provision of trainings. In 2016, Keystone Moldova staff prepared and delivered training for medical staff from Orhei, Balti and Chisinau.
- **An agreement was signed with the AOPD from Moldova on the development of the Methodologic concept on the development of the deinstitutionalization program.** The task was performed in the period January to April, 2017. The concept has been submitted for consultation with main stakeholders in the field of disability and social inclusion of persons with disabilities.

2.4. Promoting the Social Entrepreneurship

Objective: To contribute to the development of Social Entrepreneurship in Moldova

Performed activities during the reported period of time:

- Participation on the working group for the development of the Law on Social Entrepreneurship in Moldova.

- Keystone Moldova participated in the establishment of the Moldova Rebranded forum in march 2017. Together with other organizations (profit and non-profit) an Open Space forum was organized on the collaboration between the business and non profit sector. The participation at the forum was feel based. The profit (aprox. 4500 MDL) was transferred to Keystone Moldova to be used for the projects.

III. CROSS-CUTTING ACTIVITIES (MEDIA AND COMMUNICATION, VOLUNTEERS MOVEMENT, NETWORKING, MANAGEMENT AND FUND-RAISING)

3.1. Media and communication

The media and communication activities were supported financially by Keystone US and EU

Objectives:

1. To promote Keystone Moldova activities on websites, in social media and media;
2. To continue to advocate for deinstitutionalization and community living through social media;
3. To support other projects with activities focused on combating the discrimination of persons with disabilities.

Expected results:

- Increased knowledge of general population regarding Keystone Moldova activities;
- Changed attitudes of general population regarding the right of persons with disabilities to live in a community,
- Increased level of tolerance of general population toward person with disabilities.

Performed activities per objectives:

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

- During this reporting period the C4A-MD Program activity was promoted through Keystone Moldova Facebook page - <https://www.facebook.com/keystonemoldova>, and website - <http://keystonemoldova.md/ro/news-and-events/default.php>. In this order, 170 short materials have been posted / disseminated on *Keystone Moldova's Facebook* page. The materials published got 129.320 people reached, 5.022 likes and 1.242 shares. For more details, please see <https://www.facebook.com/keystonemoldova>. The number of Keystone Moldova Facebook page fans increased, as well – from 1.894 to 2.037 fans, with 188 page likes.
- Keystone Moldova webpage was updated. All the materials (video, leaflets, and publications) were collected and submitted to be published in the site.
- 10 new materials have been posted on *Keystone Moldova web page*: www.keystonemoldova.md.
- During the reported period, 72 materials about Keystone Moldova's activities have appeared in the *media*:
 1. <http://www.ipn.md/ro/societate/83046>
 2. <http://www.timpul.md/articol/150-de-persoane-cu-dizabilitai-intelectuale-au-fost-plasate-in-familii--107168.html>
 3. http://adevarul.ro/moldova/social/150-persoane-dizabilitati-intelectuale-fost-plasate-familii-1_58de32575ab6550cb8d8d517/index.html
 4. <http://www.europalibera.org/a/28374656.html> (min.15)
 5. <http://www.europalibera.org/a/28403814.html>

6. <http://www.mmpsf.gov.md/ro/content/programul-comunitate-incluziva-moldova-pestes-150-de-persoane-cu-dizabilitati-intelectuale>
7. <http://trm.md/ro/panorama-zilei/panorama-zilei-din-31-martie-2017/> (min.9:56)
8. https://www.facebook.com/pg/crap.incluziune.edu.gov/photos/?tab=album&album_id=1464515070286124
9. <http://www.realitatea.md/emisiuni/realitatea-defecta.html>
10. <http://trm.md/ro/social/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova/>
11. http://www.realitatea.md/video-egali-in-drepturi-exper-ii-din-occident-au-lansat-o-campanie-pentru-a-ajuta-tinerii-din-moldova-cu-probleme-mentale_51465.html
12. <https://news.yam.md/ro/story/5393101>
13. <http://portal-ro.com/post/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-/>
14. <http://www.allmoldova.com/ro/news/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova>
15. <http://www.tvelita.md/index.php/tvelitaorhei.html>
16. <http://news.click.md/item/egali-in-drepturi-expertii-din-occident-au-lansat-o-campanie-pen-08118c75886bc6a6ff1720ceec77572f>
17. <http://trm.md/ro/social/servicii-sociale-pentru-copiii-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului/>
18. <http://agora.md/stiri/27105/ue-acorda-suport-in-crearea-serviciilor-sociale-pentru-persoanele-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului>
19. <http://www.ipn.md/ro/dosar-transnistrean/81598>
20. <http://portal-ro.com/post/servicii-sociale-pentru-copiii-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului/>
21. <http://actualitati.md/md/societate/copiii-cu-dizabilitati-din-mai-multe-raioane-ale-tarii-vor-beneficia-de-servicii-sociale>
22. http://www.realitatea.md/-video--servicii-sociale-la-domiciliu--ue-va-oferi-suport-persoanelor-cu-dizabilitati-din-stanga-nistrului_51199.html
23. <http://www.democracy.md/?article=16080>
24. http://moldova-suverana.md/article/uniunea-europeana-va-oferi-ajutor-copiiilor-cu-dizabilitati-din-stinga-nistrului-si-din-regiunea-gagauza_16403
25. <https://www.tv7.md/ro/social/pestes-125-de-copii-cu-nevoi-speciale-din-cinci-raioane-vor-beneficia-de-servicii-sociale-mai-bune/>
26. <https://news.yam.md/ro/story/5363176>
27. <http://www.allmoldova.com/ro/news/servicii-sociale-la-domiciliu-ue-va-oferi-suport-persoanelor-cu-dizabilitati-din-stanga-nistrului>
28. http://www.sortv.info.md/index.php?option=com_content&view=article&id=3334%3Apersonale-cu-dizabilit%C4%83%C8%9Bi-mintale-%C3%AE%C8%99i-afl%C4%83-drepturile&catid=58%3Alocale&Itemid=310
29. <http://trm.md/ro/social/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova/>
30. http://www.realitatea.md/video-egali-in-drepturi-exper-ii-din-occident-au-lansat-o-campanie-pentru-a-ajuta-tinerii-din-moldova-cu-probleme-mentale_51465.html
31. <https://news.yam.md/ro/story/5393101>
32. <http://portal-ro.com/post/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-/>

