



Guvernul Japoniei



United Nations  
MOLDOVA

# **Evaluation Report**

## **Protection and Empowerment of Victims of Human Trafficking and Domestic Violence Project**

**December 2011**

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## **Acknowledgements**

The evaluator thanks all the people who contributed to this evaluation with their time and insight. In particular, he expresses his gratitude to Ms. Matilda Dimovska, Deputy Resident Representative, Ms. Aliona Niculuta, Assistant Resident Representative, UNDP Moldova, Mr. Martin Andreas Wyss, Chief of Mission and Ms. Irina Todorova of IOM, Mr. Viorel Gorceag of UNFPA and Veaceslav Balan from OSCE, Ms. Valeria Ieseanu, Programme analyst, Local and regional development portfolio, Mr. Cristian Ciobanu, Project Coordinator, UNDP Moldova. This evaluation benefited greatly from their input and their organisational support.

Many project stakeholders, including consultants, civil society/NGO activists, other partners of collaboration, academics, beneficiaries of the project as well as partners of the project, Ms. Lilia Pascal, Head of the Department of the Ministry of Labour, Social Protection and Family, Vadim Pistrinciuc, Deputy Minister, Ministry of Labour, Social Protection and Family, Government of Moldova provided important visionary thoughts & insights.

## **Disclaimer**

The views and opinions expressed in this report do not necessarily reflect the views and opinions of the Government of Moldova or of implementing agencies, or of any of the institutions referred to in the report.

All errors and omissions remain the responsibility of the author.

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## 2. LIST OF ABBREVIATIONS AND ACRONYMS

CAP	- Community Action Plan
CAPC	- Chisinau Assistance and Protection Centre
CBO	- Community Based Organisation
COPSR	- Centre for Orientation, Professionalization, and Social Reintegration
CSO	- Civil Society Organization
DV	- Domestic Violence
ECOSOC	- United Nations Economic and Social Council
ILO/IPEC	- International Labour Organisation/ International Programme on the Elimination of Child Labour
IOM	- International Organisation for Migration
IIS	- Integrated Information System for domestic violence
LPA	- Local Public Administration
M&E Plan	- Monitoring and Evaluation Plan
MDG	- Millennium Development Goals
MDT	- Multi Disciplinary Team
MLSPF	- Ministry of Labour, Social Protection and Family
MH	- Ministry of Health
MoI	- Ministry of Interior
MoU	- Memorandum of Understanding
NCU	- National Coordination Unit
NGO	- Non-Government Organisation
NRS	- National Referral System
OSCE	- Organisation for Security and Cooperation in Europe
TCM	- Technical Coordination Meetings
THB	- Trafficking in Human Beings
TIP	- Trafficking in Persons
TN	- Transnistria
UN	- United Nations
UNCT	- United Nations Country Team
UNHCR	- Office of the United Nations High Commissioner for Refugees
UNDP	- United Nations Development Programme
UNFPA	- United Nations Population Fund
UNRC	- United Nations Resident Coordinator
UNTFHS	- United Nations Trust Fund for Human Security
VoDV	- Victim(s) of domestic violence
VoT	- Victim(s) of trafficking

### 3. EXECUTIVE SUMMARY

This report is the final evaluation of the project “Protection and empowerment of victims of human trafficking and domestic violence” implemented in Moldova from October 1, 2008 until December 31, 2011.

The initial idea was to target widespread human trafficking and domestic violence issues to make the policy makers and duty bearers more responsive. The project aimed at doing this through identification of policies, budget, and gaps from protection and empowerment perspectives and by supporting the improvement of National Referral Systems for Protection and Assistance of Victims and Potential Victims of Trafficking in Moldova. It goes together with geographic extension, providing all out assistance to victims of human trafficking and at risk persons, sensitization of population and increase number of population able to identify domestic violence.

While gender equality is established in Moldovan law, entrenched patriarchal attitudes perpetuate the subordinate position of women in the family and in society. Domestic violence and human trafficking, including sex trafficking, constitute serious violations of human rights and pose serious threats to human security in the country. High rates of poverty combined with high female unemployment and housing shortages made it difficult for women to extricate themselves from abusive situations. Women blaming themselves for provoking violence and choosing to remain silent due to shame and distrust of officials further exacerbate the situation.

In this regard, the UNCT of Moldova has contributed to improve policy and legal frameworks, and has made direct contributions to the creation and development of services to provide assistance to survivors of trafficking and domestic violence through the “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence” project.

UNDP, UNFPA, IOM, and OSCE along with the Government of Moldova launched the “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence” project in October 2008. With a US \$ 3.35 million budget over a three-year period, the project targeted the Government of Moldova, civil society, local communities, vulnerable citizens - victims/potential victims of violence and human trafficking, as well as other at-risk persons to enjoy more equitable and guaranteed access to quality comprehensive services (medical, psychological, social, legal, employment, housing).

The **goal of the project** is a long term vision, which spells: “improve the ability of the Government of Moldova, in partnership with civil society, local communities, and other service provider, to provide its vulnerable citizens with a life free from the threat or experience of domestic violence and human trafficking as well as to improve the access of these vulnerable citizens to quality, comprehensive, necessary services (medical, psychological, social ,legal, employment and housing) to achieve and sustain such a life”.

1. Top-down **Protection**: enhanced protection to victims through a strengthened government referral system;
2. Bottom-up **Empowerment**: of local communities, civil society and the media to prevent and address root problems.

The protection component expands the **National Referral System (NRS)** to victims and potential victims of human trafficking through referrals to service providers. The project provided support and capacity building to expand the NRS throughout the country and to strengthen structures for identification and assistance (repatriation, rehabilitation, reintegration) to help victims of human trafficking and domestic violence reintegrate into society and increase their personal security.

The empowerment component built the capacity of local communities and civil society to prevent and combat domestic violence and human trafficking with support for holistic community-based interventions and local service providers. This component includes small grants, planning infrastructures for social assistance, capacity building activities for local stakeholders and awareness raising activities.

National partners included the Ministry of Labour, Social Protection and Family, ex-Ministry of Local Public Administration, target Local Public Administration, Ministry of Interior, Ministry of Health, Non-Governmental Organizations and Civil Society Organizations and the printing and electronic media. Donor agencies and national implementing partners cooperated for enhanced protection and empowerment of victims of domestic violence and trafficking.

The project has given special attention to working in geographic areas where instability and poverty feeds trafficking networks and impinged on human security.

The project contributed to prevention of trafficking and domestic violence cases, as well as to better identification and assistance of victims. The project has helped raise awareness of the general public, while making an important contribution to building the capacity of public services to provide assistance based on a multidisciplinary approach. The joint efforts of the multiple implementation agencies facilitated the simultaneous development of individual protection measures with community empowerment in a systematic and sustainable manner.

This project has played an important role in contributing to remarkable progress in Moldova towards designing and implementation of a comprehensive system for the protection of women's and children's fundamental rights to human security. Successes under the project were aided in a synergistic fashion by other initiatives to prevent and combat trafficking and domestic violence. In particular, the Law to Prevent and Combat Domestic Violence entered into force in September 2008. Prior to this, there was few known decision by any authority in Moldova to order protection for a victim of domestic violence. Since September 2008, however, more than 220 protection orders have been issued.

Furthermore, with UN support and policy expertise, the Criminal Procedure Code, Civil Procedure Code and other legislative and normative acts were amended in 2010 to facilitate the implementation of the Law on domestic violence, thereby criminalizing sexual harassment and domestic violence. The present compilation updates with the laws and governmental decisions adopted until 31 December 2010. Use of this publication will help further implement existing laws and improve the situation of those who seek justice.

