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Submitted to:



Submitted by:



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LIST OF ABBREVIATIONS

EAE –	Equal Access to Education (part of C4A-MD)
BFR –	Biological Family Reunification program
C4A-MD –	Community for All – Moldova
ED –	Executive Director
FSS –	Family Support Services department
LFD –	Legal Framework Development department
KHS US –	Keystone Human Services US
KHSIMA –	Keystone Human Services International Moldova Association
MECR –	Ministry of Education, Culture and Research
MF –	Ministry of Finance
MHLSP –	Ministry of Health, Labor and Social Protection
MoU –	Memorandum of Understanding
NASP -	National Agency on Social Assistance
OSI/ECP –	Open Society Institute/ Early Childhood Program
IDP –	Individual Development Plan
DI –	Deinstitutionalization program
IAP –	Individual Assistance Plan
IEP -	Individual Education Plan
PP –	Prevention Program
CH –	Community Home
MTS –	Mobile Team Service
SLS –	Supported Living Service
TOR –	Terms of Reference

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SUMMARY

Policy development: a) approved the National Program on deinstitutionalization (2018-2026); b) developed and publicly discussed the draft Regulations and standards for the Hotline service; c) developed and approved the Instruction for implementation of Early Development Assessment Methodology; d) developed and approved the regulations and standards for Day care services and Mobile team in Transnistria region.

Deinstitutionalization and prevention of institutionalization. 30 persons with mental disabilities deinstitutionalized from residential institutions and 45 persons were prevented from institutionalization.

Development and delivering of social care services: launched the activity of 5 mobile team services and one day care center. Two Mobile team services and Day care center launched in Transnistria region. Three mobile teams got the accreditation for a five year period. 140 persons are benefitting of new developed services. The Hotline service continued to offer support to persons with disabilities based on their needs. 1797 calls were received through the Hotline service in 2018. Keystone Moldova offered the following support: psychological counseling- 51% of cases, informative support – 64%, support for rights violation- 4%, referring to other services – 11%. 15 cases got the assistance in judiciary court.

Self-advocacy and Advocacy. Strengthened the capacities of 140 self-advocates from 13 districts. Developed a Strategy of Self-advocacy movement for 2019-2021.

Capacity building of grass routes CSOs. 17 CSOs capacitated in monitoring the implementation of UNCRPD. 11 CSOs capacitated in small projects implementation. 64CSOs capacitated in EU projects righting.

Capacity building of community social workers and services staff. 500 community social workers were capacitated in case management and social assistance of persons with disabilities. More than 200 service providers capacitated in qualitative service delivery based on persons with disabilities needs.

Prevention of discrimination of persons with disabilities. Provided Theater forum performances in 10 schools. 1392 participants (students and teachers) provided 202 solutions for prevention of discrimination.

Visibility and sharing experiences. More than 400 information materials on Keystone activities and practices were disseminated through social and traditional media. In case of Keystone Facebook, the materials got 217.673 people, 8842 likes and 1915 shares. The number of fans increased with 287 persons and reached 2490 in December 2018.

Awards. Keystone Moldova received the Cohesive community award from EU Delegation to the Republic of Moldova, for the implementation of the project "Public-private partnership for the sustainable development of locally governed disability services: supporting decentralization reform" 2012-2014. Keystone Moldova received two awards from Zero project for the following practices: "Community for All Moldova" and "Theater forum".

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INTRODUCTION

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

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

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

Keystone Moldova target groups:

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

The Keystone Moldova implements the objectives through the following:

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

I. PROJECTS IMPLEMENTATION

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

1. Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions (April 27-2017-April 27,2019), supported financially by European Union
2. Better social services through sustainable partnership between civil society and government (February 01, 2018-January 31, 2021), supported financially by European Union and Soros Foundation Moldova
3. Support to public authorities, services providers, families and persons with disabilities on social inclusion (January 01, 2018-December 31, 2018), supported financially by Keystone International
4. Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru river (supported financially by European Union)
5. Strengthening and sharing/ disseminating inclusive education model for preschool children in Moldova (implemented in partnership with Step by Step with the financial support of by OSF/ECP)
6. Get involved through advocacy and self-advocacy” (supported financially by IM Swedish Development Partner)

See below the detailed report per projects.

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

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

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

- Keystone Moldova in partnership with AOPD continued to implement the Hotline service (080010808) to report the human rights violation in neuro-psychiatric residential institutions. During the reporting period the Hotline, service staff received 1797 calls (in average 150 calls monthly). Of the total number of calls, 60 % were from the residential institution, 37% - from the community and 3% - of unknown origin (refused to mention the location). The Hotline services staff delivered the following services: psychological counseling (51% of calls), informative support (64% of calls), and support for combating the rights violation (4% of calls), multidisciplinary collaboration calls - 11 % and 5% of calls were non-relevant to the services objectives. 15 cases were referred to IDOM to be supported in judicial court.
- Keystone Moldova developed the draft standards and regulations for the Hotline services. The standards and regulations were publicly presented and discussed at the round table organized jointly by Keystone Moldova and the Ministry of Health, Labor and Social Protection. All in total 28 persons attended the round table. The Ministry plans to adopt the regulatory framework for the Hotline service during the first quarter of 2019, as well as to start supporting the operational costs of service since 2019.

- The Hotline service was promoted nationwide through different activities: workshops, TV and radio broadcasting, social media, round tables.
- A Public café event on rights of persons with disabilities for community living was organized on December 3, 2018. The representatives of the national and local governments, staff and persons with disabilities from residential institutions and those moved and living in a community participated in the café discussions. Four persons with disabilities that moved to communities were the hosts of the discussions. The final scope of the café was to promote community living. All in total 26 persons attended the public café.
- The Workshop on self-determination and self-advocacy was organized in all neuro-psychiatric residential institutions. The purpose of the activity was to increase the level of information of persons with disabilities on their rights as per CRPD and to develop the skills for self-determination and self-advocacy. 284 persons with disabilities from six residential institutions learned through the workshop how to advocate for their rights..
- An impact assessment of the communication campaign delivered through the Mobile information bus was carried out in all six residential institutions. A team of two psychologist carried out the evaluation; 45 people were interviewed: 33 persons with disabilities from residential institutions; 8 employees/direct support staff of residential institutions; 4 representatives of the administration of residential institutions. Based on the assessment report we can conclude that within the campaign activities both employees and persons with disabilities from residential institutions have received optimal and sufficient information support on human rights. The Hotline service is useful service where people living in residential institutions can receive informational, emotional support can be helped to lodge a complaint in situations where certain rights are violated, can be guided to receive legal support if needed. *"From the campaign's activities, I understood what that we have rights. The staff must to respect our rights and to treat us as human being. The information was interesting for me; I liked very much the movies".* As result of the campaign the persons clarified: What does a right mean? What is a violation of rights? Where they could call when a certain right is violated? When they could call the Hotline service? *"...I called the Hotline, I really like the song from there when you call ... and after that a lady answers and asks "Hello, what can I help you ..." the idea is very good. It is very good that there is such a service for us. People from institution feel more protected now. They have the opportunity to require information and support from Hotline service and they can call to complain about certain things..."***The**

Examples of Hotline services

Case 1. Caller P. told to the Hotline service that he went to the notary with a support person to obtain the inheritance right according to the law. The notary asked for a certificate from the psychiatrist. P. addressed to the clinic psychiatrist, but he told him to go to the psychiatric hospital to get this certificate. P. is worried that he might be deprived of legal capacity and loses the apartment (the certificate was required in cases when the person was deprived of the legal capacity).

Intervention: *the Hotline Service team intervention: P. received informational support about legal capacity. In addition, requiring a certificate from a psychiatrist is a discrimination of the person with disabilities to defend their rights. The case was referred to IDOM. Representatives from IDOM discussed with the notary and found a case of discrimination and advised him to provide services to person with disability equally. In this case the intervention team demonstrated to the notary that, the certificate from psychiatrist wasn't a requirement for persons with disabilities who has not deprived of legal capacity.*

Case 2. Caller I. reported to Hotline service that the institution's psychiatrist verbally abused her. I. was locked in isolation cells and the injection was administered without her consent. The next day, I. ran away from the institution and phoned to the Hotline service very agitated (crying) informing that she had going to her brother who lives in the village. She was afraid to return back in institution because the psychiatrist has threatened her with death. The psychiatrist used to be aggressive with persons in institution; the psychiatrist previously struck caller I. several times.

Intervention: *The case has been readdressed to IDOM. Consequently, the psychiatrist was dismissed. The case is in litigation at court.*

biggest impact was peer to peer support and promoting the rights through movies. It was very timely to involve in the campaign people with disabilities who lived before in institutions. This fact increased the level of credibility of the presented information. *"I think that is a good tactic that persons with disabilities.* As result of the campaign, the behaviour of the majority of the employees towards the persons with disabilities has been changed. They have become more respectful, more attentive, and less aggressive. Similarly, the quality of life in institutions has improved: the quality and quantity of food increased, the living conditions are more appropriate to person's needs, the access to health services increased, the social activities are more often organized

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

- Keystone Moldova conducted the workshop on developing the tools for assessment and monitoring the rights of persons with disabilities on April 25-27, 2018. 24 persons, representatives of 17 civil society organizations, participated at **the workshop**. During the workshop the participants (the persons with disabilities, the leaders of non-governmental organizations and the support persons) have learned from the experience and practices of European, regional and national level, as well as the internationally available mechanisms for the monitoring of rights.
- Representatives of five CSOs have been selected by AOPD and Keystone team to monitor the rights of the persons with disabilities from three residential institutions. Keystone Moldova provided technical assistance to the CSOs to carry out assessment of compliance with rights in the institution. The AOPD secretariat developed the report.
- Provided technical assistance to the AOPD team experts involved in monitoring the quality rights in three residential institutions.

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

- Keystone Moldova provided technical support to 6 grantees grassroots CSOs through telephone discussions, skype meetings, field meetings, mentoring activities at community level, on the job training etc.
- Keystone Moldova organised two quarterly meetings with grantees CSOs with the scope of institutional capacity building.
- 24 Mentoring and on the job training visits organized in order to assist 6 grantees CSOs on project activities implementation and on building partnership with residential institutions or public authorities. The synergy with other projects was ensured.

The Club of parents of persons with disabilities – a local initiative to promote social inclusion

The "Viitorul" Association from Hincesti established a Club of parents who take care of persons with disabilities, to promote the right to live in the community. The initiative is built within the Grants Program implemented by Keystone Moldova and financed by European Union. One of the main activities of the Club was to initiate a psychological assistance services for parents who are going through difficult situations in the process of community inclusion of their children with disabilities. The Club's activities were designed to help parents cope with stress, get to know other parents, communicate about the barriers they face and ways to overcome them, develop a sense of belonging to the group and support each other in crisis situations. Each Club meeting covered a theme of common interest for the participants, and the central focus of the moderator is to create a space of trust and acceptance, to work with emotions, to deal with stressful situations, to practice positive behaviors as a parent, to increase the level of responsibility and to take the decisions. Also within the Club's activities, parents explore internal and external resources to overcome the crisis, to get confidence and power to promote social inclusion based on rights and freedoms of persons with disabilities.

- Five joint meetings with IDOM team were organized. The plan for assisting the persons in the strategic litigation process was developed. The psychological support was provided to the cases to seven cases submitted to the Court.

Project communication and visibility activities

The Hotline service, as well as the project was promoted through the traditional and social media, special organised three months communication campaign, EU newsletter, as well as different events, like European Village and European Culture Festival 2018, organised by EU Delegation in Moldova.

