



KEYSTONE
HUMAN SERVICES INTERNATIONAL
MOLDOVA ASSOCIATION

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Keystone Human Services International Moldova Association

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Submitted to:



KEYSTONE
HUMAN SERVICES INTERNATIONAL
“Advancing the Human Spirit”

Submitted by:



KEYSTONE
HUMAN SERVICES
INTERNATIONAL MOLDOVA ASSOCIATION
“Advancing the Human Spirit”

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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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Keystone Human Services International Moldova Association Report for January 1 – December 31, 2017

EXECUTIVE SUMMARY

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

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

Summary of activities performed in 2017

- In 2017 Keystone Moldova was working on implementation of 10 projects, supported financially by Keystone Human Services International US, European Union, OSF/ECP, Soros Moldova Foundation, FHI 360//USAID, I'm Swedish Development Partner.
- The projects were focused on the following areas: 1) Deinstitutionalization and prevention of institutionalization, 2) Promotion of rights of persons with disabilities, 3) Inclusive Education, 4) empowering persons with disabilities for advocacy and self-advocacy, 4) promotion of social entrepreneurs, 5) media advocacy and 6) networking for social inclusion of persons with disabilities.
- **Deinstitutionalization and prevention of institutionalisation.** In 2017, Keystone Moldova supported the MHSPF to develop and discuss publicly the National Program on social inclusion of persons with disabilities for 2017-2022, as well as the National Program on deinstitutionalisation for 2018-2026. The National Program on social inclusion of persons with disabilities for 2017-2018 was approved in September 2017 and is under the implementation. To increase the link between the national policies and the local budget for social inclusion of persons with disabilities, as well as the efficiency of the budget, Keystone Moldova supported the Ministry of Finances and the MHSPF to develop the methodological guideline on planning and implementing the performance based budget for social care services. The local public authorities from 35 rayons were capacitated in how to use the methodological guideline. The performance based budgeting was piloted in 12 rayons. The public authorities from Transnistria get support in developing Regulations of MT and day care centre. The Regulation on Day care centre was already approved by the Transnistria central authorities. The Strategies on social inclusion of persons with disabilities from Ialoveni and Anenii Noi were up-dated. The initiative groups from both rayons received support in strategies implementation. All in total 4 projects were submitted by initiative groups to donors, received support and were implemented. LPA from 12 districts were capacitated in social inclusion of persons with disabilities, qualitative social care services delivery to persons with disabilities and monitoring and evaluation of the quality of social care services. Keystone Moldova assisted Orhei, Hincesti, Cocieri and Badiceni residential institutions in developing 14 supported living services (10 - from the state budget and 4 – from the budget of People in need). All in total, 74 persons with disabilities were transferred from residential institutions to communities. 20 support staff from residential institution from Orhei, Hincesti and Cocieri have been capacitated in community based services delivery. With EU financial support, 5 mobile team services have been established and developed in the following rayons: Causeni, Stefan Voda, ATU of Gagauzia, Tiraspol and Slobozia, as well as one day care centre in Caragas, Slobozia. 21 specialists were recruited, employed and trained to work in

the newly created services (5 MTs and 1 day care centre). The Mobile Teams from Causeni, Stefan Voda and ATU of Gagauzia were accredited. 84 LPA and service providers from Stefan Vodă, Causeni and Gagauzia strengthened their capacities in Case Management and Quality Assurance in Social Services Provision. 15 CSOs from both Nistru river banks were trained in the implementation of the UNCRPD, as well as on Project Proposal Writing and Project Management

- **Promotion the rights of persons with mental disabilities.** With EU support, Keystone Moldova developed the Hotline service to report the human rights violation in neuro-psychiatric residential institutions. 153 persons with mental disabilities from 6 residential institutions were capacitated in how to defend their rights and in complaint mechanism. 15 the most active participants got mobile phones and became part of the complaint mechanism. 1412 calls have been received from 489 persons in 2017. 74 cases of rights violation were reported. Of them, 15 cases were referred to IDOM lawyers. Keystone Moldova organized a national awareness campaign through Mobile Information Bus "European Union helps me to protect my rights!". Following the campaign activities, 2274 persons with mental disabilities from residential institutions increased their knowledge on their rights and Hotline service. 891 community members attended the communication events. 27 NGOs (AOPD members) have been involved in developing the alternative report on UN CRPD implementation that was presented in Geneva in March 2017. 20 CBOs were involved in development of recommendations to strengthen the Independent Monitoring Mechanism in Moldova. 168 representatives of CBOs increased their knowledge on combating discrimination against persons with mental disabilities at local level. CBOs from 6 districts have been capacitated in social problems definition and project proposal writing.
- **Inclusive education.** Keystone Moldova concluded MoU with Ministry of Education, Culture and Research regarding the collaboration in the field of educational inclusion of children with special educational needs for the next five years. Developed Instruction on implementation of Early Child Development Assessment Methodology and consulted with 12 Pedagogical Assistance Services (PAS). Strengthened the capacities of staff from 5 pilot inclusive kindergartens in inclusive education of children with SEN. 174 parents from 5 localities were capacitated in psychological preparation of children for transition from kindergarten to school. Conducted master class for 36 PAS specialists by Cahul PAS on assessment of educational needs of children with SEN. Keystone Moldova organised 12 workshops for 245 specialists from PASs, managers and teachers for sharing good practices, results and challenges in implementing inclusive early education.
- **Advocacy and Self-advocacy activities.** The informal network of self-advocates was created and expanded (from 9 districts to 15 districts), including in Transnistria and Gagauzia in 2017. At least 150 self-advocates from 12 districts were empowered to advocate for their rights. All self-advocates were assisted in claiming and fulfilling their rights such as living independently and being included in the community; freedom of expression and opinion; education; health; work and employment; participation in cultural life, recreation, leisure and sport; personal mobility etc. Self-advocates with Keystone Moldova support conducted several advocacy initiatives, including: 1) 4 advocacy initiatives aimed at making accessible infrastructure in Taraclia, Cantemir, Căușeni and Fălești, 2) advocacy for deinstitutionalization and community living of persons with disabilities in six residential institutions. Self-advocates were involved in raising public awareness regarding persons with disabilities as equal members of the community (social theatre performances in 6 schools in Fălești; "lessons of diversity" in Cantemir, Ungheni and Taraclia; media campaign " I support inclusion" with distribution of 24 story-telling stories and 2 short films developed by self-advocates etc.). Self-advocates were involved also in central and local policies development (consultation of the national strategies, recommendations for social inclusion, alternative reports on social inclusion). 19 parents CSOs/groups from 11 districts were involved in National Platform of Parents organizations and capacitated in advocacy and self-advocacy. Parents advocacy initiatives in 2017 covered the following: (1) including the contribution period of parents who took care of their children with disabilities in the calculation of pension; (2) including the recommendations on health-issues faced by persons with disabilities and their families in the National Program on Social Inclusion of Persons with Disabilities 2017-2022; (3) amending the local

legislation regarding the issue of income tax exemptions for taxpayers with persons with severe disabilities as dependents; (4) amending the local legislation regarding the issue of social aid and aid for cold season for families with persons with severe disabilities. The parents platform developed the Comments on the State party's observations for the complaint submitted to CEDAW against Republic of Moldova regarding the discrimination of women having children with severe disabilities in exercising the right to social protection and right to private life. The parents platform participated in the national working group on developing the criteria for determining disability for children aged 0-18. In the last three years, the parents platform submitted 21 petitions to Moldova public authorities, UN Committee on Women's Rights to modify / improve the national legal framework; 7 inquiries to the CPEDAE (Council for the Prevention and Elimination of Discrimination and Equality Assurance), 100 inquiries - to representatives of public authorities, organised 89 meetings with central and local public authorities.

- **Media and communication.** 318 short materials have been posted / disseminated on Keystone Moldova's Facebook page. The materials published got 256.165 people reached, 9.987 likes and 2.089 shares. The number of Keystone Moldova Facebook page fans increased, as well – from 1.894 to 2.203 fans, with 309 pages like. 16 new materials have been posted on Keystone Moldova web page: www.keystonemoldova.md. and 19 materials have been posted / shared on Alternativ Facebook page: <https://www.facebook.com/pages/Alternativ/700619266730794>. This page has a number of 113 likes. 95 materials about Keystone Moldova's activities were published in traditional media. Keystone Moldova Implemented a communication campaign regarding the redirection of 2% from taxes. 5200 lei were raised during this campaign. Keystone Moldova implemented the social media campaign "I support inclusion!" (April-July 2017). 31 video, audio and written materials were developed and disseminated. The materials posted during the campaign gained 22.915 people reached, 714 likes and 228 shares. Implemented a joint Keystone Moldova-KHSI US campaign for Giving Tuesday –to collect funds for supporting the Community Center "Unitate" from Tudora. Was developed and implemented a fundraising campaign for Mihai and Maria's house. 25 materials were posted in social media; they reached 22 522 people and gained 1 042 likes and 191 shares.
- **Volunteering movement.** Keystone Moldova is registered as an organization that can have volunteers. All in total 44 volunteers delivered their services within Keystone Moldova activities in 2017. The volunteers were involved in following activities: Self-advocacy Groups from Baimaclia and Falesti, Community House Mitoc, Baimaclia and Voloave, Falesti Supported Living, Tudora Community Center, social theatre troupe Alternativ, Keystone Moldova office. Over 70 formal and informal volunteers participated in the National Volunteering Week 2017 with different activities. The volunteers provided in total 3186 hours for volunteer activities in 2017. The number of hours in MDL, in relation to the minimum wage per country, is 44890.74 MDL.
- **Social enterprise and labour inclusion.** Keystone Moldova continue to implement two social enterprise activities: training centre and EcoVox (bag production). All in total the training centre was occupied 107 days (98 days – small room and 9 days- big room). The occupancy increased comparatively to 2016 with 13 days. The revenue of the training centre for 2017 was \$16,194 and the expenses - \$ 11,754. The profit was – \$4,440. In case of EcoVox social enterprise, in 2017 5 persons were employed, including 3 persons with disabilities and 2 parents of children with disabilities. All in total 1850 canvas bags were manufactured for different training events. The financial resources from social enterprises activities were used for renovation activities in two services (Sculeni and Falesti) and in the house of a deinstitutionalised couple in Lapusna, as well as for procurement of some medicines for a family that deinstitutionalise a child. Keystone Moldova was also involved in promotion of social entrepreneurship in Moldova through participation in the working group for the development of law on social entrepreneurship, as well as through participation in different business forums, and in Civic Fest Festival.
- **Keystone Moldova networking.** Keystone Moldova was involved in activities of different committees established by the national government, including: a) in six Working Groups /Committees established by the MHLSP: 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 deinstitutionalization, 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; b) in the Consultative counsel for the implementation of National Program for the Development of Inclusive Education in the Republic of Moldova for 2011-2020; c) in the Working group on monitoring and evaluation of Pedagogical Assistance services, and d) in the Working group on assessment of impact of methodological assistance provided by Pedagogical assistance services to mainstream educational institutions. Keystone Moldova continued to have a membership in one international network of NGOs- EASPD and three national networks of NGOs – AOPD, APSCF and Civic Coalition for free and correct elections.