This project has also done a tremendous job on enlarging vocal and vibrant civil society, sensitized policy makers and Government officials at the national, district, even for the first time in Moldova at village levels.

## **Conclusions**

### **1. The project strategy was in line with the national development context on protection and empowerment of human trafficking and domestic violence related needs**

The project was conceived as a pragmatic response to complement Government efforts to implement activities to reduce human trafficking and domestic violence. The project strategy was consistent with the Moldovan development context in combating human trafficking and reducing domestic violence. Relying upon both UN and OSCE commitments and priorities relevant to Moldova, the participating agencies addressed the human security issues of domestic violence and human trafficking from two inter-connected perspectives: enhancing Protection to victims through a strengthened system and encouraging Empowerment of local communities and individuals to prevent and address the problems at their roots.

### **2. The overall intervention is logical, coherent, resulting in good impact**

Joint programming and other forms of collaboration among UN agencies in the formulation and implementation of this project generated synergies of UN expertise that enhanced the potential for higher funding and reduced bureaucratic transaction costs. This reinforced the importance of the UN working towards better coordination and synergy vis-a-vis the Government of Moldova and national development priorities.

The project has ensured compliance with international norms and standards especially in mainstreaming gender and human rights, shifted more leadership responsibility to the Government, established a more united interface and working relationship with all development partners and adjusted its comparative advantages to remain relevant in preparation for Moldova's anticipated ascendancy to EU membership. But the project «well addressed the MDG goals 3 (directly) and goals 4, 5 and 6 (even 2) indirectly. It has been reported by stakeholders that the jointly implemented project was different from other projects as it involved both women and men in promoting protection and empowerment of victims of Human Trafficking and Domestic Violence. The intervention engaged men and boys and formed men's networks to prevent VAW, which has been identified as a remarkable shift from Women in Development to Gender and Development.

This project had good impact on the civil society as well as on general public as lots of TV talk shows, documentary films shown which has positively acted on the mind-set of the general public who came to know about trafficking in women and children, DV and their negative effect on the society.

The project has produced series of useful training manuals, compilations of recommendations to laws and specific guidelines in prevention of HT and DV and assistance of victims and Behavioural Change and Communication materials, which will continue to play a good role for the trainers to train people on the issues of HT and DV in future.

### **3. The expected added value and sustainability has been substantially achieved**

While sustainability has to be reviewed from its various aspects, i.e. Objectivity verifiable indicators(OVI) and their achievements at the end of the project period as per logical framework matrix of the project document, financial, technical, programmatic as well as institutional sustainability. The evaluator preferred to analyse the outcomes and activities by objectives as spelled out in the project document and their progress at the end of the project. In order to respond to the comments while the first draft presented to the project stakeholders, this chapter was restructured according to the main elements of sustainability.

The formulation process of the project was constructed in a participatory method and proper steps took place, and during the implementation period decision making process was also in the hands of the inter-agency coordination committee and project board which found to be democratic one.

As result of community mobilization activities and a highly participative effort, involving local authorities, CBOs and other actors, 31 communities have elaborated capacity development plans, local development strategies for the next 5 years. Thus 31 local public authorities and 90 CBOs and civil society groups enhanced their capacity to identify the priorities and community development trends, to elaborate local development strategies and plans. Now they cooperate and actively participate in planning, implementation monitoring and evaluation process. Previously those communities had limited experiences and knowledge to properly address the issues related to DV and HT.

In overall sufficient exit strategies were jointly designed with the Government of Moldova, which determined the future of their interventions beyond the projects' life time.

### **4. Institutional sustainability**

All implementing partners (Government of Moldova, UNDP, IOM, UNFPA, OSCE) having been engaged directly in service delivery and implementation to get the HT, DV agendas moved forward. Many of the interventions were directed to knowledge transfer and assistance in service delivery, management- and/or (delivery-) systems strengthening, which naturally has a sustained effect. Support was directed to policy design and the development of guidelines and training manuals, provided that such tools and documents are indeed used, such investments lead obviously to sustainability.

Government of Moldova has quite limited capacity to render good public service. The situation in the central public administration could be characterized by: non-compliance with the current legal framework with European Union standards; inefficient law enforcement mechanisms; significant staff turnover caused



by low salaries; lack of central body to develop and promote staffing policy and procedures in civil service; a fragmented approach to continuous training for civil servants; and an insufficient dialogue with the civil society. These weaknesses may have negative effect on the post-project activities, which were carried out during the project period.

On the other hand, the Moldovan Government and civil society consider the UN an important partner in their development agenda. The credibility and wide acceptance of the UN agencies in the country is attributed to its impartiality and independence and the comparative advantages of its agencies.

#### **5. Programmatic and technical sustainability**

In building up service delivery and implementation systems, a special attention has been paid to direct training, training of trainers, coaching and supervision, that were strategically followed while maintaining a proactive engagement and commitment.

The project invested substantially in various trainings, orientations, awareness raising and similar knowledge sharing interventions. It can be assumed that knowledge developed in the MLSPF and other ministries will sustain while acknowledging the effects of the some turnover of staff. A high number of positions from local to national levels are vacant and replacement by new staff will require training to be effectively functional.

Trafficking and domestic violence received high attention in the National Policy. The interventions of the protection and empowerment components are aligned with the Government of Moldova. As the project partners mandate fully coincide with the project goal, objectives and output, those have added extra value in implementation of the project activities to its full strength.

As a trusted partner, UN in Moldova previously had and now has close partnership relation with the Government and civil society, and also achieved significant positive results through this project. The process has strengthened governance, justice and implementation of “rules” and “law” to curve incidents of HT and DV; has increased access of the poor and marginalized segments of the population to quality basic social services; has bolstered decentralization to bring basic social services closer to the people. In the process it has contributed effectively to the national development priorities while at the same time has ensured compliance with international norms and standards especially in mainstreaming human rights and gender.

Awareness level about HT, DV other related issues has been increasing, but further effective communication will be required to take it to a sustained level which also leads to change of behaviour.

The knowledge gain through this project will be retained by the different target groups to varying degree dependent on effectiveness, quality of the intervention. For example, the interventions engaging participants among the youth of the life skill and livelihood education are not sustainable without donor/government support. These may sustain if the life skill and livelihood education are incorporated within regular Government training curricula of any Ministry. However, teachers and trainers are well trained on the topics and skilled in communicating with youths comfortably.

#### **Recommendations**

These recommendations stem from the conclusions of the evaluation:

##### **For the UN:**

1. There is still a need to maintain support to at risk persons, including those exposed to human trafficking and domestic violence, enjoyment of increased equitable and guaranteed access to basic services of good quality provided jointly by state and UN; empowered communities and civil society organizations and gender policy advocacy and women’s movements to push the government ownership. UN should continue to support at risk persons in Moldova.

2. UN should continue to promote the efficiency, effectiveness and sustainability of the project achievements through encouraging GoM to closely monitor the success and impact, as well as the shortfalls, of innovative anti-trafficking policy and strategies as lessons learned for application.

3. UN Moldova should make full use of its comparative advantage to continue to work strategically at the highest levels of Government to utilize the efficiency and effectiveness arguments for anti-trafficking, anti-DV as advocacy tools to leverage broader support for gender equality and women's empowerment, including strengthening measures to target women from particularly vulnerable groups, such as survivors of trafficking women and children, victims of domestic violence, potential victims, migrant women and others. Greater efforts should also be made to target areas where males are disadvantaged such as male migrant workers- potentials of human trafficking.

