

Reporting Agency: UNFPA, Country Office in Moldova  
Country: Republic of Moldova

## STANDARD PROGRESS REPORT

No. and title: „Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova”  
Reporting period: 07.10.2011 – 31.03.2012

Project IDs (ATLAS code): MDA1G101, Activity 02  
Project duration: 7.10.2011 – 06.10.2012  
Project manager: Viorel Gorceag, Programme Analyst, UNFPA Country Office in Moldova

### I. PURPOSE

The project is co-funded by the Orange Moldova Foundation and implemented through UNFPA, the United Nations Population Fund. The project is implemented in accordance with the Co-Financing Contribution Agreement signed by the two parties on 3<sup>rd</sup> August 2010. The activities of this project fit under and complement the activities of Project MDA1G101 “Strengthened institutional capacity in selected regions to ensure effective prevention, monitoring, protection and support system addressing Gender-Based Violence (GBV)”, which is part of the UNFPA Country Programme (CP) for Moldova 2007 – 2012. The programme has three components: (a) reproductive health; (b) population and development and (c) gender. Human rights, reproductive rights, advocacy, behavior change and communication are comprehensive and multisectoral issues that are addressed in the framework of the entire programme. The Gender component of the UNFPA programme contributes to the achievement of the second United Nations Development Assistance Framework (UNDAF) Outcome related to access to quality basic services.

The UNFPA Country Programme is in line with the development objectives and priorities of the Government of the Republic of Moldova. These include the Millennium Development Goals (MDG); the International Conference on Population and Development (ICPD) and the progress analysis meeting; European Union–Republic of Moldova Action Plan; Economic Development and Poverty Reduction Strategy; principles of human rights.

CP Goal: by 2012, vulnerable groups enjoy increased equitable and guaranteed access to basic services of good quality provided by the state with the support of civil society

CP Outcome: Vulnerable groups enjoy improved access to quality social protection services, including systems to prevent and protect from violence, abuse, exploitation and discrimination.

CP Output: Institutional capacity strengthened in selected regions to ensure effective prevention, monitoring, protection and support systems addressing gender-based violence

The citizens of the Republic of Moldova suffer daily from poverty, unemployment, inadequate public services, high rates of emigration and a breakdown of social and family structure. In many cases, vulnerable women and children are the most affected by these social and political challenges. Thus, it is not surprising that many of these vulnerable women and children fall victims of domestic violence. Domestic violence is a fundamental violation of human rights and a serious threat to human security.

The programme “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova” shifts the emphasis from assistance towards active supporting measures motivating the victim to assume responsibility, invest and work for her

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own benefit. In these circumstances the economic empowerment programme has a psychological curative effect and balances the results of the passive assistance components by ensuring a final synergy which is vital for a successfully reintegrated case.

The overall *objective* of this project is to ensure a sustainable integration of vulnerable women, including victims of domestic violence in the labor market, through enhancing opportunities for training and employment/self-employment.

The economic empowerment project consists of four parts:

- 1) Vocational counseling of beneficiaries by professionals from the local Office of Employment Agency and/or NGOs;
- 2) Vocational training, including business plan training;
- 3) Distribution of non-cash grants (where this component is available);
- 4) Mediation for employment/ self-employment.

The project is financially supported by Orange Moldova Foundation. The executing agency is UNFPA (UN Population Fund), in collaboration with Ministry of Labor, Social Protection and Family, Local Public Authorities, Employment Agency and Vocational Training Schools. The partner agencies are:

1. Association of Psychologist of Tighina,
2. Association of mono-parental families from Cahul,
3. Family Crisis Center "SOTIS" from Balti
4. Public Association "Artemida" from Drochia.

## II. RESOURCES

Total budget:	USD 105,000.00
Co-funding(UNFPA funds)	USD 25,000.00
Funds requested (Orange)	USD 80,000.00