- The promotion campaign on hotline services was organised with the scope of both: increasing the awareness of persons with disabilities on existing complaint mechanism, and increasing the number of calls. During the campaign, 17 materials have been posted in social media – on rights of persons with disabilities. They gained 14.143 views, 413 likes and 198 shares.
- Keystone Moldova reedited, reprinted and redistributed nationwide the following project information materials: a) 1000 Brochures: “Institution or Community?”; b) 8000 posters/stickers on promotion of Hotline service in various formats: A5, A3 and A2. The brochure on how to prevent and fight against violence was also revised (the text, graphics and pictures) and reprinted.
- The last edition of the photo exhibition „World, the way I see it” was exposed at each event.
- 30 materials were published in the media, including 18 materials in national media (see below the links) and 12 materials in EU newsletter.

Project progress results:

- 2274 persons with disabilities from residential institutions are informed on their rights
- 642 persons with disabilities attended workshops and seminars and more than 80% of them are determined to advocate for their rights
- 30 persons with disabilities from residential institutions became members of self-advocacy groups
- 900 support persons from residential institutions and communities became more sensitive to the needs and rights of persons with mental disabilities
- 1 hotline service developed and delivering services
- More than 3000 calls were received through the Hotline service. In 23 months. More than 60% of calls are from women, as well as from persons with disabilities residing in residential institutions.
- 44% of persons that address the Hotline service received psychological counselling, 44%- informative support, 10%- multidisciplinary team approach jointly with other partners, 161 cases were referred to other services, 16 persons were assisted in the Judicial Court to solve problems (4 cases from them are solved).
- More than 25 NGOs capacitated and engaged in monitoring the implementation of UNCRPD

1. <https://www.europalibera.org/a/29214374.html> (Горячая линия жизни)
2. <https://www.europalibera.org/a/29212383.html> (Linia vieții)
3. <https://www.europalibera.org/a/29110787.html> (Eu de ce nu votez?)
4. <https://www.europalibera.org/a/29112730.html> (Лишенные выбора)
5. <https://msmps.gov.md/ro/content/3014-persoane-cu-dizabilitati-au-solicitat-ajutor-la-serviciul-de-asistenta-telefonica>
6. <http://tvr moldova.md/social/linie-fierbinte-destinata-persoanelor-cu-dizabilitati-extinsa-la-nivel-national/>
7. https://www.publika.md/solicita-ajutorul-specialistilor-tot-mai-multe-persoane-cu-dizabilitati-suna-la-linia-fierbinte-destinata-lor_3027452.html
8. <https://stiri.md/article/social/peste-3-000-de-persoane-cu-dizabilitati-au-solicitat-ajutor-la-linia-fierbinte>

9. <https://canalregional.md/serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati/>
10. <https://www.privesc.eu/Arhiva/84624/Masa-rotunda--Prezentarea-rezultatelor-pilotarii-Serviciului-de-Asistenta-Telefonica-pentru-persoanele-cu-dizabilitati-si-consultarea-proiectului-Regu>
11. <https://www.tvn.md/ro/la-serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-cel-mai-des-apeleaza-femeile.html>
12. <http://trm.md/ro/social/serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-solicitat-de-mii-de-persoane/>
13. https://www.youtube.com/watch?v=_NkOBYrYq3U
14. <https://agora.md/stiri/52926/asistenta-telefonica-pentru-persoanele-cu-dizabilitati-ar-putea-fi-finantata-de-stat--care-sunt-cele-mai-mari-probleme-semnalate-de-oamenii-cu-nevoi-speciale>
15. <https://www.moldpres.md/news/2018/12/04/18010861>
16. <http://basarabialiterara.com.md/?p=35347>
17. <https://point.md/ru/novosti/obschestvo/liudi-s-ogranichennymi-vozmozhnostiami-stali-chashche-integrirovatsia-v-soobshchestvo>
18. <http://tvr moldova.md/social/in-ultimii-10-ani-pestre-300-de-persoane-cu-nevoi-speciale-au-reusit-sa-paraseasca-sistemul-rezidential-si-sa-se-integreze-in-comunitate/>
- Keystone Moldova participated actively in the European Village and European Culture Festivals 2018 organized by EU delegation in 6 localities: Chişinău, Hînceşti, Balti, Soroca, Comrat and Tiraspol. The information on both Hotline service and the project was disseminated at those events.

1.2. The project: “Better social services through sustainable partnership between civil society and government” (February 01, 2018-January 31, 2021)

Project goal: To empower civil society organizations (CSOs) to promote and implement innovative solutions aimed at advancing social inclusion of persons with mental disabilities and vulnerable children in partnership with local public authorities (PAs).

Objective 1. *Up to 60 representatives and leaders of CSOs trained for development and implementation of innovative social services based on individual needs*

- Information of CSOs active in social field on EU project opportunities. In this regards the database of active CSOs in social field was developed. Keystone Moldova provided informative seminars in 31 districts. Keystone Moldova informed 90 CSOs /107 persons on project opportunities.
- Selection of CSOs for capacity building program on project development. Open call for selection of CSOs to participate in the training was organized. 67 CSOs from 70 that manifested interest for the training were selected.
- Development of training curricula and support course for CSOs training. Keystone Moldova carried out the assessment of the CSOs training needs. The training curricula, support course and handouts were developed based on identified needs (Romanian and Russian language)
- Capacity building of selected CSOs capacitated in project proposal development based on EU requirements. In this regards two days 3 regional seminars for CSOs were organized in Cahul, Balti and Chisinau. 132 representatives of 64 CSOs from 31 districts participated at seminars and learned how to apply for the project. Keystone Moldova in partnership with KMOP (technical assistance project for EU Delegation of Moldova) delivered four informative seminars in Soldanesti, Glodeni, Taraclia and Transnistria to empower local CSOs to apply for grants on community based services development for

vulnerable children and persons with disabilities. Keystone Moldova organised also three informative webinars for CSOs interested to participate in grant competition. 25 CSOs participated in webinars.

Objective 2. *To facilitate the dialogue and help establish a partnership between grantees (from the capacitated CSOs) and the government in order to develop sustainable community services*

- Keystone Moldova organised joint meetings with representatives of local and central authorities and grassroots CSOs to facilitate the dialogue and partnership for project proposals development on deinstitutionalization and prevention of institutionalization of persons with disabilities (Orhei, Cantemir, Soroca, Balti).
- Keystone Moldova organised meetings with central authorities and directors of residential institutions on planning the services to be developed for deinstitutionalisation of persons with disabilities from 6 residential institutions.

Project communication and visibility activities

- Soros Moldova jointly with Keystone Moldova developed the communication strategy and action plan on project visibility.
- Soros Moldova jointly with Keystone Moldova developed the project visibility materials: logo, banner, roll up on PPT.
- Soros Moldova in consultation with Keystone Moldova developed the project Facebook page.
- Keystone Moldova was involved in organization of the Project launch event. Keystone Moldova Executive Director made a presentation on the baseline assessment of CSOs active in social field in Moldova
- All in total 33 information materials were developed and disseminated through media, including
 - 19 information materials were developed by Keystone Moldova and shared through social media
 - and 18 materials were developed by external journalists and published in various media:

1. <http://www.adrnord.md/libview.php?l=ro&idc=460&id=3082&t=%2FOportunitati-de-finantare%2FProgram-de-granturi-pentru-crearea-sau-extinderea-serviciilor-sociale>
2. <http://ipn.md/ro/societate/92050>
3. <http://itvmoldova.md/index.php/k2-showcase/%C5%9Ftiri/item/4858-granturi-pentru-servicii-sociale.html>
4. <http://nokta.md/reportage/%D0%BE%D0%B1%D1%80%D0%B0%D1%82%D0%BD%D0%B0%D1%8F-%D1%81%D1%82%D0%BE%D1%80%D0%BE%D0%BD%D0%B0-%D0%B4%D0%BE%D1%88%D0%BA%D0%BE%D0%BB%D1%8C%D0%BD%D0%BE%D0%B9-%D0%B8%D0%BD%D0%BA%D0%BB%D1%8E%D0%B7%D0%B8/>
5. <http://golos.md/4608-v-avguste-tekuschego-goda-budet-zapuschena-programma-grantov-dlya-sozdaniya-i-rasshireniya-socialnyh-uslug.html>
6. <http://tvr moldova.md/economic/uniunea-europeana-va-oferi-1-5-milioane-de-euro-pentru-dezvoltarea-serviciilor-sociale/>
7. <http://moldnews.md/rom/news/90695>
8. <https://timpul.md/articol/granturi-in-valoare-de-15-milioane-de-euro-pentru-crearea-sau-extinderea-serviciilor-sociale-132419.html>
9. <https://noi.md/md/economie/program-de-granturi-pentru-crearea-sau-extinderea-serviciilor-sociale>
10. <http://diez.md/2018/08/16/fost-lansat-un-program-de-granturi-pentru-pentru-cel-putin-30-de-organizatii-ale-societatii-civile-de-nivel-local-cum-poti-beneficia-de-suport-financiar/>
11. <http://www.civic.md/grants/43538-program-de-granturi-dedicat-organizatiilor-societatii-civile-de-nivel-local-pentru-dezvoltarea-serviciilor-sociale-comunitare.html>
12. <https://aliantacf.md/stiri/2018/08/22/granturi-acordate-organizatiilor-societatii-civile-de-nivel-local-pentru-dezvoltarea-serviciilor-sociale-comunitare/>
13. <http://www.infotag.md/reportaje/777122/>

14. <http://www.infotag.md/reports-en/777123/>
15. <https://point.md/ru/novosti/obschestvo/kazhdaia-piataia-npo-v-moldove-ne-obladaet-ofisom-ili-predstavitelstvom>
16. <https://canalregional.md/pentru-servicii-sociale-inovative-si-durabile/>
17. <http://www.vedomosti.md/news/granty-dlya-okazaniya-uslug-psihosocialnoj-pomoshi>
18. <http://evzmd.md/component/k2/459-anunt/79722-organiza%C8%9Biile-de-nivel-local-sunt-invitate-sa-participe-la-un-program-de-granturi-finan%C8%9Bat-de-ue.html>

1.3. The project: “Support to public authorities, services providers, families and persons with disabilities on social inclusion” (January 01, 2018- December 31, 2018)

Project goal: To ensure the quality of life of deinstitutionalized persons within the Community for All Moldova Program and prevent institutionalization

Objective 1. *Support to central Government on developing and implementation of national policies in line with UNCRPD*