**For the Government of Moldova:**

1. GoM may take initiative to develop effective extra-budgetary resource mobilization strategies through collective partnerships with the private sector and civil society for phasing out subsidizing the social activities as spelled out in the "protection and empowerment of victims of human trafficking and domestic violence in Moldova project".

2. Institutionalize the support to GoM in its efforts to obtain easier access to international accreditation of standards and quality of basic social services to survivors of trafficking and victims of domestic violence.

3. GOM should expand step-by-step Gender Responsive Budgeting to all Ministries and incorporate monitoring and analysis of Gender Responsive Budgeting (GRB) data into standard operating procedures at the National budget to ensure sufficient resources are allocated toward building GE in Moldova. Data should feed into the GMS monitoring framework, including data on the situation of women from particularly vulnerable or marginalized groups like potential victims, VoDV, and VoT. On the other hand UN should also continue to support GoM to build stronger information, knowledge and empirical evidence base to support more effective strategies for rationalizing and reinforcing the development of social policies and for addressing such persistent problems as trafficking, domestic violence, creating conducive environment for rebuilding livelihoods which at the end will reduce trafficking in persons and incidences of DV.

**Challenges faced by the project**

The political situation in Moldova during the project period was unstable. As Parliamentary elections of 2009 failed to elect a President and consequent political uncertainty and delayed release of increased state funds for victims and potential victims of trafficking, the activities of the project and deadlines were adjusted (Project period extended up to 31 December 2011) accordingly. Hence, activities over the most unstable period were focused on the local public administration and CSOs/NGOs.

**Concluding remarks:**

The partnership and interagency collaboration established under this Project among the implementing agencies, government institutions and civil society organizations acted as value added for the smooth implementation of activities. Most of the activities at the national, regional and local levels were coordinated, organized jointly. That made the activities more effective, significant and cost-effective. It also positively acted to avoid overlapping. Direct participation of the line ministries in project management increased the Government of Moldova's involvement. Consequently, the Government was not only a recipient of support and assistance from international organizations and donors, but was closely involved in addressing human trafficking and domestic violence issues. Cooperation among local authorities at the district and community/village levels, as well as with civil society organizations, different community actors and media, ensured addressing real needs of the project beneficiaries.

#### 4. EVALUATION CONTEXT AND METHODOLOGY

This report is the evaluation of the project entitled “Protection and empowerment of victims of human trafficking and domestic violence “implemented jointly by UNDP/IOM/UNFPA in collaboration with Government of Moldova, civil society organizations/ NGOs from October 1, 2008 until December 31, 2011. The objective of the evaluation is to gain a better understanding of what constitutes a successful project which will in turn help Government of Moldova and UN to devise future project strategies. Evaluations also assist stakeholders to determine whether projects have been implemented in accordance with the project document and whether anticipated project outputs have been achieved.

The 18 day investigative, in-depth M&E exercise conducted at the field levels in Moldova led by an external evaluator performed the surmounting task but nevertheless a unique opportunity as well in learning first-hand about the project at the ground levels. The evaluator used a mix of Rapid Rural Appraisal (RRA) approaches mapping the physical spaces of the project locations by visiting the project areas, conducted spontaneous interviews with local people, to semi-formal interviews with local professionals and government officers, and organized several focus group meetings.

Participatory inquiries are being increasingly recognized as effective methodologies for evaluation approaches and used to support M&E. A vast range of approaches have been developed, each has its own definite scopes, appropriateness and limitations as well. For the purpose of M&E, RRA methods were applied as the preferred research methodology too. One other quite commonly used research approach and worth mentioning here is the Participatory Rural Appraisal (PRA) which aims at empowering people throughout the process. Even though PRA methodology was not applied directly, yet, few elements of it were used in the M&E methodology i.e., making spaces for the beneficiary groups and key stakeholders to have their voices heard.

As such, there was no formal questionnaire developed. The idea being that the entire exercise would be administered by using Rapid Rural Appraisal (RRA) applying Logical Framework Analysis (LFA) tools as evaluation approach in accomplishing the very objectives of the M&E. Specifically, the activities took place from Day 1 to Day 10, the following techniques/methodologies were found to have been applied:

- In-depth investigative on-sight ‘physical’ assessments/verifications of the project’s activities
- Rapid appraisal of overall progress of ‘on-going’ activities
- Informal interviewing techniques applied with selected beneficiaries/stakeholders’ groups
- Carrying out dialogues with project management team
- Carrying out dialogues with project beneficiaries
- Focus group consultative meetings
- Convening feedback/brainstorming sessions
- By reviewing relevant available documents.

The main thrusts of this M&E were the active involvement and participation by various stakeholders groups, beneficiary groups and local elites in the evaluation. From the ethical protections point of view, the M&E document would be used as in-house document and the findings would be shared at the field level directly with the key stakeholders and project beneficiaries ensuring protection of privacy. The report would be made available in the public domain only when proper consultations have taken place with the key stakeholders consenting to such modalities.

One of the major positive aspects with the process of the evaluation approaches and methodologies was that evaluator communicated with the people in the language (Russian) they understood. The value of being able to conduct direct/first-hand communications with the beneficiaries was immense. During his visit in Chisinau and in two districts namely Vulcanesti & Anenii Noi Districts, the evaluator conducted interviews and held focus group and individual discussions group exercises with a range of stakeholders

(see list of persons interviewed in Annex-C). The interviews and meetings were set up by the Government, UNDP, IOM, and UNFPA, NGOs offices after agreement with the Evaluator on which partners and offices the Evaluator should interact with.

Worth mentioning that, it is an independent evaluation fully shielded from any unsolicited interference or influence on its analysis, findings, conclusions and recommendations. This understanding and spirit was respected by all parties throughout the evaluation process.

#### *Evaluation limitations, constraints and caveats*

Limitations of the evaluation derived from the short time frame allocated for a strategic evaluation, in particular in respect to the high number of stakeholders/partners/beneficiaries, to the wide range of target groups, the high number and diversity of interventions within and outside the components. The project period has been extended for another 3 months, and the end will take after few days i.e. on December 31 2011, which allowed insufficient time to see all effect of the utilisation of the total project funds.

Thus, due to the shortage of time given in the country at the time of the evaluation mission, it was impossible to set up meetings with all officials of the other officials of the National partners like Ministry of Labour, Social protection and Family (MLSPF) dealing with women and Children's Affairs, Ministry of Interior (MoI) dealing with law enforcing agencies to combat trafficking in persons and reducing domestic violence, other local public authorities of other districts/villages, representatives of mass and electronic media, other community level stakeholders, social workers, doctors, police officers etc. It would have been interesting to explore what are the opinions of the government policy makers and to ascertain the impact of the project to date and the anticipated impact of such projects in the future, find out gaps so as to fill by new projects/studies in future.

## 5. PROJECT BACKGROUND, GOAL AND OBJECTIVES, PARTNERS

The Project “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence” was implemented jointly by the Government of Moldova, The United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA), the International Organization for Migration (IOM), and the Organization for Security and Cooperation in Europe (OSCE) Mission to Moldova. The Project was the result of an intensive collaboration among these participating agencies, key public institutions and other relevant partners in the anti-trafficking and gender domains in Moldova. It was designed so to address actual and pressing human security needs in Moldova from two inter-connected perspectives: enhancing **Protection** to victims and potential victims of human trafficking and domestic violence through a strengthened system (a top-down approach in partnership with appropriate governmental institutions) and encouraging **Empowerment** of local communities, civil society organizations and individuals to prevent and address the problems at their roots (a bottom-up approach in partnership with local officials, civil society, and the media).