See below the detailed description of Keystone Moldova activities in 2017 , as per the following structure:

- 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 (October 1, 2015- March 31, 2017), supported financially by Soros-Moldova and KHSI US.
2. Qualitative social services for social inclusion of all vulnerable persons (April 3-December 31, 2017), supported financially by Soros-Moldova and KHSI US
3. Sociological research: “Social inclusion of persons with mental disabilities” (November 1, 2016- March 31, 2017), supported financially by Soros-Moldova)
4. Support of inclusion of people with intellectual disabilities into society in Moldova (May 1- November 30, 2017), supported financially by Czech Development Agency
5. Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions (April 27-2017-April 27,2019), supported financially by European Union
6. Collaboration at the local level for social inclusion of persons with disabilities in Anenii-Noi and Ialoveni Districts (April 01, 2015 – March 31, 2017), 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” (October 1, 2015- March 31, 2017)

Project main objective: to ensure the sustainability of services and reforms in the field of deinstitutionalization and social inclusion of persons with mental disabilities

Project progress to achieve objectives	Performed activities during the reporting period
<p>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”</p>	
<ul style="list-style-type: none"> • 24 representatives of LPA second level capacitated in sustainability of community based social care services for persons with disabilities. 100% of social care services developed with Keystone Moldova support are financially sustainable • 737 persons from 12 rayons capacitated in social inclusion of persons with intellectual disabilities issues. • LPA for 12 districts capacitated in monitoring and ensuring the quality of delivered social care services. 100% of social care services developed with Keystone Moldova support got the accreditation. 	<ul style="list-style-type: none"> • 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. • Provided support to residential institutions from Orhei, Hincesti and Badiceni to develop 3

<ul style="list-style-type: none"> • Increased the accountability of LPA from 12 rayons on delivering qualitative social care services to persons with disabilities. • Developed and approved transformation plans for 2 residential institutions (Orhei and Hincesti) • 17 persons were deinstitutionalized from residential institutions. • Entrances to residential institutions have decreased by about 30%. Of the 109 placement applications analyzed, 32 accepted requests for a time-bound period. 	<p>supported living services according to the Regulation and Quality Standards.</p>
<p>Objective 2. Support to central Government on developing the policies for UNCRPD implementation.</p>	
<ul style="list-style-type: none"> • Development, public consultation and approval of the National Program for the Inclusion of Persons with Disabilities (2017-2022). • Support to the Government on developing the Governmental Decision on approval of set of indicators for monitoring the implementation of the UN CRPD and the Information Note. • Analysis of the best practices of EU countries in financing the social care services and development of recommendations for the MLSPF. 	<ul style="list-style-type: none"> • 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.
<p>Objective 3. Promote Community for all Moldova Program</p>	
<ul style="list-style-type: none"> • Support to national government on procurement of 4 buildings for developing community based services based on Keystone Moldova model • Community for All Program experiences shared nationwide through the national conference with more than 70 participants • Supporting the MLSPF to share Community for All Moldova Program experiences at the UN Conference of States which have ratified the UN CRPD (Session X) in New York • Study visit of managers of social care services in Romania at similar services to share the experiences and lessons learned 	<ul style="list-style-type: none"> • 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
<p>Project visibility activities during the reported period</p>	
<ul style="list-style-type: none"> • Developed press release for the National conference: "Community for All Program: achievements and perspectives" • Invited journalists to the National Conference 	

- 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-pestre-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
- Developed 2 videos 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:
 1. <https://www.youtube.com/watch?v=K8s6gHzLznc>
 2. <https://www.youtube.com/watch?v=8-XWGP5UjyA>

1.2 The Project “Qualitative Social Services for social inclusion of all vulnerable persons” (April 3-December 31, 2017)

The main project objective is to increase the social accountability of public authorities in promotion of rights of persons with mental disabilities to community living and qualitative social care services

Project progress to achieve objectives

Objective 1. Support to public authorities in deinstitutionalization reform

- 20 support staff from residential institution from Orhei, Hincesti and Cocieri have been capacitated in community based services delivery.
- 29 persons with disabilities have been deinstitutionalized from residential institutions and transferred to community living, including: 19 persons – in biological /extended families , 4 persons – in independent living, 1 persons – in shared living services , 2 persons – in community home service, 3 persons – in small residential community services (ashlims).
- Support to Orhei, Hincesti, Cocieri and Badiceni residential institutions in developing 14 supported living services (10 - from the state budget and 4 – from the budget of People in need (Czech Development Agency). Transfer of 40 persons from residential institutions to community living services and preparation of other 42 persons for transfer.
- Provided assistance and support (medical, social and psychological) for all 69 deinstitutionalized persons during the transition period from residential care to community living.
- Monitored **10 persons with disabilities deinstitutionalized in 2016 year** in the process of inclusion in their community.
- Participation of Keystone Moldova in six Working Groups /Committees established by the MHLSP, 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 deinstitutionalization, 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. 32 cases were analyzed at two working groups on prevention of deinstitutionalization. In 21 cases were rejected the institutionalization and in 11 cases – were approved for institutionalization due to the lack of other social care services alternatives at community level(1/3 of cases).

<ul style="list-style-type: none"> • As a member of the National Steering Committee on deinstitutionalization, Keystone Moldova representative participated in five 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, draft national program and budget on deinstitutionalization. • As a member of Working Group on developing the accreditation mechanism on training courses for social services providers, Keystone Moldova was involved in accreditation mechanism development. • As a member of Litigation Committee on disability determination, Keystone Moldova was involved in the development of disability determination mechanism and in strategic litigation of disability determination.
<p>Objective 2. Support to central Government on developing the policies for UNCRPD implementation</p> <ul style="list-style-type: none"> • The National Program on Deinstitutionalization and Action Plan for 2018-2026 were developed and agreed with MHLSP. The National Program and Action Plan were developed in a participatory way with the involvement of representatives of different ministries, donors organizations, as well as civil society organizations. • Developed the budget of the National Program for Deinstitutionalization • The National Program on Deinstitutionalization was consulted with members of Steering Committee on deinstitutionalization established at national level.
<p>Objective 3. Increasing the transparency and responsibility of local public authorities in the process of budgeting social services</p> <ul style="list-style-type: none"> • Conducted the analysis and developed 12 analytical report in 12 districts on planning and implementation of social care services . Developed the recommendations on implementation of performance based planning and budgets in social services separately per each districts. The reports and recommendations consulted with LPA from 12 districts. 356 persons attended the events. • The recommendations on methodology for performance -based budgeting related to programs and sub-programs have been developed and agreed with Ministry of Finance and Ministry of Health, Labor and Social Protection. • LPA from 32 districts were capacitated in how to develop the performance based budgets and how to monitor the quality of social care services based on budget implementation. 5 workshops were organised with 129 participants. • The performance based budget for social care services developed in 12 districts • Monitored and mentored the compliance of the quality of services and human rights in 14 community based social care services. • 65 persons get support to access better medical services.
<p>Project visibility activities</p> <ul style="list-style-type: none"> • 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. • Keystone Moldova Program coordinator participated at the international conference in Muntenegru “Flourishing Lives. Supportive communities and sustainable development”. She made a presentation on “Community for All Moldova Program – an innovative approach on community based support for people with mental disabilities”. • The project activities were disseminated through social and traditional media, see below the links: <p>1. http://www.keystonemoldova.md/ro/tenders/tender.php?id=108</p>

2. <http://www.civic.md/tendere/37020-sonultant-in-domeniul-politicilor-sociale.html>
3. <https://www.facebook.com/keystonemoldova/photos/pcb.10159096381595171/10159096380335171/?type=3&theater>
4. <https://www.facebook.com/keystonemoldova/photos/pcb.10159070532880171/10159070526610171/?type=3&theater>
5. <https://www.facebook.com/keystonemoldova/photos/pcb.10159004299275171/10159004296740171/?type=3&theater>
6. <https://www.facebook.com/keystonemoldova/photos/pcb.10159096381595171/10159096380335171/?type=3&theater>
7. <https://www.facebook.com/keystonemoldova/photos/pcb.10159144086865171/10159144082155171/?type=3&theater>
8. <https://www.facebook.com/keystonemoldova/photos/pcb.10159421782480171/10159421781775171/?type=3&theater>
9. <https://www.facebook.com/keystonemoldova/photos/pcb.10159397528095171/10159397526005171/?type=3&theater>
10. <https://www.facebook.com/keystonemoldova/photos/pcb.10159834012905171/10159834011425171/?type=3&theater>
11. https://www.facebook.com/keystonemoldova/videos/10159831109620171/?hc_ref=ARTxoQ5jcxAlif7QF610YXw_aVlIawqbX3J5XKiG_JjiCpbFpt2i6VHlka-xPZhbLno&fref=nf
12. <https://www.facebook.com/keystonemoldova/posts/10159897318825171>
13. <http://www.keystonemoldova.md/ro/news-and-events/article.php?id=250>
14. <http://www.msmps.gov.md/ro/content/proiectul-programului-national-de-dezinstitutionalizare-persoanelor-cu-dizabilitati>

