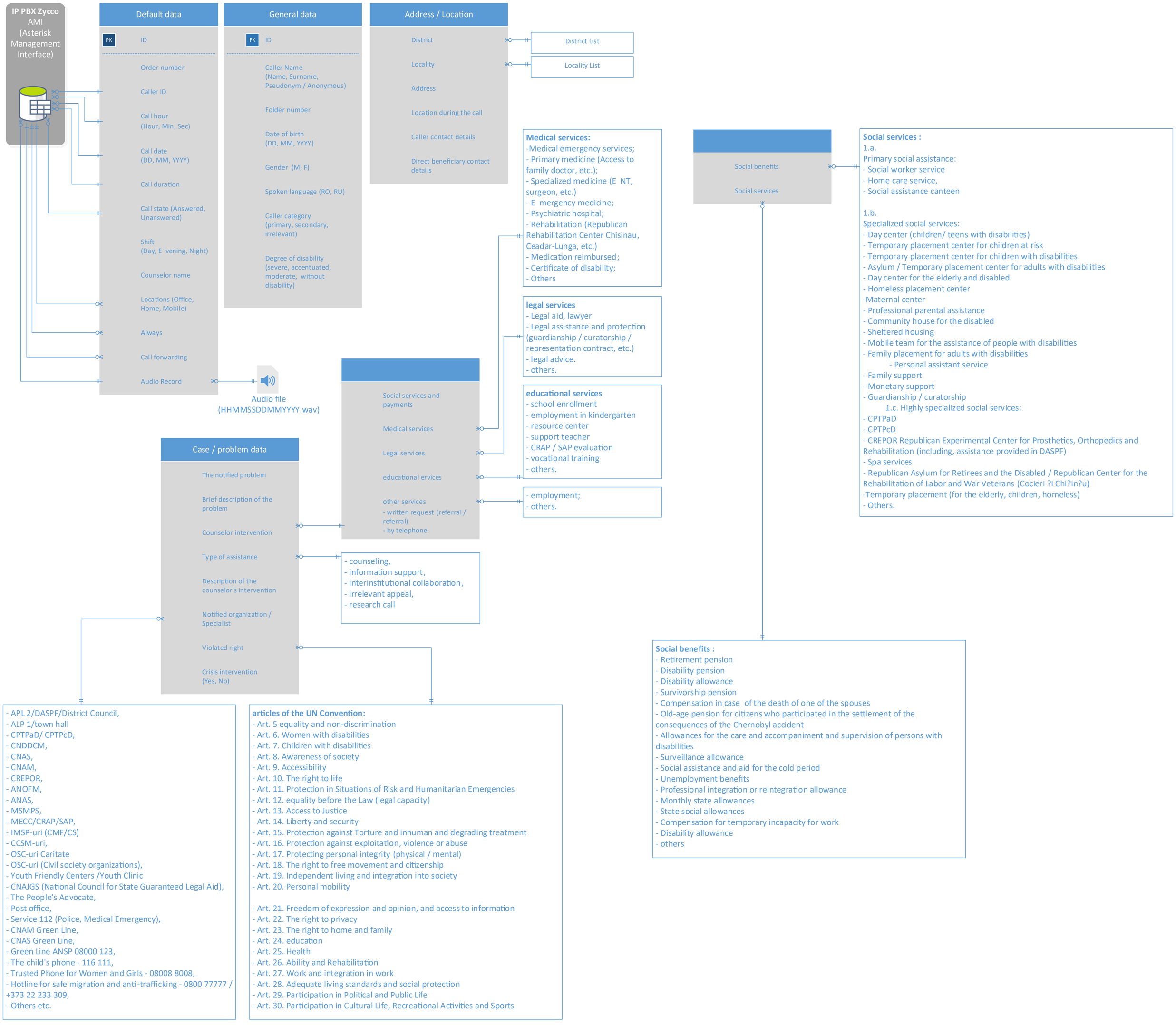
IP PBX Zycco
AMI
(Asterisk
Management
Interface)
Default data
PK
ID
Order number
Caller ID
Call hour
(Hour, Min, Sec)
Call date
(DD, MM, YYYY)
Call duration
Call state (Answered, Unanswered)
Shift
(Day, E vening, Night)
Counselor name
Locations (Office, Home, Mobile)
Always
Call forwarding
Audio Record
Audio file
(HHMMSSDDMMYYYY.wav)
General data
FK
ID
Caller Name
(Name, Surname, Pseudonym / Anonymous)
Folder number
Date of birth
(DD, MM, YYYY)
Gender (M, F)
Spoken language (RO, RU)
Caller category
(primary, secondary, irrelevant)
Degree of disability
(severe, accentuated, moderate, without disability)
Address / Location
District
Locality
Address
Location during the call
Caller contact details
Direct beneficiary contact details
District List
Locality List
Social services and payments
Medical services
Legal services
educational ervices
other services
- written request (referral / referral)
- by telephone.