- Technical assistance to the MHLSP in preparation and implementation of the National Program on deinstitutionalization (2018- 2026). In this regards, Keystone Moldova was involved in two meetings organized by the MHLSP for presentation of the draft of National Program on deinstitutionalization (Steering Committee on implementation of deinstitutionalization reform and Board College of MHLSP. Keystone Moldova reviewed and improved the National Program on deinstitutionalization based on comments submitted by public and private institutions during the consultation process. Keystone Moldova provided support to the MHLSP in developing a project proposal on requesting the financial resources for the external implementation team for National program on deinstitutionalization. The MHLSP submitted the proposal to State Chancellery and Ministry of Foreign Affairs. The Government of Moldova approved the National Program in September 2018. After the approval of the Program Keystone Moldova had 4 meetings with the MHLSP and National Agency on Social Assistance for discussion of the next steps for implementation of the Program. As a result, MHLSP, NASP, Residential institutions and Keystone Moldova developed a joint action Plan on implementation of the National Program.
- Strengthening capacities of community social workers in social inclusion of persons with disabilities . Keystone Moldova supported the MHLSP to develop three curriculums and support courses: a) foundation training on case management , b) social assistance of adults and children with disabilities, c) social inclusion pillars and persons centered planning approach . A training team consisting of both Keystone Moldova staff and MHLSP staff delivered training course to 500 community social workers on case management and social assistance of persons with disabilities. The continuous training on social inclusion pillars and persons centered planning approach will be delivered to community social workers in 2019 year.
- Technical assistance to the National Agency for Social Assistance on implementation the DI reform. Keystone Moldova management staff had a meeting with National Agency for Social Assistance and discussed the priorities and action plan related to residential institutions for 2018. As result of the meeting, Keystone team supported the NASP in the following: a) development of Regulation for Supported Living service developed by the residential institutions; b) updating the Transformation plans of six residential institutions and c) development of the budgets of the Agency and residential institutions in compliance with National Program on deinstitutionalization approved by the GoV.
- Support to residential institutions for implementation of the DI reform. In this regards, the database of all persons placed in all residential institutions was revised and updated. The re-evaluation of all

children from Orhei institution was carried out and the plan on deinstitutionalization of children from Orhei institutions was updated jointly with the NASP and Orhei institution administration. Keystone Moldova continued to provide support to the staff from five community based services developed by residential institutions from Orhei, Badiceni and Cocieri. The technical assistance covered the following aspects: selection of persons for community living; evaluation of independent living skills and development of Individual Assistance Plans; support for the adaptation period; managing the beneficiaries' behavior and in delivering behavioural support to moved persons. Keystone Moldova also provided support to residential institutions management staff on selecting and purchasing properties for community based services. Keystone Moldova provided support to Brinzeni residential institution on evaluation of selected beneficiaries to be moved to Supported living services developed in partnership with AREAP NGO.

- Direct support for deinstitutionalisation and prevention of institutionalisation. In 2018 due to Keystone Moldova efforts were deinstitutionalised 30 persons from residential institutions and prevented from deinstitutionalisation 45 cases. In case of deinstitutionalised persons, 24 persons (12 from Hincesti and 12 from Badiceni) moved to supported living services developed with state support, 1 person moved to Keystone Moldova Falesti Supported living service, three persons moved to shared living services and two persons with disabilities (a couple from Badiceni residential institution) were reintegrated with the extended family. Keystone Moldova staff monitored and mentored four deinstitutionalised couples living in communities in the following areas: support for employment, fundraising and support for the renovation of house, improvement of family relationships, support to a young mother during the pregnancy period , giving birth to a baby and after the hospitalisation period. Keystone Moldova staff also gave support to one person in risk to be institutionalised to enter the college, as well as to raise money for procurement of one bedroom apartment.

Objective 2. Mentoring and monitoring the quality of community based services developed within Community for All Moldova Program

- Keystone Moldova developed the monitoring tool for evaluation of physical conditions, management activities, wellbeing of persons placed in services. During the reporting period, Keystone Moldova organized 46 monitoring visits in community homes and supported living services developed within Community for All Moldova Program. Of them 18 monitoring visits have been conducted jointly with public authorities During those visits, Keystone Moldova staff and representatives of local public authorities analyzed the problems identified within the services and provided recommendations for improving the situation. As a result all 14 community based services benefited of additional financial or material support on behalf of public authorities or Keystone reserve fund for renovation works and endowment of the services with needed equipment or furniture.
- Keystone team organized 28 mentoring visits to support the services staff in the following: development of Individual Assistance Plans (3 new placed persons), revision/updating of Individual Assistance Plans (57 beneficiaries), support for implementation of behavioral support plans (5 beneficiaries), direct provision of psychological counselling to beneficiaries, monitoring the progress of beneficiaries, inclusion of persons with disabilities in mainstream services.
- Keystone Moldova staff paid a special attention to the health conditions of all 60 beneficiaries. In this regards, the medical records of all beneficiaries were analyzed and the health diagnosis plans for 2018 were developed jointly with the staff from 13 services. 54 persons received metabolic treatments and improved their health and physical conditions. Keystone staff supported the services staff in 24 cases with epileptic seizures. 30 services staff were capacitated in physical rehabilitation of persons with disabilities. In this regard, the doctor from Keystone Moldova conducted 16 physical therapy assessments (12 intermediaries and 4 initial in case of new beneficiaries) and provided capacity building to the community based services staff on implementation of the rehabilitation plans. Keystone Moldova staff

facilitated the contact between the nurses from community home services and the family doctors and territorial health specialists at community /rayon level. Keystone Moldova facilitated the medical investigation, surgery or the treatment in hospital of 10 persons (2 - Baimaclia CH, 2 – Ciulucani -2 CH, Hansca -1, Nisporeni -1, Voloave – 1, Falesti -1, Oxentea) as well as monitored the cases during the hospitalization period.

- Provision of support to local public authorities in managing the social services. Keystone Moldova provided support to Orhei and Falesti local public administrations in identification of beneficiaries to be transferred from residential institution to Supported living services. 13 persons from residential institutions were evaluated. One person was moved to Falesti Supported living service and benefited of support during the transition period. Provided support to local public authorities from Ialoveni rayon to solve management issues in Hansca community home. Support CC Hansca in the re-evaluation of the electrical network and repairing the furniture. Organised a study visit for Hansca staff to Baimaclia Community home and provided on the job training for new hired staff. Keystone Moldova provided support to Annenii Noi LPA to organise a tender and to hire the manager for Chirca CH. Also Keystone provided on the job training for the new manager in service management issues.
- Provision of support to managers of the services. Keystone Moldova organized a meeting with all services managers on services budget reporting and planning for 2019. 14 persons attended the meeting. Supporting CC Chirca, CC Hansca and CC Orhei, in the endowment of the beneficiaries with wheelchairs, bathroom equipment, clothes and footwear.

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

Objective 1: Improved social services delivery for children with disabilities and their families from 5 rayon’s through the development of Mobile Teams and a Day Care Centre

- Methodological support to territorial structures of social assistance in drawing up the documentation to ensure the good functioning of MT service (in Russian and Romanian). In this regards, Keystone Moldova team developed the following procedures: a) the annual evaluation procedure for the professional competencies of the employees of the Mobile Team Social Service; b) the procedure for professional supervision of employees of „Mobile Team” Social service; c) the procedure for distribution and settlement of medicines and hygiene products. Three territorial social assistance structures (Căușeni, Ștefan Vodă and UTAG) approved the procedures and started their implementation.
- Capacity building activities of specialists in newly created services. The training on Case Management and Quality Assurance in Social Services Provision was conducted in TAUG (Vulcănești and Comrat) on February 7 – 8, 2018. 33 participants were involved in the training and improved their knowledge on case management of persons with disabilities.
- Organized three study visit for specialists of the Day Center and MTs, including: a) study visit for 12 specialists of the Day Center for children and young people with disabilities from Caragas, Slobozia district, within the Day Center for socializing and development of children with special Needs „Attention” from Chisinau (March 29, 2018); b) study visit for 15 specialists from the territorial structures of social assistance from Căușeni and Ștefan Vodă within the Anenii Noi DASPF (April 3, 2018); c) study visits for 18 MTs specialists from TAUG, Slobozia and Tiraspol within Ialoveni DSAFP (April 5, 2018).
- Organized a continuous training for mobile teams and Day Center for children and young people with disabilities (Vadul lui Vodă, 27 – 29 of June 2018). The agenda of the training was based on the results of training needs assessment. 22 specialists were capacitated trained in the field of rehabilitation tools for

children with autism spectrum disorders and Down syndrome. The activity was organized by OSORC, co-applicant, from IM Swedish Development Partner sources.

- Organized the Workshop on the Inclusion of Children with Hearing Deficiencies addressed to the specialists from the Mobile teams Ștefan Vodă and Căușeni, specialists in the psycho-pedagogical assistance service Ștefan Vodă, teachers, support teachers, speech therapists, psychologists (November 12, 2018, Ștefan Vodă). 25 specialists trained in the field of children with hearing impairment.
- Methodological support in the accreditation of the mobile teams in Căușeni, Ștefan Vodă and Gagauzia. **3 Mobile teams have been accredited for 5 years.**
- Conducted **73 mentoring and monitoring visits** during the reporting period. The visits were focused on planning, reporting, direct assistance to services beneficiaries, on-the job training in physical therapy, psychological counselling of direct beneficiaries and their parents, assistance for development of individual assistance plans etc.

Objective 2: The support and capacity building of community-based organizations and initiatives in the target rayons and their cross-river exchange of experience

Activities for mini-grants implementation by five NGOs from project regions. Keystone Moldova advertised the contest for mini-grants for NGOs from the both side of the river Nistru. The project team developed the assessment criteria for project proposals and was established a Contest Committee. Seven NGOs applied to the contest and the Contest Committee for financing selected five NGOs project proposals: one – from Gagauzia, 2 – from Transnistria region and 2 project proposals – from Căușeni and Olanesti, Ștefan Vodă. **Keystone Moldova signed the grant contracts with all five NGOs.** Keystone Moldova provided methodological support to NGOs in project implementation and project management.

Objective 3: Prevention of stigma and discrimination against persons with disabilities through the Social Theatre method as well as through capacity building of the journalists from both banks of the Nistru River

- Organized a five days training on development of forum theatre for a group of volunteers from Chisinau (9 – 13 February 2018). All in total 12 persons participated at the training. Because of the training, the play on prevention the discrimination of people with disabilities was developed and piloted.
- Organized seven days training on development of forum theatre / group of volunteers from Tiraspol (24 February – 2 March 2018). All in total 12 persons participated in the training. Because of the training, the play on prevention the discrimination of people with disabilities was developed and piloted.
- Presenting the performance in ten schools (6 on the right bank of the Nistru River and four in the Transnistrian region) with the participation of 1392 students and teachers. Following the performances, all participants became informed and sensitized regarding discrimination of children with disabilities. “In the end, we all want the same thing – to be happy. We all want to be happy, regardless the disability and vulnerability, and I think we all have the right to accomplish happiness” – concluded a pupil from the 7th grade. At the performances, pupils learned the correct terms they should use regarding disability, also how to communicate with persons with disabilities. More important, they have learned how to stop discrimination and how to find solutions in different situations of discrimination. Participants found 220 solutions to stop / prevent discrimination.
- Organized a training for Journalists in fighting stigma and discrimination (Chisinau, 3 – 4 of May 2018). **13 media representatives from five regions were trained** in the field of preventing and combating discrimination of people with disabilities. During the training, journalists learned how to write correctly materials about persons with disabilities and what means social role valorization of persons with disabilities. Materials about the training there wrote and shared in social media

- Republished and disseminated the guide for journalists „Communication with and about people with intellectual disabilities” (300 guides republished and disseminated (150 – in Romanian and 150 – in Russian).
- Republished and disseminated the poster for journalists (150 – in Romanian and 150- in Russian).
- Organized a Contest for journalists from Causeni, Stefan Voda, TAU Gagauzia, Tiraspol and Slobozia for the best materials on fighting stigma and discrimination against persons with disabilities. 8 journalists were awarded with prizes during the organized Mass Media Award Ceremony on December 6, 2018.
- The project impact assessment study is in the process. A consultant was selected. the methodology was developed. The data collection started.
- Developed 13 **success stories** on support of Mobile teams for social inclusion of people with disabilities