With the support of Free Europe radion have been disseminated the best practices on deinstitutionalisation. The developed success stories see below the links:

15. <https://www.euopalibera.org/a/28424739.html>
16. <https://www.euopalibera.org/a/28887615.html>
17. <https://www.euopalibera.org/a/28871532.html>

1.3. Sociological research: “Social inclusion of persons with mental disabilities (November 1, 2016- March 31, 2017)

The main project objective: To conduct a study on social inclusion of persons with disabilities and to develop recommendations for policies development and implementation in the field of social inclusion

Project progress to achieve objectives	
<ul style="list-style-type: none"> • 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. 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. 138 persons (representatives of local and central authorities, civil society organisations, public services providers and persons with disabilities) attended the events. • Developed, published and disseminated the study report “Social inclusion of persons with disabilities from Republic of Moldova” 	
Project visibility activities	
<ul style="list-style-type: none"> • Developed and disseminated the press release for the press conference on launching the sociological study “Social inclusion of persons with disabilities”. • As a result of the conference, 16 materials have appeared in media: <ol style="list-style-type: none"> 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--peste-60prc--dintre-persoanele-cu-dizabilitati-din-moldova-nu-au-bani-pentru-a-si-procura-hrana-si-lucruri-de-prima-necesitate--video- 53198.html>
3. <https://www.privesc.eu/Arhiva/74679/Conferinta-de-presa-organizata-de-Keystone-Human-Services-International-Moldova-Association-cu-tema--Rezultatele-cercetarii-sociologice-a-incluziunii->
4. <https://news.yam.md/ro/story/5531084>
5. <http://ntv.md/news/9228>
6. <https://www.soros.md/en/event/persoanele-cu-dizabilitati-se-simt-izolate-Moldova>
7. <https://www.youtube.com/watch?v=cKpuOINI8-A>
8. <http://www.ipn.md/ro/anunturi/6385>
9. <http://trm.md/ro/social/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
10. <https://point.md/ro/noutati/social/studiu-peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime>
11. <https://news.yam.md/ro/story/5533866>
12. <http://portal-ro.com/post/peste-60-la-suta-dintre-persoanele-cu-dizabilitati-au-venituri-minime-studiu/>
13. <http://www.radionoroc.md/stiri/main/4471>
14. <http://feeds.casata.md/index.php?l=ro&action=yesterday>
15. <http://ipn.md/ro/societate/82418>
16. <http://www.vedomosti.md/news/bolee-60-procentam-invalidov-ne-hvataet-dazhe-na-edu>

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

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

Project progress to achieve objectives

Objective 1. Continuous support for persons with mental disabilities in the transition from residential institutions to supported living services

- The draft Regulation and Quality standards of 4 supported living services developed and discussed with the staff
- The internal Regulation of the Supported living service developed and discussed with staff of the supported living services
- The multidisciplinary team established in each residential institution and approved by the Directors of residential institutions
- The personal file of 24 persons with disabilities recommended to be transferred from residential institutions to supported living services updated, discussed and agreed by the multidisciplinary team

Objective 2. Support the inclusion of persons with mental disabilities at community level

- Conducted four meetings at community level to select the appropriate houses for developing the supported living services.
- Provided the discussions with main stakeholders in four communities on social design of the community services and the role of local authorities to prepare the community members to change their attitudes towards social inclusion of persons with disabilities
- Conducted four workshops at community level to combat stigma and discrimination against persons with mental disabilities. 81 community stakeholders participated in workshops and increased their level of knowledge on social inclusion of persons with mental disabilities

Objective 3. Capacity building of the employees of supported living services in developing professional skills of persons with mental disabilities selected to be transferred from residential care to community living

- Five days initial training has been conducted for staff selected by residential institutions' administration to provide support to persons with mental disabilities. All in total, 23 persons attended the training program.
- Two days continuous training has been conducted for staff to provide specialized assistance based on individual needs of each person moved in community. All in total, 20 persons attended the training program.
- The List of persons selected to be transferred from residential institutions to supported living services agreed. The evaluation of persons at the moment of moving persons with disabilities from residential institution to supported living service have been carried out and submitted to the multidisciplinary team.
- The internal regulation of supported living service discussed and signed with all persons moved into service.
- The individual assistance plans developed for people who have been moved from residential institution to supported living service.

1.5. The project: "Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions" (April 27, 2016-April 27,2019)

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 activities during the reported period of time	
Project progress to achieve objectives (2016-2017)	Performed activities during the 2017 year
Objective 1. Promote greater awareness of the rights of people with mental disabilities through their empowerment as self-advocates	
<ul style="list-style-type: none"> • Cooperation agreement with the MLSPF signed. • Cooperation agreements with EASPD and AOPD signed. • Developed and printed the leaflet on the rights of people with disabilities in easy to read format; the leaflet on project activities, the poster for promotion of Hotline service and revised the Brochures on the rights of people with disabilities in easy to read format. • The concept of the National awareness Campaign through Mobile Information Bus 	<ul style="list-style-type: none"> • Around 500 posters on Hotline promotion and 1300 leaflets "My Rights" were distributed within neuro-psychiatric residential institutions and public institutions from 17 districts (hospitals, social services providers, mayoralities, district councils, educational institutions, legal institutions etc.). • Developed the Hotline service (080010808) to report the human rights violation in neuro-psychiatric residential institutions. 1412 calls have been received from 489 persons during the reported period of time (in average 118 calls

<p>developed and all the informational materials have been developed.</p> <ul style="list-style-type: none"> • A launch event of the campaign “European Union helps me defend my rights!” and of the hotline service was organized • Co-participated at the Photo Voices Exhibition on promoting the rights of the persons with disabilities. • Developed the concept of a brochure on gender based violence. • The Hotline service was developed and the cases of rights violation have been identified and referred to IDOM for legal assistance. • The persons with mental disabilities, the staff and the community members have been informed about the Hotline service and about the rights of the persons with disabilities. 	<p>monthly). Of the total number of calls, 64% calls were from the residential institution, 35% - from the community and 1% - of unknown origin. The following services were delivered by the Hotline services: psychological counseling (48% of calls), informative support (44% of calls), support for combating the rights violation (5% of calls). 3% of calls were non relevant to the services objectives.</p> <ul style="list-style-type: none"> • Organized a national awareness campaign through Mobile Information Bus “<i>European Union helps me to protect my rights!</i>”. As part of the campaign, 2274 persons with mental disabilities from 6 psycho-neurological residential institutions increased their knowledge on their rights and Hotline service. Of them, 647 persons were involved in seminars, workshops, film presentations, discussions, and 126 persons became self-determined to advocate for their rights. 891 community members attended the communication events organized through Mobile Information Bus, including 202 support persons from six neuro-psychiatric residential institutions and 689 regular community members (LPA, beneficiaries and staff of mental health community centres, NGOs, , persons with mental disabilities, students, and ordinary citizens) • 153 persons with mental disabilities from 6 residential institutions were capacitated in how to defend their rights and in complaint mechanism. 15 the most active seminar participants became part of the complaint mechanism. They got mobile phones to support other persons with mental disabilities to get access to Hotline service. • 45 people with disabilities and their support persons (including 30 from residential institutions and 15 self-advocates from communities) attended the Autumn School “Independent living in inclusive communities”. They learned through the seminars and sharing life experiences what means independent community living, what are the rights of persons with disabilities and how they can be promoted and defended and how self-advocacy works. • The impact assessment of the national awareness campaign was conducted. 50 people (beneficiaries and employees) from the 6
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	<p>residential institutions have expressed their opinion on the campaign.</p> <ul style="list-style-type: none"> The project activities and results were shared through social media and traditional media. 12 materials on project activities have appeared in the media.
<p>Objective 2. Capacity-building of CSOs to enhance and to monitor the CRPD implementation in neuro-psychiatric residential institutions</p>	
<ul style="list-style-type: none"> Organised a launch event of the project with the participation of the EU Ambassador for Moldova, Ministry of Health, Social Protection and Family. Invited journalists and developed and disseminated press release on the event. 30 CSOs have been capacitated in CRPD implementation and monitoring through information, training and involvement in different activities, including: 20 NGOs have been capacitated on how to develop Independent Monitoring Mechanism for UNCRPD by EASPD experts. 	<ul style="list-style-type: none"> 27 NGOs (AOPD members) have been involved in developing the alternative report on UN CRPD implementation that was presented in Geneva in March 2017 21 NGOs representatives have been informed on procedure of presentation of the Report on implementation of UN CRPD by Moldova state in Geneva (AOPD General Assembly, 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. 25 CSOs representatives 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. The recommendations were included in the published report and submitted to local and central governments. 28 persons (representative of 20 CSOs) participated in round tables discussions on building Independent Monitoring Mechanism. As result of the discussions the report on analysis of the implementation of Article 33 of the CRPD on the Independent Monitoring Mechanism was developed and consulted with CSOs. The recommendation to strengthen the Independent Monitoring Mechanism in Moldova was developed by project team jointly with CSOs. 8 persons (representatives of 6 national CSOs active in promoting the rights of people with disabilities) participated in the study visit in Vienna/Austria on learning the best practices on monitoring the CRPD implementation. An action plan on the development of the national

