



Private Institution Keystone Moldova

ANNUAL REPORT

January – December 2023

Submitted to:

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LIST OF ABBREVIATIONS

AAR Japan	Association for Aid and Relief Japan
ADA	Austrian Development Agency
APSCF	Alliance of NGOs in the field of child and family protection
ASD	Autism spectrum disorder
ATUG	Autonomous Territorial Unit of Gagauzia
CSO	Civil society organization
CTWWC	Global initiative Changing the Way We Care
DI	Deinstitutionalization program
EASPD	European Association of Service providers for Persons with Disabilities
ECDUR	Emergency Childhood Intervention Response
EUD	European union Delegation
GBWN	Gender Responsive Budgeting Network
GRB	Gender Responsive Budget
LPA	Local Public Authority
M&E	Monitoring & Evaluation
MHPSS	Mental Health and Psychological Support
MFB	Moldovan Food Bank
MLSP	Ministry of Labor and Social Protection
NGO	Non-governmental organization
PCC	Project Coordination Committee
PwD	Person with Disability
SDC	Swiss Development Cooperation
SIDA	Swedish International Development Cooperation Agency

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SUMMARY

In 2023 Keystone Moldova implemented over 20 projects of various size and complexity, amounting to a total budget of about **3.000.000 USD**. Overall, thanks to the joint effort of the Keystone Moldova implementing team and with the financial support of *the European Union, Keystone Human Services International, SERA/CARE, Mercy Corps, European Association of Service providers for Persons with Disabilities, Soros Moldova Foundation, Association for Aid and Relief Japan, Catholic Relief Services, Peace Winds Japan, World Vision Moldova, Fondation de France, ADA-SIDA, IM-Swedish Development Partner, Ministry of Labor and Social Protection, Trimbos, Keystone Moldova, East Europe Foundation, Swiss Cooperation Office, Eurofins, Alliance of Active NGOs in the field of Childs and Family Social Protection*, the organization actively contributed to the following:

- National and international advocacy for a meaningful inclusion of refugee children as well as for the deinstitutionalization process of persons with intellectual disabilities.
- Support to Local Public Authorities to deliver qualitative community-based services.
- Development of sustainable social services across the country: mobile teams, social canteen and laundry services, daycare centers, community home, protected living service, occupational therapy service, auditive screening service, and other.
- Increased capacities of social service providers to deliver better services to vulnerable groups of population on community level.
- Increased capacities of grass-roots civil society organizations in the regions of the country to implement and manage small-scale grants, monitor gender aspects, conduct advocacy campaigns.
- Uninterrupted support to persons with disabilities and other groups to access information through the Hotline service managed by Keystone Moldova.
- Empowerment of youth with disabilities to gain advanced personal autonomy, independent living skills and engage in self-advocacy activities.
- Targeted support to Ukrainian war refugees including medications, MHPSS, early childhood intervention, basic household support.
- Strengthened transparency and accountability for gender equality on the regional level.
- Support for the development of social entrepreneurship in the country.

The following achievements have been registered from the perspective of the **target-groups** involved in the above-mentioned efforts:

- Over 5.000 individuals, mainly Moldovan persons with disabilities, received informational assistance and mentoring and support through the 24/7 Hotline service.
- Over 15.000 of refugees got targeted support in the context of the humanitarian response (medical support, winterization items, household heating, vouchers for food and hygiene, etc.).
- Over 1.900 refugee children and caregivers accessed mental health and psychosocial support services.
- Over 800 persons with disabilities and chronic diseases received medications, medical consultations, investigations, assistive and medical devices, rehabilitation services, medical hygiene items.
- Up to 300 cases of specialized medical support to beneficiaries with severe intellectual disabilities and mental health issues from community homes and protected living services have been provided.
- Up to 370 unique beneficiaries received social canteen services supported within an EU-funded project.
- Up to 8.000 vulnerable beneficiaries profited from the improved operation of the Food Bank (increase of food donors up to 35).
- 16 local civil society organizations received financial support to develop community-based laundry services in partnership with LPAs across the country.
- Keystone Moldova supported 41 grassroots NGOs to develop in partnership with local public authorities 41 community based services for persons with disabilities and vulnerable groups. The support included: technical

assistance to design and deliver social care services in line with beneficiaries needs, capacity building activities for NGOs staff, local public authorities and services staff, mentoring and individual support to services staff to provide qualitative services.

In 2023, Keystone Moldova jointly with the EASPD and other five NGOs from Balkan countries received Zero project award for the innovative initiative Emergency Childhood Intervention Response project (ECDUR).

IMPLEMENTATION OVERVIEW

During January-December 2023 the following projects and initiatives have been implemented:

#	Type	Status	Title	Funded by
Projects led or solely implemented by Keystone				
1	Project (lead)	Active	Partnerships for inclusive and resilient social canteen services	EU European Union
2	Project (lead)	Active	Promoting CSOs as partners in building resilient social services – development of social laundry services	EU European Union
3	Service	Active	Hotline Service for persons with disabilities	Ministry of Labor and Social Protection
4	Service	Active	Daily Care Center “Unitate”, Tudora	Keystone Human Services International
5	Service	Active	Support to Local Public Authorities for delivering qualitative community-based social services	Keystone Moldova
6	Project	Active	Identification and piloting efficient models of social inclusion of persons with severe mental health condition	TRIMBOS Moldova Private Institution
7	Project	Closed	Support program for Keystone Moldova	Swedish Development Partner IM
8	Project	Closed	Support services for the educational inclusion of children with disabilities – II	Soros Moldova Foundation
Projects in partnership with other organizations				
9	Project	Active	Civil Society Organizations acting for better social services	EU European Union
10	Project	Active	Changing the Way We Care II (CTWWC)	Catholic Relief Services
11	Project	Active	GBWN II – Strengthening transparency and accountability for gender equality in Western Balkans and Moldova	Austrian Development Agency
12	Project	Active	Harnessing the CSO’s potential to promote and develop the social entrepreneurship in Moldova	European Union
Humanitarian response to the Ukrainian refugee crisis				
13	Project	Active	Open Arms, Open Hearts - Emergency response to Ukraine crisis	CARE-SERA
14	Project	Active	Mobile team – exclusively medical support	Peace Winds
15	Project	Active	Disability Inclusive Emergency Support Project for Refugees and Host Communities in Chisinau, Moldova	World Vision Moldova
16	Project	Closed	Emergency Childhood Intervention Response project (ECDUR)	EASPD European Association of Service providers for Persons with Disabilities (UNICEF)
17	Project	Closed	Mobile unit Tudora, Open Arms, Open Hearts - Emergency response to Ukraine crisis	Fondation de France
18	Project	Closed	Mobile team NORTH	AAR Japan
19	Project	Closed	Mobile team SOUTH	Mercy Corps
Social entrepreneurship activities				
20	Social enterprise		Ecovox SRL	

#	Type	Status	Title	Funded by
21	Training center		Keystone Events	

1. Advocacy for the inclusion of refugees' children and deinstitutionalization of persons with intellectual disability at the EU level.

During the reported period, Keystone Moldova, in partnership with EASPD, was involved in two advocacy activities at the European Commission level. The first one activity took place on November 29 at the EU Parliament and was focused on integration and support of refugees' children from Ukraine in early childhood intervention services in the countries hosting refugees. Ukrainian families seeking refuge in neighboring European countries have often found ECI systems, which are underdeveloped and already struggling to support families, and children who are already residing in the country. Many of these national systems are hindered by weak legislative frameworks and strategic plans, a lack of sustainable funding and a shortfall in public training service systems for professionals working in the ECI sector. For refugee families trying to access ECI for their children, a lack of knowledge of the legislative systems, low financial resources and language barriers create additional challenges.

Since the outbreak of the full-scale invasion, EASPD, with the support of United Nations Children's Fund (UNICEF) and jointly with NGOs from Bulgaria, Romania, Moldova, Slovakia, and Poland, including Keystone Moldova has led a humanitarian action to deliver emergency support to Ukrainian families with small children currently residing in the above-mentioned countries. Over the last 18 months the project has trained over 500 family consultants and 800 parents to deliver emergency early childhood development support to over 12,000 displaced Ukrainian children. With the project coming to an end EASPD, MEP Klemen Grošelj hosted a roundtable to discuss emergency responses for children and families and how to promote the development of stronger ECI systems across Europe. Touching on his personal experiences of conflict, he remarked that children are often the forgotten victims of war with trauma lasting long after peace is achieved. With the complexity of navigating post-conflict societies, he stressed the need to consider the necessity of young children to minimize the long-lasting implications of war. Within this context, EASPD, jointly with NGOs from the above-mentioned countries, including Keystone Moldova, has launched its Position Paper on 'Early Childhood Intervention in the Context of Displacement'. The document calls on the EU to take leadership to support ECI system building in the member states but also in the countries aspiring to join the European community to ensure the best start in life for all children and thrive regardless of their circumstances.

To do this the paper recommends that the EU:

- (1) Ensure that ECI-related policies are highlighted as a fundamental element in policies on DI, independent living, and Early Childhood Education and Care (ECEC).
- (2) Improve awareness and knowledge on ECI, by fostering data collection on ECI policies and practices and the preparation of country ECI assessments.
- (3) Mobilize EU financial instruments, including the European Social Fund Plus, the Technical Support Instrument, and pre-accession funds in supporting the shaping and strengthening of ECI policies and services. This funding can speed up the transition from traditional rehabilitation services to contemporary family centered ECI and the creation of national ECI systems.
- (4) Encourage Member state to use the EU Child Guarantee for developing research, services, and systems on ECI, as demonstrated in the pilot phase in Croatia and Bulgaria, developed in cooperation with UNICEF.

The second advocacy activity was led by Keystone Moldova and focused on the deinstitutionalization and inclusion process in the Republic of Moldova within the negotiation process of EU-Moldova association Agreement. Keystone Moldova and EASPD had a meeting with the EU DG NEAR, Mr. Dimitrios Machairidis and discussed the EU framework for deinstitutionalization and EU support and care reform in Moldova in the framework of the pre accession. The Keystone Moldova Executive Director Ludmila Malcoci presented the position paper on DI and social inclusion of persons with disabilities in Moldova, including the recommendations for DI of persons with intellectual disabilities during the pre-accession process. The main questions that have been discussed were as following: (a) How to make DI and inclusion an action point of the EU pre-accession process? (b) How to address

DI and inclusion within ongoing and upcoming funding schemes? (Global Europe, EU support package for Moldova, IPA) (c) How to mainstream inclusion in the EU support Moldova?

The main recommendations for EU that followed up the discussion were as following:

- (1) Including the UNCRPD principles in the management of forthcoming EU funding for Moldova as well as in Partnership Priorities, Association Agendas, and country reports addressing limited mainstreaming of rights of persons with disabilities in national and development programs, budgets, and monitoring processes.
- (2) Clarifying the responsibilities and resource allocation for development of social services among the national and local public administrations.
- (3) Using political dialogue for the promotion and implementation of the European Pillar of Social Rights and the UNCRPD -particularly the articles related to community living of persons with disabilities, educational and labor inclusion - in all non-EU countries that concluded Stabilization and Association Agreements.
- (4) Including in the future EU Support Packages opportunities to fund and establish a cross-sectoral, multi stakeholder coordination mechanism with the government on mainstreaming disability into national policies and legislation and coordination with the UNCRPD implementation, with meaningful representation and active involvement and participation of persons with disabilities and their representative organization.

2. Partnerships for inclusive and resilient social canteen services

Period of implementation: January 2022 – December 2024, 36 months

Project Goal: To enable civil society to become strong drivers for social cohesion and inclusion of vulnerable groups through innovative solutions for sustainable social canteen services by using a mechanism of food surplus donation and redistribution.

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

- An Evaluation Study of the Social Canteen Services in Moldova has been developed and presented within a press conference. The study included the mapping of the social canteen services across the country, the evaluation of the legal framework regulating the social canteen services activity, and the evaluation of the beneficiaries' satisfaction.
- The Regulation and Quality Standards for Food Aid Service was submitted to the Ministry of Labor and Social Protection in March 2023. Its approval is rescheduled for 2024 due to ongoing reforms in Moldova's social assistance system.
- The cost-analysis methodology for Food Aid Service was developed. The evaluation focuses on the effects of food donations on operational expenses and budget assessments of public service provisions.
- In September 2023 a study visit to Italy was conducted to support the advocacy for Moldova's Food Bank mechanism and the development of the secondary framework for the Law on Food Waste and Loss. The delegation, including Parliament representatives, the agri-food sector, the Moldovan Food Bank, the National Agency for Food Safety, and the project team, explored the Italian food bank model.

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

- Two innovative models in providing social food aid have been piloted by the project implementing partner Concordia: 1) the regional canteen model, which involves the coverage of several localities by a single service, and 2) the delivery of food packages.
- Five social canteen services benefited from repair works of the buildings.
- The daily provision of lunches to beneficiaries of the project's social canteens continued, the total number of the unique beneficiaries reached 433 persons. The target indicators of 300 beneficiaries of the social canteen services provided within the project was achieved.
- By the end of 2023, Moldovan Food Bank received goods from 35 donors, consistently delivering part of them. The target indicator of 30 donors was overachieved.

- The food collected has been distributed to 51 social services covering 6300 unique beneficiaries. The target indicator of 5300 beneficiaries was overachieved.
- 13 monitoring visits were conducted to assess the activities of the beneficiary organizations of the MFB. During these field visits, the project team provided technical assistance to the beneficiary organizations in completing reports with disaggregated indicators.
- The online platform of MFB <http://donezalimente.md> was successfully developed and officially launched during a public event by the end of the year 2023.