Project visibility

- Organized the MT Launching Events in 5 regions (Stefan Voda, Causeni, Tiraspol, Caragas, Comrat) with the participation of 288 people. Keystone Moldova developed the press releases for all events and disseminated them directly to journalists and through social media.
 - Keystone Moldova participated with the information on project at the European Village and European Culture Festivals 2018 organized by EU delegation in Chişinău, Hînceşti, Bălţi, Soroca, Comrat and Tiraspol. The specialists of Mobile Teams and Keystone Moldova partners - OSORC (Tiraspol) and “Casa sperantelor” (Soroca) participated in events organized in Comrat, Soroca and Tiraspol and offered informational materials about the Services and the projects.
 - All in total 74 information materials were developed and published in traditional and social media, as well as in EU newsletter, including:
 - 46 materials on MT activities and project events were posted on Facebook Keystone Moldova: impact – 18. 178; likes – 528; shares – 120
 - 17 materials were posted on the Facebook Alternativ page: impact – 10. 132; likes – 95; shares – 87
 - 4 materials were published on Keystone Moldova webpage
 - 1 material published on Keystone Moldova blog- <https://khsimoldova.wordpress.com/2018/02/22/clasa-este-ca-o-familie/>
 - 8 information materials on mobile team activities developed and published in the EU newsletter;
 - 20 materials were developed by external journalists, see the links:
1. <https://www.report.md/esential/Furnizori-de-speranta-la-domiciliu-843> ;
 2. https://l.facebook.com/l.php?u=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DpRmoFYe4x8w%26feature%3Dyoutu.be%26fbclid%3DIwAR2s2tRHfjmhjNayYbmejOudjiSzyNB5c3My2qw21R6rscVWzXYaJRmWk&h=AT3t6zViZZ1Xw29vh6r9eYaomjTmhYXBurp_roVONbi7n9eaJVO0LxblAcWLgdJD_CGm8GUPHW0BWWELOiKdbQSiQjGv6h1NR0rFK3B6pqw8IEcGuEZBUeGdssFiCadSd4Y
 3. <https://www.report.md/esential/Furnizori-de-speranta-la-domiciliu-843>
 4. <https://tsv.md/centr-dlya-detej-s-invalidnostyu-otkryli-v-sele-karagash/>
 5. <https://slobodzeya.gospmr.org/?p=23600>
 6. <https://novostipmr.com/ru/news/18-02-27/v-sele-karagash-slobodzeyskogo-rayona-otkryli-reabilitacionnyy>
 7. <http://novostipmr.ru/video/tsv/2018-02-centr-dlya-detej-s-invalidnostyu-otkryli-v-sele-karagash/>
 8. <http://pridnestrovie-daily.net/archives/27198>
 9. <http://shinkariuk.com/activity/v-karagashe-sostoyalos-torzhestvennoe-otkrytie-centra-dnevnogo-prebyvaniya-dlya-detej-i-molodyh-lyudej-s-ogranichennymi-vozmozhnostyami.php>
 10. <https://suntparinte.md/teatrul-social-o-poveste-reala-prin-care-elevii-invata-sa-nu-si-discrimineze-colegii-cu-dizabilitati/>

11. <https://www.youtube.com/watch?v=vch2hNKZ2a8>
12. <https://suntparinte.md/project/visam-ca-vladut-sa-devina-o-persoana-independenta-istoria-baietelului-care-la-5-ani-invata-sa-faca-primii-pasi/>
13. <http://gagauzinfo.md/index.php?newsid=44139>
14. <https://news.yam.md/ru/story/8352786>
15. <http://vestigagauzii.md/index.php/novosti/obshchestvo/1136-k-vam-edet-mobilnaya-brigada>
16. <http://diez.md/2018/09/13/participa-la-un-concurs-de-materiale-jurnalistiche-combaterii-discriminarilor-persoanelor-cu-dizabilitati/>
17. <http://www.carieramea.com/keystone-moldova-cu-suportul-uniunii-europene-lanseaza-concursul-pentru-reprezentantii-mass-media-interesati-de-problematica-prevenirii-si-combaterii-discriminari-persoanelor-cu-dizabilitati/>
18. <http://gagauzinfo.md/index.php?newsid=42708>
19. <https://soundcloud.com/user-577060887/social-services-for-persons-with-disabilities>
20. <https://www.euneighbours.eu/ro/east/eu-in-action/stories/cand-ea-s-nascut-nimeni-nu-explicat-nimic-cum-serviciul-echipa-mobila>

Challenges and risks

- Staff turnover in developed Mobile teams due to low salaries and the complexity of tasks to be performed (13 specialists quit after a short period of employment). The LPAs in partnership with the project team repeatedly organized the recruitment contest and disseminated the job advertisements.
- Insufficient collaboration between the newly created services and community social assistants, health workers, LPAs, etc., who do not yet understand the MT's role and are skeptical about the usefulness of this service. In order to strengthen the partnership relations between MTs, LPAs, social services providers in the project implementation TAUs, two-day seminars were organized on the topic „Case Management and Quality Assurance in Social Services Provision”. The project team is expected to participate in the meetings of the multidisciplinary teams for the admission to the Service of people with disabilities.
- Insufficient collaboration between the newly created services and community social assistants, health workers, LPAs, etc., who do not yet understand the MT's role and are skeptical about the usefulness of this service. In order to strengthen the partnership relations between MTs, LPAs, social services providers in the project implementation TAUs, two-day seminars were organized on the topic „Case Management and Quality Assurance in Social Services Provision”. The project team is expected to participate in the meetings of the multidisciplinary teams for the admission to the Service of people with disabilities.

1.5. The Project „Strengthening and sharing/ disseminating inclusive education model for preschool children in Moldova” (February 1, 2017- June 29, 2018). *The project was implemented in partnership with Step by Step with the financial support of OSF/ECP*

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

- Public consultation, approval and publication of the Instruction of Application of Early Child Development Assessment Methodology (injunction nr. 343 from 22 March 2018). In this regards, the document was reviewed based on piloting results; was developed the Argument Note; and the draft document was placed for public consultation on particip.gov.md. site <http://particip.gov.md/proiectview.php?l=ro&idd=5020>. Based on submitted recommendations during the public consultations, Keystone Moldova project team improved the document. The MERC approved

the documents through the disposition nr. 343 from 22 March 2018) http://mecc.gov.md/sites/default/files/ordin_343_0.pdf. The Instruction was translated in Russian, was published (1200 copies in Romanian and 300 in Russian) and disseminated nationwide.

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

- Organized a training for 10 parents focusing on documenting changes at pre-school and school level (Chisinau, 30 March – 1 April 2018). The purpose of the activity was to share positive experience and success stories of the children with disabilities who attend community kindergartens. During the activity, the parents learned how to tell a story according to Storytelling techniques, how to use their stories during Advocacy activities, and how to persuade authorities through their stories. The stories told by parents were edited and prepared to be shared.
- Developed and disseminated a video spot about early age children with SEN inclusion (Pănăşeşti village, Străşeni district);
Developed and disseminated a Video Inclusion for Children with Early SEN <https://www.youtube.com/watch?v=E0WhxsGEmi0> . Keystone team edited the short film about Ruxanda – who has been integrated in a community kindergarten and has progress. This year Ruxanda is already going to school. The objective of the film is to promote educational inclusion of all children.
- Presented the results of the project at the Keystone Human Services International board meeting (June 5, 2018);
- Developed and organized the photo exhibition on positive practices in kindergartens from Anenii Noi, Magdacesti and Susleni at the final project conference. 27 pictures were selected, printed and exposed in the conference room. In addition, for the purposes of photo exhibition, some photo supports were identified and bought.
- Participation in the Project Completion Forum „Complex approach to inclusive quality education” (June 15, 2018) - presentation of Keystone Moldova's role in the implementation of the project.

Other activities:

- Organized the study visits to Pănăşeşti, Străşeni kindergarten with Genevieve Fitzgibbon, Vice director, Keystone Human Services International and Disability Rights International organization representatives (29 January 2018);

Risks and difficulties

- Lack of a mechanism to finance and capitalize financial resources according to children's needs. In this respect, priority is given to the actions to be taken to develop the financing formula per child in pre-school education, with adjustment coefficients for the inclusion of children with disabilities;
- Lack / insufficiency of support services for children with severe disabilities and sensory disabilities. We find that there is a need to develop social and inclusive education services for these children and their families;
- Insufficient collaboration between kindergarten and school to ensure a successful transition of the SEN children from pre-school to school. In this respect, it is welcome to analyze the possibility of developing transition plans to ensure the continuity of the child's educational path with SENs;
- Limited professional skills of teachers, other actors to work with children with severe disabilities and sensory disabilities. It is very important to extend the culture of learning to all relevant actors so that learning and work go hand in hand;

- The infrastructure is not adapted to ever-changing needs and there are no means of assistance for children with sensory disabilities. The MECC should include physical accessibility as a mandatory measure to maintain and refurbish general education institutions in line with the universal design;
- The irresponsibility and mistrust of parents in existing services. It is necessary for parents to be involved in the activities of the institution, as parents must be the most important lawyers for their children, thus exerting pressure to ensure access to quality services for children with disabilities;
- Rebellious and sometimes even discriminatory attitudes towards the educational inclusion of children with disabilities. There is a need to work more effectively with the media on the mission and objectives of inclusive education, which will allow a better understanding of and support for children with special educational inclusion at all levels of education.

1.6. The project “Get involved through advocacy and self-advocacy”, supported financially by IM Swedish Development Partner (period of implementation: January 1, 2018-December 31, 2018)

Scope of the Project: *To promote the inclusive participation in the society of people with disabilities and their families through their empowerment as self-advocates and advocates.*

Objective 1. *To assess in a participatory manner the self-advocacy and advocacy networks and to develop recommendations for insuring their sustainability*

- External Assessment of the Project performed and recommendations for insuring sustainability provided.
- New project proposal (2019 - 2021) has been developed based on the Assessment Report of the self-advocacy and advocacy networks with recommendations for insuring their sustainability

Objective 2. *To strengthen the national network of self-advocates in exercising their right to participate in the society as full and equal citizens through leadership development*

- The 2019 - 2021 Strategy of the self-advocacy movement developed in a participatory manner, with involvement of people with disabilities and support persons;
- 19 people with disabilities and support persons have better skills in strategic planning;
- 140 self-advocates from 13 districts¹ empowered to advocate for their rights in accordance with the UNCRPD provisions through various empowerment activities: group meetings, summer schools, capacity building activities organised by other CSOs, national conferences and events;
- 3 self-advocates / SAGs collaborate with local authorities for community development (a playground for children was arranged in the Ciobalaccia / Cantemir village park; a pavilion for 20-25 persons built in the school yard from Lapusna/Hancesti; a fitness room in Casa de Cultura from Baimaclia / Cantemir repaired)
- Self-advocates claim their rights individually or with the assistance of support persons: 9 self-advocates got employed and/or perform income generating activities; 6 self-advocates benefitted of health and health rehabilitation services; 6 self-advocates benefitted of various formal professional trainings and got certificates (driving school, courses of pastry chef, Eco Razeni training program, accountancy, computer operation); 2 self-advocates claimed entitlements to social benefits (e.g. material aid to house

¹ Falesti, Cantemir, Causeni, Stefan Voda, Comrat, Tiraspol, Slobozia, Hancesti, Cocieri, Orhei, Balti, Edinet/Branzeni, Soroca/Badicieni. (80 from communities + 60 from institutions)

renovation, reimbursement of social aid after it was illegally suspended); 4 self-advocates obtained wheelchairs after addressing the institutions in charge;

