



KEYSTONE  
HUMAN SERVICES INTERNATIONAL  
MOLDOVA ASSOCIATION

**REPORT ON ACTIVITIES AND RESULTS**  
**2013**

**PROJECTS STARTED / ONGOING / ENDED IN 2013**

COMMUNITY FOR ALL - MOLDOVA PROGRAM (2008-2016).....	2
EQUAL ACCESS TO EDUCATION (2010 – 2014) .....	14
JOINT MEDIA STRATEGY GROUP PROMOTION OF THE SOCIAL INCLUSION OF PERSONS WITH DISABILITIES – PHASE III (2011-2013) .....	15
MEDIA PROMOTION OF THE SOCIAL INCLUSION OF PERSONS WITH DISABILITIES (2013 - 2014) .....	16
PUBLIC-PRIVATE PARTNERSHIP FOR THE SUSTAINABLE DEVELOPMENT OF LOCALLY GOVERNED DISABILITY SERVICES: SUPPORTING DECENTRALIZATION REFORM (2012 - 2014).....	17
UN CONVENTION - GUARANTEE OF PREVENTION OF DISCRIMINATION FOR PERSONS WITH DISABILITIES (2012 - 2013).....	18
PEOPLE WITH DISABILITIES - ACTORS IN PREVENTING AND FIGHTING DISCRIMINATION (2013 - 2014).....	18
PRODUCTION OF BAGS AND PURSES FROM FOOD PACKAGING AND PLASTIC BAGS (2012-2013).....	19
MICRO-ENTERPRISE INCUBATOR (2013 - 2014) .....	19
PREVENTION OF STIGMA AND DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES IN SCHOOLS ON BOTH BANKS OF NISTRU RIVER (2013-2014) .....	19

## COMMUNITY FOR ALL - MOLDOVA PROGRAM (2008-2016)

The Community for All - Moldova Program was created through the established partnership between Keystone Human Services International in the United States, the Ministry of Labor, Social Protection and Family from Republic of Moldova, Open Society Foundations/Mental Health Initiatives, Soros Foundation – Moldova, and Keystone Moldova.

**Program Goal:** to contribute to the reform of the system of care and social protection of persons with disabilities, with a view to their social inclusion.

### Program objectives:

- Prevention of institutionalization / Deinstitutionalization of children and adults with severe mental disabilities from Orhei institution and reuniting with their biological families, joining foster families, or moving into community based services;
- Development of community based services that meet the varying needs of people with disabilities and their families/caregivers;
- Development of legal framework for newly developed services;
- Development of supportive community environment through changing attitudes and behaviors of population regarding persons with disabilities.

### Program beneficiaries:

- Children and adults from Orhei Home for Children (boys) with Mental Disabilities or in risk of institutionalization;
- Biological, extended or foster families of persons with mental disabilities;
- Social assistance for persons with mental disabilities services providers;
- Public authorities (both at local and central level);
- Community members.

### Program Fundamentals:

- Partnership with MLSPP, Ministry of Education, Local Public Authorities, other NGOs;
- Active involvement of communities in developing the action and support plans aimed at improving lives of persons with mental disabilities;
- Person centeredness in service delivery;
- Constant training and mentoring provided to all stakeholders involved in the program;
- Insuring sustainability of the services aimed at persons with mental disabilities.

### Activities and results:

#### **COMPONENT 1. *Prevention of institutionalization / Deinstitutionalization of children and adults with severe mental disabilities from Orhei institution and reuniting with their biological families, joining foster families, or moving into community based services***

In 2013, 28 boys and men with mental disabilities have been deinstitutionalized from Orhei institution, and (re)integrated with their biological or extended families, placed in substitutive families (foster and shared care facilities), or moved in community living arrangements (community homes and supported livings) (Table 1).

**Table 1. Persons with mental disabilities transferred from Orhei institution to their families or into community based services**

Type of service	2013	2008-2013
Biological / extended family	3	45
Foster family	1	4
Shared living	3	4
Community homes	19	33
Supported living	2	10
<b>Total</b>	<b>28</b>	<b>96</b>

In ensuring the transfer of persons with disabilities from the institution back to their families or into the community-based services, Keystone Moldova provided different types of support to the direct beneficiaries and to their biological / extended or substitutive family members, LPAs, service providers, Orhei institution staff. The types of support provided include:

- assessment of persons with disabilities' needs and development of individual assistance plans;
- family and community services assessment;
- preparing the documents necessary for deinstitutionalization;
- development of the service's social design;
- purchasing and furnishing the houses based on the needs of beneficiaries;
- support in staff recruitment and training;
- matching services providers with the potential clients;
- empowerment of local authorities to ensure social inclusion of persons with disabilities;
- support in monitoring the quality of services provided etc.

During the reported period, the C4A-MD team continued to support the community inclusion of the persons deinstitutionalized during the previous years. All in total, 96 children and adults have been deinstitutionalized from Orhei institution with C4A-MD team support since the Program started: 45 beneficiaries have been (re)integrated into their biological families; 33 - in Community Home services; 10 - in Supported Living services; 4 - in Foster Care services and 4 adults - in Shared Living services (Table 1). Additionally, 46 adults and children with mental disabilities referred to the C4A-MD Program by the MLSPF have been prevented of institutionalization.

All the deinstitutionalized / prevented of institutionalization children and adults with disabilities received assistance based on their needs assessment and the Individual Assistance Plans. During the reported period, the C4A-MD staff conducted person-centered planning (PCP) sessions for 41 beneficiaries. Keystone Moldova is supporting the development of PCP sessions every 6 months. All in total, up to the moment, 305 PCP sessions have been completed, including 26 North Star PCP sessions. 100% of persons in direct assistance of C4A-MD program for more than three months have Individual Assistance Plans.

For the implementation of the Individual Assistance Plans the following types of support have been provided by the C4A-MD team:

- life skills development,
- social assistance,
- health care assistance,
- labor inclusion support,
- assistance in improving communication and relationships,
- material aid to improve living conditions,
- self-advocacy and self-determination activities,
- recreation and leisure activities etc.
- psychological counseling,
- legal assistance,
- school inclusion,
- behavioral support,

From the beginning of the C4A-MD Program implementation, more than 2/3 of Keystone Moldova beneficiaries (including 13 beneficiaries in 2013) received support for the improvement of their challenging behaviors. Due to the qualified support, the majority of them registered significant behavior progress and became less uncooperative, hurtful to others and socially offensive. Based on that, the hours of behavioral support delivered by Keystone Moldova decreased substantially lately.

72 beneficiaries living in their families or in the community based services received medical support in 2013. Usually the support is given through the family doctor offices, but is facilitated and monitored by Keystone Moldova staff. Medical support includes a wide range of activities: medical assessment of children and adults with disabilities, drugs procurement and administration, support to families and services staff in providing medical assistance to persons with disabilities, monitoring the condition of the beneficiaries etc.

Keystone staff worked a lot on inclusion of beneficiaries into mainstream community based services such as day care centers, rehabilitation services, churches, schools etc. To insure the school inclusion (either into regular community schools and/or attending the resource centers for inclusive education) the C4A-MD Program provided specialized support to children with mental disabilities through support teachers, psycho-pedagogues and personal assistants. All the beneficiaries included in regular schools due to C4A-MD contribution benefit of support teachers. Since September 1<sup>st</sup> 2013, all support teachers are included into the state budget due to Keystone Moldova advocacy activities provided at the national and local governments level. Keystone Moldova has piloted the concept of inclusive education in 22 schools in 15 rayons. More than 300 children with special educational needs, including deinstitutionalized children from Orhei institution, benefited of inclusive education. All in total up to now with Keystone Moldova support, 29 children deinstitutionalized from Orhei institution or prevented from institutionalization were included in regular schools and kindergarten (27 – in schools and two – in kindergarten). In addition, more than 300 children attend daily the Resource Centers for Inclusive Education created with Keystone Moldova support in 15 schools.