Outcome 3: To set up a chain of food surplus donation and distribution to support social canteen services for vulnerable groups through communication for behavior change.

- The national information campaign “The Saved Food Basket” was launched in April 2023. The campaign aims to raise awareness on food waste and the necessity to donate the food surplus to the social canteens. Within the campaign were elaborated social media vox-es, five promotional videos on social canteens and the Food Bank, broadcasted on national television and online platforms. Additionally, infographics focusing on food aid and loss prevention were featured on Facebook, and a targeted radio campaign for agri-food entrepreneurs was launched to advocate for Food Bank services.
- The national campaign *Table of Joy*, focusing on food waste awareness and support for food-insecure vulnerable groups, was launched in March 2023. Key participants at the public launch included EU Ambassador in Moldova, project partners and media representatives. The campaign featured eight short video spots with public figures. Within the campaign were collected and redistributed 39 tons of food to social services nationwide.

Indicator	Target 2024	Last reported June 2023	Actual Dec 2023	Status/comment
Outcome 1: To improve the regulatory framework and financial mechanism for social canteens services through food surplus donation and redistribution and policy dialogue between civil society, public authorities, and food suppliers				
Ind. 1.1 New Regulation and Quality Standards for Social canteen services developed	1	1	1	Achieved
Ind. 1.2 Report on situational analysis of social canteen services completed	1	1	1	Achieved
Ind. 1.3 Financial mechanism for social canteen services provision developed	1	0	1	Achieved
Ind. 1.4 Number of advocacy events conducted for approval of the new regulatory framework	4	0	3	In progress
Ind. 1.5 Implementation mechanism for the Law on food waste (normative acts, instructions, norms, etc.) developed	1	0	0	Delayed
Ind. 1.6 Number of study visits to scale the positive practice on implementation mechanism of food donation and distribution	1	0	1	Achieved
Ind. 1.7 A monitoring and evaluation framework based on KPIs developed.	1	1	1	Achieved
Outcome 2: To increase the capacities of social canteen service providers to deliver quality, sustainable services, including in emergency, through food waste prevention and intersectoral cooperation.				
Ind. 2.1 Number of vulnerable persons who received meals from improved social canteen services	300	383	433	Achieved
Ind. 2.2 Online platform of the Moldovan Food Bank developed and functional	1	0	1	Achieved
Ind. 2.3 Number of vulnerable persons who benefit from food distributed	5000	2448	6300	Achieved
Ind. 2.4 Number of food suppliers (farmers, processors, manufacturers and retailers) who contribute to food donation	30	22	35	Achieved
Outcome 3: To set up a chain of food surplus donation and distribution to support social canteen services for vulnerable groups through communication for behavior change.				
Ind. 3.1 Joint Communication and Visibility Strategy developed.	1	1	1	Achieved
Ind. 3.2 Joint plan for communication campaign national communication campaign for behavior change on food donation and support to vulnerable groups developed	1	1	1	Achieved
Ind. 3.3 Media and social media posts on behavior change on food donation	30	99	99	Achieved

Indicator	Target 2024	Last reported June 2023	Actual Dec 2023	Status/comment
Ind. 3.4 Number of events on social involvement and awareness on food waste phenomenon	6	2	3	In progress

3. Promoting CSOs as partners in building resilient social services

Period of implementation: February 2023 – January 2026, 36 months

Project Goal: To support local civil society organizations in delivering inclusive, age and gender appropriate social services to vulnerable people in Moldova.

The development and implementation of the Grant Program for CSOs was the most prominent activity conducted by the project team during the first year of the project implementation. This is Keystone Moldova's first experience in implementing an EU-funded grant program as a leader of a consortium of local partner organizations. Based on the extensive experience of qualified team members recruited to implement the Action, all supporting documents developed and approved by the Contracting Authority. The team conducted a set of activities designed for a Grant Competition Program addressed to the local Civil Society for the development of community-based social laundry services. The project registered over 60 project proposals, out of which 16 qualified for funding. By the end of the reporting period, Keystone Moldova awarded 16 sub-grants for the social laundry services across the country.

Objective 1: Provision of financial support to CSOs to design/re-design community-based social services by integrating laundry, personal hygiene, and socialization for vulnerable groups.

To achieve this objective, the grant competition program will be conducted in two consecutive stages: concept notes stage and full application stage.

The grant competition launch, combined with the project's launch event, was held in May 26th, 2023, in Chisinau. The event was used to inform the mass media, governmental institutions, civil society organizations, donor community, project stakeholders and the large public about the project, as well as to launch the grant competition. The EU Ambassador to the Republic of Moldova, Jānis Mažeiks, participated at the event with a speech. The event was also attended by the Keystone Moldova Executive Director, Ludmila Malcoci, representatives from the Ministry of Labor and Social Protection General State Secretary, implementing partners Dorcas and Neoumanist associations.

- The launch of the call for proposals was accompanied by 3 online info-sessions held in June 2023, including one in Russian language. Overall, info-sessions were attended by 71 participants representing 45 CSOs, 11 LPA, 2 Day Care Centers.
- On June 25th, the call for concept notes for CSOs for social laundries development was closed. Keystone Moldova received and uploaded 61 Applicant Dossiers (22 - Northern Region, 30 – Central Region, 9 – Southern Region) representing 29 rayons from Moldova. According to the Project Concept Selection Procedure, the Evaluation Committee had to pre-select the project concepts with the highest accumulated total score - not less than 20 concepts. The Evaluation Commission decided to select those concepts that have accumulated more than 80 points following the quality evaluation and, therefore, based on the established score, 24 concepts were pre-selected.
- KM project team organized three study visits with the preselected CSOs to better reflect the specifics of a laundry service. The participants had the opportunity to learn from positive practices and models of laundry, personal hygiene and socialization services developed with EU-support and implemented by three experienced local CSOs. KM project team ensured the pre and post logistic activities related to the visits. The study visits were attended by 58 persons (38 CSO and 20 LPA) - August 23rd – visit to Ungheni/Alternative Sociale for 9 CSOs from northern region with participation of 23 persons – 16 persons from CSOs and 7 persons from LPA; - August 25th - visit to Selemet/Bastina for 7 CSOs from southern region with participation of 20 persons – 14 persons from CSOs and 6 persons from LPA; - August 29th - visit to Strășeni/Neoumanist for 8 CSOs from central region with participation of 15 persons – 8 persons from CSOs and 7 persons from LPA.
- KM team in coordination with implementing partners organized three one-day regional workshops for representatives of 24 preselected CSOs and their partners (LPA) to provide expertise in terms of project structuring and writing, building resilient local partnerships, roles and contribution of local public authorities when developing

community-based social services, aspects related to inclusion and mobilization of community resources, but also topics related to the provision of social laundry, personal hygiene services and socialization models. KM project team ensured the pre and post logistic activities related to the workshops. The workshops were attended by 71 persons (47 CSO and 24 LPA) as it follows:

- Regional workshop for CSOs from the Center organized in Chisinau - August 8th, 2023 – 8 CSOs with participation of 23 persons – 15 persons from CSOs and 8 persons from LPA.
- Regional workshop for CSOs from the South organized in Chisinau - August 9th, 2023 - 7 CSOs with participation of 20 persons – 13 persons from CSOs and 7 persons from LPA.
- Regional workshop for CSOs from the North organized in Balti - August 10th, 2023 – 9 CSOs with participation of 28 persons – 19 persons from CSOs and 9 persons from LPA.
- The participants were active, interested, and motivated, asking specific questions on the topics addressed during the workshops.
- The Individual Support Program for pre-selected CSOs was launched in September 2023, by project partners, Dorcas and Neومانist. Between September 14th and November 10th, 2023, the subcontracted consultants and project teams assisted in project proposals development the 21 out of 24 pre-selected CSOs, carrying out methodological support for CSOs to finalize the project proposals, including 136 mentoring sessions with pre-selected CSOs for the full application stage of the competition.
- KM project team assessed the pre-selected CSOs and planned to perform pre-award evaluation visits to collect necessary information about the space offered by LPA for social laundry. All in all, 18 visits were conducted by the project director and visit reports were sent to evaluation commission members.
- Within the Grant Program Competition, KM received 20 project applications by November 10th, 2023 submitted by CSOs whose concepts were selected at the Concept note phase (24 selected), including 1 application after the deadline. Asociatia Bastinasilor Blesteni-Volodeni, Albinuta-Bilicenii Vechi, Zorile Nord selected at the concept note phase, refused the individual support offered for project proposal development. Asociatia Bastinasilor din Loganesti “Dor de casa” did not submit the application. According to the project agreed procedures, an evaluation committee composed of qualified specialists representing managers of the implementation partners and other organizations implementing large EU-funded actions on social services should decide on the final list of CSOs for grant awarding. The composition of the evaluation committee was coordinated and confirmed by EUD. At the end of the evaluation procedure, from the 19 dossiers, 16 project proposals were selected for financing, 2 of which were conditional, and 3 project proposals were included in the reserve list.

<i>Indicator</i>	<i>Target 2023</i>	<i>Actual, December 2023</i>	<i>Status/ comment</i>
Number of CSOs direct informed about grant competition program	60	83	Overachieved
Number of pre-selected concept notes	20	24	Overachieved
Number of CSOs assisted to develop full application in partnership with PAs	20	21	Overachieved
Number of CSOs that signed the grant contracts aimed to develop „laundry, personal hygiene, and socialization services”	15	0	To be achieved in the 1st half of 2024

Communication and visibility:

- During the reported period, the Joint Communication and Visibility Strategy was developed in collaboration with the project partners and afterwards was approved by EUD.
- The first visibility event of the project was held on May 26th, 2023, at 12.00 at the Europe Café. The event was broadcast online on privesc.eu platform and over 20 000 displays on news portals were registered. The news reports about the event were broadcasted through television news bulletin and site news as it follows:

Source	Link to the news

Moldova 1	1. Peste 1500 de persoane din grupuri social vulnerabile vor beneficia gratuit de serviciile unor spălătorii sociale (Mesager 27.05.2023/min. 20.00) (news report+ news site) 2. Peste 1500 de persoane, din grupuri social vulnerabile, vor putea beneficia gratuit de serviciile unor spălătorii speciale
Jurnal TV	UE sustine incluziunea social. Cel puțin 15 spălătorii sociale urmează a fi deschise (news report + news site)
TV 8	Un nou proiect pentru ajutorarea populației social vulnerabile a fost lansat în Republica Moldova. Timp de 3 ani în țară vor fi deschise 15 spălătorii sociale.(minute 17.40)
Privesc.eu	Evenimentul de lansare a proiectului „Promovarea OSC-urilor în calitate de parteneri în dezvoltarea serviciilor sociale reziliente” (over 20 000 displays on news portals, 952 alerts sent)
Stiri.md	UE oferă granturi pentru dezvoltarea serviciilor de spălătorii sociale
Ziarulnational.md	Granturi de la UE pentru deschiderea în R. Moldova a 15 spălătorii destinate grupurile social-vulnerabile: Persoanele cu venituri mici și bătrânii își vor spăla gratuit hainele
Infoprut.ro	Spălătorii pentru persoanele cu venituri mici și bătrâni, deschise în R. Moldova cu sprijinul Uniunii Europene
News.yam.md	Spălătorii pentru persoanele cu venituri mici și bătrâni, deschise în R. Moldova cu sprijinul Uniunii Europene
Jurnalist.md	Bani europeni pentru proiecte de dezvoltare a serviciilor de spălătorii sociale

4. Hotline Service for persons with disabilities

Period of implementation: since 2017

Project Goal: to provide nationwide assistance to Moldovan persons with disabilities via a 24/7 Hotline service.

During the reporting period the Hotline Service has been providing informational support to 5.055 persons, including 2.287 requests from PwD and a total number of 470 requests from Ukrainian refugees, as shown in Fig.1.

In most cases, the beneficiaries called from local communities (76%). 12% of calls have been received from temporary placement centers for adult PwD as well as 3% from social services such as protected living (see Fig. 2). 68% of beneficiaries were women and 32% - men.

Figure 1 Number of incoming calls by type of caller, Jan-Dec 2023

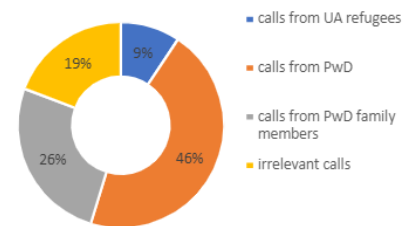


Figure 2 Incoming calls by location

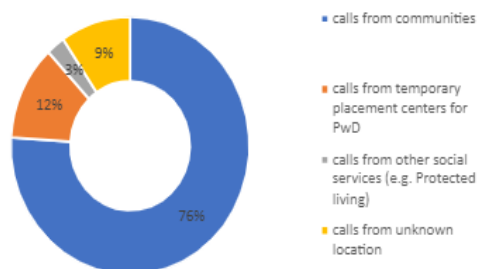
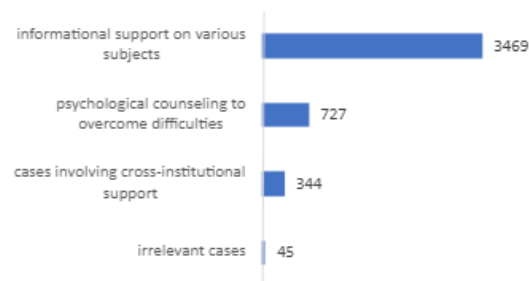


Figure 3 Types of support offered by the Hotline



The team provided mainly informational support on various subjects (3.469 cases), but also psychological counseling to overcome difficulties (727 cases). In 344 cases referrals or further involvement of governmental institutions and/or civil society organizations was needed (see Fig.3).