- SAGs performed several advocacy initiatives at local and national level in the areas of: public infrastructure accessibility (e.g. accessibility of roads, accessible entrance in DASPF, elevator in a healthcare setting), deinstitutionalization and community living, independent living (right to personal house); personal mobility (obtaining driving license; adapting a care for hand operation); labour inclusion. Under the advocacy initiatives self-advocates and the support persons met representatives of public authorities, employers, and other stakeholders; submitted petitions to stakeholders in charge; applied the tool for assessing the accessibility (developed under the project in cooperation with another NGO) and provided it to authorities and other stakeholders for consideration; used mass-media to reach their goals etc.
- Self-advocates from Cantemir advocated for the „2% mechanism” at the rayon level .
- Self-advocates change the attitudes of community members regarding persons with disabilities as equal members of the society, through media advocacy and prevention / mitigation of discrimination cases (Awareness-raising: 4 self-advocates spoke up for themselves and for other persons with disabilities in national events; mass-media materials developed with participation of self-advocates and disseminated at national level; one self-advocate performed as a non-actor in the social theatre plays shaping the opinions of app. 180 parents and 22 teachers from five kindergartens in Falesti district; awareness raising activities organised in 7 schools (ore de diriginție) from Cantemir and Hancesti; visibility of the SAGs insured through Facebook pages of each SAGs, of Keystone Moldova, and of the Social Theatre "Alternativ"; self-advocates participate in various local holidays and events alongside community members; self-advocates sell the handmade crafts to promote abilities and positive image of persons with disabilities. Prevention / mitigation of discrimination: 8 self-advocates assisted to mitigate discrimination in attending the driving school for people with mobility problem; harassment at the workplace; getting employed; accessing healthcare services etc.)
- 61 parents of persons with disabilities have increased knowledges about disability-related issues and reforms (protection measures for persons with disabilities; disability determination; social aid and allocations for the cold season for families with persons with disabilities; Advocacy);

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

- Due to capacity building activities Keystone Moldova staff has increased capacities and expertise in advocating for the rights of persons with disabilities and their families and in capacitating them and community services providers for quality services delivery (namely the following activities: „Advocacy rules” seminar / A.O. Contact; «Promotion and monitoring of the rights of persons with mental disabilities in residential institutions with psycho-neurological profile» training / Keystone Moldova; "Access of young people from disadvantaged communities to social rights" / A.O. Perspectiva. or.Cahul; „Managementul prioectului” training / PRO Cooperare Regional; Seminar on fighting discrimination of persons with mental disabilities and promoting their right to community living and employment / A.O. "Servicii durabile"; Gender Responsive Budgeting training /United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) in Moldova; the Group Facilitation Methods training / IM Moldova; Advocacy workshop /AOPD; training in European Care Certification / Dizabnet Romania, training in Leadership in the Digital Age / Ruderman Foundation; *The green-day event /IM Moldova and Eco-Visio*).

Other activities:

- Applying for the Zero Project Impact Transfer program, which will help Keystone to develop strategies to transfer the innovation and impact internationally. Initiative not selected.

- Applying for LEAD 20 program (Rouderman Foundation). Second phase of the selection process. Waiting for response

II. SOCIAL ENTREPRENEURSHIP ACTIVITIES

2.1. Development of training center Keystone Moldova

Objectives:

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

Ongoing activities

- Provided training/conference facilities to clients. Non-profit, international and for-profit organizations tented the room, equipment and other services.
- Establishing relations with Academia Nicolae Dumitrescu for common development and delivery of trainings for social enterprises.

Keystone Moldova used the money gained from the training room rent for the following activities:

- Community Home service from Hansca, Ialoveni. The electrical system of the house was repaired and improved. As a result it became more secured and efficient. Also, the furniture in the house was repaired.
- Supported Living service from Orhei. A new entrance door was procured and installed. Some roof renovation works were done.
- Community Home service from Ciulucani, Telenesti. Construction materials for a better thermal insulation of two bedrooms were procured. As a result new insulated floor was installed in two bedrooms and one small closet room was build.
- Community Home service from Falesti. A new entrance door was procured and installed. Materials for exterior wall renovation were procured.
- Supported Living service from Falesti. Materials for internal renovation works were procured to solve the high humidity problem and to comply with fire safety requirements.
- Community Home service from Chirca, Anenii Noi. The electrical system of the house was repaired and improved. Also, the furniture in the house was repaired.
- A new washing machine for one beneficiary that started the independent living in the community was purchased.

Communication and marketing activities:

- The Facebook page was used to promote the Training Center Services.
- The number of Facebook likes increased from 484 likes on January 1 to 602 likes on December 31, 2018.
- Flyers that present the Center's services were printed and distributed at different events related to the social entrepreneurship.
- Long-term agreements were signed with Global Business Access and "CEO-GRUP" SRL. These companies organize their training activities at Keystone Moldova training center.
- Business collaboration proposals were sent to consulting companies that usually rent the training venues for various events.
- The tenders announcements were followed and cost offers were sent.

Problems/challenges faced:

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

2.2. EcoVox Social enterprise

Objectives

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

Activities performed during the reporting period:

- A business plan for the extension of the EcoVox workshop was developed. The plan foresees the increase of the number of seamstress, hiring of designer and sales person; development of new models including products from recycled vinyl banners; acquisition of new machines and tools for production and printing. The business plan was consulted with coaches of the NGO Academy (subdivision of the Vienna University of business and economics) from Vienna, Austria. As a result of a business plan, 17 new prints were developed for the bags, that represent traditional Romanian carpets motives and other holidays designs. Special prints were developed for tourists that visit Moldova; the print is accompanied with the word MOLDOVA. A thank you card was developed to be placed inside every bag. The card mentions that the bag was produced by persons with disabilities and the profit goes to support their life in the community.
- Continuous market analysis was done to identify the possibilities to outsource the canvas printing. EcoVox project has the possibility to print on light synthetic canvas only. For the other types of printing (on cotton and dark canvasses), it is necessary to work with other companies. As a result, we established collaboration relationship with one company to outsource the screen printing.
- A new sales point of EcoVox bags was established at the artists' market downtown Chisinau and at an antiques shop. To promote the bags, Keystone Moldova participated at different exhibitions organized by partners and donors, like organization of Europe Day in different towns of Moldova and at the NGO Fare downtown Chisinau; NGO's fair, organized by FHI 360; dizABILITY Social Economical FEST; DOMDE conference – Development of Moldovan Diaspora Entrepreneurship.
- EcoVox participated in various tenders for bag production/procurement. As a result bags were produces for an USAID project in Moldova, one UNDP project and several NGOs.
- All in total 1150 bags were produced and 1030 bags were sold.
- Four persons were involved in the bags sewing. Two new workers were recruited and started to work. These are persons with disabilities.
- The Instagram and Facebook pages were also used for promotion of EcoVox. During the reporting period of time the EcoVox Instagram page was developed and registered. The number of Facebook likes increased from 877 likes on January 1 to 966 likes on December 31, 2018
- 4 persons participated in a study visit to ADV Iasi / Romania. The scope of the study visit was to learn the best practices of social entrepreneurship.
- EcoVox started personalizing the mugs. The mugs printing was tested and set up. A fist lot of 50 mugs were printed and delivered to the customer.

- A presentation page of EcoVox activity was developed (in Romanian and English) and placed on the platform madein.md: <https://madein.md/ecovox>.
- A three pages presentation of Keystone Moldova and EcoVox was published in the brochure “Social, Responsible and Accountable Businesses” developed by the DOMDE project – Development of Moldovan Diaspora Entrepreneurship.
- As a result of the collaboration with UNDP an article was written and a video was produced on the EcoVox and the persons that work in this initiative. [<https://medium.com/undp-moldova/traista-cu-speran%C8%9Be-cum-un-proiect-social-sprijin%C4%83-tinerii-cu-dizabilit%C4%83%C8%9Bi-s%C4%83-aib%C4%83-o-via%C8%9B%C4%83-mai-770e428928f3?fbclid=IwAR19icjzR-WGLmXmPm7s6fd1vuQQgYzxBiipbYG-4CDAg2PGfu5iUortzY>]

2.3. Consultancy services

Objective: To increase the sustainability of Keystone Moldova organization

Performed activities during the reported period:

- Consultancy services to Social Assistance Department from Ungheni on conducting capacity building training for personal assistants, social workers and family assistants. Six trainings were delivered for 174 persons. The period of the consultancy – 172 hours. Consultancy timeframe: May, October 2018.
- Consultancy services to Social Assistance Department from Cantemir on conducting capacity building training for personal assistants. One training was delivered for 25 persons. The period of the consultancy – 20 hours. Consultancy timeframe: December 2018.
- Consultancy services provided to Moldovan Institute for Human Rights on the development of an analytical report on the monitoring and protecting of the rights of persons with disabilities in 9 psychiatric and psycho-neurological institutions. Consultancy timeframe: September 2018 – February 2019.
- Consultancy services provided to Keystone Institute India on the development of the community based services for persons with intellectual disabilities. The consultancy included a study visit of the India representatives to Moldova. Consultancy timeframe: November 2018.
- Consultancy services provided to an international organization on the capacity building of community based organizations and initiative groups on promoting community health in Moldova. Consultancy timeframe: November 2018 – March 2019.

2.4. Promoting the Social Entrepreneurship

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

Performed activities during the reported period:

- Participation on the working group for the development of the draft of the Regulation of the National Commission for Social Entrepreneurship.
- Participation at the Regional Conference on Financial Sustainability of Non Profit organisations. Provided ideas on how to support the development of the social enterprises in Moldova.
- Participation at the Global Social Economy Forum 2018 and European Social Economy Regions participatory workshop “Social Economy going local” in Bilbao, Spain.
- Participation at the National Conference for Social Entrepreneurship in November 2018.
- Shared Keystone Moldova experience on Social Entrepreneurship at the roundtable organized during the roadshow of the DOMDE project – Development of Moldovan Diaspora Entrepreneurship.

