



KEYSTONE
HUMAN SERVICES
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Keystone Human Services International Moldova Association

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LIST OF ABBREVIATIONS

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

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SUMMARY

In 2019, Keystone Moldova continued to follow the implementation of the main mission related to *promoting and developing the opportunities to further the independence of people who are in need of support due to disabling conditions, situations of poverty, abandonment, institutionalization, and other adverse social conditions throughout Moldova.*

- Keystone Moldova got two international and one national recognitions for promotion of innovative practices in implementation of deinstitutionalization and community living (Zero project 2019 two awards in community living and combating discrimination through social theater forum) and promotion of human rights (European Commission award for building strong society).
- All in total Keystone staff was involved in implementation of 11 projects. For the first time the National Government financed three projects, including two covering the delivering of Hot line service for persons with disabilities.
- Keystone Moldova continued to provide technical assistance to the Ministry of Health, Labor and Social Protection in the implementation of the National Program on deinstitutionalization. Keystone Moldova supported the MHLSP to develop Regulations and standards for Regional centers and for supported living services; developed recommendations for revision of policy documents and Law on social service in line with the Program; provided support to NASA and residential institutions for DI reform; provided expertise to National Committee for accreditation in accreditation of 5 social care services.
- Keystone Moldova strengthened the capacities of 48 grassroots non-governmental organizations from 29 districts in building partnerships with public authorities for development of 44 community based social care services. Following this, 100 persons with intellectual and mental health problems will move from institutions to community living, as well as more than 1000 children from vulnerable families and persons with disabilities will get access to better quality services at the local level.
- Keystone Moldova built the sustainable mechanism for promotion and defending of rights of persons with disabilities in Moldova in line with UN Convention on rights of persons with disabilities. Due to the partnership between the national government and Keystone Moldova, around 2500 complaint cases were solved in 2019. 30 cases of rights violation were documented and 15 cases are in the court.
- Keystone Moldova extended the experience of developing and delivering sustainable community based social care services in Transnistria region. For the first time in the last 20 years Keystone Moldova in partnership with NGO from Transnistria succeeded to convince the Transnistrian government to approve the legal framework for Mobile team and day care center services, as well as to budget financial resources from the state budget.
- Keystone Moldova continued to strengthen the capacities of people with disabilities and their families to participate in the society as self-advocates and advocates and to contribute to better outcomes for their lives. Six new self-advocacy groups were created, capacitated and mentored.
- More than 2000 persons with disabilities and their families from institutions and communities increased their awareness on the right to vote. The majority of them participated in the parliamentary elections 2019.

INTRODUCTION

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

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

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

Keystone Moldova target groups:

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

The Keystone Moldova implements the objectives through the following:

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

1. PROJECTS IMPLEMENTATION

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

1. Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions (April 2017-April 2019), financed by European Union.
2. Better social services through sustainable partnership between civil society and government (February 2018-January 2021).
3. Support to public authorities, services providers, families and persons with disabilities on social inclusion (ongoing support by Keystone Human Services, USA)
4. Hotline service (June 2019-December 2019) financed by the MHLSP.
5. Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River (2017-2019), (supported financially by European Union) .
6. Get involved through advocacy and self-advocacy” (January 2019- January 2022) financed by I’M Swedish Development Partner)
7. Informed and assumed vote (November 2018- February 2019), financed by Promo-LEX
8. Involving young people in cultural activities, financed by the MECS (2019)
9. Civil society voice for inclusion (2019-2021)
10. Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova

See below the detailed report per projects.

1.1. Project: “Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions”

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

The project ended in April 2019 and the impact is demonstrated by the following results:

1. The Government of the Republic of Moldova become more engaged to implement deinstitutionalization reform and to promote community living in line with Article 19 of CRPD.

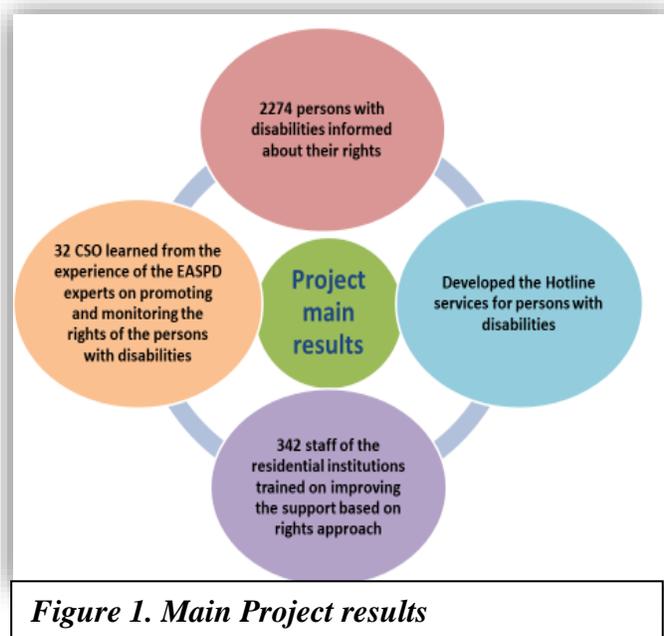
The Government of the Republic of Moldova approved in 2019 the Regulation and the Minimum Quality Standards of the Hotline service developed and piloted by Keystone Moldova within the project (GoV Decision nr.198 from April 03, 2019). The Ministry of Health, Labor and Social Protection allocated the financial resources for the Hotline service and starting with June 01 2019, Keystone Moldova provided Hotline services from the state budget. The Hotline service is one of few examples of social care services provided by an NGO subcontracted by the Government.

2. The people with mental disabilities from residential institutions (2274 persons) know their rights and have the voice.

This result reinforced the commitment to “leave no one behind” in a changing society. People with disabilities became stronger and received the advantage to claim their rights through the developed complaint mechanism. In 2019, Keystone Moldova organized three workshops on self-determination and self-advocacy in Balti, Badiceni and Brinzeni residential institutions. As a result, 71 persons with disabilities learned how to advocate for their rights in line with CRPD¹. One person with disabilities deinstitutionalized previously with Keystone Moldova support participated in these workshops as self-advocate, peer-to-peer consultant; he shared own experience of promoting and protecting his rights for community living. Keystone Moldova, in partnership with WHO country office provided two two-days seminars for 22 persons with disabilities. During the training Keystone Moldova used translated video materials from WHO Quality Rights toolkit in easy to read format; this approach helped participants to consolidate the scenarios of understanding and regaining the rights according to CRPD.

3. The people with disabilities have access to the Hotline service and receive free legal and psychological assistance².

Keystone Moldova developed sustainable partnership with Moldovan Institute for Human Rights (IDOM) for a comprehensive approach to cases of violation of human rights. During the project implementation period, **32 persons** with mental disabilities from residential institutions benefited of both: legal assistance provided by Moldovan Institute for Human Rights (IDOM) and psychological support provided by Keystone Moldova team. 15 cases of



¹ Within the project, **twelve workshops** on self-determination and self-advocacy were organized residential institutions. Of them, nine workshops were organized in previous reported period. All in total, **216 persons with disabilities** attended the workshops

² More information see the Project Hotline Service Provision

violation of rights were brought to and assisted in the Court. Three cases ended up successfully and 12 cases are still ongoing and receive legal and psychological assistance.

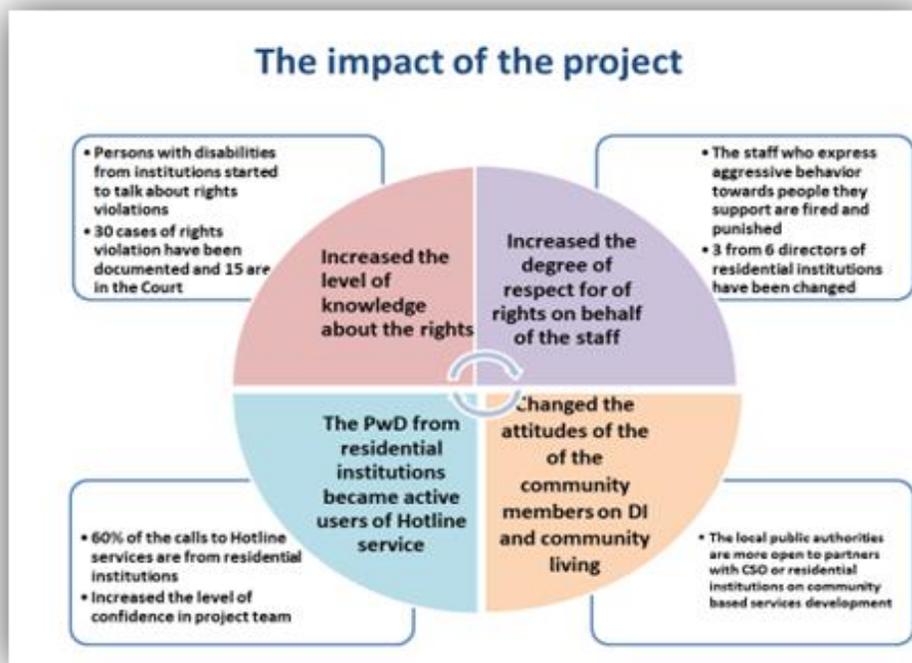


Figure 2. The Project impact

4. **The residential institutions ‘management staff became aware of persons with disability rights and started to be more supportive and engaged in deinstitutionalization process.** The Project impact assessment showed that the staff training on human rights and the development of Hotline service had a huge impact on attitudes and behaviors of the residential institutions staff. 2/3 of interviewed persons with disabilities from residential institutions mentioned that the staff have fear do not lose their jobs, therefore, they changed their attitudes and behaviors towards persons they support in institutions: less cases of violence are happening in institutions. The residential institutions’ management staff became more open to reforms and started to collaborate with local CSOs in the field of promotion of human rights and deinstitutionalization. For comparison: in 2016, when project started, only Keystone Moldova and IDOM were implementing human rights projects in residential institutions for persons with intellectual disabilities and mental health, in 2019 - 10 new local CSOs have partnership agreements with residential institutions to promote deinstitutionalization and community living.
5. **Increased number of CSOs interested and involved in promotion of rights of persons with disabilities in line with CRPD.** Keystone Moldova involved the AOPD members (41 CSOs) to advocate for approval of Regulation and Quality Standards of Hotline service. The AOPD network of CSOs increased their capacities on monitoring the progress of implementation of CRPD in residential institutions: the CSOs were trained on how to use the evaluation tools piloted by European countries; they were involved in assessment of residential institutions and developed the monitoring report. The AOPD jointly with Keystone Moldova presented the monitoring report on CRPD implementation in residential institutions with recommendations to the MHLSP. The AOPD and local and national CSOs will use the monitoring report for developing alternative

report on CRPD implementation to be presented to UN Committee the next year, as well as for development of other human rights mechanisms.

6. **Six grass roots CSOs implemented sub-grants awarded by Keystone Moldova at local level.** Keystone Moldova built capacities of six local CSOs in implementation of projects focused on community living of persons with mental health and intellectual disabilities. In this regards, Keystone Moldova provided sub grants and technical assistance on the following: building partnerships with residential institutions, public authorities, services providers at community level; designing of social care services and project cycle management (planning and reporting the activities; monitoring the implementation of action plans and budget; following the procurement procedures) etc. The grantees CSOs mentioned the positive impact of Keystone support; they learned how to develop and run sustainable projects on community living as well as how to combat discrimination of persons with disabilities at community level. Following the project impact, five of six CSOs applied successfully for funding to other grant programs (Moldova Soros Foundation from EU funds for better social services) and continued to implement inclusive projects at local level.
7. **The EASPD expertise within the project empowered the Moldovan CSOs to become part of the European/global networks.** EASPD involvement in project implementation had a great impact on increasing the voice of Moldovan CSOs for social inclusion of persons with intellectual disabilities and mental health. They started to be more pro-active in representing the voices of persons with disabilities at national and international level; they became more engaged in monitoring the CRPD, domestic laws and policies based on rights approach; they learned how to make the Government more accountable on implementation the international monitoring mechanisms recommendations for improving the implementation of CRPD. The participation of EASPD experts at final Project Conference had a huge impact to show case the results reached within the project.
8. **On April 4th, 2019, the final conference for the dissemination of the project results and best practices was organized.** All in total 102 persons participated at the final Conference, including: the EU Ambassador, state secretary of MHLSP, experts from EASPD and KHSI, persons with disabilities, residential institutions staff, civil society organizations, national and international human rights experts, donor organizations, key actors for projects implementation. The conference showed an example of cooperation between national CSOs (Keystone Moldova and AOPD) with EASPD to raise the awareness on rights of people with disabilities and the role of the CSOs to promote and monitor the implementation of the CRPD at national and international levels. The conference showed also the engagement and commitment of national government to support financially the national complaint mechanism for persons with disabilities.
9. **The project “*Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions*” was nominated for Civil Society Awards Gala, second edition (2019).** The European Union Delegation in Moldova conferred to Keystone Moldova the **Award for a Stronger Society**. See more information at: <https://www.facebook.com/EUDelegationMoldova/videos/197058787855429/>
10. **People with mental disabilities from residential institutions are seen as having equal rights.** Community members and service providers became more positive to them. To combat discrimination and stigma towards persons with mental disabilities, within the project, the positive examples of social inclusion of persons with mental disability, including persons from residential institutions have been promoted through media, social media and community events. As result of awareness activities organized by Keystone Moldova, AOPD and EASPD, community members and services providers started to treat individuals with disabilities not only as beneficiaries of the social protection system, but also as active citizens with rights and valued

social roles. Sources of national and local media showed the interest in disability, so increased the number of publications that highlight the different situations of violations of rights of persons with disabilities living in institutions or public awareness on various measures to promote them.