Together, the Protection and Empowerment components of the Project were designed to help vulnerable citizens of Moldova to achieve and sustain a life free from the threat or experience of domestic violence and human trafficking. Although domestic violence and human trafficking affect both men and women and all sectors of society, regardless of sex, age, ethnic or religious affiliation, they disproportionately affect women and children in Moldova, 80% of VoT have experienced DV prior to being trafficked mostly for sexual exploitation. Both phenomena are recognized as criminal offences in domestic and international law.

The project also has focused its work on best practices on the prevention, prosecution and protection aspects of trafficking and violence against women. Increasing focus was being devoted to effective investigation and prosecution, the safe and voluntary return of and compensation to victims of trafficking, and the role of men and boys in preventing and combating gender-based violence.

This project has also done a tremendous job on enlarging vocal and vibrant civil society, sensitized policy makers and government officials at the district divisional and national levels.

### Goal, Objectives and strategy

The main **Goal** of this Project was as follows: “At-risk persons, including those exposed to human trafficking and domestic violence, enjoy increased equitable and guaranteed access to basic services of good quality provided by the State and empowered communities and civil society organizations. Thus, the overall goal of this project is to improve the ability of the Government of Moldova, in partnership with civil society, local communities, and other service providers, to provide its vulnerable citizens with a life free from the threat or experience of domestic violence and human trafficking, as well as to improve the access of these vulnerable citizens to quality, comprehensive, necessary services (medical, psychological, social, legal, employment, and housing) to achieve and sustain such a life.”

### Project objectives and outputs

**Protection component objective** was to strengthen the capacity of Government institutions in partnership with civil society to provide quality identification, protection, and assistance services to victims of human trafficking and domestic violence on a sustainable basis. Protection component outputs were:

- Identification and referral systems in Moldova are improved and extended geographically and thematically in at least 5 districts.
- Capacities of referral system institutions at national level and in target districts are strengthened to provide assistance to victims of human trafficking and at-risk persons.

- 800 adult victims and 150 mother and child victims are provided with immediate assistance in crisis situations (safe accommodation, medical care, and psychological counselling) and long-term reintegration through the National Referral System.
- Capacity of institutions, professional groups, and civil society on prevention, identification, and integrated support to domestic violence victims are developed at national and district levels
- Women and families in crisis situations due to domestic violence are provided with assistance.

**Empowerment component objective** was to empower communities, civil society organizations, and individuals to be better able to address the human security issues of human trafficking and domestic violence and to provide basic services for at-risk persons.

Empowerment component outputs were:

- 30 target communities (5 small towns and 25 villages) are mobilised for addressing human security issues including human trafficking and domestic violence within community-led development processes;
- Capacity of active community institutions, groups, and individuals is enhanced to address human security issues including human trafficking and domestic violence;
- Community initiatives derived from Community Action Plans that address human security issues including human trafficking and domestic violence are supported.

#### **How the project aims to attain the human security objective**

Domestic violence and human trafficking represent serious threats to human security. This Project was specifically designed to meet the human security needs of critically vulnerable persons in Moldova that are not being addressed by other sources. The Project was built upon other activities and initiatives while avoiding duplication.

The Protection and Empowerment components of this Project are interlinked and build upon each other, but conceptually they approach the problems of domestic violence and human trafficking in Moldova from different angles.

The **Protection** component was devoted to geographically and thematically expanding and elaborating upon the new National Referral System (NRS) for victims and potential victims of human trafficking – an integrated system that provides comprehensive assistance to victims and vulnerable persons through referrals to local authorities and civil society service providers. The NRS was developed and started to be implemented in 2006 by the Ministry of Social Protection, Family and Child in partnership with IOM. This Project provided support, capacity building, and training in order to expand the NRS throughout the country and to victims of domestic violence. Furthermore, identification, short-term assistance (shelter and repatriation), and long-term assistance (rehabilitation) structures are being strengthened and made more sustainable, with the aim to successfully reintegrate victims of human trafficking and domestic violence into society, increasing their personal security.

The **Empowerment** component sought to build the capacity of local communities and individuals, working in partnership with civil society, to prevent and combat domestic violence and human trafficking. Holistic community-based interventions were supported, including participation in local development processes and mobilization of local service providers. There is also a small-grants programme for projects implemented by civil society and officials on the local level. In this component, special attention is given to empowering the critically unstable geographic areas neighbouring the breakaway region of Transnistria in eastern Moldova and the autonomous territorial unit of Gagauzia in southern Moldova. There was a special need to increase prevention efforts by raising public awareness about the phenomena of human trafficking and domestic violence in these unstable areas. Coming from the perspective of human security, this Project positioned to penetrate, develop, and empower civil society and local community structures in those sensitive areas.

The Project Proposal was the result of an intensive collaboration between the participating agencies of UNDP, UNFPA, IOM Mission and OSCE Mission to Moldova, starting in early 2007. The former Ministry of Social Protection, Family and Child and the former Ministry of Local Public Administration participated at

the development of the Project Proposal. Other key partners in the anti-trafficking and gender communities in Moldova were consulted on specific aspects of the Project.

The Project activities were interconnected, however the implementing agencies had specific roles they played: UNFPA and IOM Mission were responsible for the Protection component of the Project, while UNDP and OSCE Mission to Moldova for the Empowerment component.

It is important to note that the project was implemented in close cooperation with local and district authorities, community based organizations and other community leaders. They played a crucial role in the processes of local people mobilization, insurance of transparency, management and monitoring of community initiatives implementation. Involvement of the civil society was very important for a successful implementation of the project. The small grants programme for local and national NGOs and mass media helped building this cooperation. Also one of the Project Board members was a representative of civil society (the Secretary of the National NGOs Council).

### **Project partners**

Main implementing partners:

- United Nations Development Programme (UNDP)
- United Nations Population Fund (UNFPA)
- International Organization for Migration (IOM), Mission to Moldova
- Organization for Security and Cooperation in Europe (OSCE), Mission to Moldova

National partners:

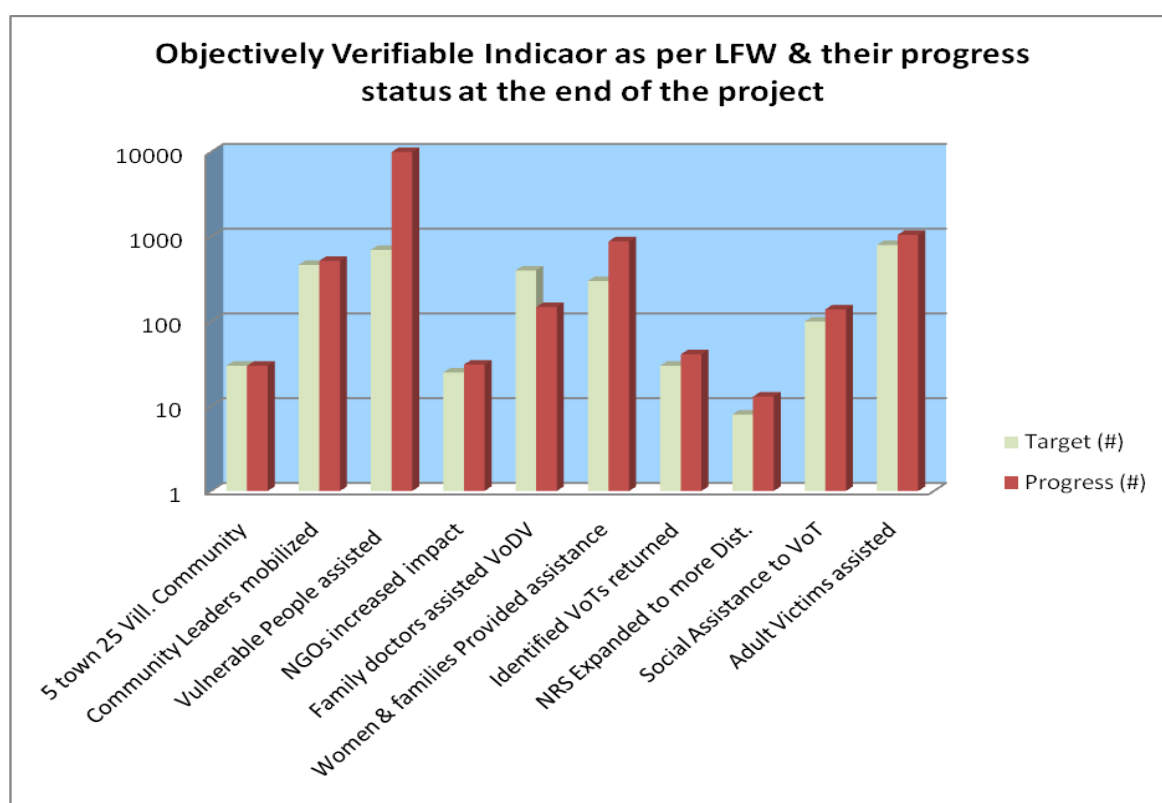
- Ministry of Labour, Social Protection and Family (MLSPF)
- Ministry of Interior (MoI)
- Ministry of Health (MoH)
- Ministry of Constructions and Regional Development (Department of regional policy and cooperation)
- State Chancellery (the Division for Decentralization and Local Autonomy, the Division for Social Development)
- Local Public Authorities at district and community levels in 5 target districts : Anenii Noi, Soldanesti, Rezina, Vulcanesti and Grigoriopol
- NGOs and Community Based Organizations
- Mass media
- Other stakeholders at community level, such as school representatives, family doctors, social workers, police officers etc.

## 6. Actual implementation aspects of activities

The point of this analysis is less who achieved what, but rather which processes helped and which constraints were encountered and what could this mean for the future. Based on the expected outcome as spelled out in the project proposal, their OVIs and progress made some recommendations were made at the right hand column of a matrix (Please see Annex G for details).

The progress of the project indicators as shown in the below table

Indicators	Target (#)	Achieved (#)
5 towns 25 villages	30	31
Community Leaders mobilized	465	520
Vulnerable People assisted	700	10000
NGOs increased impact	25	31
Family doctors assisted VoDV	400	367
Women & families provided assistance	300	881
Identified VoTs returned	30	41
NRS Expanded to more Dist.	8	13
Social Assistance to VoT	100	139
Adult Victims assisted	800	1054



All of the planned activities, except very few indicators, have achieved 100% and above progress, which means that planned benefits, went as per planned activities.

It is worth mentioning that, initially at the beginning of the project, communities proved to have limited or no awareness, experience and local capacity to properly address issues related to domestic violence and



human trafficking. Community mobilization and capacity building activities are extremely important in order to enable communities to identify their needs and to develop and implement effective initiatives to combat and prevent these human security issues. Training and raising the awareness of local authorities and opinion leaders resulted in changing the attitude of local people and in making them more proactive in addressing these phenomena.

Activities to build the capacities of institutions, professionals and civil society to prevent domestic violence, identify and support the victims and perpetrators were on-going during the project visits. Along with the trainings/workshops organized, UNFPA supported the community multidisciplinary teams through the supervisory missions, which focused specifically of solving of concrete cases, thus increasing the local capacities and responsiveness.

UNFPA has provided continuous support to the Government for the development of the legal and regulatory framework, as well as training materials for professionals (social assistants, police officers). Assistance services to domestic violence victims and perpetrators were provided as part of cooperation agreements with LPAs in the target communities, as well as with relevant NGOs.

Very few cases of DV were reported to the police as victims still feels low confidence towards state authorities and they are reluctant to identify themselves as victims of domestic violence, in certain communities the self-help groups were replaced with information sessions for women victims and potential victims of domestic violence on issues related to women's reproductive health issues, gender equality in family and society, violence against women and domestic violence. These activities were carried out by social assistants and medical staff and resulted in an increase of self-identification and identification of domestic violence cases and victims' readiness to accept assistance.

IOM is actively engaged with the MLSPF & MFAEI in regionalization of Repatriation regulation (esp. Russia, Italy, and Ukraine). In October and December 2010, through other project funds, IOM organized two round tables in Odessa, Ukraine, between Moldovan and Ukrainian Authorities on development of identification and repatriation procedures. As the Project targets for the entire implementation period fully reached. No other funds are available for this activity till the end of the project.



Psychologist Ms. Nadieshda Mogan along with the City Mayor of Vulkaneshti city Mr. Terzi Feodor showing the newspaper where it has been reported about "war on DV" using hot line 08008-8008. It helped hundreds of women about reporting on domestic violence to the city authority for action against perpetrators/violators. This was possible to launch a project by her with a small grant from UNDP.



The Rescued survivors of domestic violence, VoT women and children exposed to human trafficking and domestic violence and late rescued, now in a safe, shelter home as a result of project activities & support services.

## 7. EVALUATION CRITERIA AND FINDINGS

The evaluation was based on a set of evaluation questions or EQs, designed to cover the criteria of relevance, effectiveness, efficiency, impact, and sustainability; plus the issue of Govt of Moldova, UNDP, UNFPA, IOM, OECD value added. The Evaluation Questions and related sub-questions are presented in Annex 1.

### • Relevance

The project was conceived as a pragmatic response to complement Government's efforts to implement protection and empowerment issues of VoDV and VoT in Moldova in general, and implementation of set objectives as spelled out in the project document in particular. Improved understanding of those issues, especially identification of implementation gaps, was needed to improve performance in that area. Many relevant Ministries lack the analytical and technical capacity to assess the impact on women in their area of responsibility. In a situation where measurable monitoring indicators are scarce, flexible instruments such as analytical studies represented a potentially valuable means to mainstream THB, DV issues across the policy spectrum.

The project was also relevant in including, in its design, activities to raise women's voice to make governmental authorities more responsive and accountable to reduce and combat TIP and DV in Moldova. Working with the organized women's movement and stressing media events were sound strategic decisions.

### • Effectiveness

Except for the publication of the final progress report and other studies, which as of this writing (End of Nov 2011) is still in process, all the planned activities were implemented on time and according to schedule. However, for smooth continuation of project activities and keeping budgetary allocation for them in the budget of 2012 financial year is not enough. These weaknesses may affect both relevance and effectiveness.

Beneficiaries of the project and the implementers of project activities were interviewed during the evaluation field mission reported that the quality support provided to the beneficiaries from the project

were effective for their life and in increasing their knowledge of protection and empowerment of concerned issues. Also according to interviewees, the presence of stakeholders with varying profiles led to an excellent atmosphere for discussions and exchange of views.