In 2013 the C4A-MD Program provided psychological counseling to 26 beneficiaries (persons with disabilities and/or their family members). Most often, psychological counseling was provided at family members' request, when crisis situations occurred, and it aimed at identifying best solutions to solve the problems.

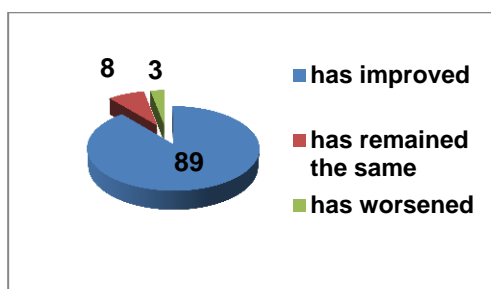
Keystone Moldova and services staff facilitated the development of relationships of beneficiaries from substitutive families and housing services with their parents, extended families, other relatives. As a result of these activities, twenty persons from services developed with Keystone Moldova support get in contact with their families and relatives. All of them were visited by their families / relatives in the Services and ten persons visited at least once their families and relatives in their native communities.

Keystone Moldova continued to strengthen the capacities of the adults deinstitutionalized from Orhei institution to become advocate for their rights and better life. In this context, 15 persons deinstitutionalized from Orhei institution (five from biological/extended/substitutive families and ten – from housing services) were encouraged to become members of the self-determination group developed with Keystone Moldova support. The group had regular monthly meetings on different issues, like the right to live in a community, the right to work, the right to medical care etc. Three adults were involved in narrative story telling seminars and learned how to tell their own stories to influence the promotion of their rights and to influence the decision makers. Eight persons with intellectual disabilities were taught by Keystone Moldova to make pictures and participated at the annual exhibition of pictures made by persons with intellectual disabilities at the Ministry of Labor, Social Protection and Family.

The C4A-MD team has also provided support to persons with mental disabilities and their families through Mobile Teams and Respite care services. In this regard, during the reported period 371 persons have been assisted by the Mobile Teams and 98 persons – by Respite services.

*Beneficiaries' progresses.* According to the data of Beneficiary Impact Assessment<sup>1</sup> that was finished during the reporting period of time, the overall conditions of more than 60% of beneficiaries of C4A-MD Program improved significantly compared to the period preceding the cooperation with Keystone Moldova. In case of 30% of beneficiaries, the overall condition remained the same and it worsened only in case of 4% of beneficiaries. The share of respondents who indicated that the overall condition of the beneficiaries improved is higher among deinstitutionalized persons (89%) (Figure 1).

**Figure 1. Perception of caregivers about the overall conditions of deinstitutionalized persons in comparison with the period preceding the cooperation with Keystone Moldova (%)**



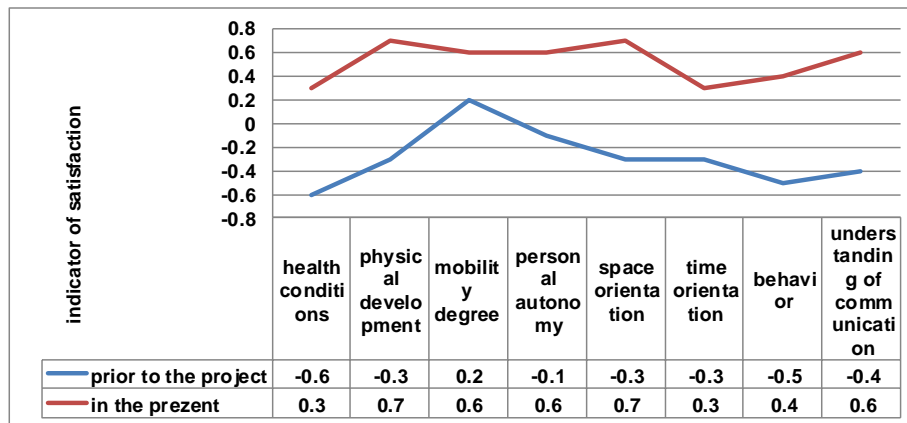
The Beneficiary impact assessment also showed the improvement of all aspects of quality of life of C4A-MD Program beneficiaries: health condition, physical development, degree of mobility, degree of autonomy, orientation in space and time, behavior, owning of a personal space, alimentation, domestic skills, skills for work outside the household, inclusion in primary social services, relationship with family members, relatives, neighbors, community social worker etc. The share of respondents that indicated the improvements of different aspects of the quality of life is higher among the persons deinstitutionalized from Orhei institution (Figure 2).

<sup>1</sup> The “Beneficiary Impact Assessment” sociological research has been deployed in 2013 and it aimed at assessing the impact of the C4A-MD Program on its beneficiaries. The Romanian version of the Report can be accessed at

<http://keystonemoldova.md/assets/documents/ro/publications/BIA.pdf>

Sample of the research: 83 children and adults deinstitutionalized from Orhei institution or prevented from institutionalization (that have been in services for more than one year) and 112 service providers, local and national governments representatives, parents of children with special education needs, 38 Person Centered Planning and 38 Scales of Independent Behavior-Revised.

**Figure 2. Perception of caregivers regarding changes in different aspects of quality of life of deinstitutionalized persons (indicator of satisfaction<sup>2</sup>)**



According to research results, the overall health condition of persons deinstitutionalized from Orhei institution has improved from -0.6 to +0.3 compared to the period preceding the entry into the C4A-MD Program. The physical development of beneficiaries has increased from -0.3 to 0.7. The mobility degree of beneficiaries has improved from 0.2 to 0.6. The personal autonomy of beneficiaries has increased from -0.1 to 0.6. The orientation of beneficiaries in space has increased from -0.3 to 0.7. The orientation of beneficiaries in time improved from -0.3 to 0.3. The behaviors of beneficiaries improved from -0.5 to 0.4. The understanding of communication of beneficiaries increased from -0.4 to 0.6.

As a result of the analysis of the 46 person-centered plans, positive changes have been noticed in the relationship circle of the assisted persons (Table 2). The average number of persons in the relationship circles has increased from 13.4 persons before the project to 22.6 people currently. The most significant increases were registered in the category of the people placed in FFC/ShL (from 24 to 40.4) and CH/SL (from 14.2 to 24.7). Although positive changes have also been recorded in the circle of privacy, the increase is not as significant as compared to the other circles - from 2.3 to 2.9. The category of people prevented from institutionalization has even registered a decrease in the number of persons who were part of the circle of privacy, from 3.7 to 2.9 people. The average number of people in the circle of friends has grown from 2.6 to 6.3 persons. The highest increase was recorded among those who were integrated into the biological family and those who have been placed in FFC/ShL. Also, the number of people in the circle of participation has doubled (from 2.6 to 5.6). A moderate increase was also registered in the circle of exchanges.

