



Keystone Moldova Private Institution

ANNUAL REPORT

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List of abbreviations

AOPD	Alliance of Organizations of Persons with Disabilities
APSCF	Alliance of NGOs in the field of child and family protection
ASD	Autism spectrum disorder
AT	Assistive technology
CPA	Central public authority
CSO	Civil society organization
CTWWC	Global initiative Changing the Way We Care
DATF	Disability & Age Task Force
DI	Deinstitutionalization
EaP	Eastern Partnership Platform
EASPD	European Association of Service providers for Persons with Disabilities
GBWN	Gender Responsive Budgeting Network
GRB	Gender Responsive Budget
IAP	Individual assistance plan
KHSI	Keystone Human Services International
KM	Keystone Moldova
LPA	Local public authority
MFB	Moldovan Food Bank
MHPSS	Mental health and psychological support
MLSP	Ministry of Labor and Social Protection
NGO	Non-governmental organisation
OHCHR	Office of the United Nations High Commissioner for Human Rights
PA	Public authority
PPDF	Platform for the Promotion and Development of Philanthropy
PSEA	Protection from Sexual Exploitation and Abuse
PwD	Person with Disability
RAC	Refugee Accommodation Center
SDC	Swiss Development Cooperation
SRV	Social Role Valorisation
TCN	Third country national
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund

Profile

GENERAL INFORMATION

Organization name	Private Institution Keystone Moldova (NGO)
Year of foundation	2004
Address	20, Sf. Gheorghe Street, Chisinau, Republic of Moldova
Telephone	+373 22 929198; +373 22929411
Email	Moldova@khs.org
Website	www.keystonemoldova.md
Number of staff	45 employees
Executive director	Ludmila Malcoci, Ph.D. Habilitate in Social Sciences, Executive Director

MISSION & VISION

Keystone Moldova is a non-profit, nongovernmental organization working to create opportunities where people can grow, exercise self-determination, and be participating, contributing and valued members of their society. The mission of Keystone Moldova is to promote and develop opportunities that will be in the form of consultant services, technical assistance, direct support service, best-practice training, monetary and administrative supports for ensuring the quality of life of individuals living in difficult social situations, including persons with disabilities, children with special education needs, abused children and women, families living in poverty, discriminated groups of population.

TARGET BENEFICIARIES

- People with disabilities (including refugees)
- Children with special educational needs
- Central and local public authorities
- Families / support persons of people with disabilities
- Civil society organization

WHAT WE DO

- Deinstitutionalization and prevention of institutionalization
- Development and monitoring of community-based social services
- Capacity building
- Legal framework development
- Advocacy, Self-advocacy and Media advocacy
- Inclusive education
- Labor inclusion
- Social entrepreneurship
- Disability research
- Trainings in the field of social services

SUBSIDIARIES

Keystone Moldova is the unique founder of “Ecovox Grup SRL” – a limited liability company that carries out social entrepreneurship activities and consultancy services. The company profit is used to support the community living of deinstitutionalized persons with disabilities.

GEOGRAPHICAL COVERAGE

Keystone Moldova is an organization providing consultancy services nationally and internationally.

GOVERNING BODY

The governing body of Keystone Moldova is the Board of Directors. The Board approves modifications to the Charter, defines the general guiding principles and strategy of the organization; approves the activity plan and annual budgets; appoints and recalls the President of the Board, the Executive Director and Censor; decides on funding projects which correspond to the goals of the organization; and examines the financial and activity reports. The Board of Directors meets routinely at least once every year or more frequently as needed.

MEMBERSHIPS

Alliance of Organizations of Persons with Disabilities (AOPD)	Member of the board
The Independent Mechanism for Monitoring the implementation of the UNCRPD	Member
National Platform of the Civil Society Forum of the Eastern Partnership	Member
European Association of Service Providers for Persons with Disabilities (EASPD)	Member
Alliance of NGOs active in the Field of Social Protection of the Child and Family (APSCF)	Member of the board
Gender Budget Watchdog Network (GBWN)	Member of the board
Platform for the Promotion and Development of Philanthropy (PPDF)	Member of the board
Platform for Gender Equality (PGE)	Member of the board

Summary

Throughout 2024 Keystone Moldova has been actively involved in various **advocacy activities**. At the regional level, a forum *EU Enlargement: Advancing Human Rights-Based Disability Services in Candidates Countries* was conducted in collaboration with the European Association of Service Providers for Persons with Disabilities to discuss the impact of EU enlargement on disability services. The leadership of the organization participated in the *Eastern Partnership Platform summit* in Vienna, advocating for the social and labor inclusion of persons with disabilities. Additionally, Keystone Moldova facilitated a parallel event at the *68th session of the Commission on the Status of Women* in New York, focusing on gender equality. At the national level, their Executive Director engaged in advocacy meetings with Parliament and the Ministry of Labor and Social Protection to support deinstitutionalization and social inclusion efforts. Furthermore, KM was engaged in several governmental working groups for EU accession, monitoring compliance with EU social pillars and the implementation of the UNCRPD.

Generally, in 2024 Keystone Moldova registered the following key results:

Development of inclusive policies and legal framework	<ul style="list-style-type: none"> - Improvement of the regulatory framework regulating the prevention of food waste and loss to stimulate economic agents to donate surplus food products, including: the Framework Regulation for the Food Support Service, minimum quality standards, operational manual and methodology for cost elaboration - Curriculum and training materials for the initial training of potential professional parental assistants - Curriculum and training materials regarding cross-sectoral collaboration for the integration of children with disabilities in specialized community care centers, - Job description for Child protection specialists - Code of Conduct for all staff in the social assistance sphere - Training curricula and support course for training of child protection specialists - Regional plan for deinstitutionalization of children with the Territorial Agency on Social Assistance from North-Vest region (Soroca, Donduseni, Drochia)
Social service development	<ul style="list-style-type: none"> - Support for service delivery and infrastructure improvement in five social canteens located in Coșernița, Ghetlova, Antonești, Cazangic, and Doroțcaia - Support for development of 14 new and redesign of 2 existing social laundry services across the country
Service provision/facilitation	<ul style="list-style-type: none"> - Uninterrupted provision of informational support to over 5.000 persons through the 24/7 National Helpline service for PwD, including over 400 calls from refugees. - 445 solved/closed cases reported through the National Helpline service involving cross-institutional support. - Support to 24 children at risk, 12 teenagers from the volunteering program, 12 children with special educational needs, and 15 families in need through the Daily Care center “Unitate” in Tudora. - Health assessment and medical support to 69 beneficiaries with severe intellectual disabilities of 9 Community Homes and 5 Supported living services developed by Keystone Moldova. - Targeted support to 397 persons with disabilities from refugee communities including complex treatments, hygiene items, medical equipment, rehabilitations, and assistive devices, thereby enhancing healthcare provision beyond the basic national insurance coverage. - Over 400 MHPSS activities including psychological support carried out for up to 200 beneficiaries from Ukrainian refugee communities
Self-advocacy and participation	<ul style="list-style-type: none"> - Skills development sessions for members of the Self-Advocacy Network (online security, employment opportunities and challenges) - Proactive fundraising to support the network of Self-Advocates
Capacity building	<ul style="list-style-type: none"> - 67 representatives of civil society organizations and local public authorities trained on <i>project grant management for grassroots CSOs</i> (grant agreement provisions, reporting, procurement, communication and visibility of project activities)

	<ul style="list-style-type: none"> - Up to 100 representatives of grassroots CSOs trained to <i>develop project proposals for energy efficiency measures in social buildings</i> through 4 regional workshops - Workshops for 27 grassroots CSOs on <i>development of communication/ advocacy plans to promote social entrepreneurship</i> - Workshops for up to 100 key stakeholders representing up to 30 institutions from educational, social protection and health sector to identify the <i>needs and priorities in building the system on the provision of assistive technology</i> - Info-sessions for 198 specialists from social protection system on the existing <i>referral pathway of children with diverse types of disabilities to access assistive technology</i> - Training on Social Role Valorization for professionals from social protection and disability sector - Regional workshops on the <i>Cross-sector intervention mechanism in the inclusion of children with disabilities</i> placed in professional parental assistance services for specialists involved in DI processes - Assistance and methodological support to the staff of community-based social services for persons with severe intellectual disabilities developed by Keystone Moldova - Support in organizing a Grant competition program for the implementation of energy efficiency measures addressed to grassroots CSOs, social service providers - Conducting a small-scale grant program for research in the field of gender-responsive budgeting (2nd call for proposals)
Research	<ol style="list-style-type: none"> 1. Gap analysis of the referral mechanism for the provision with assistive technologies 2. Practical referral guideline for the provision of assistive technology in an easy-to-read format 3. Parcursul educațional al copiilor cu dizabilități severe: constrângeri și oportunități în baza analizei sociologice a accesului la educație a copiilor cu dizabilități intelectuale, senzoriale și cu autism 4. Guideline on Community Mobilization for civil society organizations 5. Methodology for monitoring and evaluation of social enterprises

In 2024 Keystone Moldova has proudly celebrated **20 years of activity** in the country along with deinstitutionalized beneficiaries and their families, employees, partner organizations, local and central authorities as well as funding institutions. This event was a precious moment for reflection and gratitude to all those who have supported Keystone Moldova's mission: *to create opportunities where people can grow, exercise self-determination, and become valued members of society*. It provided a retrospective of organization's effort to advocate for a meaningful inclusion of persons with disabilities in communities during past 20 years, end institutionalization and support authorities to develop sustainable community-based social care services. Key achievements since the organisation's establishment include:

- Providing specialized, high-level support to the Moldovan Government in developing and implementing legal and institutional frameworks in social protection and disability fields,
- Drafting more than 50 normative acts and regulatory mechanisms,
- Developing more than 300 community-based social services, which provide care to over 30 thousand beneficiaries annually,
- Deinstitutionalizing and promoting the social inclusion of over 700 persons with intellectual disabilities,
- Empowering self-advocacy by engaging more than 200 young persons with disabilities to advocate for their own rights and participate in community life,
- Building capacity in key areas of Keystone Moldova's expertise, such as: DI and community living, Social Role Valorisation, Person-centered approach, Inclusive career guidance, Specialized training for social service providers, Communication with and for persons with disabilities.

Advocacy actions

At the **regional level**, in 2024, the following advocacy actions have been conducted:

Regional Forum: EU Enlargement – Advancing Human Rights-Based Disability Services in Candidate Countries (November 26, 2024) KM, in collaboration with the European Association of Service Providers for Persons with Disabilities (EASPD), organized a regional forum focusing on the opportunities and impacts of the European Union enlargement on the deinstitutionalization of people with disabilities and the development of human rights-based social services in candidate countries. The event gathered representatives from the Delegation of the European Union to the Republic of Moldova, members of EASPD, central public authorities, individuals with disabilities or survivors of institutionalization, and leaders of civil society organizations. Considering the EU enlargement and Moldova's accession process, new avenues for collaboration between authorities and NGOs have emerged. It is essential for civil society to partner with the government to align policies, secure funding, and provide technical assistance, as the EU framework supports meaningful and sustainable reforms.

Summit of the Eastern Partnership Platform in Vienna from (November 19-21, 2024) The Executive Director of Keystone Moldova participated as a delegate at the EaP summit. The EaP serves as a platform for NGOs and civil society organizations from six EU neighboring countries: Belarus, Ukraine, Moldova, Armenia, Georgia, and Azerbaijan. It was established as an EU consultation mechanism on neighborhood policies. This year, Keystone Moldova applied and was selected to be a delegate. The primary document developed and approved by the EaP summit was the **position paper** titled *Eastern Partnership post 2025: Rule of Law, Security, and Connectivity*. Owing to the suggestion and advocacy efforts of the Executive Director of Keystone Moldova, a request urging EaP governments to strengthen measures for the social and labor inclusion of persons with disabilities, in accordance with the UN Convention on the Rights of Persons with Disabilities and the European Social Model, was incorporated into the position paper under Crosscutting Priorities.

A parallel event at the **68th session of the Commission on the Status of Women** (CSW68) in New York was organized and facilitated with the assistance of Keystone Human Services. This organization of the event is an important development for the project *Strengthening transparency and accountability for gender equality in Western Balkans and Moldova*. The executive director of Keystone Moldova was among the speakers. The recording of the event is available on YouTube.

EASPD webinar on deinstitutionalization (October 31, 2024) The Executive Director of Keystone Moldova participated in an EASPD webinar on deinstitutionalization, delivering a presentation on Keystone Moldova's expertise and lessons learned throughout the deinstitutionalization process. This webinar was organized for other European countries that have initiated the DI process.

At the **national level**, Keystone Moldova's Executive Director participated in advocacy meetings with Parliament and MLSP representatives to support the continuation of deinstitutionalization and the social inclusion of persons with disabilities, including children. The Executive Director also contributed to the development of an Alternative Report by NGOs on the implementation of the UNCRPD in Moldova, providing a situational analysis on various UNCRPD articles such as health, living standards, and social protection, along with statistical data on disabilities. Additionally, they took part in several discussions regarding the draft alternative report.

Keystone Moldova is a **member of three governmental working groups for EU accession**: (1) Group 18 on statistics, (2) Group 19 on social protection, and (3) Group 23 on human rights.

KM monitors Moldova's compliance with EU social pillars and the implementation of UNCRPD. Keystone Moldova has advocated for the **inclusion of the Washington Group Questions in the Moldova Census survey** and has strengthened censurers' capacity to apply these questions. Keystone Moldova also developed a guide for censurers on how to use the WGQ and what information to collect. The Executive Director was further involved in **formulating social and educational indicators for monitoring the UNCRPD** and social inclusion at the national level, under the guidance of the Ombudsman's office.

In 2024, Keystone Moldova supported the organisation of **five UNHCR Disability & Age Task Force meetings**, addressing issues such as the progress and challenges faced by persons with disabilities, capacity building, OHCHR monitoring, gender-based violence (GBV) safety audits, information ecosystem assessments, and updates from task force members. Task Force members provided essential services for older persons and those with disabilities from both refugee and host communities.