The impact and the results of the project have been disseminated through:

- <http://trm.md/ro/miezul-zilei/miezul-zilei-emisiune-din-5-aprilie-2019>
- <https://www.privesc.eu/Arhiva/85816/Conferinta-internationala-de-totalizare-a-proiectului-finantat-de-Uniunea-Europeana--Promovarea-si-monitorizarea-drepturilor-persoanelor-cu-dizabilita?fbclid=IwAR14IE-tbt4AGpFYiwRfKjjB67AzSoVtBs2xINFQ6y4KuZFt3MPs4X7rOFk>
- <https://msmps.gov.md/ro/content/promovarea-respectarii-drepturilor-persoanelor-cu-dizabilitati-mintale-din-institutiile>
- <https://vocebasarabiei.md/social/item/12996-studiu-femeile-cu-dizabilitati-sunt-supuse-riscului-maltratarii>
- <http://www.keystonemoldova.md/ro/news/article.php?id=270>
- A film was produced with the most important results of the project funded by EU "Advancing and monitoring the rights of persons with mental disabilities from neuro-psychiatric residential institutions"
- <https://www.youtube.com/watch?v=fDzZS4akbN4&feature=youtu.be&fbclid=IwAR1vqtw1tyrhw4UBwqGsIJeHEej3EEv0IyI77S4xbi9VmuqAxAfYQICsbWA>

1.2. Project: “Better social services through sustainable partnership between civil society and government”

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

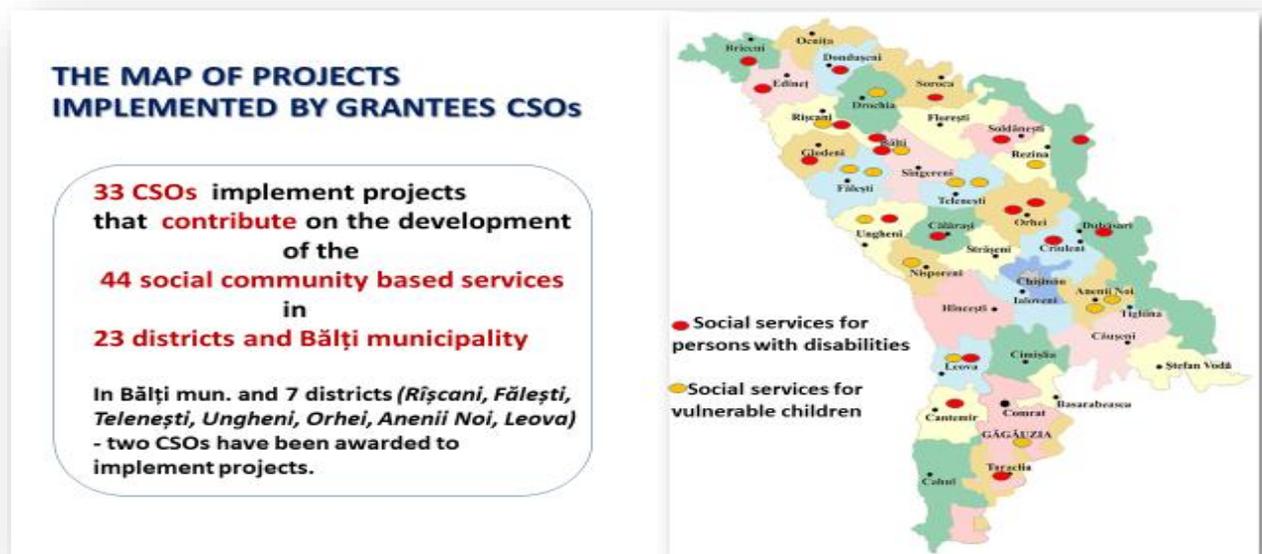
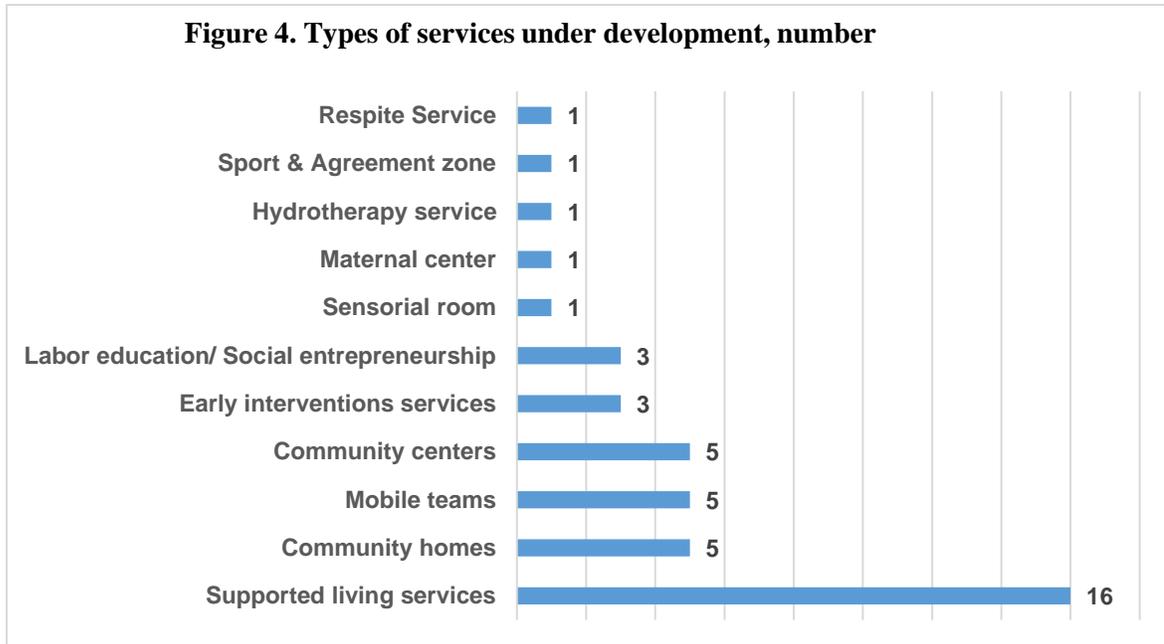


Figure 3. Projects map.

To achieve the goal, Keystone Moldova, as co-applicant is supporting 33 grantees CSOs from 23 districts and Balti municipality on implementing projects aimed to develop social services for persons with disabilities and vulnerable children. *Keystone Moldova achieved the following results during the reporting period:*

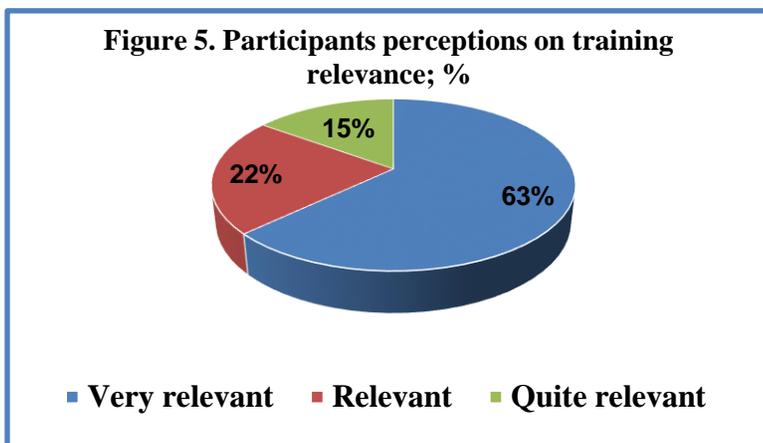
1. **Keystone Moldova provided support to 30 grantees CSOs to develop partnerships with LPA and public institutions and to sign partnership agreements.** As result, 18 CSOs have signed partnership agreements with District Councils, 7 grantees CSOs- with residential institutions and 5 CSOs with Local Councils and Mayoralties. The grantees CSOs are supporting the PAs or public institutions to develop/extend **44 social community based services** (see Figure 4.)



2. **The consultancy plan developed, consulted with grantees CSOs and approved by Soros Foundation-Moldova.** According to the consultancy plan, the ToR based on specific tasks have been developed and three consultants have been hired to provide consultancy and capacity building for grantees CSOs. All in total, 25 CSOs are benefiting of consultancy services. Three area of consultancy is provided to grantees CSOs: (a) consultancy on mobile services development; (b) consultancy on deinstitutionalization and community based services development for persons with disabilities and (c) consultancy on development the community based services for vulnerable children.
3. **Keystone Moldova enhanced the capacities of 33 CSOs on projects implementation.** In this regard, the project team participated in two meetings organized by Soros Foundation Moldova with grantees CSOs to present the Keystone role within the project. Keystone Moldova provided three quarterly meetings with grantees on discussing the project implementation issues (detailed action plans, partnership agreements, monitoring and evaluation plan, communication rules etc.); organized two webinars: on developing partnership agreements with PA and on procurement of Microsoft license. To increase the visibility of the project, Keystone Moldova project team conducted one-day seminar on communication and developed a Joint Communication Strategy for all grantees CSOs.

4. **Technical assistance to five CSOs³ to develop mobile team services.**

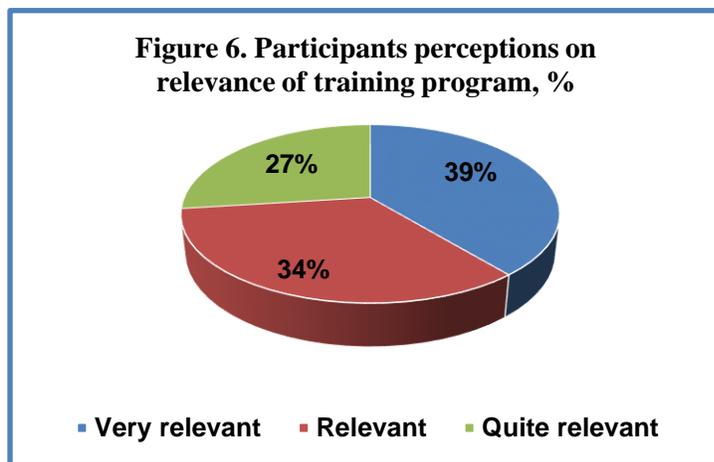
The project team conducted initial five days training for mobile team staff and grantees CSOs. All in total, 28 persons attended the training. 85% of participants evaluated the training program as being very relevant or relevant, and 15% - as quite relevant (see Figure 5). After the training, the Keystone Moldova consultant provided mentoring, follow up field visits and distance consultancy on delivering mobile team services, as well as on quality standards and regulations. As a result, three new created mobile team services received the initial accreditation certificate. Other two mobile team services from Cantemir and Taraclia prepared the documents for the second accreditation planned for 2020 year. All five mobile teams are already delivering services, having in assistance from 10 to 25 cases. Keystone partner for project implementation - Soros Foundation Moldova purchased five cars for MT services from the Project funds. The EU Ambassador handed over the cars to grantees CSOs during the handover ceremony on November 20, 2019. Keystone team provided technical support to all five CSOs to develop yearly budgets for Mobile team services and to submit to public authorities for approval.



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5. **Technical assistance to nine CSOs⁴ on deinstitutionalization and development of supported living service and community homes.**

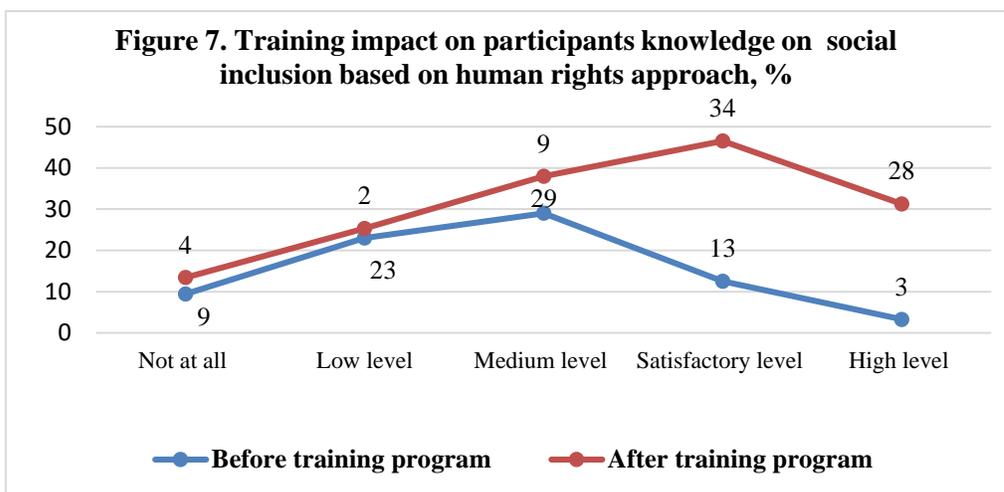
During the reporting period, Keystone Moldova provided support to CSOs in development of collaboration with residential institutions for procurement of houses; selecting the beneficiaries for the new developed services; evaluation of the persons recommended for deinstitutionalization and assistance for transition period. The project team prepared and conducted initial training (five days) for supported living and community homes staff and grantees CSOs. All in total, 77 persons attended the training (47 direct support staff, 15 grantees CSOs and 15 administrative staff of residential institutions). The participants evaluated the training program being very relevant (39%), relevant (34%) and quite relevant (27%) (see Figure 6). 41% of participants appreciated the training program for their daily job as very useful, 36% - useful and 23% quite useful. The consultant provided on the job training and distance consultancy after the training.



41% of participants appreciated the training program for their daily job as very useful, 36% - useful and 23% quite useful. The consultant provided on the job training and distance consultancy after the training.

³ Armonie Plus/Leova; Parteneriatul Aachen-Moldova/Cantemir; Prima/Taraclia; Casmed/Gloleni; Zorile Nord/Donduseni

⁴ ASCHF/Peresecina; Servicii Sociale Durabile/Orhei; Social-Asist/Cocieri; Casa Sperantelor/Soroaca; Eternitate/Riscani; Dreptul de a Fi/Balti; Clinica Juridică Universitară/Balti; Victorion/Briceni; AREAP/Edinet.



The survey results show that the level of knowledge of training participants on social inclusion based on human rights approach and person centred planning increased significantly (see Figure 7). Only 7% of the training’ participants have

not changed at all or to a low extend their level of knowledge. These persons have shown a high level of resistance towards community inclusion and need more information and awareness raising about the rights of the persons with disabilities. In 2019, 38 persons (20 women and 18 men) have been deinstitutionalized by six grantees CSOs⁵ with the support of Keystone Moldova team. Of them, 34 persons have been transferred in community based services and 4 persons reintegrated in their biological/extended families.

