

EVALUATION REPORT

PROJECT

**“Strengthening the capacity of CSOs
for inclusive participation in society
of the most marginalised parents
and children”**

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ACRONYMS

ATU – Administrative – territorial units

CCCR – Community centre for children at risk

CCDC – Community centre for disabled children

CCF Moldova – “Copil, Comunitate, Familie” organization, Moldova

CPA – Central Public Administration

CSOs – Civil Society Organizations

DI – deinstitutionalization

EC – European Commission

EU – European Union

HHC – Hope and Homes for Children organization, UK

LPA – Local Public Administration

MHLSP – Ministry of Health, Labor and Social Protection of the Republic of Moldova

NGO – Non Governmental Organization

PECS – Picture Exchange Communication System

RM – Republic of Moldova

ToR – Terms of Reference

UN – United Nation

SUMMARY

Within January 2015 – January 2018, NGO “Copil, Comunitate, Familie” (CCF Moldova) in collaboration with Hope and Home for Children (HHC), United Kingdom of Great Britain have implemented the “Strengthening the capacity of CSOs for inclusive participation in society of the most marginalized parents and children” project, funded by the European Union (EU). Project’s main objective was *to strengthen the role of CSOs in promoting children’s rights and contributing to the reform of the child protection system in the Republic of Moldova (RM)*, providing training and facilitating effective local cooperation to defend the rights of the most marginalized children and parents.

The Centre of Investigations and Consultation „SocioPolis” was selected to conduct an overall assessment of the project implementation. The evaluation methodology combined primary data collection through observation, in-depth interviews, focus group discussions, with the analysis of secondary data (project data, statistical and administrative data from different sources), following triangulation procedures.

Project management

CCF Moldova is one of the leaders in the implementation of reforms related to the social protection of children and the experience acquired in the management of various projects added value to the implementation of this specific project. The evaluation revealed an effective project management at both strategic and operational levels. The project team has established and maintained effective communication with CSOs and LPAs in the target regions. Project activities were monitored and assessed thus giving the possibility to identify challenges and solutions to face them. All project activities included advocacy elements and targeted the effective implementation of policies related to DI, the decentralization, protection of children and marginalized groups, social service funding from the government, especially for foster care, family type children’s home, family support and personal assistance.

Relevance

The project is relevant for the situation of CSOs from the RM and it is in line with the Moldovan strategies and long term-objectives on child protection and social inclusion of the most vulnerable groups, such as: a) *Child Protection Strategy 2014-2020*; b) *National Development Program for Inclusive Education 2011-2020*, c) *National Program on Social Inclusion of Persons with Disabilities 2017-2022*, d) *National Strategy on Decentralization 2012-2018*. The project encourages the implementation of international documents the RM is committed to: *Universal Declaration of Human Rights (1990)*, *European Convention on Human Rights (1997)*, *UN Convention on the Rights of the Child (1993)*, *UN Convention on the Rights of People with Disabilities (2006)*, including the

Agenda for Sustainable Development 2030. Not less important is the fact that the project is also relevant to actions initiated by Moldovan authorities and supported by the Western partners on building confidence and connecting people on the two banks of the Dniester river. The above mentioned shows the project addresses real needs existing in the Moldovan society: (i) the need for social inclusion of the most vulnerable groups of children and parents; (ii) the need to strengthen the capacity of local CSOs; (iii) the need to improve collaboration between CSO, LPA, local mass media and the situation of marginalised children and parents; (iv) the need to improve collaboration with CSOs, LPA from Transnistria region.

Efficiency

CSOs and LPA's feedback indicates that the CCF Moldova implemented numerous activities in a timely and efficient manner and has played a significant role in improving the dialogue between civil society and the LPAs, at minimal costs to the project. According to the reports, all project activities have been completed. Some indicators are higher than it was initially anticipated in project proposal: 28 CSOs improved advocacy capacities, instead of the expected 25; 108 child protection professionals were trained, instead of 75; 977 of vulnerable families were identified and supported, instead of 150; 22 self-advocates were identified and supported (informational, psychological, legal and social), instead of 20.

Small project grants represented a cost-effective component of the project. The activities implemented by each of the 13 grant-receiving CSOs had a huge impact on the community, including beneficiaries and their families, through the large number of activities organized, as well as changes generated by them regarding social inclusion but also people's attitude towards vulnerable groups.

Effectiveness

Overall, the project effectiveness looks positive. The CSOs and child protection professionals in the target counties and municipalities acquired knowledge and skills in advocating for the rights of vulnerable children and families. Taking into consideration the fact that CSOs and LPA's capacities are different, the CCF Moldova team used an individual approach to working with them based on their knowledge and abilities. The individual approach has been successful, contributing to a more effective implementation. However, not all 28 CSOs involved in the project developed partnerships and acted together with the representatives of LPA, schools, medical institutions and other social institutions.

"The audit of social services in 12 ATUs from the RM" reveals changes that have been achieved on social services developed by LPA during the first 2 years of project implementation. Significant changes took place in the development of personal assistance service and smaller in the case of community centres for children at risk. The foster care service has been developed, for example, in Riscani district.

Impact

Project's impact is multidimensional: (i) CSOs; (ii) self-advocates from vulnerable groups; (iii) vulnerable and marginalised groups of children and families. The changes affected not only the target groups, but also the 13 project implementation districts, including the national level.

The impact of CCF Moldova's actions on the development of CSO capacities, including the advocacy component of the most vulnerable categories of children and families, reveals: (i) knowledge of national policy provisions on child protection, understanding the need to prevent the separation and institutionalization of children, including their local implementation, (ii) establishment of collaboration partnerships with LPA, local media, (iii) knowledge acquired on advocacy for vulnerable groups, advocacy planning and initiation of advocacy actions at the district level, (iv) considerable improvement with regard to internal policies on child protection – case tracking procedure, a code of conduct for specialists interacting with children; (v) improvement of CSO's visibility and advocacy activities in the community/town/district.

The MHLSP representative mentioned that due to the project, the CSOs representatives have improved their knowledge regarding the legal framework on child and family protection system, succeeding to create a connection between local CSOs from the 13 districts from the perspective of a joint approach on advocacy practices but also on support for marginalized families.

The evaluation also revealed that CSOs still need pro-active guidance in advocacy because: (i) some of CSOs advocacy actions are one-time advocacy experience and not necessarily a sustainable process, (ii) few CSOs plan and organize advocacy activities in teams, simply because they are small organizations and do not have appointed a person in charge with these actions.

We emphasize that the project has led to a positive change of life for different categories of children and marginalized people groups: (i) children with disabilities, including autism; (ii) children from vulnerable families; (iii) families with many children; (iv) disabled people; (v) deinstitutionalized youth, (vi) Roma people, etc. through activities targeted to raise awareness, integrate, develop skills, support, etc.

Project visibility

The visibility of the project was very good, both in national and local media (TV, radio and newspapers, Internet). Organizing project visibility activities, the CCF Moldova team relied on the EU Communication and Visibility Handbook but also on the Organization's Visibility Handbook. One of the organization's principles was to involve children in the activities. Children were asked how they see the possibility of improving the situation (What makes them happy? How can vulnerable children be helped?). The drawings and statements from discussions held with children were used in the "*Know Your Rights*" booklets designed to families with children and disabled people.

Sustainability and replication prospects

The main criteria for project sustainability depend on human resources and this project indicator was achieved by training 48 members of CSOs from 13 districts, 108 child protection specialists, 22 self-advocates. All of them were empowered and possess knowledge to fight for the rights of marginalized people. The 28 CSOs developed certain abilities and can fight for the rights of marginalized people, write projects and access funds. However, the investments in advocacy field must be maintained, on the one hand, and, on the other hand, must be developed. Actions to strengthen CSOs abilities in advocating for the rights of the marginalized groups should be continued, but also improving community mobilization to the benefit of people in difficulty.

CONTEXT

In the last decade the Republic of Moldova (RM) has made efforts to reform the child protection system, starting deinstitutionalization (DI) of children from residential care and the creation of alternative services. On June 10, 2014 the Cabinet of Ministers of the RM approved the Child Protection Strategy (2014-2020) and on May 31, 2016 the Action Plan for Child Protection (2016-2020).¹ The Action Plan aims to implement a set of actions focused on the general objectives of the Child Protection Strategy, namely: (i) Ensuring the necessary conditions for raising and educating children in the family environment; (ii) Preventing and combating violence, neglect and exploitation of children, promotion of non-violent practices in children's up-bringing and education; (iii) Reconciling the family and professional life to ensure the child's harmonious growth and development.

The Moldova Child Protection Strategy was influenced by the internal factors (high number of children in institutional care, lack of alternative service to do DI process, lack of support to vulnerable families to prevent institutionalization etc.), but also by external factors (European Commission (EC) Recommendation "Investing in Children: Breaking the Cycle of Disadvantages", 2013, Structural funds to support families and stop the expansion of institutional care in Europe, promoting quality family based care). However, there is a significant gap between policy and practice as discriminatory attitudes lead to children from vulnerable groups (children with disabilities, children from single parent families, children of teenage mothers, children of Roma origin etc.) continuing to be placed in institutional care.

In 2013, Hope and Home for Children (HHC) in partnership with Eurochild launched the pan-European Opening Doors Campaign², in 12 countries, including RM, aiming to ensure that national and European Union (EU) funds are used to stop the expansion of institutional care and support children grow up in a family environment. A mid-term evaluation of the campaign in January 2014 highlighted the need to establish a broad coalition of the Civil Society Organizations (CSOs) by developing their capacity in order to achieve progress in child protection policies and enable inclusive participation of the most marginalized groups. During consultation, a number of CSOs in Moldova expressed their interest in joining the initiative to enhance collaboration and dialogue with key stakeholders in order to bring a change for vulnerable and marginalized children and families.

Therefore, "Copil, Comunitate, Familie Families" Moldova (CCF Moldova) and Hope and Home for Children (HHC) as co-applicant³ applied for a grant to the EC that aimed to strengthen the role of

¹ See: <https://childhub.org/en/child-protection-news/moldova-action-plan-2016-2020-implementation-strategy-child-protection-2014>

² <http://www.openingdoors.eu/opening-doors-for-europes-children-campaign-enters-new-phase/>

³ Hope and Home for Children from United Kingdom is the partner in project implementation.

CSOs in promoting children's rights and contributing to the reform of the child protection system in Moldova, which is essential for a prosperous society.

METHODOLOGY OF THE EVALUATION

Dimensions of evaluation objectives and methodology

The **purposes** of the final evaluation of the project "Strengthening the capacity of CSOs for inclusive participation in society of the most marginalized parents and children" was:

- To provide an overall independent assessment of the project implementation;
- To inform the programming and implementation of the EIDHR in Moldova (see Annex 1. ToR).

The main users of the evaluation include EC, the EU Delegation in Moldova, project partners and other relevant stakeholders.

The main assessment criteria used in the evaluation process were: relevance, efficiency, effectiveness, EU added value, coherence, complementarity and synergies, consistency, sustainability, and impact.

The evaluation was conducted in **3 phases**:

Phase 1. Preparatory

- Detailed evaluation methodology and work plan;
- Desk review of selected documents/reports (see Annex 2);
- Working sessions with CCF Moldova staff and selection of localities for field visits;
- Elaboration of the interviews guides for individual in-depth interviews and for focus group discussions with local and central stakeholders, CSOs, families and children etc. (see Annex 3).

Phase 2. Working session with CCF project coordinator, specialists etc. and field visits

- Working session with CCF Moldova team,
- Visiting 6 from 13 districts of project intervention;
- Conducting in-depth interviews and focus group discussions with local and central stakeholders, CSOs, families and children etc. involved in the project. In-depth interviews and focus group discussions were conducted with the representatives of:
 - Ministry of Health, Labour and Social Protection,
 - State Chancellery,
 - NGOs Alliance on Child Protection;

- Local CSOs, families and children from Chisinau, Edinet, Rascani, Hancesti, Cantemir, Transnistria region ;
- Local stakeholders (representatives of the Departments of Social Assistance and Family Protection, representatives of District Councils etc.);
- Self-advocates from Chisinau, Edinet, Rascani, Hancesti (see Annex 4).

Phase 3. Report elaboration

- Data analysis and interpretation of the obtained results;
- Reporting;
- Submission of the final report with key findings and recommendations.

The final evaluation of the project is based on primary and secondary data collection. The evaluation process lied in the analysis of the primary data collected through the observation, in-depth interviews and focus group discussions, but also the secondary data (project data, statistical and administrative data from different sources) following triangulation procedures.

It is necessary to mention that stakeholders and project participants supported the evaluation process. They considered the evaluation an opportunity to review and assess the success of the project activities. The project participants also considered the evaluation a good opportunity to get acquainted with the advantages, limitations, risks of the project but also to suggest ideas regarding the future actions based on the results achieved.

I. “Strengthening the capacity of CSOs for inclusive participation in society of the most marginalized parents and children” PROJECT

In 2015 CCF Moldova has received funding from the EC (EIDHR instrument) and co-financing from HHC to implement the “Strengthening the capacity of CSOs for inclusive participation in society of the most marginalized parents and children”. The Project (EuropeAid/135-788/DD/ACT/MD) started in January, 2015 and ended in January 2018.

The total project budget was 335 045.72 EUR:

Sources of funding	Amount, EUR	%
Applicant’s financial contribution (HHC)	38 254.71	11.4
European Commission (EIDHR) contribution in this project	296 791.01	88.6
Total contribution	335 045.72	100

The two main project partners were involved in the project design and implementation as follows: **CCF Moldova** – main applicant and implementer and **HHC** – co-applicant and official partner.

CCF Moldova is a non-profit, non-political and non-governmental organization, which mission is to create a hopeful and respectful environment for children where they can develop to their full potential. CCF Moldova offers practical tools for a positive change in the lives of children, families and the community in the RM.