**Table 2. Circle of relationships (arithmetic mean)**

	Before the project	After the project
<b>Average number of persons in relationship circles</b>		
Reintegrated into biological family	10,5	17,9
Prevented from institutionalization	11	17,4
Placed in FFC/ShL	24	40,4
Placed in CH/SL	14,2	24,7

<sup>2</sup> Changes in the quality of life were measured based on the indicator of satisfaction with different aspects of the beneficiary's life before acceptance in the C4A-MD Program and at the time of research. The indicator of satisfaction for each aspect was calculated on the basis of the following formula:

$$\text{Indicator of satisfaction} = \frac{1,0 \times n_1 + 0,5 \times n_2 + (-0,5) \times n_3 + (-1,0) \times n_4}{n_1 + n_2 + n_3 + n_4}$$

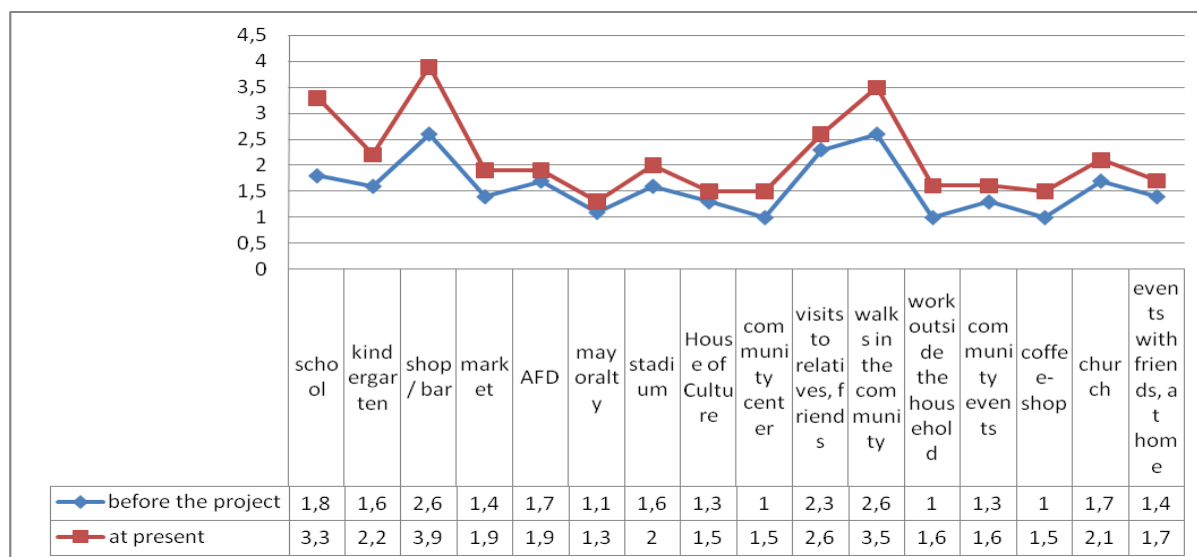
where: n1 – the number of respondents, who indicated that they are fully satisfied with certain aspects of the quality of life, n2 – the number of respondents, who indicated that they are rather satisfied, n3 – the number of respondents, who indicated that they are rather unsatisfied, n4 – the number of respondents, who indicated that they are not satisfied at all.

The indicator of satisfaction can have values comprised between (-1) and (+1). The closer the indicator value is to (-1), the higher is the degree of dissatisfaction. The closer the indicator value is to (+1), the higher is the degree of respondents' satisfaction.

Total	13,4	22,6
<b>Average number of persons in privacy circles</b>		
Reintegrated into biological family	3	3,2
Prevented from institutionalization	3,7	2,9
Placed in FFC/ShL	2,8	3,4
Placed in CH/SL	0,8	2,5
Total	2,3	2,9
<b>Average number of persons in the circle of friends</b>		
Reintegrated into biological family	0,5	4,4
Prevented from institutionalization	1,6	4,8
Placed in FFC/ShL	3,6	11
Placed in CH/SL	4,9	7,6
Total	2,6	6,3
<b>Average number of persons in the circle of participation</b>		
Reintegrated into biological family	1,9	4,1
Prevented from institutionalization	0,8	3,2
Placed in FFC/ShL	9	16,8
Placed in CH/SL	2,2	4,9
Total	2,6	5,6
<b>Average number of persons in the circle of exchanges</b>		
Reintegrated into biological family	5,2	6,2
Prevented from institutionalization	5	6,6
Placed in FFC/ShL	8,6	9,2
Placed in CH/SL	6,2	9,6
Total	5,9	7,8

The research results reveal that, as a result of project interventions, most of the beneficiaries access the community-based services more frequently (Figure 3). Thus as per the Figure 3, increased the frequency of attendance of beneficiaries of school, kindergartens, shop/bars, walks in the community, going to church etc.

**Figure 3. Attendance of community-based services before the project and at present (arithmetic mean)**



Depending on the current residence, in the case of persons integrated into biological families, the indicator of attending the school (3.5), the kindergarten (2.4) and the center of family doctors (2) is the highest. In the case of persons staying in FFS/ShL, the best results were registered in attending the school(6), the store (4.2), the community center (2.8), the church (3.2), visiting relatives/friends (3.4). Most frequently, the beneficiaries of SL and CH services go for a walk within the community (4.1), do work outside the household (2.6) or go to the market (2.3) (Table 3).

**Table 3. Attendance of community social services by beneficiaries, based on current residence (arithmetic mean)**

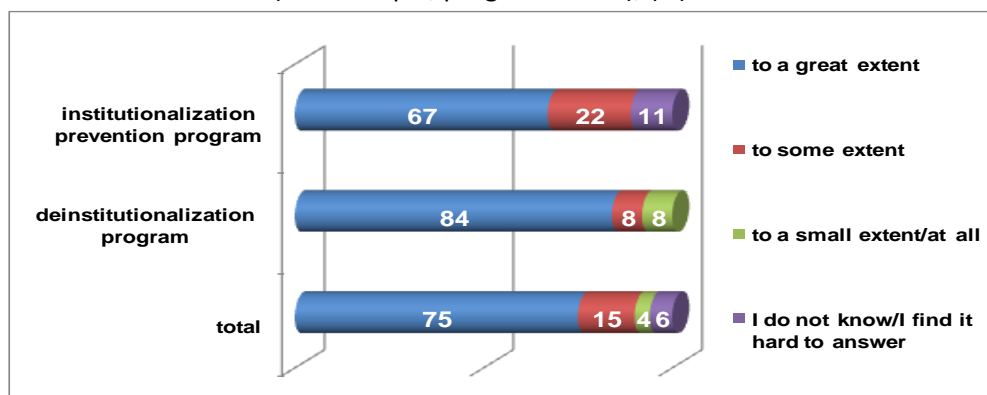
	Total	Biological family	FFC/ShL	CH/SL
School	3.3	3.5	6	1.1
Kindergarten	2.2	2.4	1	1.2
Store/bar	3.9	4	4.2	3.6
Market	1.9	1.8	1.8	2.3
Association of family doctors	1.9	2	2	1.7
Mayoralty	1.3	1.3	1.4	1.4
Stadium	2	2.1	2	1.7
House of Culture	1.5	1.4	2	1.8
Community center	1.5	1.6	2.8	1.1
Visits to relatives, friends	2.6	2.8	3.4	2
Walks in the community	3.5	3.3	3.8	4.1
Work outside the household	1.6	1.2	1.5	2.6
Community events	1.6	1.5	2	1.6
Coffee-shops	1.5	1.4	1.8	1.6
Church	2.1	2.1	3.2	1.7
Events with friends, at home	1.7	1.7	1.8	1.6

The results of the interviews and focus groups with service providers concluded that the SL beneficiaries are better integrated into the community social services than those from CH, because, in most cases, the severity of disabilities in the first category is less serious. The main community-based services that are accessed by children/adults who were deinstitutionalized and then placed in FFS/ShL services are: the stores, health care facilities, schools, day-care centers for people with disabilities, stadium, church, rehabilitation centers, park, museum, monastery etc.