6. **Technical assistance provided to eleven grantees CSOs⁶ on development of community based services for children.** In this regard, the project team reviewed the regulation and quality standards of services developed with CSOs support based on national legal framework and child’ rights. The team supported the CSOs grantees to develop in a participatory way the policies on child protection, and prevention of violence and abuse, as well as to develop the selection criteria for beneficiaries in line with the provision of the Law No. 140 on special protection of children at risks.
7. **Technical assistance to three CSOs⁷ on developing the concept of the vocational education, labour inclusion and social entrepreneurship in order to design the services and activities planned within their project with focus on social inclusion of vulnerable children (15-18 years) and persons with disabilities.** Two CSOs benefited of support on development of the Regulation for selecting the children (15-18 years) for receiving the awards aimed to stimulate the income generating activities.
8. **Technical assistance to one CSO⁸ to develop the regulation and operational procedure for social care and hygiene service.** In this regard, the project team provided the recommendations to CSO and PAs to redesign the service. The “mobile social ambulance” planned within the project was replaced with “social care service and hygiene” and was integrated in Centre for Rehabilitation and Social Integration.
9. **Provided technical assistance to four CSOs⁹ to prepare and conduct launch events of the newly developed services.** Keystone Moldova provided support to CSOs to prepare and coordinate the concept of the event, agenda and press releases with the Soros Foundation-Moldova and EU. In addition, the project team submitted the invitation to journalists and disseminated the information through social media about the events. All in total, five new social services were launched: Vocational Centre, Sensorial Room, Sport & Agreement Zone and 2 Supported living services.

⁵ Eternitate, Clinica Juridica Universitara, AREAP, ASCHF/Peresecina; Social-Asist/Cocieri; Casa Sperantelor/Soroca

⁶ Femeie Speranta Viitor/Anenii Noi; Dorinta/Calarasi; AudiViz/Balti; MoldovaAID/Riscani; Titus/Telenesti; Soroptimist/Nisporeni; Media Vest Europa/Telita; Jensaia Initiativa, Viitorul/Sarata Veche, Speranta/Ciniseuti and Forta Sustinerii

⁷ Caroma Nord/Falesti; Faclia/Ungheni and Consult-Service /Drochia

⁸ Alternative Sociale/Ungheni

⁹ Viitorul/Sarata Veche; Forta Sustinerii/Leova; Speranta Ciniseuti; Clinica Juridica Universitara

10. **Monitored the project implementation by grantees CSOs.** During the reported period, the project team conducted monitoring visits to 30 CSOs jointly with Soros team or separately. The team monitored the progress of action plan implementation, as well as mentored the CSOs activities.
11. **Management activities.** The project team participated at three coordination meetings with all project partners (Soros, APSCF and AOPD) and discussed the progress of the project and challenges. The team participated at three EU Civil Society Facility Program steering committee hosted by KMOP with all EU grants implementers on discussing the report presented by KMOP on technical assistance provided to grantee CSOs and Action Plan for 2020. Participated at three meetings on monitoring and evaluation with external experts (KMOP, Particip GmbH and EU). Participated at meetings with Sud Est Media on coordination the Joint Communication plan. Prepared and conducted a coordination meeting with participation of the MHLSP, National Agency for Social Assistance, EUD, and **7 grantees CSOs** that implement project on services ‘development in the properties purchased from state budget to discuss the risks and recommendations to speed up the procurement process.
12. **Co-organized and participated at seven public events** and presented Keystone Moldova’ roles within project implementation: reviewed the baseline study on social services development for vulnerable children and people with disabilities and participated at round table on the study ‘presentation led by Soros Foundation-Moldova; the event of handing over the cars to seven grantees CSOs in Chisinau led by Soros Foundation-Moldova; Conference on Inclusive Education in Leova led by Forta Sustinerii CSO; launching event of the Vocational Center in Sarata Veche led by Viitorul, launching event of Sport and Agreement Zone led by Speranta Ciniseuti, the Forum of CSOs on Participatory Monitoring and Evaluation Mechanism led by APSCF and launching events of Supported living services led by Clinica Juridica Universitara Balti.

Communication and visibility activities.

- Communication manager prepared the Communication strategy for the project; it was coordinated with the 30 NGO’s that implement projects.
- 500 maps and 500 notebooks were printed, for the project. Also, 50 USB cards were achieved and printed. The cards were disseminated at the activities from the project.
 - Communication manager prepared and held a one-day seminar in order to improve and finish the common Communication strategy for all organizations.
 - Communication manager offered communication and visibility support for the sub-grantees NGOs:
 - ✓ a model of banner was designed and shared; the logos in good quality were shared; the first page for PPT was prepared and shared.
 - ✓ 29 communication plans for the project were received from NGO’s and reviewed; comments and recommendations were shared with each organization. 29 organizations submitted the final communication plan;
 - ✓ Communication manager received informational materials and monthly plan of activities from NGOs. Materials were reviewed and improved and were sent to Soros-Moldova;
 - ✓ 260 materials, along with pictures, were posted / shared on Facebook page „Servicii sociale mai bune” and then shared on Facebook page Keystone Moldova. The materials reached: 104.354 impact, 5.729 likes and 1.366 shares. The number of page fans reached 461 likes.
 - ✓ Communication manager reviewed, improved and coordinated the following materials: 20 banners, 18 leaflets, 12 articles (shared in mass media), 1 design for stickers, 6 press releases, 1 design for notebooks, 2 design for folders, 2 TV reportages, 1 movie and diplomas.

- ✓ The posts for Facebook, prepared by NGO's, were improved and coordinated.
- ✓ Communication manager provided support to media NGO "Sud Est Media", that was hired to support the 30 sub-granted NGOs in developing their informational materials: prepared a list of tasks for the NGO, coordinated all the materials prepared and the events that took place. Communication manager participated and monitored the training on communication for sub-granted CSO's, organized by Sud Est Media NGO; the training was organized in 3 rounds. During the training, CSO's learned how to take pictures, how to write a good social media post and how to tell the story of their beneficiaries.
- ✓ Communication manager offered support at 3 initial trainings for the specialists who will be working within social services Supported Living and Community Homes. Communication manager participated for one day at each training, took pictures, interviews and filmed participant's opinion about the seminar. Several materials were elaborated and posted on Facebook, 3 articles were posted on Keystone Moldova web page.
- ✓ A list of the CSOs that will have an informational board was developed: the text for each board was developed and coordinated with NGOs, the NGO logos were collected. The list was sent to Soros-Moldova Foundation, who developed the design.
- ✓ Communication manager compiled and completed a list of public events organized by each NGO. Each event was coordinated with the CSOs. A calendar of events was prepared and submitted.
- ✓ Communication manager provided technical assistance to NGOs in preparation of 4 public events:
 - Launching a playground and sports (November 10). The event was hosted by „Speranta” NGO from Ciniseuti, Rezina region. Communication manager offered support and coordinated the preparation of a material for journalists, invitations to the event, invitation of journalists.
 - The event of handing over the cars (November 20). Communication manager supported the media NGO to prepare the press release and coordinated it; prepared a certificate to be handed to NGOs, along with the keys. Also, information about the event was posted / shared on Facebook and the press release was published on Keystone Moldova website.
 - The Forum on educational inclusion (November 29). "Forta Sustinerii" NGO hosted the event. Communication manager coordinated with Media NGO and "Forta Sustinerii" the logistic and communication aspects of the event: press release, invitations, the printed materials (folders, flyers, banner, photo collages) and one short movie prepared about the project.
 - Launching of two Supported Living services in Balti and Pirlita, Falesti region, with the support of "Clinica Juridica Universitara" (December 3). The press release was prepared and coordinated; the invitations and agenda were coordinated; journalists were invited to the event; several material were posted on Fcaebook.
- ✓ Provided support to NGOs in building relationships with media and covering the public events. As a result, 46 materials covering project activities were published/broadcasted by media:
 1. <https://tvbalti.md/2019/02/21/otkrytie-proekta-zhizn-v-obshhestve-dlya-kazhdogo/>
 2. http://unghiul.com/un-asemene-proiect-n-a-mai-fost/?fbclid=IwAR2xYdWTsJAV-TxcS5g36usRKGZ08o5ryedo6AmlyqueKumcFbkE_CvWses
 3. <http://sarataveche.comuna.md/2019/03/29/o-oportunitate-pentru-copii-de-a-fi-pregatiti-pentru-viata/>
 4. <http://cr-falesti.md/index.php/falesti-radio/2811-rf-29-03-2019>

5. <https://ceadir-lunga.md/novosti/item/2756-v-chadyr-lunge-realizuyut-proekt-po-otkrytiyu-tsentra-vremennogo-razmeshcheniya>
6. <http://www.raionceadir.md/novosti/obshchestvo/item/1524-v-chadyr-lunge-planiruetsya-otkryt-tsentru-vremennogo-razmeshcheniya-detej-okazavshikh-sya-v-situatsii-riska>
7. <http://gagauzinfo.md/index.php?newsid=45689>
8. <http://leova.org/2019/05/06/serviciul-social-echipa-mobila-va-fi-relansat-la-leova?fbclid=IwAR3GDiCu2j49GXYViHegITfM6TitE6V5kfpaxALbjSstCE43wkybolzCw7A>
9. <http://www.leova.md/index.php?pag=news&id=768&rid=1672&l=ro>
10. http://cr-falesti.md/index.php/noutati-evenimente/2866-pr-lansare-acces-carom-nord?fbclid=IwAR3AcjZ-TBe5E0-3HdqV7GM4WnDR56mmEL_Ow-Jxve6cFxaVzXXvqS1CyoQ
11. <https://www.youtube.com/watch?v=eDNYT4fwCS4>
12. <https://drochia.tv/2019/04/23/tinerii-au-viitor-si-acasa/>
13. <https://www.facebook.com/RadioDrochia/videos/1121995377993212/>
14. <http://sarataveche.comuna.md/2019/05/14/proiectul-viitorul-de-maine-depinde-de-activitatea-de-astazi-in-plina-desfasurare/>
15. <https://www.zdg.md/editia-print/comunicate/elevii-de-la-sarata-veche-isi-vor-largi-oportunitatile-de-cariera-gratie-suportului-financiar-oferit-de-ue>
16. <http://www.cr-falesti.md/index.php/falesti-radio/3010-rf-28-06-2019>
17. <https://www.moldova.org/labirintul-magic-de-la-leova/>
18. https://www.ipn.md/ro/prima-camera-cu-elemente-senzoriale-din-sudul-tarii-inaugurata-7967_1069964.html
19. <https://deschide.md/ro/stiri/social/57681/Leova--Prima-camer%C4%83-cu-elemente-senzoriale-din-sudul-%C8%9B%C4%83rii.htm?fbclid=IwAR3u562odZYz8Bn0UrGoMInCqINul0sahzmfG0iJqv1FHQk0DjRBEyHJoUg>
20. <http://leova.org/2019/11/30/camera-cu-elemente-senzoriale-inaugurata-la-leova/>
21. https://ziuadeazi.md/post/prima-camera-cu-elemente-senzoriale-din-sudul-tarii-inaugurata-la-leova?fbclid=IwAR0Iseon4Uo93iftQ0qQRny_JAU5K6aVNyeCJCJR8LiO4hLjMmRmWJkJivY
22. <https://leova.org/2019/10/01/parteneriatele-si-conlucrarea-aduc-rezultate/>
23. <https://leova.org/2019/09/26/discutii-pe-tema-starea-de-bine-a-mamei-in-familia-copilului-cu-dizabilitati/>
24. <https://leova.org/2019/04/21/a-treia-sedinta-a-grupului-de-suport-pentru-parinti-din-cadrul-proiectului-camera-cu-elemente-senzoriale-pentru-copiii-cu-dizabilitati-severe-labirintul-magic/>
25. <https://leova.org/2019/04/07/masa-rotunda-de-lansare-a-proiectului-camera-cu-elemente-senzoriale-pentru-copiii-cu-dizabilitati-severe-labirintul-magic/>
26. <https://leova.org/2019/03/07/grupul-de-lucru-pentru-educatia-incluziva-a-fost-constituit-la-leova/>
27. <https://leova.org/2019/02/11/serviciu-specializat-inovator-de-recuperare-senzoriala-va-fi-creat-la-leova/>
28. <http://trm.md/ro/mesager/mesager-din-20-noiembrie-2019-min-14.15-16.40>
29. <https://protv.md/actualitate/sapte-masini-in-valoare-de- peste-75-de-mii-de-euro-cumparate-pe-banii-ue-au-ajuns-in-sapte-raioane-ale-tarii-vehiculele-au-fost->

- [distribuite-pentru-a-ajuta-centrele-sociale-din-mai-multe-localitati-sa-transporte-copiii-din-familii-vulnerabile-batrani-si-p---2510517.html](#)
30. <http://tv8.md/tv8-show/stiri-cu-angela-gonta-20-11-19/> min. 21.14 – 24.04
 31. <http://www.jurnaltv.md/news/69610a99a59e6ac7/jurnalul-orei-19-20-noiembrie.html>
min. 31.00 – 34.41
 32. https://www.publika.md/masini-noi-pentru-echipele-mobile-de-asistenti-sociali-costul-proiectului-este-de-peste-75-de-mii-de-euro_3059684.html
 33. <https://moldova.europalibera.org/a/dona%C8%9Bie-de-la-ue-pentru-ong-uri-sociale-din-%C8%99apte-raioane/30282824.html>
 34. [https://moldova.europalibera.org/a/ambulan%C8%9be-sociale-cu-banii-uniunii-europene-\(video\)/30282708.html](https://moldova.europalibera.org/a/ambulan%C8%9be-sociale-cu-banii-uniunii-europene-(video)/30282708.html)
 35. <https://rtr.md/news/102173244/>
 36. <https://www.moldpres.md/news/2019/11/20/19009382>
 37. https://www.ipn.md/ro/sapte-automobile-donate-vor-ajunge-in-raioane-pentru-dezvoltarea-7967_1069725.html
 38. https://radiochisinau.md/peter-michalko-a-inmanat-cheile-a-sapte-automobile-donate-de-ue-care-vor-ajunge-in-raioane-pentru-dezvoltarea-serviciilor-sociale---99159.html?fbclid=IwAR11_xPo3srG9HAbf2rYdbMvLDjgWfJIThL5y2FZ4UC9_JX2N57ZQms3Mnk
 39. <https://deschide.md/ro/stiri/social/57202/UE-a-donat-Republicii-Moldova-%C8%99apte-autovehicule-pentru-sus%C8%9Binerea-persoanelor-cu-dizabilit%C4%83%C8%9Bi.htm?fbclid=IwAR1-d3-lowKW3GasiTPGKiFn6ofpG5IPWAhuYcH-IOELINdeqTR6SBGqqsI>
 40. <https://stiri.md/article/social/moldova-a-primit-7-autovehicule-pentru-sustinerea-persoanelor-cu-dizabilitati>
 41. <https://noi.md/md/societate/r-moldova-a-primit-sapte-autovehicule-pentru-sustinerea-persoanelor-cu-dizabilitati>
 42. <https://www.facebook.com/btmoldova/videos/544857126360938/>
 43. https://www.publika.md/s-au-mutat-in-propriile-case-zece-persoane-cu-dizabilitati-vor-locui-in-case-sociale_3060794.html?fbclid=IwAR1aiVqLjZGk9_WaHQaSYS_AfWV-JyeQv9RcMmgK9AkC0kmuzpF0n8mcht4
 44. <https://leova.org/2019/07/20/oportunitatile-de-asistenta-oferite-de-serviciul-social-echipa-mobila-leova-au-fost-prezentate-in-cadrul-mesei-rotunde-cu-genericul-spre-servicii-sociale-mai-bune/>
 45. https://www.youtube.com/watch?v=7OAJDh_TLLc&feature=share
 46. Articles in the newspapers: “Cuvântul liber”, “Deșteptarea”, “Est-Curier”, “Знамя”, “Meleag Natal”, “Adevărul Moldovei”, “Свет”.