HHC is an international non-profit, non-governmental organization from United Kingdom of Great Britain which mission is to be the catalyst for the global eradication of institutional care for children.

1.1. Objectives

The “Strengthening the capacity of CSOs for inclusive participation in society of the most marginalized parents and children” project has the **overall objective to strengthen the role of CSOs in promoting children’s rights and contributing to the reform of the child protection system in the RM**. The project is implemented in 13 districts⁴ of the Republic of Moldova: Drochia, Donduseni, Rascani, Ocnita, Edinet rayons, Balti municipality (north), Hincesti rayon, Chisinau municipality (centre), Cimislia, Basarabasca, Leova, Cantemir rayons (south) and Bender and Tiraspol municipalities (Transnistria region).

The project documents define the following specific objectives of the project:

⁴ The Republic of Moldova is divided into 35 administrative territorial units.

Specific objective 1. To mobilize civil society to create a network of CSOs capable of representing the interests of the beneficiaries and influencing policy implementation.

Specific objective 2. To develop a network of advocates from vulnerable and underrepresented groups to become advocates for the rights of children and families from vulnerable groups and transition from institutional care to family and community care.

Specific objective 3. To support advocacy efforts to improve the dialogue between CSOs and local/national authorities and influence policy implementation.

1.2. Participants

The direct participants of the project are CSOs, children and parents from vulnerable families.

The **direct participants involved in the project since January 2015-January 2018** are:

- (i) 28 local CSOs,
- (ii) 13 districts from RM, including Transnistria region,
- (iii) 977 children and families in vulnerable situations and from marginalised groups who improved access to social services, benefited from counselling, day care, family support, vocational orientation, referral to services etc.,
- (iv) 108 child protection professionals,
- (v) 13 representatives of LPA,
- (vi) 22 self-advocates.

Other indirect participants :

- (i) Community members of 13 districts,
- (ii) Ministry of Health, Labour and Social Protection,
- (iii) State Chancellery,
- (iv) NGOs Alliance on Child Protection,
- (v) Local and national mass-media.

1.3. Activities

The activities were planned according to the each specific objective as follows:

Specific objective 1. To mobilize civil society to create a network of CSOs capable of representing the interests of the beneficiaries and influencing policy implementation includes 8 types of activities:

Activity 1.1. Select 25 CSOs from target countries.

Activity 1.2. Assess advocacy capacity of CSOs and provide capacity building training and coaching.

Activity 1.3. Develop an advocacy toolkit to build the capacity of local CSOs.

Activity 1.4. Subgrant 13 local CSOs to raise awareness and support the observance of the rights of children and families from vulnerable groups in each target county.

Activity 1.5. Attend one- on- one meetings with media representatives.

Activity 1.6. Produce and circulate 12 social media articles.

Activity 1.7. Organise 13 meetings and roundtables in each target county bringing together local CSOs, stakeholders and policy makers.

Activity 1.8. Provide 2 days training and mentoring to child protection professionals working in the target districts on relevant policies and transition from institutional to family and community based care.

Specific objective 2. To develop a network of advocates from those vulnerable and underrepresented groups to become advocates for the rights of children and families from vulnerable groups and transition from institutional care to family and community care includes 5 activities:

Activity 2.1. Identify and support vulnerable families in the target districts and municipalities to access necessary social services.

Activity 2.2. Establish a group of advocates from vulnerable and underrepresented groups.

Activity 2.3. Provide individual coaching sessions to members of the group.

Activity 2.4. Develop a child and family friendly document outlining the rights of children and their families.

Activity 2.5. Produce a child and family friendly document outlining rights and entitlements of persons with disabilities.

Specific objective 3. To support advocacy efforts to improve dialogue between CSOs and local/national authorities and influence policy implementation includes 5 activities:

Activity 3.1. Carry out a policy implementation gap analysis.

Activity 3.2. Produce policy recommendation on the basis of the analysis.

Activity 3.3. Develop advocacy documents addressing national policy makers based on analysis and evidence produced.

Activity 3.4. Organise 2 roundtables with central level authorities on policy implementation.

Activity 3.5. Organise a national conference bringing together CSOs, service providers, local decision markers, representatives of the national alliance and national representatives.

2. FINDINGS

2.1. Project results

The project includes different activities that complement one another, and in their aggregate, provide a logical intervention strategy contributing to the achievement of the project objectives. The strategy is simultaneously training and action oriented. The project implements the model of involving the local CSOs to collaborate with LPA representatives, formation of a group of advocates from vulnerable and underrepresented categories to defend for social inclusion of most marginalized.

The methodological approach includes:

1. Identification of local CSOs working with marginalised groups, evaluation of knowledge, abilities and advocacy practices.
2. Providing training, mentoring and coaching for local CSOs, but also for child protection professionals and group of advocates from vulnerable and underrepresented categories.
3. Experiential learning. The project developed competences and offers possibility to apply, test the new knowledge in practice and reflect on obtained results.
4. Informal networking among different local actors (CSOs, LPA, mass-media) in order to improve social inclusion of most marginalised children and parents, in 13 districts and at the national level, sharing of experience, challenges, successes and lessons learned.

The local and national initiatives stipulated in the project target also the establishment of a coalition with relevant stakeholders on specific issues organization of round tables and meetings involving authorities, stakeholders, mass-media.

The project evaluation will mostly take into account the output performance.

Expected result under Specific objective 1:

Relevant competencies acquired by CSOs and child protection professionals in the target districts and municipalities to enable them understand and advocate for the rights of vulnerable children and families.

R1. Explanatory comments (see also Annex 5. Quantitative performance of the project at the output levels) :

- 1.1. The public announcement for the selection of CSOs to participate in the project was widely mediatized in the 13 districts implementing the project but also nationwide by the Alliance on Child Protection dealing with social protection of children and family. 28 civil society organization,

including 2 from Transnistria region, accepted the invitation to be part of the project. All of them were accepted to participate. A national expert in Child Protection, the ex-president of the Alliance on Child Protection, with expertise in lobby and advocacy, was selected and assessed the advocacy capacity of CSOs. The report on the evaluation of those 28 CSOs selected to participate in the project written by M. Ianachevici in the first year of the implementation revealed: (i) a modest level of knowledge and advocacy practices, the latter being confused with information and awareness raising activities; (ii) the collection of evidence for advocacy actions is non-existent; (iii) poor beneficiaries involvement in advocacy practices; (iv) the absence of the person in charge with advocacy practices, whose role is usually undertaken by the leader of the organization etc. Other CSOs weak points refer to: poor experience in cooperation with LPA, limited capacities to formulate policy recommendations, limited abilities to identify alliances and organize advocacy events. The needs revealed by CSOs: (i) to improve statutory documents, (ii) to formalize partnership with LPAs, (iii) to improve contacts with local media, (iv) to improve advocacy skills, (v) to understand emerging social trends and issues. These needs were discussed during the advocacy training organized in 2 series of 2 days training, both in Romanian and Russian. The participants were provided with information on how to use data to build evidence based advocacy, to establish partnerships with media and local business sector for greater advocacy results. So, 48 representatives of 28 CSOs acquired practical knowledge based on concrete success stories and improved their ability and skills to advocate for child rights and families and influence through their voice the implementation of Child Protection Strategy. The Evaluation sheets of the advocacy training show that 100% of CSOs representatives appreciate the training as "useful", "very informative", but suggested to have more practical exercises in the future training.

1.2. In addition to the training, an advocacy document for CSOs was developed under the form of a toolkit that points out the peculiarities for small CSOs and active citizens that wish to change their society.⁵ This document explains the specifics of advocacy, elements that contribute to the success of advocacy activities and 8 steps in advocacy planning.⁶ The "*Advocacy for CSOs in 8 steps*" toolkit was prepared in the Romanian and Russian languages. 150 copies of the toolkit have been printed in Romanian, while the Russian language version has been published and shared in PDF format. The toolkit has been distributed first of all to the CSOs partners for their further extensive guidance and use. The distribution of the toolkit was accompanied by a series of coaching sessions in order to help the small organizations to apply it in their daily work and put the theoretical knowledge into practice. In parallel, additional opportunities for broader distribution of the toolkit have been identified, such as Europe Village 2016 in Chisinau and Civic Fest 2016, where the publication was offered to other CSOs, LPAs and stakeholders.

⁵ Ianachevici M. *Advocacy for nongovernmental organizations in 8 steps*. – CCF Moldova, Chisinau, 2016.

⁶ The 8 steps consist in: 1. Problem identification and analysis. Formulation of the proposal, 3. Analysis of decision making process, 4. Social influence analysis, 5. SWOT analysis, 6. Development of the advocacy strategy, 7. Development of an Action Plan. 8. Implementation and evaluation.

1.3. The small project contest was launched for CSOs participating in the project. The applications were submitted by 20 CSOs and as a result 13 were selected. The selection process was based on next indicators: (i) compliance with the project application process and proposal' quality, (ii) the number and categories of direct beneficiaries (children and families at risk, marginalized groups), (iii) innovation for the communities, (iv) the correlation with child protection system, (v) durability and sustainability of the projects, (vi) advocacy events etc. Awareness raising and support events have been implemented through small projects of 13 CSOs. A total of 123 activities have been planned and implemented through small projects. Each CSO conducted between 3 and 15 activities, such as: roundtables, training, art workshops, art contest, social theatre, summer camps, Europe Day celebrations and direct work with families. According to CCF Moldova Reports, over 3300 participants were beneficiaries of the above mentioned activities and events. About 800 participants attended the launching events of 13 small projects. Over 1000 participants attended, received information at the art-workshop products at the Europe Day tent and about 1500 participants attended the 2 days Civic Fest where CCF Moldova had a tent and distributed EU-project leaflets and advocacy toolkit.

1.4. The representatives of CCF Moldova released articles in the national mass-media while the 13 partner CSOs did this in their districts, about the importance of the family, raising children in the family, alternative social care services enabling deinstitutionalized children to grow up in a family environment etc. (about 80 articles in the first and second year of the project) The main idea of these articles was to stress the need of every child to have parents and a family. Press releases were issued regularly and posted on www.ccfmoldova.org website. The effort was doubled by posting the info on Facebook page of CCF Moldova/HHC and EU Delegation. Also, the press releases were modified and submitted for EU Delegation Newsletter and EU NewsFlash.

1.5. CCF Moldova in partnership with CSOs, LPAs and beneficiaries has conducted meetings and roundtables in the 13 districts implementing the project. During these meetings were discussed the next issues: signing partnership agreements between CSOs and LPAs, understanding local budgeting process and cycle, understanding social services development needs and strategies, budgeting and implementation of social services etc.

14 CSOs formalized their relationships with LPAs. The DI process, Action Plan 2016-2020 for implementation of the Child Protection Strategy represented the key aspects discussed at the local level. During the discussions, CCF Moldova and HHC announced the Public Call to support Child Protection Strategy Reform. The petition was signed by the participants. Some CSOs were involved in the policy dialogue on needs and services for children, development of social strategy of the district ("SOS Autism" NGO from Chisinau, "APP" (Foster Care Association) NGO from Chisinau, "AREAP" NGO from Edinet, "Oameni pentru oameni" NGO from Edinet etc.).

1.6. The project aimed at improving the abilities of professionals dealing with child protection in the RM. So, 108 representatives of LPAs and CSOs have been trained for 2 days in 3 groups. The main topics approached child protection using images and stories, prevention of separation, legal

issues and new legislation, LPAs mandate and cooperation with civil society, communication with children and advocacy. During the training, professionals had the chance to discuss the challenges and opportunities in their respective districts and their joint actions. Each district developed the social services map and were able to understand that regardless the fact that they represent the statutory or CSO's services, they share a common goal. In some districts the representatives of LPAs were not aware of the presence of CSOs in their community or their activities.

Evaluation sheets show that 95% of the training beneficiaries have positively evaluated the training content, structure, trainers. The suggestions from LPA and child protection professionals were related to the need to train media representatives as the state professionals felt the pressure to provide information, case details, sensitive information and they did not know how to handle this issue. At the same time, they felt that media is sometimes using unethically the information and they believe a joint training or a discussion session could improve this cooperation.

Strengths

- The project idea that CSOs empowerment, participation and advocacy will contribute to the reform of Child Protection system in the RM, guarantees a grassroots approach and local involvement.
- Participation of the Alliance of CSOs dealing with social protection of children and family in project activities, including the participation of its ex-president that hold the training on advocacy. 11 out of 28 CSOs were also Alliance members.
- Diversity of those 28 CSOs. They have the direct mission to support different vulnerable groups, including families with children with disabilities, children and youth of different minority groups, children placed in foster care, women and families living with HIV/AIDS, etc.
- Formulation of clear criteria for selection of CSOs that will benefit of small projects.
- Involvement of the 13 CSOs that benefited from small projects in the organization of awareness raising and support events at local level.
- Organization of joint trainings for child protection professionals and representatives of civil society from 13 districts. The trainings allowed them to know each other and to establish closer cooperation relationships.
- Mentoring and coaching sessions focused on the needs of LPA, child protection professionals, CSOs representatives.

Constraints

- Employee turnover and the need of continuous training for child protection professionals but also other specialists of LPA.
- Not all LPA from 13 districts have been open to collaborate with CSOs.

- Need to strengthen the capacities of local mass media (teach them to protect children not only to show them as victims); since such action was not foreseen in the project activities it could not be achieved, even if there were certain savings that could be used for this purpose.
- Reticence of media from Transnistria region, lack freedom of expression.

Expected result under Specific objective 2:

Vulnerable groups are represented within a network of advocates and across materials that are produced and are empowered to promote their inclusion and participation in society.