5. Support services for the educational inclusion of children with disabilities – II

Period of implementation: April 2022 – April 2023 (closed)

Project goal: reforming the system of educational support services for children and young people with disabilities in the Republic of Moldova.

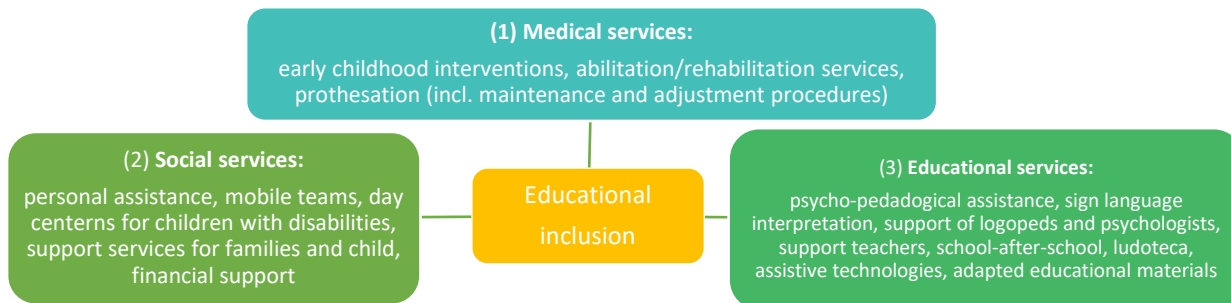
Keystone Moldova, on behalf of the Government and with the financial support of Soros Moldova Foundation conducted a complex research activity that followed the objective to develop *standard support services for inclusive education of children with disabilities*.

The following groups of children have been targeted: (1) children with hearing impairment, (2) children with visual impairment, (3) children with intellectual disabilities and (4) children with autism spectrum disorder.

High-level researcher designed integrated educational services for the above-mentioned target-groups for the following educational stages: pre-school, primary & secondary, vocational levels. Also, a revision and adjustment of existing regulations and minimum standard requirements for this type of services was envisioned. One of the important outcomes of the project, along with the designed services, are the corresponding costs that are necessary to start the implementation of the educational inclusion. Additionally, the research has outlined the problems that children and their families face when trying to access the educational system.

One of the most important aspects underlined by researcher and emphasized during the validation meeting (April 2023) with the members of Parliamentary Commission for Social Protection and major stakeholders involved in the process of educational inclusion was: the qualitative delivery of newly designed services for children with specific disabilities is only possible in case of efficient cross-sector partnership between the (1) medical system, (2) social protection system and (3) educational system (see Fig. 1).

Figure 4 Support services for children with disabilities



The package of support services was designed to encourage the child with disabilities to develop basic competence that would facilitate the process of educational inclusion:

- Hearing impairment: learning to communicate and speak, use of sign language.
- Visual impairment: development of space orientation and mobility skills.
- Autism spectrum disorder: development of participatory abilities.

The main recommendations for the successful implementation of the process of educational inclusion relies on the approval of minimal standards and regulations for support services, approval of the standard package of support services for children with disabilities, performing a pilot project to test the intervention and its consequent large-scale implementation. Please note that at the time of submission of this report a government decision to approve the standard services for educational inclusion is being drafted. The concept of integrated support services for inclusive education is reflected in the matrix below and is based on a complex intervention:

Figure 5 Logical matrix of developed support services for inclusive education

The standard package of support services for inclusive education			
Impact ->	Children with disabilities, development disorders, or at risk to develop such disorders benefit from a series of support services for educational inclusion through access to medical and social services		
Results ->	Family doctors and medical staff from pre-school institutions efficiently identify children with development disorders	Families accept to go through the process of disability determination and are consequently referred to social services	Children with disabilities benefit from specialized educational assistance, based on their individual needs, at any educational level (pre-school, primary & secondary, vocational levels)
System ->	MEDICAL SYSTEM	SOCIAL SYSTEM	EDUCATIONAL SYSTEM
Services ->	<ul style="list-style-type: none"> Early childhood interventions (age group 0-3 years) 	<ul style="list-style-type: none"> Personal assistance Mobile teams Family support services 	<ul style="list-style-type: none"> Support teacher Psycho-pedagogical support Logopedic support Psychological counselling Sign language interpret Ludoteca School-after-school (3-18 years)

Key indicators achieved during the project implementation:

Indicator	Target	Last reported Dec 2022	Actual June 2023	Status
Objective 1: Elaboration of the design of educational support services				
Ind. 1.1 Development of 3 packages of integrated support services for children/young people with disabilities, based on their needs (intellectual, visual, hearing and ASD), to be provided in preschools, community schools and vocational schools.	3	0	3	Finalized
Ind. 1.2 Consultation of service concepts with national and local public authorities, service providers, CSOs, parents of people with disabilities, pedagogues, support teaching staff, other relevant actors.	4	3	6	Finalized
Objective 2: costing for educational support services				
Ind. 2.1 Costs developed for each type of integrated service	3	0	3	Finalized
Ind. 2.2 Consultation of service costs with relevant actors.	4	0	3	Finalized
Objective 3: Visibility				
Ind. 3.1 production of videos on access to education for children / young people with intellectual, visual, hearing and ASD disabilities	4	0	4	Finalized

To ensure the visibility of the project, 4 videos have been produced and distributed on social media:

- School inclusion of children with autism spectrum disorders¹.
- School inclusion of children with hearing disabilities².
- School inclusion of children with visual disabilities³.
- School inclusion of children with intellectual disabilities⁴.

6. Daily care center “Unitate”, Tudora

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

The daily care center provided services for 14 enrolled children, 10 teens from the volunteering program, 18 children with special educational needs, 13 families in need.

¹ <https://www.facebook.com/watch/?v=810660423820107>

² <https://www.facebook.com/watch/?v=809335447448514>

³ <https://www.facebook.com/watch/?v=241343785195827>

⁴ <https://www.facebook.com/watch/?v=970701947419618>

During the reporting period, the social worker repeatedly visited families and reevaluated 14 individual plans of children. By the end of June 2023, the team compiled annual reports on the development of each child enrolled.

The daily activities were conducted according to the annual activity plan for direct beneficiaries. The attendance of beneficiaries was full time. During the reporting period, the team provided 18 individual lunch boxes (daily catering service) and celebrated birthdays with cakes. In addition, open-doors-activities for Ukrainians children have been organized.

Objective 1: Social, educational and life skills development of vulnerable children of primary school age

- The center offered access to e-schooling to Ukrainian children from refugee families residing in Tudora village (July-December 2023) such as: access to Internet, hardware (computer, microphone, camera) and learning materials on daily basis in the morning.
- The English club continued its activity (each Friday) for children from Moldova and Ukraine.
- Following after-school activities have been performed: support to do the homework, exercises to improve reading, writing and math skills.
- Following recreational activities have been performed: board games, crafts, birthday celebrations, dancing classes.
- Topics discussed during activities: the role of friendship, the role of hygiene, time planning, human values, human rights, identifying emotions etc.

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

- 8 volunteers participate in English Camp, engaging in various roles such as leadership in crafts and sports and practicing English.
- 7 volunteers participated at an online workshop on the topic” Age specifics, advice on activities with children of different ages”.
- Children and teens participated in a masterclass on Christmas ornamentation.
- 9 volunteers participated in a workshop on crafting Christmas globules from foam to sell at the Christmas market.

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

- The Resource Center provided daily support for up to 5 children in the morning and up to 4 children in the after-school program, including: preparations for the national math and language tests.
- The Support Teacher has contributed to creating an attractive and pleasant environment that helps the children to feel safe.
- Assistance was provided to 4th grade students in preparation for national tests in Math and language subjects.

Objective 4: Parents’ empowerment and strengthening family relationships

- Regular meetings with parents take place monthly, including general subjects and individual discussions. Special attention has been paid to the topics “The key role of parents in education;” “Types of responsibilities;” “Techniques and methods for gaining child’s cooperation”.
- These meetings serve as a platform for parents to engage with educational themes, learn new strategies for child development, and contribute to a supportive community around the school.

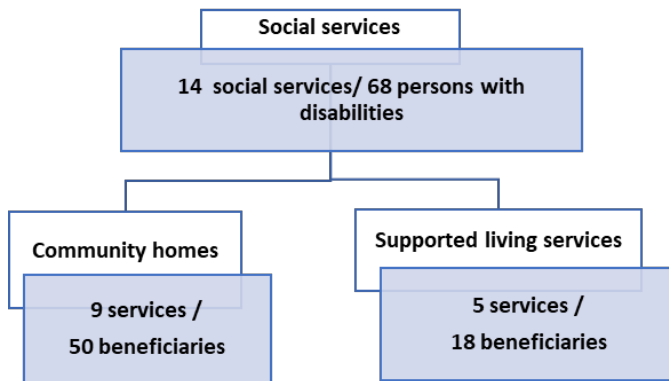
Objective 5: Community cultural education and preservation of community cultural heritage.

During the reporting period, 81 museum visitors enjoyed practicing and learning different techniques of working with natural fibers and local natural resources (clay, rush, and willow branches). In addition, the museum has weekly opening hours for workshops with kids.

7. Support to local PA for delivering qualitative community-based social services.

During 2023, Keystone Moldova continued to monitor and provide methodological assistance to social services staff to ensure the quality of care, supervision, and maintenance services and/or to improve the health of the 68

Figure 6 Community-based social services developed by Keystone Moldova



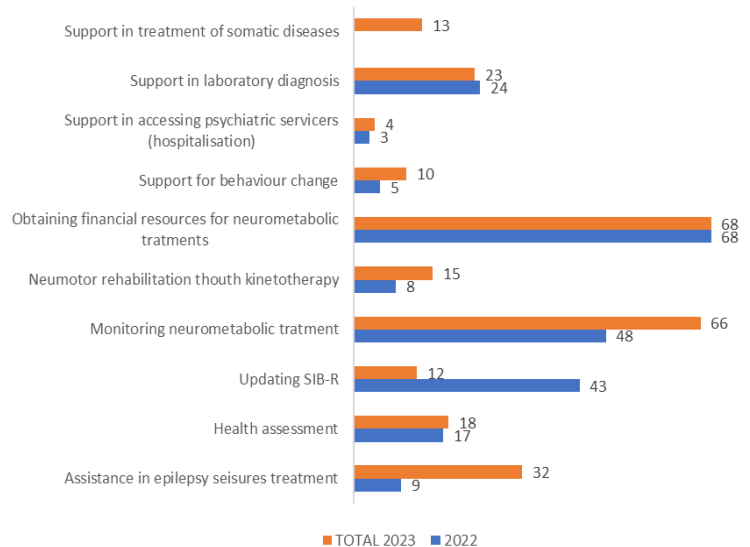
people with disabilities placed in 14 Community Homes (CH) and Supported Living (SL) social services (see Fig.1). Health and social care interventions provided by Keystone Moldova are based on the individual needs of persons with disabilities identified during the weekly individual care planning sessions. This way, each beneficiary, based on individual needs, receives the following support: personal care and hygiene, health assessments (periodically and/or based on necessity), health treatments, recommendations for nutrition and diet, recovery, health education, first aid, recreational and socializing activities, counseling and emotional support of employees, family support services etc. During the reporting period 3 beneficiaries left the services and 3 new

beneficiaries placed into the following supported living services: SL Baimaclia and SL Nisporeni.

In 2023, from the healthcare perspective, the 14 social services were supported with the following activities:

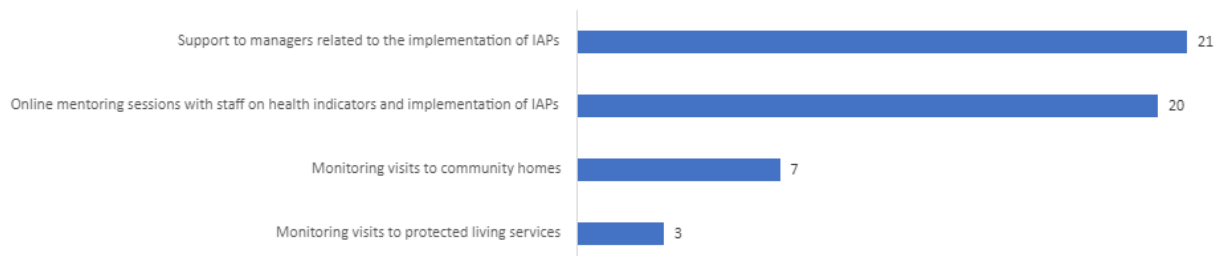
- Reassessing the individual needs of people with intellectual disabilities (12) and updating the Scales of Independent Behavior –Revised (SIB-R), a comprehensive assessment of adaptive functioning and elaborating of recommendations to increase beneficiaries’ independence and personal autonomy;
- Facilitation of collaboration with medical institutions and laboratories; being granted access to lab tests (23cases);
- hospitalization of four beneficiaries in the hospital with a psychiatric profile, surgery departments of territorial hospitals with a multidisciplinary profile (3) and in the Republican Oncology Hospital (1);
- Provision of behavior change support (involving drugs) to 10 beneficiaries with problematic behavior from social services;
- Provision of methodological assistance to the staff of supervised social services (managers and medical assistants) re-evaluation of 38 Individualized Assistance Plans centered on the beneficiary and their needs;
- Conducting 15 sessions of intermediary kinesiotherapy, including the documentation and analysis of progress, revision of neuromotor rehabilitation plans, updating recommendation for nine beneficiaries from Community homes;
- Providing neurometabolic treatment to 66 beneficiaries. Due to a wide range of actions undertaken their state of health improved;

Figure 7 Number of beneficiaries per types of support



- monitoring the evolution of the disease and provision of assistance to 9 beneficiaries out of 15 with epilepsy. Please note that the rest of beneficiaries did not manifest convulsive seizures during past year, which reflects a positive evolution;
- monitoring the health status of 68 beneficiaries, by carrying out 27 visits to services and 34 online meetings. Also, technical assistance to the services (see figure below), as a part of monitoring activities, was provided: Provision of methodological assistance to the staff of supervised social services (managers and medical assistants) related to the reassessment of needs of persons with infantile cerebral palsy through 21 cases of support related to the implementation of Individual Assistance Plans, as well as during 20 regular online mentoring sessions with the participation of the staff involved in the implementation of above-mentioned plans in the following services:

Figure 8 Number of supporting activities conducted within social services, Jan-Dec 2023



Community homes in Nisporeni, Cantemir, and Supported Living services in Orhei, Lapusna, Falesti.