1.3. Project: “Support to public authorities, services providers, families and persons with disabilities on social inclusion”

The project goal: To ensure the quality of life and social inclusion of persons with disabilities. The following activities have been implemented during the reporting period of time to achieve the project goal:

1. Provided support to central Government on developing and implementation of national policies in line with CRPD. Keystone Moldova team developed recommendations for the 2019-2020 Annual Action plan of the Government (compartments: social protection, education, health and labor) and participated in public discussions on the plan. Keystone Moldova staff provided technical assistance to National Agency for Social Assistance (NASA) on the following: a) revision of Regulation and quality standards for supported living service; b) development of Regulation for regional community based centres; c) development of Regulation for Centre for Temporary Placement of Persons with Disabilities (previously residential institutions), which includes provisions regarding the possibility of Centres to found and deliver community based services. In addition, the team prepared and submitted the recommendations for reviewing other policy papers in line with National Program on Deinstitutionalization (2018-2026) and Law nr.123 on social services. Keystone Moldova management staff supported the NASA to align the deinstitutionalization process accordingly to the National Program on Deinstitutionalization and other internal regulations of the Agency. Coordinated the action plans of Keystone Moldova and grantees CSOs with initiatives on DI implemented by People in Need. To prevent institutionalisation, Keystone team participated at seven meetings of working group on prevention the institutionalisation of children and adults with disabilities hosted by National Agency for Social Assistance. To promote the right of the persons with disabilities, Keystone team participated at ten meetings of the Litigation Committee of the National Council for Disability Determination.

2. Provided support to residential institutions for implementation of DI reform. In this regards, Keystone Moldova revised and updated the database of persons placed in residential institutions; provided support to residential institutions management staff on selecting and purchasing properties for community based services; provided technical assistance to community based services staff in managing the beneficiaries' behaviour. Keystone Moldova provided support to Brinzeni/Edinet residential institution on documenting one persons from Cantemir district recommended for deinstitutionalisation.

3. Provided support to Local Public Authorities on prevention of institutionalisation. Keystone Moldova provided support to Chisinau Social assistance Department (Riscani) on reconnection of two persons with disabilities with high risk of institutionalization with extended family. In this regards, the staff evaluated the extended family and assessed the opportunities of provision of home based support services to those persons with disabilities. Keystone Moldova provided support to the Social Assistance Department from Ialoveni rayon on changing the statute of Hansca CH from public institution to subordinated institution, as well as on managing the technical issues with the sewage system of the CH. Keystone Moldova staff provided technical assistance to Social Assistance Departments from Briceni and Cantemir on deinstitutionalisation of two persons and their reintegration within biological families. Provided support to family on establishment of the legal protection measure for one person moved from Baimaclia CH. Provided support to Orhei and Falesti local public administrations in identification and evaluation of persons to be transferred from residential institution to Supported living services. Five persons from residential institutions were re-evaluated.

4. Monitored the quality of services provided by 14 community-based services. During the reporting period, Keystone Moldova organized 30 monitoring visits in community homes and supported living services developed within Community for All Moldova Program. Seven monitoring visits were

organised jointly with public authorities. The staff monitored the physical conditions; management activities; psychological and health wellbeing of persons placed in community-based services; were identified problems and provided recommendations for improving the situation. Keystone Moldova organised an annual meeting with community-based services 'managers. The participants at the meeting discussed the housing services management issues, their financial sustainability and developed the joint action plan for 2020.

5. Provided on the job training and mentoring to community based services staff in development/ revision of Individual Assistance Plans; delivering services based on needs; monitoring the progress of persons with disabilities and their inclusion in mainstream services. A special attention was paid to improving health and physical conditions of beneficiaries. In this regards, 33 persons received metabolic treatment, 24 persons with epileptic seizure were monitored closely and adjusted the medication, 4 persons received support for and during the hospitalisation period, 2 person past the laser surgery for improving their mobility. Keystone Moldova provided in house training for 10 services staff in physical therapy.

6. Provided support to one person from independent living in obtaining financial sources and performing the leg prosthesis. Keystone Moldova supported one person to prepare the package of documents and to obtain the necessary financial resources (from the state budget and based on fundraising campaign organised on www.caritate.md) for the prosthesis of the leg in Romania, at TeraNova Oradea. As a result, the persons is using now the prosthesis.

7. Shared lessons learned and best practices on community living with the delegations from OSAU Romania, KHSI and ANCOR. Keystone Moldova organised three study visits to share the experiences in deinstitutionalisation and community living of persons with disabilities. In this regards, were organized meetings with public authorities and field visits; prepared presentations and guided the delegation to community-based services in Calarasi SL, Orhei SL, Lapusna SL, Falesti SL and CH.

1.4. Hotline Service

Management activities. The Hotline service started to deliver services on January 24, 2017, within the UE funded project "*Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions*". To ensure the sustainability of the service, Keystone team provided support to the Ministry of Health, Labor and Social Protection for development and approval of the Regulation and Minimum Quality Standards of the Hotline service (080010808), as well as for inclusion of the service in the state budget. In April 2019, the Regulation was approved and the Ministry allocated the financial resources for provision of Hotline service up to the end of 2019 year.

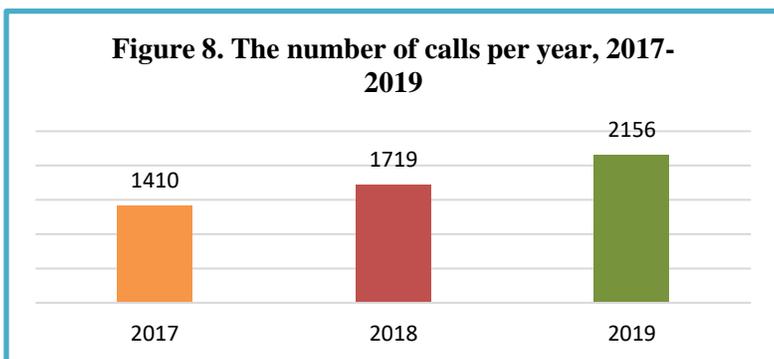
Starting with June 2019, Keystone Moldova is providing the hotline service from the state budget. Recently the Ministry advertised the new tender for procurement of consultancy services for Hotline service for 2020. Keystone prepared and submitted technical and financial offers. As result of tender, Keystone was selected to sign the contract for service provision in 2020.

2. Keystone Moldova got the accreditation certificate for provision of Hotline service. In this regard, Keystone team equipped the Hotline office, hired and trained the counselors, developed policies required in line with minimum quality standards. In November, the experts from National Council for Accreditation evaluated the Hotline service and developed the evaluation report. Based on experts 'recommendations, the Council issued the Certificate of accreditation to Keystone for Hotline service provision.

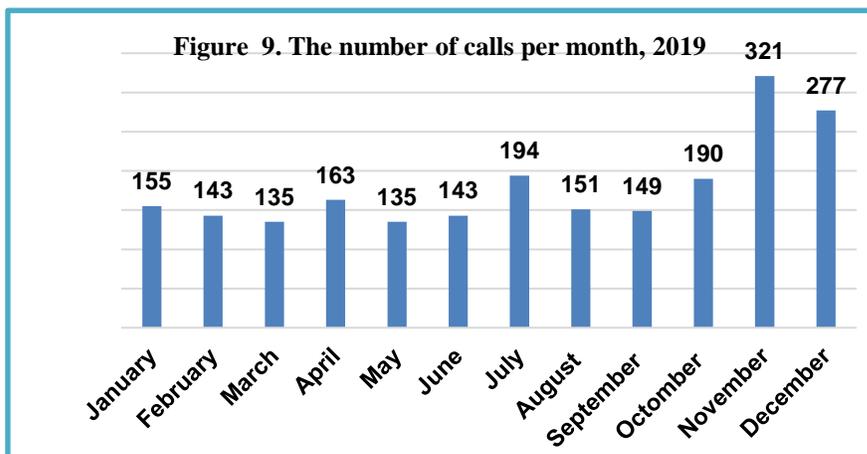
3. Hotline services delivered. All in total the Hotline service received 5285 calls in three years (2017 – 2019). The comparative analysis of calls, show an increase of calls in 2019 with 21% compared to 2018 and with 53% compared to 2017 (see Figure 8).

The analysis of calls for 2019 shows the following trends: (a) the number of calls was higher during the last months of the years, that can be explained by the activation of mental health problems during this period of year, as well as by organized national communication campaign on Hotline service (see Figure 9);

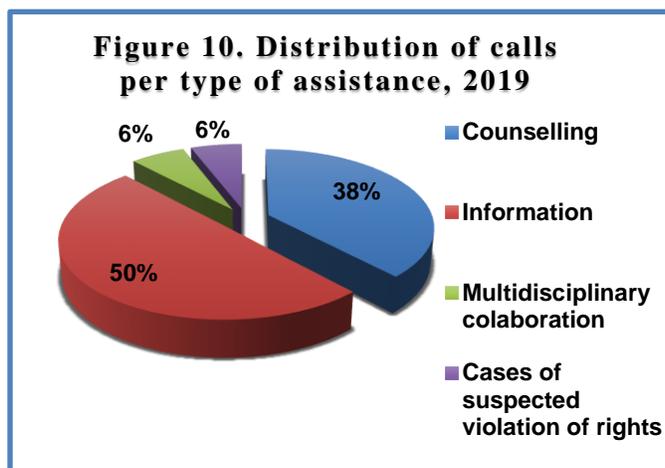
(b) 2/3 of calls were from residential institutions and 1/3 - from communities; (c) the number of calls is higher in residential institutions with higher level of freedom of expression and moderate control on behalf of staff and is lower in residential institutions with high level of control of beneficiaries.



The analysis of calls **per type of provided support** shows that of the total number of 2156 calls, 50% required counseling support, 38% - informational support, 6% - support to solve some personal problem, and 6% - support for solving problems related to violation of their rights (see Figure 10)



The Project Impact Assessment data shows that the Hotline service is highly appreciated by persons with disabilities. They have high access to Hotline service in communities and residential institutions.



Keystone Moldova offered mobile phones free in all residential institutions, so people living there know who have the phones and can complain on rights violation. Hotline calls are free, and service is available anywhere on the territory of the Republic of Moldova.

The complaint mechanism offered the possibility to residents to report the cases of abuse and the staff abusive behaviors in institutions decreased. Due to Hotline service, the responsible authorities solved some of the systemic problems in institutions; the adaptability was improved, the residents received the wheelchairs, etc. The impact of Hotline service on individuals is very high: the

team have effectively intervened several times in situations of attempted propriety dispossession of

people with disabilities; the service provides detailed and clear information on different issues and concerns of persons with disabilities and they became more informed and active in solving the issues.

4. Organized a Hotline Communication Campaign. During the reported period, Keystone Moldova started the Hotline service promotion campaign, using as information materials the pictures and messages from the leaflet on the rights of persons with disabilities, as well as the brochure in easy to read about the UN Convention on the rights of persons with disabilities and the notebook on violence. The purpose of the Campaign is to increase the number of calls to Hot Line Service. During the reported period, 12 materials were posted on Facebook page; they got: 20.475 impact, 642 likes, 296 shares.

1.5. Project “Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”

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

- **Professional supervision and monitoring visits.** During the reference period, 11 monitoring visits were carried out at mobile teams from Causeni, Stefan Voda, Gagauzia, Slobozia and Tiraspol. The Project team monitored the progress of implementation of services, provided methodological support for strengthening the sustainability of services, as well as provided on the job training for newly hired staff on assessment of beneficiaries, development of individual assistance plan and psychological assistance. Keystone Moldova signed the donation contracts for the mobile team cars with all five Mobile team services and local public administrations.
- **Beneficiary impact assessment research.** The external consultant preformed the project impact assessment, using the following criteria: relevance, effectiveness, efficiency, impact and sustainability. The consultant developed the final report on impact assessment, which was submitted to donor.