Problems identified by the service staff related to the integration of beneficiaries into community-based services are as following: the challenging behavior of some of them, the distant attitude of the society towards deinstitutionalized persons with disabilities, low level of access of services for persons with physical disabilities, limited capacities of staff on how to work with beneficiaries and community for their integration in services, etc.

*Level of correspondence of C4A-MD support to beneficiaries needs.* More than 2/3 of beneficiaries reported that the assistance provided by C4A-MD Program corresponds to a great extent to their needs. The share of persons that reported that the support provided by C4A-MD Program corresponds to a great extent to their needs is higher among the persons deinstitutionalized from Orhei institution (84%) (Figure 4).

**Figure 4. Degree of correspondence of the support provided by the C4A-MD Program to the beneficiaries' needs (total sample, program-based), (%)**

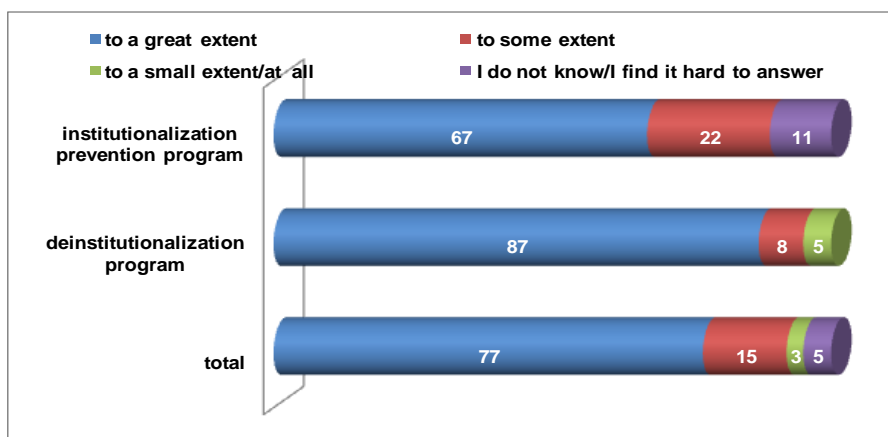


*Level of satisfaction of beneficiaries with C4A-MD Program support.* 77% of respondents indicated that they are satisfied to a great extent with the support provided by the C4A Program, 15% - are satisfied to a some extent, 3% – to a small extent and 5% – did not answer. The share of respondents who indicated that they are satisfied to a



great extent with the support provided by C4A Program is higher among the persons deinstitutionalized from Orhei institution (87%) (Figure 5).

**Figure 5. Respondents' degree of satisfaction with the support provided by the C4A-MD Program (%)**



## COMPONENT 2. Development of community based services that meet the varying needs of people with disabilities and their families / caregivers

To support the social inclusion of persons with disabilities, Keystone Moldova supported the public authorities to create 54 community based services to date (including 18 services developed in 2013) – Table 4.

**Table 4. Social services developed within C4A-MD Program**

Type of service	Nr. of services	
	2013	2008-2013
Foster Care	1	4
Shared Living	3	4
Community Home	3	6
Supported Living	1	3
Mobile Team	8	17
Respite	1	3
Labor inclusion social service	1	1
Playground room	0	1
Resource Centers for Inclusive Education	0	15
<b>Total</b>	<b>18</b>	<b>54</b>

In addition to the developed services, Keystone Moldova provided specialized support to individuals through hiring personal assistants, psycho-pedagogues and support teachers.

The following activities have been performed within C4A-MD for this purpose:

- Signing the partnership agreements between Keystone Moldova and LPAs on social services development;
- Identifying and purchasing the houses designated for housing services;
- Monitoring the construction / renovation works for housing services;
- Development of the service's social design;

- Purchasing, furnishing and equipping the houses based on the needs of beneficiaries;
- Support to LPAs in staff recruitment and training;
- Identification of suppliers of the food products, hygienic, medicines and household stuff;
- Promotional seminars and workshops;
- Monitoring the quality of services delivered to beneficiaries;
- Support in increasing financial sustainability of the newly created community based services etc.

To ensure the financial sustainability of the services, Keystone Moldova provided assistance to the national and local governments to develop and plan the costs for newly created services. Starting 2012, the Moldovan Government is allocating funds for the services developed by local public administrations with Keystone Moldova support in annual national budget. During 2013, the C4A-MD team provided assistance to LPAs in revising the budgets of developed community based services. As a result, the budgets for all new developed services have been approved. For one beneficiary placed in Community home, the state allocated estimated 52.000 MDL (4.000 \$) per year, for one beneficiary placed in Supported living – estimated 45.000 MDL (3.400\$), for one beneficiary placed in foster care – 42.000 MDL (3.230\$) and for one beneficiary placed in Respite service – 71.500 MDL (5.500 \$) per year. Due to the fact that in October 2013 the wage legal framework has been amended, almost 75% of the financial resources approved for one beneficiary in the community based services will be spent for salaries. In this regard, the team had analyzed the State Budget Bill and provided recommendations on changing the mechanism and the procedures of planning financial resources for community based services.

Additionally to that the team monitored the implementation of the budgets for the old services by local public administration and assisted the LPAs in redirecting the accumulated savings, in order to improve the quality of life of beneficiaries.

In 2013 Keystone Moldova started to work on the new type of housing services – **renting housing** for the deinstitutionalization of persons from Orhei institution.

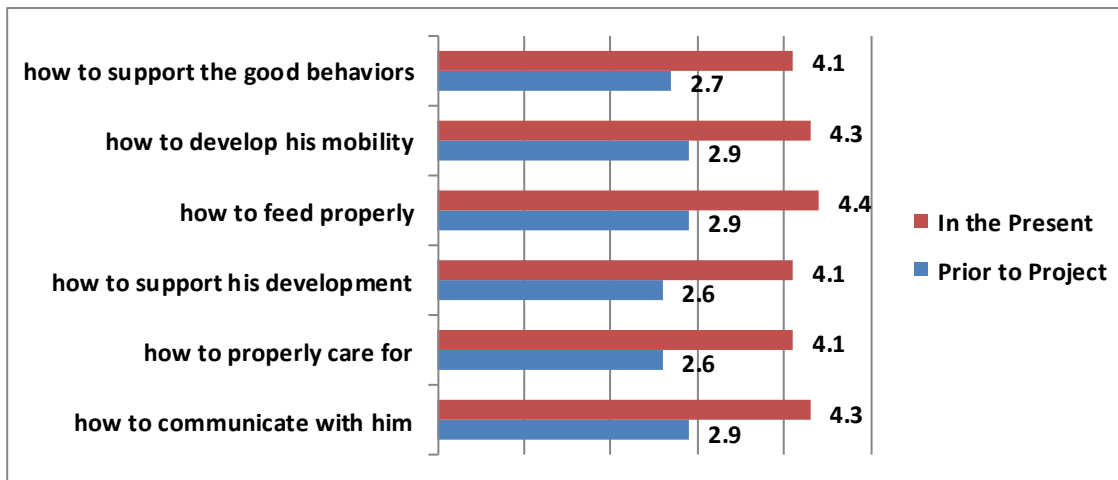
Keystone Moldova continued to develop the capacities of services providers, community representatives, persons with disabilities and their parents and its own staff. Strengthening capacities has been performed through **empowerment and training activities** and aimed at ensuring social inclusion of people living in difficult social situations, including persons with disabilities. To date, 14.080 person/days of training have been conducted, including 3.833 persons/days of training during 2013. Keystone Moldova has the expertise in conducting the trainings in the following domains:

- Social role valorization.
- Development and implementation of Person Centered Plans.
- Development of placement services for persons with disabilities: Community Homes, Supported Living, Respite, Foster Care, Shared Living.
- Development and implementation of support services for persons with disabilities: Mobile Teams, Personal Assistance, support teacher, educational psychological counseling etc.
- Provision of community-based services based on specific needs of persons with disabilities: ways of evaluating the needs of persons with disabilities, types of community-based services, implementation of support services, monitoring and evaluation of service quality and beneficiaries' progress.
- Inclusive education: implementation methodology, techniques used to evaluate children's special educational needs, empowerment of the multidisciplinary team and support teachers, development and implementation of Individual Educational Plans, development of school curricula based on special educational needs of children, etc.
- Development of the legal framework for the social protection of and assistance to persons with disabilities.
- Monitoring and evaluation of the quality of services for persons with disabilities.
- Development of new communication strategies in promoting the rights of persons with disabilities (advocacy and self-advocacy, narrative storytelling, self-filming, Forum Theater etc.).
- Implementation of the UN Convention on the rights of persons with disabilities locally: strategic plan development, implementation, monitoring and participatory evaluation.

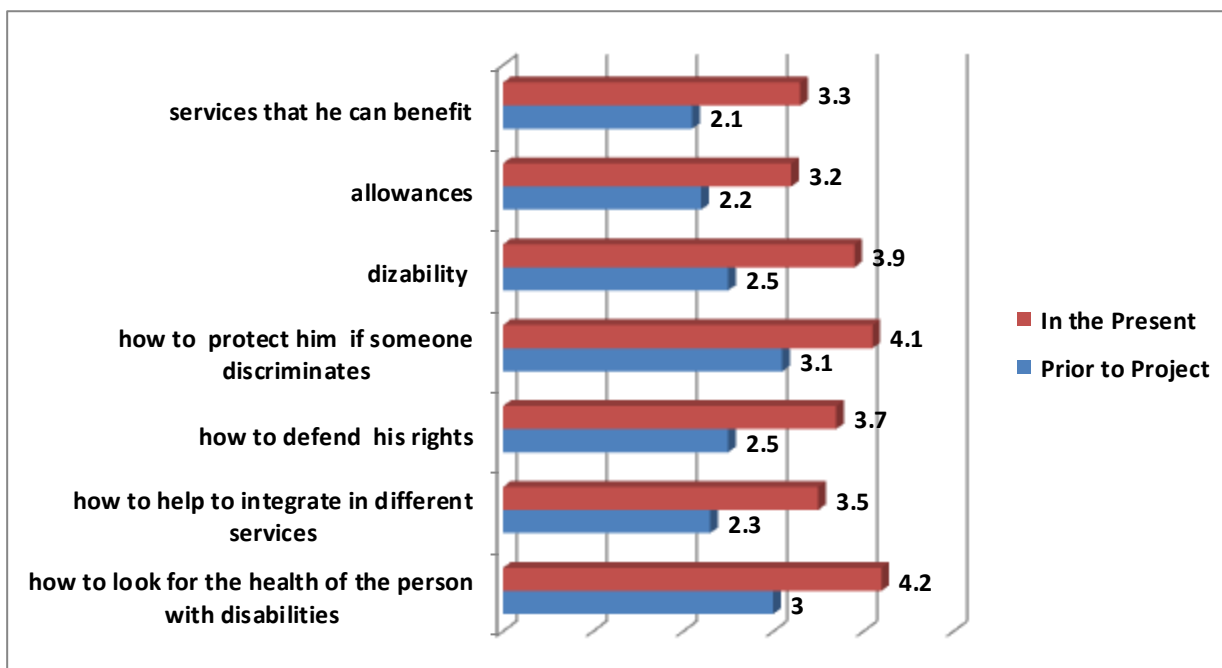
- Other training according to the needs of target groups.

Based on the results of Beneficiaries Impact Assessment, the trainings and technical assistance provided within C4A-MD Program to service deliverers had a big impact on improving their knowledge and capacities regarding different aspects of care of persons with intellectual disabilities, like supporting the good behaviors, developing mobility, nutrition, supporting the development, communication, protection against the discrimination, how to look for the health (Figure 7 and 8).

**Figure 7. Level of caregivers' knowledge regarding the different aspects of care of persons with intellectual disabilities (range from 1 to 5, where 1- very low level of knowledge and 5 - very high level of knowledge)**



**Figure 8. Level of caregivers' knowledge regarding the different aspects of care of persons with intellectual disabilities (range from 1 to 5, where 1- very low level of knowledge and 5 - very high level of knowledge)**



Nevertheless, the survey shows that there is still a need for improvement of caregivers' knowledge in the following domain: services that he can benefit from, allowances, how to defend the rights of beneficiaries, integration in different services, beneficiaries' involvement in decision making processes.

### **COMPONENT 3. *Development of legal framework for newly developed services***

Through the C4A-MD Program, Keystone Moldova (i) is providing support to the in-line ministries in developing regulations and standards, as well as handbooks for the services developed with its support, (ii) is providing recommendations for improvement of legislative and normative draft acts designed by different public authorities, aimed at ensuring the rights of persons with disabilities, (iii) is performing documentation of best practices for social inclusion of persons with disabilities at national and international level; (iv) is conducting public consultations with service providers and other public and private stakeholders in order to develop or improve legal provisions on disability; (v) is participating in the sectorial working groups' meetings on the development of the legal framework for disability.

During 2013, the following normative documents have been developed and approved at the national level with Keystone Moldova support: Methodological Guidelines for Assessment, Deinstitutionalization and Social Inclusion of Persons with Mental Disabilities; Mobile Team Handbook; the Curricula and Course Support on Training the Specialists Employed in the National Agency for Employment and its Territorial Structures in providing support for people with disabilities in job seeking; the Regulation and Standards for Shared Living Service. In addition, Keystone Moldova assisted the MLSPP in developing the social contracting mechanism.

To date, with Keystone Moldova support, the following legal and normative acts have been elaborated and approved (in addition to those mentioned above): the Law on Social Inclusion of Persons with Disabilities; the Strategy for Social Inclusion of Persons with Disabilities; the Regulations and Standards for Community Homes, Supported Living, Mobile Team, Personal Assistance, Respite Care and Shared Living Services; Regulations on reallocation of funds within the reform of residential care institutions; the Methodology of implementation of inclusive education in schools.