During the reporting period the Keystone Moldova team performed a series of visits to assess the actual condition of buildings hosting the above-mentioned social services. Based on this information, Keystone Moldova designed a project proposal in the context of an EU Romania-Republic of Moldova cross-border call for proposals aiming to rehabilitate and modernize the community-based social services developed previously.

8. Support program for Keystone Moldova

Period of implementation: 01.01.2022 - 31.12.2023

Project Goal: to ensure the institutional capacity of Keystone Moldova based on organization's strategy.

Objective 1: Advocate for a stable social contracting mechanism in Moldova which includes a modest retention

Four curriculums and course materials have been developed for the following programmes: initial training course for personal assistants and for the staff within the social service "Mobile Team" and for continuous training for personal assistants and staff of "Mobile Team."

Objective 2: Improve the accessibility of the office space, webpage for persons with visual and intellectual disabilities

In 2023, the website www.informat.md was enhanced to support the Hotline service, improving accessibility, and updating content. An IT company was tasked with comprehensive services including maintenance, hosting, content updates, functionality monitoring, backups, file management, structural adjustments, and adding new pages. Additionally, four infographics were introduced, covering topics such as the hotline service, assisted employment for individuals with disabilities, pension recalculations for caregivers of severely disabled children, and a retrospective on the hotline's seven years of operation.

Objective 3: Continue to develop adequate Human Resources through training and education, along with partnering with institutions of higher education and other CSOs

During 2023, several team members have participated at trainings, conferences, international events;

- 2 team members took English lessons;
- 2 team members participates at online webinars, organized by fisc.md;

- 43 team members participated at the first aid course;
- 18 team members participated at the staff-retreat and went kayaking;

Several team members participated at international events and conferences, organized in Brussels, Helsinki, Great Britain, Vienna, Tirana, Macedonia.

Advocacy at the International level

A self-advocate was contracted as an expert for consultations initiated by the United Nations and a Center for Inclusive Policies. This person participated in meetings discussing the inclusion of persons with disabilities in research and the final report's accessibility. Another self-advocate took part in a masterclass organized by Inclusion International, sharing the experiences of a Self-advocacy group from Moldova in developing an alternative report for the UN Committee on the Rights of Persons with Disabilities.

Advocacy at the national level:

In 2023, strategic initiatives were undertaken to foster inclusivity and accessibility for individuals with disabilities, highlighted by a collaborative meeting with Ministry of Labor and Social Protection representatives to review annual activities and set forth the 2023 action plan. A self-advocate contributed to the national deinstitutionalization program consultation for 2023-2027. Additionally, a meeting with the Minister of Labor and Social Protection saw the delivery of a statement by four self-advocates on disability barriers. Four live awareness sessions were conducted, alongside informational workshops in Falesti district, focusing on political rights for individuals with disabilities. Participation in the Inclusion Plan 2023-2027 workshop and two social media campaigns aimed at challenging stereotypes and emphasizing accessibility underscored these efforts. Moreover, the observation of local elections by young self-advocates to ensure political rights compliance, and a consultative meeting on medico-social service accessibility, further exemplified the commitment to enhancing the lives of individuals with disabilities.

Performance indicators:

- Self-Advocacy group has 37 members – 19 men, 18 women, 27 – from rural area, 9 –from urban area;
- 30 capacity building meetings organized, on different topics of interest for Self-advocates;
- Four LIVE sessions organized, they got – 2636 impact, 1167 views, 85 likes, 25 shares.
- Around 21 Self-advocates were supported to advocate for their rights;
- Involving Self-advocates in Advocacy activities at national and international level.

Indicator	Target 2023	Last reported Dec 2022	Actual December 2023	Status/comment
O1 Advocate for a stable social contracting mechanism in Moldova which includes a modest retention				
Ind. 1.1 No. of documents developed	4	2	4	finalized
Ind. 1.2 No. of documents accredited	2	0	0	n/a
O2 Improve the accessibility of the office space, webpage for persons with visual and intellectual disabilities				
Ind. 2.1 Service Contracts signed.	Webpage www.informat.md adjusted and functional	1	1	The webpage was adjusted, is functional and is maintained every month finalized
Ind. 2.2 No. of infographics developed	n/a	0	4	finalized
O3 Continue to develop adequate Human Resources through training and education, along with partnering with institutions of higher education and other CSOs				
3.1 No. of training/ workshops / conferences attended	At least 10	16	15 ²	finalized
3.2 No. of persons capacitated	At least 25	43	108	finalized

O4 Mobilizing the communities and the target groups in advocacy and self-advocacy activities				
4.1 No. of activities organized with Self-advocates	24 meetings	30	30 meetings	finalized
4.2 No. of trained and assisted participants	35	36	280 persons per total ³	finalized
4.3 No. of advocacy activities performed	4 advocacy initiatives	6	11	finalized
4.4 No. of LIVE events	4	n/a	4	finalized

9. Civil society organizations acting for better social services II

Project duration: April 2021 – March 2024 (36 months)

Project Goal: to empower civil society organizations from social field to become strong pillars in social policy dialogue and inclusion of vulnerable groups.

During the reference period, Keystone Moldova contributed to strengthening the professional skills of staff from 20 social services and 20 sub-granted CSOs by conducting initial training courses and preparing services for initial accreditation. Through the Technical Assistance Program, CSOs benefit from individual methodological support in strengthening skills regarding service development. At the same time, Keystone Moldova provides continuous support for social service providers to prepare services to accreditation, as well as workplace assistance regarding services provision.

Objective 1: To increase the capacities of at least 40 CSOs from the social field to design and implement responsive social services (under the responsibility of Keystone Moldova)

- Strengthened professional skills by participating in initial training courses of 37 employees from 4 social services: (1) Center of social services "O șansa" from Soroca, developed by "Casa Speranțelor", (2) two Mobile Teams from Edineț and Cimișlia rayons, (3) specialists from "LOW VISION" Medical-Social Rehabilitation Center for People with visual impairments, (4) Community Home Mărăndeni developed by "Eternitate".
- Strengthened the skills of 12 employees from 3 services regarding elaboration of Services' documentation: (1) "Partneriatul - Aachen Moldova" and the staff from Cantemir SAFPD, Baimaclia "Protected House" social service, regarding the initial accreditation; (2) employees from Orhei Mobile Team; (3) employees from Băxani village, Soroca district Day Center for elderly and "Băxani – Casa părintească" to prepare the Service for initial accreditation.
- Strengthened the professional skills of 14 medical assistants and/or physiotherapists within 11 social services regarding beneficiaries' medical and physiotherapy assistance.
- Consulted 62 beneficiaries from 11 social services and provided informational support for 46 families/caregivers regarding correct use of medical care methods.
- The reorganization of accreditation system of social service providers created impediments in the process of initial accreditation of 10 newly developed social services. To remedy this situation, working meetings with MLSP were organized, social service providers were supported to send letters to the State Social Inspectorate to rush the accreditation process. The accreditation process is planned to resume in July 2024.
- At the same time, because the providers were not initially accredited, it was not possible to admit the beneficiaries within the social services and, therefore, the continuous training courses for social services staff were not organized. The continuing training courses have been rescheduled for November and it does not affect the project's progress.

Indicator	Target 2024	Last reported, June 2023	Actual Dec 2023	Status/comment
Objective 1: To increase the capacities of at least 40 CSOs from the social field to design and implement responsive social services				
The number of social services developed /expanded / improved that meet individual needs of vulnerable groups in emergency and prompt situations	40	38	41	In progress

Number of social services developed/extended by/with the support of CSOs	40	38	41	Achieved
Number of people from vulnerable groups benefiting from services during the project implementation	1500	2162	4863	In progress
Number of initial courses completed	3	6	10	In progress
Number of trained people from social services	60	73	133	Overachieved

Challenges:

- Local grassroots CSOs lack basic experience in implementing projects and need continuous support during the sub-granting phase, while designing new social services.
- CSOs developing new social services in partnership with LPAs meet significant difficulties in terms of financial sustainability.
- Some sub-granted CSOs underestimate its' role in the social services development process. Those CSOs perceive this type of activity as a “fundraising tool” or as a “technical assistance to local public authorities” to equip social services.
- Most CSOs were affected by the refugee crisis and price increase, so the implementation of the projects was delayed.
- The reorganization of accreditation system delays the process of admitting beneficiaries to the newly created social services.
- The reform of the social assistance system launched in April represents a challenge for created/developed social services within the project, because it is not clear how and by whom these services will be financed.

10. Changing the Way We Care II

Project goal: to promote safe, nurturing family care for children reintegrating from residential institutions and children at risk of child-family separation by strengthening families, reforming national systems of care for children, and shifting commitments nationally, regionally, and globally.

Strategic objective 1: Governments in demonstration countries advocate for family-based care and the transition/closure orphanages, and lead, organize, manage and fund related policies and programs in alignment with United Nations-endorsed Guidelines on the Alternative Care for Children

The most important results:

The following documents have been developed and consulted in the framework of the Social Workforce activities:

- Action plan on the implementation of the Memorandum of Cooperation between MLSP and academia (the document was coordinated with MMPS, academic environment and CTWWC);
- Curriculum and course material for initial training of supervisors "Professional supervision in social work" (draft);
- Curriculum and course material for in-service training of supervisors (draft);
- Draft of the Professional Supervision Mechanism (draft);
- Methodology for the co-certification of training services (draft);
- Mechanism for contracting training providers (revised draft);
- Draft Government Decision on the continuous training and work integration of social assistance staff;
- Draft Regulation on certification of social work staff;
- Government Decision no. 955/2023 regarding the organization and operation of the Agency for the Management of Social Services with High Specialization and the reorganization of some public institutions under its management;
- Government Decision no. 957/2023 regarding the establishment, organization, and operation of the Territorial Social Assistance Agencies (approved including the structure and organizational chart of the agencies);

Indicators essential for the purpose of the project

- 450 social professionals trained in 13 Training Workshops on "Social Role Valorisation";

- Action plan on the implementation of the Memorandum of Cooperation between MLSP and academia;
- Package of documents that will ensure the establishment of the system of continuous training and work integration of social work staff developed (draft);
- Package of documents on professional supervision in the field of social work (draft);
- Government Decision no. 955/2023 regarding the organization and operation of the Agency for the Management of Social Services with High Specialization and the reorganization of some public institutions under its management;
- Government Decision no. 957/2023 regarding the establishment, organization and operation of the Territorial Social Assistance Agencies (approved including the structure and organizational chart of the agencies);
- Job description of the specialist in the protection of children's rights (draft).

Challenges:

In the context of the Reform of the social assistance system "RESTART" it is planned to repeal the Government Decision no.38/2019 on the organization and functioning of the social assistance system in the Republic of Moldova. This situation implies a radical deviation from the previously established tasks, as it implies the elaboration of a new package of documents on the organization and functioning of the system of continuous training in the field of Social Assistance. Financial resources were re-planned for the contracting of consultancy services regarding the provision of technical assistance in the preparation of the package of documents in which the reform of the social assistance system "RESTART".

Strategic objective 2: In demonstration areas (selected during SO1 activities), children/youth remain in or are reintegrated into safe and nurturing family care.

The most important results:

Under the DI component we note the following results:

- 10 beneficiaries - 9th grade students from Bulboaca Residential School trained in 4 Vocational and Personal Development Workshops;
- 3 vocational-technical education institutions identified for enrolment of the graduates of Bulboaca Residential School;
- 7 beneficiaries - graduates of Bulboaca Residential School have received or are in the process of obtaining the identity card;
- 33 Individualized Assistance Plans of beneficiaries from Bulboaca Residential School (16) and from Orhei (17) updated;
- 10 budgets developed for economic support to children and their families based on needs identified in the person-centred planning process;
- STAS representatives from 5 territorial-administrative units (Cantemir, Leova, Hincesti, Ocnita, Balti municipality) informed in the creation of support services for children with disabilities;
- 2 beneficiaries of the CPTPCD received support in the preparation of documents/documents to establish their legal status;
- Collaboration relations established between Bulboaca Residential School and the Calypso Youth Friendly Centre (CPT) in Anenii Noi;
- 10 beneficiaries were involved in the process of selection, procurement, delivery of goods in order to develop independent living skills (management of planned money, orientation in time and space, moving around the city by urban transport);
- In collaboration and continuous coordination with the representatives of STAS Orhei and Ocnita, it was possible to collect the package of documents on deinstitutionalization, submit it to the MMPS and finally obtain the decision to deinstitutionalize the child Ciburciu Constantin and reintegrate him into his biological family;
- Identified educational institutions, provided support to 9 families of the beneficiaries in the preparation of the paperwork packages, their submission and enrolment of students (9) in 3 educational institutions (1 child -

gymnasium in the native village Bulboaca, 8 - vocational schools Chisinau, Bubuieci); One of these 9 children was enrolled in short courses through and in collaboration with the Anenii Noi Labour Force Office.