Keystone Moldova is a proud member of the **Platform for the Promotion and Development of Philanthropy (PPDF)**, serving as a founding member and an active member of the Board. The platform is dedicated to advocating for the development of philanthropy in Moldova, working towards creating a supportive environment for charitable activities and initiatives. In 2024, Keystone Moldova played a significant role in the "Săptămâna Bunătății" (Kindness Week)-national campaign, demonstrating its commitment to promoting kindness and generosity within the community. Through its involvement in PPDF, Keystone Moldova continues to champion the cause of philanthropy, striving to make a positive impact on society.

As part of its advocacy efforts, Keystone Moldova submitted several position papers throughout the year:

- **Comments and recommendations on the 2024 Budget law** were published on the GBWN website in both Romanian and English and submitted to the Ministry of Finance. The comments addressed gender-blind policies, issues concerning persons with disabilities, and suggested improvements for future budget circulars.
- **Position paper on the medium-term Budgetary Framework (2025–2027)** – developed in collaboration with the Platform for Gender Equality, this paper was submitted to the Ministry of Finance. It advocated for the inclusion of gender and disability performance indicators in the budget framework.
- **Position paper on funding Personal Assistants** created in collaboration with the Platform for Gender Equality, highlighted the issue of funding personal assistants from local budgets. It was addressed to the Minister of Labor and Social Protection, the Mayor of Chisinau, the President of the Executive Committee of UTA Gagauzia, the President of the Council for Gender Equality, and the Ombudsman.
- **Proposals for amendments to the Proposal for a Regulation of the European Parliament and of the Council on establishing the Reform and Growth Facility for Moldova**, developed jointly with international and national NGOs and submitted to EU Parliament and EC .

Project implementation

Between **January and December 2024**, Keystone Moldova managed a total of 18 diverse projects (see Table 1), with an overall budget amounting up to **2,5 million USD**. During this period, 8 actions approached the closing phase, including 3 EU-funded project that supported the development of various community-based social services as well as social entrepreneurship across the Republic of Moldova. Also, by the end of December 2024, three out of five projects addressing the needs of refugees had closed, with no continuation foreseen. In 2024, Keystone Moldova became an official partner of UNHCR, formalizing a partnership agreement for a period of three years. A collaboration was established with UNICEF, resulting in a short-term project focused on strengthening key stakeholders in providing Assistive Technology (AT) for children with disabilities.

#	Type	Status	Title	Funded by
Projects leaded or solely implemented by Keystone Moldova:				
1	Project (lead)	Closed	Partnerships for inclusive and resilient social canteen services (closed)	European Commission
2	Project (lead)	Ongoing	Promoting CSOs as partners in building resilient social services	European Commission
3	Service	Ongoing	National Helpline Service for Persons with Disabilities	Ministry of Labor and Social Protection
4	Service	Ongoing	Daily care center “Unitate”, Tudora	Keystone Human Services International
5	Project	Ongoing	Support to Local Public Authorities to deliver qualitative community-based social services	Keystone Human Services International
6	Project	Ongoing	Support to the Self-Advocacy Movement from the Republic of Moldova	Swiss Representation Moldova
7	Project	Closed	Piloting efficient models of social inclusion of persons with severe mental health condition (closed)	TRIMBOS Moldova Private Institution
8	Project	Closed	System Strengthening and Capacity Building for Assistive Technology for children with disabilities and special educational needs (closed)	UNICEF
Projects in partnership with other organizations:				
9	Project	Ongoing	Local Partnerships for energy efficiency in social services	European Commission / Soros Moldova Foundation
10	Project	Status not available	Changing the Way We Care (closed)	Catholic Relief Services
11	Project	Ongoing	Strengthening transparency and accountability for gender equality in Western Balkans and Moldova	Austrian Development Agency
12	Project	Closed	Harnessing the CSO’s potential to promote the social entrepreneurship in Moldova (closed)	European Commission / East Europe Foundation
13	Project	Closed	Civil society organizations acting for better social services II (closed)	European Commission / Soros Moldova Foundation
Humanitarian response to the Ukrainian refugee crisis:				
14	Project	Ongoing	Helpline and mobile team support for refugee communities in Moldova	UNHCR
15	Project	Ongoing	Integrated humanitarian response in Ukraine, Poland, Romania and Moldova for Ukrainians and TCNs affected by the conflict	Alliance of NGOs in the field of child and family protection
16	Project	Closed	Mobile unit Tudora, Open Arms, Open Hearts - Emergency response to Ukraine crisis (closed)	Fondation de France
17	Project	Closed	Mobile team – exclusively medical support (closed)	Peace Winds
18	Project	Closed	Disability Inclusive Support Project for Refugees and Host Communities in Chisinau (closed)	World Vision Moldova

Table 1 Overview of actions under implementation, Jan - Dec 2024

1. Partnerships for inclusive and resilient social canteen services (closed)

Duration:	January 2022 – December 2024, 36 months
Funded by:	European Commission
Project goal:	to enable civil society to become strong drivers for social cohesion and inclusion of vulnerable groups through innovative solutions for sustainable social canteen services by using a mechanism of food surplus donation and redistribution.

The project's activities centered on creating a new legal framework to regulate social canteen services. The current legal framework is misaligned with actual practices in providing food aid and is not harmonized with the broader regulatory framework governing social services, leading to contradictory legal provisions. A draft of the new legal framework was developed as part of the project, incorporating international and local practices. This effort was carried out in collaboration with the Ministry of Labor and Social Protection (MLSP) and other key stakeholders. The proposed regulation introduces innovative measures, expanding the range of aid forms beyond traditional social canteen services. The Social Food Aid Service will include several adaptable forms of food assistance tailored to beneficiaries' needs.

Additionally, advocacy efforts and technical assistance facilitated the passage of Law No. 299/2022 on Preventing Food Loss and Waste by Parliament. Complementary amendments were also developed to encourage surplus food donations, including updates to Law No. 299/2022 and the Fiscal Code. As a result, food donations were equated with food disposal under fiscal regulations, allowing entrepreneurs to recover some of their losses.

The Moldovan Food Bank (MFB) significantly expanded its capacity to recover and redistribute surplus food, extending its donor network. The food collected was distributed to 81 social services, reaching 9,571 unique beneficiaries—far exceeding the project's initial targets. This effort improved social canteen menus, with beneficiaries particularly appreciating the addition of fruits, vegetables, and dairy products, which were previously unavailable. Furthermore, food donations reduced the budgetary costs for food purchases in social services partnering with the MFB, demonstrating the project's sustainability impact.

Operational support was also provided to five social canteen services, ensuring hot meals for 495 individuals. Thus, people in need from five villages, mostly elderly and children, had access to food aid for 32 months.

Also, the national communication campaign conducted, raised awareness on the impacts of the food waste and the necessity to contribute to social canteen services. The campaign enjoyed the support of the public persons and a large distribution on media channels covering the public, with a focus on the entrepreneurs from the agri-food sector.

Overall, the project has laid the groundwork for sustainable development of food aid services in Moldova, improving the quality of life for vulnerable groups affected by food insecurity.

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

A comprehensive study regarding the state of social canteen services in Moldova was conducted ([link](#)). This study analyzed the coverage, forms of food aid, service providers, funding sources, and beneficiary number. A complementary study on European experiences in food aid services was also developed ([link](#)). These studies presented a factual basis for development of the new regulatory framework. Based on international and local best practices, new models of food aid services were proposed, including social canteens, food counters, mobile canteens, food packages, catering services, and food vouchers. These models were incorporated into the draft Regulation on Food Aid Services. Drafts of Quality Standards, a financial cost mechanism, and an operational manual were also developed in collaboration with the MLSP and service providers.

Once approved by the MLSP, the new framework will ensure access to diversified forms of food aid tailored to beneficiaries' needs. It will also enable food aid providers to obtain accreditation based on quality standards and offer greater flexibility in selecting aid delivery methods.

Advocacy and research efforts led to amendments to Law No. 299/2022 and the Fiscal Code of the Republic of Moldova. On June 14, 2024, Parliament approved these amendments, which aim to enhance the legal framework by incentivizing food donations from economic operators. The amendments equate food donations with disposal under fiscal regulations and introduce mechanisms for compensatory deductions. These changes will take effect in January 2025.

A curriculum and training guidelines for food aid service personnel were developed based on the new legal framework and operational manual. These resources will enable the MLSP and social service providers to train staff and enhance their skills in delivering quality food aid services.

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

Two innovative models in providing social food aid were piloted by Concordia, project’s implementing partner: 1) the regional canteen model, which extends the coverage of a single service to multiple localities, and 2) the delivery of food packages. Additionally, as part of the project, five social canteen services underwent building repairs, and their operational costs were covered for 32 months. By the project’s conclusion, the total number of unique beneficiaries of the social canteen services reached 495 individuals, significantly exceeding the initial target of 300.

The Food Bank’s organizational and logistical capacities were strengthened through staff capacity-building initiatives and the provision of two refrigerators and two transport units. By the end of the project, the Food Bank had become a recognized leader in managing food surplus collection and redistribution nationwide. Its network of donors grew substantially, reaching 66 donors—more than double the initially planned 30. The collected food was distributed to 81 social services (planned target: 60), benefitting 9,751 individuals, nearly double the planned number.

Data analysis of social canteen services collaborating with the Food Bank revealed significant budget savings of 23% to 40% on food costs due to these donations. This demonstrates the sustainable impact of the Food Bank’s mechanism in supporting social canteen services.

To ensure efficient monitoring and evaluation of the Food Bank’s activities, a database was developed and piloted to collect indicators aligned with the European Food Banks Federation’s key performance indicators.

An additional regional innovation was the development of the online platform *donezalimente.md*, which facilitates connections between food donors and social services. The platform also includes software designed for maintaining accounting records of donated products.

Outcome 3: Established chain of food surplus donation and distribution to support social canteen services for vulnerable groups through communication for behavior change

A national communication campaign called *Saved Food Basket* was conducted to promote behavioral change regarding food waste and support people affected by food insecurity. The campaign developed various communication materials tailored to specific target groups and channels. Consequently, over 300 communication materials were published or broadcast.

Ten events were organized at national and local levels, bringing together central public authorities, social service providers, agri-food sector entrepreneurs, and media representatives. These events served as platforms to present the Moldovan Food Bank’s collection and distribution mechanism and to highlight the importance of timely food surplus redistribution for charitable purposes.

The campaign also involved influencers to amplify its message on social media. These efforts informed the public about the Food Bank’s activities, actions individuals can take to prevent food waste, and how entrepreneurs can support those affected by food insecurity through collaboration with the Food Bank. The campaign enhanced the Food Bank’s credibility and gained support from national opinion leaders, further bolstering its role as a trusted entity in combating food insecurity. Also, the campaign changed the attitude of entrepreneurs and public regarding the food waste and the positive social impact that timely donation of food products brings.

<i>Indicator</i>	<i>Target 2024</i>	<i>Last reported</i>	<i>Actual Dec 2024</i>	<i>Status</i>
Oc 1: improved regulatory framework and financial mechanism for social canteens services through food surplus donation and redistribution and policy dialogue between civil society, public authorities, and food suppliers				
Ind. 1.1 New Regulation and Quality Standards for Social canteen services developed	1	1	1	Achieved
Ind. 1.2 Report on situational analysis of social canteen services completed	1	1	1	Achieved
Ind. 1.3 Financial mechanism for social canteen services provision developed	1	1	1	Achieved
Ind. 1.4 Number of advocacy events conducted for approval of the new regulatory framework	4	3	4	Achieved

Indicator	Target 2024	Last reported	Actual Dec 2024	Status
Ind. 1.5 Implementation mechanism for the Law on food waste (normative acts, instructions, norms, etc.) developed	1	1	1	Achieved
Ind. 1.6 Number of study visits to scale the positive practice on implementation mechanism of food donation and distribution	1	1	1	Achieved
Ind. 1.7 A monitoring and evaluation framework based on KPIs developed.	1	1	1	Achieved
Oc2: increased capacities of social canteen service providers to deliver quality, sustainable services, including in emergency, through food waste prevention and intersectoral cooperation				
Ind. 2.1 Number of vulnerable persons who received meals from improved social canteen services	300	471	495	Achieved
Ind. 2.2 Online platform of the Moldovan Food Bank developed and functional	1	1	1	Achieved
Ind. 2.3 Number of vulnerable persons who benefit from food distributed	5000	9347	9751	Achieved
Ind. 2.4 Number of food suppliers (farmers, processors, manufacturers and retailers) who contribute to food donation	30	52	66	Achieved
Oc3: established chain of food surplus donation and distribution to support social canteen services for vulnerable groups through communication for behavior change				
Ind. 3.1 Joint Communication and Visibility Strategy developed.	1	1	1	Achieved
Ind. 3.2 Joint plan for communication campaign national communication campaign for behavior change on food donation and support to vulnerable groups developed	1	1	1	Achieved
Ind. 3.3 Media and social media posts on behavior change on food donation	30	120	140	Achieved
Ind. 3.4 Number of events on social involvement and awareness on food waste phenomenon	6	4	7	Achieved

2. Promoting CSOs as partners in building resilient social services

Duration:	February 2023 – January 2026, 36 months
Funded by:	European Commission
Project goal:	to support local civil society organizations in delivering inclusive, age and gender appropriate social services to vulnerable people in Moldova

Outcome 1: New partnerships built between CSOs-PAs to design/re-design community-based social services for vulnerable population (focus on laundry, hygiene and socialization).

KM signed grant contracts with 15 CSOs in February 2024, and two more in July and October. These CSOs operate in 12 districts (3 North, 6 Center, 3 South). Three Local Public Authorities from Soldanesti, Hincesti, and Floresti are collaborating with CSOs to develop community social laundries.

Of the 16 grant contracts awarded, 14 civil society organizations (CSOs) are developing new social services in their communities, while 2 CSOs are redesigning and improving existing social services. Specifically, this includes 7 integrated services combining laundry, hygiene, and socialization; 3 services offering both laundry and socialization; 5 dedicated laundry services; and 1 service providing laundry with hygiene.