	independent monitoring mechanism in R. Moldova was developed.
Objective 3. Combat discrimination of persons with mental disabilities living in neuro-psychiatric residential institutions and promote community for all	
<ul style="list-style-type: none"> • Six round tables on combating the discrimination towards persons with mental disabilities were conducted at raion level. • Four study visits on learning the best practices on deinstitutionalization and preventing the discrimination at community level have been conducted in Moldova site • A grant competition program was developed and conducted • Six CBOs was selected for grant awarding. • The socio-cultural events for persons with mental disabilities outside of residential institutions have been organized. • The legal, social and psychological assistance was delivered to persons with disabilities from residential institutions. 	<ul style="list-style-type: none"> • 168 representatives of CBOs increased their knowledge on combating discrimination against persons with mental disabilities at local level. 6 round tables on Article 5 of the CRPD “Equality and Non-discrimination of persons with disability” have been conducted in 6 districts. • CBOs from 6 districts have been capacitated in social problems definition and project proposal writing. A Small Grants Competition for grass roots CBOs was organised. 6 workshops for NGOs and CBOs on project development in line with EU guideline were organised. All in total, 100 persons attended the workshops. 11 local NGOs developed and submitted project proposals for the Small Grants Competition. As result, of competition, six organizations have been selected to sign the grant contract for projects implementation. • 75 persons delegated by grantees NGOs improved their knowledge on good practices in social inclusion and deinstitutionalization of people with mental disabilities. They participated in 4 study visits organised by Keystone Moldova in for local NGOs selected to implement grants at local level have been conducted. All in total, 75 persons delegated by grantees NGOs participated in the activities organized during the study visits. • A workshop on project management cycle was conducted. All in total, 10 representatives of the 6 grantees NGOs attended the event. • 235 people from 6 residential institutions attended 19 socio-cultural events (museum concert, theaters, tourism etc.). • 74 cases of rights violation have been reported to the Hotline service. Of them, 15 cases were documented and referred to receive legal assistance including strategic litigation to IDOM lawyers.
Project visibility activities	
<ul style="list-style-type: none"> • Developed the communication strategy on project visibility • Developed the following information materials: <ol style="list-style-type: none"> 1. project banner 2. project leaflet (printed in 500 copies) 	

3. 2 stickers with EU logo for the Mobile Information Bus
 4. project information roll-up of information
 5. leaflet "My Rights" in easy to read (printed in 2000 copies)
 6. banner "My Rights" in easy to read
 7. tent with the logo of the national awareness campaign through Mobile Information Bus "European Union helps me to protect my rights!"
 8. posters on promotion of hotline services (printed in 3500 copies)
 9. stickers on promotion of hotline services (printed in 3500 copies)
 10. banner on promotion of hotline services
- The above mentioned communication materials were posted and disseminated at each organised project event.
 - Preparation to and participation at the European Village 2017. The informational materials on project activities have been distributed. Also, the photos from the last edition of the exhibition „World, the way I see it” were exposed at the event.
 - Developed and disseminated the press release for the campaign “European Union helps me defend my rights!”
 - Promoted the hotline telephone number through social media.
 - At every event during the campaign, the last edition of the photo exhibition „World, the way I see it” was exposed.
 - Due to the campaign, **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-af%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>
 - **62 short materials** about the campaign were developed and shared in social media. **They gained 40.668 people reached, 1.576 likes and 445 shares.**

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 goal: The project aims 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.

Project progress to achieve objectives	Performed activities during the reporting period
<p align="center">Objective 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.</p>	
<ul style="list-style-type: none"> • Signed MoU with two rayon counsels • 40 persons in two rayons involved in promotion and planning activities • 40 persons capacitated in participatory strategic planning technics and participatory monitoring and evaluation • 40 persons capacitated in rights of persons with disabilities • 40 persons capacitated in Social role valorization • Developed two participatory groups for strategic planning activities 	
<p align="center">Objective 2. Participatory development and approval of local strategies for social inclusion of persons with disabilities</p>	
<ul style="list-style-type: none"> • Developed two base line studies reports on the situation of persons with disabilities in Ialoveni and Anenii Noi • Developed in a participatory way the strategies on social inclusion of persons with disabilities in two rayons (Ialoveni and Anenii Noi). 40 persons, including persons with disabilities were involved in the participatory development of the strategies. • The Strategies and action plans 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 the round tables for the discussion of the strategies; 40% of participants were persons with disabilities • The Strategies were disseminated at the rayons level through published brochures (400 ex) and the rayons counsels websites. 	
<p align="center">Objective 3. Empowerment of Ialoveni and Anenii-Noi CSOs and LPA in implementing actions of local strategy for social inclusion of persons with disabilities</p>	
<ul style="list-style-type: none"> • 44 persons (including four with disabilities), representatives of LPA and NGOs, capacitated in project writing and management. • Four project proposals (as part of the Strategy on social inclusion) have been developed, submitted to donors and implemented by NGOs in partnership with LPA. 	<ul style="list-style-type: none"> • Provided support to initiative group from Anenii Noi district to develop and submit 4 project proposals to different donors (Swiss embassy, FHI 360, Anenii noi district council grants competition). Two projects proposals received external finances: a) Involvement through self- advocacy submitted to FHI 360 and b) Strengthening the independent living

<ul style="list-style-type: none"> • Increased the number of personal assistants with 31 persons and the number of family assistants with 5 units in both rayons • 38 persons , including parents of children with disabilities, capacitated in self-advocacy and advocacy 	<p>skills of young people with disabilities from Varnita and Gura Bîcului villages submitted to rayon council competition</p> <ul style="list-style-type: none"> • Updated the Strategies on social inclusion of persons with disabilities in Anenii Noi and Ialoveni districts and approved action plans for 2017. In this regards two participatory workshops with 40 persons (including with disabilities) were organised. The reports on strategies progress implementation were developed and publicly presented. The participants shared experiences on strategy implementation in their localities. The person with disability from Speia, Anenii Noi mobilized community and built a ramp to public service. LPA contributed with 1000 lei, local economic agents – with 6000 lei, and community members – with in kind work. • 22 persons from Anenii Noi were capacitated in self-advocacy and advocacy through a two day workshop and a study visit in Falesti rayon. • 16 parents of children with disabilities from Ialoveni rayon were capacitated in how to develop the parents association and how to advocate for the rights of their children
Objective 4. Increasing the organizational sustainability of Keystone Moldova	
<ul style="list-style-type: none"> • Developed in a participatory way the auto evaluation report on Keystone Moldova organization • Developed Keystone Moldova financial sustainability plan in a participatory way • Organised a burnout seminar for Keystone Moldova staff 	<ul style="list-style-type: none"> • 17 Keystone Moldova staff capacitated in how to prevent the burnout activities and how to use the burnout tools for social care service providers. • 17 Keystone Moldova staff capacitated in project writing and management, especially for EU grants. As a result, were developed two project proposals (one for cross border cooperation and one for EIDHR). One project proposal was submitted in March to a donor organization.

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)

Project goal: supporting confidence building measures between both banks of Nistru and ATU Gagauzia by developing the system of social protection and ensuring respecting right of the people with disabilities.

Project progress to achieve objectives	Performed activities during the reporting period
Objective 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	
<ul style="list-style-type: none"> • Project launch event with 60 persons organised. • 5 MTs have been established and developed in the following rayons: Causeni, Stefan Voda, ATU of Gagauzia, Tiraspol and Slobozia • Developed a Day care center in Caragas, Slobozia. • 5 MTs were supplied with equipment, furniture, vehicles and physical therapy devices; • 21 specialists were recruited, employed and trained to work in the newly created services (5 MTs and one Day Care Centre for children with disabilities); • 3 MTs from Causeni, Stefan Voda and ATU of Gagauzia were accredited • Developed the draft Regulations for Day care services and MTs from the left bank of the Nistru river. • 84 LPA and service providers from 3 TAUs (Stefan Vodă, Causeni and Gagauzia) strengthened their capacities in Case Management and Quality Assurance in Social Services Provision . 	<ul style="list-style-type: none"> • Organised project launch event with 60 participants. • Organised promotion meetings with LPAs from both banks of the river Nistru. • Project approved by the Technical Commission from Transnistria (Nr.161; February 16, 2017). • Keystone Moldova concluded MoU with Causeni, Stefan Vodă and ATU Gagauzia. • OSORC concluded MoU with Slobozia and Tiraspol). • The development of Mobile teams was approved through the decisions of all 5 TAUs. • 6 grants contracts (1- with AOPD, 2 with OSORC and 3 with Departments of social protection from Causeni, Stefan Vodă and Gagauzia) were developed and signed • The staff of all 5 MTs were recruited, employed and capacitated • 5 MTs were supplied with equipment, furniture, vehicles and physical therapy devices • Rayon counsels, ATU Gagauzia provided the mobile teams with the needed space as a contribution. • Organised a press conference on handover of vehicles to 5 MTs. The EU Ambassador and the Ministry of MHLSP attended the conference. • 3 MTs from Causeni, Stefan Voda and ATU of Gagauzia were accredited • The draft regulations for MTs services and Day care center from Transnistria were developed and are in the process of consultation. • Developed a Day care center in Caragas, Slobozia. • Two specialists for Day care center were employed and capacitated • Developed a data basis on children with disabilities from Slobozia rayon. • 84 LPA and service providers representatives from Stefan Vodă, Causeni and Gagauzia strengthened their capacities in Case Management and Quality Assurance in Social Services Provision . • Each MT Developed Annual Activity Plan, MT Strategic Development plan, the tool for Professional Supervision • Organised 3 study visits for 26 service providers from Transnistria (Slobozia and Tiraspol rayons), ATU of Gagauzia, Causeni and Stefan Voda rayons in Orhei and Falesti