- Provided support to headmasters, teachers in vocational schools in the development of individual intervention plans to facilitate the social/educational inclusion of beneficiaries and reduce behavioural problems and relationship difficulties they face;
- The project implementation team has continuously monitored the process of social integration/educational inclusion of the beneficiaries, through visits to families, visits to educational institutions, meetings and discussions with parents, teachers and extended families, with the caretakers of the homes where the children live;
- Completed and signed 9 Collaboration Agreements, including annexes between Keystone Moldova and the Municipalities of the communities where the project beneficiaries were reintegrated and 11 Partnership Agreements, concluded with the families of the beneficiaries;
- Provided support to community social workers in the process of assessing 5 families (welfare areas) (Cazac, Malairău, Popescu, Cazac, Spilnicenco) and drafting 5 PIAs;
- Conducted 21 counselling sessions with children and their parents (strengthening the adolescent-parent relationship, benefits of de-institutionalisation and inclusion of children in educational institutions in their home localities, development of responsibility and independent living skills);
- The project implementation team, at the request of the Orhei CPTCD representatives, provided consultancy in terms of removing gaps in the implementation of case management, detected by the Social Inspection representatives, by developing concrete actions and requesting specialized training in case management;
- Organized the assessment process, through the application of the SIB-R tool, of 29 children in 4 residential institutions;
- Applied the SIB-R to 29 children from 4 residential institutions (CPTRCVF Balti, CPTCD Hincesti, CPTCD Orhe, CPTRCVF Chisinau) and elaboration of the report on the results of applying the SIB-R tool.

Indicator	Target (final year of project)	Last reported (Dec 2022)	Actual (Dec 2023)	Status/comment
SO1 Strategic objective 1: Governments in demonstration countries advocate for family-based care and the transition/closure orphanages, and lead, organize, manage and fund related policies and programs in alignment with United Nations-endorsed Guidelines on the Alternative Care for Children				
IR 1.1: Policy, legislation and regulations are adopted to support family-based care and the transition/closure of orphanages				
Ind. 1.1. Training workshops "Valuing the social role"	10	0	13	Activity completed Note: 3 more workshops were organized for LPA level II decision makers in the social and education fields
Ind. 1.2. Guiding care reform actors in line with the objectives of the National Child Protection Programme	Reorganization of Bulboaca Residential School into an institution without residential status	At the end of 2022, the district administration, which is the founder of Bulboaca Residential School, was very resistant to the reorganization of the institution.	The question on the reorganization of the Bulboaca Shia is included in the agenda of the Anenii Noi District Council for the July meeting	In process
IR 1.2: Social service workforce strengthened to effectively support family-based care and the transition/closure of orphanages				
Ind. 1.1 Action plan on the implementation of the Memorandum of Cooperation between MLSP and academia	Document approved by MLSP	The Memorandum of Cooperation had no action plan	Coordinated plan with MLSP, CTWWC and 4 universities	Process finalised

Ind. 1.2 Package of documents on professional supervision	Mechanism of professional supervision in social work approved by MLSP	The mechanism of professional supervision in social work approved by the MLSP was revised, the curriculum and course support for the training of supervisors was missing	Draft Mechanism for professional supervision in social work Draft curriculum and course support	In the process of consultation
Ind. 1.3 Methodology for the co-accreditation of training services (draft) and Mechanism for contracting training providers (revised draft).	Methodology for the co-accreditation of training services and Mechanism for contracting training providers approved by the MLSP	These methodologies were missing	Draft Methodology for Co-Certification of Training Services and Draft Mechanism for Contracting Training Providers approved by the MLSP	Consultation process stopped, repeal of HG 38/2019 planned, documents will not be approved
Ind. 1.4 Government Decision on the continuous training and integration into work of social assistance staff (new indicator)	Government Decision on the continuous training and work integration of social assistance staff approved	There is no such document	Draft Government Decision on the continuous training and work integration of social assistance staff approved	In the process of consultation
Ind. 1.5 Regulation on the certification of social work staff (new indicator)	Regulation on certification of social work staff approved by MLSP	There is no such document	Draft Regulation on certification of social work staff approved by the MLSP	In the process of consultation
1.6 Regulation on the organization and operation of the Agency for the Management of Highly Specialized Social Services	Regulation on the organization and operation of the Agency for the Management of Highly Specialized Social Services approved by Government Decision	There is no normative framework	Government Decision no. 955/2023 regarding the organization and operation of the Agency for the Management of Social Services with High Specialization and the reorganization of some public institutions under its management	Process finalised

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

Period of implementation: 01 Nov 2022 – 31 Oct 2026, 48 months

Donor: Austrian Development Agency & Swedish International Development Cooperation Agency

Project goal: to improve public commitments for gender responsive climate action and increase available financing to implement gender-responsive climate action in Western Balkans region and the Republic of Moldova

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

- The GBWN partners developed 3 guidelines for CSOs on the following GRB tools: the gender budget beneficiary assessment; gender budget analysis; gender impact assessment.
- Two modules – basic and advanced GRB – have been translated from English into Romanian and are available on the GBWN Academy platform for CSOs.

- A consultant was hired to provide high-level advocacy and lobbying training for CSOs. The expert developed informational tools on impacting international organizations through national watchdog efforts and created a guidebook and online training materials for CSOs to increase participation and influence in international fora.
- The Gender Responsive Budgeting FORUM – Going Global held in Skopje, Macedonia from October 19-20, brought together a diverse group of participants, including distinguished experts from across Europe, representatives from international organizations, CSO activists, government officials, subgrantees and other stakeholders.
- Rapid mapping was conducted to identify opportunities for CSO participation in international events, which could be leveraged to hold the government accountable. A calendar of both online and in-person events in which GBWN partners will participate for the 2024-2025 was elaborated.

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

- In March, GBWN partners held their first online seminar on Regulating Maternity and Paternity Leave, examining its impact on costs and gender norms. They gathered information on national practices and welcomed stakeholders to join. The event saw over 80 attendees from various sectors, including CSOs, government bodies, and GRB experts from the Western Balkans and Moldova. The second online seminar, in December, focused on "State Funding for SOS Helplines in the Western Balkans and Republic of Moldova," with A.O. La Strada representatives discussing challenges in Moldova. This session attracted around 50 participants from 7 countries, including 9 from Moldova.
- A training session on Organizational and Advocacy Capacity Assessment (OACA), focusing on the Advocacy Index Score, was held for project partner subgrantees. Post-training, GBWN partners and subgrantees were to conduct an internal evaluation with provided questionnaires. Moldova's two subgrantees submitted their responses on time to Keystone Moldova's coordinator, who also assessed two CSOs via meetings using the same questionnaire, totaling 10 assessments. A follow-up assessment is planned in 12 months after organizational capacity building.
- The inaugural podcast, featuring the Macedonian team on "Climate Change and GRB," kicked off the series. The second episode, "Breaking Barriers," available on YouTube, delves into male involvement in gender equality and GRB, with project coordinators from Albania, Kosovo, and Keystone Moldova sharing insights. The third episode, "Beyond Budgeting," discusses innovative budgeting approaches with the Montenegro project coordinator and GBWN's Regional Director.
- Six newsletters were prepared and released during the reporting period on the following topics: (1) the progress and achievements of CSOs involved in the previous project (2019-2022); (2) Regulating Maternity and Paternity; (3) key highlights such as the first training on Gender Responsive Resilience Funding Monitoring; (4) Two network partners' workshop in North Macedonia; (5) GRB Forum and Network development strategy workshop; (6) GBWN partners' news.
- A Public Call for Applications for capacity building and sub-granting in gender responsive budgeting and resilience response was launched in March 2023. Following the evaluation criteria, a project proposal titled "Strengthening Gender Responsive Climate Budgeting in Moldova" by A.O. Adolex XXI, and another proposal titled "Bridging the Gap: Gender-Based Budgeting for Climate Resilience in Moldova" by A.O. Ecovisio, have been chosen for funding. Contracts with both CSOs were signed at the beginning of August and the projects will be implemented over a period of 12 months.

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

- First annual comments on Law on the State Budget for 2023 were published in English and Romanian on the GBWN website.
- A position letter has been elaborated on behalf of Gender TaskForce members regarding the creation of the 2024 state budget law. Its core focus is urging the integration of a budgetary structure that recognizes and consistently addresses gender disparities in Moldova. The main points underscore the necessity of implementing the Programme

for the Promotion and Ensuring of Equality between Women and Men in the Republic of Moldova (2023-2027) and promoting sex-disaggregated data collection by state bodies.

- The methodologies for” GRB report on climate change” was developed by the experts and GBWN partners recommendations.
- Project partners agreed to investigate how transport intersects with climate change and gender. They carried out preliminary desk research on the issue within their countries.

Other important activities:

- Keystone Moldova representatives participated at a roundtable on "Gender-responsive budgeting at the national level: achievements, challenges and trends" organized by the Ministry of Labour and Social Protection in partnership with UN Women Moldova, which brought together representatives of the Ministry of Finance, the Court of Accounts, the State Tax Service, the State Chancellery, the UN Women Country Office and other CSOs. Keystone Moldova presented its achievements in GRB in the context of the GBWN regional project (2019-2026).

<i>Indicator</i>	<i>Target 2026</i>	<i>Dec 2022</i>	<i>June 2023</i>	<i>Actual December 2023</i>	<i>Status/comment</i>
Objective 1: Strengthened visibility and internationally recognition of the work of the Gender Budget Watchdog Network					
Ind. 1.1.3 Number of developed Guidebooks on GRB tools	3	0	0	3	Achieved
Ind. 1.1.4. E-training available on local languages	1	0	0	1	In progress
Ind. 1.1.6 Communication strategy	1	0	0	1	Achieved
Ind. 1.2.3 Number of training modules on advocacy and lobbying developed and delivered	1	0	0	1	Achieved
Ind. 1.2.5 Participation at number of international forum/conferences by GBWN members.	4	0	0	1	In progress
Ind. 1.4.1 Number of strategies from rapid opportunity funding mapping	1	0	0	1	Achieved
Objective 2: Increased CSO capacities to use GRB tools watchdogging climate change policy and financing					
Ind. 2.1.1 Number of OACA assessments and CDPs created	120 ¹	0	0	10	In progress
Ind. 2.1.4 GBWN Webinars.	8	0	1	2	In progress
Ind. 2.1.5. Podcasts	8	0	2	3	In progress
Ind. 2.1.6 GBWN Newsletter – Gender budget brief	24	0	3	6	In progress
Ind. 2.2.1 Number of implemented initiatives for development of local watchdog reports for resilience recovery response that demonstrate enhanced capacities	21	0	0	0	In progress
Objective 3: Improved CSO participation in policy and budgeting processes by using gender budget watchdog tools for increased government accountability, particularly in resilience response, climate change financing and gender responsiveness of the climate change policy framework					
Ind. 3.2.1 Number of budget commentaries and recommendations	4	0	1	1	In progress
Ind. 3.3.2 Number of methodologies for GRB report on climate change developed	1	0	0	1	Achieved
Ind. 3.3.3 Number of National reports developed (gender and climate change)	7	0	0	0	In progress

12. Harnessing the CSO’s potential to promote the social entrepreneurship in Moldova

Period of implementation: January 2022 – November 2024

Project Goal: Disadvantaged people have better access to local economic and social opportunities through active civil society engagement in the development of social entrepreneurship.

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

Activity 3.3 Elaboration of the methodology on monitoring and evaluation of social enterprises

- Establishing contacts with the Ministry of Economy and the Economic Council under the Prime Minister on issues related to the development of social Entrepreneurship
- Participation in 6 meetings of the working group set up under the Prime Minister's Economic Council on various topics with a view to developing the social economy sector, involving disadvantaged sections of the population in the work of social enterprises.

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

Activity 4.1 Capacity building for the development of the advocacy plans at the regional level.

- Launching the call for the selection of CSOs participating in the training workshops on developing communication and advocacy plans to promote social entrepreneurship at local level. Providing QA updates to interested organizations.
- Receiving of applications from 27 CSO's: Central region - 13 CSOs, Northern region - 8 CSOs, Southern region - 3 CSOs, Transnistrian region - 2 CSOs, ATUG - 1 CSO.
- Evaluation and selection of qualified organizations in close cooperation with the lead implementing partner.
- Conducting a workshop on the development of communication and advocacy plans for the promotion of social entrepreneurship at local level: first day 03.04.23 - online format (45 participants), 04.04.23 - physical format (32 participants).
- Participation in the event for the signing of grant contracts within the competition "Supporting non-governmental organizations in their efforts to promote the concept of social entrepreneurship" organized by the East Europe Foundation.