The primary objective of the project is to establish effective and well-documented partnerships between CSOs developing social laundry services and local public authorities (LPA). Between February and March 2024, 15 CSOs received technical assistance and individual support for the development or updating of Partnership agreements with the LPA and detailed action plans regarding project implementation. The two CSOs that signed grant contracts at a later stage were also provided with support from the consultants.

In total, 49 online mentoring sessions were conducted by consultants, involving 107 participants representing both CSOs (68 participants) and LPAs (39 participants). The CSOs benefitted from technical support based on a collaborative approach, which included drafting and consulting on Partnership agreements and action plans with all involved partners—CSOs, LPA, KM, Dorcas, and Neumanist. As a result, 17 partnership agreements and action plans were developed, 16 of which were approved by the Local Councils. Unfortunately, one partnership agreement did not receive

support from local councilors. All community-based social services capitalized on the unused social infrastructure through the engagement of CSOs in partnership with the LPA.

Outcome 2: Increased capacities of CSOs to develop and provide inclusive laundry, personal hygiene and socialization services to vulnerable groups

Keystone Moldova conducted an extensive workshop on grant management for selected CSOs, to explain provisions of grant agreement, financial and acquisition procedures, reporting templates and frequency, monitoring and evaluation procedures. Additionally, the CSOs benefitted from a separate component on the development of the individual communication plans based on EU visibility rules, visibility templates elaborated within the project Joint Communication Strategy. The workshops took place in March 2024 with the participation of 15 CSOs (31 persons).

The project partners provided to sub-granted CSOs technical assistance and guidance in developing the regulations and internal procedures manuals. As result, all 15 developed Regulations were approved by the Local Councils. The initial training of the service personnel carried out by the contracted consultants has successfully allowed 13 CSOs to begin offering laundry services to local beneficiaries by the end of 2024.

The project partner, Dorcas-Moldova, during the reporting period delivered the first module of the capacity building program with the topic *Asset Based Community Development/Local Resources Mobilization*. The workshops took place in June and July 2024. CSO and LPA representatives learned what the Community Development Roadmap is, how to make an Action Plan, and what are the most effective tools in informing and mobilizing the community to support community initiatives, new methods of work with partners, what is fundraising. The new experience motivated them to initiate more active partnerships and use different techniques to find new funding opportunities. All in all, 53 persons representing CSOs and LPA were capacitated.

The Module 2 of the Capacity building program – *Innovative solutions to develop self-sustained inclusive social services* was prepared and delivered by Neومانist and Dorcas teams in November 2024 in Chisinau. The workshop covered the topics dedicated to *Elderly as volunteers* and *Inclusion and Core Humanitarian Standard*. The feedback of the training has been very positive, and participants mentioned that the information contained new methods to promote involvement of elder people as volunteers in the community, the concepts and barriers of social inclusion. In total, 36 representatives of 14 CSOs together with LPAs representatives attended the workshops.

Outcome 3: Increased credibility of the population in CSOs role for social services delivery with EU support for social cohesion, and wellbeing of vulnerable people

The KM team organized a Grant Awarding ceremony in January 2024. This visibility event was used to inform the large public about the results of the grant competition program and officially present the winning CSOs, as well as to highlight the EU financial support for the development of inclusive social services in the Republic of Moldova. HE EU Ambassador to the Republic of Moldova participated at the event with a speech, as well as the Keystone Moldova Executive Director, Ministry of Labour and Social Protection State Secretary, Dorcas and Neومانist representatives. The event was broadcast online on privesc.eu platform and realitate.md, and over 13600 displays on news portals were registered. The news reports about the event were broadcasted through television news bulletin and site news.

To ensure synchronized communication channels and external messages, 17 sub-grantees were guided and supported on developing the individual communication plans based on EU visibility rules. Continuous support and assistance were offered to sub-grantees to develop the communication and visibility products. All communication products were reviewed, adjusted when necessary, and coordinated with the communication specialist. The information materials developed by CSOs were posted on their Facebook pages. During 2024 the sub-granted CSOs posted on their social media accounts about 300 posts about the activities implemented within the project.

During the reporting period 10 public events to launch and promote the designed/re-designed services of social laundry, personal hygiene and socialization were co-organized by KM and CSOs. KM communication specialist provided support to CSOs in preparing press releases and distributing them to journalists, coordinated, participated at the launch events to ensure the visibility and media coverage. The news reports about the events were broadcasted through television news bulletin, site news and increased considerably the visibility of the project.

Indicator	Target	Jun 2024	Dec 2024	Status
Outcome 1: New partnerships built between CSOs-PAs to design/re-design community-based social services for vulnerable population (focus on laundry, hygiene and socialization)				

Indicator	Target	Jun 2024	Dec 2024	Status
Ind. 1.1 Number of CSOs direct informed about grant competition program, disaggregated by geographic area	60	82	82	Achieved
Ind. 1.2 Number of pre-selected concept notes, disaggregated by geographic area	20	24	24	Achieved
Ind. 1.3 Number of CSOs assisted to develop full application in partnership with PAs	20	21	21	Achieved
Ind. 1.4 Number of CSOs that signed the grant contracts aimed to develop “laundry, personal hygiene and socialization services”, disaggregated by geographic area	15	15	17	Achieved
Outcome 2. CSOs have increased their capacities to develop and provide inclusive “laundry, personal hygiene and socialization services” to vulnerable groups”				
Ind. 2.1 Number of capacity building programs developed in grant management	3	2	2	In progress
Ind. 2.2 Number of persons from sub-granted CSOs capacitated in grant management, disaggregated by geographic area	30	31	31	In progress
Ind. 2.3 A monitoring and evaluation framework developed for tracking the data about grant implementation and about beneficiaries of social laundry, personal hygiene, socialization services	1	1	1	Achieved
Ind. 2.3.1 Action Plan on technical assistance and individual support for sub-granted CSOs	1	1	1	Achieved
Ind. 2.3.2 Share of community-based social services benefited from grants that have sanitary authorization, Regulation and Quality Standards improved	75%	0	100%	In progress
Ind. 2.3.3 Number of capacity building program for CSOs and their partners to provide inclusive and sustainable “laundry, personal hygiene and socialization services” to vulnerable	1 (4 modules)	0	1 part of 1 module	In progress
Ind. 2.3.4 Number of persons from sub-granted CSOs and PAs capacitated on how to provide inclusive and sustainable services to vulnerable people, disaggregated by geographic area	45	45 CSOs 26 LPAs 19	67 CSOs 39 LPAs 28	In progress
Outcome 3. Promoting CSO’ role in building social cohesion and wellbeing of vulnerable people with EU support				
Ind. 3.1: Joint Communication and Visibility Plan of project partners and all sub-granted CSOs	1	1	1	Achieved
Ind 3.2 Number of Communication and Visibility Plans of sub-granted CSOs	15	15	17	Achieved
Ind 3.3 Number of joint national public events	3	2	2	In progress
Ind 3.4 Number of public events co-organized with sub-granted CSOs	15	0	10	In progress
Ind 3.5 Number of communications materials posted /shared	30	0	29	In progress
Ind 3.6 Level of implementation of the Joint Communication Strategy developed within Action	100%		70%	In progress

3. National Helpline Service for Persons with Disabilities

Duration:	January – December 2024, 12 months, tender-based service contract
Funded by:	Ministry of Labor and Social Protection
Project goal:	to provide nationwide informational assistance to Moldovan persons with disabilities through a 24/7 Helpline service

In 2024, the National Helpline Service for Persons with Disabilities received a total of 5,192 calls. Out of these, 4,783 calls were from persons with disabilities and their family members in Moldova, and 409 calls were from disabled refugees from Ukraine. The service provided informational support in 3,436 cases, psychological counseling in 842 cases, and cross-institutional support in 480 cases (Figure 1). Additionally, 368 cases of rights violations were identified and reported. The beneficiaries of the Helpline Service in 2024 included 2,246 primary beneficiaries (persons with disabilities), 1,341 secondary beneficiaries (family members and community members), and 287 elderly persons. The service also received calls from 887 community members without disabilities. Among the primary beneficiaries, 510 had severe disabilities, 1,163 had accentuated disabilities, and 440 had moderate disabilities. The service recorded 2,969 new beneficiaries and 1,814 returning beneficiaries. Women constituted 67% of the callers, while men made up 33%.

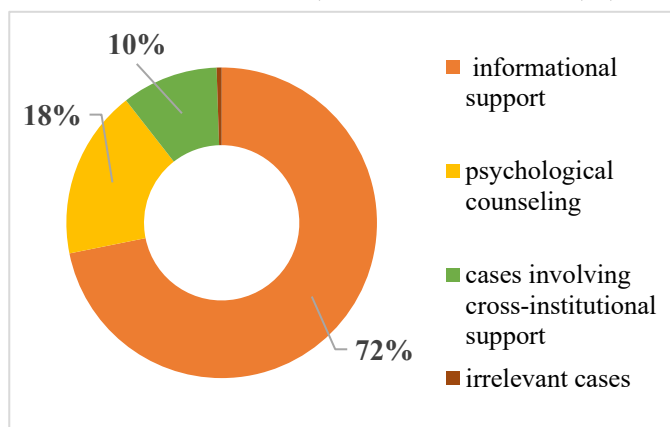


Figure 1 Structure of incoming calls by type of support Jan-Dec 2024

Since its establishment in 2017, the National Helpline Service for Persons with Disabilities has seen a steady increase in calls each year (Figure 2). This trend underscores the growing reliance on the service by persons with disabilities and their families in Moldova, as well as disabled refugees from Ukraine, highlighting the pressing need for reliable and accessible support services. In 2024, the total number of incoming calls increased by approximately 2.71% from the previous year.

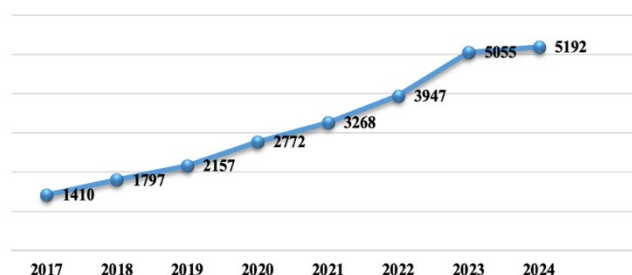


Figure 2 Number of calls received by the Helpline service 2017-2024

Challenges reported by PwD

In 2024, many calls were about difficulties in **accessing social and financial services (1)**. PwD struggled to obtain personal assistance, home care services, and faced delays in transport compensations. The inadequacy of disability pensions and allowances to cover basic needs was a recurring issue. **Access to medical services (2)** was another major concern. Callers reported difficulties in obtaining compensated medications and medical devices, and the lack of accessibility in medical institutions posed significant barriers. Issues in accessing primary and specialized medical services, including rehabilitation and surgical interventions, were also prevalent. Numerous calls concerned **access to education for children with disabilities (3)**. Many educational institutions lacked necessary accessibility conditions, and there were instances where teachers refused to accept children with disabilities. These issues highlighted the need for inclusive education policies. **Access to transport** was a significant issue, especially for those with mobility impairments. Major difficulties in accessing interurban transport limited PwD's ability to travel for medical appointments, work, and other essential activities. PwD faced challenges in **accessing legal services (4)** guaranteed by the state. Limited availability of legal assistance and difficulties in traveling to territorial offices of the National Council for State Guaranteed Legal Assistance were common issues. **Living conditions in placement centers (5)** were concerning. Callers reported conflicts between beneficiaries and staff, disrespectful treatment, and inadequate living conditions, including limited access to information and insufficient nutrition.

Reported rights violations

In 2024, the Helpline service identified and reported several cases of rights violations affecting PwD. The most frequently reported violation was the lack of access to an adequate standard of living and social protection, with 273 cases reported. There were also 43 cases of violations related to the right to health, including difficulties in accessing medical services and assistive devices. Additionally, 15 cases of exploitation, violence, or abuse were reported, primarily occurring in placement centers. Other reported violations included discrimination in accessing services and benefits, as well as accessibility issues in public and private institutions.

<i>Indicator</i>	<i>Dec 2023</i>	<i>Dec 2024</i>
Total # of incoming calls	5055	5192
# of calls from persons with disabilities	2287	2256
# of calls from family members of PwD	1312	1338
# of calls from elderly	n/a	286
# of calls from other groups reporting various issues (social, medical, employment, etc)	943	903
# of calls from refugees (Ukraine, other)	470	409
# of new beneficiaries	3176	2969
# of returning beneficiaries	1409	1814
# of cases involving informational support	3469	3436
# of cases involving psychological counseling sessions to overcome difficulties	727	842
# of cases involving cross-institutional support	344	480
# of closed cases of cross-institutional support	n/a	445
# of successful participation in tender procedure	1	1
# of additional co-funding sources	2	2
# of trainings to the staff to increase the quality of delivered service	10	5

4. Daily care center “Unitate”, Tudora

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

The daily care center provided services for 24 enrolled children, 12 teenagers from the volunteering program, 12 children with special educational needs, and 15 families in need. During the reporting period, the social worker conducted multiple family visits, reevaluated 14 individual plans for children, and developed 10 new individual plans. By the end of June 2024, the team compiled annual reports on the progress of each enrolled child. Daily activities were executed according to the annual activity plan for direct beneficiaries, with full-time attendance from all beneficiaries. During this period, the team provided 18 individual lunch boxes through a daily catering service and celebrated birthdays with cakes. Additionally, open-door activities were organized for Ukrainian children.

The "Unitate" Day Center provides educational, nutritional, social assistance, and counseling services for children and families. The center has supported 247 children from about 53 families over the years. Additionally, it hosts activities such as the Friday club, the English club, and an intensive recreation program during the holidays.

Objective 1: Development of social, educational and life skills of vulnerable children of primary school age

The center provided e-schooling to Ukrainian refugee children in Tudora, offering Internet access, computers, and learning materials each morning. The English club held sessions every Friday for children from Moldova and Ukraine. After-school activities included homework help and exercises to improve reading and math skills. Recreational activities included board games, sports, crafts, birthday celebrations, dancing classes, and community events.