The impact of the project , as per Beneficiary Impact Assessment:

- The legal framework for "Mobile Team" and "Day Care Center for Children and Young People with Disabilities" was developed and approved in Transnistria;
- 5 MTs has been established and developed in the following districts: Causeni, Stefan Voda, ATU Gagauzia, Tiraspol and Slobozia;
- 21 specialists were recruited, employed and trained to work in the newly created services (5 MTs and one Day Care Centre for children with disabilities);
- 5 MTs were supplied with equipment, furniture, vehicles and physical therapy devices;
- 3 MTs from Causeni, Stefan Voda and ATU Gagauzia were accredited for 5 years;
- The Day Care Center for Children and Young People with Disabilities was established and developed in Caragas, Slobozia district;
- 204 people with disabilities and their families received assistance and support within 6 social services created within the project (186 beneficiaries of the 5 MTs and 18 beneficiaries of the Day Care Center);
- 171 representatives of LPAs and social services providers were trained in social inclusion of people with disabilities;
- 20 members of CSOs were trained on advocacy and promotion of rights of people with disabilities;
- 15 CSOs were trained on the implementation of the UNCRPD, as well as on Project Proposal Writing and Project Management.
- 5 CSOs from the both banks of the Nistru River benefited from a mini-grant each, and received on the job training in the implementation of EU-funded projects;

- 116 CSOs representatives from the project target districts developed local advocacy plans addressing issues related to provision of accessible transport, promoting educational and labor inclusion, developing social services for people with disabilities, etc.;
- 21 CSOs representatives participated in the development of the AOPD Advocacy Strategy;
- 6 NGOs from the project target districts joined AOPD;
- 5 self-advocacy groups, including 57 young people with disabilities, were created and consolidated;
- 1392 pupils and teachers increased their awareness on social inclusion of persons with disabilities social theater performances and became more tolerant.;
- 13 media representatives were trained in combating discrimination of people with disabilities;
- 8 local media representatives were awarded at the EU-supported contest.
- The effort of all partners was essential to the success of this project. The sharing of knowledge and experience gained by LPAs and social service specialists led to a constructive dialogue between project implementation partners and helped boost community life by creating new social services for people with disabilities on both banks of the Nistru River.

- **Final Conference.** Keystone Moldova held the final Conference of the Project on February 15, 2019, at Jolly Alon Hotel in Chisinau. 80 persons attended the conference, including the Project manager from EU delegation, the representatives of the Ministry of Health, Labor and Social Protection, the representatives of Alliance of NGOs active in social protection field, the representatives of local public administrations from five regions, parents and young people with disabilities, services staff.

Project communication and visibility. The following materials were developed during the reporting period to ensure the project visibility:

- Prepared monthly information for EU newsletter ;
- Developed, published and disseminated nationwide the Best Practices Guidelines "Social services for people with disabilities on both banks of the Nistru River" (600 copies in Romanian and 200 copies in Russian).
- Developed two short movies about the activities of Mobile team from Ștefan Vodă;
- Ensured the visibility of the project at the Final conference of the project. Communication manager invited journalists to the event, prepared the press release, took photos at the event and posted information on social media. A photo exhibition was organized at the event; photos about the activity of Mobile Teams have been selected and printed. Three materials about the event have been disseminated through mass-media:

1. http://trm.md/ro/miezul-zilei?fbclid=IwAR2kdEFLvF_W7RsIGZ6B64e7qdXC1Iqrc-SI-PGpPMUMF1GjU6sDWBratM
2. <https://www.trm.md/ro/social/mai-multa-atentie-si-grija-pentru-persoanele-cu-dizabilitati-din-tara>
3. <http://tvrmdova.md/social/peste-200-de-persoane-cu-dizabilitati-au-beneficiat-de-servicii-sociale-profesioniste/>

1.6. Project “Get involved through advocacy and self-advocacy”

Goal: *People with disabilities and their families participate in the society as self-advocates and advocates and contribute to better outcomes for their lives*

Main project results in 2019

- 6 new self-advocacy groups developed;
- 69 persons with disabilities capacitated in self-advocacy and self-determination;
- 25 self-advocates claim their rights (to independent living, labor, health, education etc.);
- One self-advocate participated in the COSP 12 and the side event, and advocated for deinstitutionalization of persons with disabilities;
- One self-advocate participated in the “Hear our Voice” International Conference for Self-advocates, organized by Inclusion Europe;
- 14 self-advocates involved in awareness raising activities for changing attitudes of community members regarding persons with disabilities as equal members of the society;
- 11 persons capacitated in how to work with self-advocates, disability legal framework etc. (support persons)
- 34 parents of persons with disabilities benefitted of a support program for empowerment
- A parent of a girl with disabilities complaint to the Council for Preventing and Eliminating Discrimination and Ensuring Equality regarding discrimination of her daughter in accessing education services. The Council issued a Decision (nr. 88/19 from July 12, 2019) ascertaining discrimination and recommending authorities in charge to solve the issue
- Draft Keystone Moldova Communication Strategy developed
- Design of the disability information hub for parents developed

Objective 1. The national informal network of self-advocates expanded and strengthened in exercising their right to participate in the society as full and equal citizens

The activities under this objective were focused on strengthening the capacities of self-advocates and their support persons in claiming their rights, advocacy for their rights, involvement in policy development and policy monitoring and evaluation.

Capacity building for self-advocates:

- Six new self-advocacy groups were developed (currently 8 SAGs are being empowered by 7 support persons¹⁰);
- 107 meetings of self-advocacy groups at local level performed;
- One Summer school in Communication and Public Speaking organized. 136 persons/days (34 people (6 support persons and 28 self-advocates) attended the event);
- Two young women self-advocates participated in the „Women in politics” program, organized by AO Motivatie;
- 2 self-advocates have benefitted of the Eco-Razeni on-the-job training program;

Capacity building of support persons and Project coordinator:

- One Initial training for support persons in Self-Advocacy organized. 33 persons/days (11 persons trained during 3 days);
- One Initial training for support persons in Disability Legislation organized. 33 persons/days (11 persons trained during 3 days);
- Attended “Staff Matters! Disability workforce of Tomorrow” International Conference in Helsinki/Finland (organized by EASPD);
- Attended information sessions on social and health benefits for persons with disabilities organised by CNAM and CANS with AOPD support;

¹⁰ Hancesti, Cantemir, Leova, Drochia, Balti, Glodeni, Chisinau, Straseni

- Attended two training courses in Relias.

Following the capacity building activities, the self-advocates became more active in claiming their rights, advocacy activities at national and international levels, policy development process and raising awareness on problems of persons with disabilities. **Thus, self-advocates implemented the following activities during the reporting period:**

- 25 self-advocates claimed their rights (to healthcare, labor, sport, social benefits etc.);
- One self-advocate participated in the COSP 12 (the Conference of States Parties to the Convention on the Rights of Persons with Disabilities) and the side event June Summit Speaking up for themselves and others! Diana advocated for deinstitutionalization of persons with disabilities and for quality healthcare for them. <https://twitter.com/hashtag/JuneSummit2019?src=hash> ;
- One self-advocate and a support person participated in the “Hear our Voice” International Conference for Self-advocates, organized by Inclusion Europe;
- 2 self-advocates talked about their advocacy experience regarding promotion of deinstitutionalization in a national Conference organized by Keystone Moldova;
- Advocacy for accessible infrastructure in communities (namely roads and public buildings). One school built accessible ramp at the entrance due to advocacy initiatives of SAGs;
- 4 self-advocates participated in a focus-group organized by AOPD to identify problems persons with disabilities face and to come up with recommendation for policy development;
- One self-advocate was involved in information sessions in six residential institutions aiming at informing people living there about their political rights, in particular the right to vote and the new Moldovan electoral system;
- One self-advocate promotes a positive image of persons with disabilities as a member of the Forum Theatre”Alternativ”. Zero Project–Impact Transfer Programme recently acknowledged this initiative as innovative disability solution and internationalized it. Her story was presented in the International study on the implementation of the UNCRPD – “For a World without Barriers” (<https://20cxh614hon119kmcx49v25h-wpengine.netdna-ssl.com/wp-content/uploads/2019/02/The-Zero-Project-Report-2019-on-Independent-Living-and-Political-Participation.pdf>, page 99);
- Another self-advocate became member of the Alternative theatre;
- One self-advocate was one of the protagonists of the “Oameni care inspiră” [“Inspiring people”] photo exhibition, organized by CMT https://www.facebook.com/youth.media.moldova/photos/ms.c.eJw9ztsNAzAIQ9GNKh42hv0Xq5KG~;h5xgWw0jBi6ZIFPXph0uqoQP~;AUmzZMf0DzAzAuCAcyN6kKbwTVD~_Q38dlEeRPXJpq5YPpBwMob3vkeiyAOTNcDUK3rxCy0zkQxFybowvR7PQp5Jjh7pRQXqv~_Ak~;TsUmVegH0BObk~_YQ~---.bps.a.3848367015180872/3848425871841653/?type=3&theater;
- 10 self-advocates got involved in flash-mobs at community level (for EU promotion, national holidays etc.);
- A photographic reportage "Where Love Is ..." was exhibited at a photographic exhibition within the „B.P.Hasdeu” Library, Chişinău, with two self-advocates from Falesti involved. <https://www.facebook.com/ludmila.malcoci.9/posts/10205657841521472>;
- Two persons with disabilities accessed and implemented small-scale community grants in partnership with LPAs, under the Youth Empowerment Program. The results have been presented in a Talk Forum organized by Centrul Media pentru Tineri;
- 10 Self-advocates got involved in collecting goods for families in difficult situation;
- All SAGs participated in their communities events (Youth Forum, Football Tournament of Ambassadors, community holidays etc.);

- 6 SAGs visited museums.

Online Communication Platform of self-advocates Autoreprezentanti Moldova. In 2019, Keystone Moldova supported persons with disabilities to develop an online communication platform on Facebook with 47 followers to date. The Platform is a form of self-expression for self-advocates. It helps them to share experiences and lessons learned and to support each other when needed.

Objective 2. Parents' network developed through empowerment and leadership

Capacity building of parents. During the reporting period, the project team strengthened the capacities of parents to become more proactive when advocating for their children rights. In this context 20 parents were trained in leadership skills (40 pers/day), 34 parents benefitted of a psychological support program (238 pers/day).

Development of parents' information hub. Keystone Moldova developed the design for the information hub for parents (www.informat.md) and prepared the information to be uploaded on site.

Encouraged parents to take actions. A parent complaint to the Council for Preventing and Eliminating Discrimination and Ensuring Equality regarding discrimination of her daughter with disabilities in accessing education services. The Council issued a Decision (nr. 88/19 from July 12, 2019) ascertaining discrimination and recommending authorities in charge to solve the issue

Objective 3. Keystone Moldova provides quality services to persons with disabilities and their families, and promotes social inclusion of persons with disabilities

- Keystone Moldova developed the Communication Strategy with the support of external consultant;
- The Project coordinator attended the Study visit to Cernauti /Ukraine IM partner organization and the Initial training for using FB (Facebook Start).

Management activities

- 3 IM partner meetings attended (Meeting 1: IM strategic planning, Meeting 2: Workshop on Personal Data, Meeting 3: General meeting of IM partners)
- Planning and reporting activities

1.7. Project "Informed and assumed vote"

Objective 1. At least 2000 persons with disabilities and 400 support persons involved in information and electoral education during the project implementation period

During the reporting period, Keystone Moldova performed the following activities under the Objective 1:

- 27 workshops carried out in six Temporary Placement Centers under ANAS. 707 people with disabilities received information on their voting rights in easy to understand language.
- Six workshops carried out in six Temporary Placement Centers under ANAS. 164 employees of the institutions increased their knowledge on rights of persons with disabilities to vote.
- One workshop on the training of trainers in electoral rights of persons with disabilities conducted. 13 persons from 10 districts increased their training and facilitation capacities to share the voting information with persons with disabilities.

- 53 workshops for persons with disabilities and their parents provided in 53 communities from 10 districts. At least 1184 people increased their knowledge on rights of persons with disabilities to vote.
- Encouraging participants in information sessions to participate in workshops with voters organized by electoral candidates.

Objective 2. *The general population of the Republic of Moldova is aware of the electoral participation of people with disabilities*

Keystone Moldova performed the following activities under the Objective 2:

- 1 informative material developed and distributed through the following communication channels: Moldova 1, YouTube, Keystone Moldova website (<http://vectoreuropean.md/video-keystone-moldova-persoanele-cu-dizabilitati-au-drepturi-egale-de-participare-la-vot/>);
- Participation in a TV show on the right to vote of people with disabilities, broadcast at the Regional Canal (<https://canalregional.md/dreptul-la-vot-a-persoanelor-cu-dizabilitati/?fbclid=IwAR1dWBAVmuV6OhhYecd2cxN-c9cisEBRXJnIXTnjAiiZ8NNy9bKV9khVkJQ4>);

Total: The video content was distributed through these media sources. All in total 800 views.

- 15 informative materials on project progress and results were distributed through Keystone Moldova Facebook page, public library pages from the project areas, the GAR pages. Total - 6416 views.
- Organized a press conference to present the project results.
- The conference was disseminated through 5 media sources (IPN, realitatea.md; news.yam.md; privesc.eu; YouTube)

1.8. Project “Involving young people in cultural activities”

The scope of the project that was financed by MECS was to organize a three day summer school for 30 volunteers from 7 districts with focus on using cultural activities for social inclusion

To achieve the scope, Keystone Moldova organized a summer school for 30 volunteers from seven localities in Tudora Village, Ștefan Vodă district on June 22-24. Two volunteers were with disability. Keystone Moldova staff organized workshops for exchange of experiences and best practices between volunteers on community volunteers’ work, as well as workshops on learning traditional things. Thus, 30 volunteers learned how to make different traditional things from clay and how to weave rugs. Volunteers - actors from theater troupe "Alternativ" performed two Forum Theater sessions for school pupils and for parents of kindergarten children and teachers. 60 persons participated in performances and identified 45 solutions to stop / prevent discrimination of people with disabilities. 55 children and young people from Tudora participated in cultural activities and workshops organized by volunteers during the summer school

Following the Summer school, the Volunteers identified cultural activities that can be organized in their regions, in order to promote cultural traditions and social inclusion. After the summer school, the volunteers from two communities organized cultural and social activities in their communities. Thus, volunteers from Tudora (Ștefan Voda region) organized an activity that involved children, parents and grandparents – they shared and played old games. Volunteers from Obreja Veche (Fălești region) got involved in the installation of the street furniture in the local park (chairs, foisor) .