R2. Explanatory comments:

2.1. In order to identify vulnerable families, we note that partnerships have been established at the local level, thus enabling a successful collaboration to support vulnerable people, including their referral to existent services. A special role in the identification of vulnerable children and parents was played by the CSO, especially by those 13 CSOs that benefited from small projects. Until being involved in the project the vulnerability of the families was assessed by the local NGOs according to their internal tools, after training, their representatives can assess the vulnerable situation through an unique tool promoted at national level (welfare factors). According to it, the assistance provided by CSOs targeted to improve child welfare and decrease risk factors related to safety and security, health, child's achievements, activism, affection and care, respect, parental resilience, family social environment, being acquainted with and applying the principles of child care and development, etc. 977 vulnerable families benefited from a wide range of services and information support from the selected CSOs: (i) vocational counselling, (ii) day care for children, (iii) leisure time activities for children, (iv) referral to services, (v) rehabilitation, (vi) family counselling, (vii) family support to decrease the risks, (viii) legal advice etc. In the most complicated cases CCF Moldova team offered supervision and direct intervention.

2.2.-2.3. The identification and selection of a group of advocates from vulnerable and underrepresented groups focused on a set of criteria such as: the people / children whose rights were / are violated and they had the strength to claim their rights, to represent themselves and succeeded, people who have a high level of activism, have experience in writing complains, who make use of their right to self-defense and defend the rights of others in similar situation. The CSOs have appointed self-advocates and they benefited from coaching sessions. We mention that self-advocacy is an innovative concept for the RM. A strong point of the project is that the 22 self-advocates represent quite many vulnerable groups (disabled people, foster parents, deinstitutionalized youth, mothers raising children with autism, Roma people) who through their life stories have become an example for other people in the group they represent and not only. It is also significant that some of them represent the voices of deinstitutionalized children and

reintegrated into alternative residential services or deinstitutionalized young people who continue their studies and will soon create their own families.

2.4. 2 booklets were produced with the title *"Know your rights"*: (i) for families and children, (ii) for disabled people. One of the booklet gives information about the art. 18 of the UN Convention on the Rights of the Child (the responsibilities to provide assistance to parents and legal guardians of the child in taking care and educating them, the development of childcare services), but also about services existing in the RM for families with children, institutions providing help to families. In particular, the emphasis is placed on alternative residential services developed in the RM (foster care, family type children's home, day care centers for infants, day care centers for children at risk, maternity centres, early childhood community centres for children aged 3-7 years, social protection for families with children) and ways of supporting families (social benefits, family allowances). It is important to mention the fact that the booklet includes certain drawings of children representing their family.

The Booklet *"Know Your Rights"* designed to disabled people refers to art. 23 of the UN Convention on the Rights of the Child (to ensure the right of the disabled child to education, vocational training, health care services, rehabilitation, preparation for employment, etc.) and UN Convention on the Rights of Persons with Disabilities. The booklet describes also social services for disabled people, including children, provided in the RM (mobile team services, respite service, foster care, personal assistance), health care services, educational services, social benefits. We stress that people from vulnerable groups have highlighted that booklets are *"easy to read, suitable for vulnerable families, parents without education just like us"* (Edinet, FGD with „AREAP” NGO beneficiaries) and are important for disabled people because most of them do not know their rights. .

Strengths

- Diversity of marginalized children and parents that benefited from assistance: (i) children (in difficult situation, from single parent families, deprived of parental care, disabled children, in foster care, deinstitutionalized, children with autism, infected with or affected by HIV/AIDS, children with special educational needs, of Roma origins); (ii) youth (at risk); (iii) women (victims of human trafficking, violence, disabled women, unemployed, single mothers, women of Roma origins etc.); (iv) parents of infant beneficiaries, including disabled parents .
- Some of the beneficiaries face multiple criteria of vulnerability. For example: Roma women, disabled person, unemployed, boarding school leaver.
- The 22 self-advocates are empowered to speak confidently about their experiences and change social and structural barriers they face. They represent various vulnerable groups and have become references for those they represent. Some of them were employed within CSOs („Pasarea albastra” NGO, „AREAP” NGO, etc.).

- The booklets are child and family friendly promoting the rights of the child stipulated by the UN Convention on the Rights of the Child and the UN Convention on the Rights of Persons with Disabilities.

Constraints

- Parents should be encouraged to use the booklets to be able to know and defend their rights. Providing the information booklet is just the first step.
- The 22 self-advocates still need training to get involved in advocacy practices at the local level.
- The project did not manage to establish a network of self-advocates. It requires more time but also more consolidation actions. At present they act more individually representing the interests of their group.

Expected result under Specific objective 3:

Improve dialogue between different actors and measures taken to improve policy implementation based on evidence and documentation.

R3. Explanatory comments:

3.1. In order to provide a model on the development of evidence-based policies, including the involvement of CSOs in advocacy actions related to the protection of children and other vulnerable groups, the study "*The Audit of Social Services in 12⁷ administrative-territorial units (ATU) of the RM*" was initiated. Its outcomes describe the situation of 4 social services (foster care, personal assistance, family support and community centres), essential for the reform of the social protection system in the 12 districts participating in the project. The data of this study served as a source of documentation for the initiation of advocacy campaigns for the development of social services in each of the 12 project implementation districts. The documents are based on the collected data and submit evidence-based recommendations taking into account the particularities of each district. Recommendations refer to the need to prioritize social services, develop certain social services, improve the quality of social services by accrediting them, staff training, staff development, etc. Through this study, CCF Moldova has demonstrated how to conduct service needs analysis in a district and submit recommendations.

3.2.-3.3. The roundtables conducted nationwide aimed at discussing the gaps in the implementation of the Child Protection Strategy and the Action Plan, at the same time revealing the particular circumstances from each of the 12 ATUs. The implementation of alternative social services is the responsibility of the LPA and depends on their financial possibilities, but also on their priorities. Most often, local priorities do not target people or their needs, but road construction, water supply systems, etc.

⁷ The study does not include the Transnistrian region, where the nominated services are not developed.

The national conference gave the opportunity to exchange experience on the project results in each of the 12 ATUs, promoting examples of good practice.

Strengths

- The *"Audit on social services in 12 ATUs from the RM"* study was conducted by a team of international experts, disseminated/promoted in 12 districts and published on CCF Moldova/HHC website for greater awareness.
- Based on *"Audit on social services in 12 AUT from the RM"* study, initial reports for each districts have been produced and presented to the counterpart.
- Development of collaboration between institutions and the involvement of local and governmental authorities, mass media, together with CSOs, parents and vulnerable children in promoting social inclusion policy.
- Data available on local service development. Analysis of gaps in policy implementation and development of evidence-based advocacy in order to overcome them.
- Exchange of experience between specialists, CSOs from different districts.

Constraints

- LPA's limited financial possibilities to develop social services, including supporting the most vulnerable categories. Although many LPAs wanted to develop services only few have succeeded.
- Not all the mayors are willing to work with CSOs.

2.2. Project management and organization

CCF Moldova was the implementer of the project, and it was responsible for coordinating, organizing and supervising activities. HHC, as UK partner provides CCF Moldova implementation team with needed expertise and support. CCF Moldova team includes 9 persons: the project coordinator, 2 regional coordinators (one in charge of centre and south regions and one for northern part) and 3 specialists (2 social workers and 1 psychologist), including also 1 communication specialist, 1 coordinator of the social services audit and 1 finance manager. The project coordinator was responsible for strategic vision, developing internal tools and providing practical recommendations for an efficient project management. The regional coordinators were responsible for providing information on adjustments and changes required in project activities. The social workers and the psychologist coordinated activities of providing the necessary services for vulnerable people identified. The finance manager was in charge of the transparent organization of financial operations.

There has been an effective project management at both strategic and operational levels. We stress that the CCF Moldova implementation team was highly appreciated in the evaluation process both by the representatives of CSOs, as well as by LPA and CPA.

The project team has established and well kept in contact with CSOs and key stakeholders within target regions. The project coordinator and regional coordinators, being a link among both partners at national and local level, have demonstrated good organization skills, high level of responsibility and involvement in the achievement of project results.

Daily project management has been effective at operational level. Project activities were monitored and assessed (reports, evaluation sheets, etc.) thus giving the possibility to identify the challenges that occurred.

It is also important to mention that the relations with the 13 CSOs that implemented small projects were very constructive, based on common understanding that all activities in the project should have a high quality standard. There was a continuous sharing of information, results and necessary changes between the CCF Moldova and CSOs (see Box 1). The following additional support was provided to local CSOs:

Box 1.

"We have never received any negative answer to our requests or questions. We have always had an open communication. CCF Moldova has a very communicative team"

(*"AREAP"* NGO representative)

- (i) Organization of roundtables at the local level with the participation of mass media, LPA representatives.
- (ii) Strengthening and developing the partnerships with LPA and other relevant institutions,
- (iii) Completion of project proposals to participate in the small project contest,
- (iv) Small projects implementation (ensuring the quality of the implementation),
- (v) Advocacy on beneficiaries' rights at the local level and regional level,
- (vi) Documents and internal policies,
- (vii) Conflict mediation between local and territorial child protection authorities,
- (viii) Financial issues including reporting etc.

Thus, there was an efficient response to the lessons learned in most cases. CSOs beneficiaries of small projects mentioned that the CCF Moldova implementation team answered all questions had a positive and constructive approach in understanding the issue and finding solutions – *"very receptive"*. Moreover, the team gained the confidence of CSOs, who were sharing with them their achievements, as well as difficulties. *"We are like a family"* a representative of CSO said. According to CSOs representatives *„the project was coordinated at its best "*.

Various opportunities have been used to advocate the improving of the situation of disadvantaged groups. According to self-advocates interviewed, CCF Moldova team has acted as a team that always cares about the beneficiaries.

We mention that CCF Moldova is one of the leaders of the RM in the implementation of reforms related to social protection of children and the experience gained in the management of various projects was beneficial. All project activities included advocacy elements and targeted the effective

implementation of policies related to DI, the decentralization, protection of children and marginalized groups, social service funding from the government, especially for foster care, family type children's home and family support services.

In addition, we mention that the project coordinator has achieved both a synergy between project activities and a synergy with the activities of other CSOs. Project activities were also coordinated with those conducted within the framework of the "Children in Moldova are Cared for in Safe and Secure Families" USAID project implemented by Partnership for Every Child. The latter ones resulted in a new tool for assessing the family situation - "the new case management", focused on the welfare factors.

Another important synergy created by CCF Moldova/HHC in its capacity as national coordinator of the Opening Doors campaign initiated by EU and Eurochild for DI in all European countries that still make use of institutions for children without parental care. One of the objectives of the campaign consisted in capacity building of small NGOs to advocate for child rights to live in a family, in line with international and European standards.

One of the added value activities was the public appeal to authorities for the identification of viable funding opportunities in the context of financial decentralisation, in order to implement the Child Protection Strategy, 2014-2020 and the Action Plan, 2016-2020. The appeal was sent to the Parliament, office of the Prime Minister, Ministry of Labour, Social Protection and Family (MLSPF), as well it was presented during one meeting of the National Child Protection Council (April, 2016).

2.3. Relevance

The feedback from persons that participated in the evaluation process reveals that the "Strengthening the capacity of CSOs for inclusive participation in society of the most marginalised parents and children" project is relevant to national and local needs. The relevance of the project increases, especially, in the process of the development of Action plan for Child Protection Strategy 2016-2020⁸ endorsed on July 4, 2016. The project addresses the basic children rights - the right to a family, prevention of separation, and in case of temporary or permanent separation from the family to ensure the protection and special assistance from the state according to the Child Rights Convention. The project also provides knowledge and develops practices of CSOs to raise awareness and support the rights of children and families from vulnerable groups.

The project has innovative elements for Moldova, because it includes the training and participation of people from vulnerable groups (22 self-advocates) taught to defend their own rights but also the rights of groups they represent .

From this perspective, the project encourages the implementation of international documents the RM is committed to: Universal Declaration of Human Rights (1990), European Convention on

⁸ Government Decision no.835 from 04.07.2016.

Human Rights (1997), UN Convention on the Rights of the Child (1993), UN Convention on the Rights of People with Disabilities (2006), including Agenda for Sustainable Development 2030, commitments assumed in September 2015 (relevant Goals: no poverty, no hunger, reduction of inequalities, good health, quality education, gender equality). The project is in line with the RM - EU Association Agreement (Title IV, Chapter 26 - civil society cooperation and Chapter 27 – cooperation and promotion of children’s rights)⁹. Last but not least, the actions to reduce the number of children in residential institutions and prevent family separation comply with EU policy.

The design of the project is relevant for the situation of CSOs from the RM and it is in line with the Moldovan strategies and long term-objectives on child protection and social inclusion of most vulnerable groups, such as: a) Child Protection Strategy 2014-2020¹⁰; b) National Development Program for Inclusive Education 2011-2020¹¹, c) National Program on Social Inclusion of Persons with Disabilities 2017-2022¹², d) National Strategy on Decentralization 2012-2018¹³. At the same time, the project tackles the priorities and reforms initiated by the MHLSP, as a promoter of the state policy related to the social protection of population, aimed at ensuring an efficient, fair and inclusive social protection. It approaches in particular the measures in preventing and fighting domestic violence (The National strategy on preventing and combating violence against women and domestic violence, 2018-2023)⁷, the social assistance program⁸ for disadvantaged families to eradicate poverty.

No less important is the fact that the project is also relevant to actions initiated by Moldovan authorities and supported by the Western partners on building confidence and connecting people on the two banks of the Dniester river, focusing on 5 key areas related to the development of the civil society, business, social infrastructure, healthcare and environmental protection. The project meets the real necessities of Moldovan society:

- (i) The need for social inclusion of most vulnerable groups of children and parents;
- (ii) The need to strengthen the capacity of local CSOs;
- (iii) The need to improve cooperation between CSOs, LPA, local mass media to improve the situation of marginalised children and parents;
- (iv) The need to improve collaboration with CSOs, LPA from Transnistria region.