Objective 2: Personal development and career orientation of teenagers within the youth club

During the reporting period, youth participated in three online YES program trainings by Peace Corps, focusing on empowerment and public involvement. Four volunteers joined English Camp, taking leadership roles and practicing English. Children and teens attended a Christmas ornamentation masterclass. Five volunteers crafted foam Christmas decorations for the market.

Several former beneficiaries joined a workshop on disinformation prevention by NGO Dialog Alternative. Young volunteers participated in community events like Language Day, Europe Day, Children's Day, Peach Festival, and the Christmas Community Market.

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

The Resource Center supports up to 5 children in the morning and 4 in the after-school program, including prep for national math and language tests. The Support Teacher creates a welcoming environment that makes children feel safe. In October, the intra-school multidisciplinary committee prepared six files for children with special needs for Stefan

Voda PPAS. One case involves a boy with severe disabilities who needs supervision and support. He is present at RCIE from 11:00 AM to 2:00 PM, while two other children stay until 3:00 PM to 4:00 PM. The teacher works according to each child's individual needs.

Objective 4: Parents' empowerment and strengthening family relationships

Monthly parent meetings cover educational themes, child development strategies, and building a strong school community. We provide individual counseling in Russian for two Ukrainian-speaking mothers. Parents also participate in Mother's Day, Family Day in May, and the 20th Anniversary of the Unity Center in Tudora.

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

During the reporting period, 151 museum visitors practiced and learned various techniques of working with natural fibers and local natural resources (clay, rush, and willow branches). Additionally, the museum offers weekly workshops for children. In February 2024, the team represented the Ștefan Vodă district council at the 27th edition of the exhibition "Tourism & Travel Expo," held at CIE Moldexpo in the capital. The district won 1st place in this competition with the "Brîul Moldovei" generic.

Objective 6: Development of volunteering spirit in the community

In September, some volunteers worked with the NGO "Dialog Alternativ" to promote accurate information and prevent disinformation. The project concluded with a large mural on the wall behind the Mayor's Office. In October, 16 volunteers participated in the National Week of Goodness by assisting two elderly individuals who requested help. We also have a team of dedicated volunteers who assist with children's activities. Additionally, the children participate in a Sanitation Day, where they actively engage in tree planting and cleaning the local trash areas.

Objective 7: Advancing the Center's role as agent of community development

For the 20th anniversary of the Center in Tudora, the welcomed partners including local authorities, regional and local education departments, a Peace Corps volunteer, NGO Concordia, parents, and some graduates.

5. Support to Local Public Authorities to deliver qualitative community-based social services

During January – December 2024, Keystone Moldova continued to monitor and provide methodological assistance to social services staff to ensure the quality of care, supervision, and maintenance services and/or to improve the health of the 69 people with disabilities placed in 9 Community Homes and 5 Supported Living social services (Figure 3).

Objective 1. Collaborating with the Local Public Authorities to ensure fair quality of community-based social services for persons with severe disabilities

Starting from 2024, the Reform of the RESTART social assistance system entered into force in the Republic of Moldova. The aim of the reform is to ensure fair access to quality social services. Following the implementation of this reform, several intervention measures were taken by the team to improve the quality of social services:

- Collaboration with the Ministry of Labor and Social Protection, as well as with the Territorial Social Assistance Agencies (ATAS), resulting in the signing of 12 contracts for the transfer of Keystone Moldova homes in installments for use by public authorities;
- Registration of 11 housing transfer contracts at the Territorial Cadaster Offices with the support of KM;
- Evaluation of all 14 services by the Ministry of Labor and Social Protection and the Territorial Social Assistance Agencies, leading to the repair of 9 social services using financial resources from the Ministry, with KM monitoring the progress of the works;
- Training and preparation of 2 beneficiaries for transfer to sheltered housing for independent living;

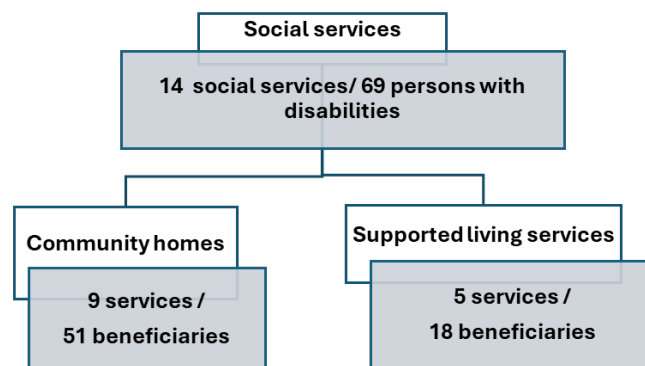


Figure 3 Community-based social services under KM monitoring

Objective 2. Identification and assessment of medical needs of 69 beneficiaries with disabilities according to the regulatory framework in the Republic of Moldova

In 2024, each beneficiary of social services underwent a comprehensive evaluation from both medical and social perspectives. These evaluations focused on individual needs, allowing for the development of tailored assistance plans that are revised monthly to address any additional requirements.

Generally, beneficiaries from CH and SL receive the following support based on their specific needs: personal care and hygiene, health assessments, medical treatments, nutritional and dietary recommendations, recovery services, health education, first aid, and the development of self-service and autonomy skills. Additionally, efforts are made to create a supportive environment conducive to the personal development of the beneficiaries, facilitate access to community services, maintain contact with biological or extended families, and provide recreational and socialization activities. Counseling and emotional support for employees, family support services, employment assistance, financial resource management training, and involvement in community activities are also offered.

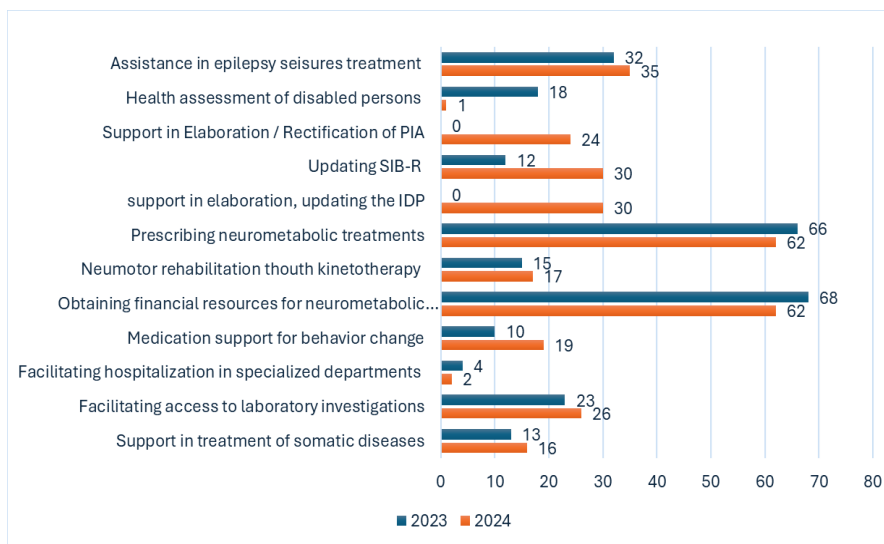


Figure 4 Medical support to beneficiaries, 2023 vs 2024

The Keystone team provided assistance in the following areas (Figure 4):

- Health assessment of disabled persons newly placed in service – 1 beneficiary;
- Prescribing neurometabolic treatments based on individual needs and monitoring their effectiveness in the recovery of people with intellectual disabilities -62;
- Neumotor rehabilitation through kinotherapy / Intermediate physical therapy evaluations /updated Individual Neuromotor Recovery Plans /recommended continuous kinetic techniques for people with PCI beneficiaries of services -17;
- Obtaining financial resources for neurometabolic treatments from LPA – 62;
- Support provided from Keystone resources for beneficiaries – 10;
- Medication support for behavior change – 19;
- Facilitating hospitalization in specialized departments in hospitals – 2;
- Facilitating access to laboratory investigations – 26;
- Support in treatment of somatic diseases in exacerbations – 16;

Objective 3. Strengthening the capacities of service teams, through the social and medical support necessary for beneficiaries

- Monitoring visits to community homes – 30;
- Monitoring visits to protected living services – 11;
- Support in Elaboration / Rectification of PIA – 24;
- Support in elaboration, updating the Individualized Development Plan (IDP) – 30;
- Online mentoring sessions with managers regarding the way services operate from the perspective of the regulatory framework and the changes after the RESTART reform – 23 sessions;
- training organized with the physical presence of staff on the topic of providing first aid according to identified needs;
- Online mentoring sessions with staff on health indicators and implementation of IAPs – 20.

6. Support to the Self-Advocacy Movement from the Republic of Moldova

Duration:	November 2024 – August 2025, 10 months
Funded by:	Swiss Agency for Development and Cooperation
Project goal:	to promote community living, social role valorization, and inclusive participation of persons with disabilities at community level through the empowerment of the Network of Self-Advocates

Outcome 1: Strengthened capacities of the Self-Advocates Network to engage in advocacy dialogue to defend the rights of persons with disabilities

To enhance the skills and knowledge of the self-advocates network, three sessions were conducted on topics proposed by its members:

- **November 6, 2024:** An online planning meeting was held with 11 members to outline project activities and select session topics.
- **November 28, 2024:** An online session titled “*Security in Online Communication*” informed participants about the risks on social media and the internet, data theft techniques, and how to identify these risks (11 participants)
- **December 15, 2024:** An offline session on “*Employment of People with Disabilities in the Labor Market*” including labor regulations for people with disabilities, employment benefits, employer and employee responsibilities, and success stories (25 participants).

As part of the communication campaign to advocate for social inclusion of the people with disabilities, a collaboration with the national TV channel Moldova 1 was initiated. As a result, a reportage was produced featuring Eduard Turcu, a self-advocate who had been successfully deinstitutionalized. Also, Ms. Ludmila Malcoci, the executive director of Keystone Moldova, participated in the “Buna Dimineata” TV show to discuss the situation of people with disabilities in Moldova.

A vox populi video, developed with participation of Ms. Tamara from the self-advocates network, was created to gather citizens’ views on the daily challenges faced by people with disabilities in Moldova. The video was published on Facebook on December 3, 2024, to mark the International Day of People with Disabilities.

With project’s support, four self-advocates network participated online in the launch meeting of the International Network of Survivors of Deinstitutionalization organized by the Inclusion International on November 12, 2024. This initiative involves institutional survivors in global advocacy activities.

On November 26, 2024, eight self-advocates attended the forum *EU Enlargement: Advancing Human Rights-Based Disability Services in Candidates Countries* hosted by Keystone Moldova and the EASPD platform. Self-advocate Diana Zgherea shared her deinstitutionalization experience in a presentation at the forum. Marin Andronache, a self-advocate, delivered a presentation at the workshop “Inclusion, Tolerance, Acceptance” organized by the State University “Ion Creangă”.

Outcome 2: Increased responsiveness of caregivers/legal representatives of PwD to claim the rights of PwD.

Activities scheduled for 2025.

Outcome 3: PwD from rayons participating in the project benefit from social, educational services as well as psychological support

Activities scheduled for 2025.

Indicator	Target 2025	Last reported	Actual Dec 2024	Status/comment
Outcome 1: Strengthened capacities of the Self-Advocates Network to engage in advocacy dialogue to defend the rights of persons with disabilities				
# of skills development sessions	8	-	3	In progress
# of awareness raising campaigns, including:	1	-	1	In progress
vox populis produced and distributed	1	-	1	Achieved

<i>Indicator</i>	<i>Target 2025</i>	<i>Last reported</i>	<i>Actual Dec 2024</i>	<i>Status/comment</i>
video materials with the participation of Self-Advocates produced and distributed	6	-	-	Scheduled
self-made podcasts produced and distributed	6	-	-	Scheduled
participations in TV/radio talk-shows facilitated	2	-	1	In progress
Media reach of awareness raising campaign	4 k	-	6,9k	In progress
# of participations of Self-Advocates at public events related to disability	5	-	3	In progress
Outcome 2: Increased responsiveness of caregivers/legal representatives of PwD to claim the rights of PwD				
# of info-sessions with family members conducted	2	-	-	Scheduled
# of participants informed on how to protect the rights of PwD	40	-	-	Scheduled
# of action plan for the Self-Advocacy Network developed	1	-	-	Scheduled
# of participants including Self-Advocates and their support network involved in joint workshop	40	-	-	Scheduled
Outcome 3: PwD from rayons participating in the project benefit from social, educational services as well as psychological support.				
# of conducted regional workshops	2	-	-	Scheduled
# of participants involved in the workshops with caregivers and representatives of LPAs	40	-	-	Scheduled
# of individual sessions provided to Self-Advocates	3	-	-	Scheduled

7. Piloting efficient models of social inclusion of persons with severe mental health condition (closed)

Duration:	June – August 2024, 15 months
Funded by:	Trimbos Moldova
Project goal:	to perform a comprehensive assessment of persons with mental health issues placed in psychiatric hospitals and develop individual psychosocial support programs / plans including alternatives to hospitalization.

Objective 1: Evaluation of chronic patients of psychiatric hospitals (Chisinau, Balti, Orhei)

During the reporting period, 198 psychiatric patients from hospitals in Chişinău, Bălţi, and Orhei with stays ranging from 80 to 365 days were evaluated. Specifically, 81 were from Chişinău, 93 from Bălţi, and 24 from Orhei. Most hospitalizations occurred in Chişinău and Bălţi. No evaluations were conducted in Ungheni, Ştefan Vodă, Leova, and Basarabasca.

The initial training on the use of evaluation tools took place online. Nine specialists involved in evaluating individuals with mental health problems from the three psychiatric hospitals in Chişinău, Bălţi, and Orhei participated in the training, along with two additional psychiatry specialists. The training focused on the evaluation methodology and the previous developed tools that represent the data collection questionnaires from the medical records and the attending physician, and the beneficiary's medical records. The nine specialists involved in the evaluation recommended 33 cases to be taken over by case managers for assistance, with the goal of identifying at least 10 individuals for employment.