Project visibility. 14 materials were developed and shared through Keystone Moldova Facebook page:

1. https://www.facebook.com/keystonemoldova/photos/ms.c.eJxlzDEOACAI8AfmVZA6P8~;ZmLiIK43HME1aekpAUwOXinYfCXl0YWfQJ~_gS1X0WV3syAYo8yA5.bps.a.10162133160515171/10162137479900171/?type=3&theater
2. https://www.facebook.com/keystonemoldova/photos/ms.c.eJxlkMkNxEAMwzoKLJ8z~;TcWYD~_L0F9CIA~_Z2hWh1pRp9OhP0kii60vsMuNxaJ0kuVo9CeIzJMdtWZyetBRiZozNN9YVtEoBq4q353iRcMOcZnPxY2Xcp8RMH87quZvAGv3~_8wKe2mNQ.bps.a.10162133160515171/10162133161750171/?type=3&theater
3. <https://www.facebook.com/keystonemoldova/posts/10162128242555171>
4. <https://www.facebook.com/keystonemoldova/posts/10162145040565171>
5. <https://www.facebook.com/keystonemoldova/posts/10162145686025171>
6. <https://www.facebook.com/keystonemoldova/posts/10162124690015171>
7. <https://www.facebook.com/keystonemoldova/posts/10162123974055171>
8. <https://www.facebook.com/keystonemoldova/posts/10162123444210171>
9. <https://www.facebook.com/keystonemoldova/posts/10162120313150171>
10. <https://www.facebook.com/keystonemoldova/posts/10162120102050171>
11. <https://www.facebook.com/keystonemoldova/posts/10162119741385171>
12. <https://www.facebook.com/keystonemoldova/photos/a.10156410052860171/10162119415670171/?type=3&theater>
13. <http://www.keystonemoldova.md/ro/news/article.php?id=272>
14. <https://www.facebook.com/keystonemoldova/posts/10162387527750171>

Keystone Moldova staff developed one article in Romanian and English and posted it on Keystone Moldova web page.

1.9. Project “Civil society voice for inclusion”

The scope of the project is to strengthen the capacities of local CSOs in developing and implementing local projects in the field of social inclusion of persons with disabilities.

During the reporting period, the Project team performed a preparatory/planning work for the project implementation; the following activities were implemented:

- Conducted six information and promotion sessions for local CSOs on future project. 70 representatives of CSOs were involved in those sessions.
- Selected 14 CSOs through the tender process for the training and mentorship program.
- Organized a Project launch event on December 4, 2019 with 64 participants, representatives of local CSOs and LPAs from 6 rayons.
- Organized a workshop in social inclusion and nondiscrimination for 14 CSOs and LPAs from 6 rayon. All in total 29 persons were trained.

Communication and visibility of the Project:

- Developed Project communication and visibility plan.
- Developed Project brochure (500 copies).
- Developed and printed Project stickers (400 copies).
- Developed and printed Project banner.
- Published 9 materials on Facebook on project activities.

1.10. Project “Gender Responsive Budgeting Network in the Western Balkans and the Republic of Moldova”

The scope of the Project is to develop a platform of NGOs from Western Balkans and Republic of Moldova on GRB monitoring. During the reporting period Keystone Moldova did a preparatory work for the initiation phase of the project:

- Memorandum of understanding signed with the members of the consortium from North Macedonia, Albania, Serbia, Montenegro, Bosnia and Herzegovina, Kosovo and Moldova.
- Grant agreement signed with the main implementer.
- 2 persons participated in the ToT on Gender Responsive Budgeting.
- Facebook page developed and information on GRB disseminated.

1.11. Community Center from Tudora

Mission:

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

Vision: Every child is entitled to a happy childhood and has value in society. Every child has access to education, to good relationships in the community. For all children a wish, a dream is possible. Everyone is able to make the right choice for life.

The goals of the center:

1. Life skills development of children at risk based on individual needs.
2. Prevention of institutionalization of children at risk of abandonment and prevention of abuse.
3. Social integration of children and empowerment of the families.
4. Advancing the Center as a good example in the social inclusion of children and families at risk at regional level.

In the period January- December 2019 the Center provided services for 28 children of primary school age on a daily schedule (level 1 program), 13 teens and youth from Volunteer program (including Friday clubs, NVW, camp), 9 children with special education needs, 22 families in need. Educational and training activities include help with homework, elementary computer classes, “I Learn to be”, play therapy for the children, educational and feature films and animated cartoons, seminars for children and teenagers. In addition, they had once in the week English club and Tech club (practicing with code.org).

- Twice in the year, the case managers visited the families doing initial evaluation for 6 kids and reevaluated the 22 personal files of our beneficiaries. In June, were closed seven files of the children that finished level 1 program.
- Six new children were selected and enrolled in level 1 program in August.
- Thematic trainings are organized: Understanding and respecting the fundamental values and norms of behavior in society
- Youth in grades 6 to 9 attended a 3-day workshop on how to plan an event and secrets of a good volunteer.
- The Center’ beneficiaries and their parents have been involved and participated actively in the celebration of the holydays and local community traditions like (15th Anniversary of the Center, Easter symbols, International Women’s day, International waters day, National Family day, International children ‘s day, elderly day , teachers day, New year).

- Parents meetings were organized with participation of the Center’s case managers. Individual and group counselling meetings took place.
- Five families got involved in some maintenance works of the Center, by painting inside and outside windows, doors, and walls. In addition, some fathers helped with labor work in the PCPP project. The PCPP project was to support new initiatives and helped to maintain save work environment of the Center.
- The Center collaborates with Mission Without Borders, Peace Corp, Concordia, “La bunici” Museum and Local School. This give our beneficiaries the opportunities to explore new ideas, to see things differently, they are happy to manifest themselves and to express their opinions and wishes.
- 15 young volunteers participated in a short time camp with other Keystone volunteers in the project "Promoting cultural activities among young people". They learned to fight the discrimination through Social Theater Forum.
- Two employers (teachers) resigned from the Center. An opening was announced and one person was selected. The other position is still open. There is a lack of specialists (psychologist, speech therapist) in Tudora.
- The Center applied to Peace Corp for a new volunteer. As a result a new volunteer was assigned to Tudora to support the Center work.
- The Museum coordinator went through a training and got a title of master in working with natural resources like osier fibers and bulrush.

Events :

18th of January 2019- 15th Anniversary Tudora Center. With participation of a big part of community (parents, economic agents, local school teachers, social assistant department...), including the local and rational authorities. In addition, we had a big joy to have Charles Hooker online, our volunteers from Peace Corp and former volunteers of Unity Center.

Spring 2019, PCPP project (developed and implemented in partnership with the Peace Corps volunteer)

- Beneficiaries had lessons on how to take care of furniture and students’ belongings.
- Installed new coat racks, shoe cubbies, tables, chairs, cabinets and shelving which allows the beneficiaries and the staff to be more organized.
- Staff learned how to use a projector and screen and conducted several lessons using PowerPoint.
- Staff held small fundraising event and used a donation box at the event as well as at other events.
- Staff discussed importance of building awareness of organization through conversations with others and shared stories about discussions that happened.
- Youth in grades 6 to 9 attended a 3 day workshop on how to plan an event.
- New communications pieces were created, including new signage and branded items like stickers, pens and magnets.
- Improved the outside space by fixing wall, installing new fence and installing new garbage cans.
- Beneficiaries received lessons on trash and recycling.
- Installed new announcement panel, which will help to share information about activities and events at the center and at the school.

May, 2019- Family day An outside activity by the Nistru river with our beneficiaries and their families.

June , 2019 – a recreation short time program for the 15 kids from our UCC services. For two weeks the UCC staff with 5 teen volunteers and Rebecca PCV worked well together to make unforgettable vacation days for the children.

June, 2019 -"Promoting cultural activities among young people". Discussing the cultural traditions and customs known to young people.

This activity took place within the project "Involving young people in cultural activities in order to achieve social inclusion", implemented by Keystone Moldova with the financial support of the Ministry of Education, Culture and Research of the Republic of Moldova.

October, 2019 – Visit to Unity Center and the Museum “La bunici” of the members of the International Council of ANCOR and KHS president Charles Hooker.

December, 2019 - family from Romania organized a “Santa Klaus evening” at the CCU for the 17 children. They came with the presents for every child who wrote the letters for Santa. They received footballs, winter boots, craft things, books, cars with remote control, even the Christmas tree with toys and sport shoes.

II. SOCIAL ENTREPRENEURSHIP ACTIVITIES

2.1. Training center Keystone Moldova

Objectives:

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

Performed activities

- Provided training/conference facilities to clients. Non-profit, international and for-profit organizations rented the room, equipment and other services.
- Signed the contract with Concordia Social Projects on the lease of the center for a series of 6 weeks trainings.
- Signed the contract with Promo Lex for the lease of the center for four week ends
- A human resources plan of the center was developed. The goal of the plan is to use the existing resources as efficient as possible and continue the improvement of the services. An events assistant was hired to provide support during the events.
- Developed the draft of the charter for the registration of a social enterprise under the form of Limited Liability Company. Keystone Moldova will be the only founder and beneficiary of the company. All economic activities of Keystone Moldova Association will be transferred to the new company.
- Established partnership relations with the logistical company “Logistica si Comunicare”. This company is renting the center facilities for its logistical services.

Communication and marketing activities:

- The Facebook page was used to promote the Training Center Services.
- The number of Facebook likes increased from 602 likes on January 1 to 682 likes on December 19, 2019.
- A newsletter promoting the Center’s services was developed and sent via email to potential customers.
- A blog was developed to promote the Training Center. The blog address is: <https://keystonetrainingcenter.wordpress.com/>

- Long-term agreements were signed with Global Business Access and “CEO-GRUP” SRL. These companies organize their training activities at Keystone Moldova training center.
- Business collaboration proposals were sent to consulting companies that usually rent the training venues for various events.
- The tenders announcements were followed and cost offers were sent.

Problems/challenges faced:

- The number of receivers for the participants of the simultaneous translation system is not enough for large events. Thus, it is necessary to purchase 15-20 more devices that will be procured using the income. In meantime, the identified solution is to rent the missing equipment from other company.
- The simultaneous translation system has only one interpreter console. This limits the possibilities to make the translation to one language only. It is necessary to purchase one more console. In meantime, the identified solution is to rent the missing equipment from other company.

2.2. Social enterprise “EcoVox”.

Objectives

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

Activities performed during the reporting period:

- Four new print designs were developed and tested. The prints are traditional Moldovan/Romanian carpets.
- A new bag model was developed – bigger size, suitable for shopping. Calculating the production cost and setting the retail and wholesale prices.
- One new product was developed - clutch purse. The clutch purse is in process of improving some details. The purse will be decorated with traditional Moldovan/Romanian prints.
- Five new persons were recruited to sew bags. Three women that have disabilities are from Hincesti, Minjir and Orhei. In addition, a woman with her adult child started working (the mother with hearing impairments that has a child with intellectual disabilities). All of them passed through a trial period. After that they were given a larger number. All together ten persons were involved in the bags sewing.
- New labels were developed and printed. The canvas labels are sewed inside the bag. It includes the following text: “Made in Moldova. EcoVox – Sustainable Accessories is a Social Enterprise. Persons with disabilities are involved in the production process of Ecovox products. We use the profit to support their independent community living. For more details go to: www.ecovox.md”
- Three sets of tote bags were sewed and printed for three conferences organized by Keystone Moldova in February, April and December.
- Three sets of tote bags were sewed and printed for UNDP projects. Thus, UNDP becomes the main partner in ordering bags that were personalized for various events.
- Preparing and delivering many bags to Moldova Embassy from Japan.
- Two Facebook and one Instagram add was developed and placed to promote the personalized/printed mugs and the tote bags.

- Establishing partnership relations with the logistical companies “Logistica si Comunicare”, “Wow Creative”. These companies are ordering personalized tote bags for their clients.
- Started the negotiations and signing the agreement with the company “Moldpresa” on the placement of the Ecovox bags in the bookshop chain “Librarius”.
- Started the negotiations and signing the agreement with the company “Souvenirs Folk & Art SRL” on the placement of the Ecovox bags and mugs in the souvenir shop downtown Chisinau.
- All in total 6780 bags were produced and 6000 bags were sold. (for comparison 1030 bags were sold in 2018)
- The Instagram and Facebook pages were also used for promotion of EcoVox. During the reporting period of time the EcoVox Instagram page (ecovow.design) was developed and registered. The number of Facebook likes increased from 966 likes on January 1 to 1124 likes on December 19, 2019.
- Participation at two fairs/exhibitions. Ecovox bags were exposed and sold at one youth festival and one diaspora meeting event.
- Development and submission of the trade offers to various companies, including companies from abroad.

2.3. Promoting the Social Entrepreneurship

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

Performed activities during the reported period:

- Participation in the commission for the selection of the members of the National Commission for Social Entrepreneurship.
- Participation in several international and national conferences and study visits to acquire more knowledge on social entrepreneurship. The detailed information is included in the compartment related to participation in various trainings/study visit (see below).
- Started to develop a new service to be delivered by Keystone Moldova on a private base. During the reported period of time, Keystone Moldova staff developed the normative and methodological framework for the Personal assistance service (Internal Regulation and Quality standards, Operational Handbook, cost standards, communication and visibility plan). We also started to promote the services and advertised for social assistance to be hired. Unfortunately we stated that due to high level of poverty in Moldova and limited culture of provision of private services, it is too earlier to start developing and provision of services for cost. The important thing is to advocate at the governmental level for promotion of the legal framework according to which, the costs for services will be paid at least partly by the government.