- **Efficiency**

The coordination and collaboration between UN and NGOs/civil society were of high quality of efficiency, with the high utilisation of funds indicates solely that the funds were largely effectively used. The Evaluator attempted to do some basic financial analyses, but as it is not expressly stipulated in the ToR, this activity was not carried out.

Efficient use of resources other than funds (human resources, equipment, physical assets, time) has been made. An evidenced assessment of the utilisation of resources other than funds would require adequate time and data for a detailed assessment. During the multiple interviews the Evaluator conducted and documents reviewed it appears beneficial to make a few distinctions:

- Within UNDP/IOM/UNFPA all programme staff indicated to spend around 60–80% of their working time for technical work, the remaining time for administrative and financial tasks. This would appear to be a reasonable rate and an efficient use of technical personnel. However in further elaborations “management” of the projects was still listed as the main, and time consuming part of work. At the same time it is striking that (almost) none of the interviewed staff would list readings, updating technical knowledge and elaborating of medium or long term strategies as part of their work, while it has to be acknowledged that many would categorise them (updating technical knowledge, readings, elaborating strategies) as broader "technical work".
- No striking observation on the use of physical assets and equipment was made during the short visits to the various partners offices/ supported offices. A thorough assessment and review of procurements list could not be made within the timeframe of the evaluation.
- A number of key informants raised concerns about the extraordinarily long time periods the office required for processes in procurement and recruitment of staff.

- **Impact**

The project «Protection and empowerment of victims of human trafficking and domestic violence addressing the MDG goals 3 (directly) and goals 4, 5 and 6 (even 2) indirectly.

It has been reported by stakeholders that the jointly implemented & administered project was different from other projects as it involved both women and men in promoting protection and empowerment of victims of Human Trafficking and gender equality, and in addressing in reducing and combating Domestic Violence in particular and violence against women (VAW) in general. The intervention engaged men and boys and formed men’s networks to prevent VAW, which has been identified as a remarkable shift from Women in Development (WID) to Gender and Development (GAD).

This project has good impact on the civil society and as well as on general public as lots of TV talk shows, documentary films shown which has positively acted on the mind-set of the general public who came to know about trafficking in women and children, DV and their negative effect on the society.

The project has produced series of useful training manuals, compilations of recommendations related to required amendments to laws and specific guidelines in prevention of HT and DV and assistance of victims and Behavioural Change and Communication (BCC) materials related protection and empowerment of victims of HT and DV, which will continue to play a good role for the trainers/facilitators to train people on the issues of HT and DV in future.

One of the activities of the project was to train and raise the awareness level of local authorities and opinion leaders. Those activities resulted in changing the attitude of local people and making them more proactive in addressing HS issues including HT and DV.

A research on media coverage of HT during the project period found that 419 articles were published in 7 most important national dailies and 65 in regional newspapers which reflected the activities of government and other actors working on HT issues.

- **The expected added value and sustainability has been substantially achieved**

While sustainability has to be reviewed from its various aspects, i.e. Objectivity verifiable indicators (OVI) and their achievements at the end of the project period as per logical framework matrix of the project document, financial, technical, programmatic as well as institutional sustainability. The evaluator preferred to analyse the outcomes and activities by objectives as spelled out in the project document and their progress at the end of the project.

As result of community mobilization activities and a highly participative effort, involving local authorities, CBOs and other actors, 31 communities have identified priority problems related to local development and human security issues and elaborated local public authorities capacity development plans, local development strategies for the next 5 years and community led development initiatives. Thus 31 local public authorities and 90 CBOs and civil society groups enhanced their capacity to identify the priorities and community development trends, to elaborate local development strategies and plans. Now they cooperate and actively participate in planning, implementation monitoring and evaluation process. Previously those communities had limited experiences and knowledge to properly address the issues related to DV and HT.

In overall sufficient exit strategies were developed jointly with the Government of Moldova, which determined the time frame for the project and the future of their interventions beyond the projects' life time.

- **Institutional sustainability**

All implementing partners (Government of Moldova, UNDP, IOM, UNFPA, OSCE) having been engaged directly in service delivery and implementation to get the HT, DV agendas moved forward. Much of the interventions were directed to transfer of knowledge and assistance in service delivery and interventions, management and systems building, which naturally has a sustained effect.

As stated above, support was directed to policy design and the development of guidelines and training manuals. Provided that such tools and documents are indeed used, such investments lead obviously to sustainability.

Government of Moldova has limited capacity of the public administration and its ability to render good public service. The situation in the central public administration could be characterized by: non-compliance with the current legal framework provisions of European Union standards; inefficient law enforcement mechanisms; significant staff turnover caused by low salaries; a fragmented approach to continuous training for civil servants; low quality and inefficiency of public services; and an insufficient dialogue with the civil society. These weaknesses may have negative affect on the post-project activities those were carried out during the project period.

Moldova is doing everything it can to comply with and meet its commitments to international norms and standards as well as agreements and conventions.

On the other hand, the Moldovan Government and civil society consider the UN an important partner in their development agenda. The credibility and wide acceptance of the UN agencies in the country is attributed to its impartiality and independence and the comparative advantages of its agencies.

- **Programmatic and technical sustainability**

The project invested substantially in various trainings, orientations, awareness creation and similar knowledge transmitting interventions. It can be assumed that knowledge developed in the MLSPF and other ministries will sustain while acknowledging the effects of the some turnover of staff. A high number of positions from local to national levels are vacant and replacement by new staff will require training to be effectively functional.

Trafficking and domestic violence received high attention in the National Policy. The interventions of the protection and empowerment components are aligned with the Government of Moldova. As the project partners mandate fully coincide with the project goal, objectives and output, those have added extra value in implementation of the project activities to its full strength.

Awareness level about HT, DV other related issues has been increasing but further effective communication will be required to take it to a sustained level which also leads to change of behaviour.

The knowledge gain through this project will be retained by the different target groups to varying degree dependent on effectiveness, quality of the intervention. For example, the interventions engaging participants among the youth of the life skill and livelihood education are not sustainable without donor or Government support. These may sustain if the life skill and livelihood education are incorporated within regular government training curricula of any Ministry. However, teachers and trainers are well trained on the topics and skilled in communicating with youths comfortably.

## **8. CONCLUSIONS**

- The project strategy was in line with actual and evolving theme: protection and empowerment of human trafficking and domestic violence related needs. The project was conceived as a pragmatic response to complement government efforts to implement activities to reduce human trafficking and domestic violence. The project strategy was consistent with the Moldovan Government development context, and in developing a realistic, implementable road map for combating human trafficking and reducing domestic violence.
- The overall intervention is logical, coherent, resulting in good impact. While, the project had an impact at the level of the individuals who benefited from raising awareness dissemination activities, the project had also good impact at policy making process to date. This project has good impact on the civil society and as well as on general public as lots of TV talk shows, documentary films shown which has positively acted on the mind-set of the general public and came to know all about trafficking in women and children, DV and their negative effect on the society. The project has produced series of useful training manuals, which will continue to play a good role for the trainers/facilitators to train people on the issues of HT and DV in future.
- The expected added value and sustainability has been fully achieved. In overall sufficient exit strategies were developed jointly with the Government of Moldova, for the project and the future of their interventions beyond the projects' life time.
- Programmatic and technical sustainability has been ensured via various trainings, orientations, awareness creation and similar knowledge transmitting interventions. It can be assumed that knowledge developed in the MLSPF and other ministries will sustain while acknowledging the effects of the some turnover of staff. Trafficking and domestic violence received high attention in the National Policy. The interventions of the protection and empowerment components are aligned with the Government of Moldova.
- The partnership and inter-agency collaboration established under this Project between the implementing agencies, Government institutions and civil society organizations provided for the smooth implementation of activities. All activities at national, regional and local levels were coordinated and, if and when possible, organized jointly. It made activities more effective, significant and cost efficient, thus avoiding overlapping and ensuring complementarity.
- Direct participation of the line Ministries in project management (as Board members as well) increased the involvement of the Government, so that it was not a passive recipient of support and assistance from international organizations and donors, but is proactively engaged in addressing human trafficking and domestic violence.