33. <http://www.allmoldova.com/ro/news/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova>
34. <http://www.tvelita.md/index.php/tvelitaorhei.html>
35. <http://news.click.md/item/egali-in-drepturi-expertii-din-occident-au-lansat-o-campanie-pen-08118c75886bc6a6ff1720ceec77572f>
36. <http://www.realitatea.md/poduri-intre-maluri--ue-finanteaza-sase-proiecte-in-moldova-pentru-un-dialog-mai-bun-cu-transnistria--video- 53551.html>
37. <http://jurnaltv.md/ro/news/2017/3/7/ue-uneste-cele-doua-maluri-de-nistru-10275181/>
38. <http://moldnova.eu/ro/uniunea-europeana-pompeaza-bani-pentru-spori-increderea-intre-chisinau-si-tiraspol-13650.html/>
39. <http://tvrmdova.md/actualitate/ue-implementeaza-6-proiecte-noi-pe-ambele-maluri-ale-nistrului/>
40. <http://gagauzinfo.md/md/index.php?newsid=4387>
41. <http://gagauzinfo.md/index.php?newsid=31623>
42. <http://www.gagauzia.md/newsview.php?l=ru&idc=390&id=6951>
43. <http://1news.md/gagauziya/28130-v-gagauzii-sozdadut-sluzhbu-mobilnoy-pomoschi-licam-s-ogranichennymi-fizicheskimi-vozmozhnostyami.html>
44. <https://ok.ru/gagauzinfo/topic/66371918332030>
45. <https://gagauzmedia.md/index.php?newsid=10382>
46. <http://www.realitatea.md/live-keystone-human-services-international-moldova-association-conferinta-de-presa-cu-tema-rezultatele-cercetarii-sociologice-a-incluziunii-sociale-a-persoanelor-cu-dizabilitati 53159.html>
47. <http://www.realitatea.md/studiu--peste-60prc--dintre-persoanele-cu-dizabilitati-din-moldova-nu-au-bani-pentru-a-si-procura-hrana-si-lucruri-de-prima-necesitate--video- 53198.html>
48. <https://www.privesc.eu/Arhiva/74679/Conferinta-de-presa-organizata-de-Keystone-Human-Services-International-Moldova-Association-cu-tema--Rezultatele-cercetarii-sociologice-a-incluziunii->
49. <https://news.yam.md/ro/story/5531084>
50. <http://ntv.md/news/9228>
51. <https://www.soros.md/en/event/persoanele-cu-dizabilitati-se-simt-izolate-Moldova>
52. <https://www.youtube.com/watch?v=cKpuOINl8-A>
53. <http://www.ipn.md/ro/anunturi/6385>
54. <http://trm.md/ro/social/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
55. <https://point.md/ro/noutati/social/studiu-peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime>
56. <https://news.yam.md/ro/story/5533866>
57. <http://portal-ro.com/post/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
58. <http://www.radionoroc.md/stiri/main/4471>
59. <http://feeds.casata.md/index.php?l=ro&action=yesterday>
60. <http://ipn.md/ro/societate/82418>
61. <http://www.vedomosti.md/news/bolee-60-procentam-invalidov-ne-hvataet-dazhe-na-edu>
62. <http://protv.md/stiri/social/i-au-daruit-o-familie-un-preot-din-bacloi-si-sotia-sa-au-luat---1817621.html>
63. <https://www.facebook.com/rferl/videos/10155552426074575/>
64. <https://www.facebook.com/euopalibera.org/videos/10154901996063167/>