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

3.1. Media and communication

Objectives:

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

Performed activities per objectives:

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

- During this reporting period, the C4A-MD Program activity was promoted through Keystone Moldova Facebook page - <https://www.facebook.com/keystonemoldova>, website - <http://keystonemoldova.md/ro/news-and-events/default.php> and blog - <https://khsimoldova.wordpress.com/>. In this order, 286 short materials have been posted / disseminated on *Keystone Moldova's Facebook page*. The published materials got 217.673 people reached, 8.842 likes and 1.915 shares. The number of Keystone Moldova Facebook page fans increased, as well – from 2.203 to 2.490 fans, with 287 page likes. 13 new materials have been posted on *Keystone Moldova web page*: www.keystonemoldova.md. 3 new materials have been published on *Keystone Moldova's blog*: <https://khsimoldova.wordpress.com/>
 - 40 short materials have been posted / shared on *Alternativ Facebook page*: <https://www.facebook.com/pages/Alternativ/700619266730794>. This page has a number of 162 likes.
 - 74 materials were published in different media, see links below
1. <http://realitatealive.md/live-funda-ia-alaturi-de-voi-romania-i-keystone-moldova-lanseaza-aplicatia-wise-travel---78331.html>
 2. <http://moldova9.com/reprezentantii-keystone-human-services-international-din-sua-in-vizita-de-studiu-la-falesti/>
 3. <http://alaturidevoi.ro/en/wise-travel-s-a-lansat-la-chisinau/>
 4. <https://voceatinerilor.md/calatoreste-cu-wise-travel-si-sustine-o-cauza-sociala/>
 5. <http://daspc-falesti.org/index.php/informa-ii-utile/rapoarte/8-evenimente-i-activit-i-1068-reprezentan-ii-keystone-human-services-international-din-sua-n-vizit-de-studiu-la-f-le-ti>
 6. <https://agenda.liternet.ro/articol/22531/Comunicat-de-presa/Civil-Society-Pitch-si-KineDok-revin-la-One-World-Romania-2018.html>
 7. <https://www.report.md/esential/Furnizori-de-speranta-la-domiciliu-843>
 8. <https://tsv.md/centr-dlya-detej-s-invalidnostyu-otkryli-v-sele-karagash/>
 9. <https://slobodzeya.gospmr.org/?p=23600>
 10. <https://novostipmr.com/ru/news/18-02-27/v-sele-karagash-slobodzeyskogo-rayona-otkryli-reabilitacionnyy>
 11. <http://novostipmr.ru/video/tsv/2018-02-centr-dlya-detej-s-invalidnostyu-otkryli-v-sele-karagash/>
 12. <http://pridnestrovie-daily.net/archives/27198>
 13. <http://shinkariuk.com/activity/v-karagash-sostoyalos-torzhestvennoe-otkrytie-centra-dnevnogo-prebyvaniya-dlya-detej-i-molodyh-lyudej-s-ogranichennymi-vozmozhnostyami.php>
 14. <https://www.europalibera.org/a/29212383.html>

15. <https://suntparinte.md/teatrul-social-o-poveste-reala-prin-care-elevii-invata-sa-nu-si-discrimineze-colegii-cu-dizabilitati/>
16. <https://radiochisinau.md/wise-travel-platforma-turistica-care-te-ajuta-sa-calatoresti-ajutand-persoane-cu-dizabilitati---68887.html>
17. <https://www.youtube.com/watch?v=pQWELPd6Spk&feature=youtu.be> (02:43:50)
18. <https://suntparinte.md/project/poveste-de-viata-au-iesit-din-internat-si-au-intemeiat-o-familie-alaturi-de-fiica-lor/>
19. https://www.facebook.com/RadioChisinau/videos/1687239888057275/?hc_ref=ARRfPRzOzKR-gpmy371eUY2mnV_CbbJfwHGd8SZatYedbm4FS72p3Zu47uLradl211k
20. <https://timpul.md/articol/granturi-in-valoare-de-15-milioane-de-euro-pentru-crearea-sau-extinderea-serviciilor-sociale-132419.html>
21. <http://moldnews.md/rom/news/90695>
22. <http://tvr moldova.md/economic/uniunea-europeana-va-oferi-1-5-milioane-de-euro-pentru-dezvoltarea-serviciilor-sociale/>
23. <http://golos.md/4608-v-avguste-tekuschego-goda-budet-zapuschena-programma-grantov-dlya-sozdaniya-i-rasshireniya-socialnyh-uslug.html>
24. <http://nokta.md/reportage/%D0%BE%D0%B1%D1%80%D0%B0%D1%82%D0%BD%D0%B0%D1%8F-%D1%81%D1%82%D0%BE%D1%80%D0%BE%D0%BD%D0%B0-%D0%B4%D0%BE%D1%88%D0%BA%D0%BE%D0%BB%D1%8C%D0%BD%D0%BE%D0%B9-%D0%B8%D0%BD%D0%BA%D0%BB%D1%8E%D0%B7%D0%B8/>
25. <http://itvmoldova.md/index.php/k2-showcase/%C5%9Ftiri/item/4858-granturi-pentru-servicii-sociale.html>
26. <http://www.antreprenoriatsocial.md/index.php?pag=news&id=1197&rid=1212&l=ro>
27. <http://ipn.md/ro/societate/92050>
28. <http://www.adrnord.md/libview.php?l=ro&idc=460&id=3082&t=%2FOportunitati-de-finantare%2FProgram-de-granturi-pentru-crearea-sau-extinderea-serviciilor-sociale>
29. <https://noi.md/md/economie/program-de-granturi-pentru-crearea-sau-extinderea-serviciilor-sociale>
30. <https://radiochisinau.md/-zumbet-pentru-solidaritate-o-serata-de-dans-pentru-o-cauza-caritabila-un-tanar-bolnav-abandonat-in-orfelinat-isi-cauta-casa---71098.html>
31. <http://protv.md/stiri/actualitate/zeci-de-oameni-au-dansat-pentru-sergiu-un-tanar-de-19-ani-care---2299151.html>
32. <http://tvr moldova.md/social/un-tanar-cu-nevoi-speciale-ajuns-la-varsta-majoratului-are-nevoie-de-o-locuinta/>
33. <http://trm.md/ro/social/amatorii-de-zumba-au-dansat-pentru-o-cauza-nobila/>
34. [https://www.europalibera.org/a/keyston-moldova-sau-despre-speran%C8%9Be-%C8%99i-case-\(cu-flori\)/29361936.html](https://www.europalibera.org/a/keyston-moldova-sau-despre-speran%C8%9Be-%C8%99i-case-(cu-flori)/29361936.html)
35. <http://www.soros.md/event/2018-07-12-0>
36. https://eeas.europa.eu/delegations/moldova/48677/eu-delegation-republic-moldova-has-rewarded-excellence-civil-society-initiatives-financed_en
37. <https://www.privesc.eu/Arhiva/83155/Gala-Premiilor-Europene-pentru-Societatea-Civila--organizat-de-Delegatia-Uniunii-Europene-in-Republica-Moldova> (min. 15:30)
38. https://eeas.europa.eu/delegations/moldova_ro/45792/Premii%20Europene%20pentru%20Societatea%20Civil%C4%83
39. <https://www.privesc.eu/arhiva/83155>
40. <https://suntparinte.md/project/visam-ca-vladut-sa-devina-o-persoana-independenta-istoria-baietelului-care-la-5-ani-invata-sa-faca-primii-pasi/>
41. <http://diez.md/2018/08/16/fost-lansat-un-program-de-granturi-pentru-pentru-cel-putin-30-de-organizatii-ale-societatii-civile-de-nivel-local-cum-poti-beneficia-de-suport-financiar/>

42. <http://www.civic.md/grants/43538-program-de-granturi-dedicat-organizatiilor-societatii-civile-de-nivel-local-pentru-dezvoltarea-serviciilor-sociale-comunitare.html>
43. <https://aliantacf.md/stiri/2018/08/22/granturi-acordate-organizatiilor-societatii-civile-de-nivel-local-pentru-dezvoltarea-serviciilor-sociale-comunitare/>
44. <http://www.infotag.md/reportaje/777122/>
45. <http://www.infotag.md/reports-en/777123/>
46. <https://point.md/ru/novosti/obschestvo/kazhdaia-piataia-npo-v-moldove-ne-obladaet-ofisom-ili-predstavitelstvom>
47. <https://canalregional.md/pentru-servicii-sociale-inovative-si-durabile/>
48. <http://www.vedomosti.md/news/granty-dlya-okazaniya-uslug-psihosocialnoj-pomoshi>
49. <http://evzmd.md/component/k2/459-anunt/79722-organiza%C8%9Biile-de-nivel-local-sunt-invitate-sa-participe-la-un-program-de-granturi-finan%C8%9Bat-de-ue.html>
50. <http://diez.md/2018/09/13/participa-la-un-concurs-de-materiale-jurnalistiche-combaterii-discriminarilor-persoanelor-cu-dizabilitati/>
51. <http://www.carieramea.com/keystone-moldova-cu-suportul-uniunii-europene-lanseaza-concursul-pentru-reprezentantii-mass-media-interesati-de-problematice-prevenirii-si-combaterii-discriminarii-persoanelor-cu-dizabilitati/>
52. <http://gagauzinfo.md/index.php?newsid=42708>
53. <http://basarabialiterara.com.md/?p=35347>
54. <https://point.md/ru/novosti/obschestvo/liudi-s-ogranichennymi-vozmozhnostiami-stali-chashche-integrirovatsia-v-soobshchestvo>
55. <http://tvrmdova.md/social/in-ultimii-10-ani-pestre-300-de-persoane-cu-nevoi-speciale-au-reusit-sa-paraseasca-sistemul-rezidential-si-sa-se-integreze-in-comunitate/>
56. <https://msmps.gov.md/ro/content/3014-persoane-cu-dizabilitati-au-solicitat-ajutor-la-serviciul-de-asistenta-telefonica>
57. <http://tvrmdova.md/social/linie-fierbinte-destinata-persoanelor-cu-dizabilitati-extinsa-la-nivel-national/>
58. https://www.publika.md/solicita-ajutorul-specialistilor-tot-mai-multe-persoane-cu-dizabilitati-suna-la-linia-fierbinte-destinata-lor_3027452.html
59. <https://stiri.md/article/social/pestre-3-000-de-persoane-cu-dizabilitati-au-solicitat-ajutor-la-linia-fierbinte>
60. <https://canalregional.md/serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati/>
61. <https://www.privesc.eu/Arhiva/84624/Masa-rotunda--Prezentarea-rezultatelor-pilotarii-Serviciului-de-Asistenta-Telefonica-pentru-persoanele-cu-dizabilitati-si-consultarea-proiectului-Regu>
62. <https://www.tvn.md/ro/la-serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-cel-mai-des-apeleaza-femeile.html>
63. <http://trm.md/ro/social/serviciul-de-asistenta-telefonica-pentru-persoanele-cu-dizabilitati-solicitat-de-mii-de-persoane/>
64. <https://www.youtube.com/watch?v=NkOBYrYq3U>
65. <https://agora.md/stiri/52926/asistenta-telefonica-pentru-persoanele-cu-dizabilitati-ar-putea-fi-finantata-de-stat--care-sunt-cele-mai-mari-probleme-semnalate-de-oamenii-cu-nevoi-speciale>
66. <https://www.moldpres.md/news/2018/12/04/18010861>
67. <http://gagauzinfo.md/index.php?newsid=44139>
68. <https://news.yam.md/ru/story/8352786>
69. <http://vestigagauzii.md/index.php/novosti/obshchestvo/1136-k-vam-edet-mobilnaya-brigada>
70. <https://www.ziarulnational.md/traista-cu-sperante-pentru-persoanele-cu-dizabilitati-din-r-moldova-povestea-sotilor-mihai-si-maria-de-la-lapusna/>

71. <http://md.one.un.org/content/unct/moldova/ro/home/presscenter/stories/how-a-social-project-helps-young-people-with-disabilities-to-hav.html>
72. <https://www.europe-in-sight.eu/publications/moldovas-children-left-behind>
73. <https://tv.pgtrk.ru/ru/news/20181227/78080?fbclid=IwAR10UUAErqHOTycNSDKafSR3Oixl2epNAosCBRR0bh0Bxow6hGa1sEXdQS0>
74. <https://www.euneighbours.eu/ro/east/eu-in-action/stories/cand-ea-s-nascut-nimeni-nu-explicat-nimic-cum-serviciul-echipa-mobila>

- Keystone Moldova developed four nominations for Zero project. Two nominations were selected by Zero project and will be awarded as success practices for 2019: 1) Community for all and 2) forum theatre.
- Development of a new Keystone Moldova webpage. During the reported period, Keystone Moldova worked jointly with Keystone International on development of a new Keystone Moldova webpage (design, and content). The new webpage will be ready by the middle of January 2019.
- Development of five infographics on Keystone Moldova activities and results. The infographics will be posted on a new webpage.