<i>Indicator</i>	<i>Target 2024</i>	<i>Last reported Dec 2022</i>	<i>Actual June 2022</i>	<i>Status/comment</i>
SO3. Disadvantaged people have better economic and social opportunities through social enterprises developed based on small grant scheme.				
Activity 3.3 Elaboration of the methodology on monitoring and evaluation of social enterprises				
Sub-activity 3.3.1 Elaboration of the methodology on monitoring and evaluation of social enterprises				
Ind. 1.1. Methodology for monitoring and evaluation of social enterprises	1	0	0	In process
SO4. General population and Local Public Authorities have increased awareness about the role of social enterprises in community development through educational and promotional campaigns.				
Activity 4.1 The building's capacity for the development of the communication/advocacy plans at the regional level.				
Ind. 1.1. CSOs trained in workshops on developing communication and advocacy plans to promote social entrepreneurship at local level	25	0	27	Finalized

13. Emergency response to Ukrainian refugee crisis in the Republic of Moldova

Period of implementation: Since March 2022

Goal: to address medical and basic household needs of Ukrainian refugees and Moldovan host families/communities in the context of the Ukrainian refugee crisis in the Republic of Moldova

Keystone Moldova established several teams operating from various international funding sources to address the needs of Ukrainian refugees and members of local vulnerable communities, including those with disabilities, critical medical condition, or exacerbation of chronic diseases. The funds have been pro-actively identified from the following donors: Foundation de France, Care International/Sera, Mercy Corps, World Vision, AAR Japan, Peace Winds Japan, EASPD/UNICEF.

The mobile teams have been structured to provide comprehensive support, particularly focusing on individuals facing challenges such as disabilities, critical medical conditions, or the worsening of chronic illnesses. A total number of 6 mobile units have been aiding eligible beneficiaries representing both Ukrainian refugees- 70% and vulnerable host communities-30% during past months. The projects achieved a wide geographical coverage: capital Chisinau (1 team), Central region (1 team), majority of rayons from the northern region (2 teams) and main rayons from the southern region (2 teams).

Figure 9 Nationality of beneficiaries, %, Jan-Dec 2023

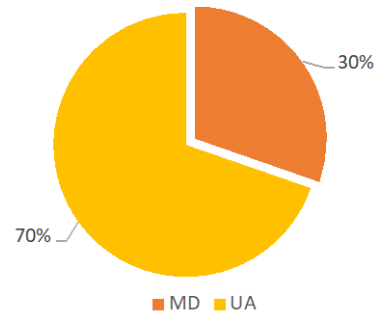
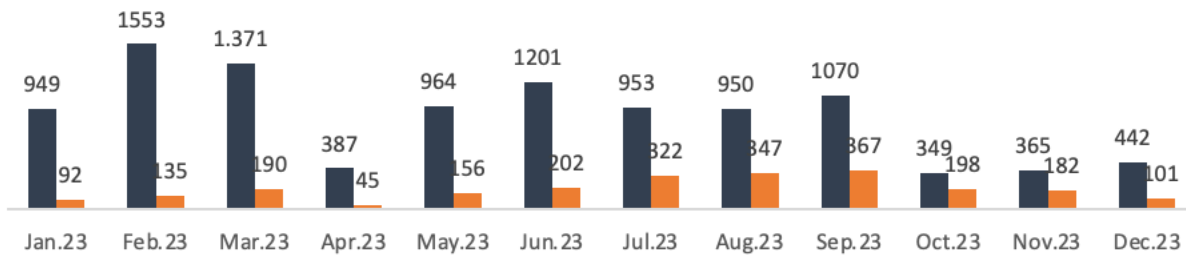


Figure 10 Number of assessed beneficiaries, including PwD, Jan-Dec 2023



Additionally, the Hotline Service for persons with Disabilities extended its competences and resources to offer professional and comprehensive informational support to a new target group – refugees.

Figure 11 Informational support via 24/7 Hotline service, # of incoming calls, Jan - Dec 2023

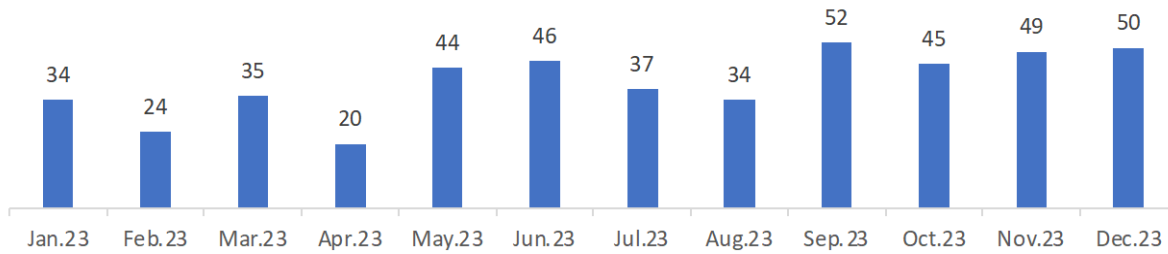
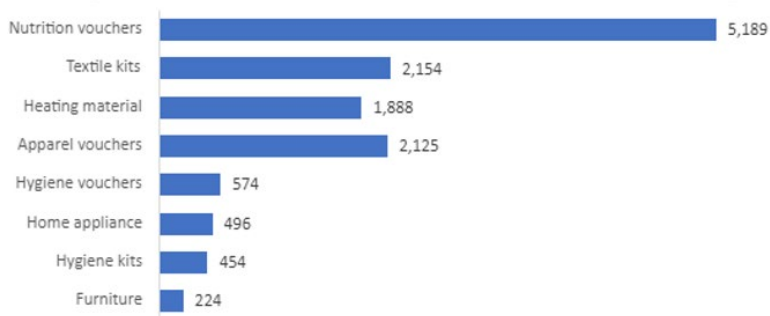


Figure 12 Types of support for basic household needs, # of beneficiaries, Jan-Dec 2023



Also, a distinct project on early childhood intervention for refugee families with children with developmental delays or at risk of developing such, was implemented by the organization (ECDUR project from UNICEF funds). Over 26,000 beneficiaries received at least one type of support since the beginning of Russian invasion in Ukraine. Notably, from January to December 2023, up to 15,000 individuals underwent assessment and qualification for the provision of support through case management (referenced in the monthly breakdown outlined in Fig.10)

Keystone's prioritization of refugee interventions related to persons with disabilities stems from the need for support, especially considering the limitations of governmental funds. Throughout this period, 3,513 persons with disabilities, including refugees, received crucial assistance such as medications, assistive devices, lab tests, and access to rehabilitation through projects implemented by Keystone's mobile units across the country.

Based on the data collected through the assessment performed by each mobile team, a profile of assisted persons with disabilities could be established. 35% of PwD have a severe degree of disability and a fifth of the total do not have a documented confirmation of the disability. Also, the most frequent types of disability are the following: medical, locomotor, multiple and intellectual (see Fig. 14).

Figure 14 Degree of disability of beneficiaries, %, Jan-Dec 2023

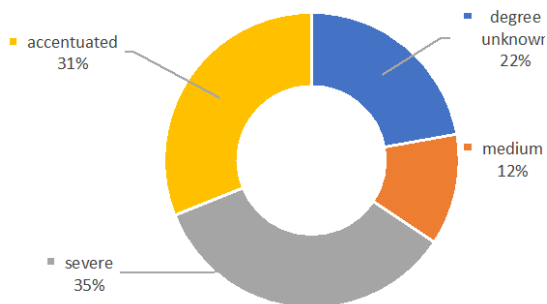
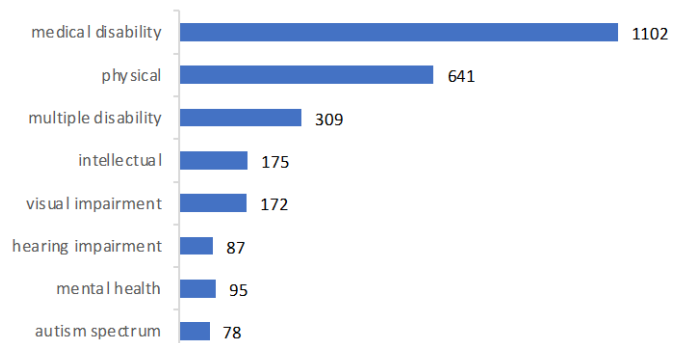


Figure 13 Types of disability, # of individuals, Jan-Dec 2023



Significant advocacy efforts have been made by the leadership of Keystone Moldova to make international donors aware of the need for medical assistance, especially for medications. Consequently, there have been identified funds from Japanese donors, to run mobile teams specialized in medical assistance starting from November 2022 (Association for Aid and Relief AAR Japan) until latest March 2024 (Peace Winds). Generally, a decrease of funding possibilities related to the support for refugees could be noted starting from 2023. This tendency is expected to persist in the coming period, even if the most vulnerable and critical refugees from the medical perspective will continue to stay in the country.

The data gathered from assessments not only provides insights into the profiles of those in need but also emphasizes the critical need for ongoing and targeted support for vulnerable populations. Keystone Moldova has demonstrated commendable leadership through substantial advocacy efforts, successfully securing funds from Japanese donors to facilitate specialized mobile teams focused on delivering essential medical assistance playing a crucial role in addressing the medical needs of the most vulnerable refugees and critically affected individuals. Despite initial successes, there has been a noticeable decline in funding for refugee-related support initiatives since 2023, a trend expected to persist in the foreseeable future. This decline poses a significant concern, especially given that the most vulnerable refugees, particularly those with critical medical needs, are anticipated to remain in the country, requiring sustained and consistent support. Analyzing the content, we can identify key points:

1. **Challenges in Medical Support Initiatives:**

- Managing projects related to medical support presents challenges, requiring specialized qualifications among team members, meticulous data management, and precise financial and internal documentation.
- Keystone Moldova is recognized as a reliable, professional, and well-organized entity in managing such endeavors, as highlighted by positive feedback from implementation partners.

2. **Winterization Projects:**

- Keystone Moldova actively engaged in enhancing living conditions for communities hosting Ukrainian refugees through diverse support measures.
- Notably, the winterization project, funded by Mercy Corps and World Vision, targeted local vulnerable communities in the southern region and Chisinau and nearest localities, providing crucial resources during harsh winter conditions exacerbated by an energy crisis.

3. **Advocacy and Funding:**

- Keystone Moldova engaged in substantial advocacy efforts to highlight the need for medical assistance, resulting in successful fundraising from AAR, Peace Winds and CARE/SERA Funds obtained facilitated the operation of specialized mobile teams dedicated to providing essential medical aid.

4. **Funding Decline:**

- Despite initial successes, there has been a noticeable decline in available funding for refugee-related support initiatives since 2023.
- The decline in funding opportunities is expected to persist, posing a concerning trend, especially given the anticipated prolonged stay of the most vulnerable refugees with critical medical needs.

5. **Proactive Engagement and Commitment:**

- Keystone Moldova's proactive engagement in addressing multifaceted needs of both refugees and host communities underscores its commitment to comprehensive and impactful humanitarian assistance.
- The organization has shown dedication in challenging contexts, necessitating urgent and diverse support measures.

Open Arms, Open Hearts-Emergency response to Ukraine crisis, CARE-SERA

Period of implementation: August 2023 – January 2024

O1. Needs assessment and data analysis:

During the project implementation the household and medical needs of 280 refugees and 99 local vulnerable individuals were assessed. Two main categories of beneficiaries were identified to tailor assistance effectively:

Refugees:

Under this category, the project aimed to extend support to all refugees who applied for assistance. The emphasis during the selection process was particularly directed towards addressing health-related needs. This approach ensured that refugees, regardless of their age or gender, received the necessary support in the context of their health requirements. By prioritizing health concerns, the project acknowledged the critical importance of addressing immediate well-being issues for individuals facing the challenges of displacement.

Vulnerable People from the Republic of Moldova:

This category encompassed individuals within the Republic of Moldova who were identified as vulnerable due to disabilities or chronic diseases. The selection process for this group sought to address the unique needs and challenges faced by individuals with disabilities or with chronic illnesses. This approach recognized that vulnerability transcends gender lines and underscored the commitment to aiding based on the specific needs of each individual.

By adopting a needs-based approach to beneficiary selection, the project ensured that support was allocated where it was most needed, fostering a more inclusive and targeted response. This methodology aligns with humanitarian principles that prioritize assistance according to vulnerabilities and necessities, irrespective of age or gender. It underscores the project's commitment to addressing the diverse needs of its beneficiaries in a fair and equitable manner. Out of 379 people surveyed, only 28 individuals did not receive assistance because they were no longer in the Republic of Moldova at the time of support allocation, declined assistance, or had passed away.

O2: Provision of support to refugees and local vulnerable persons:

The support was provided to **332** beneficiaries - **239** refugees from Ukraine and **93** vulnerable people from the community (Republic of Moldova), **306** people with Vulnerabilities (chronic disease, disabilities). One time support was provided. **435** people with double counting received assistance - **134** from the Republic of Moldova and **301** from Ukraine. **404** people with double counting with disabilities or chronic disease.

Number of people who received supported (with double counting):

- **123** people received support in the form of diapers, **50** from Republic of Moldova and **65** from Ukraine, **111** people with Vulnerabilities (chronic disease, disabilities).
- **297** people received medical support, **76** from Republic of Moldova and **221** from Ukraine, **291** people with Vulnerabilities (chronic disease, disabilities).
- **135** people received medication, **44** from Republic of Moldova and **91** from Ukraine, **130** people with Vulnerabilities (chronic disease, disabilities).
- **71** people received assistive equipment - glasses, hearing aid, orthopedic frame - **10** from Republic of Moldova and **61** from Ukraine, **91** people with Vulnerabilities (chronic disease, disabilities).
- **31** people received medical equipment, **4** from Republic of Moldova and **27** from Ukraine, **31** people with Vulnerabilities (chronic disease, disabilities).
- **15** people benefited from medical investigations, **1** from Republic of Moldova and **14** from Ukraine, including **15** people with Vulnerabilities (chronic disease, disabilities).
- **16** people received support in the form of medical consultations, **1** from Republic of Moldova and **15** from Ukraine, **16** people with Vulnerabilities (chronic disease, disabilities).
- **27** people benefited from rehabilitated, **16** from Republic of Moldova and **11** from Ukraine, **27** people with Vulnerabilities (chronic disease, disabilities).
- **2** refugees from Ukraine with Vulnerabilities (chronic disease, disabilities) benefited from the medical interventions.
- **15** children from Ukraine received tablets / laptops to access online lessons, including **2** people with Vulnerabilities (chronic disease, disabilities).