65. <http://protv.md/stiri/social/i-au-daruit-o-familie-un-preot-din-bacioi-si-sotia-sa-au-luat---1817621.html>
66. http://radiochisinau.md/persoanele_cu_dizabilitati_mentale_sunt_private_de_drepturi-37686
67. <http://www.realitatea.md/emisiuni/realitatea-defecta.html/137215>
68. <https://www.youtube.com/watch?v=9JXxpjBxA7c&index=33&list=PLXYv8qtcPdLuCpHfxXNzneEpx0f5o89P4>
69. <https://www.youtube.com/watch?v=Xz-AQQ6EbbA>
70. <https://www.europalibera.org/a/28530768.html>
71. https://www.facebook.com/rferl/videos/10155552426074575/?hc_ref=PAGES_TIMELINE
72. <https://www.europalibera.org/a/28424739.html?nocache=1>

Objective 2. *To continue to advocate for deinstitutionalization and community living through social media.*

- Keystone Moldova prepared a campaign regarding the *redirection of 2% from taxes*. In this order: a flyer was prepared and printed; an article about why should people redirect the 2% to Keystone Moldova and how they could do it was realized and published on Keystone Moldova web site. The campaign was actively shared through social media.
- *Three leaflets* have been prepared: about Shared Living service, Community home and a leaflet about Keystone Moldova's activity. Communication department has prepared the text, the photos; a designer and a printing house were hired. The leaflets were printed and distributed.
- Two movies prepared by Europa Libera ("At their home") and Realitatea TV ("The right to love") were translated into English and are going to be edited;
- **Developed and provided a communication campaign „I support inclusion!”** The social media campaign *“I support inclusion!”* was launched on April 03. The campaign has four main components:
 1. The inclusion of persons with disabilities in the work field: „I can work!”
 2. Breaking the stereotypes: „I am a person, not your opinion!”
 3. The inclusion of children with SEN in kindergartens: „Let's play together!”
 4. The life of persons with disabilities in the community: „We are the same!”.

The activities of the campaign included: movies, photo reportages, quotes, success stories, photos, interviews, publishing materials that highlight the solutions against discrimination and the fact that there is no difference between persons. All the materials were posted on Keystone Moldova Facebook page.

During the campaign, *23 materials* were published in social media:

Materials published under the component: The inclusion of persons with disabilities in the work field: „I can work!”:

- ✓ A movie about work inclusion of Eduard Turcu, that was also translated in English:

<https://www.youtube.com/watch?v=-U2mV-mLVCg&feature=youtu.be>

<https://www.youtube.com/watch?v=jz68GQnUgQ8&feature=youtu.be>

- ✓ A movie about several persons who experiences labor inclusion:

<https://www.youtube.com/watch?v=1sVHa7x3lbw>

- Three photo reportages about the work of young people from Oxentea, Lapusna and Orhei. Two of the materials were translated and published in English, also.

Oxentea: <https://www.facebook.com/keystonemoldova/posts/10158604315035171>

<https://www.facebook.com/keystonemoldova/posts/10158605317145171>

Lapusna:

<https://www.facebook.com/keystonemoldova/posts/10158617106965171>

<https://www.facebook.com/keystonemoldova/posts/10158618595840171>

Orhei:

<https://www.facebook.com/keystonemoldova/posts/10159016146270171>

Materials published under the component: Breaking the stereotypes: „I am a person, not your opinion!“:

- One movie realized by self-advocacy groups from Ungheni:

<https://www.youtube.com/watch?v=wDXToGBTGJM&feature=youtu.be>

- One movie realized by self-advocacy groups from Falesti:

<https://www.youtube.com/watch?v=VhF8LyG2gv0&feature=youtu.be>

- 3 stories of persons with disabilities, told according to Storytelling technique:

<https://www.facebook.com/keystonemoldova/posts/10158634950720171>

<https://www.facebook.com/keystonemoldova/posts/10158657155380171>

<https://www.facebook.com/keystonemoldova/photos/a.10152714084155171.1073741825.355140570170/1015886222225171/?type=3&theater>

Materials published under the component: The inclusion of children with SEN in kindergartens: „Let’s play together!“:

- One movie about kindergarten inclusion of a girl from Panasesti, Straseni (that was also translated and published in English):

<https://www.youtube.com/watch?v=niOsIFh9zDE&feature=youtu.be>

https://www.youtube.com/watch?v=izfHXG50_js&feature=youtu.be

- One movie about kindergarten inclusion of a boy from Susleni, Orhei:

<https://www.youtube.com/watch?v=4uEIZCyK7gk&feature=youtu.be>

- 2 short interviews about the opinion of two kindergarten managers, within the rubric „Opinion pouch“:

<https://www.youtube.com/watch?v=TuPVLfby3xQ&feature=youtu.be>

<https://www.youtube.com/watch?v=UEV0L6MOtNw&feature=youtu.be>

Materials published under the component: The life of persons with disabilities in the community: „We are the same!“:

- A short movie about the opinion of the neighbor of persons with disabilities from Hansca, within the rubric „The neighbors“:

<https://www.youtube.com/watch?v=k0wuPkgYxTQ&feature=youtu.be>

- A material about the dream of Vitalie Crudu (Supported Living Service from Orhei); the material was translated and published in English;

<https://www.facebook.com/keystonemoldova/posts/10158768617685171>

<https://www.facebook.com/keystonemoldova/posts/10158769486710171>

- A photo reportage about the life in the community of persons with disabilities from Community Home from Falesti; the material was translated and published in English, also:

<https://www.facebook.com/keystonemoldova/posts/10158936536885171>

<https://www.facebook.com/keystonemoldova/posts/10158936545290171>

The published materials gained: 14.710 people reached 554 likes and 179 shares.