Medical services:
-Medical emergency services;
- Primary medicine (Access to family doctor, etc.);
- Specialized medicine (E NT, surgeon, etc.)
- E mergency medicine;
- Psychiatric hospital;
- Rehabilitation (Republican Rehabilitation Center Chisinau, Ceadar-Lunga, etc.)
- Medication reimbursed;
- Certificate of disability;
- Others
legal services
- Legal aid, lawyer
- Legal assistance and protection (guardianship / curatorship / representation contract, etc.)
- legal advice.
- others.
educational services
- school enrollment
- employment in kindergarten
- resource center
- support teacher
- CRAP / SAP evaluation
- vocational training
- others.
- employment;
- others.
Social benefits
Social services
Social services :
1.a.
Primary social assistance:
- Social worker service
- Home care service,
- Social assistance canteen
1.b.
Specialized social services:
- Day center (children/ teens with disabilities)
- Temporary placement center for children at risk
- Temporary placement center for children with disabilities
- Asylum / Temporary placement center for adults with disabilities
- Day center for the elderly and disabled
- Homeless placement center
-Maternal center
- Professional parental assistance
- Community house for the disabled
- Sheltered housing
- Mobile team for the assistance of people with disabilities
- Family placement for adults with disabilities
- Personal assistant service
- Family support
- Monetary support
- Guardianship / curatorship
1.c. Highly specialized social services:
- CPTPaD
- CPTPcD
- CREPOR Republican Experimental Center for Prosthetics, Orthopedics and Rehabilitation (including, assistance provided in DASPF)
- Spa services
- Republican Asylum for Retirees and the Disabled / Republican Center for the Rehabilitation of Labor and War Veterans (Cocieri ?i Chi?in?u)
-Temporary placement (for the elderly, children, homeless)
- Others.
Case / problem data
The notified problem
Brief description of the problem
Counselor intervention
Type of assistance
Description of the counselor's intervention
Notified organization / Specialist
Violated right
Crisis intervention
(Yes, No)
- counseling,
- information support,
- interinstitutional collaboration,
- irrelevant appeal,
- research call
Social benefits :
- Retirement pension
- Disability pension
- Disability allowance
- Survivorship pension
- Compensation in case of the death of one of the spouses
- Old-age pension for citizens who participated in the settlement of the consequences of the Chernobyl accident
- Allowances for the care and accompaniment and supervision of persons with disabilities
- Surveillance allowance
- Social assistance and aid for the cold period
- Unemployment benefits
- Professional integration or reintegration allowance
- Monthly state allowances
- State social allowances
- Compensation for temporary incapacity for work
- Disability allowance
- others
- APL 2/DASPF/District Council,
- ALP 1/town hall
- CPTPaD/ CPTPcD,
- CNDDCM,
- CNAS,
- CNAM,
- CREPOR,
- ANOFM,
- ANAS,
- MSMPS,
- MECC/CRAP/SAP,
- IMSP-uri (CMF/CS)
- CCSM-uri,
- OSC-uri Caritate
- OSC-uri (Civil society organizations),
- Youth Friendly Centers /Youth Clinic
- CNAJGS (National Council for State Guaranteed Legal Aid),
- The People's Advocate,
- Post office,
- Service 112 (Police, Medical Emergency),
- CNAM Green Line,
- CNAS Green Line,
- Green Line ANSP 08000 123,
- The child's phone - 116 111,
- Trusted Phone for Women and Girls - 08008 8008,
- Hotline for safe migration and anti-trafficking - 0800 77777 / +373 22 233 309,
- Others etc.
articles of the UN Convention:
- Art. 5 equality and non-discrimination
- Art. 6. Women with disabilities
- Art. 7. Children with disabilities
- Art. 8. Awareness of society
- Art. 9. Accessibility
- Art. 10. The right to life
- Art. 11. Protection in Situations of Risk and Humanitarian Emergencies
- Art. 12. equality before the Law (legal capacity)
- Art. 13. Access to Justice
- Art. 14. Liberty and security
- Art. 15. Protection against Torture and inhuman and degrading treatment
- Art. 16. Protection against exploitation, violence or abuse
- Art. 17. Protecting personal integrity (physical / mental)
- Art. 18. The right to free movement and citizenship
- Art. 19. Independent living and integration into society
- Art. 20. Personal mobility
- Art. 21. Freedom of expression and opinion, and access to information
- Art. 22. The right to privacy
- Art. 23. The right to home and family
- Art. 24. education
- Art. 25. Health
- Art. 26. Ability and Rehabilitation
- Art. 27. Work and integration in work
- Art. 28. Adequate living standards and social protection
- Art. 29. Participation in Political and Public Life
- Art. 30. Participation in Cultural Life, Recreational Activities and Sports