- Cooperation with local authorities at district and community levels, as well as with civil society, different community actors and media, ensures that the support provided to communities within this Project responds to their real needs.
- As a trusted partner, UN in Moldova had and has in close partnership with the Government and with civil society, achieved significant results through this project. The process has strengthened governance, justice and rule of law; has increased access of the poor and marginalized segments of the population to quality basic social services; has bolstered decentralization to bring basic social services closer to the people. In the process it has contributed effectively to the national development priorities while at the same time has ensured compliance with international norms and standards especially in mainstreaming human rights and gender.

## **9. RECOMMENDATIONS**

These recommendations stem from the conclusions of the evaluation:

### **For the UN**

1. There is still a need to maintain support to at risk persons, including those exposed to human trafficking and domestic violence, enjoyment of increased equitable and guaranteed access to basic services of good quality provided by state, and empowered communities and civil society organizations.
2. UN should continue to promote the efficiency, effectiveness and sustainability of the project achievements through encouraging GoM to closely monitor the success and impact, as well as the shortfalls, of innovative anti-trafficking policy and strategies as lessons learned for application.
3. UN Moldova should make full use of its comparative advantage to continue to work strategically at the highest levels of Government to utilize the efficiency and effectiveness arguments for anti-trafficking, anti-DV as advocacy tools to leverage broader support for gender equality and women's empowerment. It may include measures to target women from particularly vulnerable groups, such as survivors of trafficking women and children, victims of domestic violence, potential victims, migrant women and others. Greater efforts should also be made to target areas where males are disadvantaged such as male migrant workers- potentials of human trafficking.

### **For the GoM**

4. GoM may take initiative to develop effective extra-budgetary resource mobilization strategies through collective partnerships with the private sector and civil society for phasing out subsidizing financing the social activities as spelled out in the Protection and empowerment of victims of human trafficking and domestic violence in Moldova project.
5. Institutionalize the support to GoM in its efforts to obtain easier access to international accreditation of standards and quality of basic social services to survivors of trafficking and victims of domestic violence.
6. GOM should expand step-by-step Gender Responsive Budgeting to all Ministries and incorporate monitoring and analysis of GRB data into standard operating procedures at the National budget to ensure sufficient resources are allocated toward building GE in Moldova. Data should feed into the GMS monitoring framework, including data on the situation of women from particularly vulnerable or marginalized groups like potential victims, VoDV, and VoT. On the other hand UN should also continue to support GoM to build stronger information, knowledge and empirical evidence base to support more effective strategies for rationalizing and reinforcing the development of social policies and for

addressing such persistent problems as trafficking, domestic violence, creating conducive environment for rebuilding livelihoods which at the end will reduce trafficking in persons and incidences of DV.

## 10. OVERALL ASSESSMENT AND CLOSING THOUGHTS

The project was clearly relevant and appropriate for the development context of Moldova. In the process of evaluation it was found that prevention of trafficking and provision of assistance and protection measures are available for potential victims of trafficking, including:

- implementation of the National Referral System for Protection and Assistance of Victims and Potential Victims of Trafficking in Human Beings Strategy (NRS), including NRS geographic and thematic expansion to cover the entire Moldovan territory as well as to address the protection and assistance of victims of domestic violence;
- domestic violence was criminalized;
- better legislative and normative framework is currently in place;
- increased awareness among Moldovans on issues related to trafficking, domestic violence;
- decreased number of identified victims of human trafficking was noted, mostly due to change of trends in trafficking in human beings (which determine that fact that most of persons do not identify themselves as victims);
- A social partnership network was established in the Republic of Moldova; the hot-line for victims of trafficking and potential migrants is operational to provide emergency support for victims of trafficking and their families and on-call information for potential VoT; the Trust Line on Domestic Violence launched is operational ;
- Capacity of local communities and individuals, working in partnership with civil society, built to prevent and combat domestic violence and human trafficking.



Discussing about the project With Vadim Pistrinciuc, Deputy Minister, MLSPF

## Annex A. Logical Framework, Objectively Verifiable Indicators and their progress status at the end of the project

Outputs	Objectively Verifiable Indicators (OVIS)	Progress status
1.1.1. Identification and referral systems in Moldova are improved and extended geographically and thematically in at least 5 districts.	30 identified VoTs and/or stranded migrants will be returned through the established Repatriation Fund.	<p>From the beginning of the project, <b>85</b> beneficiaries were repatriated from the United Arab Emirates, Russian Federation, Kosovo, Ukraine, Portugal and other countries, including 53 VoTs, 1 child of VoT, 10 unaccompanied minors and 21 stranded migrants (including 3 minors).</p> <p><b>49</b> beneficiaries were repatriated from the United Arab Emirates, Ukraine, Portugal, Egypt and other countries including 29 VoTs, 1 child of VoT, 6 unaccompanied minors and 13 stranded migrants (including 3 minors).</p> <p>During 2011 (first 9 month) under this project fund 24 (15 female/ 9 male) were repatriated from Russia, United Arab Emirates and Ukraine including 17 VoTs (11female/ 6 male) and 7 stranded migrants (3 female/ 4 male).</p>
	NRS expanded to 8 more districts in accordance with developed and approved normative framework	<p>NRS was expanded geographically and thematically in <b>5</b> additional districts: Basarabeasca, Briceni, Drochia, Glodeni and Orhei, during the reporting period. 124 professionals have been trained in the reporting period.</p> <p>In 2011 NRS was expanded in additional <b>7</b> districts: Criuleni, Cidair-Lunga, Dubăsari, Donduşeni, Taraclia, Ialoveni and Straseni. 183 professionals have been trained. <b>NRS covers now the whole territory of the Republic of Moldova on district level.</b></p> <p>In addition, through other project funds, 4 trainings /informative seminars held in TN focused on best practices of the NRS in psycho-social response to trafficking and domestic violence were held during the reporting period. During the seminars, professionals from Transnistrian region were informed about the services existing in Moldova and the methods used by the professionals working within the NRS. About 120 professionals from the region were trained.</p> <p>The operationalization of the NRS has been supported, including the centralized data collection function of the NCU and the activity of the MDTs in the newly involved NRS</p>