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

“Community for all – Moldova” Program

- Communication department provided the needed support for preparations for *National conference: “Community for All Program: achievements and perspectives”*: journalists were invited, the press release was prepared. Also, Communication department have prepared 2 movies about Supported living service and work inclusion of persons with disabilities and a slideshow that contains the photos from all the services developed with Keystone Moldova support. In order to edit the movies, Communication manager took trips to Oxentea and Orhei, to film some interviews with persons with disabilities from Shared Living services. See the links to the movies below:

<https://www.youtube.com/watch?v=K8s6gHzLznc>

<https://www.youtube.com/watch?v=8-XWGp5UjyA>

- Communication manager prepared a presentation on Forum Theatre and Media advocacy and presented it at the Conference at the National conference.
- Communication manager supported the media during the conference, as well as monitored conference visibility in the media. After the conference, several materials have appeared in the media:
 1. <http://www.ipn.md/ro/societate/83046>
 2. <http://www.timpul.md/articol/150-de-persoane-cu-dizabilitai-intelectuale-au-fost-plasate-in-familii--107168.html>
 3. http://adevarul.ro/moldova/social/150-persoane-dizabilitati-intelectuale-fost-plasate-familii-1_58de32575ab6550cb8d8d517/index.html
 4. <http://www.europalibera.org/a/28374656.html> (min.15)
 5. <http://www.europalibera.org/a/28403814.html>
 6. <http://www.mmpsf.gov.md/ro/content/programul-comunitate-incluziva-moldova-pest-150-de-persoane-cu-dizabilitati-intelectuale>
 7. <http://trm.md/ro/panorama-zilei/panorama-zilei-din-31-martie-2017/> (min.9:56)
 8. https://www.facebook.com/pg/crap.incluziune.edu.gov/photos/?tab=album&album_id=1464515070286124

The sociological study “Social inclusion of persons with disabilities”

- The press conference on *launching the sociological study “Social inclusion of persons with disabilities”* was held on February 28. Communication department got involved in the event; took pictures and published the press release. She also supported the media during the lunch event and monitored the visibility of the study in media. All in total 17 materials on study have appeared in media:
 1. http://www.realitatea.md/live-keystone-human-services-international-moldova-association-conferinta-de-presa-cu-tema-rezultatele-cercetarii-sociologice-a-incluziunii-sociale-a-persoanelor-cu-dizabilitati_53159.html
 2. <http://www.realitatea.md/studiu--pest-60prc--dintre-persoanele-cu-dizabilitati-din-moldova-nu-au-bani-pentru-a-si-procura-hrana-si-lucruri-de-prima-necesitate--video-53198.html>
 4. <https://www.privesc.eu/Arhiva/74679/Conferinta-de-presa-organizata-de-Keystone-Human-Services-International-Moldova-Association-cu-tema--Rezultatele-cercetarii-sociologice-a-incluziunii->
 5. <https://news.yam.md/ro/story/5531084>
 6. <http://ntv.md/news/9228>
 7. <https://www.soros.md/en/event/persoanele-cu-dizabilitati-se-simt-izolate-Moldova>

8. <https://www.youtube.com/watch?v=cKpuOINl8-A>
 9. <http://www.ipn.md/ro/anunturi/6385>
 10. <http://trm.md/ro/social/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
 11. <https://point.md/ro/noutati/social/studiu-peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime>
 12. <https://news.yam.md/ro/story/5533866>
 13. <http://portal-ro.com/post/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
 14. <http://www.radionoroc.md/stiri/main/4471>
 15. <http://feeds.casata.md/index.php?l=ro&action=yesterday>
 16. <http://ipn.md/ro/societate/82418>
 17. <http://www.vedomosti.md/news/bolee-60-procentam-invalidov-ne-hvataet-dazhe-na-edu>
- Also, Communication department was involved in editing the study and its preparation for printing.

The project “Get involved through advocacy and self-advocacy”

- Communication manager and the co-trainer on storytelling have worked toward the *stories of persons with disabilities*, parents and support persons of Self-advocacy groups, in order to prepare them to be published. The stories were told during the training in Storytelling, held in 2016, within this project. In this order, 24 stories have been prepared and published.
- Within the same project, Communication manager and a co-trainer from Keystone Moldova held a *training in Forum Theatre*, between June 26 – July 2. At the training were 10 participants – volunteers, one Self-advocate and a support persons. In this order, another Theatre troupe was created in Falesti, named also “Alternativ” – a subsidiary to the main troupe from Chisinau. The purpose of the training was to prepare Alternativ social theatre troupe for a new season of Forum Theater and to prepare the Forum Theater performance in order to stop and prevent discrimination of persons with disabilities in schools. During the training, non-actors (social theatre actors) learned theatre and social theatre techniques, achieved abilities to play on stage and have had a lot of improvisation. Also, non-actors have created the Forum theatre performance that will be presented to the pupils from 5th to 9th grade in schools. The performances will be presented in 5 communities. The premiere of the performance already took place in Falesti and small changes have occurred in it.