### **COMPONENT 4. *Development of supportive community environment through changing attitudes and behaviors of population regarding persons with disabilities.***

The following results (achieved in 2013) can be outlined within this component:

- 5 short films documenting the life of people with disabilities who left the institutions have been developed and disseminated:

“I have a family” - [https://www.youtube.com/watch?v=GNO-HZt\\_Tw4](https://www.youtube.com/watch?v=GNO-HZt_Tw4)

“I can work” - <https://www.youtube.com/watch?v=muZlq8cbUg8>

“Learning to be independent” - <http://youtu.be/Qql2zdtW8QI>

“I want all boys at the institution to live with a family” - <http://youtu.be/D1YQR2ReySQ>

“I want a better life for my children” - <http://youtu.be/HGZhKkKrx8>

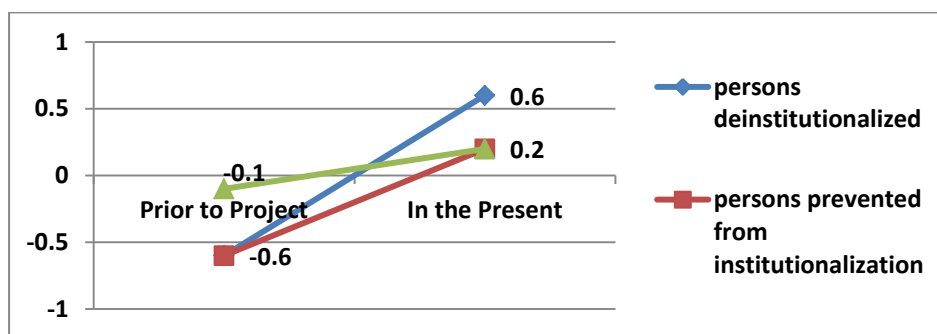
Also, the short video “I can work!”, developed by Keystone Moldova was presented within the fourth edition of the Festival “Films without barriers”, on November 29, 2013. This Festival is organized by Motivation Moldova once in two years and highlight the difficulties that people with disabilities face and how they overcome these problems.

- The personal story (“I want good memories”) of Poraico N. (who used to live in Orhei Home for children with mental disabilities and now lives in the community) was published in “The State of the World’s Children 2013: Children with Disabilities” report launched by UNICEF on May 30, 2013 - [http://www.unicef.org/publications/index\\_69379.html](http://www.unicef.org/publications/index_69379.html).
- In 2013 Keystone Moldova joined the pan-european campaign Opening Doors for Europe’s children - <http://www.openingdoors.eu/> and <http://www.openingdoors.eu/where-the-campaign-operates/moldova/>. The campaign culminated with public discussions in the Moldovan Parliament on the deinstitutionalization issue on November 20, 2013. The message transmitted by NGOs to the members of the Parliament and Government is that the funds should be spent on the transition from institutional to community based care (de-institutionalization).
- 7 promotional materials have been developed and printed: three posters and nine leaflets. This includes: the leaflet and the poster promoting the project on developing the Mobile Team social service; 3 leaflets

promoting Community Home and 2 leaflets promoting Supported Living social services. These communication materials can be found on <http://keystonemoldova.md/en/publications-and-resources/communication-materials/>.

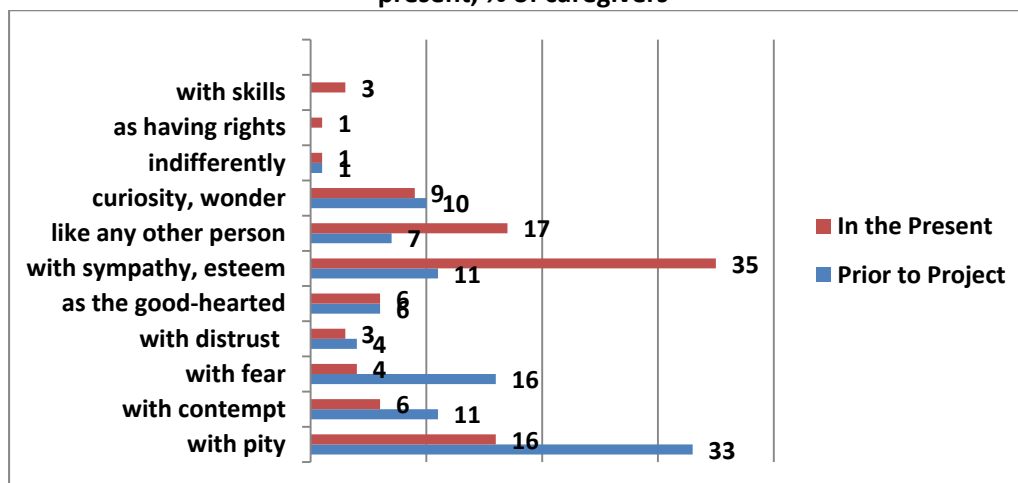
As per the Beneficiary Impact Assessment, the activities developed by Keystone Moldova to change the community environment regarding persons with intellectual disabilities had a big impact on both: changing communities' attitudes regarding persons with disabilities and the rights of persons with intellectual disabilities to live in a community. Thus in case of persons deinstitutionalized from Orhei institution, the index of satisfaction of respondents with community attitude increased significantly during the period of implementation of C4A-MD Program (from -0.6 (prior to the project) until 0.6 (in the present)). In case of persons prevented from the institutionalization the index of satisfaction increased from -0.6 (prior to the project) until 0.2 (in the present) (Figure 9).

**Figure 9. Assessment of changes in the attitudes of community members toward persons with mental disabilities, per programs (indicator of satisfaction)**



Community perceptions regarding persons with disabilities also changed dramatically. Thus in the present there are less persons that look at persons with disabilities with fear, with distrust, with contempt, with pity and more persons that look at them with sympathy and esteem, like any other person (Figure 10).

**Figure 10. Community perceptions regarding persons with intellectual disabilities prior to the project and in present, % of caregivers**



During the reporting period, an *International Conference on "Deinstitutionalization Opportunities on Social Inclusion of Persons with Intellectual Disabilities in EaP Countries"* was organised. The event was attended by 12 foreign experts in social inclusion from Ukraine, Kazakhstan, Republic of Armenia and Kyrgyz Republic and by other 40 Moldovan representatives of central and local public authorities, NGOs and civil society. The event aimed at the exchange of experience among Keystone Moldova and EaP countries' in the field of deinstitutionalization and social

inclusion of persons with intellectual disabilities. The foreign experts had the opportunities to visit social care services developed within C4AMoldova Program and to meet with the representatives of LPA and central government. The Conference discussions and workshops led to the development of regional strategic recommendations in the field of deinstitutionalization and social inclusion.

### **EQUAL ACCESS TO EDUCATION (2010 – 2014)**

The project is part of the Community For All – Moldova Program (see above). The Project is funded by Open Society Foundations / Early Childhood Program, Open Society Foundations / Mental Health Initiative, Soros Foundation – Moldova and Keystone Human Services International.

**Goal:** to increase the equal access to education of children with special educational needs (SEN) in 22 schools from 15 rayons of Republic of Moldova.

#### **Objectives:**

- To develop models of inclusive school programs for children with special educational needs, including with mental disabilities, in 15 pilot communities throughout Moldova;
- To develop the supportive environment necessary for the integration of children with special educational needs, including with mental disabilities, in mainstream educational institutions (schools or kindergartens) within 15 pilot communities;
- To encourage a non-discriminatory opinion of community members regarding children with mental disabilities enrolled in mainstream educational institutions;
- To develop regulations and standards necessary to support inclusive schools in Moldova and promote approval of these regulations and standards at the national level;
- Capacity-building in inclusive education of teachers from the schools;
- To promote the model of inclusive schools at the national level for their replication throughout Moldova.