⁹ <http://dcfta.md/uploads/0/images/large/acord-de-asociere-en.pdf>

¹⁰ Government Decision no.434 from 10.06.2014.

¹¹ Government Decision no 523 from 11.07.2011.

¹² Government Decision no.723 from 08.09.2017.

¹³ Law nr.68 from 05.02.2012

2.4. Efficiency

CSOs and LPAs feedback indicates that the CCF Moldova implemented numerous activities in a timely and efficient manner. The CCF Moldova team has played a significant role in improving the dialogue between civil society and the LPAs, at minimal cost to the project.

There has been an effective, systematic monitoring of project activities. According to reports 100% of activities have been completed. Some indicators are higher than it was initially anticipated in project proposal: 28 CSOs improved advocacy capacities, instead of 25; 108 of child protection professionals were trained, instead of 75; 977 of vulnerable families were identified and supported, instead of 150; 22 self-advocates were identified and supported (informational, psychological, legal and social), instead of 20.

Regarding the Logical Framework for the project, the developed indicators are measurable and quantifiable. There are also additional sources of verification of indicators (pre and post evaluations of Advocacy Training, CCF Moldova records, CSOs records, social services records, etc.).

According to the participants in the evaluation, the most effective activities were: (i) cooperation established at the local level, (ii) advocacy training provided to the representatives of the 28 CSOs, (iii) training of 22 self-advocates, (iv) support provided to children and families.

The outcomes of the report "*The audit of social services in 12 ATUs from the RM*" show an important increase in the identification and initial assessment of disadvantaged families with children, which is the result of improving communication and LPA's effort in collaboration with CSOs (See Table 1).

Table 1. Changes in the identification and initial assessment of disadvantaged families at the end of the first year of project implementation (December 2015) compared to the end of the second year of implementation

Ways of identification and assessment	December 2015	December 2016
Own initiative	1430	5581
Child/family's initiative	562	5794
Referral from individuals, institutions, specialists	1467	995
Referral from the social protection system	267	634

Financial resources analysis reveals that 51.4% of the project amount was used for remuneration of human resources involved in project implementation, 23.3% for office costs, 17.3% for services (training, roundtables, national conference, including beneficiary support) and 8% for small projects (see Table 2).

The 3.3% savings percentage of the total cost of the project was achieved due to the competitive prices submitted by different service providers.

Table 2. Financial resources analysis for main project activities

Expenses	Budgeted	Spent amount, EUR	Percentage of total spent, %
Services (training, visibility actions, publications, roundtables, national conference, including beneficiary support)	57031.35	55932.49	17.3
Human resources	166751.06	166326.0	51.4
Local Office (transportation costs and consumables)	78661.59	75715.57	23.3
Subgrants/small projects	26000	25990.64	8.0
Indirect cost	3284.44	0	0
Provision for contingency	3317.28	0	0
Total contribution	335045.72	323964.78	100

The cost-benefit of advocacy training for CSOs is very good. For example, training for 48 participants from 28 CSOs costs 2.400 EUR (50 EUR per participant for 2 days (transportation, food, accommodation). The feedback from CSOs that participated in the evaluation process indicates that, overall, training delivered benefits to the participants.

Small project grants have been another cost-effective component of the project. The activities implemented by each of the 13 grant-receiving CSOs had a huge impact on the community, including beneficiaries and their families, through the large number of activities organized, as well as changes generated by them regarding social inclusion but also people's attitude towards vulnerable groups. According to CCF Moldova team *„the efficiency of small grants exceeded 3 times the costs“*.

The project demonstrates also an efficient action-oriented strategy for empowering vulnerable people to self-organize and work together with CSOs for their rights.

Factors that facilitated the successful implementation at national level: (i) the experience and credibility of CCF Moldova at national and local levels, (ii) relevance of project objectives, (iii) strategic and operational project management, (iv) immediate and continuous support and communication with CSOs by phone and e-mail; (v) efficient reporting about the activities implemented by LPA in the district. There have been also factors hindering the implementation process: (i) unwillingness for involvement of some DSAPs, (ii) employees turnover, most often in the case of state institutions, (iii) political impact (one NGO suspended its activity because of a divergence of opinions with the new local government).

The process of eliminating barriers took place gradually, due to the permanent exchange of information and practices promoted by the project through the following:

- (i) Advocacy training of CSOs (2 training sessions for 48 CSOs representatives, beneficiaries/volunteers) on methods and techniques in advocacy, conducted by an expert in the field;
- (ii) Actions to convince LPA and CSOs to collaborate in ensuring support to vulnerable groups;
- (iii) Focusing CSOs attention on identifying issues and vulnerable people from their community/town/district by solving concrete problems, choosing the most vulnerable;
- (iv) Small grants program generated support and interest in projects and all 13 CSOs successfully managed these aspects of the program;
- (v) Promotion of small project activities through various media sources (internet, local media).

2.5. Effectiveness

Overall, the project effectiveness looks positive. The evaluation enables the identification of quantitative but also of qualitative changes. The CSOs and child protection professionals in the target districts and municipalities acquired knowledge and skills in advocating for the rights of vulnerable children and families. The advocacy training led to important changes in the attitude of people who participated in these activities and their desire to put the knowledge into practice. A part of them have transferred the accumulated knowledge into practice. However, not all 28 CSOs involved in the project developed partnerships and acted together with the representatives of LPA, schools, medical institutions and other social institutions.

Box 2.

„We knew nothing about writing a project. But with the support of CCF Moldova we managed to write our first project. To cross such a path we think it's a good start. We have moved to another level ”.

FGD_ „APP” NGO

Taking into consideration the fact that CSOs and LPA’s capacities are different, the CCF Moldova team used an individual approach to working with them based on their knowledge and abilities. The individual approach has been successful, contributing to a more effective implementation.

22 self-advocates were trained and benefited from mentoring and coaching sessions and are empowered to promote social inclusion and participation. They are now able to defend their own rights but also the rights of vulnerable people living in their community. For the future, however, it would be necessary to create a network of these 22 self-advocates and initiate joint actions.

The materials developed within the project inform families with children and disabled people about their rights, available social services, including various types of allowances, facilitating the access of the marginalized categories to the social protection system. The report *“The audit of social services in 12 ATUs from the RM”* reveals changes that have been achieved on social services developed by LPA during the first 2 years of project implementation, including with the support of CCF Moldova

(see Table 3). Significant changes took place in the development of personal assistance service and smaller in the case of community centres for children at risk. The foster care service has been developed, for example, in Riscani district.

Table 3. Changes regarding social services and the number of its beneficiaries, at the end of the first year of project implementation (December 2015), compared to the end of the second year of implementation

December 2015	December 2016
Foster care service	
Present in 11 ATU (except the municipality of Balti)	Present in 11 ATU (except the municipality of Balti)
123 units approved	120 units approved
98 active units	99 active units
189 infant beneficiaries	170 infant beneficiaries
Personal assistance service	
Present in 11 ATU	Present in 12 ATU
575 units approved	636 units approved
500 personal assistants employed	568 personal assistants employed
22 part-time personal assistants	173 part-time personal assistants
463 beneficiaries (157 children and 306 adults)	747 beneficiaries (386 children and 361 adults)
Family support services	
Present in 6 ATU	Present in 5 ATU
1270 (1125 primary and 145 secondary) beneficiaries of primary and secondary support	1233 beneficiaries of primary and secondary care
270 beneficiaries of inclusion in education	204 beneficiaries of inclusion in education
Community centre for disabled children (CCDC)	
There is only one CCDC in the Baimaclia village 6 beneficiaries under the age of 18 with severe disabilities	It was not assessed in 2016 because it is managed by the DSAFP
Community centres for children at risk (CCCR)	
There was no such a services until April 2016	CCCR operates in the municipality of Chisinau 6 children

Positive changes have been achieved in community-based primary prevention programs, including access to resources and assistance provided by the Family Support Services in 5 districts, according to the report "*The audit of social services in 12 ATUs from the RM*" (see Table 4).

At the same time, we emphasize that the implementation of activities in Transnistria region was more problematic and required a different approach compared to the other 12 implementation regions. CCF Moldova, based on the past experience of implementing projects in this region, as well as on its collaboration with the HHC representative in Transnistria managed to overcome the

Box 3.

„The EU delegation is not responsive enough to beneficiaries' requests to change certain activitie".

(Communication specialist, CCF Moldova)

challenges and create a constructive dialogue with local authorities. Communication with the government from Transnistria region and local mass media was dealt diplomatically. Consequently, media representatives were taught to approach the situation of children by observing democratic principles and values. Given the political circumstances, these principles were quite often ignored.

A weak point of the project, revealed in the evaluation process, was the impossibility to meet all beneficiaries' requests. For example: It was not possible to organize training for the local media to show them how to present data about children.

Table 4. Changes related to primary prevention programs, at the end of the first year of project implementation (December 2015), compared to the end of the second year of implementation

December 2015	December 2016
Sports, cultural and artistic activities	
50 activities	28 activities
Community information and awareness raising activities to prevent and fight violence, child neglect and exploitation	
51 activities	31 activities
Community information and awareness-raising activities to ensure child's safety and injury prevention	
37 activities	36 activities
Information activities for the community and families with children in order to improve family's knowledge and skills in raising and protecting the child	
67 activities	79 activities
Access to assistance and support at the community level	
3103 families	3985 families
Access to assistance and support at the district/municipality level	
2140 families	2889 families

2.6. Impact

Project's impact is multidimensional: (i) CSOs; (ii) self-advocates; (iii) vulnerable and marginalised groups of children and families. The changes affected not only the target groups, but also the 13 project implementation districts, including the national level.

The impact of CCF Moldova's actions on the development of CSO capacities, including the advocacy component of the most vulnerable categories of children and families, reveals:

- (i) Knowledge of national policy provisions on child protection, understanding the need to prevent the separation and institutionalization of children, including their local implementation;
- (ii) Establishment of collaboration partnerships with LPA, local media - *"overcoming fear, shame to approach a local partner"*;

- (iii) Knowledge gained in the field of advocacy for vulnerable groups, advocacy planning and initiation of advocacy actions at the district level - *"understanding you have power to change things"*;
- (iv) Considerable improvement with regard to internal policies on child protection - case tracking procedure, a code of conduct for specialists interacting with children;
- (v) Improvement of CSO's visibility and advocacy activities in the community/town/district.

The MHLSP representative mentioned that due to the project, the CSOs representatives have improved their knowledge regarding the legal framework on child and family protection system. The project succeeded in creating a connection between local CSOs from the 13 districts from the perspective of a joint approach on advocacy practices but also on support for marginalized families.

The *Endline Assessment Report on CSOs capacities* involved in the project reveals that most organizations are developing advocacy activities aimed at *"educating the public and decision-makers"*, *"ensuring that members of under-represented groups have a word to say in the public policy process"*, etc. Amongst the most significant changes revealed by the *Endline Assessment Report* are:

- (i) almost all CSOs employees comply with the professional code of conduct or provisions stipulated in the individual contract;
- (ii) 80% of the CSOs (about 22 CSOs) implement all or certain activities after a consultation with the children;
- (iii) 14 CSOs consult beneficiaries when planning and organizing advocacy activities;
- (iv) almost all CSOs implement advocacy activities based on evidence collected from different institutions.

We point out that in addition to advocacy training, the mentoring and coaching sessions provided to CSOs by CCF Moldova, especially to the 13 CSOs that have implemented small projects, led to the improvement of their abilities to promote children's rights and of their involvement in the child protection reform. With the support of the CCF Moldova team, the CSOs constituent documents were evaluated, partnerships were initiated and agreements were signed at the local level. The CSOs representatives were taught models of correct communication with LPAs and were explained the need to create a database about beneficiaries and services provided thus encouraging their involvement in the local activities of the Commission for the Protection of Children in Difficulty in order to be acquainted with issues experienced by children at risk, etc. Discussion of aspects related to data confidentiality was quite important - *"we have thoroughly analyzed what privacy means, disclosure of information and the best interests of the child, sharing examples from our practice."* The evaluation also revealed that CSOs still need pro-active guidance in advocacy because: (i) some of CSOs advocacy actions are one-time advocacy experience and not necessarily a sustainable process, (ii) few CSOs plan and organize advocacy activities in teams, simply because they are small organizations and do not have appointed a person in charge with these actions.

The impact on self-advocates:

The evaluation detected an impact on self-advocates identified and trained within the project. Consequently,

- (i) 22 people from vulnerable groups acquired skills for self-advocacy and increased self-confidence, their personal assets and skills;
- (ii) They become proactive and inform vulnerable people from their group about kind of services and allowances available– *"I tell people of Roma origins where they can address for help "* (Self-advocate "AREAP" NGO);
- (iii) Their opinion is taken into account by CSOs and some LPAs – *"our opinion has been taken into consideration when building wheelchair ramps to improve the access of disabled people to public institutions"* (Self-advocate "Pasarea albastra" NGO).

The life stories of self-advocates that were mediatized within the project inspire CSOs – *"for such stories it is definitely worthwhile to continue working"* mentioned the representatives of some well-known national CSOs.

Not less significant is the fact that some self-advocates have been employed by CSOs to the end of the project ("Pasarea albastra" NGO, " AREAP" NGO, etc.).

The impact on beneficiaries:

Overall, the project has prompted the change of life for different categories of beneficiaries: (i) children with disabilities, including autism; (ii) children from vulnerable families; (iii) families with many children; (iv) disabled people; (v) deinstitutionalized youth, (vi) Roma people, etc.