EU project „Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions”

- Communication department got involved into development and printing of *a set of promotional materials* for the campaign “European Union helps me defend my rights!”: 2 banners, 2 stickers for the informational bus, an informational tent, a poster.
- The communication department provided support for organization and development of the communication campaign “*European Union helps me defend my rights!*”, which took place between January 24 and June 14. In this regards, the support was provided for the organization of the lunch event (prepared the press release, has invited journalists to the event, shared the press release and collected the materials what appeared in press after the event), as well as during the implementation of the campaign (took pictures, development and dissemination of materials, participation in communication events, promotion of the hotline number through social media). In this order, 62 short materials about the campaign were shared in social media. They gained 40.668 people reached, 1.576 likes and 445 shares. At every event during the campaign, the last edition of the photo exhibition „World, the way I see it” was exposed. Communication manager monitored also the visibility of the communication campaign. All in total 16 materials were published in the media:

1. <http://trm.md/ro/social/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova/>
2. http://www.realitatea.md/video-egali-in-drepturi-exper-ii-din-occident-au-lansat-o-campanie-pentru-a-ajuta-tinerii-din-moldova-cu-probleme-mentale_51465.html
3. <https://news.yam.md/ro/story/5393101>
4. <http://portal-ro.com/post/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-/>
5. <http://www.allmoldova.com/ro/news/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova>
6. <http://www.tvelita.md/index.php/tvelitaorhei.html>
7. <http://news.click.md/item/egali-in-drepturi-expertii-din-occident-au-lansat-o-campanie-pen-08118c75886bc6a6ff1720ceec77572f>
8. <http://www.civic.md/stiri-ong/35921-0-8001-08-08-este-numarul-serviciului-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati.html>
9. http://www.sortv.info.md/index.php?option=com_content&view=article&id=3334%3Apersoanele-cu-dizabilit%C4%83%C8%9Bi-mintale-%C3%AE%C8%99i-afl%C4%83-drepturile&catid=58%3Alocale&Itemid=310
10. <http://trm.md/ro/social/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova/>
11. http://www.realitatea.md/video-egali-in-drepturi-exper-ii-din-occident-au-lansat-o-campanie-pentru-a-ajuta-tinerii-din-moldova-cu-probleme-mentale_51465.html
12. <https://news.yam.md/ro/story/5393101>
13. <http://portal-ro.com/post/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-/>
14. <http://www.allmoldova.com/ro/news/serviciu-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-lansat-in-moldova>
15. <http://www.tvelita.md/index.php/tvelitaorhei.html>
16. <http://news.click.md/item/egali-in-drepturi-expertii-din-occident-au-lansat-o-campanie-pen-08118c75886bc6a6ff1720ceec77572f>

EU project „Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”

- The project was *launched* on January 18 and Communication department got involved in the preparation of the event: a press release was prepared, the journalists were invited. At the event, Communication department took pictures, shared the press release and other information about the event on social media, communicated with journalists and collected the media materials. As a result, 11 materials have been published in the media:
 1. <http://trm.md/ro/social/servicii-sociale-pentru-copiii-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului/>
 2. <http://agora.md/stiri/27105/ue-acorda-suport-in-crearea-serviciilor-sociale-pentru-persoanele-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului>
 3. <http://www.ipn.md/ro/dosar-transnistrean/81598>
 4. <http://portal-ro.com/post/servicii-sociale-pentru-copiii-cu-dizabilitati-de-pe-ambele-maluri-ale-nistrului/>
 5. <http://actualitati.md/md/societate/copiii-cu-dizabilitati-din-mai-multe-raioane-ale-tarii-vor-beneficia-de-servicii-sociale>
 6. http://www.realitatea.md/-video--servicii-sociale-la-domiciliu--ue-va-oferi-suport-persoanelor-cu-dizabilitati-din-stanga-nistrului_51199.html