2.4. Consultancy services

Objective: To increase the sustainability of Keystone Moldova organization

Developed activities:

- Consultancy services provided to an international organization on the capacity building of community based organizations and initiative groups on promoting community health in Moldova. Consultancy timeframe: November 2018 – March 2019.
- Consultancy services provided to Moldovan Institute for Human Rights on the development of an analytical report on the monitoring and protecting of the rights of persons with disabilities in 9

psychiatric and psycho-neurological institutions. Consultancy timeframe: September 2018 – February 2019.

- Consultancy services to Social Assistance Department from Ungheni on conducting capacity building training for personal assistants, social workers and family assistants. Four trainings were delivered for 50 persons. Seven trainings were delivered for 120 persons. Consultancy timeframe: June 2019.
- Consultancy services provided to a local child protection organization. The team of specialists made an evaluation of a group of children that were suspected to be abused. The evaluation report was delivered to the contracting entity.
- Consultancy services provided to AOPD on improving the mechanism of implementation the national policies at local level.
- Three persons were involved as experts by National Committee on accreditation on accreditation of 4 community based services.

III. CROSS-CUTTING ACTIVITIES

3.1. Media and communication

Objectives:

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

Expected results:

- Increased knowledge of general population regarding Keystone Moldova activities;
- Changed attitudes of general population regarding the right of persons with disabilities to live in a community,
- Increased visibility of activities under donors projects.

Performed activities per objectives:

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

Keystone Moldova's activity was promoted through Keystone Moldova Facebook page - <https://www.facebook.com/keystonemoldova>, and website - <http://keystonemoldova.md/ro/news-and-events/default.php>.

- 452 short materials have been posted / disseminated on Keystone Moldova's Facebook page. The materials published got 338.559 people reached, 16.011 likes and 2.801 shares. The number of Keystone Moldova Facebook page fans increased – from 2.325 to 2.808 fans, with 483 page likes.
- 10 new materials have been posted on Keystone Moldova web page: www.keystonemoldova.md.
- 26 short materials have been posted / shared on Alternativ Facebook page: <https://www.facebook.com/pages/Alternativ/700619266730794>. This page has a number of 175 likes.

- 69 materials about Keystone Moldova’s activities have appeared in the media (see the list and links in Annex 1)

Objective 2. *To continue to advocate for deinstitutionalization and community living at national and international levels.*

- **Two Zero project awards for community living 2019 and participation at Zero project conference in Vienna.** Keystone Moldova two practices were awarded by Zero project in 2019: one on community living and another one- on combating discrimination through Forum Theater. Three persons participated at ZERO project Conference in Vienna/Austria. Two Keystone practices were presented
- **European Commission award 2019 for building a strong society and participation in Award Ceremony.** Keystone Moldova participated in EC competition on civil society 2019 with the project on hotline service and was awarded for building strong communities in Moldova during the award ceremony. In this way, we have had the possibility to share our experiences on promotion of human rights among other NGOs, as well as representatives of foreign embassies, Moldova government, and donor community.
- **Conference of states parties on UN Convention on persons with disabilities.** During June 2019, Diana Zgherea - Self-advocate, person with disabilities who lives in the Community Home from Baimaclia, Cantemir – along with two Keystone Moldova representatives, participated at the 12 Conference of states parties on UN Convention on persons with disabilities and the June Summit event. Information about the events and Diana’s participation was shared through social media. 32 informational materials were posted on Keystone Moldova Facebook page: 30.235 impact, 1.889 likes, 291 shares.
- **Keystone Human Service June Summit.** Two Keystone Moldova staff participated at June Summit hosted by KHSI in Harrisburg and supported on self-advocate to be involved in workshop activities and to have a presentation on deinstitutionalisation an community living.
- **European Village 2019.** Keystone Moldova participated at European Village, with two project financed by EU: „Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions” and „Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”. During the event was held a photo exhibition, so communication manager selected 20 photos from the activities developed in the UE projects (10 photos per project) and wrote some information about the photos (in English, Romanian and Russian). During the event, were offered informational materials to public: leaflets, posters, publications etc. In addition, 30 bags made by persons with disabilities through EcoVox activities were sold. Around 500 persons approached Keystone Moldova’s tent and asked for information. Also, Keystone Moldova participated at the NGO fair organized during European football tournament, organized by EU Delegation. A photo exhibition about the support for young people provided by Keystone Moldova was organized: photos were selected, the text for each photo was developed, photos were printed etc.
- **2% Campaign.** During March – April a campaign that encourages people to donate 2% of their taxes was conducted in social media. The materials from the campaign were inspired from the brochure “Institution or community”, that explains the UN Convention on the Rights of Persons with Disabilities in easy to read. 22 materials were prepared and posted on Keystone Moldova Facebook page; they gained 18.995 impact, 735 likes and 203 shares.
- **Civil Society Pitch.** The communication with the filmmakers (from Moldova and Romania) that want to make a documentary movie continued; several Skype meetings with them were

held. During them, they asked questions and found out more about Dan and Viorica, as well as about Olga – another protagonist they want to focus on in their film. They are working on the script of the movie. In March, Communication manager participated at the final session of Civil Society Pitch, organized by One World Romania. Keystone Moldova and filmmakers pitched for their movie, along with another four NGO's from Romania. The Commission choose to award an NGO from Romania, however – they offered informational and technical support to the entire movies. Communication manager, along with filmmakers, submitted a project concept for a call started by US Embassy. The project aimed to develop some short movies in Virtual Reality – about the life in the institution and includes an anti-discrimination Caravan in Moldova.

- One person participated in the talk show Impact, TV Channel 3 on Socio-Educational Inclusion of Children with Disabilities.

Objective 3. *To support other projects with activities focused on combating the discrimination of persons with disabilities. See above, when reporting on separate projects. The communication activities are described under each separate project above.*

Other activities

- Communication manager have prepared and held a training session on communication in social media. The training session was meant for support persons of Self-advocacy groups, formed within the project “Self-advocacy 2”, financed by IM Swedish Development Partner.
- The movie based on Alternativ’s experience – “Who is the society?” – has been finished and published;
- The webpage was reviewed and the updates version of the www.keystonemoldova.md was launched;
- Communication manager participated at the webinar organized by EASPD, on Web accessibility and accessible documents.
- Communication manager offered support to AOPD in developing the life story of Ion Gojinevschi;
- Keystone Moldova participated at the International Youth Day, organized in Costesti, Ialoveni district. At the event, information about Keystone activities was shared and EcoVox bags were sold;
- Communication manager completed the trainings: „Bullying Prevention and Intervention”, „Inclusion: Children with Disabilities”, on Relias;
- Communication manager got involved into preparing and sharing the fundraising campaign for Mihai Grecu (for a prosthesis) – developed a short story, shared the campaign on Facebook;
- Theatre troupe Alternative from Falesti participated at a training in Forum Theater. So, 8 volunteers were trained in Forum theatre, in order to stop discrimination of persons with disabilities.

3.2. Volunteer activities

Objectives:

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

Performed activities

- All in total 30 volunteers delivered their services within Keystone Moldova activities on January-December 2019.
- **The volunteers provided in total 1637 hours 30 min. for volunteers activities in 2019. The number of hours in MDL, in relation to the minimum wage per country, is 26.601, 93 MDL.**
- Monitoring the volunteers activities as per the legislation.
- Preparation and submission of 34 Nominal Volunteer Certificates for 2018.

Types of activities provided by Volunteers:

- **The Self-advocacy Group and Community House of Baimaclia, Cantemir:** support person for beneficiaries; support for organizing and conducting working meetings of the group; making handmade crafts; socializing through community walks and discussion; developing skills for personal autonomy; household support.
- **The Self-advocacy Group from Balti:** support in selecting group members; support person for beneficiaries; support for organizing and conducting working meetings of the group.
- **Community Center “Unitate”, from Tudora village, Ștefan Vodă rayon:** logistic support in organization of the events; making handmade crafts (Mărtișor, greeting cards, souvenirs); support in organizing and conducting sales exhibition; support in organizing and conducting to 2 summer schools; logistics support.
- **Community Home from Mitoc village, Orhei rayon and Voloave village, Soroca rayon:** socialization visits to the community; developing self-service skills; fine motricity development; helping in household and gardening works; games based learning activities.
- **Social theatre troupe “Alternativ” from Falesti:** participation in training for non-actors (7 days); creating the social theatre play; organization the social theatre show (2 premiere); make changes to the show as a result of the first performance.

3.3. Keystone Moldova networking

The objectives of the networking are as follows:

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

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

- Keystone Moldova is a member of two dialog platforms: 1) between civil society and Parliament and b) between civil society and the MHLSP. Keystone Moldova participated in two meetings organized as part of those platforms.
- Keystone Moldova is a member of four Working Groups /Committees established by the MHLSP, including: (1) Working groups on prevention of the institutionalization of children in residential institutions, (2) Working groups on prevention of the institutionalization of adults in residential institutions, (3) National Steering Committee on deinstitutionalization, (4) Litigation Committee on disability determination. During the reporting period, Keystone Moldova management staff participated at 17 meetings of various Committees/ Working groups.

- Keystone Moldova is a member of Consultative counsel for the implementation of National Program for the Development of Inclusive Education in the Republic of Moldova for 2011-2020. During the reporting period, it was organized one meeting on inclusive education development for 2011-2020 years.

Networking with national and international NGOs

- Keystone Moldova is a member of the international network of NGOs - EASPD. Within EASPD, Keystone Moldova served as a member of the Standing Committee for Community Living. During the reported period, Keystone Moldova representatives participated in both EASPD conferences: in Bucharest and in Finland. All in total six persons participated at EASPD conferences. Keystone Moldova delivered a presentation on self-advocacy for the Standing Committee representatives meeting organized in Finland. Keystone Moldova communication officer was involved in EASPD communication campaign for promoting in depended living and developed several stories for EASPD webpage. Keystone Moldova developed and submitted to EASPD two best practices on labor inclusion for EASPD Paris conference in May 2020. During the reporting period, Keystone Moldova continued to implement in partnership with AOPD and EASPD the EU project: „Advancing and monitoring the rights of people with mental disabilities in neuro-psychiatric residential institutions”. All joint activities are described above in the section related to this project. Keystone Moldova participated actively in consultation of the results of the EU Disability Strategy 2010-2020
- Keystone Moldova has a membership in three national networks of NGOs – AOPD (Alliance of NGOs working with persons with disabilities), APSCF (Alliance of NGOs working in the field of social protection of children and family) and Civic Coalition for free and correct elections. In case of AOPD Keystone Moldova ED is the member of the board of this organization. As the member of AOPD board, Keystone Moldova participated in all board meetings and was involved in revision of various policies and legislations related to community living of persons with disabilities, as well as in various advocacy activities. Thus, Keystone Moldova participated in the following activities: the meeting with the Council of the President of RM to discuss the proposed amendments to the Pension Law 156/1998 and the Law of social benefits 499/1999; development of recommendations for the CEDAW reporting on women with disabilities; discussing the monitoring report of implementation of National Program for Social Inclusion of Persons with Disabilities; discussing the financial mechanism for NGOs with the State Chancellery. Keystone Moldova continued to implement in partnership with AOPD the EU project: „Social Services for persons with disabilities to increase the confidence between the both banks of the Nistru River”. All developed activities were described above under the Project implementation compartment. Keystone Moldova is implementing jointly with AOPD and APSCF the EU project: “Better social services through sustainable partnership between civil society and government”. All developed activities were described above under the Project implementation compartment.

3.4. Keystone Moldova fundraising activities

- Keystone Moldova jointly with other organizations started to work on regulatory framework of philanthropy in Moldova, as well as to promote philanthropy. In this regards, Keystone Moldova participated at the roundtable "The Future of Philanthropy in Moldova". The purpose of this event was to present recommendations to improve the regulatory framework for philanthropy and sponsorship. A national Platform for promotion of Philanthropy was established. Keystone Moldova is member of the coordination committee.

- Running the campaign on encouraging people to direct 2% of their income tax to Keystone Moldova. The flyers with the procedure to transfer 2% of the income tax was edited and adjusted. The flyers were sent through the mail and email to the individuals that received salaries from Keystone Moldova in 2018.
- Additional documents were prepared and provided to the Joint Operational Programme Romania– Republic of Moldova 2014- 2020 – call [second Call for Proposals]. The documents were delivered to the Programme office in Iasi and uploaded to the program online system.
- Participated at an informational workshop organized by the Embassy of the United States on the funding opportunities available in 2019.
- A project proposal was developed and submitted to the Embassy of Finland in Bucharest. The project title “Empowered parents for a sustainable future”. The project is focused of the involvement of the parents in advocating for financial sustainability of specialised social services aimed at persons with disabilities. Project duration is 12 months. The project requested budget is Euro 31000. The project was not approved.
- A project proposal was developed and submitted to the Ministry of Education in October 2018. The Ministry informed us that they provisionally approved the project and asked to decrease the costs down to MDL 45,000.00 (initially the project budget was MDL 99,920.00 (\$ 5850)). The project was revised and the activities were reduced. The proposal title is "Involvement of youth in cultural activities for their social inclusion". The project was approved and the action was implemented in Tudora museum in the period June – September 2019.
- A project proposal was developed and submitted to the US Embassy in Moldova. The project title is: “Using the innovative technologies to stop discrimination of persons with disabilities” and is focused on the production of documentaries using VR technology. Project duration is 14 months. The project requested budget is USD 73900. The project was not approved.
- A project proposal was developed and submitted to the US Embassy in Moldova. The project title is: “Increasing awareness for promotion of community living of persons with disabilities”. The project aims to educate a more tolerant society through a televised social campaign that will present 6 cases of deinstitutionalization, social and community integration of people with physical, intellectual and psychosocial disabilities. Project duration is 8 months. The project requested budget is USD 19909. The project was not approved.
- A project proposal was developed and submitted to the East Europe Foundation. The project title is: “Revival of traditional crafts for economic empowerment”. The project was planned to be implemented in Tudora museum and involve young people that will learn to manufacture traditional crafts and develop income-generating activities. Project duration is 12 months. The project requested budget is USD 19937. The project was not approved.
- A project concept was developed and submitted to the European Commission European Instrument for Democracy and Human Rights. The project title is “Equal rights for women with intellectual and psychosocial disabilities”. The objective is to empower civil society organizations (CSOs) to combat discrimination against women with intellectual and/or psychosocial disabilities, in partnership with human rights defenders and public authorities. The concept was not approved.
- A project proposal was developed and submitted to United States Department of State Bureau of Democracy, Human Rights and Labor, Advancing Civil Society in Moldova Youth Civic Engagement Program. The project was submitted by KHSI. Project duration: 30 months. The project was not approved.