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

- **Development and organization of 2% Campaign.** Keystone Moldova prepared a campaign regarding the redirection of 2% from taxes. In this order: a flyer was prepared and printed; an article about why should people redirect the 2% to Keystone Moldova and how they could do it was prepared and published on Keystone Moldova web site. 16 materials were prepared and shared in social media between February – April 2018.
- **Development and organization of Zumba event.** Keystone Moldova team got involved into preparing a ZUMBA event, in order to collect money for the house of Sergiu Brudari. Some Zumba instructors expressed their interest in organizing an event in Moldova, with charitable purposes. Keystone Moldova developed and implemented a communication campaign to encourage people to come to the event and to donate funds. Several materials have been developed for the campaign - the story of life of Sergiu Brudari; poster; an article that was sent to up to 300 journalists. The Facebook page on Zumba event was also developed and the contract with I-ticket for selling the tickets to the event was concluded. Per total, 18 materials have been posted / shared during campaign. They gained 12.610 impact, 351 likes and 112 likes. A press release was prepared; the journalists have been invited to the event. The event was organized on July8, 2018 in the Indoor Arena Events & Sports – a sport club from Chisinau. 60 persons participated at the event. Nine Zumba instructors have taught them Zumba, during 2 hours. As a result, four materials have appeared in the media. After the event, thank you letters were prepared and sent to instructors and partners. Also, a photo album was shared on Facebook.
- **Development and organization of WISE.travel campaign.** Keystone Moldova entered into partnership with “Close to you” Foundation from Romania for promotion of WISE.travel - a travel agency that gives 4% of the sales price to charity. The WISE.travel was launched in Moldova. Communication team invited journalists at the event and shared the Press release. Also, the materials that appeared in the media where shared on Keystone Moldova Facebook page:
 1. <http://realitatealive.md/live-funda-ia-alaturi-de-voi-romania-i-keystone-moldova-lanseaza-aplica-ia-wise-travel---78331.html>
 2. <http://alaturidevoi.ro/en/wise-travel-s-a-lansat-la-chisinau/>
 3. <https://voceatinerilor.md/calatoreste-cu-wise-travel-si-sustine-o-cauza-sociala/>
 4. <https://radiochisinau.md/wise-travel-platforma-turistica-care-te-ajuta-sa-calatoresti-ajutand-persoane-cu-dizabilitati---68887.html>

5. <http://www.antrenoriatsocial.md/index.php?pag=news&id=1197&rid=1212&l=ro>

After the launch event, Keystone Moldova prepared and implemented a communication campaign on WISE.travel between September 17 and December 12. The goal of the campaign was to encourage people to access the services offered by WISE.travel and to redirect their money to Keystone Moldova. 17 short materials and photos have been shared through social media. They gained 8.291 views, 219 likes and 63 shares.

- **National Volunteer Week.** During 1 – 7 October, National Volunteering Week was organized in Moldova. Keystone Moldova's volunteers from Community homes from Baimaclia and Mitoc and Community Center UNITATE from Tudora participated at the event and got involved in activities that promote volunteering. In this order, *10 materials* about the volunteers work and involvement were shared / posted in social media; the materials gained 1698 views, 115 likes and 28 shares.
- **Participation in EASPD campaign „Humans of EASPD”.** Keystone Moldova as a member of EASPD was involved in a joint communication campaign for promotion of social inclusion and service providers. Communication manager participated at the webinar „Amplifying your content with social media”, organized by EASPD. For the campaign, 5 stories were prepared, covering life stories of persons with disabilities and support staff from Social services developed with Keystone Moldova support. From them, *3 stories* were selected for the campaign „Humans of EASPD” One story was shared by EASPD, : [https://www.facebook.com/easpdbrux/posts/1928218407285915?__xts__\[0\]=68.ARD0i5xSJXZztjJJNmUIITaMZIRecwIYg9Gaeslc6Cr0Fhoe9QjBiencVC0fGmBi6R3j_j_hBgO99NpE4ISYBYWQkk5EUg4LmC3-_THDys5tHyYFpH48zfqJrnWHmJ7AczpSj5iNxo5Z7FhHArC8wC3yiTzHgADNuIfdyFftr90O5A3T5WNrpnCxLzq3UAzVfxUwRp19iph7X9SaT3TZAQKtaJI0fCpgp1huDEqZNTM5KjSlgrbgYxzLrIBBT6ND_UP-nQqLClvUyGfIKj1UF2EWU_4aZu7Q80V5eUxBosBGBh0OoqVLIuO4qgNuQcL-OQNqg8Za1k0Yug5XVNVxqIFJDRMb3tfd3C51asnJKSzy25UYxvDie5BJm_E7n79mKDxerK6WOArUXGEa-Yj1MhAxREnziKh_PHT2wlZoVOIwm5XcBGHzVGtbB5y7YkLIUP4FKhRD4mde7Ce62aPhpyhZsDWG8v_6tW0HeEKukAzCrAg&__tn__=C-R](https://www.facebook.com/easpdbrux/posts/1928218407285915?__xts__[0]=68.ARD0i5xSJXZztjJJNmUIITaMZIRecwIYg9Gaeslc6Cr0Fhoe9QjBiencVC0fGmBi6R3j_j_hBgO99NpE4ISYBYWQkk5EUg4LmC3-_THDys5tHyYFpH48zfqJrnWHmJ7AczpSj5iNxo5Z7FhHArC8wC3yiTzHgADNuIfdyFftr90O5A3T5WNrpnCxLzq3UAzVfxUwRp19iph7X9SaT3TZAQKtaJI0fCpgp1huDEqZNTM5KjSlgrbgYxzLrIBBT6ND_UP-nQqLClvUyGfIKj1UF2EWU_4aZu7Q80V5eUxBosBGBh0OoqVLIuO4qgNuQcL-OQNqg8Za1k0Yug5XVNVxqIFJDRMb3tfd3C51asnJKSzy25UYxvDie5BJm_E7n79mKDxerK6WOArUXGEa-Yj1MhAxREnziKh_PHT2wlZoVOIwm5XcBGHzVGtbB5y7YkLIUP4FKhRD4mde7Ce62aPhpyhZsDWG8v_6tW0HeEKukAzCrAg&__tn__=C-R).
- **Awards Gala for civil society initiatives.** EU Delegation to the Republic of Moldova has launched an annual competition of awards for civil society initiatives, that was completed by an Awards Gala which recognized the excellency of initiatives implemented with the support of the European Union. Keystone Moldova received the Cohesive community award, for the implementation of the project "Public-private partnership for the sustainable development of locally governed disability services: supporting decentralization reform" 2012-2014. As a result, four materials have appeared in the media. Communication manager have selected and submitted some photos and videos for the event.
- **Events organized on occasion of 3rd of December.** Keystone Moldova got involved into organizing several events on occasion of 3rd December, in partnership with the Ministry of Health, Family and Social protection. Communication manager prepared the design for the *calendar of the events* and shared it in social media. Also, *press releases* have been prepared for each event, and journalists have been invited. Here are the events that were organized with this occasion:
 - Conversation café “My right to live in the community”
 - Round Table on public consultation of the draft Regulation and Quality Standards of Hotline service
 - Awarding reward for media representatives; the results of the contest regarding the issues of preventing and fighting discrimination of persons with disabilities
 - Launching of the Mobile team from Comrat
 - As a result, 17 materials have appeared in the media.
- **National Conference on inclusive education.** On December 5, Ministry of Education, Culture and Research of the Republic of Moldova is organizing a National Conference on inclusive education. In this order, the theatre troupe „Alternativ” has been invited to present *a sequence of Forum theatre* and to

show the results and the impact of this activity. Communication manager has prepared and submitted a *presentation* regarding Forum theatre as a method of raising awareness toward discrimination. Volunteers from "Alternativ" theater troupe met for *rehearsals* of a skit for parents and school teachers that was performed in schools several years ago. Also, both theater troupes (from Făleşti and Chişinău) gathered for a session of photos and filming. Communication manager prepared *two movies about Alternativ* and its results during 7 years of performing Forum theatre. One movie was presented at the conference - <https://www.youtube.com/watch?v=zZsIY4pJrQ> (ROM); <https://www.youtube.com/watch?v=U4D2SxXmPe8> (ENG).

Objective 3. *To support other projects with activities focused on combating the discrimination of persons with disabilities. All the activities were described under the projects reports. See above*

Capacity building activities

- Communication manager and specialist have participated at the Civil Society Pitch, in Bucharest, Romania (16 – 18 of March). At the training had participated different NGOs and filmmakers from Moldova, Romania, Bulgaria and Hungary. During the training, the NGOs pitched their ideas for documentary films, regarding human rights. Keystone Moldova proposed a film idea about three persons who lived in residential institutions and now live in the community – Eduard Turcu, Ion Gojinevschi and Mihai Grecu. The stories interested the filmmakers, but they suggested to make a movie about the persons that plan to move from institution to community, in order to follow all the steps of deinstitutionalization and inclusion. Finally, the filmmakers chose a couple from Badiceni institution who will move soon in a community. In December, the filmmakers from Romania visited Badiceni institution and meet the couple.
- Keystone Moldova has participated at some events, to present informational materials and to sell EcoVox bags:
 - the NGO's fair, organized by FHI 360.
 - the dizABILITY Social Economical FEST.
- Communication team has participated at some trainings:
 - the „Communication Accelerator Hub”; a training in communication. Also, Communication manager has applied for the Post-hub mentoring program, that was launched after the initial training. Communication team decided to take some support into preparing infographics, Facebook cover page for EcoVox page, a poster for EcoVox products and the communication campaign for promoting Hot line Service. All the materials have been prepared.
 - the training „Communication and fundraising for volunteering activities”;
 - the webinar „Amplifying your content with social media”, organized by EASPD;
 - the webinar „Inclusive and Accessible Communication”, organized by EASPD;
 - the training on European Care Certificate, along with Keystone Moldova team;
 - the training on PowerPoint presentation, organized by Parc Communication;

Other activities:

- Communication manager have prepared the concept of communication policy of Keystone Moldova. The concept was shared with all Keystone Moldova staff and was improved based on recommendations;
- Communication manager have participated at a meeting with the colleagues from KHSI, in order to discuss how to promote Keystone Moldova on international level. After the meeting, some ideas about materials that can be shared through social media were developed;
- Photos and information about Keystone Moldova DSP's were prepared and shared with colleagues from KHSI, in the context of National Direct Support Persons week.

3.2. Promotion of volunteering movement

Objectives:

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

Performed activities:

- The report and the plan on the volunteers activities was developed and submitted to the Ministry of Education, Culture and Research;
- Keystone Moldova obtained the extension of the Host Institution Statute for volunteers for the next 3 years;
- All in total 35 volunteers delivered their services within Keystone Moldova activities during the reported period of time;
- Volunteer's activities management. Filing the necessary files on volunteers activities, as per the Law: evidence of volunteers; volunteer contracts and nominal volunteer certificates; appointment orders and job description for 16 volunteers were prepared and signed; the personal files of 35 volunteers were completed; volunteer hours records were monitored;
- Monitoring and providing logistic support service to providers that involve volunteers in their work (Self-advocacy Groups from Baimaclia and Falesti, Community House Mitoc, Baimaclia and Voloave, Tudora Community Center);
- Preparation and submission of 43 Nominal Volunteer Certificates for 2017;
- Preparation and signed of the voluntary contracts with 3 volunteers;
- Over 90 formal and informal volunteers participated in the National Volunteering Week 2018;
- Preparing and carrying out the Social Theatre Trainings with the volunteers from the town of Chisinau, Falesti and Tiraspol;
- 7 monitoring visits to volunteer activities were conducted;
- Providing support for the implementation of 2 Social Theatre shows in Falesti and 3 in the Transnitrian region, with the participation of volunteers;
- Emission of 2 volunteer cards from the Ministry of Education, Culture and Research;
- Preparing and carrying out the Storytelling Training with the parents of children with disability.