During the reporting period, 10 out of 15 Resources Centers for Inclusive Education (RCIE) have been developed, equipped and launched. More than 215 people participated at the launch event. 445 children benefited of inclusive education services (including 171 children with special educational needs (SEN) and their 274 class mates) due to assistance provided by Keystone Moldova to 15 RCIE. Starting September 2013, 204 children with SEN have individual educational plans. 184 children with SEN from 22 communities have been assisted by 30 support teachers. During the reporting period, several trainings for inclusive education stakeholders have been organized within the Project :

- 12 trainings for the specialists of the Psycho-Pedagogical Service, Methodists, and inspectors of 12 Education Departments (304 participants) in “Aspects of implementing Inclusive education”;
- 2 trainings and 22 follow-up activities for school managers in „Developing the managerial plan and the school development plan in terms of inclusive education”;
- 7 trainings and 14 follow-up activities school teachers from 7 pilot-schools (74 participants) in „Aspects of inclusive education in the teaching-learning process”;
- „The role and the responsibilities of the support teacher” (1 training for 20 support teachers);
- One workshop for 22 multidisciplinary team coordinators in “Multidisciplinary team activity – roles and responsibilities within the school”

Also in 2013, 1000 copies of the „Inclusive Education. Methodological guide for primary and secondary schools” book has been edited.

#### **The main Results of the Project during 2010-2014 are:**

- a) Keystone Moldova has been involved in developing policy documents regarding inclusive education implementation in Moldova. Thus, Keystone Moldova
  - has developed the Inclusive Education Methodology approved by the Ministry of Education

(Decision nr. 738 from 15 August 2011 regarding the inclusive education pilot in Moldovan educational institutions)

- has drafted Type-Regulation and Standards for inclusive schools;
  - has participated in developing the policy documents regarding the residential system reform and inclusive education implementation, such as: Education Strategy 2020, Regulations on Psycho-Pedagogical Services at national and rayon levels, and the Quality Standards of primary and secondary schools.
- b) Inclusive education is piloted in 22 schools from 15 rayons of Republic of Moldova;
- c) inclusive education services developed (Support Teacher, Psycho-Pedagogue, Resources Center for Inclusive Education, and Multidisciplinary School Commission, responsible for the assessment of children with SEN);
- d) 490 children along with their parents have received support for school inclusion;
- e) An inclusive education environment developed through the capacity building of school teachers, parents, students / pupils, and other community members, and through awareness raising campaigns;
- f) Local Public Authorities have been assisted in planning funds in their budgets to insure the sustainability of the developed inclusive education services. Funds have been reserved for all 15 Resources Centers for Inclusive Education. Since September 1<sup>st</sup> 2013, all support teachers are included into the state budget due to Keystone Moldova advocacy activities provided at the national and local governments level.

### **JOINT MEDIA STRATEGY GROUP PROMOTION OF THE SOCIAL INCLUSION OF PERSONS WITH DISABILITIES – PHASE III (2011-2013)**

During 2013, Keystone Moldova had finished to implement the Project *Joint Media Strategy Group Promotion of the Social Inclusion of Persons with Disabilities – Phase III*. The Project started in September 1, 2011 and ended in August 31, 2013. The Project has been funded by Health Media Initiative / Open Society Foundations.

**Project Goal:** to promote social inclusion of people with disabilities by changing the behaviour of Moldovan citizens and to increase the general level of acceptance of people with disabilities. The project aimed on supporting the creation of a self-advocacy and a parent advocacy group and to strengthen them both in terms of their media work and from an organizational perspective; and to increase awareness and understanding as a way to reduce stigmatizing attitudes towards people with disabilities through the development and implementation of a joint media campaign.

#### **Project Objectives:**

- Support people with disabilities and their family members to overcome structural obstacles that they face in fighting for their rights by involving them in advocacy groups.
- Promotion of the human rights of people with mental disabilities through documenting stories about people who have left Orhei Institution.
- To reduce stigmatizing attitudes through the development and implementation of a joint media campaign by all Joint Media Strategy Group (JMSG) members.
- Promotion of the social inclusion through a national film festival for films developed by people with disabilities and their family members.

The following results have been achieved during 2013 within this Project:

- A national anti-stigma media campaign was implemented by the JMSG (Keystone Moldova, AO “Somato”, EIC “Voinicel” and AO “Women and Child – Protection and Support”). Within this campaign, the following results have been achieved:
  - 10 info sessions on preventing discrimination towards children with disabilities were organized in 10 kindergartens from Chisinau municipality and approximately 240 people participated in these activities.

- 7 leaflets on different topics related to disability were developed and disseminated among kindergarten workers and parents of children attending kindergarten.
- 28 seminars on preventing discrimination towards people with mental disabilities were organized in 6 schools for 472 pupils.
- A report on the assessment of the knowledge and attitudes towards people with mental health issues among 300 pupils from 6 secondary schools was developed.
- A leaflet explaining the mental health issues was printed and disseminated.
- The database of people with disabilities aged from 18 to 40 from Criuleni and Dubasari rayons who want to be employed was developed.
- 3 short films promoting the right to work (<http://youtu.be/HttO8t3z1b8>; <http://youtu.be/myh2fN3NDL8>; <http://youtu.be/f6LJEMkhBm0>) were developed and disseminated.
- A leaflet with useful information on employment for people with disabilities printed and disseminated.
- 5 round tables on promoting the right to work among employers, social workers, LPA representatives and people with disabilities were organized and 104 people participated.
- 5 stories on the campaign`s topics in the local newspapers promoted.
- One 3-days training in social theatre for 10 people (volunteers) was conducted during 18-20 January, 2013 and 12 persons participated in this training.
- 21 social theatre activities for adults (teachers and parents) have been organized within this media campaign and more than 920 people attended these presentations.
- With the support provided by JMSG, the parent advocacy group has implemented the media campaign "My child is like yours" (<http://www.inclusion.md/ro/videogallery/13>) during April 22 – May 3, 2013. In this order, 10 personal stories were disseminated on Radio Noroc, were printed on postcards ([http://keystonemoldova.md/assets/documents/ro/publications/Guide\\_journalists%20content.pdf](http://keystonemoldova.md/assets/documents/ro/publications/Guide_journalists%20content.pdf)) and disseminated to mass-media representatives.
- A workshop on cohesion and storytelling for volunteers from the social theater group was organized in August 3-4, 2013 in Butuceni, Moldova and 8 people participated (16 persons / days of training). Volunteers learned how to tell a powerful story and how to support people with disabilities to speak out about their life and the difficulties they face.

## MEDIA PROMOTION OF THE SOCIAL INCLUSION OF PERSONS WITH DISABILITIES (2013 - 2014)

**Goal:** continuing to address the attitudinal barriers in society toward people with disabilities through working with the media (Print, Radio, TV, and New Media) and using personal storytelling. The Project is funded by Health Media Initiative / Open Society Foundations and was implemented during September 1, 2013 to February 28, 2014

### **Objectives:**

- Increase the skills and abilities of people with disabilities in storytelling to advocate for their own rights by involving them in media activities;
- Promotion of the social inclusion through developing and disseminating media materials about people with different abilities (with a focus on their capabilities and humanity);
- Increase awareness and understanding of human rights of people with disabilities through development and implementation of a media campaign.

The following **results** have been achieved during 2013 within this Project:

- In partnership with the Journalism faculty from the State University of Moldova, Keystone Moldova organized a training session for student journalists (October – December 2013). During 5 seminars around 60 students have been trained in communicating with people with intellectual disability and developing media materials about them.
- A storytelling workshop for people with disabilities to document their personal testimonies on video and audio organized.