Objective 2: Creating a socio-professional integration plan for each of the evaluated chronic patients (at least 10 patients) by identifying solutions/alternatives for the social inclusion of patients at the community level and implementing it for each individual case.

The second stage of the project focuses on the employment of people with severe mental health problems. From the specialists who were involved in the evaluation of people with mental health problems, 33 people were recommended for employment. All 33 people were contacted, and work was done to engage them in income-generating activities. There are 2 persons with severe mental health problems employed, with employment contracts, and another 3 working as day laborers, all of them performing various tasks such as tree pruning and territory maintenance, herding cows or sheep, and other agricultural work.

Each of the 33 cases was analyzed and assisted to identify the necessary information for developing the individual assistance plan. Thus, approximately 46 home visits to families were conducted, along with 141 counseling and guidance sessions for beneficiaries.

To achieve the employment objectives, case managers worked with both the immediate and extended family through 15 Community Social Assistance Services, as well as with specialists from 19 Community Mental Health Centers and 6 Territorial Employment Services to identify income-generating employment opportunities and raise awareness among the person, their family, and employers regarding workforce integration.

During the case assistance, 31 support persons were identified for 18 individuals with mental health problems, whom they can rely on when making decisions that affect them. However, despite identifying resource persons for socio-professional integration, 12 beneficiaries could not be employed due to alcohol and substance abuse, aggravated mental health problems, or a lack of desire to seek employment. Therefore, for only six individuals who can be involved in income-generating activities, 12 community resource persons have been identified for support and assistance.

The team conducted training sessions focused on the employment of individuals with mental health issues and case management from the perspective of Social Role Valorization (SRV). It was organized for second- and third-year students, including master's students, with a total of 20 participants attending. The training was conducted over 2 days and covered various topics, including an introduction to SRV, the traumas of devalued individuals, the use of images and symbols to promote valuing social roles, case management from the perspective of SRV, the organization and functioning of the social protection system for persons with disabilities in the Republic of Moldova, challenges faced by individuals with mental health issues in accessing and maintaining employment, the role of family and support persons in overcoming difficulties in the employment process, and support provided during and after employment.

The final activity of the project was organized in the form of roundtable discussions. To ensure broad participation and maximize the efficiency of the discussions, 6 roundtables were organized, with 151 specialists from the fields of social assistance, mental health, employment, and mobile teams participating. During these meetings, participants identified the challenges specific to each sector and proposed solutions to address them.

<i>Indicator</i>	<i>Target</i>	<i>Actual Dec 2024</i>	<i>Status/ comment</i>
# of evaluation and piloting tools developed	2	2	Achieved
# of assessments conducted in three psychiatric hospitals.	250	198	Partially achieved
# of developed professional integration plans	10	7	Partially achieved
# of Persons representing community resources to ensure the support of people involved in income-generating activities and their capacity to support the integration into the labor field of people with mental health	15	17	Achieved
# of Persons with mental health problems involved in income-generating activities in agreement with ANOFM agencies and community mental health centers.	10	5	Partially achieved
# of employers informed and empowered regarding the employment of persons with mental disabilities to change their attitudes	6	13	Achieved
# of video materials and TV spots showcasing successful employment stories of individuals with mental health problems, disseminated on national channels	5	5	Achieved

8. System Strengthening and Capacity Building for Assistive Technology for children with disabilities and special educational needs (closed)

Duration:	May – September 2024, 4 months
Funded by:	UNICEF
Project goal:	to strengthen the capacity of key national stakeholders in the Republic of Moldova, as well as local stakeholders from Cahul and Ungheni regions, for providing Assistive Technology (AT) to children with disabilities and children with special education needs.

Output 1. Capacity of the national and local stakeholders (specifically Cahul and Ungheni) strengthened to establish the system on AT provision in the education sector

The *Gap analysis and future priorities on the provision of AT for the educational inclusion of children* (case study Cahul and Ungheni) is one of the core deliverables of the project – a joint effort of a qualified national team of experts, a team of international experts as well as all key stakeholders involved in the provision of AT. The overall goal of this research was to identify and analyze the gaps and future priorities for improving the AT system in the educational sector in the Republic of Moldova. The team of experts facilitated discussions on the existing situation in the inclusive education sector and collected opinions from a wide range of stakeholders. The draft version of the gap analysis underwent a series of coordination and validation rounds. The document was published for the use of the large public [Analiza lacunelor și priorităților în domeniul asigurării cu tehnologii asistive | UNICEF Moldova](#)

The project organized and carried out a series of activities aimed at engaging a wide range of Moldovan stakeholders responsible for assistive technology (stakeholders from the key regions Cahul and Ungheni were primarily engaged) in participatory discussions on the functionality and future priorities of the AT system in the country:

- two capacity building workshops (June 6th, 2024, and July 25th, 2024), preceded by
- field visits in the Ungheni (June 5th, 2024) and Cahul (July 24th, 2024) regions.

Overall, a total number of **101 participants** were registered, **representing up to 30 stakeholders** including state institutions, ministries, agencies, local authorities and various subdivisions (particularly from Ungheni and Cahul regions), civil society organisations, social service providers. The key-stakeholders proved consistency in attending organised events as well as active participation in discussions on the gaps of the AT system as well as joint development of future priorities in form of structured recommendations.

PD Output 2. Implementation of the mechanism of AT's provision through the social protection system is improved and awareness of the key stakeholders increased

The reference guide *Mechanism for Providing Children with Special Educational Needs and/or Disabilities with Assistive Technologies* was developed in response to key stakeholders' capacity needs to efficiently provide assistive technology to children with special educational needs and/or disabilities. The purpose of the reference guide is to clarify the roles and responsibilities of competent institutions in providing assistive technologies to children with SEN and/or disabilities, as well as the mechanisms for identification, referral, assessment, prescription, and distribution of assistive equipment and technologies. The reference guide is intended for specialists in social protection, health, and education who are responsible for ensuring access to assistive technologies for children with SEN and/or disabilities. It also serves as an informational resource for parents of children with SEN and/or disabilities. In addition to the reference guide, the team has developed a series of easily understandable materials for the use of parents and specialists in the field. These materials illustrate the necessary steps for parents of children with disabilities (mobility, vision, hearing, communication, cognition, SEN) to access assistive technology. [Ghid de referință și set de instrumente pentru accesul la tehnologii asistive al copiilor cu nevoi educaționale speciale și/sau dizabilități | UNICEF Moldova](#)

Indicator	Target	Actual	Status
Ind. 1 Availability of evidence on the gaps and future priorities on AT, aiming to strengthen capacities in the provision of AT	Gaps and priorities identified	published	Achieved
Ind. 2 Number of stakeholders with strengthened capacities to identify the needs and priorities in building the system on the provision of AT	30	101	Achieved
Ind. 3 Availability of evidence on the gaps and future priorities on AT, aiming to strengthen capacities in the provision of AT	Referral guideline developed and approved	published	Achieved
Ind. 4 Number of stakeholders, responsible for the provision of assistive devices, with improved knowledge and understanding on the mechanism of needs assessment, planning and ensuring access to AT for children with disabilities	50	198	Achieved

9. Local Partnerships for energy efficiency in social services

Duration:	April 2024 – November 2026, 32 months
Funded by:	European Commission / Soros Moldova Foundation
Project goal:	To enable local civil society organizations to engage as actors of development of energy efficient communities in Moldova (including in Gagauzia and the right bank Security Zone).

During the reference period, the project team participated in 6 online sessions, informing 167 people about the Grants Program competition conditions. 66 files were pre-selected out of the 84 files presented to the competition. Keystone Moldova developed the Social Audit Methodology, which was used to conduct the audit of 66 social services. As a result of the social audit, 66 audit reports were prepared, and presented to pre-selected CSOs and social service providers to finalize project proposals. Keystone Moldova conducted 4 regional workshops with the participation of 100 people to strengthen the CSOs' capacities in project proposals writing and submitting to ensure the energy efficiency of buildings where social services are provided and improve the quality of services. 40 project proposals were submitted to the competition (stage II) as a result of the workshops.

Objective 1: To build strong partnerships between CSOs and Local Public Authorities (LPAs) in at least 35 target local communities for the development and implementation of the energy efficiency measures

The project team participated in six online information sessions within the competition for the selection of project concepts for developing energy-efficient communities in the Republic of Moldova. These sessions were attended by 167 representatives from CSOs, CPAs, and LPAs. During these sessions, Keystone Moldova P.I. informed participants about the organization's role in the project's implementation and the conditions of the Grants Program competition aimed at improving the quality of services provided.

Keystone Moldova, during the project concepts selection competition for energy-efficient community development, evaluated 84 files (first round - 67 files, second round - 17 files), of which 66 files were approved for the next stage (energy and social audit).

Within the project, the Practical Implementation Guide "Community Mobilization Mechanism for Increasing the Energy Efficiency of Public Buildings Where Social Services Are Provided" was developed. It outlines community mobilization principles and the roles of all stakeholders at the community level in raising awareness of the importance of energy transition. The guide also describes activities aimed at strengthening the community regarding responsible energy consumption behavior. This guide was used in training CSOs to prepare project proposals and was disseminated to all pre-selected CSOs.

Objective 2. To develop renovation strategies aiming to facilitate the cost-effective transformation of at least 35 existing buildings where community-based social services are provided into nearly zero-energy buildings

Keystone Moldova has developed the Social Audit Methodology. Its purpose is to assess the efficiency, effectiveness, impact and sustainability of social services in the context of implementing their energy efficiency measures. The social audit methodology includes the audit form, which is structured into 3 compartments (30 indicators): 1) Internal organization and functioning; 2) Human resources; 3) Beneficiaries.

Between August and October 2024, Keystone Moldova conducted an audit of 66 social services using the Social Audit Methodology. The audit covered 27 services in the Northern Region, 23 in the Central Region, and 16 in the Southern Region. Additionally, it is important to note that 33 of these social services are in urban areas, while the remaining 33 are in rural areas.

The social audit process included 408 participants (332 women and 76 men) from CSOs, social service providers, staff, and beneficiaries. The audit produced 66 reports, which CSOs used for project proposal development.

As a result of the social and energy audit and assessments with implementation partners, 48 CSOs/49 social services advanced to the full application stage of the Grants Program competition. Among them, 30 services are provided by Territorial Agencies of Social Assistance, 15 by mayors, and 4 by private providers.

Most services are in the North Region (20), followed by the Center Region (17) and South Region (12). Of these, 25 are in urban areas and 24 in rural areas. Among the 48 pre-selected CSOs, 23 are from the Central Region, 16 from the Northern Region, and 9 from the Southern Region.

In November 2024, four regional workshops titled *Writing a Project Proposal for Energy-Efficient Communities in the Republic of Moldova* were held over three days each. These workshops aimed to strengthen the capacity of CSOs and public authorities to write and submit project proposals focused on energy efficiency in buildings providing social services. A total of 100 participants attended, including 58 representatives from 45 CSOs and 42 from service providers and partners. As a result, 40 project proposals were submitted in stage II of the competition.

Objective 3. To support awareness activities on the necessity for energy transition to determine citizens from target local communities to adopt responsible behavior.

Keystone Moldova has initiated the nationwide KAP Survey to determine the knowledge, attitudes and practices for understanding behavior of distinct groups about energy efficiency.

Indicator	Target 2024	Last reported, June 2024	Actual June 2024	Status
Objective 1: To increase the capacities of at least 40 CSOs from the social field to design and implement responsive social services				
Number of informational session about the Grants Program delivered for CSO representatives and public/private service providers	3	5	5	Achieved
Number of participants at info-sessions	150	140	167	Achieved
Number of concept Notes received and evaluated	100	94	94	In progress
Number of pre-selected concept notes disaggregated by geographical area	70	56	66	In progress
Developed community mobilization mechanism	1	0	1	Achieved
Number of community mobilization campaigns conducted throughout the country	35	0	0	Scheduled
Objective 2: To develop renovation strategies aiming to facilitate the cost-effective transformation of at least 35 existing buildings where community-based social services are provided into nearly zero-energy buildings				
Number of persons from vulnerable groups that benefit from community-based social services in NZEB buildings, disaggregated by sex, age, disability.	2.000	0	0	Scheduled
Number of social buildings beneficiary of Energy and Social Audit Reports	70	0	66	In progress
Objective 3. To support awareness activities on the necessity for energy transition to determine citizens from target local communities to adopt responsible behavior				
Conducted KAP survey	1	0	0	In progress
Developed communication campaigns	2	0	0	Scheduled
Media impact of the national campaign on changing attitudes towards EE measures	1000	0	0	Scheduled
Media impact of the local campaigns on changing attitudes towards EE measures	1050	0	0	Scheduled
Number of public events organized	70	0	0	Scheduled

10. Changing the Way We Care (closed)

Duration:	October 2023 – September 2024
Funded by:	Catholic Relief Services
Project goal:	to promote safe, nurturing family care for children reintegrating from residential institutions and children at risk of child-family separation by strengthening families, reforming national systems of care for children, and shifting commitments nationally, regionally, and globally.

During the reporting period the MLSP hired 200 specialists on Child Protection that will work at district and town hall levels. In this context Keystone Moldova provided the following technical assistance to the Ministry: (1) development of Standards of qualification for those specialists, consultation of standards with stakeholders nationwide and revision of Standards, (2) development of Job description for Child protection specialists and its consultation with all stakeholders nationwide, (3) development of training curricula and support course for training of child protection specialists. As part

of Ministry support, Keystone Moldova also developed the Code of Conduct for all staff in the social assistance sphere. The Code of Conduct was consulted nationwide, revised, and will be approved through a government decision.

The key results of the intervention during 2024 are: (1) Decision by the Anenii Noi District Council to initiate the liquidation procedure of IP School—auxiliary boarding school in Bulboaca village, (2) development of curriculum and training materials for the initial training of potential professional parental assistants (8 hours), (3) creation of training modules based on special needs for specialized APPs (40 hours per year), (4) formulation of curriculum and training materials regarding cross-sectoral collaboration for the integration of children with disabilities in specialized community care centers, (5) organization of 4 regional workshops on the “Cross-sector intervention mechanism in the inclusion of children with disabilities placed in professional parental assistance services”, and (6) provision of professional parental assistance for an additional 4 children with severe disabilities.