Objective 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	
<ul style="list-style-type: none"> • Built cross river network of CSOs through 7 days of training provided by Keystone Moldova and AOPD. • 20 members of CSOs from the project implementation rayons were trained on advocacy and promotion of the rights of people with disabilities; • 15 CSOs were trained on the implementation of the UNCRPD, as well as on Project Proposal Writing and Project Management. • 3 SAGs were established and developed in Causeni, Stefan Vodă and Gagauzia; the SAGs include 35 persons with disabilities (18 young men and 17 young women); 	<ul style="list-style-type: none"> • 20 CSOs representatives from both Nistru river banks strengthened their capacities on building cross river networks and advocacy through a two day training provided by AOPD. • 20 members of 15 CSOs active in human rights from the both Nistru river banks strengthened their capacities in advocacy for the implementation of the UNCRPD within a three days workshop provided by Keystone Moldova. • 20 members of 15 CSOs from the both Nistru river banks strengthened their capacities in Project Proposal Writing and Project Management through a two day training organised by Keystone Moldova. • Organised context for small grants for grassroots CSOs • 3 SAGs were established and developed in Causeni, Stefan Vodă and Gagauzia; the SAGs include 35 persons with disabilities (18 young men and 17 young women); • Organised an autumn school for self-advocates and support persons. 50 persons attended the school.
Objective 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.	
Project visibility activities	
<ul style="list-style-type: none"> • Developed project communication strategy. • Developed project visibility materials (banner, leaflet, notebooks, pens, stickers) • Developed panels for MTs visibility • Developed and published 6 articles for EU newsletter • The project events reflected in 37 materials published in different media. 	<ul style="list-style-type: none"> • Developed Communication strategy on project visibility • Developed 4 banners • Developed project leaflet in Romanian and Russian and printed in 1000 copies • Developed leaflet on MT services and printed in 1500 copies in Romanian and Russian • Developed stickers with project visibility and sliiced to all provided goods • Developed Notebooks and folders with the EU logo which are used for all seminars and activities • Developed the door visibility panels of the MTs • The project results are disseminated on Keystone Moldova sites and blog as well as on social networking sites • The project team participated in the Europe's Day organized by the EU Delegation on 13 May 2017 • Three presentations on project objectives and activities were delivered by Keystone Moldova management team to participants at EU Delegation coordinating meeting ((7 of March 2017), OSCE joint meeting of representatives of both ministries of social protection from Moldova and Transnistria (27 of June, 2017), and at the meeting organized by UN Office on Human Rights for all EU projects in Transnistrian region (4 April 2017), • 3 press releases were prepared for the following events: Project Launch, Signing of the Memorandum of Cooperation with ATU of Gagauzia, Handover of vehicles to the MTs;

- 6 articles on the project's activities were published in the EU Cooperation News Bulletin;
- The events organized within the project are reflected in 37 media materials, as follows:
 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. https://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>
 12. <http://gagauzinfo.md/md/index.php?newsid=4387>
 13. <http://gagauzinfo.md/index.php?newsid=31623>
 14. <http://www.gagauzia.md/newsview.php?l=ru&idc=390&id=6951>
 15. <http://1news.md/gagauziya/28130-v-gagauzii-sozdadut-sluzhbu-mobilnoy-pomCSOhi-licam-s-ogranichennymi-fizicheskimi-vozmozhnostyami.html>
 16. <https://ok.ru/gagauzinfo/topic/66371918332030>
 17. <https://gagauzmedia.md/index.php?newsid=10382>
 18. https://www.realitatea.md/poduri-intre-maluri--ue-finanteaza-sase-proiecte-in-moldova-pentru-un-dialog-mai-bun-cu-transnistria--video_53551.html
 19. <http://jurnaltv.md/ro/news/2017/3/7/ue-uneste-cele-doua-maluri-de-nistru-10275181/>
 20. <http://moldnova.eu/ro/uniunea-europeana-pompeaza-bani-pentru-spori-increderea-intre-chisinau-si-tiraspol-13650.html/>
 21. <http://tvrmdova.md/actualitate/ue-implementeaza-6-proiecte-noi-pe-ambele-maluri-ale-nistrului/>
 22. https://www.publika.md/uniunea-europeana-a-oferit-cinci-automobile-pentru-echipele-mobile-de-pe-ambele-maluri-ale-nistrului_2981652.html
 23. http://www.infotag.md/m9_populis/252545/
 24. <http://www.moldova.org/ue-oferit-cinci-automobile-pentru-serviciile-sociale-echipa-mobila-de-pe-ambele-maluri-ale-nistrului/>
 25. <http://www.moldpres.md/news/2017/09/26/17007396>
 26. <http://radiochisinau.md/ue-doneaza-cinci-automobile-pentru-serviciile-sociale-echipa-mobila---56645.html>
 27. <https://www.timpul.md/articol/uniunea-europeana-a-oferit-cinci-automobile-pentru-echipele-mobile-de-pe-ambele-maluri-ale-nistrului-120322.html>
 28. <http://ru.interlic.md/2017-09-26/es-predostavil-5-avtomobilej-mobilnym-komandam-s-oboih-beregov-dnestra-50672.html>

	29.	http://tv8.md/2017/09/26/ue-a-oferit-cinci-automobile-echipelor-mobile-de-pe-ambele-maluri-ale-nistrului/
	30.	http://protv.md/stiri/actualitate/pentru-ca-echipele-mobile-sa-ajunga-la-cat-mai-multi-pacienti---2024131.html
	31.	https://news.yam.md/ro/story/6396258
	32.	http://provincial.md/fierbinte/ele-maluri-ale-nistrului
	33.	http://tvrmdova.md/social/ue-a-oferit-automobile-noi-pentru-echipele-mobile-de-pe-ambele-maluri-ale-nistrului/
	34.	http://www.ziarelive.ro/stiri/uniunea-europeana-a-oferit-cinci-automobile-pentru-echipele-mobile-de-pe-ambele-maluri-ale-nistrului.html
	35.	http://portal-ro.com/post/uniunea-europeana-a-oferit-cinci-automobile-pentru-echipele-mobile-de-pe-ambele-maluri-ale-nistrului/
	36.	http://trm.md/ro/social/echipele-mobile-de-pe-ambele-maluri-ale-nistrului-dotate-cu-automobile-noi/
	37.	http://www.prime.md/ro/o-mana-de-ajutor-pentru-persoanele-cu-dizabilitati-din-moldova-uniunea-europeana-a-donat-cinci-masin_61326.html

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 is to strengthen and disseminate the developed inclusive education models for preschool children nationwide through capacity building and mentoring of teacher staff, as well as through supporting the professional dialog between the kindergartens and primary support teachers based on a holistic approach to child learning and development.

Performed activities during the reporting period
<p>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.</p>
<ul style="list-style-type: none"> • Concluded MoU between Ministry of Education and Keystone Moldova regarding the collaboration in the field of educational inclusion of children with special educational needs • Development of Action plan of the project and its coordination with Step by Step NGO and the Ministry of Education • Revision of project logical framework • Development of TOR for Monitoring and Evaluation consultant • Developed Instruction on implementation of Early Child Development Assessment Methodology • Consultation of the developed instruction with the Republican Pedagogical Assistance Services staff and Pedagogical Assistance staff from Calarasi, Cahul, Anenii noi. • Consultation of the developed Instruction with 12 Pedagogical Assistance Services (PAS)staff and pilot kindergartens • Improving the draft of Instruction based on consultations and its submission to the Ministry of Education for approval.

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

- Monitoring visits in five kindergartens: Pânășești, Strășeni, Anenii Noi, Măgdăcești, Criuleni , Susleni, Orhei, Moscovei, Cahul
- Preparing and organizing practical workshops with parents of children in pre-school groups regarding the psychological preparation of children for transition from kindergarten to school. The workshops were organised in 5 kindergartens. All in total 174 parents and grandparents attended the activities.
- Organised a study visit of 36 staff from 12 Pedagogical Assistance Services at Cahul Pedagogical Assistance service. The staff had a master class on how to assess the educational needs of children with special educational needs in preschool facilities.
- Strengthened the capacities of 33 representatives of 12 PAS and 5 pilot kindergartens in how to implement the Child Development Assessment Methodology in Early Education.
- Organised 12 workshops with the participation of 245 specialists from PASs, managers and teachers from early education institutions. The workshops were focused on sharing good practices, results and challenges in implementing inclusive early education. Also, the draft Instruction on the Implementation of Early Child Development Assessment Methodology in early education (based on piloting) was consulted.

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 main objective of the project is to support the development of advocacy and self-advocacy movement regarding the promotion of rights of persons with disabilities in the republic of Moldova

Project progress to achieve objectives	Performed activities during the reporting period
<p>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.</p>	
<ul style="list-style-type: none"> • The informal network of self-advocates from 15 districts created and expanded. • At least 150 self-advocates from 12 districts empowered to advocate for their rights • The self-advocates have been capacitated through <ol style="list-style-type: none"> 338 local self-advocacy group meetings; 5 thematic schools (in "Public speaking", "Advocacy", "Storytelling", "Love, life and friendship" and "Self-advocacy and Independent Living); capacity building activities organized by other organizations at local level ; participation in international conferences and events (in Madrid, Brussels and Prague); sharing experiences activities • SAGs performed several advocacy initiatives at local and national levels in the following areas: public infrastructure accessibility, deinstitutionalization and community living, labour inclusion. 	<ul style="list-style-type: none"> • 6 new self-advocacy groups (in Causeni, Stefan Voda, Comrat, Slobozia, Tiraspol and Anenii Noi) created and capacitated. • App. 130 self-advocates capacitated in knowing and claiming their rights; provisions of local disability legislation; communication with representatives of public authorities, media and other community actors; implementing advocacy initiatives; raise awareness regarding persons with disabilities etc. • The self-advocates were capacitated through 129 local groups' meetings; summer school "Love, life and friendship" and autumn school in Advocacy; trainings organized by other organizations (e.g. training in communication organized by CMT, vocational training organized by Eco Razeni, international conference "Love, life and friendship", training in reproductive health