In particular, **disabled children** have become more visible at the local level through awareness-raising activities, cultural activities organized, and their parents have overcome certain fears, frustrations - *"I am not afraid to go out with my child"*. Thanks to the small project implemented by "Pasarea albastra" NGO, some disabled children went for the first time to the theatre, staying in a queue to buy the tickets, went to the zoo. Summer camps for children with disabilities and other children were organized to encourage communication crucial for their social integration - *"we proved that children accept each other. Most often, the problem is the parent whose child has no disability "* (FGD_parents of children with disabilities "Pasarea albastra NGO).

Improving family relationships is another consequence of the project – *"my husband was afraid, ashamed of taking the disabled child to centre's activities. Now he does this"* (FGD_parents of children with disabilities "Pasarea albastra NGO).

3 therapists benefited from licensed training on the use of the Picture Exchange Communication System (PECS) at "SOS Autism" NGO. This method is an alternative to ABA therapy and has proven to be extremely effective. Due to this, **children with autism:** (i) started to differentiate pictograms; (ii) began to associate the pictogram with the real object; (iii) began to talk, (iv) began to orient themselves better in space; (v) feel more comfortable as due to pictograms children know what activities will be the next - *"if they know where we are going tomorrow, they feel more comfortable"* (FGD, parents, "SOS Autism" NGO). Due to this method, parents better understand their children (when they want to go for a walk or have an abdominal pain, etc.).

Children from foster families went on trips, visited the zoo for the first time - *"when they have to describe something for their homework, children even now recall how they saw the ostrich. That's all they remember"* (FGD_parents "APP" NGO).

Children from vulnerable families (disabled, affected by poverty) managed to overcome shyness, feel more free and daring, made new friends and benefited every day during summer from a breakfast and hot lunch provided by "Oameni pentru oameni" NGO within a small project. Additionally, children participated in various activities such as football games, chess, drawing classes, including information on violence prevention, vocational training, etc. The organization of activities involved volunteers, but also active older people.

Other effects on beneficiaries:

- Adults with disabilities made new friends – *"there is a strong bond between me and Ludmila, we get along well"* ("AREAP" NGO beneficiary);
- Some of the beneficiaries experiencing disability were employed;
- Communication improved between youth from vulnerable families, with disabilities, boarding school leavers who managed to make new friends, open up, know and help each other (Boarding school from Rascani);
- Better living conditions for families, etc.

Box 4.

"My life has changed radically. I have become an example for others but also for my child. I got a job... With the support of other people was bought a house and now my husband, our child and me have a home"

(Self-advocate AREAP NGO)

Local and national impact

The issues faced by children and marginalized families were discussed at the local level revealing the need to respect their rights and ensure their social inclusion. The rate of referral from CSOs to DSAFP, LPA, and vice versa has increased. The number of vulnerable people requesting legal advice from CSOs has increased in Transnistria region.

Ultimately, mutual collaboration between LPAs and CSOs helps vulnerable people. Social services have also been promoted, in particular the early childhood foster care services, actions have been taken to prevent the institutionalization of children and to offer them the opportunity to grow in the family environment (the biological, extended or alternative family) - *"We were able to ascertain that each child should live in a family and benefit from care. Thus the society had the possibility to find out about the existence of such services as foster care and those who want can become parents"* (FGD_ „APP" NGO).

The latest data from the National Bureau of Statistics shows that the number of children aged 0-7 years from vulnerable groups admitted to placement and rehabilitation centers for children of early age has been decreasing in the last years. In the placement and rehabilitation centers for children of early age, in 2015 there were 323 children. During 2016 year the number of children in these

institutions was reduced by 9.5 percent compared to 2005.¹⁴ CCF Moldova contributed to this achievement through the activities of this project. This was determined by the development in partnership with LPA from the 12 districts of alternative care services, as well as by the financial and psychological support provided to families with children in difficulty by CCF Moldova in collaboration with CSOs participating in the project.

2.7. Visibility

We underline that a separate communication specialist has been assigned for the implementation and management of the communication activities in order to ensure high-quality communication and visibility according to Communication and Visibility Plan of the project. Staff so tasked acts as the contact point on all communication and visibility aspects of the project and make sure to coordinate all the communication activities and initiatives with EU Delegation project manager and communication officer. Project description leaflet and banner were produced at the beginning of project in order to present the project and ensure project and funder visibility. Different visibility items were produced and distributed for greater awareness raising (branded T-shirts, branded caps, branded A5 agendas, branded paper bags, pens, branded folders, branded stickers, branded A5 block notes etc.). These visibility materials were used starting with Europe Days, meeting with LPAs and CSOs, roundtables, training, national conference.

Organizing project visibility activities, the CCF Moldova team relied on the EU Communication and Visibility Handbook, which they called the "*bible*", in addition to the Organization's Visibility Handbook. One of the organization's principles was to involve children in the activities. When preparing a policy document, children are asked how they see the possibility of improving the situation. Therefore, in cooperation with "Centrul media pentru tineret" NGO, activities were conducted with the children asking them: What makes them happy? How can vulnerable children be helped? The drawings and statements from discussions held with children were used in the "*Know Your Rights*" booklets designed to families with children and disabled people.

Each communication activity was coordinated with the press and information officer of the EU Delegation and Park Communication Agency hired by the Delegation. All project activities were mediatized, especially the activities organized in the European Village during Europe Days in Chisinau, the roundtable presenting the outcomes of "*The Audit of social services of 12 ATU from the RM*", national conference and activities implemented by the 13 CSOs implementing small local projects. At the Europe Days, all project staff was present at the events, organized activities for children using EU thematic, such as quizzes for children, face painting, card and book signs making. It is important to mention that all 13 CSOs implementing small projects conducted mandatory activities promoting the values and symbols of the EU during the Europe Day celebrations.

¹⁴ National Bureau of Statistics, Valcov, V. and the others (2017). *Children of Moldova*, p.166. Available on : http://www.statistica.md/public/files/publicatii_electronice/Copiii_Moldovei/Copii_Moldovei_2016.pdf

The project visibility was very good, with coverage on national and local media (TV, radio and newspapers, Internet). According to communication and visibility plan, the peer-to-peer meetings with media outlets were conducted to increase the visibility and awareness raising around the objectives of the project at the local level. CCF Moldova has used the peer-to-peer meetings to encourage local media to report frequently on social issues and to push for positive changes at community level for the benefit of vulnerable children and their families. Also, the journalists were encouraged to serve as local catalysts for change and produce articles and stories to help the vulnerable families to be better informed about their rights. Constructive meetings resulted in a series of media reports, stories and articles covering child protection issues from the perspective of local challenges and opportunities.

The network of local journalists interested in child protection issues, established in the first year of implementation of the project, was expanded and fortified aiming to exchange contacts, provide data evidence, human stories and important research pieces for journalists' greater awareness, proper documentation and increase the knowledge on ethical standards to report on issues related to children.

The evaluation revealed the effectiveness of visibility activities. The EU has a good image among the population of the RM, LPA, CSOs and beneficiaries.

As per agreement with EU Delegation, the visibility of EU was kept low profile in Transnistria region, the EU being used just in a disclaimer. Government authorities from the Transnistria region are more reticent about the EU. However, we note that the level of reticence is lower compared to 5-6 years ago. *"Now, when they see the EU logo they just smile"* (HHC, Transnistria).

2.8. Sustainability and replication prospects

The main criteria for project sustainability depend on human resources and this project indicator was achieved by training 48 members of CSOs from 13 districts, 108 child protection specialists, 22 self-advocates etc. CCF Moldova managed to spark enthusiasm for rights of most marginalized groups in 13 districts. 28 CSOs and 22 self-advocates were empowered and possess knowledge to fight for the rights of marginalized people.

Another important criterion for sustainability is the intellectual property and its accessibility. This was achieved by actively promoting the process in the mass-media. Follow-up activities are required to share the experience, by publishing a *Guidebook of best practices in inclusive participation of the most marginalized parents and children*.

Sustainability is relatively good, at least in the case of some CSOs – „SOS Autism”, „Pasarea Albastra”, „Mostenitorii”, „AREAP”, „Initiativa pozitiva” etc. These CSOs have strong and experienced leadership, job satisfaction and high commitment, LPA's acknowledgement of contribution in improving situation of the marginalised groups of people. For example:

1. Due to the small project and PECS therapy, a mother raising a child with autism has developed the book with pictograms which is an indispensable tool. The Austrian Foundation "Kultur Contact" ordered 35 such books (December 2017) that were donated to all Psycho-Pedagogical Assistance Services existing in the country (35 ATU). This has ensured a stable income for this disabled mother. In addition, the PECS course has been endorsed by the Ministry of Education, Culture and Research, and training will be provided soon to the Psycho-Pedagogical Assistance Services specialists on the use of this therapy tool.
2. The mobile team service initiated in Transnistria region by the Centre of social and legal innovations "Initiativa femeilor" is continuing its activity with the financial support of UNDP. It was managed to hire a part-time legal expert due to "Speranta familiei si copiilor" Foundation.
3. "AREAP" NGO continues to work implementing a new project on the DI of people from Psychoneurological Institutions for Adults with "People in Need" NGO from the Czech Republic.
4. Of the 4 workshops opened in the Riscani vocational school, 2 continue to work on a voluntary basis. The others were closed because the co-ordinators were dismissed at the beginning of the 2017-2018 academic year.

CSOs have developed certain abilities enabling them to fight for the rights of the marginalized, write projects and access funds. However, the investments in advocacy field must be maintained, on the one hand, and, on the other hand, must be developed (see Box 5). Actions to strengthen CSOs abilities in advocating for the rights of the marginalized groups should be continued, but also improving community mobilization to the benefit of people in difficulty. Such activities are organized, but sporadically, usually at Christmas and Easter.

During the evaluation, a CSO representative mentioned that *„the best result is when person knows how to defend himself”*. We emphasize that many vulnerable families have been taught what services to access in case of violence, employment, etc.

According to the CSOs representatives, the new knowledge and skills acquired in the field of advocacy, by them, as well as by the 22 self-advocates, will enable the protection of the rights of the most vulnerable families and children. Some CSOs even today speak in public about the violation of beneficiaries' rights. .

The participants mentioned the need to replicate and/or continue the following activities:

- (i) CSOs mentoring,
- (ii) Development of advocacy actions with the participation of those 22 self-advocates,

Box 5.

“We built the fortress but it requires maintenance...We continue to offer advice on preventing the family separation, developing social services”.

(Coordinator CCF Moldova)

- (iii) Keep the small grant component for CSOs,
- (iv) Militating for the adequate observance of rights, supporting the most vulnerable children and families. Especially, it has been reported that there are vulnerable categories of people that no one represents - children from psychiatric hospitals, children deprived of parental care who have not guardianship established, etc.

2.9. Examples of good practices

This project offers multiple examples of good practices both within CSOs and LPA, etc. Amongst the most important ones:

CSOs

- In the framework of the small project the "AREAP" NGO, besides other activities, organized the social campaign "Transformation through color" giving volunteers and children from vulnerable families, disabled children the possibility to draw. The 20 most beautiful paintings, based on a Memorandum of Understanding between the "AREAP" NGO and the Edinet County Hospital, Department of Paediatrics, were used to decorate the hospital rooms where children stay. The "AREAP" NGO, due to the financial resources granted within the small project, initiated a small tailoring workshop for the production of organic bags, succeeding to employ 2 disabled women.
- "SOS autism" NGO due to the implemented 2000 euro small project, instructed 3 therapists in Romania to apply an alternative communication system to ABA therapy, specific to autism, PECS (the 3 therapists benefited from licensed training, received certificates and use this method correctly). This alternative system is implemented to develop speech in children who do not speak or at certain stages of child's verbal communication. The small project allowed only basic therapist training (there are 2 additional courses), not the procurement of pictorial book that is an important element of PECS therapy. Upon return, the 3 therapists / beneficiaries of the course organized 3 training sessions: (i) for parents of children with autism, (ii) for therapists, (iii) for the 17 members of the Federation of Organizations providing assistance to people with autism "Fedra". Based on information provided by therapists and Internet, a mother of a disabled child has developed the book currently used in the therapy of children with autism. Using this book in communication with her own child, the latter start talking at the age of 6.
- The "Oameni pentru oameni" NGO organized summer school for 60 children from families affected by poverty, due to the small project. They collaborated with District Departments of Education and DSAFP in selecting the most vulnerable children. Thus, children benefited from development, recreation activities, including breakfast and lunch. Children had also the possibility to visit territorial office of the Parliament, monasteries, fortresses, etc. For

this purpose, some partnerships were established with businessmen who made some specific donations (ice-cream for children).

- As part of its grant activities, the "APP" NGO organized a campaign to promote and inform people about foster care, focusing on babies.
- Creating a social centre with 4 workshops (tailoring, carpentry, welding, cooking) for young people from vulnerable families, young people with disabilities in the vocational school from Rascani. The workshops tackled subjects interested to youth related to vocational training, healthy lifestyle, etc. The young people had the opportunity to communicate with peers, make friends and improve their living conditions from the hostel (drying clothes).
- Implementation of the "legal expert and psychologist mobile team" in 4 localities from the Transnistria region and assisting 35 beneficiaries within May-November 2016, to improve knowledge on the observance of rights and referral to existing services: (i) support provided to victims of domestic violence; (ii) referral of single mothers to the existent services and information on their employment rights, (iii) division of marital assets in case of divorce, including child support, (iv) reinstatement of parental rights etc.
- Hiring a professional attorney who advised vulnerable families, including teaching them how to defend their rights in the Transnistria region. Different topics were discussed: divorce and alimony, violence, identity documents. Thus, in addition to the legal and psychological support, a family with 5 children was assisted to apply for identity documents (the mother and her 5 children did not have identity documents).
- Some COSs have a mapping of vulnerable families in the district, conducted with the I and II level specialists (Cantemir).