Mobile unit Tudora, Open Arms, Open Hearts-Emergency response to Ukraine crisis, Fondation de France

The main goal of the project was to provide material and psycho-emotional support to both refugee and host families. Emphasis was also placed on the adaptation, integration and socialization of displaced persons in host communities; facilitating access to education /educational activities for children of refugees from Ukraine. The project's target group encompassed 400 individuals, based on identified needs. However, upon project completion, the recorded indicator revealed support provided to a total of 856 individuals, of which 264 were children. Among the beneficiaries, there were 571 refugees, including 181 children. The project team achieved the following performance indicators:

#	Types of support	Reach		
		# items	# refugee families	# persons
1	Household support	500	388	1814
1.1.	# support for heating during the cold period of the year	139	130	631
	# of biomass briquettes supplied (tons)	125	116	564
	# of liquefied gas (cylinders)	14	14	67
1.2.	# support for improving living conditions	361	258	1183
	# furniture (items)	34	33	190
	# food cards, (item)	100	82	321
	# textiles (bedding set, towels /items)	167	80	339
	# household appliances (items)	60	63	333
2	Support for medical needs	29	17	41
2.1.	# medicines (items)	20	10	10
2.2.	# medical equipment (thermometer, glucometer, tonometer, etc.) (items)	9	7	31
3	Psychological support	4	4	4
3.1	# psychological sessions	4	4	4
4.	Educational inclusion	88	29	33
4.1.	Access to e-schooling	9	9	9
	# tablets (items)	9	9	9
4.2.	# of children who attended <i>Club of interests</i> / sessions	40	14	14
4.3.	# of children attended the <i>After school program</i> /sessions	38	6	6
5	Capacity building	1	12	12
5.1.	# of parents involved in the Parents' Club program/ meetings	1	12	12
	Total beneficiaries per type of support		450	1904
	<i>TOTAL beneficiaries, primary assistance</i>		206	856

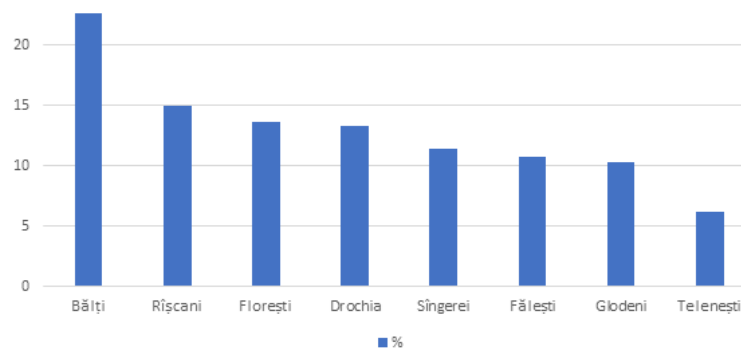
Mobile Individual Protection Assistance in the North of Moldova, AAR

Period of implementation: November 2022 – May 2024

The project has been implemented in a period of transition, in which most refugees staying in Moldova did not have any legal status. At the same time, 55% of Ukrainian refugees living in Moldova declared that their main source of income was humanitarian assistance. Savings constituted the second most frequent main source of income, while government support was the fourth.

In this context, the project offered necessary support to Ukrainian refugees living in Moldova. In the implementation period, the project aided

Figure 15 Geographical distribution of the support provided within the project



636 individuals: 384 Ukrainian refugees (~60%) and 252 Moldovan vulnerable individuals and families (~40%) living in 8 target rayons in the North of Moldova.

According to the geographical distribution of the provided support, the highest numbers of assisted individuals were registered in Bălți – 22,6% of the total, whereas the lowest number was registered in Telenești – 6,12%. This is due to Bălți being one of the cities with the highest concentration of Ukrainian refugees in the country (3 RACs are activating in Bălți).

In the reporting period, KM Moldova has developed and implemented a feedback mechanism that can be used by beneficiaries and other external parties to submit feedback on the support received. Currently, there are three channels for feedback to the KM compliance department:

1. email to compliance@khs.org;
2. submission of the compliance referral through the feedback form: <https://www.keystonemoldova.md/en/corporate-compliance-form/> ;
3. contacting the toll-free hotline.

Indicator	Target	Achieved
	450 cases	636 cases
Objective 1: To equip the mobile and regional team with relevant knowledge and skills related to the provision of protection support to target groups		
# Team members participated at the inception workshop	8	8
# Team members provided with equipment	6	6
Objective 2: To get contact with populations in need, to perform needs assessments, to identify, document and analyze needs and constraints of the target-groups, and to refer them to assistance whenever needed.		
# of persons from communities identified and assessed by the mobile team	500	636
# of persons referred to external protection services	150	68
Objective 3: To provide material support for adequate living conditions and primary health care to vulnerable households/families for the Ukrainian refugees and Moldovan host families		
# of households provided with basic needs support	150	220
# of beneficiaries provided with medical support including specific medication, medical consultation fees, assistive devices.	300	416

Objective 1: To equip the mobile and regional team with relevant knowledge and skills related to the provision of protection support to target groups

The inception workshop and regional team training for a mobile unit aimed to enhance the team's capability to support beneficiaries, involving six workshops on various topics. The initial workshop focused on identifying beneficiaries, case management, and referral mechanisms. Another session concentrated on improving the mobile team's communication and active listening skills with refugees, along with providing an updated list of supportive services. Two workshops conducted addressed preventing job-related burnout with practical techniques. Additional workshops centered on efficient and assertive communication, prompted by a team member's challenging interaction with a beneficiary with an intellectual disability.

To support these activities, technical equipment, including laptops, mobile phones, sim cards, and a printer, was procured following the Keystone internal procurement policy.

Objective 2: To get contact with populations in need, to perform needs assessments, to identify, document and analyze needs and constraints of the target-groups, and to refer them to assistance whenever needed.

The project team identified eligible beneficiaries through multiple approaches, including requests to local Social Assistance Departments, direct contacts with social and medical workers, partnerships with NGOs, and referrals from a hotline and other KM projects.

Beneficiaries underwent assessments to determine eligibility based on financial, social, and medical criteria. The case management process continued until the project's end or when the allocated budget per beneficiary was spent. Awareness was raised through the distribution of 700 informational flyers during "Europe Day" in Chisinau, and through 8 Facebook posts, both sponsored and non-sponsored, to highlight the project's impact and the types of support provided.

Objective 3: To provide material support for adequate living conditions and primary health care to vulnerable households/families for the Ukrainian refugees and Moldovan host families

The project successfully exceeded its support targets, aiding 638 cases against an envisaged 450, providing medical support in 416 cases and direct support in 220 cases. Notably, it surpassed its goals for both basic needs support (220 reached against 150 expected) and medical assistance (416 reached against 350 expected).

For basic household needs, the project focused on accommodation essentials, hygiene, nutrition, and particularly heating support, critical during the energy crisis and cold season from November 2022 to April 2023. 110 families received heating materials, and additional support included textiles for 102 cases, hygiene items for 68 families, and nutrition packages for 57 families.

However, the project faced challenges in reaching its referral target, achieving only 68 referrals to external protection services against a goal of 150. Referrals were made to external medical services and other Keystone Moldova projects, with limitations due to the scarcity of supporting organizations or overlapping services.

Medical support was a significant component, with medicines being the most requested and provided support, benefiting 266 individuals. The project facilitated access to complex treatments, medical equipment, and assistive devices, enhancing the healthcare provision beyond basic national insurance coverage. Notably, 23 beneficiaries received advanced hearing devices, highlighting the project's impact on improving the quality of life for those with specific medical needs.

Mobile team South, Mercy Corps

Period of implementation: December 2022 – August 2023

Project Goal: To contribute to the decent life conditions for Ukrainian refugees, local host families and vulnerable groups through the support to cover basic short-term needs.

During the reporting period est. 1000 individuals (Ukrainian refugees, members of local host families and local vulnerable groups) received support to cover the basic short-term and medium to long-term needs: household, medical and psycho-social inclusion.

Outcome 1: Addressing Households needs during the upcoming cold season of refugees and host families and local vulnerable groups of population.

- 467 sets of textiles were distributed. One set consisted out of: 1 duvet, 1 pillow, 1 blanket, 1 set of bed linen 2 towels, and 2 pillows.
- 229 households received briquettes: including 70 UA households, 169 MD households.
- 18 households received electric heaters, a total of 61 people in households, 42 people from UA and 18 from MD.
- 1136 people benefited from the food vouchers, including 618 individuals from UA, and 518 individuals from MD.
- 600 vouchers for hygiene products were distributed to 560 people. 332 vouchers were distributed to 315 people from UA and 268 vouchers were distributed to 245 people from MD.
- 400 clothing vouchers were distributed to 388 people. 221 vouchers were distributed to 216 people from UA and 179 vouchers were distributed to 172 people from MD.

Outcome 2: Addressing medical needs of refugees and host families and local vulnerable groups of population.

- 107 people benefited from medical services. 93 unique and 14 repeated beneficiaries. The medical services included medical consultations and investigations according to the individual's need.

Outcome 3: Addressing psycho-social needs of refugees and host families and local vulnerable groups of population.

- During the implementation of the project, 31 group sessions with the psychologist were held for refugees from Ukraine.
- In total, 389 people benefited from individual and group psychological sessions, 259 unique beneficiaries and 130 repeated.

Mobile team – exclusively medical support, Peace Winds

Period of implementation: April 2023 – March 2024

Project Goal: The project aims to deliver targeted medical care to displaced Ukrainians and host community members suffering from chronic diseases and disabilities, prioritizing those facing financial vulnerability, high risk of complications, the elderly, and children, across the nation.

The support is individualized and is meant to improve or maintain the health condition of the beneficiaries, under the supervision of the KM doctor. The eligible beneficiaries also benefit from periodical monitoring and consultations by the KM doctor. To ensure a comprehensive approach to the treatment, the doctor collaborates with external medical facilities and stakeholders for the referral of beneficiaries and coordination of treatment courses, on a case-by-case basis.

In the 9 months of implementation, the project offered support to 376 unique beneficiaries (out of the targeted 400), of which, 304 Ukrainians and 72 Moldovans. According to gender, 217 beneficiaries are female and 160 – male. In total, medicamentous support has been granted to 583 individuals, medical equipment – to 115 beneficiaries, assistive equipment – to 22 persons, hygiene items – to 57 people, medical investigations – 3 beneficiaries as well as rehabilitation sessions to 2 children with autism.

In the reporting period, 376 beneficiaries received support one time, 212 beneficiaries received support twice, while 29 people received support thrice.

Each month, the team engaged in collaborative efforts with various stakeholders to optimize the assistance provided to beneficiaries – with other NGOs (ACTED, the Society of the Disabled People of Moldova, the Centre for People with Disabilities, the Norwegian Refugee Council). Referral pathways have also been registered with several other projects implemented by Keystone Moldova.

The collaboration with external stakeholders is also paramount for the identification and referral of beneficiaries within the project.

The support offered in the reporting period addressed many conditions and chronic diseases. Thus, supporting treatments have been extended to beneficiaries experiencing cardiac, hepatic, or renal decompensation, aiming to alleviate organic insufficiencies across vascular-cerebral, cardiac, hepatic, renal, and cardiovascular domains.

In multiple cases, support was extended to patients grappling with degenerative neurological diseases. The team's focus remained on delivering high-quality treatments aimed at mitigating the progression of their health conditions. In several cases, most notably for beneficiaries that suffered acute cerebrovascular accidents, programs of kinetic techniques to ameliorate the cerebral metabolism and to foster functional recovery have been indicated by the KM doctor and monitored with phone and video calls.

Several patients with joint diseases, including 3rd-degree coxarthrosis, received quality treatments for prophylactic purposes aimed at improving metabolism in the meniscus and avoiding endoprosthesis.

Continuous monitoring was ensured for patients with diabetes and heart disease between consultations, with recurrent phone calls with the KM doctor between consultations and medication was provided to maintain their average indicators.

Beneficiaries that have fully completed their treatment course within the project – 241 people – were asked to submit their feedback regarding the support provided. In response, 101 people filled in the questionnaire so far and reported a high degree of satisfaction with the assistance provided.

Disability Inclusive Emergency Support Project for Refugees and Host Communities in Chisinau, Moldova, World Vision

Project duration: July 2023 – March 2024

During the period from July to December 2023, Keystone demonstrated significant progress and impactful efforts within the World Vision project, assisting a total of 860 beneficiaries, including 260 persons with disabilities (PwD) and 132 children.

Through the distribution of essential items to 500 households, including warm clothing vouchers, portable heaters, and power banks, prioritizing refugees and Moldovan residents, Keystone ensured preparedness for harsh weather conditions and emergencies within first months of the project implementation. Additionally, Mobile MHPSS program played a crucial role in providing vital mental health and psychosocial support services to 178 unique beneficiaries and 93 repeat beneficiaries, including vulnerable children. This initiative addressed critical needs and offered guidance, contributing to the well-being of individuals facing adversity.