Output 2.1: Develop a good practice model for effective case management, intersectoral collaboration, and provision of family based alternative care for children with disability, including children with severe disability

During the reporting period, the project achieved significant milestones in enhancing support for children with disabilities in community-based settings. Research methodologies were developed and refined through consultations with FC specialists and professional parental assistance service specialists. Collaborative efforts with CTWWC partners resulted in four productive meetings showcasing specialized APPs across various regions. Using the SIB-R tool, 29 children were assessed, a targeted group for foster care was identified, and their developmental progress was monitored. Commitment to training excellence was evident in the update and enhancement of a tailored disability training module, benefiting potential professional parental assistants. Additionally, a curriculum fostering cross-sectoral collaboration to integrate children with disabilities into specialized foster care environments within local communities was pioneered. Practical training initiatives included the initial training of specialist foster carers and facilitating the development of individualized placement services in Ialoveni, ensuring each child's specific needs were met. Through workshops and advocacy efforts, inclusive practices and positive community attitudes towards disability integration were promoted, culminating in updated administrative and intervention plans for children entering the Professional Parental Assistance service.

Output 1.2.1: Competency based initial and continuous training program for child protection specialists is developed and proposed for inclusion in the university and continuous training curricular for child protection specialists

During the reporting period, significant achievements were realized in enhancing the framework and practices related to the specialist's role in protecting children's rights. The normative framework and successful practices were thoroughly analyzed, providing a robust foundation for future initiatives. Job descriptions for specialists in children's rights protection were developed and consulted with professionals across various administrative structures and interested parties. A draft Standard for the qualification of these specialists was crafted and refined through two consultation workshops, engaging a total of 44 participants. Furthermore, a comprehensive Professional Training Program on the Protection of Children's Rights was developed and underwent a successful consultation workshop. Coordination efforts were strengthened through 13 work sessions with subcontracted consultants, ensuring the coherent development and improvement of essential documents. Additionally, a Code of Conduct for social assistance staff was elaborated and refined through two rounds of consultations with key stakeholders including MLSP and CRS, promoting ethical standards and professional conduct within the sector.

Output 1.6a.1 Key civil society actors collaborate to advocate and support the Government of Moldova in closing/transitioning remaining large scale residential institutions for children with disabilities and children under six years old

The project has achieved a significant milestone in restructuring educational and welfare services for children with special needs and those at risk. Key achievements include the successful preparation and approval of the **liquidation decision for the IP School – auxiliary boarding school in Bulboaca**, ensuring an eventual transition of assets to the Ministry of Labor and Social Protection. The reorganization of Bulboaca boarding school has been an important step towards developing specialized services for children with disabilities, enhancing support for families of deinstitutionalized children. Continuous monitoring and support for students in vocational schools have empowered them with essential life skills for independent living. Moreover, decisive interventions in establishing the status and allowances for children without parental care have provided crucial support to the beneficiaries. These efforts were complemented by active

participation in technical and coordination meetings, including the National Planning Workshop, underscoring a comprehensive and collaborative approach to transforming residential institutions and improving child welfare services.

<i>Indicator</i>	<i>Target 2024</i>	<i>Last reported Dec 2023</i>	<i>Actual Dec 2024</i>	<i>Status/comment</i>
Output 2.1: Develop a good practice model for effective case management, intersectoral collaboration, and provision of family based alternative care for children with disability, including children with severe disability				
Assessment of a group of 29 children using SIB-R tool and establishment of the target group for FC	29	0	29	Achieved
The initial training module (curriculum and course support) of potential professional parental assistants (8 hours) revised and completed	1	0	1	Achieved
Development and adjustment of a specialized needs based continuous training module for specialized PPAs (40 hours per year)	1	0	1	Achieved
The curriculum and course support in the field of cross-sectoral collaboration regarding the integration of children with disabilities placed in specialized community care centers	1	0	1	Achieved
Initial training of potential specialized foster care providers - 50 hours, including 8 hours module on disability.	1	0	1	Achieved
Placement of children in the FC Service planning and implementation of the individual assistance plan	7	0	5	Finalized
Economic support at the beginning of the placement of a child with disabilities in foster care	7	0	5	Finalized
Output 1.2.1: Competency based initial and continuous training program for child protection specialists is developed and proposed for inclusion in the university and continuous training curricular for child protection specialists				
- Job description of the specialist in the protection of children's rights approved by the MLSP;	1	0	1	Finalized
- Professional Training Program "Protection of Children's Rights" developed;	1	0	1	Finalized
- Standard for the qualification of the specialist in the protection of children's rights developed	1	0	1	Finalized
Output 1.2.2: Social workers convene and discuss ways to collectively promote the development, prestige, and working conditions of the social services workforce in Moldova				
Code of Conduct of the staff of the social assistance system approved by the MLSP	1	0	1	Finalized
Output 1.6a.1: Key civil society actors collaborate to advocate and support the Government of Moldova in closing/transitioning remaining large scale residential institutions for children with disabilities and children under six years old				
Decision of the Anenii Noi District Council regarding the initiation of the liquidation procedure of IP School — auxiliary boarding school in the village of Bulboaca	1	0	1	Finalized
Support offered for the economic consolidation of families in the process of reintegration	1	0	1	Finalized

11. Strengthening transparency and accountability for gender equality in Western Balkans and Moldova

Duration:	November 2022 – October 2026, 48 months
Funded by:	Austrian Development Agency, Swedish International Development Cooperation Agency
Project goal:	to improve public commitments for gender responsive climate action and increase available financing to implement gender-responsive climate action in Western Balkans region and the Republic of Moldova

Outcome 1. Strengthened visibility and international recognition of the work of the Gender Budget Watchdog Network

A public consultation on the GBWN Development Strategy 2024-2030 included five participants from Moldova and around 30 CSO representatives from seven countries. Discussions focused on GRB (impacted by instability in Moldova's Finance Ministry) and climate change (vulnerabilities of rural women often overlooked in budgets). The Strategy was approved by a vote of 24 GBWN members from 7 countries during Annual Meeting in North Macedonia.

Five guides on gender responsive budgeting (GRB) and 7 learning courses from English to Romanian, complete with recorded voiceovers have been successfully translated. The resources will provide valuable information to the public and be easily accessible to Romanian speakers across various domains in GRB and broadening the reach of GRB knowledge.

GBWN members participated at 3 international events:

- The European Conference for Gender Budgeting in Nicosia, Cyprus, to present national challenges, discuss methodological improvements, and explore strategies for enhanced collaboration among EU and other European countries.
- A parallel event at the 68th session of the Commission on the Status of Women in New York was organized and facilitated with the assistance of Keystone Human Services.
- The International Conference of the GRB Community of Practice, held in May in Skopje, Macedonia.

Outcome 2. Increased CSO capacities to use GRB tools watchdogging climate change policy and financing

Four newsletters were prepared, detailing Keystone Moldova's 2024 activities, subgrantee progress, the GBWN Annual Meeting, and updates on recent events, including women's agricultural land ownership and the organization's 20-year anniversary. Forty-three Moldovan students are enrolled in E-learning GRB courses in Romanian and English, aimed at enhancing CSO capacities for monitoring climate change policy and financing. The GBWN mentor trained four representatives from Adolex XXI and Ecovisio through workshops and individual sessions, leading to successful advocacy presentations on gender equality and agricultural finance.

The 2nd round of grants on GRB and climate change was announced, with six applications received. Women Political Club 50/50 and Adolex XXI were selected based on public call criteria.

Outcome 3. Improved CSO participation in policy and budgeting processes by using gender budget watchdog tools for increased government accountability, particularly in resilience response, climate change financing and gender responsiveness of the climate change policy framework.

Survey questions on gender and climate change in public transport were sent to municipalities such as Ialoveni and Bălți. Responses were received in various formats, with some municipalities providing written answers and others participating in interviews. A research paper is being developed, integrating these findings and gender-disaggregated car ownership data, to enhance government accountability in resilience, climate financing, and gender-responsive policies.

Comments and recommendations on the 2024 Budget Law were published on the GBWN website in Romanian and English and submitted to the Ministry of Finance to address gender-blind policies and improve future budget circulars. A position letter on the 2025–2027 Medium-Term Budgetary Framework, developed with the Platform for Gender Equality, included recommendations for performance indicators and was also submitted to the Ministry. A position paper on the issue of paying personal assistants from the local budget.

Indicator	Target 2026	Last reported Dec 2023	Actual Dec 2024	Status
Outcome 1. Strengthened visibility and international recognition of the work of the Gender Budget Watchdog Network				
Ind. 1.1.1 Number of developed GBWN strategies	3	3	3	Achieved
Ind. 1.1.3 Number of developed Guidebooks on GRB tools	3	3	3	Achieved
Ind. 1.1.4. E-training available on local languages	7	6	7	Achieved
Ind. 1.1.5 Number of training module for monitoring climate financing from gender perspective developed.	1	1	1	Achieved
Ind. 1.1.6 Communication strategy	1	1	1	Achieved
Ind. 1.4.1 Number of strategies from rapid opportunity funding mapping	1	1	1	Achieved
Ind. 1.2.3 Number of training modules on advocacy and lobbying developed and delivered	1	1	1	Achieved

Indicator	Target 2026	Last reported Dec 2023	Actual Dec 2024	Status
Ind. 1.2.5 Participation at number of international forum/conferences by GBWN members.	4	4	4	Achieved
Outcome 2. Increased CSO capacities to use GRB tools watchdogging climate change policy and financing				
Ind. 2.1.1 Number of OACA assessments and CDPs created	120	10	12	In progress
Ind. 2.1.2. CSO representatives trained through GRB E-academy	300	143	143	In progress
Ind. 2.1.4 GBWN Webinars	8	2	2	In progress
Ind. 2.1.5. Podcasts	8	3	4	In progress
Ind. 2.2.1 Number of implemented initiatives for development of local watchdog reports for resilience recovery response that demonstrate enhanced capacities	2	0	2	Achieved
Indicator 2.3.2 Number of successful initiatives for development of local watchdog reports (climate change and gender).	2	0	0	Scheduled
Outcome 3. Improved CSO participation in policy and budgeting processes by using gender budget watchdog tools for increased government accountability, particularly in resilience response, climate change financing and gender responsiveness of the climate change policy framework.				
Ind. 3.1.1 Number of developed and published national SDG 5c1 progress reports	2	0	0	In progress
Ind. 3.1.2 Number of campaigns for gender PEFA assessments	1	0	0	In progress
Ind. 3.2.1 Number of budget commentaries and recommendations	4	2	2	In progress
Ind. 3.2.2. Number of produced papers on EU external financing	1	0	1	Achieved
Ind. 3.3.2 Number of methodologies for GRB report on climate change developed	1	1	1	Achieved
Ind. 3.3.3 Number of National reports developed (gender and climate change)	1	0	0	In progress

12. Harnessing the CSO's potential to promote the social entrepreneurship in Moldova (closed)

Duration:	January 2022 – November 2024
Funded by:	European Commission / East Europe Foundation
Project goal:	Disadvantaged people have better access to local economic and social opportunities through active civil society engagement in the development of social entrepreneurship.

SO1: Assessed national context reveals barriers for development of social enterprises and explore new interventions plans for facilitation of social entrepreneurship' evolution in the Republic of Moldova.

Keystone Moldova conducted research on knowledge, attitudes, and behaviors in the field of social entrepreneurship in the country. This involved surveys, focus groups, and interviews with various target groups. The final report was prepared and disseminated through a press confer. The key findings revealed that the concept of social entrepreneurship is not fully known and understood by the population, nor by state institution officials.

According to the study's results, more than half of the general population stated that they had not heard of social entrepreneurship, and only one in five mentioned that they could define this concept. At the same time, more than 90% of the general population has a positive attitude towards social enterprises, considering that they are necessary and beneficial as they help disadvantaged people integrate into society. Two-thirds of respondents would rather buy a product/service from a social enterprise than from an ordinary enterprise if the product were of high quality and the price advantageous. And every fifth respondent would like to start a social enterprise if they received more support from the state. Consumers of products/services of social enterprises believe that the whole society benefits from the activities of social enterprises and that there should be more social enterprises, as they contribute to the employment of disadvantaged people and solve pressing social issues in the community, often ignored by the authorities.

The project developed a communication strategy based on KAP research, targeting key groups to promote social entrepreneurship. The strategy includes campaign objectives, tailored messages, promotion tools, and distribution channels. The action plan details the activities for implementation, such as creating and testing informational materials

and measuring impact. This strategy facilitated regional awareness and national media campaigns implemented in the later stages of the project.

SO3: Disadvantaged people have better economic and social opportunities through social enterprises developed based on small grant scheme

As part of this specific objective, a methodology for monitoring and evaluating social enterprises was developed. The aim was to gain a deeper understanding of the profile of social enterprises and to assess the primary methods used for evaluating social businesses and their impact. This will help identify an appropriate method for assessing the national social entrepreneurship ecosystem. The developed methodology addresses the trends and realities of social and insertion enterprises in the country, and it is based on a set of measurable impact indicators.

The methodology has been reviewed in consultation with representatives from the National Commission for Social Entrepreneurship, the Organization for Development of Entrepreneurship, the Chamber of Commerce, the Regional Center for Social Initiatives and Sustainable Development, as well as various social enterprises within the country. The revised version was sent to the Ministry of Economic Development and Digitalization for approval.

SO4. General population and Local Public Authorities have increased awareness about the role of social enterprises in community development through educational and promotional campaigns

One of the outcomes includes a capacity-building component for local civil society organizations focused on developing communication and advocacy plans at the regional level. Twenty-seven eligible organizations registered for participation in this component. A two-day training for the development of such plans was conducted with 32 representatives of regional civil society participating. After the development stage, a monitoring phase was initiated to observe and support the implementation process of the communication and advocacy plans developed. The CSOs participating in the process received assistance and guidance in creating promotional materials such as videos, social media postings, banners, video scripts, and press releases.