LPA

- Development of foster care services in Riscani district. Appointment and training of 5 professional parental assistants that beginning with 2016 host 7 children. Development of the personal assistance service and the establishment of the family support service in January 2018.
- Development of certain services in the municipality of Chisinau (i) the opening of the community centre for children in risk situation in 2016 hosting 9 children; (ii) the increase of the number of people benefiting from personal assistance from 98 persons in December 2015 to 263 persons in December 2016; (iii) the development of the family support services from 22 families to 46 beneficiaries.
- Encouragement of alternative care services in the Transnistria region seeking to close the orphanage from Tiraspol.

Collaboration, partnership

- Establishment of different partnerships between CSOs, with the support of CCF Moldova, so that the 28 CSOs become known locally, regionally and nationally or be able to help

different people. For example, the partnership between AREAP NGO and the organizers of the Christmas Fair in Chisinau allowed the purchase of a home for a Roma family, mother being disabled (S. Codreanu). Other examples of partnerships developed with the support of CCF Moldova - Riscani District Council, Children's Emergency Relief International and graduates of the boarding school from Costesti. Collaboration with local NGOs. Initiation of partnerships. For example in Riscani between "Încredere" NGO, "Pelerin" NGO and the Centre for disabled children "Fenix".

- The adoption of a child with HIV for the first time in the RM. The adoption of such children in the RM as well as by foreigners happens rarely. People are afraid to adopt these children because they are not informed.
- Creating a child and family friendly network of journalists, maintaining collaboration and sharing experience. Discussions with local mass media on the observance of rights and confidentiality of beneficiaries avoiding to distort news about children thus to be attractive to the general public. Discussion of legal provisions regarding the data privacy- "*we have doubts about what may be considered confidential*".
- Support provided to the CSOs from the Transnistria region in concrete cases when mothers with children living there face certain problems in the RM. When it is impossible to contact authorities from the Transnistria region, they appeal to local CSOs and receive the necessary support.
- Initiation of a close collaboration between CSOs and government authorities from Transnistria region. The latter require support and assistance to help vulnerable families.
- Strengthening the platform of CSOs working in the social field (12) in the Transnistria region. A Consultative Council controlled by the Ministry of Social Protection was set up in 2014. This project led to strengthening collaboration and communication.

2.10. Lessons learned

- The involvement of local NGOs is beneficial as they are acquainted with the situation, but they require training. Training in advocacy is the first step. A plan comprising mentoring sessions is required to put into practice the knowledge.
- CSOs need to be taught how to act as a catalyst for action at the local level, to assume this role, to undertake commitments. This was achieved due to the guidance provided by CCF Moldova in the framework of this project. CSOs still require monitoring and consultation in the future.
- An open and ongoing collaboration with LPA brings more results. Mutual understanding increases confidence and sets the basis for joint activities. Some LPAs have a specific understanding of the collaboration with the civil society which entails only the participation of CSOs in actions without the right to make decisions – "*a close collaboration means that*

the NGO has no right to make decisions without the guardianship authority". Sometimes LPA do not accept the fact the civil society is more active – "they should not have precedence... everyone should know their place", do not accept CSOs contrasting views and seek to exercise control over them, including on beneficiaries - "we have to meet and decide who is going to benefit from help and who is the one to get the diploma".

- More activities involving mass media and religious organizations as they enjoy a high level of trust.
- Transnistria region requires a different approach.
- Teamwork and planning brings results. Solutions can always be identified if you search, take the initiative or show interest. You have to make an effort to identify partners who want to get involved in solving a problem that affects a child's destiny. Sometimes you do less, but the impact is great. But sometimes you do more and the impact is small.
- Quick involvement is required in cases involving a child or a family. However, some specialists and people are indifferent to situations of vulnerability.
- People should be given time to speak up (self-advocates, but also vulnerable categories) and you will always have something to learn from their life experience.
- Focus should be laid on intersectoral collaboration, establishment of multidisciplinary teams. There is a need for more actions and a specific approach to parents who drink and neglect their children, including the collaboration between different institutions. For example: parents with drinking problems have an indifferent attitude towards children and did not allow them attend the summer school (Edinet district).

CONCLUSIONS

1. The project idea is relevant for the situation of CSOs from the RM and it is in line with the Moldovan strategies and long term-objectives on child protection and social inclusion of most vulnerable groups, such as: a) Child Protection Strategy 2014-2020; b) National Development Program for Inclusive Education 2011-2020, c) National Program on Social Inclusion of Persons with Disabilities 2017-2022, d) National Strategy on Decentralization 2012-2018
2. The project overall objective and specific objectives were achieved.
3. Project results and impact are equally impressive. Some indicators are higher than it was initially envisaged in project proposal: 28 CSOs improved advocacy capacities, instead of 25; 108 of child protection professionals were trained, instead of 75; 977 of vulnerable families were identified and supported, instead of 150; 22 self-advocates were identified and supported (informational, psychological, legal and social), instead of 20.
4. There has been an effective project management at both strategic and operational levels. Project team has established and well-kept the contact with CSOs and key stakeholders within target regions. Project coordinator and regional coordinators, being a link among both partners at national and local level has demonstrated good organization skills, high level of responsibility and involvement in the achievement of project results.
5. Project's impact is multidimensional: (i) CSOs; (ii) self-advocates; (iii) vulnerable and marginalised groups of children and families.
6. The impact of CCF Moldova actions on the development of CSOs abilities in advocating for the most vulnerable categories of children and families reveals: (i) knowledge of national policy provisions related to child protection, understanding of the need to prevent the separation and institutionalization of children, including ways of its local implementation, (ii) development of partnerships with LPA and local mass media; (iii) knowledge gained in advocating for vulnerable groups, planning of advocacy actions and initiating advocacy actions in the district ; (iv) significant improvement of home policy on child protection – case tracking procedure, a code of conduct for specialists dealing with children; (v) improvement of CSOs' visibility and advocacy activities in the community/town/district.
7. The impact on self-advocates identified and trained within the project: (i) 22 people from vulnerable groups acquired skills for self-advocacy and increased self-confidence, their personal assets and skills; (ii) have become proactive and inform vulnerable people in their group where they can address for services and allowances; (iii) their opinion is taken into account by CSOs and LPA.

8. The project has prompted the change of life for different categories of children and marginalised people: (i) children with disabilities, including autism; (ii) children from vulnerable families; (iii) families with many children; (iv) disabled people; (v) DI youths, (vi) people of Roma origins, etc. through activities targeted to raise awareness, integrate, develop abilities, provide support, etc.
9. The project visibility was very good, with coverage on national and local media (TV, radio and newspapers, Internet). Organizing project visibility activities, the CCF Moldova team relied on EU Communication and Visibility Handbook.
10. The main criteria for project sustainability depend on human resources and this project indicator was achieved by training 48 members of CSOs, 108 child protection specialists, 22 self-advocates etc. CCF Moldova managed to spark enthusiasm for rights of most marginalized groups in 13 ATU. 28 CSOs and 22 self-advocates were empowered and possess knowledge to fight for rights of marginalized people.

RECOMMENDATIONS

Based on the evaluation, individual in-depth interviews, focus group discussions and desk review of documents we would like to submit the following **recommendations to CCF Moldova and HHC**:

1. To prepare an extra project proposal for covering other districts from the RM by applying similar approach. Experience gained in the project should be replicated with some minor adjustments:
 - a) To introduce the LPA capacity building component to identify and ensure funding of social services, especially social services alternative to residential care.
 - b) To develop curricula for training all professionals working with children to understand the human rights-based approach.
 - c) In the new project proposal it is recommended to use methods as “twining” for sharing experiences and knowledge with new selected CSOs.
 - d) To develop an Advocacy Action Plan to defend the rights of the most marginalized categories of children and families engaging the 22 self-advocates and CSOs.
 - e) The new project proposal should be focused on developing the private – public partnership in the advocacy for most marginalized children and parents.
 - f) To elaborate a booklet on the promotion of best practices initiated within the project.
 - g) To elaborate and edit a booklet for each ATU presenting the main institutions, their address and contact information, providing support to vulnerable families, for the Transnistria region inclusively.
2. The project should keep the small grant component for CSOs.
3. To continue mentoring activities for the 28 CSOs participating in the project, providing support in the preparation of the Annual Activity Reports and their submission to the LPA.
4. To replicate self-advocacy concept in other ATU; when people who have experienced problems share them with others, the impact is greater.

ANNEXES

Annex 1. ToR

Terms of Reference for the evaluation of the project

Strengthening the capacity of CSOs for inclusive participation in society of the most marginalised parents and children

CCF Moldova is seeking a company of a team of individual consultants to conduct the final evaluation of the project.

Deadline for sending questions and clarifications – 10th November 2017

Deadline for submitting the proposal and budget in response to the ToR – 20th November 2017

1. Background

In recent years Moldova has made efforts to reform its child protection system, supporting vulnerable and marginalised families to stay together and offering family-based care in place of institutional care where children are not able to stay with their parents. However, there is a significant gap between policy and practice as discriminatory attitudes lead to children from vulnerable groups continuing to be placed in institutional care. Children from the most vulnerable families in society are consistently over represented in institutional care in Moldova, including children with disabilities, children of Roma origin, children with HIV/AIDS and tuberculosis, children from single parent families, children of teenage mothers and children of parents who themselves grew up in institutional care. A high proportion of children enter the system at a very young age through one of the four institutions for babies across the country, despite the proven negative effects institutional care has on the development of babies and young children. Childhood trauma caused by abandonment and a lack of attachment to a consistent adult have proven lifelong impacts which are extremely destructive. It is crucial to tackle this issue in early stages of a child's life to avoid the trauma and its consequences.

Separation from their family could have been prevented for many children by supporting vulnerable and marginalised parents to access services and support which allow them to provide care and protection for their children at home. Where this is not possible, a family environment could be provided through placement in the extended family, a foster family, in a family type home or, where appropriate, through national adoption. Redirecting child protection policy from institutional to quality family and community based care of children, known as deinstitutionalisation, has recently

become a priority in the EU. The 2013 EC Recommendation 'Investing in Children: Breaking the Cycle of Disadvantage' has explicitly called on Member States to use the Structural Funds to support families and stop the expansion of institutional care in Europe, promoting quality family-based care in its place.

To further promote **CCF Moldova and Hope and Homes for Children UK** have implemented a EC funded project through European Instrument for Democracy and Human Rights (EIDHR) Country-based Support Scheme.

The **overall objective** is to strengthen the role of CSOs to promote children's rights and contribute to the reform of the child protection system in Moldova. Specific objectives: (1) Mobilise civil society to create a network of CSOs capable of representing beneficiary interests and influencing policy. (2) Develop a network of advocates from those vulnerable and underrepresented groups to become advocates for children's rights and the transition from institutional care to family and community care. (3) Support advocacy efforts to improve dialogue between different actors and policy development.

Target group - 25 CSOs, 13 local, national authorities, 200 child protection professionals, 150 parents of children in risk groups

Project beneficiaries - Est. 600 Children and parents from vulnerable groups, Roma, with disabilities, from poor, single parent families.

Expected results - Local CSOs are empowered and work in cooperation with advocates representing the most vulnerable groups to influence the reform of the child protection system in Moldova, including the transition from institutional care to family and community care.

Main activities - (1) Production of an advocacy toolkit to build the capacity of local CSOs; Sub-granting local CSOs to implement activities in each county aimed at raising awareness and support for children's rights; Joint activities in each county bringing together local CSOs with other stakeholders and policy makers; Training and mentoring to professionals in child protection.

(2) Identification and support to vulnerable families in target counties and municipalities to access necessary social services; Child and family friendly document outlining children's rights; Child and family friendly document outlining rights of persons with disabilities; Advocate training

(3) Policy-implementation gap analysis; Development of advocacy documents addressing national policy makers based on research and evidence; National conference

The project implementation duration January 2015 – January 2018.

2. Evaluation objectives and users

The evaluation will aim:

- To provide an overall independent assessment of the project implementation
- To inform the programming and implementation of the EIDHR in Moldova

Evaluation users

The main users of this evaluation include the European Commission, the EU Delegation in Moldova, project partners and other relevant stakeholders. The evaluation may also be of interest to the wider international development community, experts, donors and international organisations, civil society organisations, and the general public interested in EU assistance in Moldova.

3. EVALUATION QUESTIONS

In line with the Better Regulation guidelines on evaluations introduced by the European Commission in 2015, the main assessment criteria are: relevance, effectiveness, efficiency, EU added value, scope for simplification, coherence, complementarity and synergies, consistency, sustainability leverage, and impact.

Scope and focus

The scope and focus of the evaluation takes into consideration the following criteria and evaluation questions:

1. Assessing relevance / To what extent the implementation of the project is responding to the priorities in overall social and child protection reforms?
2. Assessing effectiveness / To what extent does the implementation of the project meet the outcomes as defined?
 - Have the planned results been achieved to date (quantitative and qualitative)?
 - To what extent and how did the implementation of project activities respond to the changing external conditions and unplanned (both positive and negative) effects relevant to the planned results?
 - What strategies have been used to take into account a changing environment?
 - Were these strategies successful?
3. Assessing sustainability / To what extent are the outcomes achieved, sustainable?
 - What is the level of ownership within the target group (NGOs) and what are the prospects for further development of related interventions after the end of external support?