<ul style="list-style-type: none"> • As a result of advocacy activities: a) were developed 2 accessible sidewalks in Taraclia, b) was improved the physical accessibility to Social Assistance Department building in Ungheni, as well as to some other public spaces in Falesti, Causeni, Calarasi and Cantemir; c) the residents of residential institutions became more confident they want to move for community living. • Due to assistance provided under the project, 16% of self-advocates got employed and/or perform income generating activities, 13% benefitted of health and health rehabilitation services , one self-advocate from Ungheni got Personal Assistance service, 2 self-advocates got married and are expecting a child, app. 60 self-advocates participated in various cultural, recreation and sport activities. • Self-advocates participated in the public consultations of the following policy documents: National Action Plan for the Social Inclusion of Persons with Disabilities 2017 – 2022, Strategies on social inclusion of Persons with Disabilities in Falesti and Ungheni Rayons. • Self-advocates were involved in: a) national and international events (e.g. Clinton Global Initiative (New York 2016), Talk Forum of self-advocates, National Conferences organised by Keystone Moldova etc., b) planning and performing as non-actors in the social theatre plays in six schools in Falesti district; c) 5 "lessons of diversity" in Cantemir, Ungheni and Taraclia; d) 2 media campaigns ("Know Me, Respect Me, Support Me!" in 2015 and "I support inclusion" in 2017); e) development and distribution of media materials (22 story-telling stories, 6 short films (on legal capacity, non-discrimination, choices and decisions, what is self-advocacy) ; newspaper articles; TV and radio materials about various events self-advocates participated in (including interviews with self-advocates); j) insuring visibility of the SAGs through Facebook pages of each SAGs, of Keystone Moldova, and of the Social Theatre "Alternativ", z) planning and organising flash mobs and other awareness raising activities; k) photo exhibition "The world the way I see it" 	<p>organized by Centrul de Instruiri in Domeniul Sănătății); participation in other national events.</p> <ul style="list-style-type: none"> • All self-advocates assisted in claiming and fulfilling their specific rights such as living independently and being included in the community; freedom of expression and opinion; respect for home and the family; education; health; work and employment; participation in cultural life, recreation, leisure and sport; personal mobility (from community members, local and national authorities; in independent and/or supported decision making in the family, group and in the community. The majority succeeded to claim one right or another. • Self-advocates conducted several advocacy initiatives, including: 1) 4 advocacy initiatives aimed at making accessible infrastructure in Taraclia, Cantemir, Căușeni and Fălești. Due to these initiatives, 2 public places have become accessible in 2017 (sidewalk in Taraclia). 2) advocacy for deinstitutionalization and community living of persons with disabilities in six residential institutions. In this context, a self-advocate from Falesti (a former resident of an institution) was involved in a campaign of informing and encouraging institutionalized persons to leave the institution for a community living. During this campaign he has spoken from its own experience. • Involvement of self-advocates in raising public awareness regarding persons with disabilities as equal members of the community (organised social theatre performances in 6 schools in Fălești; "lessons of diversity" in Cantemir, Ungheni and Taraclia; media campaign "I support inclusion" with distribution of 24 story-telling stories and 2 short films developed with participation of self-advocates; several media materials (newspaper articles, TV reporting) developed and broadcasted nationwide; using the Facebook pages of Keystone Moldova, SAGs and the of the Social Theatre "Alternativ"; participation in various local holidays and events alongside community members;
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Objective 2. Developing “The National Platform of Parent Organizations/Groups” by the end of 2017, with at least 16 parent organizations as members

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| <ul style="list-style-type: none"> • 19 parents CSOs/groups from 11 districts involved in National Platform of Parents organizations and capacitated in advocacy and self-advocacy. • At least 3,000 people (parents and LPA) increased their knowledge on UN CRPD, legislation in the field of disability, social services for people with disabilities, development of a CSO and the quality and sustainability of the services rendered, advocacy and the role of parents in supporting independent living people with disabilities, etc. • 21 petitions developed and submitted by the parents platform to Moldova public authorities, UN Committee on Women's Rights to modify / improve the national legal framework in the field of disability • 7 inquiries submitted by parents platform to the CPEDAE (Council for the Prevention and Elimination of Discrimination and Equality Assurance) on the cases of discrimination of persons with disabilities and their families. Of them – 2 cases are represented in the national court. • 89 meetings organised by the platform with the representatives of the central and local public authorities for amending the legal framework in the field of disability, accessing social services and other public services for people with disabilities and their families • At least 9 appearances in the media of the subjects received from the parents of persons with disabilities • Approximately 100 inquiries to representatives of public authorities on various aspects (access to social services and other public services, complaints about violations of the rights of persons with disabilities and their families etc.) • Due to parents platform activities the legal framework on social inclusion of persons with disabilities improved, as following : a) Law 156/1998 on public pension system (the non-contributory care period for a child with severe disability under the age of 18 was included in the contribution period of a parent, guardian, | <ul style="list-style-type: none"> • Support to parents in carrying out several advocacy initiatives (identifying the advocacy issues, developing and submitting petitions to relevant stakeholders, meeting relevant stakeholders; support in court litigation; discussing the issues in mass-media etc.). • The following issues have been subject to advocacy initiatives: (1) including the contribution period of parents who took care of their children with disabilities in the calculation of pension; (2) including the recommendations on health-issues faced by persons with disabilities and their families in the National Program on Social Inclusion of Persons with Disabilities 2017-2022; (3) amending the local legislation regarding the issue of income tax exemptions for taxpayers with persons with severe disabilities as dependents; (4) amending the local legislation regarding the issue of social aid and aid for cold season for families with persons with severe disabilities; • The parents platform developed the Comments on the State party’s observations for the complaint submitted to CEDAW against Republic of Moldova regarding the discrimination of women having children with severe disabilities in exercising the right to social protection and right to private life; • The parents platform participated in the national working group on developing the criteria for determining disability for children aged 0-18; • Capacity building of representatives of app. 20 NGOs in developing project proposals to various donors and Support to 3 grass route NGOs in developing and implementing small grants; • App. 80 parents from Ștefan Voda, Ungheni and Falesti increased their knowledge on Law 60 on social inclusion, social care services for persons with disabilities, legal capacity of a person with disability and other issues; • Support to parents from Ștefan Voda in developing an NGO; • Individual support to persons with disabilities and their families upon request (prevention of institutionalization, accessing community services, accessing legal services etc.) |
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<p>curator till he/she became a personal assistant [Article 5 (2), letter d) in force 01.01.17]; b) The National Program for Social Inclusion of Persons with Disabilities 2017-2022 includes the recommendations to improve the quality of medical services and increase access to them for families with people with disabilities (GD - 723 of 08.09.2017); c) Amended the Regulation on the organization and functioning of the "Personal Assistance" social service: can be employed as a personal assistant of a child with severe disability (!) a parent entitled to maternity leave or part-time childcare leave until the age of 3 years and (!) family members or relatives who reached the standard retirement age according to the legislation in force) (GD No. 314 of 23.05.2012 with the necessary changes); e) Amendments to the Civil Code and other laws of the RM on guardianship for persons with disabilities (Law No 66 of April 13, 2017). j) Approved Curricula and Support Course for Initial and Continuous Training of Personal Assistants (Order of the Minister of Labor, Social Protection and Family, No. 218 of 24.11.2016)</p>	
<p>Objective 3. Supporting the NGO's working in the disability field in increasing the quality and sustainability of the services</p>	
<ul style="list-style-type: none"> • At least 17 CSOs have improved knowledge in Accreditation of Social Service Providers and in social contracting mechanism; • Conducted 3 workshops on Promoting the Social Contracting Mechanism. 67 representatives of LPAs (Rayon Councils, DASPF) and SCOs attended the workshops. • 1 CSO got accreditation of provided service and 2 CSOs started the evaluation process • 15 CSOs (20 persons) improved capacities in Participatory Budgeting of social care services . • 30 representatives of CSOs improved their knowledge in project development and management • 3 grass-route CSOs implemented small grants at local level on social inclusion of people with disabilities • 21 representatives of CSOs increased capacities in good governance and CSO management.1 CSO was registered as NGO. 	<ul style="list-style-type: none"> • 15 CSOs working in the disability field capacitated in participatory budgeting in social care services for persons with disabilities; • Technical assistance to AOPD secretariat in developing petitions on behalf of persons with disabilities and their families 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. • Promotion of rights of persons with disabilities through the involvement in the Independent Mechanism on Monitoring the UNCRPD acting under the Ombudsman office ; • Technical assistance to 4 NGOs in developing 5 project proposals.

Objective 4. Development of Keystone Moldova according to the Strategy of the organization	
<ul style="list-style-type: none"> • 17 Keystone Moldova employees have increasing their capacities and expertise in advocating for disability rights. The draft Keystone Moldova Advocacy Strategy has been developed. • Keystone Moldova Development Strategy updated (2016 – 2022) and the Action Plan (2016 – 2018) for its implementation developed. • Keystone Moldova Human Resources Handbook and procurement policy developed • One 5-days training in Project Management for project coordinator performed 	<ul style="list-style-type: none"> • Keystone Moldova procurement policy developed
Project visibility activities during the reported period	
<ul style="list-style-type: none"> • 24 stories of persons with disabilities, parents and support persons of Self-advocacy groups developed through the narrative stories training and published in social media. • A TV reportage about the troupe Alternative and the social theatre forums developed and played by self-advocates from Falesti was prepared by journalists from Europa Libera/Radio Free Europe and distributed through the national TV station Moldova1 and in social media. The s material was prepared in both Romanian and Russian. See below <ol style="list-style-type: none"> 1. https://www.europalibera.org/a/28897396.html 2. https://www.europalibera.org/a/28899722.html <ul style="list-style-type: none"> • The press release for the final conference of the project „Get involved through advocacy and self-advocacy” was developed and disseminated. The journalists have been invited to the event. • 3 materials on the final conference have appeared in the media: <ol style="list-style-type: none"> 1. https://www.youtube.com/watch?v=FdNM2Si9GQs&list=PLFFshvOJiVM-4P6bDWcwQbRoUv1T1vdI1 (min. 11:33) 2. http://www.allmoldova.com/ro/news/130-de-persoane-cu-dizabilitati-din-moldova-au-devenit-membri-activi-ai-societatii-gratie-unui-proiect 3. http://tvr Moldova.md/social/video-pestre-130-de-tineri-cu-dizabilitati-au-invatat-sa-se-auto-reprezinte/ • An audio material on the conference was broadcasted at Radio Moldova. 	