- A nomination for the Zero project was developed and submitted to Essl Foundation from Austria. The Innovative Practice that was submitted is entitled “Community mobilization for inclusive education of children with severe disabilities”. The nomination was not selected for award.
- A project proposal was developed and submitted to a EU funded consortium led by Konrad Adenauer Stiftung. The project proposal “Civil Society Voice for Inclusion” is focused on strengthening the role of civil society in 6 districts of the country by creating a pole of power and a single voice in promoting the social inclusion of people with disabilities. The requested budget is 59889 Euro. The project was approved and the implementation started.
- A technical and financial offer developed and submitted through public and private procurement system to be contracted for Hotline service delivery from state budget. The proposed offer was selected and the contract with MHLSP was signed. The amount of the contract for 7 months (June-December 2019) is about Euro 11 240.
- A consortium was established with CCF/HHC Moldova and Center for Child Abuse Prevention for the development of a concept for project proposal for USAID call Advancing Protection and Care for Children in Adversity. The concept was developed and submitted. Project duration: 33 months. The concept was not approved.
- Negotiating with the Czech company Evaluation Advisory CE to participate in a proposal submitted to the Czech Development Agency on the development of strategic plans in some rayons of Moldova.
- A project concept was developed and submitted to the Swiss Cooperation Office Representation of the Embassy of Switzerland to Moldova. The project is focused on raising awareness on institutionalization and its effects on the people as well as on the benefits of deinstitutionalization through a series of VR films. The concept was approved and the full proposal is being developed.
- Keystone Moldova entered a consortium with organizations from North Macedonia, Kosovo, Montenegro, Serbia, Bosnia Herzegovina and Albania to implement the project “Gender Budget Watchdog Network in Western Balkans and Republic of Moldova”. The main applicant is Center for Research and Policy Making – CRPM from North Macedonia and the donor is the Austrian Development agency. The project was approved, the duration is 3 years and Keystone Moldova budget in the project is EUR 55300. The project agreement was signed and the VAT exemption procedures were started.
- A technical and financial offer developed and submitted through public and private procurement system to be contracted for Hotline service delivery from state budget for the year 2020. The offer value for the 12 months of 2020 is MDL 771 600 (Euro 40190). The proposed offer was selected.

All in total 21 project proposals, concepts and requests for nominations were developed and submitted to various donors. 10 of them were approved.

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

During the reporting period Keystone Moldova had 19 participations at international conferences /study visits/workshops outside Moldova (6- USA, 4- Austria, 1- Spain, 1-Italy, 5- Romania, 2- Finland) and 17participations at conferences/workshops in Moldova.

Annex 1. The list and links of published informational materials

1. <https://www.trm.md/ro/social/drepturile-persoanelor-cu-dizabilitati-mintale-promovate-in-cadrul-unui-proiect>
2. <https://msmps.gov.md/ro/content/promovarea-respectarii-drepturilor-persoanelor-cu-dizabilitati-mintale-din-institutiile>
3. <https://voceabasrabiei.md/social/item/12996-studiu-femeile-cu-dizabilitati-sunt-supuse-riscului-maltratariei>
4. <https://www.trm.md/ro/mesager/mesager-din-4-aprilie-2019> (min. 14:00)
5. <https://www.privesc.eu/arhiva/85816/Conferinta-internationala-de-totalizare-a-proiectului-finantat-de-Uniunea-Europeana--Promovarea-si-monitorizarea-drepturilor-persoanelor-cu-dizabilita>
6. <https://agora.md/stiri/55863/persoanele-cu-nevoi-speciale-vor-beneficia-de-asis>
7. <http://tvrmdov.md/social/serviciul-de-asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati-va-functiona-in-continuare/>
8. <http://tvrmdov.md/social/asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati/>
9. <https://noi.md/societate/asistenta-telefonica-gratuita-pentru-persoanele-cu-dizabilitati>
10. <http://jurnal.md/ro/news/0d817602aaf0ea65/persoanele-cu-dizabilitati-vor-beneficia-de-asistenta-telefonica-gratuita.html>
11. <https://stiri.md/article/social/serviciul-telefonice-al-persoanelor-cu-dizabilitati-reglementat>
12. <https://deschide.md/ro/stiri/social/46779/Un-nou-serviciu-pentru-persoanele-cu-dizabilit%C4%83%C8%9Bi.htm>
13. <https://www.trm.md/ro/alegeri-parlamentare-2019/keystone-moldova-se-atesta-o-crestere-a-persoanelor-cu-nevoi-speciale-care-au-mers-la-vot>
14. http://trm.md/ro/miezul-zilei?fbclid=IwAR2kdEFLvF_W7RsIGZ6B64e7qdXC1Iqrc-SI-PGpPMUMF1GjU6sDWBratM
15. <https://www.trm.md/ro/social/mai-multa-atentie-si-grija-pentru-persoanele-cu-dizabilitati-din-tara>
16. <http://tvrmdov.md/social/peste-200-de-persoane-cu-dizabilitati-au-beneficiat-de-servicii-sociale-profesioniste/>
17. <https://inclusion-international.org/zero-project-2019/>
18. https://www.realitatea.md/in-2019--se-observa-o-usoara-imbunatatire-a-accesibilitarii-sectiilor-de-vot--keystone_91777.html
19. <https://www.privesc.eu/arhiva/85622>
20. <https://realitatealive.md/live-conferinta-de-presa-organizata-de-keystone-moldova-cu-tema-proiectul-vot-informat-i-asumat-prezentarea-rezultatelor---91732.html?fbrefresh=1551966563>
21. https://www.ipn.md/ro/in-2019-se-observa-o-usoara-imbunatatire-a-accesibilitarii-sectiilor-7967_1047493.html
22. <https://stefan-voda.md/o-zi-cu-echipa-mobila/>
23. <https://moldova.europalibera.org/a/30255697.html>
24. <https://tvbalti.md/2019/02/21/otkrytie-proekta-zhizn-v-obshhestve-dlya-kazhdogo/>
25. http://unghiul.com/un-asemenea-proiect-n-a-mai-fost/?fbclid=IwAR2xYdWTsJAV-TxcS5g36usRKGZ08o5ryedo6AmlyqueKumcFbkE_CvWses
26. <http://sarataveche.comuna.md/2019/03/29/o-oportunitate-pentru-copii-de-a-fi-pregatiti-pentru-viata/>
27. <http://cr-falesti.md/index.php/falesti-radio/2811-rf-29-03-2019>

28. <https://ceadir-lunga.md/novosti/item/2756-v-chadyr-lunge-realizuyut-proekt-po-otkrytiyu-tsentra-vremennogo-razmeshcheniya>
29. <http://www.raionceadir.md/novosti/obshchestvo/item/1524-v-chadyr-lunge-planiruetsya-otkryt-tsentr-vremennogo-razmeshcheniya-detej-okazavshikhsya-v-situatsii-riska>
30. <http://gagauzinfo.md/index.php?newsid=45689>
31. <http://leova.org/2019/05/06/serviciul-social-echipa-mobila-va-fi-relansat-la-leova/?fbclid=IwAR3GDICu2j49GXYViHegITfM6TitE6V5kfpaxALbjSstCE43wkybolzCw7A>
32. <http://www.leova.md/index.php?pag=news&id=768&rid=1672&l=ro>
33. http://cr-falesti.md/index.php/noutati-evenimente/2866-pr-lansare-acces-caroma-nord?fbclid=IwAR3AcjZ-TBe5E0-3HdqV7GM4WnDR56mmEL_Ow-Jxve6cFxaVzXXvqS1CyoQ
34. <https://www.youtube.com/watch?v=eDNYT4fwCS4>
35. <https://drochia.tv/2019/04/23/tinerii-au-viitor-si-acasa/>
36. <https://www.facebook.com/RadioDrochia/videos/1121995377993212/>
37. <http://sarataveche.comuna.md/2019/05/14/proiectul-viitorul-de-maine-depinde-de-activitatea-de-astazi-in-plina-desfasurare/>
38. <https://www.zdg.md/editia-print/comunicate/elevii-de-la-sarata-veche-isi-vor-largi-oportunitatile-de-cariera-gratie-suportului-financiar-oferit-de-ue>
39. <http://www.cr-falesti.md/index.php/falesti-radio/3010-rf-28-06-2019>
40. <https://www.moldova.org/labirintul-magic-de-la-leova/>
41. https://www.ipn.md/ro/prima-camera-cu-elemente-senzoriale-din-sudul-tarii-inaugurata-7967_1069964.html
42. <https://deschide.md/ro/stiri/social/57681/Leova--Prima-camer%C4%83-cu-elemente-senzoriale-din-sudul-%C8%9B%C4%83rii.htm?fbclid=IwAR3u562odZYz8Bn0UrGoMInCqINul0sahzmfG0iJqv1FHQk0DjRBEyHJoUg>
43. <http://leova.org/2019/11/30/camera-cu-elemente-senzoriale-inaugurata-la-leova/>
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45. http://trm.md/ro/mesager/mesager-din-20-noiembrie-2019_min.14.15-16.40
46. <https://protv.md/actualitate/sapte-masini-in-valoare-de-pest-75-de-mii-de-euro-cumparate-pe-banii-ue-au-ajuns-in-sapte-raioane-ale-tarii-vehiculele-au-fost-distribuite-pentru-a-ajuta-centrele-sociale-din-mai-multe-localitati-sa-transporte-copiii-din-familii-vulnerabile-batrani-si-p---2510517.html>
47. <http://tv8.md/tv8-show/stiri-cu-angela-gonta-20-11-19/> min. 21.14 – 24.04
48. <http://www.jurnaltv.md/news/69610a99a59e6ac7/jurnalul-orei-19-20-noiembrie.html> min. 31.00 – 34.41
49. https://www.publika.md/masini-noi-pentru-echipele-mobile-de-asistenti-sociali-costul-proiectului-este-de-pest-75-de-mii-de-euro_3059684.html
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51. [https://moldova.europalibera.org/a/ambulan%C8%9be-sociale-cu-banii-uniunii-europene-\(video\)/30282708.html](https://moldova.europalibera.org/a/ambulan%C8%9be-sociale-cu-banii-uniunii-europene-(video)/30282708.html)
52. <https://rtr.md/news/102173244/>
53. <https://www.moldpres.md/news/2019/11/20/19009382>
54. https://www.ipn.md/ro/sapte-automobile-donate-vor-ajunge-in-raioane-pentru-dezvoltarea-7967_1069725.html

55. https://radiochisinau.md/peter-michalko-a-inmanat-cheile-a-sapte-automobile-donate-de-ue-care-vor-ajunge-in-raioane-pentru-dezvoltarea-serviciilor-sociale---99159.html?fbclid=IwAR11_xPo3srG9HAbf2rYdbMvLDjgWfJIThL5y2FZ4UC9_JX2N57ZQms3Mnk
56. <https://deschide.md/ro/stiri/social/57202/UE-a-donat-Republicii-Moldova-%C8%99apte-autovehicule-pentru-sus%C8%9Binerea-persoanelor-cu-dizabilit%C4%83%C8%9Bi.htm?fbclid=IwAR1-d3-lowKW3GasiTPGKiFn6ofpG5IPWAhuYcH-IOELINdeqTR6SBGqqsI>
57. <https://stiri.md/article/social/moldova-a-primit-7-autovehicule-pentru-sustinerea-persoanelor-cu-dizabilitati>
58. <https://noi.md/md/societate/r-moldova-a-primit-sapte-autovehicule-pentru-sustinerea-persoanelor-cu-dizabilitati>
59. <https://www.facebook.com/btvmoldova/videos/544857126360938/>
60. https://www.publika.md/s-au-mutat-in-propriile-case-zece-persoane-cu-dizabilitati-vor-locui-in-case-sociale_3060794.html?fbclid=IwAR1aiVqLjZGk9_WaHQaSYS_AfWV-JyeQv9RcMmgK9AkC0kmuzpF0n8mcht4
61. <https://leova.org/2019/10/01/parteneriatele-si-conlucrarea-aduc-rezultate/>
62. <https://leova.org/2019/09/26/discutii-pe-tema-starea-de-bine-a-mamei-in-familia-copilului-cu-dizabilitati/>
63. <https://leova.org/2019/04/21/a-treia-sedinta-a-grupului-de-suport-pentru-parinti-din-cadrul-proiectului-camera-cu-elemente-senzoriale-pentru-copiii-cu-dizabilitati-severe-labirintul-magic/>
64. <https://leova.org/2019/04/07/masa-rotunda-de-lansare-a-proiectului-camera-cu-elemente-senzoriale-pentru-copiii-cu-dizabilitati-severe-labirintul-magic/>
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66. <https://leova.org/2019/02/11/serviciu-specializat-inovator-de-recuperare-senzoriala-va-fi-creat-la-leova/>
67. [https://leova.org/2019/07/20/oportunitatile-de-asistenta-oferite-de-serviciul-social-echipa-mobila-leova-au-fost-prezentate-in-cadrul-mesei-rotunde-cu-genericul-spre-servicii-sociale-mai-bune/.](https://leova.org/2019/07/20/oportunitatile-de-asistenta-oferite-de-serviciul-social-echipa-mobila-leova-au-fost-prezentate-in-cadrul-mesei-rotunde-cu-genericul-spre-servicii-sociale-mai-bune/)
68. http://www.trm.md/ro/spatiul-public/spatiul-public-din-3-decembrie-2019?fbclid=IwAR1FIQLLb0EdVFhgp1S6brh4YdNajnVtLnU-ulk8IPC5UavS-TX9J9Or_XI
69. https://www.youtube.com/watch?v=7OAJDh_TLLc&feature=share