## III. RESULTS

Activities	Results
<p style="text-align: center;"><b><u>Association of Psychologist from Tighina</u></b></p> <p>1. <i>Informative activities</i> (October – November 2011) – All the partners of the project from Causeni rayon (LPA, active NGO's in the youth field, community centers assisting people in need, private sector, etc.) are informed about project opportunities, young women are interested in the given kind of assistance and the access to the services is provided. The beneficiaries who have already been assisted by this project are interested in the possibility of extension or providing new services they can access.</p> <p>2. <i>Intervention</i> – program of vocational orientation (counseling, identifying vocational interests, career development plan, etc.) which was also available for some family members of the beneficiaries; professional training courses made with the support of AO Scoala de Meserii „Insula Sperantei” (Oct 2011 – Feb 2012).</p> <p>3. <i>Mediation for employment</i> – the most profession at the moment; certified graduates with different qualifications in a higher number choose to be legally employed in different working fields in Chisinau, Causeni or in their residence place. This underline the impact of the project on the life of the beneficiaries and their families: the young girls are those who sustain their families.</p>	<ul style="list-style-type: none"> <li>- People from Causeni county were informed about the project activities;</li> <li>- A growing interest from beneficiaries and partners;</li> <li>- Real opportunities achieved in the first stage of the project to empower women with vocational difficulties;</li> <li>- It was maintained a strong partnership with vocational schools by obtaining facilities given that the number of beneficiaries trained increase;</li> <li>- Actions taken with the support of Employment Agency Causeni;</li> <li>- Decision-making skills developed for beneficiaries across their career;</li> <li>- Efforts made by the beneficiaries of the project to find an income-generating occupation which could involve the whole family;</li> <li>- High indicator (125%) in terms of vocational training of beneficiaries;</li> <li>- Equipment and supplies to initiate at least 5 businesses.</li> </ul>
<p style="text-align: center;"><b><u>Family Crisis Centre “SOTIS” from Balti</u></b></p>	<p><i>Professional counseling services</i> The Counseling is done in order to determine the level of motivation, the working skills and the degree of compatibility of the results obtained from the questionnaires and the wishes of the beneficiaries. Implementation period: December 26th-</p> <p>During the professional counseling, after the use of the questionnaire „Map of interests”, the beneficiary has to sincerely evaluate each sentence tagging it affirmative or negative. The results are the following:  25% of the total number of participants didn't receive the maximum of points in any of the scales, which means that they have low motivation</p>

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27th, 2011. People informed about project services, are interested to receive professional counseling provided by the specialist (30 minutes). During a face to face discussion, the specialist handles two working tools – „The interest map” and „the Holland test” (which allows to determinate the working capacity – professional interests, working skills and the level of motivation and training of someone). At the end the person is informed whether she is selected to participate in a training workshop „Employment and personal finance management”.

*Training workshops* for 13 beneficiaries (1 workshop for 2 days) Services provided by „SOTIS” Center in partnership with „Pro-Business Nord” NGO. The course was composed of 21 academic hours, in which they the legal aspect of the individual employment contract and the security measures of women rights against discrimination in the working field. Both individual employment contracts and collective agreements were analyzed, determining their correlation and the reasons of refusal to sign given by employers. Later, based on the legal provision and the information presented a free debate between the beneficiaries about the most commonly encountered situations in labor disputes was launched.

*Additional services provided:*

*Educational services for the children* of the women who are placed in the center. Implementation period: from December 1<sup>st</sup>, 2011. During the hours when the mothers are at the professional counseling or participate at seminars, training courses, nannies take care of the children. Supervision and assistance is provided by psycho-pedagogue specialists when the children are involved in activities. Advantages of the methods used in dealing with beneficiaries consist in the following: there are no deviations from the previous established schedule and the survey uses, by definition, a questionnaire as a research tool.

75% of them have gained maximum points at one or several scales. According to the level of interest and motivation, from the total number of participants we can identify the following groups:

- one woman was qualified with low interests and weak motivation
- 13 women were qualified as able to take part in trainings or courses that they have chosen, because they have a high motivation which demonstrates that they could cope with difficulties.

During the training, the beneficiaries showed interest in the following courses: accountant, manicurist, tailor, hairdresser and management.

The beneficiaries of the workshops showed a special interest to the subject of promoting women rights and freedoms.

The mothers were able to participate in activities related to professional counseling, workshops and being motivated, the woman had the opportunity to prepare with the social worker all the necessary papers to be registered at the Employment Agency.