7. <http://www.democracy.md/?article=16080>
 8. http://moldova-suverana.md/article/uniunea-europeana-va-oferi-ajutor-copiilor-cu-dizabilitati-din-stinga-nistrului-si-din-regiunea-gagauza_16403
 9. <https://www.tv7.md/ro/social/peste-125-de-copii-cu-nevoi-speciale-din-cinci-raioane-vor-beneficia-de-servicii-sociale-mai-bune/>
 10. <https://news.yam.md/ro/story/5363176>
 11. <http://www.allmoldova.com/ro/news/servicii-sociale-la-domiciliu-ue-va-oferi-suport-persoanelor-cu-dizabilitati-din-stanga-nistrului>
- The *leaflet* about the project was prepared, both in Romanian and in Russian, the design was developed and the materials were printed. Also, other 5 leaflets about Mobile Team were prepared – one leaflet per Service (2 in Romanian and 3 in Russian). The leaflets in Romanian were already printed.
 - Communication manager have participated at the event of signing a *collaboration agreement* with TAU Gagauzia, regarding the development of Social service “Mobile team”. Due to the event, local public authorities from TAU Gagauzia have organized a press conference. Communication manager prepared the press release, distributed it to journalists, took pictures during the event and posted materials on social media. As a result, 6 materials appeared in the media:
 1. <http://gagauzinfo.md/md/index.php?newsid=4387>
 2. <http://gagauzinfo.md/index.php?newsid=31623>
 3. <http://www.gagauzia.md/newsview.php?l=ru&idc=390&id=6951>
 4. <http://1news.md/gagauziya/28130-v-gagauzii-sozdadut-sluzhbu-mobilnoy-pomoschi-licam-s-ogranichennymi-fizicheskimi-vozmozhnostyami.html>
 5. <https://ok.ru/gagauzinfo/topic/66371918332030>
 6. <https://gagauzmedia.md/index.php?newsid=10382>
 - Also, Communication department accorded support during the event of signing the *grants agreements* with Causeni and Stefan Voda regions and TAU Gagauzia – pictures were taken and materials published.
 - In March, Keystone Moldova was invited to participate at the *coordination meeting on the EU's recently signed projects* with Civil Society Organizations under the Confidence Building Measures program. After the meeting, several materials about Keystone Moldova activity have appeared in media:
 1. <http://www.realitatea.md/poduri-intre-maluri--ue-finanteaza-sase-proiecte-in-moldova-pentru-un-dialog-mai-bun-cu-transnistria--video- 53551.html>
 2. <http://jurnaltv.md/ro/news/2017/3/7/ue-uneste-cele-doua-maluri-de-nistru-10275181/>
 3. <http://moldnova.eu/ro/uniunea-europeana-pompeaza-bani-pentru-spori-increderea-intre-chisinau-si-tiraspol-13650.html/>
 4. <http://tvr Moldova.md/actualitate/ue-implementeaza-6-proiecte-noi-pe-ambele-maluri-ale-nistrului/>
 - Keystone Moldova have supported the organization of an exhibition – „*Snail nest*”, were there exposed pictures with the beneficiaries of Mobile teams from Falesti and Sangerei (both services were developed with Keystone Moldova and EU support). During the event, Communication department took pictures and posted a short material about the exhibition in social media.
 - Keystone Moldova has participated at the *European Village 2017*. At the event a lot of informational materials about our services, activities and projects funded by EU have been distributed. Also, the photos from the last edition of the exhibition „World, the way I see it” were exposed at the event.

Other activities:

- The Social media *annual calendar* was prepared and submitted;
- Communication manager has collected and systemized all *media advocacy activities* implemented within the past two years – for Keystone Moldova’s Advocacy Strategy;
- A student from Moldova State University took an Internship at Keystone Moldova, within Communication Department. During the internship, the student has elaborated 10 short materials – some of them were published on Keystone Moldova’s Facebook page. A recommendation letter was prepared for the student;

3.2. Promotion of volunteering movement

Objectives:

- Fighting discrimination of persons with mental disabilities through involving the volunteers in Keystone Moldova activities
- Promotion of volunteers movement in the field of social inclusion of persons with disabilities

Performed activities:

- The necessary files were completed: evidence of volunteers; volunteer contracts and volunteer certificates; appointment orders and job descriptions of 39 volunteers were prepared and signed; personal files of 43 volunteers were completed; volunteer hours records were monitored;
- Monitoring and providing logistic support service to providers that involve volunteers in their work (Self-advocacy Groups from Baimaclia and Falesti, Community House Mitoc, Baimaclia and Voloave, Falesti Supported Living, Tudora Community Center);
- Dissemination of information for the social services managers of Community House and Supported Living, about the benefits of involvement of volunteers in the work of the service.
- Preparing and carrying out the Social Theater Training with the volunteers from the town of Falesti.
- Preparation of volunteer recruitment announcements (for Community Houses, communication department, social entrepreneurship);
- The extension of the voluntary contracts with volunteers of Falesti Self-Advocacy Group;
- Preparation and submission of 13 Volunteer Certificates for 2016;
- Participation in the Workshop "Volunteering for Social Inclusion and Rehabilitation"
- Meeting with the representative of ADVIT regarding the involvement of international volunteers;
- Empowering the Tudora Community Center manager to recruit and involve volunteers in the Center's work and to organize a recruitment meeting with potential volunteers.

Volunteers involvement in different Keystone Moldova activity.

- The information campaign “The European Union helps me defend my rights”: logistical support for the activities; distribution of information within the Campaign; communicating with the beneficiaries of the institutions about their rights; communicating with community members and beneficiaries of institutions about social inclusion and community living of people with disabilities.
- The Self-Advocacy Group and the Community House of Baimaclia, Cantemir: support person for beneficiaries; support for organizing and conducting working meetings of the group; making handmade crafts; socializing through church outreach, community walks and discussions; developing skills for personal autonomy, preparation of meals; household support.
- Supported living from Falesti: organizing and conducting exhibitions of handmade crafts with sales; handmade greeting cards; organizing working sessions for Valentine's Day and Martisor; training young people in the service how to use the tablet PC.