A national awareness campaign titled "*Support social entrepreneurship. Develop your community!*" was conducted by Keystone Moldova, which included 10 episodes of the Social Entrepreneurship Guide, 5 infographics, 3 podcasts, and 5 videos featuring success stories. These materials were distributed on platforms such as Vocea Basarabia, Jurnal TV, and online portals like Deschide.md and Diez.md, reaching a total audience of over 1.3 million people. The campaign focused on the role of social entrepreneurship and utilized various channels to raise awareness.

<i>Indicator</i>	<i>Target</i>	<i>Last reported Dec 2023</i>	<i>Actual Dec 2024</i>	<i>Status/ comment</i>
SO1: Assessed national context reveals barriers for development of social enterprises and explore new interventions plans for facilitation of social entrepreneurship' evolution in the Republic of Moldova.				
Conducted KAP research for assessing knowledge, attitudes and behaviour barriers of general population and LPA	1	1	1	Finalized
Developed communication strategy and action plans for changing knowledge, attitudes and behaviors	1	1	1	Finalized
Disseminated nationwide of the research' results, # of people reached	1000	500	500	Finalized
SO3. Disadvantaged people have better economic and social opportunities through social enterprises developed based on small grant scheme.				
Developed Methodology for monitoring and evaluation of social enterprises	1	0	1	Finalized
Training on how to use and apply the methodology on monitoring and evaluation of social enterprises for at least 15 social enterprises	1	0	0	n/a
Training on how to use and apply the methodology on monitoring and evaluation of social enterprises for representatives of RSBH and of Ministry of Economy and Infrastructure, National Commission on Social Entrepreneurship.	1	0	1	Finalized
SO4. General population and Local Public Authorities have increased awareness about the role of social enterprises in community development through educational and promotional campaigns.				
Ind. 1.1. CSOs trained in workshops on developing communication and advocacy plans to promote social entrepreneurship at local level	25	0	27	Finalized
One national media campaign conducted to change knowledges and attitudes of general population regarding social entrepreneurship.	1	1	1	Finalized

13. Civil society organizations acting for better social services II (closed)

Duration:	April 2021 – March 2024, 36 months
Funded by:	European Commission / Soros Moldova Foundation
Project goal:	to empower civil society organizations from social field to become strong pillars in social policy dialogue and inclusion of vulnerable groups

The EU-funded project Civil society organizations acting for better social services II, led by Soros Moldova, has been officially closed during the reference period. During the final conference, Keystone Moldova presented the results achieved by the implementing team: (1) Strengthened capacities of 73 civil society organizations and local public authorities in the field of project writing, including 3 regional workshops and over 200 mentoring sessions. Overall, up to 300 individuals were actively engaged in project writing exercises; (2) Strengthened cooperation between civil society organizations and local public authorities, including: 36 formalized partnership agreements developed and approved, 40 action plans jointly designed and approved, at least 50 facilitated meetings between CSOs, local and central authorities. (3) 17 workshops have been successfully conducted, including up to 600 hours of training and over 300 individuals trained; (4) 12 social service providers supported in the process of accreditation. Overall, the project achieved the key-indicator and overachieved the expected results regarding the number of beneficiaries accessing the social services developed within the project as well as the number of trained specialists in the field.

Key challenges. Local grassroots CSOs lacked the experience necessary for project implementation and needed continuous support during the sub-granting phase, especially in designing new social services. Financial sustainability was a significant issue for CSOs developing services in partnership with LPAs. Some CSOs underestimated their role in social service development, viewing it merely as a fundraising tool or technical assistance to local authorities. Additionally, many CSOs were impacted by the refugee crisis and rising prices, causing project delays. The reorganization of the accreditation system further delayed admitting beneficiaries to new services. The social assistance system reform initiated in April 2024 also created uncertainty regarding the financing of newly developed services.

<i>Indicator</i>	<i>Target 2024</i>	<i>Last reported, Dec 2023</i>	<i>Actual March 2024</i>	<i>Status</i>
Objective 1: To increase the capacities of at least 40 CSOs from the social field to design and implement responsive social services				
The number of social services developed /expanded / improved that meet individual needs of vulnerable groups in emergency and prompt situations	40	41	41	Achieved
Number of social services developed/extended by/with the support of CSOs	40	41	41	Achieved
Number of people from vulnerable groups benefiting from services during the project implementation	1500	4863	4863	Overachieved
Number of initial courses completed	3	10	10	Overachieved
Number of trained people from social services	60	133	133	Overachieved

14. Helpline and mobile team support for refugee communities in Moldova

Duration:	March – December 2024
Funded by:	UNHCR
Project goal:	to provide Helpline and mobile team support for refugee communities in Moldova

O1: Provision of informational support to Ukrainian refugees through a 24/7 National Helpline service for Persons with Disabilities

During 10 months of project implementation, the 24/7 Helpline service (free call 080010808) has proven to be a reliable and effective tool for providing information and referrals. It also serves as a feedback channel, which Keystone beneficiaries have used to submit documented feedback on various types of support received. Additionally, there are several options available for submitting complaints and reporting cases through email or via the dedicated section on the Keystone website, accessible in four languages. A constant number of information requests have been registered, encompassing 409 calls from the whole country. The most frequent inquiries are related to (1) *informational support*:

beneficiaries received detailed information on how to access products and services intended for refugees, such as humanitarian aid, specialized or primary medical services, accessing rehabilitation services, possibilities of using accessible transportation or other resources available at the local level; (2) *psychological support*: People who requested emotional support and counseling were offered psychological support sessions tailored to their needs, in order to manage stressful situations and difficulties encountered. Also, for beneficiaries who expressed (3) *additional needs*, such as hygiene products, assistive equipment, medical consultations or investigations, referral measures were taken. They were directed to the mobile team within the project implemented by KM, which provided personalized support according to the identified needs. These interventions contributed to improving the quality of life of beneficiaries and ensuring their access to the necessary resources in a difficult period.

O2: Psychological counselling to Ukrainian refugees based on referrals from the Hotline service

This service was provided by a Ukrainian native psychologist three days a week, offering both offline and online counselling sessions. To enhance accessibility and offer offline psychological sessions to beneficiaries in proximity to their locations, partnerships have been established with RACs. Over 224 Ukrainian refugees have received psychological support through 402 consultations focused on level 3 psychosocial support according to the IASC pyramid. Internal Keystone data indicates that during the first year of the project, the primary psychological issues reported by refugees and addressed through these counselling sessions included heightened anxiety, a sense of stagnation, severe worry for loved ones remaining in Ukraine, burnout, depressive states, panic attacks, insomnia, health concerns, loneliness, and general anxiety stemming from distrust in those around them. These issues are further exacerbated by conflict situations, domestic violence, and ongoing concerns about family and friends in conflict zones.

O3: Countrywide targeted support to persons with disabilities from refugee communities based on case management and needs assessment

The project successfully exceeded its support targets, aiding 397 individuals with disabilities compared to the initial target of 252, thereby providing essential medical support. Specifically, 243 Ukrainians and 154 Moldovans received in-kind assistance for basic needs. Additionally, 111 beneficiaries benefitted from multiple targeted support initiatives, while 286 beneficiaries received one-time assistance, highlighting the project's significant impact on improving the quality of life for those with specific medical needs. Furthermore, the project facilitated access to complex treatments, hygiene items, medical equipment, rehabilitations, and assistive devices, thereby enhancing healthcare provision beyond the basic national insurance coverage.

Mainstreaming Disability Inclusion in various sectors.

The Age & Disability Task Force, co-led by Keystone Moldova, offers a variety of specific services for people with disabilities and older individuals. The support is based on evidence gathered through monthly monitoring conducted by OHCHR to assess and analyze their specific needs. DAFT has proven to be an effective platform for coordinating among stakeholders, including UN agencies, state institutions, donor organizations, Moldovan civil society groups, and representatives of the project's target population.

In 2024, **five** DATF meetings were held, addressing issues such as the progress and challenges faced by persons with disabilities, capacity building, OHCHR monitoring, gender-based violence safety audits, information ecosystem assessments, and updates from task force members. Based on DATF's achievements, Task Force members provided essential services for older persons and those with disabilities from both refugee and host communities. Services included a 24/7 helpline for PwD, medical assistance such as consultations and ophthalmologic services, distribution of medicines and rehabilitation services, provision of assistive devices, vocational training opportunities, hygiene items distributions, and social cohesion activities. However, due to a decreasing number of active projects supporting refugees, the process of referring and providing life-saving medical support to all in need has become more challenging.

15. Integrated humanitarian response in Ukraine, Poland, Romania and Moldova for Ukrainians and TCNs affected by the conflict

Duration:	July 2024 – June 2026, 24 months
Funded by:	APSCF/Diakonie Katastrophenhilfe

O1: Children, women and other vulnerable persons have improved protection status through mental health and psychosocial support, child protection, access to specialized protection services and humanitarian mine action

Since the project's inception in July 2024, Keystone has facilitated non-structural psychosocial support activities for two groups of children, each comprising 15 participants (recreational activities). The two regions selected during the first month of the project were Causeni and Anenii Noi. A total of 41 children (30 Ukrainian and 11 Moldovan) from both urban and rural areas have participated in six recreational activities over the last three months of 2024. These activities allowed the children to interact with one another and identify their needs and creative potential through interactive games. Additionally, the activities aimed to foster emotional expression through visual arts, including preparing gifts for their relatives and friends for the winter season. The final drawing activity focused on favourite heroes, where each participant used various tools and methods to illustrate their preferred character from a story, step by step.

From September to November 2024, six parenting education sessions were conducted with two groups of parents from Causeni and Anenii Noi. A total of 34 adult females, mostly Ukrainian refugees, attended. Topics included building a learning community and addressing the needs of Ukrainian refugee parents with pre-adolescent and adolescent children. Requested topics such as "Sexual education for adolescents" and "Financial education for children" were discussed. Parents participated actively, shared their experiences, and found solutions for better communication on sensitive topics. Advice was given on effective communication and intervention strategies with children and adolescents.

Six group sessions and 35 individual offline and online meetings were organized for beneficiaries from the Center and South regions. 38 individuals from the Căușeni, Anenii Noi, and Bulboaca localities participated in the group meetings. Key topics addressed included self-knowledge and mutual knowledge for establishing contact and strengthening group cohesion; awareness of personal values, psychological support in overcoming adaptation problems and ensuring well-being.

The individualized sessions addressed issues such as lack of employment and social withdrawal, discovery of inner potential, and the importance of stepping out of the rescuer role. The individual sessions with the psychologist had a particular impact, providing an opportunity for emotional relief and the identification of concrete steps to address personal challenges, handling depressive states, and building self-confidence.

O2: Most vulnerable persons including children, older persons, PWDs, minority groups, GBV survivors have improved access to protection through identification, referral to services, information provision, legal assistance and cash-based interventions

To support decent living conditions for Ukrainian refugees and vulnerable Moldovan groups through cash-for-in-kind assistance, a total of 61 families were identified and interviewed, requesting support in the form of heating materials for the cold season (firewood briquettes). A total of 36 tons of briquettes were procured for heating stoves. During the first phase of distribution, 7 tons were allocated to 14 families in the South region (Tudora, Ștefan Vodă), benefitting 38 individuals. The remaining distribution is expected to be completed in the coming months.

Indicator	Target	Last reported	Actual Dec 2024	Status
O1. Wellbeing of the conflict-affected children, youth and adults is supported through provision of MHPSS services and community-based protection				
# of individuals who participated in community based psychosocial support activities	92	0	60	In progress
# of consultations provided for mental health and psychosocial support.	39	0	38	In progress
Non-structural PSS activities for children (recreational activities while adults participate at group psychologic counselling sessions)	39	0	41	In progress
Psychoeducation & interaction, adults	39	-	19	In progress

Individual and group psychological counselling	192	-	38 pers, 41 sessions	In progress
O2. Most vulnerable persons including children, older persons, PWDs, TCNs, minority groups, GBV survivors have improved access to protection through identification, referral to services, information provision, legal assistance and cash-based interventions				
# of individuals receiving cash for protection	75		38	In progress

16. Mobile unit Tudora, Open Arms, Open Hearts - Emergency response to Ukraine crisis (closed)

Duration, funding institution: December 2023- July 2024, Fondation de France

The project was designed to assist both refugee and host families by addressing their material and emotional requirements. It also aimed at aiding displaced individuals from Ukraine in adapting, integrating, and socializing within their new communities, alongside facilitating educational activities for their children. The project successfully reached 400 individuals based on assessed needs.

Between January and June 2024, a needs assessment of 295 cases from Stefan Voda rayon (specifically Palanca, Tudora, and Olanesti villages) indicated that these families required textiles, electrical appliances, heating materials, medicines, and other relevant items. Nutrition vouchers were distributed to 66 families from Onești, Palanca, and Tudora villages; medical support was provided to 14 individuals; heating materials were supplied to 39 families to help them endure the cold season; home appliances were given to 16 families, and textiles were provided to 4 families.

Additionally, 16 psychological sessions were conducted, with an average attendance of 12 people per session over six months. There were 18 craft activities, attracting more than 10 participants each session. One child continued to attend his online lessons in the morning. Up to May, 16 activities were carried out within the English Club, involving over 8 Ukrainian participants. On average, 10 Ukrainian children attended the Afterschool program daily. Furthermore, a summer recreational program for children was planned.

17. Mobile team – exclusively medical support (closed)

Duration, funding institution: April 2023 – March 2024, Peace Winds

The project concluded by March 2024 and was able to provide effective and quality treatments for beneficiaries that are not offered under any state program. The support was highly appreciated, and the feedback of beneficiaries was overwhelmingly positive. Thus, according to the satisfaction survey, 54% of beneficiaries reported that the treatments received brought about improvements in their health condition. 44% of beneficiaries declared that the treatments helped maintain their health condition. The percentage of displaced persons and host communities who indicated that they received appropriate medical care, and their health was maintained regarding medical assistance is 80% (survey of 400 people). In total, 407 project beneficiaries participated in the satisfaction survey, with 98% of respondents reporting that the support received within the project either improved or maintained their health condition.