- How well are activities related to implementation of the project contributing to institutional capacities of involved actors / stakeholders?
4. Assessing efficiency / To what extent did the management of the implementation of the project ensure timelines were kept to?
 - How well have the implementation been managed?
 - To what extent are activities implemented as scheduled, how flexible was the management in adapting to changing needs?
 - Did the project management ensure coordination with other similar interventions to encourage synergy and avoid overlaps?
 5. Assessing impact /To what extend and in what way did the project implementation succeed in improving the situation of children and families, especially the poor, vulnerable and marginalised ones?
 - Which vulnerable groups of children have been reached?
 - Have vulnerable children been reached, including girls, children from low-income families, ethnic minorities, children left behind due to migration etc.?
 - What do the children and their families think themselves in terms of improvements of their situation, especially the poor, vulnerable and marginalized?
 - What has been improved and what has not been improved? What are their recommendations for the future in this regard?
 6. Assessing Communication and Visibility of the Project
 - Has the Communication and Visibility Plan of the project been fully implemented?
 - Were all communication activities conducted in line with *Communication and Visibility Manual for EU External Actions*? (https://ec.europa.eu/europeaid/work/visibility/_en)
 - Was EU visibility ensured throughout the entire project, as per the established Communication and Visibility Plan?

Evaluation process and methods

The evaluation methodology will be further defined by Evaluation Team and may cover desk review, in-depth interviews and focus group discussions with local stakeholders, NGOs, families and children, combined with the field visits to services and to families.

The evaluation team may hold debriefing workshops involving beneficiaries and other external stakeholders, with a view to strengthen the quality of collected data, to help interpret data with the view point of field level stakeholders, and to empower civil society organisations locally.

Scope and focus

Nation-wide scope with focus on geographical areas where the project was implemented

Confidentiality:

Evaluation should take into consideration the difficulties of collecting confidential data and presenting findings that might prove threatening to particular stakeholder groups.

Evaluators should be sensitive to beliefs and act with integrity and respect to all stakeholders. In the report evaluators should ensure confidentiality of information regarding individual children and families.

Deliverables and tentative timeframe

Key tasks that Evaluation team is responsible for carrying out are:

- Develop more detailed evaluation methodology and work plan –draft to be submitted to CCF for approval, including key instruments – by 15th December (2 days)
- De-briefing bi-monthly meetings
- Conducting desk review of selected documents / reports in close cooperation with CCF staff – by 20th December (3 days);
- Conducting field-visit and interviewing key stakeholders / beneficiaries in close cooperation with CCF staff – by 20th January (5 days)
- Analysing all the inputs and writing the draft report (in English) with inputs provided by CCF – by 30th January; (7 days)
- Based on feed-back provided by CCF and partners prepare the final report (in English) with all key findings, recommendations (including prioritisation of key strategic recommendations) – by 5th February (2 days)
- Prepare presentation and two pages of key findings in English and Romanian– by 10th February (1 day)

Total – max. 20 days

Evaluation team qualifications

The competencies required from the members of the Evaluation team are the following:

- ✓ Experience of conducting project and programme evaluations;
- ✓ Technical expertise in child protection;
- ✓ Good communication and presentation skills / ability to express concisely and clearly ideas and concepts in written and oral form;
- ✓ Experience in working with NGOs;
- ✓ Understanding of the civil society in Moldova;
- ✓ Knowledge of the civil society in Transnistrian region;
- ✓ Team leadership competencies;
- ✓ Excellent written and spoken Romanian, Russian and English;
- ✓ Ability to keep with strict deadlines

Support provided

1. Project documents (proposal and logframe)
2. Project team expertise and time
3. Indicative list of people to be interviewed, dates of visit, itinerary, name of team members
4. NGOs contacts
5. Beneficiaries' contacts
6. 2 Project reports
7. Baseline and end line assessment of NGOs
8. Project outputs

Budget

Max. 6600 euro (0% VAT)

Annex 2. Desk review of selected documents/reports

1. Project proposal.
2. Project logframe.
3. Baseline assessment of CSOs.
4. Endline assessment of CSOs.
5. Project outputs.
6. 2 project reports.
7. Audit Report of Social Services in 12 ATUs of the Republic of Moldova.
8. Project team expertize and time.
9. CSOs contacts.
10. Beneficiaries contacts.
11. Indicative list of people to be interviewed dates of visits, itinerary, name of team members.
12. Visibility materials.

Annex 3. Localities for filed visits and data collection tools

From 13 districts in which the project was implemented were selected the next 7 districts and 11 CSOs from 28 that participated in the project implementation:

Localities/region	CSO	Categories for interviewing
Local levels		
1. Chisinau municipality/Center region	1. "APP" NGO	<ol style="list-style-type: none"> 1. IIA with chief of the MDCRP 2. IIA with CSO representative 3. IIA with self-advocate 4. FGD with CSO beneficiaries (adults)
	2. "SOS Autism" HGO	<ol style="list-style-type: none"> 1. IIA with CSO representative 2. IIA with self-advocate 3. FGD with CSO beneficiaries (adults)
	3. "Initiativa pozitiva" NGO	<ol style="list-style-type: none"> 1. IIA with CSO representative 2. IIA with self-advocate
2. Edinet/North region	4. "AREAP" NGO	<ol style="list-style-type: none"> 4. IIA with vice-president for social problems from Rayon council 5. IIA with CSO representative 6. IIA with self-advocate 7. FGD with CSO beneficiaries (adults)
	5. "Oameni pentru Oameni" NGO	<ol style="list-style-type: none"> 1. IIA with CSO representative 2. FGD with CSO beneficiaries (children)
3. Rascani/North region	6. "Incredere" NGO	<ol style="list-style-type: none"> 1. IIA with specialist on child protection, DSAFP, Rascani 2. IIA with CSO representative 3. IIA with self-advocate 4. FGD with CSO beneficiaries (adolescents)
4. Hancesti/Center region	7. "Centrul de servicii pentru copii cu disabilitati multiple si severe – Pasarea Albastra" NGO	<ol style="list-style-type: none"> 1. IIA with chief of DSAFP, Hancesti 2. IIA with CSO representative 3. IIA with self-advocate 4. FGD with CSO beneficiaries (parents)
	8. "Femeia - partener	<ol style="list-style-type: none"> 1. IIA with CSO representative

	egal” NGO	
5. Cantemir/South region	9. “Vis - viitor, integrare, support” NGO	<ol style="list-style-type: none"> 1. IIA with vice-president for social problems from Rayon council 2. IIA with CSO representative 3. FGD with SCO beneficiaries (adults)
6. Bender/Transnistria region	10. “Speranta familiei si copilului” NGO	<ol style="list-style-type: none"> 1. IIA with CSO representative
7. Tiraspol/Transnistria region	11. “Initiativa femeilor” NGO	<ol style="list-style-type: none"> 1. IIA with CSO representative
Central level		
Chisinau municipality	MHLSP	<ol style="list-style-type: none"> 1. IIA with specialist of Department for child's rights and protection policies for families with children
	State Chancellery	<ol style="list-style-type: none"> 2. IIA with secretary of National Council for Child’s Rights Protection
	NGOs Alliance on Child Protection	<ol style="list-style-type: none"> 3. IIA with President of the NGOs Alliance on Child Protection

Ghid de interviu pentru reprezentantii APL si APC, inclusiv implementatorii proiectului

Stimate ... , va multumesc mult pentru acordul dvs. de a participa la acest interviu pentru a evalua rezultatele proiectului implementat de CCF Moldova „Consolidarea capacitatilor OSC pentru participarea incluziva în societate a celor mai marginalizati parinti si copii”.

Nume, Prenume

Institutia

Functia

Relevanta	<p>În ce masura implementarea proiectului raspunde prioritatilor din domeniul social si reformelor din domeniul protectiei copilului? Explicati.</p> <p>Care sunt punctele tari ale acestuia? Dar cele slabe?</p>
Eficacitate	<p>Proiectul a reusit sa atinga rezultatele planificate la moment (calitative si cantitative)?</p> <p>Care rezultate au fost atinse?</p> <p>Ce rezultate nu au fost atinse? De ce?</p> <p>Care au fost cele mai eficiente activitati ale proiectului? Explicati.</p> <p>Cum activitatile proiectului au raspuns la schimbarile asteptate si neasteptate din societate?</p> <p>Ce afecte pozitive au avut aceste schimbari asupra rezultatelor planificate?</p> <p>Dar care au fost efectele negative ale acestor schimbari? Cum ele au afectat rezultatele planificate ale proiectului?</p> <p>Ce strategii au fost aplicate pentru adaptarea la schimbarile din societate?</p> <p>Cit de eficiente au fost aceste strategii?</p> <p>Ce puteti sa ne spuneti despre Planul de vizibilitate si comunicare? Fost acesta implementat în totalitate? Ce activitati au fost mai bine mediatizate? Care mai putin? Explicati.</p> <p>Cit de eficient în opinia Dvs. a fost organizata vizibilitatea proiectului? Care sunt puncte tari? Dar punctele slabe?</p> <p>Activitatile realizate au fost în conformitate cu Manualul privind Comunicarea si vizibilitatea elaborat de UE?</p> <p>A fost asigurata vizibilitatea UE în toate activitatile proiectului sau doar pentru cele din Planul de Comunicare si vizibilitate?</p>
Eficienta	<p>Va rog sa dati apreciere procesului de implementare a proiectului. Argumentati.</p> <p>Au existat factori care au facilitat o mai buna implementare a proiectului? Ati</p>

	<p>putea oferi citeva exemple?</p> <p>În ce masura au fost respectati termenii în procesul de implementare a proiectului?</p> <p>În ne masura activitatile implementate corespund celor planificate? Explicati.</p> <p>Cit de flexibil a fost managementul proiectului în adaptarea la schimbari?</p>
Valoarea adaugata a UE	Ce valoare adaugata a adus acest proiect? Explicati.
Complementaritate si sinergie	<p>Managerul proiectului a coordonat activitatile de implementare cu alte activitati similare care cereau sinergie?</p> <p>Au fost careva suprapuneri cu activitatile proiectului? Explicati.</p>
Consistenta	Cit de consistente au fost activitatile implementate? Explicati punctele tari si cele slabe ale activitatilor implementate.
Durabilitate	<p>În ce masura rezultatele atinse sunt sustenabile? Explicati.</p> <p>Care este nivelul atins de OSC beneficiare ale proiectului?</p> <p>Care sunt perspectivele de dezvoltare ulterioara a acestora si a unor interventii conexe dupa terminarea suportului proiectului?</p> <p>Cit de bine activitatile de implementare a proiectului au contribuit la cresterea capacitatilor institutionale ale actorilor implicati?</p>
Impact	<p>Cum a contribuit implementarea proiectului la îmbunatatirea situatiei copiilor si familiilor, în special a celor mai saraci, mai vulnerabili si marginalizati? Va rog, sa ne relatati exemple concrete.</p> <p>Ce spun copiii si familiile despre ei în termeni de îmbunatatire a situatiei, în special cei saraci, vulnerabili si marginalizati? Ce categorii de copii au beneficiat de îmbunatatirea situatiei? Va rog, sa ne relatati exemple concrete.</p> <p>Cum s-a îmbunatatit situatia la astfel de copii precum – cei din familiile sarace, inclusiv fete, copii ai minoritatilor etnice, copii ramasi fara îngrijire în rezultatul migratiei parintilor etc.? Va rog, sa ne relatati exemple concrete.</p> <p>Ce schimbari s-au produs în îmbunatatirea situatiei, în special la cei saraci, vulnerabili si marginalizati? Dar ce a ramas la fel? De ce? Ce recomandari aveti la acest capitol pentru viitor?</p> <p>Ce actiuni sunt necesare în viitor reiesind din proiectul implementat? Argumentati.</p>

Ghid de interviu pentru reprezentantii ONG, avocatii grupurilor vulnerabile

Stimate ... , va multumesc mult pentru acordul dvs. de a participa la acest interviu pentru a evalua rezultatele proiectului implementat de CCF Moldova „Consolidarea capacitatilor OSC pentru participarea incluziva în societate a celor mai marginalizati parinti si copii”.

Nume

Comunitate

Categoria de participant

Relevanta	În ce masura implementarea proiectului raspunde necesitatilor copiilor si familiilor sarace, vulnerabile si marginalizate? Explicati. Care sunt punctele tari ale acestuia? Dar cele slabe?
Eficacitate	Care rezultate au fost atinse la nivelul OSC? Ce rezultate la nivelul OSC nu au fost atinse? De ce? Cum activitatile proiectului au raspuns la schimbarile asteptate si neasteptate din comunitatea Dvs.? Care au fost cele mai eficiente activitati ale proiectului? Explicati. Cit de eficient în opinia Dvs. a fost organizata vizibilitatea proiectului? Care sunt puncte tari? Dar punctele slabe?
Eficienta	Va rog sa dati apreciere procesului de implementare a proiectului. Argumentati. Au existat factori care au facilitat o mai buna implementare a proiectului? Ati putea oferi citeva exemple? Cit de flexibil a fost managementul proiectului în adaptarea la schimbari?
Valoarea adaugata a UE	Ce valoare adaugata a adus acest proiect? Explicati.
Complementaritate si sinergie	Managerul proiectului a coordonat activitatile de implementare cu alte activitati similare existente în comunitatea/raionul Dvs.? Cum? Au fost careva suprapuneri cu activitatile altor proiecte? Explicati.
Durabilitate	În ce masura rezultatele atinse sunt sustenabile? Explicati. Cit de bine activitatile de implementare a proiectului au contribuit la cresterea capacitatilor institutionale ale OSC pe care o reprezentati? Care sunt perspectivele de dezvoltare ulterioara a OSC pe care o reprezentati?