- The Self-Advocacy Group of Falesti: support person for beneficiaries; logistic support for organizing and conducting working group sessions; participation in trainings (development of project applications and project management, adapting information by easy to read and easy to understand format); support for the elaboration of the project application; providing an interview to the national radio about volunteering within the self-advocacy group; making handmade crafts (martisor).
- Social theatre troupe "Alternativ": participation in training for non-actors; creating the social theater play; organizing the social theater show (premiere); make changes to the show as a result of the first performance.
- Keystone Moldova office in Chisinau: logistic support in the organization of trainings; support for project proposal development; Involvement in the activities of the Community Houses and Supported living; consultation of legislation in the field of disability; support in organizing working sessions of parent groups; participation in seminars, trainings, conferences organized by Keystone Moldova; field trips; logistic support for Keystone staf.
- Community Center "Unity", from Tudora village, Ștefan Vodă raion: support in organizing and conducting events; maintaining the cleanliness and landscaping of the museum; handmade crafts (martisor, creeting cards, souvenirs); support in organizing and conducting sales exhibitions; supporting the organization of cultural events; supporting the preparation of snacks at the events; logistics support; help the elders in the village.

The total number of provided volunteer hours for the period from January 1 to June 30, 2017 is 2175 hours. The number of hours in MDL, in relation to the minimum wage per country, is 25046.45 MDL.

3.3. Keystone Moldova networking

The objectives of the networking are as follows:

1. To advocate for social inclusion of persons with disabilities
2. To share the positive practices and lessons learned and to learn from others
3. To cumulate resources (human, financial, social) for different watchdog activities to monitor the governmental actions for social inclusion of persons with disabilities
4. To develop joint project proposal to increase the impact of the activities focused on social inclusion of persons with disabilities

Keystone Moldova is member of one international network of NGOs-EASPD and three national networks of NGOs – AOPD (Alliance of NGOs working with persons with disabilities), APSCF (Alliance of NGOs working in the field of social protection of children and family) and Civic Coalition for free and correct elections. In case of AOPD, Keystone Moldova ED is an elected president of this organization. In case of APSCG, Keystone Moldova ED is a member of the administrative counsel.

Performed activities during the reported period of time:

- Keystone Moldova is implementing in partnership with AOPD and EASPD the EU project: „Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions”. All developed activities were described above under the Project implementation compartment.
- Keystone Moldova is implementing in partnership with AOPD the EU project: „Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”. All developed activities were described above under the Project implementation compartment.
- Keystone Moldova Executive Director was involved in all activities developed by AOPD during the reporting period of time: general annual meeting, executive committee meetings, advocacy activities,

management issues. She also participated in the National committee on issues of persons with disabilities meetings.

- Keystone Moldova Administrative Director participated at the administrative councils meetings of the Alliance of NGOs for the protection of Family and Children.

3.4. Keystone Moldova Fundraising activities

During the reporting period of time, Keystone Moldova continued to work on fundraising. In this regards, the following activities were conducted:

- A concept for a project proposal was developed in partnership with IM Swedish Development Partner on the development of the public policies and services on the inclusive Vocational education. The concept was submitted to Austrian Development Cooperation.
- The project proposal submitted to Open Society Foundations Early Childhood Program at the end on year 2016 was approved and financed. Project title: Strengthening and disseminating inclusive education model for preschool children in Moldova. This project is being implemented in partnership with Step-by-Step organization. Budget \$45000 (16 months).
- A project proposal was developed and submitted to the Embassy of Finland. The project goal was to promote greater awareness on the rights of the persons with disabilities through the promotion of Hotline service for persons with disabilities and peer to Peer support for persons with intellectual disabilities from residential institutions on social inclusion. Budget: \$ 52995. The proposal was not approved.
- A project proposal was developed and submitted to the Black Sea Trust. The project goal was to Involve young people into solving social problems and advocate for their rights. The project objectives 1. To train 20 young people in Advocacy techniques and Forum Theatre; 2. To involve young people and community members from 5 communities into participatory solving the problems from their community. Budget: \$ 27411. The proposal was not approved.
- A project proposal was developed and submitted to the Nursing Association of Moldova. Project title: Strengthen partnerships between Civil Society Organizations and Local Public Authorities in providing social family support services. The project was focused on rayons Anenii Noi and Dubasari. The project includes capacity building activities for service providers and Civil Society Organizations; Supporting the authorities in the provision of social support services based on needs; and promotion of best practices. (10 month term). Budget: \$ 48111. The proposal was not approved.
- A project proposal was developed and submitted to the Soros Foundation Moldova. Project title: “Qualitative services for social inclusion for all the persons” . Goal: to make the public authorities responsible in promoting the rights of persons with mental disabilities to live in the community and alternative social services. (9 month term). Budget: \$ 60000. The proposal was approved and the implementation started.
- A project proposal was developed and submitted to People in Need organization. Project title: “Support of inclusion of people with intellectual disabilities into society in Moldova”. The main activities are: Continuous support for persons with mental disabilities in the transition from residential institutions to the community; Organization of activities in support of the inclusion of persons with mental disabilities at community level; Organization of training for the employees of community houses. (7 months period) Budget: \$ 12200. The proposal was approved and the implementation started.
- Keystone Moldova registered at the Ministry of Justice to benefit from the 2% allocation of the income taxes redirected by individuals. In the period from January 1 to April 30, a communication campaign was implemented for encouraging the population to redirect 2% of their income tax for the projects implemented by Keystone Moldova. A flyer in Romanian and Russian language was developed, printed

and disseminated; a web banner in Romanian and Russian language was developed and placed on Keystone Moldova web site; the information was distributed on Facebook and via email. The result of the amount allocated to Keystone Moldova will be announced in September 2017.