II. SOCIAL ENTREPRENEURSHIP ACTIVITIES

2.1. Training center Keystone Moldova

The main objective of the training center activities is to increase the sustainability of Keystone Moldova organization

Performed activities during the reported period of time
Maintenance activities
<ul style="list-style-type: none"> • 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. • The heating system was improved by adding some spare parts for the equal distribution of the heat in the radiators and the installment of a room thermostat. All these works have led to comfortable warmth throughout the center and a more efficient use of the fuel.

- The doors frame was covered with a dark colored strip to increase the contrast between the doors and the frames. The increased contrast help persons with visual impairments to use easier the facility.

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 and 484 on December 31.
- 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, IOM, Council for Nondiscrimination, CICO, Skat Moldova, ODIMM and for the trainings organized by Keystone Moldova from different projects.
- Long term agreements were signed with Global Business Access and “CEO-GRUP” SRL. These companies organize their training activities at Keystone Moldova training center.
- 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, renovation costs of the house in Lapusna for two deinstitutionalized adults and the renovation of the Supported Living service from Falesti.

2.2. EcoVox Social enterprise

The main objective of Eco-Vox enterprise is to support the individuals with disabilities to live a meaningful life in community and to be self-sustainable

Performed activities during the reported period of time

- The Facebook page was used to promote the EcoVox activity. The number of Facebook likes increased from 862 likes on January 1 to 877 likes on December 31, 2017.
- 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.
- 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.
- 60 tote bags with prints were produced for the autumn school „Getting ready for the independent living in the community”. 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 1550 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 1550 bags was started in June and finished in November and the bags were delivered in tranches according to the approved schedule. The print of the logo and the message on the bag was outsourced as we don't have the equipment for cotton canvas print. Five persons (beneficiaries and one parent) were paid for the production work.

- 150 tote bags with prints were produced for the organization People in Need (PIN). The design of the tote bag was developed and coordinated with PIN. As a result three persons that participated in the production of the bags received salaries. The print of the logo and the message on the bag was outsourced.
- 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.
- 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.
- Bags from a high quality canvas were produced and personalized. The prints applied to the bags are various (Moldova coat of arms, the touristic symbol of Moldova, different stylized animals and persons) and are sold on exhibitions, fairs and at the artists market in Chisinau.

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.
- **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
- Consultancy services to Social Assistance Department from Ungheni on conducting capacity building training for personal assistants. The training was delivered for 50 persons. The period of the consultancy – 48 hours.

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
- Keystone Moldova participated at Civic Fest Festival. In the first day of the festival Keystone Moldova representatives participated as speakers at two discussion panels: Inclusive Education and Social Entrepreneurship. During the second day, we participated at a NGO fare. Handmade bags were exposed and sold and information materials about organization's activities were distributed.

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

3.1. Media and communication

The main purpose of media and communication activities is a) to increase Keystone Moldova visibility on websites, social media and traditional media, b) to continue to advocate for deinstitutionalization and community living of persons with disabilities , c) to support other projects with visibility activities.

Below there is a description of communication activities developed for increasing Keystone Moldova visibility, as well as for advocacy for community living. The communication activities for increasing the visibility of implemented projects are included under the description of each project activities above.

Performed activities during the reported period of time:

Promoting Keystone Moldova activities on websites and in media

- During this reporting period Keystone Moldova 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, **318 short materials have been posted / disseminated** on Keystone Moldova's Facebook page. The materials published got **256.165 people reached, 9.987 likes and 2.089 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 2.203 fans, with 309 page likes**.
- **16 new materials** have been posted on Keystone Moldova web page: www.keystonemoldova.md .
- Also, **19 short materials** have been posted / shared on Alternativ Facebook page: <https://www.facebook.com/pages/Alternativ/700619266730794> . This page has **a number of 113 likes**.
- During the reported period, **95 materials about Keystone Moldova's activities were published in traditional media:**
 1. <http://www.ipn.md/ro/societate/83046>
 2. <http://www.timpul.md/articol/150-de-persoane-cu-dizabilitati-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-pestre-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-copii-cu-dizabilitati-din-stanga-nistrului-si-din-regiunea-gagauza_16403
25. <https://www.tv7.md/ro/social/peste-125-de-copii-cu-nevoi-speciale-din-cinci-raioane-vor-beneficia-de-servicii-sociale-mai-bune/>
26. <https://news.yam.md/ro/story/5363176>
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71. https://www.facebook.com/rferl/videos/10155552426074575/?hc_ref=PAGES_TIMELINE
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Advocacy 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 prepared and published on Keystone Moldova web site. The campaign was actively shared through social media.
- Three leaflets have been prepared: on Shared Living service, Community home and a leaflet on Keystone Moldova's activity. Communication department have prepared the text, the photos; a designer and a printing house were hired. The leaflets were printed and distributed.
- The social media campaign "I support inclusion!" was launched on April 03 and was implemented between April – July 2017. The campaign had 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: videos, photo reportages, quotes, success stories, photos, interviews. All the materials were posted on Keystone Moldova Facebook page.

- During the social media campaign “I support inclusion!”; 31 materials were published in social media. See below the links to the materials per components:

1. The inclusion of persons with disabilities in the work field: „I can work!”:

- A video 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 video 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>

1. Breaking the stereotypes: „I am a person, not your opinion!”:

- One video realized by self-advocacy groups from Ungheni:
<https://www.youtube.com/watch?v=wDXTToGBTGJM&feature=youtu.be>
- One video realized by self-advocacy groups from Falesti:
<https://www.youtube.com/watch?v=VhF8LyG2gv0&feature=youtu.be>
- 5 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>
<https://www.facebook.com/keystonemoldova/photos/a.10152714084155171.1073741825.355140570170/10159101761255171/?type=3>
<https://www.facebook.com/keystonemoldova/photos/a.10152714084155171.1073741825.355140570170/10159114148395171/?type=3>

2. The inclusion of children with SEN in kindergartens: „Let’s play together!”:

- one video 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 video about kindergarten inclusion of a boy from Susleni, Orhei:
<https://www.youtube.com/watch?v=4uEIZCyK7gk&feature=youtu.be>
- 4 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>
<https://www.youtube.com/watch?v=OOaMPI0pumU&feature=youtu.be>
https://www.youtube.com/watch?v=oE4642_uHTw&feature=youtu.be

4. The life of persons with disabilities in the community: „We are the same!”:

- 3 short videos about the opinion of the neighbor of persons with disabilities from Hansca, within the rubric „The neighbors”:
<https://www.youtube.com/watch?v=k0WuPkyXtQ&feature=youtu.be>
<https://www.youtube.com/watch?v=vNbpurw89WA&feature=youtu.be>
https://www.youtube.com/watch?v=DF4jP1x9_BA&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 materials posted during the entire campaign gained 22.915 people reached, 714 likes and 228 shares.

During the first week of December, some materials from the campaign “I support inclusion!” have been re-published, in the context of International day of persons with disabilities.

- Communication support for fundraising campaign for Mihai and Maria’s house . Between July and November 2017, a fundraising campaign was implemented: <https://guvern24.md/projects/house-reconstruction-for-mihai-and-maria/> . During the campaign, were collected money for the new house of Mihai and Maria - a couple who left institution and live in the community. A small video for the fundraising campaign has been shot, edited and posted on www.guvern24.md . The campaign was widely promoted on Facebook – people were encouraged to donate and thank you messages have been written for those who already donated. In this order, **25 materials were posted in social media; they reached 22 522 people and gained 1 042 likes and 191 shares.**
- Development of the Campaign for Giving Tuesday. Keystone International and Keystone Moldova have worked together to prepare a campaign for Giving Tuesday – in order to collect some funds for supporting the Community Center “Unitate” from Tudora. Communication manager has collected materials form Community Center “Unitate” – photos, success stories, quotes from children, interviews. Also, photos from other services, kindergartens, schools have been collected and quotes for the campaign were edited. Communication manager has worked on translating and editing the text materials that were collected for the campaign.

Complementary activities

- Support the self-advocates to develop 24 stories for dissemination
- Organize a training for self-advocates from Falesti in social theatre forum. 10 persons participated in the training
- Support the self-advocates from Falesti to perform the social theatre forum in 6 schools from Falesti. At the performances participated around 700 pupils and 30 teachers. The children were actively involved in the performance and have found ways and solutions to stop / prevent the discrimination of persons with disabilities.
- Support to the Coordinator of volunteers to develop communication activities for the Volunteer action plan for the next two years.
- Support for 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.
- The Social media annual calendar for 2017 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;
- Keystone Moldova webpage was reviewed and updated: all materials (video, leaflets, and publications) were collected and submitted to be published in the site; the information about the implemented projects has been prepared and posted on the site;
- Some videos were translated in English: two videos developed by Self-advocates; two video reportages prepared by Europa Libera/Radio Free Europe (“At their home”) and another one -

about Eduard and Maria's wedding); one video reportage prepared by Realitatea TV ("The right to love");

- A student from Moldova State University had 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;
- Communication manager provided support to NGO "Eternitate" – to prepare a project proposal and the budget for it;
- The greeting cards for winter holidays have been edited and sent. The text for the cards was prepared both in Romanian and English. Also, there were prepared two concepts and designs for the greeting cards – one to be sent physically and one for email;
- Revised the content of the brochure „Institution or community?“. In this order: text and photos were replaced; Communication manager had a trip to some social services, to take new photos for the brochure. The brochure has been prepared and printed.
- Support for developing the concept of a brochure on gender based violence.

3.2. Promotion of volunteering movement

The main Objectives are as following: a) Fighting discrimination of persons with mental disabilities through involving the volunteers in Keystone Moldova activities and b) Promotion of volunteers movement in the field of social inclusion of persons with disabilities

Performed activities during the reported period of time:

- All in total 44 volunteers delivered their services within Keystone Moldova activities in 2017.
- **The volunteers provided in total 3186 hours for volunteer activities in 2017. The number of hours in MDL, in relation to the minimum wage per country, is 44890.74 MDL.**
- Filling the necessary files on volunteers activities, as per the Law: evidence of volunteers; volunteer contracts and volunteer certificates; appointment orders and job descriptions of 39 volunteers were prepared and signed; personal files of 44 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.
- The report on the volunteers activities was developed and submitted to the Ministry of Education, Culture and Research.
- The volunteering coordinator participated at the National Conference of the Volunteers.