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<p>Social services provided by the center / social worker. Social worker's activity is based on the knowledge of the potential beneficiaries of the project and the survey which records and assesses the level of representation of the participants.</p> <p><i>Educational services for women / psycho-pedagogue.</i> Implementation period: from December 1<sup>st</sup>, 2011 The activities organized by psycho-pedagogues were interesting and women wanted to be actively involved. It was due to the flexibility of the schedule and the fact that all the interested persons were announced in advance. A permanent working group was formed which is ready to discuss and learn new skills that allow them to focus their attention on women's financial independence. The purpose of these meetings is to find out positive personal qualities, to recognize the personal value and increase self-confidence. During these meetings, next types of activities were performed.</p> <ol style="list-style-type: none"> <li>1. Recreational activities / Energizing and crushing ice             <ol style="list-style-type: none"> <li>a. Energizing;</li> <li>b. Sport;</li> <li>c. Fun.</li> </ol> </li> <li>2. Art Therapy / Creativity and manufacturing             <ol style="list-style-type: none"> <li>a. Design Theme;</li> <li>b. Hand craft activities;</li> </ol> </li> <li>3. Psycho-social Animation / Knowing yourself and the others, communication and social cooperation             <ol style="list-style-type: none"> <li>a. Mandala;</li> <li>b. Music and dance therapy;</li> <li>c. Creative workshop;</li> <li>d. Theatre – Images;</li> <li>e. Theatre – Forum;</li> <li>f. Puppet Theatre;</li> </ol> </li> </ol>	<p>Due to the given services it was possible to work individually with every beneficiary during the workshops; the profile of every participant was made with the supervision of the social worker. This helped to see how much they are involved in the group of beneficiaries.</p> <p>14 meetings brought the following results:</p> <ul style="list-style-type: none"> <li>- A friendly atmosphere of mutual aid, trust, kindness, open communication was created. It made the learning process less difficult;</li> <li>- A group that promotes an effective communication between participants was formed;</li> <li>- They began to develop new skills, to generate new ideas and also to solve problems.</li> <li>- Participants developed their creativity and imagination, they were able to create things that they would like to sell;</li> <li>- Personal change through the accumulation of knowledge, skills: ability to manage emotions, personal energy, stress and anxiety relieve and removal of depression.</li> </ul>
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<p>4. Experimental education / Knowing more about yourself, presentation and interpersonal knowledge</p> <ol style="list-style-type: none"> <li>Beauty sessions;</li> <li>Informative seminars</li> <li>Training skills</li> </ol>	<p><b>Association of mono-parental families from Cahul</b></p>
<p>60 persons benefited from professional counseling from Employment Agency 20 persons were selected for the vocational training course; 20 portfolios were created for the beneficiaries; contracts with the partners were signed; a roundtable was organized at the launch of the project; materials were distributed among participants; an interview for the local radio station was given.</p>	<p>1. Professional counseling – Out of 60 persons twenty people were selected. They were divided in three training groups. In November 2011 contracts with „Employment Agency Cahul” and „Combinatul didactic si de reabilitare sociala a invalizilor si orfanilor „Mariana” SA” were signed.</p> <p>2. It was organized a round table „the launch of the project”, December 2, 2011 – 24 people participated – 20 beneficiaries and partners of the project, UNFPA.</p> <p>3. Vocational training courses were held – training course in December 2011 – May 2012. The specialized equipment for hairdressers and chefs was bought.</p>
<p><b><u>D. Public Association “Artemida” from Drochia.</u></b></p>	
<ol style="list-style-type: none"> <li>1. At the beginning of the project, in the first month of activity a mobile team was established (project manager, psychologist, social worker and lawyer) – the team members made a working plan.</li> <li>2. The team raised awareness about the activities planned by mobile team members. They went to Drochia, Soroca, Riscani, Donduseni, Edinet, Briceni and Ocnita and informed the local multidisciplinary teams (social worker, doctors and representatives of the Local Public Authorities) about the project</li> <li>3. 27 beneficiaries were identified, women from social vulnerable group, mothers with one or several children, victims of domestic violence and unemployed.</li> <li>4. Mediation for employment. According to these activities –direct</li> </ol>	<ol style="list-style-type: none"> <li>1. In October 2011 a mobile team consisting of project manager, social worker, psychologist and a lawyer, responsible for the implementation of the project „ Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova” under the agreement between UNFPA and „Artemida” NGO was created.</li> <li>2. The mobile team, in the first 2 months of implementation, was trying to inform about its activities in Drochia, Soroca, Riscani, Donduseni, Edinet, Briceni and Ocnita.</li> <li>3. Beneficiaries were identified by working with the representatives of local multidisciplinary teams, after that they addressed directly to the center.</li> </ol>