- A plan was developed for the raising of funds for the renovation of a house for two persons that were deinstitutionalized from a residential institution. The Two persons for a couple and plan to form a family. They moved to Lapusna village where Keystone Moldova offered a house for living. The house needs renovations. The fundraising plan includes a crowdfunding campaign and raising funds from corporations. The next steps are to develop the case for support and the agreement to be signed with a crowdfunding platform.

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

- Participation in the subgroup I Strengthening the civil society participation framework in developing and monitoring the implementation of public policies
- Participation at the workshop "Decision Making Process" organized by Nicolae Dumitrescu Academy.
- Participation of two persons at the workshop organized by the UN Office for Human Rights to discuss the coordination of activities in the Transnistrian region and the approach of projects from the perspective of human rights.
- Participation at the Business Management Seminar "Strategies to Grow Your Business" organized by Evenda company.
- Participation at the Launching conference of the National Human Development Report for 2016.
- Participated in the presentation of the evaluation report of the REVOOC project implemented by CEDA
- Participation at Microsoft Conference on the Office 365 use. Keystone Moldova obtained the use of Office 365 for free and shared its experience on this issue.
- Participation at meeting of interested groups to support the establishment of the Advisory Council for the Council on Prevention and Elimination of Discrimination and Equality and the Launch of the National Communication Strategy for Prevention of Discrimination and Equality in Moldova, organized within the CoE / EU Partnership for Good Governance (PGG) "Supporting National Efforts to Prevent and Combat Discrimination in the Republic of Moldova".
- Participation in the workshop: Legislative aspects of the volunteer activity;
- Participation in the Workshop "Volunteering for Social Inclusion and Rehabilitation"
- Participation of two persons in a training: "Theater & Development of NGO Sector: Interactive Strategies for Engaging Society".
- Participation at the meeting of the development partners (donors meeting) organized by the Ministry of Labor and Social Protection and Family
- Participation at the training organized by the Fiscal inspectorate on the 2% Law implementation.
- Two Keystone Moldova staff participated at a *meeting* with the Art Centre "Coliseum", regarding a project about inclusive education through theatre (21 of March 2017).
- Participated in the working meeting with RCPA and Kultur Kontakt Austria on impact evaluation of methodological assistance provided by SPA to teachers in general education institutions (7 April 2017, 25 April 2017).
- Participated at the National Conference „Assuring the right for children with disabilities to access the education” organized by M of E with UNICEF Moldova support (12 may 2017).
- Participated at the round table „ Is the infrastructure of educational institutions accessible?” – presenting the results of qualitative survey realized by Public Policy institute (18 may 2017).

3.6. Keystone Moldova management issues

- Organized weekly planning and reporting meetings ;
- Developed monthly plans and reports;
- Organized the annual meeting of Keystone Moldova board on February 17. The Board members approved the Annual report, the financial report and Keystone Training Center report for year 2016; reappointed the executive director, reappointed the Board members and approved the rules of hiring the affiliated persons.
- The Keystone Moldova Board met on April 10 for another meeting and approved the purchase a property, elected the president of Keystone Moldova Board and approved the replacement of the censor with the audit company. All the decisions were submitted to the Ministry of Justice in due time.
- Development of Keystone Moldova annual report for 2016 and posting it on web page.
- Development of Keystone Moldova activity plan for 2017.
- Development of Keystone Moldova budget for FY 2017-18.
- Performance evaluation of Keystone Moldova staff.
- Tender was organized for the procurement of 5 vehicles, equipment and furniture for the mobile teams services in accordance with EU procurement rules. The agreements with vendors were prepared and signed.
- A tender was organized for the establishment of the hotline service within the UE funded project. The agreement with the mobile company was signed and the necessary equipment was purchased.
- Communication with the EU delegation on the adjustments and amendments of the project proposals and budgets was maintained.
- The EU funded projects went through a registration process with the Government of Moldova for the exemption from the VAT.
- Support was offered to project staff on the development of the budgets and grant agreements with sub grantees.
- Collaboration with the Helping Hand Moldova organization (from Holland) on the donation of goods for the beneficiaries.
- Renovation works at Keystone Moldova office were done: repairing the roof of the garage and the hydro insulation of the foundation of the building.
- The manager of the supported living service from Falesti, Veronica Rotaru, was nominated for the award „The Direct Support Professional of the Year”. The award is offered annually by the American Network of Service Providers for Persons with Disabilities. Veronica was awarded International DSP of the Year.