Volunteers' involvement in different Keystone Moldova activity

- *The Self-advocacy Group and Community House of Baimaclia, Cantemir:* support person for beneficiaries; support for organizing and conducting working meetings of the group; making handmade crafts; socializing through community walks and discussion; developing skills for personal autonomy; household support.
- *The Self-advocacy Group from Falesti:* support person for beneficiaries; logistic support for organizing and conducting working meetings of the group.
- *Social theatre troupe "Alternativ" from Falesti:* participation in training for non-actors; creating the social theatre play; organization the social theatre show (premiere); make changes to the show as a result of the first performance; organizing and conducting 5 social theatre performances in Falesti rayon.

- *Social theatre troupe “Alternativ” from Chisinau*: logistic support in organization of the events; participation in training for non-actors; organizing and conducting 6 social theatre performances in rayon: Stefan Voda, Causeni and Comrat.
- *Community Center “Unitate”, from Tudora village, Stefan Voda rayon*: logistic support in organization of the events; maintain the cleanliness and landscaping of the museum; making handmade crafts (Martisor, greeting cards, souvenirs); support in organizing and conducting sales exhibition; supporting in organization of cultural events; logistics support; help the elders in the village.
- *Community Home from Mitoc village, Orhei rayon and Voloave village, Soroca rayon*: socialization visits to the community; developing self-service skills; fine motricity development; helping in household and gardening works; games based learning activities.

The total number of provided volunteer hours in 2018 is 2969 hours. The number of hours in MDL, in relation to the minimum wage per country, is 43 740.76 MDL.

3.3. Keystone Moldova networking

The objectives of the networking are as follows:

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

Involvement in different Government Commissions/Committees for social inclusion of persons with disabilities

- Keystone Moldova is a member of six Working Groups /Committees established by the MHLSP, including: (1) Working groups on prevention of the institutionalization of children in residential institutions, (2) Working groups on prevention of the institutionalization of adults in residential institutions, (3) National Steering Committee on deinstitutionalization, (4) Working Group on developing financial mechanism for social services, (5) Working Group on developing the accreditation mechanism for training courses for social services providers and (6) Litigation Committee on disability determination. During the reporting period of time Keystone Moldova management staff participated at 15 meetings of various Committees/ Working groups.
- Keystone Moldova is a member of Consultative counsel for the implementation of National Program for the Development of Inclusive Education in the Republic of Moldova for 2011-2020. During the reporting period, it was organized one meeting on inclusive education development for 2011-2020 years (11 June 2018).

Networking with national and international NGOs

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

Performed activities during the reported period:

- Keystone Moldova is implementing in partnership with AOPD and EASPD the EU project: „Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions”. All developed activities were described above under the Project implementation compartment.
- Keystone Moldova is implementing in partnership with AOPD the EU project: „Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”. All developed activities were described above under the Project implementation compartment.
- Keystone Moldova is implementing jointly with AOPD and APSCF the EU project: “Better social services through sustainable partnership between civil society and government”. All developed activities were described above under the Project implementation compartment.
- Keystone Moldova Executive Director was involved in all activities developed by AOPD during the reporting period: general annual meeting, executive committee meetings, advocacy activities, management issues.
- Keystone Moldova Administrative Director participated at the administrative councils meetings of the Alliance of NGOs for the protection of Family and Children.

3.4. Keystone Moldova Fundraising activities

- A project proposal was developed and submitted to UN Women program in Moldova. Project Title: "Ensuring the right to decent work of women with disabilities through supported employment." Requested budget: \$ 285,000 for a duration of 24 months. The project was not approved.
- A concept note was developed and submitted to European Commission. The project title: "Ensure the universal right to family for all Moldovan Children" and was submitted in partnership with CCF Moldova (Hope and Homes representative in Moldova). Overall objective: The right of Moldovan children to grow up in a family environment ensured. Requested budget: Euro 3,600,000 (\$4,387,000) for a duration of 48 months. The project was not approved.
- Keystone Moldova signed the grant agreement with Soros Foundation for the first year of implementation of the EU Funded project: "Better social services through a sustainable partnership between the civil society and the government". The lead applicant is Soros Moldova. Keystone Moldova along with, Alliance of Organizations for Persons with Disabilities, and the Alliance of Organizations for Children and Families are co-applicants. The project budget is 2,140,000 Euro (~\$2,538,500 USD) for a duration of 36 months. Keystone Moldova 3-year budget is 205,000 Euro (\$249,814). The agreement was signed for the first year of the project worth 77,363 Euro (\$94,275).
- The project proposal was developed and submitted to European Union JOINT OPERATIONAL PROGRAMME ROMANIA – REPUBLIC OF MOLDOVA. The project title: "CROSS-BORDER PARTNERSHIP FOR INCLUSIVE CAREER GUIDANCE" and was submitted in partnership with "Close to You Foundation" from Romania. Requested budget: Euro 333,293 (\$388,000) for a duration of 18 months. The project is under the evaluation.
- An expression of interest was developed and submitted to UNICEF Moldova that had the goal to identify eligible Civil Society Organizations for prospective partnerships supporting the delivery of the Government of the Republic of Moldova - UNICEF Country Program of Cooperation 2018-2022. UNICEF approved the expression of interest and Keystone Moldova is considered as a prospective partner for UNICEF future projects.
- A concept note was developed and submitted to European Commission. The project: "Empowering CSOs for participation in public finance governance related to disability rights through territorial approach to development" was submitted in partnership with IDOM (Institute for Human Rights from Moldova). Requested budget: Euro 550,000 (\$640,000) for a duration of 48 months. The project was not approved.

- Development of concept note for the EEA and Norway Grants Fund for Regional Cooperation Call for proposals (Identifying partners; developing the Concept (objectives and indicative activities); developing the Budgets and submitting it to the Lead partner). The concept note past the first stage of clarifications and was promoted to the next stage of selection
- Developing the new project proposal for IM Swedish Development Partner for the next three years and submitting it to the donor. The project proposal is under the negotiation and improvement.
- Establishing partnership with the Centre for Health Policies and Services Bucuresti and participating in a development of project concept on community development and public health to be submitted by the partner to Swiss Agency for Development. The concept of the project was not approved.
- A project proposal was developed and submitted to Grand Challenges Canada. The project title is "Better sexual and reproductive health for women with psychosocial and / or intellectual disabilities living in residential institutions through accessible sexuality education". The project budget is 100,000 CAD or \$77,195 for a period of 12 months.
- Developing and submitting a project proposal to PromoLex on promotion the rights of persons with disabilities to elections. The Project was approved and Keystone Moldova started the implementation.
- Developing and submitting a Concept Note and Financial offer to the Swiss Tropical and Public Health Institute, the "Viața Sănătoasă: Reducerea poverii bolilor netransmisibile". The scope of the proposal is to promote the healthy life and to reduce the in communicable diseases in Moldova. The Project was approved and is under the implementation.
- Developing and submitting a project proposal "Copilaria mea" to USAID. The project cost is around 10 million USD. The project was developed in partnership with 3 international organizations and 3 national organizations.
- Keystone Moldova organized a communication campaign on encouraging the citizen of Moldova to redirect 2% of their income tax to Keystone Moldova in the period January – April 2018. As a result of campaign, Keystone Moldova received \$1,058 from the income tax designated by the population.
- The collaboration with the Foundation Close to You from Romania on the launching of the Wise.travel application in Moldova. The travel agency was developed as social entrepreneurship, and offers their partner members bonuses from their sales. Keystone Moldova developed a branded page on WISE.travel/keystone-moldova. When somebody is registered with Keystone Moldova code and goes to a vacation or business trip, Keystone Moldova is getting 50% of the WISE profit (or 2-4\$ of the hotel cost).
- The collaboration with the Dutch organization Helping Hand – Moldova continued and a load of aids were provided for Keystone Moldova beneficiaries (clothes, adapted accessories, incontinence materials).
- A project proposal was developed and submitted to the Ministry of Education of Moldova. The proposal title is "Involvement of youth in cultural activities for their social inclusion". The project action is planned to be in Tudora museum. The project budget is MDL 99,920.00 (\$ 5850) for a period of 6 months.
- A project proposal was developed and submitted to the US Embassy in Moldova, Ambassadors Fund for Cultural Preservation. The proposal title is "Enhancing conservation at Tudora's Museum" and is focused on improving the museum facilities. The project was developed with the participation of the Peace Corps volunteer currently serving in Tudora. The project budget is \$12,564 for a period of 12 months. The project was not approved.

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

During the reporting period Keystone Moldova had 10 participations at international conferences /study visits/workshops outside Moldova (3- USA, 2- Austria, 1- Spain, 1-UK, 3- Romania) and 25 participations at conferences/workshops in Moldova

3.6. Keystone Moldova management issues

- Organized weekly planning and reporting meetings ;
- Developed monthly plans and reports;
- Developed 6 months and 12 months report
- Organized an annual meeting of Keystone Moldova board with the presentation of annual report for 2017 and annual activity plan for 2018. The Board approved the Annual Report, Financial Report, Social Enterprise Report, the donation of a part of a property to one beneficiary family and the registration of the Limited Liability Company for the social economy activities.
- Presentation of Keystone Moldova activities at six KHSI Board meetings.
- Participation of Executive Director at four KHS Senior Leadership Group Meetings
- Meeting of Keystone Moldova Executive Director with the management staff of KHSI in US and discussions on future prospects of Keystone Moldova activities, as well as better integration of Keystone Moldova with KHSI US
- Evaluation of the services facilities. Twelve services were visited to evaluate the buildings and equipment. The evaluation was done with the participation of the services staff and raional authorities. The existing problems have been identified and recommendations have been developed to solve them. In some cases the problems can be solved by the services staff with the support of the authorities. In some cases there is a need for additional resources. The most urgent problems were: procurement of new entrance door and exterior paining for Falesti Community Home; procurement of new entrance door for Orhei Supported Living; new floor with insolation and a new internal door for Ciulucani Community Home, repairmen of the sewerage system of Hansca Community Home, hydro insulation of Chirca Community Home. The executive committee of Keystone Moldova decided to provide the funds for most urgent problems. The funds come from the profit of the social entrepreneurship activities: Keystone Training Center and EcoVox workshop. Some other problems will be solved in the following years.
- The property in Lapusna village, Hincesti raion was donated to Mihai and Maria Grecu. The property was purchased in 2011 for the development of the Supported Living service. The property was formed of a piece of land of land two houses and a household building. The supported living service was developed in the largest of the houses and is still active. The smaller house required more investments in the repairs and was not used at all. Mihai and Maria are two young persons that in 2017 decided to leave the institution and start a new life in the community. Keystone Moldova helped them in this process and decided to offer them the unused small house. They moved to a rented house in Lapusna and started the renovation works. Keystone Moldova also helped them raise funds for the partial renovation of the house. Mihai and Maria got married. The Keystone Moldova board approved in March 2018 the donation of the separated part of the property that comprises a piece of land of 0,0485 ha, a house and a storehouse to Mihai and Maria Grecu