The number of Ukrainian displaced persons and Moldovan persons in host communities with disabilities who received medical care is of 1200. In total, medical support has been provided to 453 individuals, throughout 1286 interventions. Overall, the numerical indicator for individuals that received support within the project has been exceeded by 53 cases. The target was exceeded both for Ukrainian nationals – 371 supported (envisaged -350), as well as for Moldovans - 82 supported (envisaged - 50).

18. Disability Inclusive Support Project for Refugees and Host Communities in Chisinau (closed)

Duration, funding institution: July 2023 – March 2024, World Vision

The project has ended in March 2024. It aimed to mitigate the vulnerability of refugees and crisis-affected host communities, particularly people with disabilities, by offering emergency life-saving assistance for basic needs and winterization. This effort involved delivering life-saving in-kind assistance to 500 households, achieving a substantial impact. Namely, distributing vouchers for clothing, portable heaters, and power banks. The target was met and even exceeded in some areas, with 500 households receiving clothing vouchers, 115 households obtaining heaters, and 108 households receiving power banks. These efforts ensured that families could better cope with the winter conditions.

The project also focused on providing comprehensive support services, including child protection, gender-based violence (GBV) prevention, mental health, and psychosocial support (MHPSS), with a specific emphasis on PwD. Through

various activities, the project reached 625 beneficiaries with MHPSS services, utilizing mobile services and organizing activities in refugee accommodation centers (RAC) and centers for PwD.

Public awareness was raised through social media and community sessions, informing the broader community about the available support. Additionally, 93 vulnerable individuals received specialized support through referral mechanisms, including transportation, medication, and accommodation.

Service mapping and referral pathways were strengthened to ensure effective child protection and GBV response, with multiple mapping exercises conducted and community awareness sessions held. Training on positive parenting and positive discipline provided benefited 125 individuals. Furthermore, the project aimed to enhance the capacity of partners to respond to the needs of PwD in Moldova's humanitarian context. This included a capacity needs assessment and training sessions on basic referral mechanisms and Psychological First Aid, reaching 33 and 42 participants, respectively.

Overall, the project met and often went beyond its goals, giving important help to refugees and host communities, making sure they could meet their basic needs and live better during the hard winter months. The project closed in March 2024. It helped refugees and host communities, especially people with disabilities, by giving them emergency help for basic needs and winterization. This included giving in-kind help to 500 households, such as clothing vouchers, heaters, and power banks.

Cross-cutting activities

General management

- **No-cost lease agreements** were developed and signed with the Territorial Agencies for Social Assistance (ATAS) for the provision of Community Home and Supported Living services. Fourteen agreements, each with a term of up to 13 years, were finalized. ATAS is responsible for financing and providing the services, while Keystone Moldova retains ownership of the properties and offers methodological support to ensure high-quality service provision. All agreements were registered with the National Cadastral Service.
- The necessary actions were undertaken to register the **expansion works of the Chirca community house** with the cadastral office and to put these works into operation.
- Keystone Moldova **Board of Directors annual meeting** was held on April 5, 2024. The Board members reviewed and approved the annual report for 2023, the financial report and the social entrepreneurship results. The board also approved the budget for the fiscal year 2024-2025. Various informational points were discussed under other business. Also Keystone Moldova management team participated in the quarterly meetings of Keystone Human Services International Board of Directors.
- The development of the documents for the **registration of the Keystone Romania Foundation**. The process involved several key actions. Communication with the law firm was established to ensure all legal requirements were met. The charter of the foundation was developed, outlining its mission, vision, and operational guidelines. Additionally, the necessary documents were meticulously prepared and signed, ready to be submitted to the Romanian authorities for official registration.
- The **operational budget** of Keystone Moldova for the fiscal year 2024-25 was developed in alignment with the action plan formulated through extensive consultation with the team. This consultation process involved multiple stages, including initial discussions with key stakeholders, detailed feedback sessions, and iterative revisions to ensure that all perspectives were considered. The team, comprising representatives from various departments, including finance, project management, and program implementation, actively participated in these consultations. Additionally, the budget draft was discussed with the IT team to cover all the IT needs of the organization. The budget was carefully structured to adhere to the financial frameworks of other projects funded by various donors. Following thorough discussions, the budget received approval from the Keystone Moldova Board and was subsequently submitted for final approval to the KHSI Board.
- Regular monthly meetings of the financial department of KM and KHSI were held to ensure **effective financial management and oversight**. These meetings have been instrumental in discussing the implementation of the budget, providing updates on financial reporting, and reviewing the audit process. Key stakeholders, including representatives from both KM and KHSI, actively participated in these discussions to address any financial

management topics and ensure alignment with organizational goals. The meetings also served as a platform to discuss updates to the budget, ensuring that any necessary adjustments were made in a timely manner.

- Regular monthly and bimonthly meetings were conducted with the KHSI IT department to ensure the **smooth operation and security of the organization's IT infrastructure**. These sessions have been vital for discussing various IT matters, including security measures, equipment upgrades, licensing, and troubleshooting issues. Additionally, these meetings provided a platform for staff training on IT-related topics, ensuring that all team members were well-prepared to effectively use the organization's IT resources.
- Throughout the year, Keystone Moldova has made significant progresses in the **development and improvement of its internal policies**. A key achievement was the development of the safeguarding and PSEA (Protection from Sexual Exploitation and Abuse) policy, which was meticulously formulated and consulted internally before being approved at the organizational level. This comprehensive policy includes a series of additional documents and forms that support its implementation, such as personal commitment forms, reference checks, self-declarations, PSEA clauses to be inserted in various agreements with contractors, and investigation policies. These measures ensure that the policy is effectively integrated into the organization's operations, promoting a safe and secure environment for all stakeholders.
- Another notable achievement was the **development of a new procurement policy and conflict of interests policy**. These policies were formulated and consulted internally to ensure they meet the organization's needs. They include the necessary templates and forms to be used by the project teams in the procurement process, ensuring transparency and accountability. This comprehensive approach ensures that the policies are effectively integrated into the organization's operations, promoting a fair and efficient procurement process
- Keystone Moldova engaged in numerous discussions with various donors to foster **project development and collaborations**. Meetings were conducted with representatives from embassies, private donors, UN agencies, and both national and international NGOs. During these meetings, the development programs and strategic plans of various entities were thoroughly analyzed to identify common objectives and areas for collaboration. Working groups were formed to work on separate projects prior to their submission, ensuring a focused and organized approach. For the partnerships that were established, due diligence procedures were meticulously performed prior to the formalization of the partnerships. This comprehensive approach ensured that all collaborations were aligned with Keystone Moldova's goals and adhered to the highest standards of accountability and transparency.
- Keystone Moldova **successfully completed its annual general audit**, conducted by Moldauditing. The organization provided all the necessary support to the auditors, ensuring a smooth and efficient audit process. Additionally, audit expenditure verifications were performed for several projects in accordance with donor requirements.
- Throughout the year, Keystone Moldova actively participated in various events and initiatives to support the development of the civil society organizations and the development of the services for persons with disabilities in Moldova in the context of European Union integration. Keystone Moldova staff participated in workshops on social impact measurement, as well as the conference of the Romania – Republic of Moldova joint operational program. Additionally, Keystone Moldova engaged in social entrepreneurship development, analyzing the public policies documents and providing recommendations for improvement..

Grants and fundraising

During 2024 the team performed a series of fundraising activities including participation in open calls for project proposals, bids for institutional consultancy, tenders for service provision, and other formats. All in total 13 funding applications were developed and submitted to various donors (see Table 2). As a result of this effort, five of them were approved and two are waiting for approval.

#	Status	Donor/Grantor	Proposal Title	Amount Requested USD
1	Pending	UNICEF	Childcare reform in Moldova	\$216,000.00
2	Not awarded	UNICEF/Intersos	Ensuring access of refugee and local children with disabilities to quality inclusive education	N/A

#	Status	Donor/Grantor	Proposal Title	Amount Requested USD
3	Awarded	Catholic Relief Services	Changing The Way We Care - 5	€ 80,000.00
4	Not awarded	UNICEF	Gap Analysis of the inclusive education in Moldova	\$60,800.00
5	Awarded	UNHCR	Inclusive Communities, Resilient Futures - Year 2	\$146,500.00
6	Awarded	UNICEF	Analysis on extra cost for disability in Moldova	\$121,300.00
7	Not awarded	European Commission	Civil Society for Safe and Nurturing Spaces for Learning and Growth	\$211,800.00
8	ACCEPTED Waiting on updates	European Commission/Soros Foundation Moldova	Enhanced local employment opportunities and access to nurseries for vulnerable parents	\$572,000.00
9	Pending	EC, Interreg NEXT Romania – Republic of Moldova	Inclusive Communities across Borders (regular projects)	\$1,597,588.86
10	Awarded	GIZ, PIN	Capacity building program” People with disability protection” for RESTART Reform	\$27,000.00
11	Not awarded	EC, Interreg NEXT Romania – Republic of Moldova	European Unitary Self-Evidence System for SOCIAL Assistance fields of interest in Romania and the Republic of Moldova, small-scale grant	\$534,193.16
12	Not awarded	Ministry of Education, Culture and Research	Social volunteering - Training and involvement of volunteers	\$15,215.00
13	Not awarded	European Commission	Reducing Labour Right Violations in the Western Balkans / EU Accession Countries	N/A

Table 2 Overview of fundraising activities, Jan - Dec 2024

Media and communication

O1 To promote Keystone Moldova activities on websites, in social media

- Keystone Moldova’s activity was promoted through Keystone Moldova Facebook page - <https://www.facebook.com/keystonemoldova> , Instagram page - <https://www.instagram.com/keystone.moldova/> and website - <http://keystonemoldova.md/ro/news-and-events/default.php> . 200 materials have appeared in mass media (TV, Radio, Newspaper, Webpages), about Keystone Moldova activities and projects.
- On September 30, Keystone Moldova celebrated 20 years of impact, marking two decades of advocacy for the inclusion of persons with disabilities. On September 30, over 100 participants, including beneficiaries, families, employees, partners, authorities, and funders, joined the anniversary event. The celebration highlighted Keystone Moldova’s efforts in deinstitutionalization, community-based services, and policy advocacy. The event also provided a platform for people with disabilities who have benefited from Keystone Moldova's support for independent living in their communities. They shared their life experiences, highlighting the direct impact of the organization's work on their community integration.

O2 To continue to advocate for community inclusion through social media

- The yearly 2% social media campaign was conducted and shared on Keystone Moldova Facebook and Instagram pages, to encourages people to redirect 2% of their taxes towards Keystone Moldova mission. The campaign was implemented during February – April 2024. Overall, 22 materials have been posted on social media.
- 9 success stories, highlighting the experiences of beneficiaries who have received support, were developed and shared on Keystone Moldova's Facebook page.
- One social media informational campaign was conducted on Keystone Moldova Facebook and Instagram pages in order to promote the social entrepreneurship. A series of graphic and video materials was developed in order to increase awareness towards the importance of social entrepreneurship. The campaign was implemented during July – August 2024. Overall, 18 materials have been posted on social media.

- One social media campaign during the national week of disability was conducted on Keystone Moldova Facebook page in order to increase awareness regarding the disability topic. The campaign was implemented during the first 2 weeks of December 2024. Overall, 12 materials have been posted, 1 participation at a TV show, 9 success stories and 2 materials elaborated by the representatives of the survivors network.

O3 To support other projects with communication activities

- Support was offered in all projects implemented by Keystone Moldova, based on necessities and activities. Mostly, support was offered for – elaboration of video materials; inviting mass media to events; development of success stories; development of informational materials (Flyers, posts, articles etc), development of infographics.
- Additional support was offered for 5 local NGOs, within the project „Harnessing CSOs’ potential to promote and develop the social entrepreneurship in Moldova”; the CSO are subgranted by EEF, to promote social entrepreneurship at the local level. Support was offered for development of: 11 video materials, 4 articles, 1 flyers, 1 book for children.
- Within the project „Harnessing CSOs’ potential to promote and develop the social entrepreneurship in Moldova” was hired a media company, to develop a communication campaign to raise awareness on social entrepreneurship. Support was offered to media company, to develop: 10 video materials, 5 infographics, 3 podcasts.
- Throughout 2024, within the project „Promoting CSOs as partners in building resilient social services”the inauguration events of ten social laundry services took place. The events were attended by representatives from the EU Delegation, local public authorities, NGO representatives, and members of the local community. The events had a large media coverage on social media, TV and other media platforms.
- As part of the project "Partnerships for Inclusive and Resilient Social Canteen Services," a gala event was organized, attended by representatives from the EU Delegation, local public authorities, NGOs, economic agents, and other stakeholders. The event gathered more than 80 participants who contributed to the project's mission of reducing food waste by donating food to social canteen services. Seven awards were presented to the most supportive economic agents.

<i>Indicator</i>	<i>Target</i>	<i>Last reported, Jun 2024</i>	<i>Actual Dec 2024</i>	<i>Status</i>
O1 To promote Keystone Moldova activities on websites, in social media				
Ind. 1.1 No. of materials published	200	122	290	achieved
Ind. 1.2 Impact	100 000	71.385	565.560	achieved
Ind. 1.3 No. of fans (likes)	Increased with at least 100	5043	5885	achieved
Ind. 1.4 Instagram account created	At least 20 posts published	22	44	achieved
Ind. 1.5 No. of success stories published	6	2	11	achieved
O2 To continue to advocate for community inclusion through social media				
Ind. 2.1 Nr of posts elaborated and published; reach – for 2% Campaign	at least 10 posts elaborated and published; 5 000 impact	22 materials posted; 12 534 impact	n/a	achieved
O3 To support other projects with communication activities				
Ind. 3.1 No of posts published in social media;	At least 20	122	290	achieved
3.2 No of articles published on web page;	At least 5	4	16	achieved
3.3 No of materials published in mass media	At least 40	51	251	achieved