- 9 people with different types of disabilities capacitated to tell personal stories for advocacy purposes. As a result, 7 personal stories shared by people with disabilities have been disseminated on radio and 5 stories – on TV.
- During December 2 – 13, 2013 Keystone Moldova has organized a media campaign “Show you care!”, aimed at increasing societal awareness towards the rights of people with disabilities and encouraging people to stand up for human rights and take a position on the discrimination situations they witness. This campaign was implemented in partnership with Radio Noroc and National TV Company Moldova 1.
- The 5th edition of the photo exhibition “World, the way I see it” took place on December 3. It aimed at promoting positive images of persons with intellectual disabilities by highlighting their abilities in order to raise awareness about their social inclusion. Seven young men have been trained and received instructions on how to use photo cameras and 40 best pictures were displayed at the exhibition.
- A photo calendar for 2014 was developed and disseminated. The calendar includes the best pictures made by children and young men with intellectual disabilities and presented during the photo exhibition in the previous year 2012.

## PUBLIC-PRIVATE PARTNERSHIP FOR THE SUSTAINABLE DEVELOPMENT OF LOCALLY GOVERNED DISABILITY SERVICES: SUPPORTING DECENTRALIZATION REFORM (2012 - 2014)

**Project Goal:** Promoting an inclusive and empowered society through public-private partnerships in five rayons for improved services delivery to people with disabilities and efficient transfer of competencies to Local Authorities. The Project is funded by European Union and Open Society Foundations / Mental Health Initiative

### Project Objectives:

- Development of the social Service “Mobile Team” in 5 rayons
- Strengthening the capacities of key social actors in the 5 pilot rayons in the area of social inclusion of people with disabilities
- Improving the quality of social services provided for 100 children with disabilities and their families
- Changing attitudes and development of inclusive community environment for people with disabilities in 5 rayons
- Dissemination of the best practices

The following **results** have been achieved within this Project in 2013:

- 5 Mobile Team (MT) social services have been created and developed in 5 rayons to prevent the institutionalization of children with disabilities;
- specialists of MT recruited, hired and trained;
- 5 Dacia Logan Ambiance cars for the MTs have been purchased;
- 124 children and their families have been admitted to the Service and benefited from MT assistance and support;
- 137 representatives of local public authorities and 132 social service providers from the five rayons have been trained in the area of social inclusion of persons with disabilities;
- Mobile Team Handbook has been revised and approved by the Ministry of Labor, Social Protection and Family Decision nr.107 from 19 June 2013

([http://www.mpsfc.gov.md/file/documente%20interne/Ordinul\\_nr.107.pdf](http://www.mpsfc.gov.md/file/documente%20interne/Ordinul_nr.107.pdf))

## UN CONVENTION - GUARANTEE OF PREVENTION OF DISCRIMINATION FOR PERSONS WITH DISABILITIES (2012 - 2013)

**Project Goal:** preventing the discrimination of persons with disabilities and promoting the UN Convention on the Rights of Persons with Disabilities (UNCRPD). Project was funded by Soros Foundation – Moldova and implemented during 2012-2013.

### **Project Objectives:**

- Improving the understanding of the phenomenon of discrimination against persons with disabilities in two rayons from Republic of Moldova through the UNCRPD during a year;
- Empowerment, mobilization and accountability of local government (LG ) of two rayons in order to develop the Local Social Inclusion Strategy for Persons with Disabilities through the UNCRPD;
- Empowerment of Local Public Authorities with regard to local Strategy implementation.

The following results have been achieved within this Project:

- Raised awareness of two local governments with regard to the need to implement the UNCRPD;
- Local Social Inclusion Strategy for Persons with Disabilities developed in two rayons, through the UNCRPD. The Strategy published and disseminated;
- Local stockholders capacitated and empowered in implementing the UNCRPD;
- Raise awareness of community grantees to support the rights of persons with disabilities under the UNCRPD.

## PEOPLE WITH DISABILITIES - ACTORS IN PREVENTING AND FIGHTING DISCRIMINATION (2013 - 2014)

**Project Goal:** To ensure the participation of people with disabilities in preventing and fighting discrimination based on disability. The project is funded by Soros Foundation – Moldova.

### **Project objectives:**

- Empowering people with intellectual disabilities who were institutionalized in exercising their rights.
- Improving the understanding of the phenomenon of discrimination by people with intellectual disabilities by providing access to "easy to read" information.
- Involving people with intellectual disabilities in monitoring the equal opportunities to live in community for people with intellectual disabilities.

The following **results** have been achieved within this Project in 2013:

- A group of 15 people with intellectual disabilities deprived of the right to live in the community has been created;
- Specialists working with the group members capacitated;
- 1 self-determination meeting of the Group was organized. The topic discussed within this meeting was the Art. 25 from the UN Convention on the Rights of people with disabilities which states that People with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination;
- 1 training on self-advocacy and self-determination has been organized. The training was attended by 15 persons.

### **PRODUCTION OF BAGS AND PURSES FROM FOOD PACKAGING AND PLASTIC BAGS (2012-2013)**

**Goal:** The project aimed at growing the Keystone Moldova's beneficiaries and their family's income through selling the hand-made bags and purses from food packaging and plastic bags. The project was funded by Open Society Foundations / Mental Health Initiatives and was implemented during 2012-2013.

#### **Objectives:**

- To develop a Social Enterprise; this will provide jobs for people with disabilities and diversified revenues for Keystone Moldova through production and sales of bags and purses from recycled plastic bags and food packaging.
- To expand and grow the business model to ensure long-term financial sustainability

The following **results** have been reached in 2013 through project implementation:

- 195 purses have been produced by Keystone Moldova beneficiaries' family members and services staff
- Keystone Moldova insures the financial security of 8 purse makers through purchasing the bags and purses produced
- 122 purses have been sold by Keystone Moldova and the income generated invested in business development
- Two raw material suppliers have been identified and are providing the stock to the bag producers
- Five distribution channels for bags and purses have been identified
- The bags promotion tool has been developed
- Two new products to be produced (the i-Pad cover and fruit basket) have been identified and standardized
- A pricing policy has been developed

### **MICRO-ENTERPRISE INCUBATOR (2013 - 2014)**

**Project Goal:** to facilitate and enhance the formation and growth of micro enterprises managed by and / or employing people with mental disabilities and their families. The Project is funded by Open Society Foundations.

#### **Project Objectives:**

- Developing basic business skills;
- Developing vocational skills and training;
- Provide small-scale grants for start-up investments.

During the reported period the following results have been achieved:

- 7 out of 13 small business plans for people with disabilities and their families have been selected for implementation.
- Five business plans were funded (strawberry and tomato nurseries, mini-farm rabbits, repair of cars and mini-farm quails);
- Equipment for the five business owners purchased;
- Continuous monitoring and support provided to the entrepreneurs.

### **PREVENTION OF STIGMA AND DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES IN SCHOOLS ON BOTH BANKS OF NISTRU RIVER (2013-2014)**

**Project Goal:** to reduce the discrimination attitude against persons with disabilities at school and community level. The project is funded by the UNDP.

#### **Project Objectives:**

- Increase awareness of children and teachers on people with disabilities and on how to communicate with them;

- Build an accepting attitude toward people with disabilities at school and community level;
- Empower ordinary people with regard to oppression cases in their locality;
- Increase the trust between the two banks of Nistru River by creating a lasting partnership.

The main *tool* of the Project in changing the attitude is the Social Theater. The Project started in November 2013. During the reported period the Social Theater volunteers have been identified and the training activities have been planned.