Furthermore, have been conducted 16 public awareness-raising sessions across diverse media platforms, fostering dialogue on pertinent issues and facilitating referral and follow-up assistance for 27 individuals. This ensured access to essential services such as transportation and medication, enhancing community resilience. Two mapping sessions have been organized (a total of 23 persons attended) to identify service providers for gender-based violence (GBV) and persons with disabilities (PWDs) in target communities in the last decade of reporting period. Coupled with training sessions for 20 caregivers, 20 partner staff, and 23 local stakeholders on positive parenting, discipline strategies, and basic referral mechanisms, these efforts enhanced their capacity to support vulnerable populations effectively. The Hotline Service emerged as a critical lifeline, receiving 64 calls during the reporting period from key regions. This underscores its vital role in providing immediate support and guidance to individuals in crisis situations, reflecting Keystone's steadfast commitment to serving communities in need.

ECDUR, Emergency Childhood Intervention Response project (ECDUR)

Project duration: July 2022 – January 2024, 18 months

Project Goal: Support system strengthening for provision of early childhood intervention services in Republic of Moldova, raise awareness on the importance of early support and build awareness around main problems identified around early childhood intervention at national level. Increase availability of trained early childhood intervention para specialist who will provide parental counseling, support children at risk and with developmental difficulties including disabilities.

Objective 1: Train 170 family consultants and peer support facilitators from Ucraina in view of them providing childhood development support & advice to families with children with disabilities.

- The trainings were prepared and conducted for peer support group facilitators. Three local trainers and one from Azerbaijan held 6 comprehensive modules on “Supporting an emergency early childhood development response for Ukrainian refugees”. A total number of 78 participants were recruited. The following topics have been covered: (1) Assessment and understanding of parent’s needs; (2) Building a correct relationship between the specialist and the parent; (3) Establishing limits in the intervention of the family consultant and when the person should be referred to a specialist; (4) Types of intervention, namely how can we help the family to integrate into the community.
- 89 family consultants and facilitators of peer support groups conducted monthly identifications of refugee families from Ukraine responsible for the care of young children with disabilities. They form support groups aimed at helping these families navigate the complexities of caring for their children. This initiative involves the identification of medical, social, and educational services through collaboration with a network of non-governmental organizations, thereby ensuring access to high-quality services.
- 28 mentoring and consulting sessions were carried out by 4 national/international trainers in early childhood intervention.

Objective 2: Provide up-to-date data and research in a report about capacity of social sectors in border countries to Ukraine to respond to refugees coming from Ukraine, especially with regard to children with disabilities, developmental or behavior challenges or at risk of developmental difficulties, displaced due to the Ukraine war.

- A research on the “Capacity of the Early Childhood Education and Care System to Respond to the Needs of Young Children with Disabilities and Special Educational Needs, including refugee children from Ukraine” was conducted. The assessment was conducted by Keystone Moldova in partnership with the European Association of Service providers for Persons with Disabilities (EASPD) within the regional project ECDUR. The identified results and recommendations were consulted with the 26 stakeholders in the fields: education, social and medical.
- A validation round table on the findings of the above-mentioned research was organized with the participation of 26 relevant stakeholders.
- A documentary movie was developed to present the activity of consultants and parents and to reflect on the difficult situations faced by children with special needs.

Indicator	Target 2023	Last reported June 2023	Total 2023	Status/comment
Objective 1: Train 170 family consultants and peer support facilitators from Ukraine in view of them providing childhood development support & advice to families with children with disabilities				
Ind. 1.1. Family Consultants who received training with funding provided by UNICEF	0	72	72	achieved
Ind. 1.2. parents who received training with funding provided by UNICEF to provide peer support to other families	104	78	127	achieved
Ind. 1.3. Family consultants and pees support who provided support for families and children	91	89	91	achieved
Ind. 1.4. Unique beneficiaries who were assisted	1600	1528	1930	achieved
Ins. 1.5. Mentoring session conducted to improve specialist skills	12	18	28	achieved
Objective 2: Provide up-to-date data and research in a report about capacity of social sectors in border countries to Ukraine to respond to refugees coming from Ukraine, especially regarding children with disabilities, developmental or behavior challenges or at risk of developmental difficulties, displaced due to the Ukraine war.				
Ind. 2.1. Assessment on national capacity to respond to children with disabilities coming from Ukraine	2023-1	0	1	achieved
Ind.2.2. Local Event – round table with stake holders	2023-1	0	1	achieved

SOCIAL ENTREPRENEURSHIP

Goal: to maximize profits while generating opportunities for inclusion of vulnerable persons in the Moldovan labour market

Results against performance monitoring plan:

<i>Indicator</i>	<i>Target 2023</i>	<i>Actual June 2023</i>	<i>Status/ comment</i>
Promotional email campaigns through the Mailchimp platform, comprising the development and marketing of customized online packages designed for online/hybrid event utilization.	1500 contacts	100 new identified contacts	In progress
Total number of new companies reached out	400	50	In progress
Increased revenue for both Ecovox bags and Keystone Events brand	Up to 4.500.000 lei	2 904 519,19	In progress
Development of a new visual identity for Keystone Events to promote the Ecovox Group services and products	Conference center redesigned, New professional pictures elaborated	New visual identity developed, redesign performed	achieved
Number of participations in public tenders	20	>20	achieved
Number of ongoing contractual partnerships with NGOs	5	5	achieved
Number of developed targeted events	3	0	in progress
Number of cooperation agreements signed with new partners for the sale of bags	5	5	achieved
Contract signed with Duty free	1	0	No contract signed yet
Cooperation agreement signed with partners from Romania	1	0	Action not launched yet
Number of new customers for hybrid events	10	6	in progress
Number of new customers for event management service	5	5	achieved
Number of contracts for translation equipment rent services	10	10	achieved
Obtain the statute of Social Enterprise	2023 year	-	in progress
Number of developed exporting chain for bags to foreign markets	5 companies from Austria to stimulate exports	0	in progress
Number of new products developed for ecovox	3 new products	1	in progress

CROSS-CUTTING ACTIVITIES

General management

- Completion and coordination of the budget for fiscal year 2024 (July 2023 – June 2024) in collaboration with the finance department of KHS.
- Implementation of a feedback and complaints mechanism through an online form available in English, Romanian, Ukrainian, and Russian. All the persons that interact with Keystone Moldova staff can send feedback using one of the three methods: online platform, email, or hotline service.
- Partnership established with World Vision following a due diligence process, leading to the initiation of a project aimed at supporting Ukrainian refugees.
- Acquisition and registration of a wheelchair-accessible van, now in service to provide transportation for individuals with disabilities and refugees.
- Registration of two initiatives, the Social Laundry project and the Gender Responsive Budgeting project, for VAT exemption under the technical assistance projects list at the Ministry of Finance.
- Evaluation of renovation/maintenance needs of Keystone Moldova properties. Significant upgrades were executed to the Supported Living Service location in Falesti, focusing on the bathroom, one bedroom, and the plumbing system.
- Initiation and completion of a competitive selection process for the refurbishment of the Keystone Moldova office roof, leading to the successful replacement of the roofing.
- Engagement of a Romanian legal entity for the creation of statutes and the formation of Keystone's presence in Romania, with the process currently in progress.
- Finalization of the IT integration process for Keystone Moldova into the KHS systems, accompanied by the procurement of necessary additional equipment and accessories.
- Support extended to staff in the procurement of various goods and services, adhering to the rules and regulations of Keystone Moldova and its donors.
- Renewal and execution of several leasing agreements with local authorities for the operation of properties as Community Homes and Supported Living services.
- Completion of the annual general audit for Keystone Moldova conducted by Moldauditing, with all required support provided to the auditors.
- Assessment of Keystone Moldova's PSEA (Prevention of Sexual Exploitation and Abuse) capabilities through a project by UNHCR, leading to plans for enhancing these capacities.
- Conduct of a due diligence evaluation by UNHCR to assess the organizational capacities of Keystone Moldova.
- Engagement in continuous dialogue with various donors to secure funding and partnerships for the implementation of diverse projects.

Grants and fundraising

All in total 17 project proposals were developed and submitted to various donors. 9 of them were approved 8 are waiting for approval.

Status	Date Submitted	Donor/ Grantor	Proposal Title	Start Date	End Date	Amount Requested/ Awarded
Accepted	12-Dec-2023	APSCF/Diakonie Katastrophenhilfe	Republic of Moldova	N/A	N/A	€ 135,000.00
Pending	12-Dec-2023	World Vision	Disability Inclusive Emergency Support Project for Refugees and Host Communities	N/A	N/A	€ 304,384.00
Pending	30-Nov-2023	United Nations Democracy Fund	Inclusive communities and resilient futures in Moldova	N/A	N/A	N/A
Pending	13-Nov-2023	Swiss Agency for Development and Cooperation (SDC)	Support to the Self-Advocacy Movement from the Republic of Moldova	N/A	N/A	MDL 997,993.00
Pending	23-Oct-2023	European Commission	Civil Society for All: Fostering Gender equality and Youth inclusion	N/A	N/A	€ 2,000,000.00
Active	15-Sep-2023	UNHCR	Inclusive Communities, Resilient Futures	1-Feb-2024	31-Dec-2024	MDL 2,711,527.00
Active	10-Sep-2023	Catholic Relief Services/USAID	Changing The Way We Care - 4	1-Oct-2023	30-Sep-2024	€ 197,116.00
Pending	28-Aug-2023	International Development Research Center/GPE KIX	Improving the functionality of the educational system in the Republic of Moldova by promoting organizational culture in schools	N/A	N/A	MDL 6,514,959.00
Pending	6-Jul-2023	Sexual Violence Research Initiative (SVRI)	Exploring Violence against Vulnerable and Marginalized Populations in Moldova	N/A	N/A	N/A
Closed	6-Jul-2023	Care/Sera	Open Arms, Open Hearts, Emergency response to Ukraine crisis-3	1-Aug-2023	31-Jan-2024	€ 149,500.00
Active	4-Jul-2023	Fondation de France	Open Arms, Open Hearts – Tudora, Stefan Voda- 2	2-Oct-2023	31-Jul-2024	€ 70,000.00
Accepted	12-May-2023	European Commission/Soros Foundation Moldova	Local Partnerships for energy efficiency in social services	1-Apr-2024	30-Nov-2026	€ 589,844.00
Active	1-Mar-2023	World Vision	Disability Inclusive Emergency Support Project for Refugees and Host Communities, Moldova	1-Jul-2023	31-Mar-2024	€ 207,205.00
Active	13-Feb-2023	TRIMBOS	Assessment of the residents from psychiatric hospitals in the Republic of Moldova	1-Jun-2023	31-Jan-2024	CHF 198,549.00
Pending	5-Feb-2023	UNICEF	Expression of interest: Every child, including adolescents, learns and acquires skills for the future	N/A	N/A	MDL 4,722,980.00
Pending	5-Feb-2023	UNICEF	Expression of interest: Every child, including adolescents is protected from violence, exploitation, abuse, neglect and harmful practices	N/A	N/A	MDL 5,699,997.00
Active	10-Jan-2023	Peace Winds Japan	Ukraine Refugee Emergency Assistance - Mobile Team	1-Apr-2023	19-Mar-2024	JPY 28,713,444.00

Media and communication

- Promoting Keystone Moldova activities in social media: 415 materials have been posted on Facebook page.
- Promoting Keystone Moldova activity in mass media: 67 materials have appeared in mass media, about Keystone Moldova activities and projects.
- An Instagram page for Keystone Moldova was created.
- Elaborating success stories about the support offered to refugees; 16 stories were elaborated.
- Three social media campaigns were conducted and shared on Keystone Moldova Facebook page: 2% campaign (27 materials encouraging people to donate 2% of their taxes, have been posted); “Stereotypes exclude. I can participate” campaign (11 posts about stereotypes faced by persons with disabilities were elaborated); “#Access matters” campaign (4 posts highlighting the importance of access for persons with disabilities, were elaborated).

Indicators:

- 415 materials posted on Facebook page;
- 4 131 likes on Facebook page;
- 67 materials appeared in mass media;
- 16 success stories published
- Three campaigns were elaborated and published.

<i>Indicator</i>	<i>Target</i>	<i>Last reported June 2023</i>	<i>Actual December 2023</i>	<i>Status</i>
O1 To promote Keystone Moldova activities on websites, in social media				
Ind. 1.1 No. of materials published	200	248	415	achieved
Ind. 1.2 Impact	100 000	474 503	848 798	achieved
Ind. 1.3 No. of fans (likes)	Increased with at least 100	3 672	4 131	achieved
Ind. 1.4 Instagram account created	At least 20 posts published	n/a	17 post published	In progress
Ind. 1.5 No. of success stories published	6	n/a	16 stories published	achieved
O2 To continue to advocate for community inclusion through social media				
Ind. 2.1 Nr of posts elaborated and published; reach – for 2% Campaign	at least 10 posts elaborated and published; 5 000 impact	21 posts; 8.140 impact	27 materials posted; 11 469 impact	achieved
Ind. 2.2 Nr of posts elaborated and published; reach – for the Campaign „Stereotypes exclude. I can participate”	At least 10 posts elaborated; 8 000 impact	n/a	11 materials posted; 7 024 impact	achieved
Ind. 2.3 Nr of posts elaborated and published; reach – for the Campaign „#Access matters”	n/a (the campaign was not planned)	n/a	4 materials posted, 2 338 impact	achieved
O3 To support other projects with communication activities				
Ind. 3.1 No of posts published in social media;	At least 20	476	415	achieved
3.2 No of articles published on web page;	At least 5	35	11	achieved
3.3 No of materials published in mass media	At least 40	100	67	achieved