- Over 70 formal and informal volunteers participated in the National Volunteering Week 2017.
- The statistic plan of the National Volunteering Week 2017 was developed.
- The volunteers were involved in the inclusive week organized in December.

Involvement of volunteers in different project activities

- 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” from Falesti: 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; Organizing and conducting 6 social theatres performances in Falesti rayon.
- 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 rayon: support in organizing and conducting events; maintaining the cleanliness and landscaping of the museum; handmade crafts (Martisor, greeting 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.
- Community Home from Mitoc village, Orhei rayon and from Voloave Village, Soroca rayon: socialization visits to the community; developing self-service and cooking skills; Fine motricity development; helping in household and gardening works; game based learning activities.

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

Performed activities during the reporting period of time
Involvement in different Governmental commissions/committees/activities
<ul style="list-style-type: none"> • Keystone Moldova is 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 deinstitutionalization, 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. • Keystone Moldova, is a member of Consultative counsel for the implementation of National Program for the Development of Inclusive Education in the Republic of Moldova for 2011-2020 During the reporting period of time two work sessions of the counsel were organised: 1) with the focus on activities to be developed for inclusive education in 2017, 2) the results of assessment of 35 Pedagogical Assistance Services. • Keystone Moldova is a member of Working group on monitoring and evaluation of Pedagogical Assistance services (PAS) . The group was approved through the ME disposition. Participation on the meeting organized by ME and heads of OLSDÎ from 35 TAU. Presenting the results of assessment and monitoring PASs for 2016 (13 of July 2017); • Keystone Moldova is a member of a Working group on assessment of impact of methodological assistance provided by Pedagogical assistance services to mainstream educational institutions. The group was approved through the disposition of the ME. • Participating at the meeting of working group from RCPA for in order to elaborate the indicators of inclusive education (13 of October 2017); • Participation in the round table organized by Kulturkontakt and MECR regarding the implementation of inclusive technical vocational education in the Republic of Moldova (with managers` of technical vocational education institutions participation) - 5 of December 2017; • Participation in the meeting organized by Kulturkontakt and MECR regarding the implementation of inclusive technical vocational education in Moldova (presenting the qualitative research results) - 19 of December 2017.
Membership in Alliances of NGOs
<ul style="list-style-type: none"> • 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. • In 2017 Keystone Moldova Program manager becomes a member of Standing Committee on Inclusive Living for persons with disabilities under the EASPD. Keystone Moldova Program Manager participated at two meetings of the Standing Committee (in Belfast /June 2017 and in Montenegro /October 2017). At the Standing Committee the experience of Keystone Moldova on promoting

community and independent living of persons with disabilities was promoted at European level. The Statement on development the community based services in line with Article 19 of the CRPD have discussed and agreed. The recommendations about data collection from all EASPD members about DI process and community living have been developed and submitted to all members of Standing Committee.

- 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.
- Attending the meeting organized by APSCF to elaborate the recommendations for the Standard Package of Educational Services in General Education (25 of July 2017).
- Involvement in APSCF meeting (committee member) regarding nomination of “Alexandra Grăjdian” prize (26 of October 2017);
- Participation in the organization of the teachers' forum "Good practices and perspectives in the implementation of inclusive education" and participation on the forum with the presentation about cross sectoral partnership in implementing early inclusive education (16-17 of November, 2017; Labor Institute, organized by APSCF).
- 2 persons were involved in development of Civil society strategy

Participation at different events organised by Keystone Moldova partners

- 1 person participated at the workshop “Decision Making Process” organized by Nicolae Dumitrescu Academy.
- Two persons participated 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.
- One person participated at the Business Management Seminar "Strategies to Grow Your Business" organized by Evenda company.
- One person participated at the Launching conference of the National Human Development Report for 2016.
- One person participated in the presentation of the evaluation report of the REVOOC project implemented by CEDA
- Two persons participated 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.
- One person participated 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".

- One person participated in the workshop: Legislative aspects of the volunteer activity;
- One person participated in the Workshop "Volunteering for Social Inclusion and Rehabilitation"
- Two persons participated in a training: "Theater & Development of NGO Sector: Interactive Strategies for Engaging Society".
- One person participated at the meeting of the development partners (donors meeting) organized by the Ministry of Labor and Social Protection and Family
- One person participated at the training organized by the Fiscal inspectorate on the 2% Law implementation.
- Two persons participated at a meeting with the Art Centre "Coliseum", regarding a project about inclusive education through theatre (21 of March 2017).
- One person 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).
- One person 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).
- One person 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).
- One persons participated in the Activity dedicated to Worlds` of vision day with the slogan „Your view counts” (12 of October 2017; LOW VISION);
- One person participated in the Round table organized by the People Law Office for rights protection – presenting the Report regarding social inclusion of children with sensory disabilities (31 of October 2017);
- One person participated in the Conference Building a Robust International SRV Association (11 – 15 October, Irlanda, Dublin);
- Two persons participated in the National conference “Process of deinstitutionalization in Republic of Moldova: achievements and perspectives” organized by People in Need in partnership with MHLSP, Embassy of Czech Republic (31 of October 2017);
- One person participated in the Conference organized by CCF Moldova with EU funds within the project "Civil Society. We Strengthen Capacities and Partnerships to transform the life of children, families, and the community" (9-10 of November 2017);
- One person participated in Annual Networking Workshop organised by OSF in Tbilisi, Georgia (5 – 8 June 2017). Keystone Moldova representative facilitated a session on developing and implementing policies-experiences from the region and made a presentation on „Civil society and parents advocacy for promotion of inclusive education in Moldova”.
- One person was involved in the elaborating 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.).
- One person involved in the closer event of project implemented by NGO Femeia și copilul – Protecție și Sprijin Caritas Moldova support „Early inclusive education- achievements and perspectives” (29 of November 2017)
- One person participated in the Press Club on monitoring the plenary session of the UN Committee for the rights of Children regarding the Country Report on the rights of Children
- One person participated in the meeting regarding the results of monitoring the UN Committee Report on economic, social and cultural rights.
- One person participated in a meeting on interpreting the disability/limitation statistics, gather by the Census Survey, developed by UNDP

- One person participated in the round table on “Current situation in the field of preventing and combating discrimination in the Republic of Moldova: lessons learned, challenges and perspectives”, organized by CPEDAE (Equality and Non-discrimination Council);
- One person participated in the National Conference on the implementation of the UNCRPD, organized by OHCHR
- One person participated in a workshop on presenting the report on MIM (art.30 of the UNCRPD) / organised by IDOM.
- One person participated at four days workshop on evaluation of child reform care organized by MHLSP and MESURE Project USAID Vadul lui Voda (November 29-December 02, 2017).
- Two Keystone Moldova staff participated at Final Conference organized by People in Need with Czech Development Agency financial support on Deinstitutionalization process in Moldova: achievements and perspectives (October 31, 2017). The experience of Keystone Moldova on developing sustainable community based services in partnership with public authorities was presented during the Conference.
- Three Keystone Moldova staff participated at: “Gala Remarcabilitatii” event organized by CAJPD and OHCHR. One person deinstitutionalized from Orhei institution was nominated as a great employee (December 05, 2017).
- Two Keystone Moldova staff participated at round table on presentation of the results of deinstitutionalization reform in case of children from Orhei and Hincesti residential institutions organized by Ombudsman office. The recommendations for improving the content of the report were provided (December 18, 2017).
- One Keystone Moldova staff participated at final Conference on project implementation for child care reform organized by “Partnership for every child” NGO in partnership with local and national government (December 13, 2017).

3.4. Keystone Moldova Fundraising activities

The main objective of those activities is to increase the financial sustainability of Keystone Moldova.

Performed activities during the reported period of time

All in total Keystone Moldova developed and submitted to donors 12 project proposals in 2016. 5 project proposals have been approved and are in the process of implementation, 2 project proposals are under evaluation and 5 project proposals were not approved. See below the detailed information on submitted project proposals and other fundraising activities

- 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 amount allocated to Keystone Moldova was 5200 MDL.
- A concept was developed and submitted to the European Commission. The project title: Equal rights and opportunities for persons with disabilities from Moldova and Ukraine. Keystone Moldova is the lead applicant. The co-applicants are: Vinnitsa Human Rights Group (UA), All-Ukrainian Coalition for People with Intellectual Disabilities (UA), Dizabnet - Federation of Service Providers for Persons with Disabilities (RO), The Institute for Human Rights (MD), and Alliance of Organizations for Persons with Disabilities (MD). The project is under evaluation
- A project proposal was developed for the continuation of the project "Get involved through advocacy and self-advocacy" financed by IM Swedish Development Partner. The Proposal was developed for 12 months and the total budget is USD 65000. The project was approved
- A project proposal was developed and submitted to the NoVo Foundation. The project title: "Empowering women with disabilities to live a decent life in their communities". The total budget: \$ 250000. The proposal is still pending.
- A project proposal was developed in partnership with Soros Foundation Moldova, Alliance of Organizations for Persons with Disabilities and Alliance of Organizations Active for Children and

Family. The project was submitted to European Commission. The main applicant is Soros Foundation. Project title: "Better social services through a sustainable partnership between the civil society and the government". Total budget Euro 2060000 out of which 1500000 will be sub granted to local CSOs. Project duration 36 months. The proposal was approved for financing.

- Keystone Moldova participated as co-applicant in a joint venture with Ecorys Polska Sp. z o.o. in a tender organized by UNICEF Moldova. The submitted proposal was "Study on Inclusion of Children with Disabilities in Education". The proposal was not approved.
- A strategy 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 plat 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 crowdfunding campaign was organized on the platform: www.guvern24.md and raised 540 Euro. Private companies donated construction materials and in-kind work. The story of the couple was distributed in mass-media and many persons decided to donate directly to the. By the end of the year 2017 the target was not reached. More funds are necessary for internal renovation of the house and for furnishing and equipment.