Impact	<p>Cum a contribuit implementarea proiectului la îmbunătățirea situației copiilor și familiilor, în special a celor mai săraci, mai vulnerabili și marginalizați? Va rog, să ne relatați exemple concrete.</p> <p>Ce spun copiii și familiile despre ei în termeni de îmbunătățire a situației, în special cei săraci, vulnerabili și marginalizați? Ce categorii de copii au beneficiat de îmbunătățirea situației? Va rog, să ne relatați exemple concrete.</p> <p>Cum s-a îmbunătățit situația la astfel de copii precum – cei din familiile sărace, inclusiv fete, copii ai minorităților etnice, copii rămași fără îngrijire în rezultatul migrației părinților etc.? Va rog, să ne relatați exemple concrete.</p> <p>Ce schimbări s-au produs în îmbunătățirea situației, în special la cei săraci, vulnerabili și marginalizați? Dar ce a rămas la fel? De ce? Ce recomandări aveți la acest capitol pentru viitor?</p> <p>Ce acțiuni sunt necesare în viitor reușind din proiectul implementat? Argumentați.</p>
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Ghid de interviu pentru discuțiile focus grup

	<p><i>Buna ziua! Numele meu este ... și reprezint CIC Sociopolis care realizează evaluarea rezultatelor proiectului implementat de CCF Moldova „Consolidarea capacităților OSC pentru participarea incluzivă în societate a celor mai marginalizați părinți și copii”.</i></p> <ul style="list-style-type: none"> • <i>Orice informație din partea voastră ne va fi de mare folos pentru a realiza această evaluare, dar și de a elabora recomandări pentru autorități, implementatorii și finanțatorii proiectului în viitor.</i> • <i>Va asigurăm că absolut toate părerile sunt importante pentru noi și nu există păreri corecte sau greșite, există puncte de vedere diferite, rezultate din experiența individuală a fiecăruia dintre Dvs.</i> • <i>Cerem respectarea opiniei fiecăruia, dar dacă auziți ceva cu ce nu sunteți de acord, sunteți liberi să vă expuneți propria opinie.</i> • <i>Discuția noastră va fi înregistrată pentru ca să ne reamintim cele expuse de Dvs., înregistrarea însă va fi una confidențială. Va rugăm să vă exprimați răspicat și să vă respectați reciproc, astfel încât să fie posibil să fixăm datele în înregistrare.</i> • <i>Simțiți-vă confortabil, exprimați-vă opinia liber. Discuția noastră va fi una interesantă și plăcută.</i>
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	<ul style="list-style-type: none"> • <i>Daca aveti telefoane mobile, va rog, deconectati-le.</i> <p><i>V-as ruga sa va prezentati: nume, virsta.</i></p>
Participare	La ce activitati ale proiectului ati participat? Ce parere aveti despre aceste activitati?
Relevanta	În ce masura implementarea proiectului a raspuns necesitatilor copiilor si familiilor sarace, vulnerabile si marginalizate? Explicati. Care sunt punctele tari ale proiectului? Dar cele slabe?
Eficacitate	Care au fost cele mai eficiente activitati ale proiectului implementate la Dvs. în localitate? Explicati. Cit de vizibile au afost actiunile desfasurate în localitatea Dvs.? Explicati.
Eficienta	Va rog sa dati apreciere procesului de implementare a proiectului. Argumentati.
Impact	Cum a contribuit implementarea proiectului la îmbunatatirea situatiei Dvs.? Ce a schimbat acest proiect în viata Dvs.? Cum a contribuit implementarea proiectului la îmbunatatirea situatiei copiilor si familiilor, în special a celor mai saraci, mai vulnerabili si marginalizati din localitatea Dvs.? La care familii si copii s-a îmbunatatit situatia? Cum s-a îmbunatatit situatia la astfel de copii precum – cei din familiile sarace, inclusiv fete, copii ai minoritatilor etnice, copii ramasi fara îngrijire în rezultatul migratiei parintilor etc.? Dar ce nu s-a schimbat în situatia Dvs., ce a ramas la fel? De ce? Ce actiuni considerati ca sunt utile pentru a schimbarea situatiei copiilor si familiilor, în special a celor mai saraci, mai vulnerabili si marginalizati din localitatea Dvs. în viitor? De ce?

Annex 4. Interviews and focus group discussions conducted

Name	Position, Institution Locality	1 st Meeting	2 nd Meeting	3 ^{ed} Meeting
Liliana Rotaru, Livia Marginean, Natalia Sirbu- Rotaru, Natalia Faureanu, Viorica Cojocaru Ana Tomulescu Lina Botnaru	CCF Moldova team: Project coordinator Regional coordinator Regional coordinator Social assistance Psychologist Social assistance Communication specialist	18.12.2017,	09.01.2018	17.01.2018
Elena Vorobiova	President "APP" NGO, Chisinau	11.01.2018		
Snejana Anati	Self-advocate, "APP" NGO, Chisinau	11.01.2018		
Rodica Terehovschi	Chief of the MDCRP, Chisinau	11.01.2018		
Marina Valentina Violeta Maria Snejana Elena	Professional parenting assistants, Chisinau	11.01.2018		
Sergiu Gheorgita	Vice president of social issues, Edinet Rayon Council	16.01.2018		
Alina Resetnicov	President, "AREAP" NGO, Edinet	16.01.2018		
Svetlana Codreanu	Self-advocate, "AREAP" NGO, Edinet	16.01.2018		

Vladimir Victor Irina Zinaida Svetlana Ludmila Cristina Cristina	Persons with disabilities (beneficiaries), "AREAP" NGO, Edinet	16.01.2018		
Domica Petrovici	President "Oameni pentru oameni" NGO, Edinet	16.01.2018		
Danut Irina Arina Maria Ion	Children from vulnerable families (beneficiaries), "Oameni pentru oameni" NGO	16.01.2018		
Tamara Calugar	Chief of the DSAFP, Hancesti	17.01.2018		
Nina Cotovan	President, "Pasarea albastra" NGO, Hancesti	17.01.2018		
Iuliana Tabacari	Self-advocate, "Pasarea albastra" NGO, Hancesti	17.01.2018		
Vitalie Maria Olesea Olga Marina Iurie Nina Lina	Parents of children with disabilities, "Pasarea albastra" NGO, Hancesti	17.01.2018		
Valentina Gak	President, "Femeia –partener egal" NGO	17.01.2018		

Galina Zamurdac	Vice president of social issues, Rascani, Rayon Council	18.01.2018		
Livia Tolinca	Specialist on child rights protection, DASFP, Rascani			
Lucia Caraus	President, "Increde" NGO, Rascani	18.01.2018		
Alexandru Moiseev	Self-advocate, "Incredere" NGO, Rascani	18.01.2018		
Ion Petru Elena Olesea Ecaterina Vladislav Maria Vasile	Adolescents "Incredere" NGO, Rascani	18.01.2018		
Sergiu Pituc	Vice president of social issues, Cantemir, Rayon Council	22.01.2018		
Vasile Garnet	President "VIS" NGO, Cantemir	22.01.2018		
Mariana Nacu- Baraghin Ecaterina Butic Mariana Miron Stefan Badanau	Parents, beneficiaries of "VIS" NGO, Cantemir	22.01.2018		
Mariana Ianachevici	Ex-President of the NGOs Alliance on Child Protection, Advocacy trainer , Chisinau	23.01.2018		
Gheorge Trofin	Specialist of Department for child's rights and protection	24.01.2018		

	policies for families with children, MHLSP, Chisinau			
Svetlana Mirca	Secretary, National Council for Child's Rights Protection, State Chancellery	25.01.2018		
Diana Borzin-Curti	Self-advocate, "SOS Autism" NGO, Chisinau	26.01.2018		
Olga Diana Galina Irina Zinaida Aliona Olga	Parent of children with autism, "SOS Autism" NGO, Chisinau	26.01.2018		
Aliona Dumitas	President, "SOS Autism" NGO, Chisinau	26.01.2018		
Irina Poverda	President, "Initiativa pozitiva" NGO, Chisinau	26.01.2018		
Diana	Self-advocate, "Initiativa pozitiva" NGO, Chisinau	26.01.2018		
Natalia Savcina	President, "Initiativa femeii", NGO, Tiraspol	29.01.2018		
Elena Caraivanova	President, "Speranta familiei si copiilor" NGO, Bender	29.01.2018		

Annex 5. Quantitative performance of the project at the output levels

Expected result under Specific objective 1:

Relevant competencies are in place within the CSOs and child protection professionals in the target districts and municipalities to enable them to understand and advocate for the rights of vulnerable children and families.

	OUTPUT ¹⁵	INDICATOR	STATUS OF ACHIEVEMENT
1.1.	SCOs advocacy capacity and positioning are assessed and advocacy building training is provided	1.1.1. Results of advocacy capacity assessment before and after training for 25 CSOs - 25 1.1.2. Number of CSO members trained – 50 1.1.3. 80% of CSOs members trained will evaluate positively the training sessions	1.1.1. 28 CSOs has baseline and 20 CSOs endline evaluation 1.1.2. 48 representatives of 28 CSOs were trained 1.1.3. 100% of CSOS appreciate the training “useful”, “very informative”, but suggested to have more practical exercises in the future trainings
1.2.	Advocacy toolkit is produced and shared	1.2. 150 stakeholders will receive the advocacy toolkit and will make use of it during the project	1.2. 150 copies of “Advocacy for CSOs in 8 steps” were distributes to CSOs, LPAs and other stake holders
1.3.	Awareness raising and support events are organized by the 25 CSOs in the target counties	1.3.1. Number of subgrants for CSOs – 13 1.3.2. Number of awareness raising and support events organised –60 1.3.3. Number of participants in the awareness raising and support events organized –	1.3.1. 13 CSOs recived subgrants 1.3.2. 123 activities implemented through small projects of CSOs 1.3.3. 3300 participants

¹⁵ According to Logical Framework for the Project.

	OUTPUT ¹⁵	INDICATOR	STATUS OF ACHIEVEMENT
		<i>3.000 participants</i>	
1.4.	Increased media coverage and media interest in deinstitutionalization	<p>1.4.1. Social media articles – 1 every 3 months – 12</p> <p>1.4.2. Periodic press releases – 1 every 3 months of project - 12</p>	<p>1.4.1. 55 articles were produced only in the first year of implementation</p> <p>1.4.2. 7 press releases were developed and posted on different websites</p>
1.5.	Meetings and roundtables are organized in each target county bringing together local CSOs, beneficiaries, NGO service providers, local and national decision makers	<p>1.5.1. Number of meetings and roundtables organized –13</p> <p>1.5.2. Number of participants in meetings and roundtables –200</p>	<p>1.5.1. 13 planned roundtables were organized</p> <p>1.5.2. App.300 participants in the first and second years participated at the events</p>
1.6.	Child protection professionals in target counties are trained in policies and transition from institutional care to family and community-based care in order to bridge the gap between policies and strategies adopted at central level and their implementation at local level	<p>1.6.1 Number of child protection professionals trained in policies and transition from institutional care to family and community-based care. – 75</p> <p>1.6.2. 75% of participants will declare that they will make further use of the training</p> <p>1.6.3. Number of training and mentoring sessions for child protection professionals – 2 days training and 50 mentoring sessions</p>	<p>1.6.1. 108 representatives of LPA have been trained</p> <p>1.6.2. 95% have positively evaluated the training content, structure, trainers</p> <p>1.6.3. Three 2 days training and over 200 mentoring sessions with child protection specialists</p>

Expected result under Specific objective 2:

Vulnerable groups are represented within a network of advocates and across materials that are produced and are empowered to promote their inclusion and participation in society.

	OUTPUT	INDICATOR	STATUS OF ACHIEVEMENT
2.1.	Vulnerable families in the target counties are identified and supported to access necessary services	2.1.1. Number of meetings and consultations with other stakeholders with the active participation of network members – 30 2.1.2. Number of vulnerable families identified and supported –150	2.1.1. 30 meeting with LPAs with the involvement of self/advocate 2.1.2. 977 instead of 150 benefited from assistance and support
2.2.	A group of advocates from vulnerable and underrepresented groups is developed and active in advocates' network	2.2.1. Number of advocates identified and supported (informational, psychological, legal and social) – 20 2.2.2. Number of individual coaching sessions with the advocates from vulnerable groups – 200	2.2.1. 22 self-advocates were identified and supported 2.2.2. 200 individual coaching sessions with all 22 self-advocates were conducted
2.3.	Vulnerable groups are empowered to speak confidently about their experiences and challenge social and structural barriers that they face	2.3. Number of awareness raising events having network members as active participants – 30	2.3. 30 awareness raising events were conducted
2.4.	Communities in the target counties and municipalities have access to relevant informative materials on rights of children and persons with disabilities	2.4. Number of copies of documents on Right of children and families and Rights of persons with disabilities produced and disseminated – 5600	2.4. 5600 of copies of documents on Right of children and families and Rights of persons with disabilities produced and disseminated

Expected result under Specific objective 3:

Improve dialogue between different actors and measures taken to improve policy implementation based on evidence and documentation.

	OUTPUT	INDICATOR	STATUS OF ACHIEVEMENT
3.1	– Evidence and documentation is available to support advocacy efforts	<p>3.1.1. Information exchange with local and central authorities and CSOs in place - <i>15 letters of information request with timely responses</i></p> <p>3.1.2. Policy-implementation gap analysis with supporting policy recommendations produced – <i>Policy implementation gap research document</i></p> <p>3.1.3. Advocacy documents based on the analysis and policy recommendations produced – <i>Advocacy documents</i></p>	<p>3.1.1. 12 letters to LPAs asking for data collection for 4 social services</p> <p>3.1.2. "Audit of the Social Services in 12 ATUs of RM" Report was produced</p> <p>3.1.3. Initial reports for each district were done and presented. Also, recommendations for 12 districts to develop social services</p>
3.2	2 Roundtables with central level authorities on policy implementation gaps organized	3.2. Number of central level authorities taking part in roundtables on policy implementation gaps –25 participants	3.2. 2 Roundtables with central level authorities on policy implementation gaps organized (Edinet - 23 participants and Chisinau -28 participants)
3.3.	National conference organized	3.3. Number of central and local authority, CSO, NGO service provider representatives attending the national conference - <i>100</i>	3.3. International conference organized – 103 participants including 9 journalists and 10 international experts