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<p>work with 15 beneficiaries and assistance with trainings and counseling services (develop the ability and confidence to decide what careers they want; professional integration or reintegration; methods and techniques for finding a job; information on legal provisions related to social protection of unemployed; vacancies)</p> <p>5. The tools for finding a job: curriculum vitae, cover letter; interview, providing information about how to find a job. During 5 months – 43 social, psychological and legal counseling sessions were provided.</p> <p>6. Training activities for the beneficiaries to obtain a job, business management, monitoring and evaluation of the business, mechanisms of collecting new funds. 12 persons seeking for a job were provided an intensive training – computer operator (January – February 2012, in partnership with Employment Agency Drochia and SRL „Miracol” from Drochia)</p> <p>7. 5 beneficiaries initiate a business plan. 7 beneficiaries were informed about: how to start a business; knowledge about legal framework; how to develop a business plan; implementation of the business plan; monitoring and evaluation of the business by beneficiaries.</p>	<p>4. AO „Artemida provides daily mediation services to people who are looking for a job. Monthly, the mobile teams organizes training sessions for people who are already employed with the support of Employment Agency.</p> <p>5. Providing legal, psychological and social counseling services at the request of the beneficiaries or at the request of the specialists, social workers.</p> <p>6. Training sessions</p> <p>7. A micro-business was initiated by beneficiaries from socially vulnerable groups in Drochia.</p>
<p style="text-align: center;"><b>Action taken</b></p> <ul style="list-style-type: none"> <li>- This impediment has been removed due to efforts of the implementation team and project partners as: discussions with partners and family members of beneficiaries, monitoring visits to beneficiaries at the vocational training courses, etc.</li> <li>- Individual discussions with potential beneficiaries, their families and social workers;</li> <li>- Group discussions with beneficiaries about the fact that they have to be responsible in case of absence from course</li> </ul>	<p style="text-align: center;"><b>Constraints</b></p> <ul style="list-style-type: none"> <li>- an initial disregard of the project by local authorities and social workers;</li> <li>- the decision-making skills of beneficiaries were not enough strong to obtain a qualification;</li> <li>- less options for income-generating occupations;</li> <li>- difficulty in identifying the beneficiaries, their educational needs and the possibility to be present at the training</li> <li>- it was difficult to maintain the initial training group until the end of the trainings</li> <li>- issues related to the period of course attendance in winter</li> </ul>

#### IV. FUTURE WORK PLAN

Information in this section includes:

- Priority actions planned for the following year to overcome constraints, build on achievements and partnerships, and use the lessons learned during the previous year.

##### **A. Association of Psychologist of Tighina**

In the second part of the project - 5 income-generating occupations will be supported by purchase and delivery of equipment and other materials related to the need of beneficiaries. It will continue to monitor the training of beneficiaries who complete the vocational courses; for graduates it will be provided support in identifying a job; also the Local Public Authorities will ensure the impact of the project on beneficiaries; dissemination of project results in the local press.

##### **B. Family Crisis Center “SOTIS” from Balti**

The activities proposed for implementation for the period January – June 2012 are:

- Employment
  - o professional counseling services for 125 persons;
  - o workshops for 38 beneficiaries (3 workshops for 2 days)
- Vocational trainings that include scholarship, working tools;
- Entrepreneurship – procurement of tools and equipment; library; registration / restoration of IDs
- Additional services – educational services for children; social services; educational services for women

##### **C. Association of mono-parental families from Cahul**

- further training courses – will be completed in June 2012;
- roundtable that will represent the vocational training results
- seminars about employment / how to create a business
- mediation in the labor market – contact with the industrial firms and other agents
- evaluations

##### **D. Public Association “Artemida” from Drochia**

- Trainings and psychological, legal and social counseling
- Mediation for people who are looking for a job.
- Employment support for women who received training
- At least other 9 women to develop their personal business.
- Media – The results will be published in the local newspaper „Glia Drochiana”.



## V. FINANCIAL IMPLEMENTATION

	Amount (US\$)		
	<b>Current reporting period (A)</b> 07/10/2011 to 31/03/2012	<b>Next period (B)</b> 01/04/2012 to 06/10/2012	<b>Total (C=A+B)</b>
Total approved programme costs (I)	99766.00		99766.00
<i>Programme costs received to date (II)</i>	99766.00		99766.00
Total approved PSC (III)	5234.00		5234.00
<i>PSC received to date (IV)</i>	5234.00		5234.00
<b>Total funds received to date (V)</b>	105000.00		105000.00
<b>Total approved budget (VI=I+III)</b>	105000.00		105000.00
Estimated total expenditure (VII)	68654.02		68654.02
<b>Balance (VIII=V-VII)</b>	36345.98		36345.98
Expenditure vs. funds received (IX=VII/V)	65.4%		65.4%