		districts.
1.1.2. Capacities of referral system institutions at national level and in target districts are strengthened to provide assistance to victims of human trafficking and at-risk persons.	Services quality standards developed and approved.	<p>As part of development of the normative framework progress was made on the development of the following documents:</p> <ul style="list-style-type: none"> <li>- the Draft Regulation on the identification of (potential) VoTs;</li> <li>- the first draft of the Regulation of multidisciplinary teams within NRS;</li> <li>- the concept of the NRS Strategy implementation monitoring;</li> <li>- the National Action Plan for Prevention and Combating Trafficking in Human Beings for the years 2010-2011;</li> <li>- and the Automatized Information System "Social Assistance".</li> </ul> <ul style="list-style-type: none"> <li>- Round Table and study on MDT approach</li> <li>- draft of Regulation on the functioning of multidisciplinary teams within NRS consulted with partners in view of deciding on a format that would avoid overlapping with other efforts, while contributing to a joint multidisciplinary approach in dealing with all situations of vulnerabilities</li> <li>- Regulation on the identification of (potential) VoTs approved</li> <li>- draft Regulation on Protection and Assistance for (potential) VoTs is under development</li> <li>- The 2nd monitoring round was accomplished and the 2nd Comparative Report on NRS implementation was produced by the MLSPF as a deputy chair of NC during the reporting period</li> </ul>
	200 social assistants are able to provide assistance to victims of trafficking	<p>Three additional trainings were provided for about <b>100</b> newly recruited and in service social assistants in cooperation with MDM Balti.</p> <p><b>39</b> social assistants were trained on legal aspects at the request of the local authorities in Hincesti.</p>
	8 policy makers, 50 national and local civil servants, 16 service providers staff are able to identify and refer for assistance.	<p><b>124</b> professionals have been trained including <b>5</b> policy makers, <b>100</b> national and local civil servants and 19 staff service providing organizations.</p> <p>In 2011, <b>183</b> professionals have been trained. Out of 183 professionals, there were <b>7</b> policy makers, <b>165</b> national and local civil servants and <b>11</b> staff service providing organizations.</p> <p>Support to MLSPF Focal Points in their NRS coordination and monitoring role is</p>

		<p>ensured through daily consultations between CAPC's social assistants and district Focal Points and weekly visits to provide practical on-the-job training. Training for the CAPC in accounting has been organized.</p> <p>NCU MLSPF representative participated in a study visit to France on compensation/victim assistance fund</p> <p>Capacity development of MLSPF staff</p>
1.1.3. 800 adult victims and 150 mother and child victims are provided with immediate assistance in crisis situations (safe accommodation, medical care, and psychological counselling) and long-term reintegration through the National Referral System	800 adult victims and 150 mother & child are provided with immediate assistance in crisis situation through institutionalized Rehabilitation Centre	<p>Out of <b>1054</b> beneficiaries assisted by Chisinau Assistance and Protection Centre, 209 received crisis intervention assistance through this project funds. Out of the total number of 816 assisted beneficiaries, 247 victims of trafficking (VoTs), 202 children of VoTs, 30 stranded migrants, 227 at risk cases, and 78 victims of domestic violence, 25 repatriated children, 7 unaccompanied minors (UAMs).</p> <p>In 2011 (first 9 month) <b>238</b> beneficiaries were assisted by the CAPC, including 51 VoT, 9 children of VoT, 1 repatriated child, 85 VoDV, 6 UAM, 33 stranded migrants, 53 at risk cases.</p> <p>With the donor support, <b>119</b> beneficiaries received criminal, civil and administrative legal assistance.</p> <p>In 2011(first 9 month) 64 beneficiaries received criminal, civil and administrative legal assistance through this project funds.</p> <p><b>911</b> beneficiaries received different types of reintegration assistance through the NRS and through multiple civil society partners in the referral network. Out of 911 in 2011 (first 9 months) 88 beneficiaries received reintegration assistance.</p> <p><b>376</b> beneficiaries received vocational training and individual assistance package at Centre for Orientation, Professionalization and Social Reintegration (COPSR), within the Vocational Training School "Insula Sperantelor".</p> <p>In 2011 (first 9 month) <b>95</b> beneficiaries received vocational training and direct assistance trough this project within "Insula Sperantelor".</p>
	Rehabilitation Centre is institutionalized within the Government structure and fully operational	<p>The former IOM Rehabilitation Centre (Shelter) became a public institution – Chisinau Assistance and Protection Centre" (CAPC) – on 11 July 2008, according to the Governmental decision #847. As a result, a part of the running costs of the CAPC has already been funded from the state budget: 17% of the total CAPC costs for 2010. The State contribution slightly decreased in comparison to 2009 (18%) due to the 20% budget cuts for 2010.</p>

		<p>State funding of the Centre for Assistance and Protection for VoTs in Moldova (CAP) run by the Government with IOM's support increased again to 28% in 2011 according to the state budget finally adopted in March 2011.</p> <p>IOM and the MSPFC signed a 4-year bilateral Management and administration Agreement in order to institutionalize the Shelter as a key NRS element in crisis act.</p>
1.1.4 Capacity of institutions, professional groups, and civil society on prevention, identification, and integrated support to domestic violence victims are developed at national and district levels	1016 community actors (96 police, 96 social assistants, 96 civil servants, 96 family doctors, 96 school managers, and 96 NGO staff, 25 ToT) and 15 policy-makers are trained to support victims.	<p>The profession-specific guidelines on implementation of domestic violence legislation for social assistants, medical staff and police officers were developed and are pending approval by the MLSPF, MH and MoI.</p> <p>The Law on amending the current legislation in order to heighten the efficacy of the legal framework for combating domestic violence and other forms of violence against women was approved by the Parliament on 9 July 2010.</p> <p>The Model Regulations for the Rehabilitation Centre for Victims of Domestic Violence were approved through the Government Decision nr. 129 on 22 February 2010.</p> <p>The Quality Standards in Delivering Assistance for Victims of Domestic Violence were developed and submitted to the Government for review. They are expected to be approved by the end of 2010.</p> <p><b>1,114</b> community professionals (541 social assistants, 106 police officers, 148 family doctors, 111 psychologists/ pedagogues, 28 priests, 180 lawyers, prosecutor and judges) from different regions of Moldova (including the five project target districts) were trained on preventing and combating domestic violence and human trafficking.</p> <p><b>21</b> medical doctors, two judges, four prosecutors, <b>10</b> lawyers, <b>4</b> representatives of the MoI, <b>1</b> representative of the MLSPF and <b>7</b> NGOs members were trained as trainers to conduct capacity building activities for multi-disciplinary specialists on identification, assistance of cases of domestic violence and proper implementation of domestic violence legislation. Additionally, a group of <b>40</b> youth were trained on how to communicate best with peers on domestic violence issues and approach this problem within information sessions in schools.</p>
	400 Family doctors are able to identify and assist victims of domestic violence.	<b>321</b> family doctors and nurses, 25 narcologists and <b>21</b> doctors generalists, members of the MDT, were trained. They acquired knowledge and skills in identification of cases of domestic violence through better communication and improved their understanding of the assistance process.
	80% of trained stakeholders are fully equipped with skills in	According to the results of evaluation (through questionnaires) all trainees possess relevant knowledge and instruments to ensure identification, assistance and referral

	addressing DV issues	of victims of domestic violence. As a result of specialists' increased capacity, <b>1,622</b> victims, <b>772</b> potential victims, <b>336</b> perpetrators and <b>12</b> victims/ perpetrators of domestic violence were assisted.
1.1.5 Women and families in crisis situations due to domestic violence are provided with assistance.	300 women and their families are provided with assistance.	<p>During the reporting period, UNFPA supported provision of legal counselling and assistance by legal assistants, primary counselling and self-help groups by social assistants, individual and group counselling by psychologists to <b>1,622</b> victims, <b>772</b> potential victims, <b>336</b> perpetrators and <b>12</b> victims/ perpetrators. Additionally, education and information activities were organized for both domestic violence victims and perpetrators. Below is a breakdown of beneficiaries and type of assistance offered:</p> <ul style="list-style-type: none"> <li>• Legal services: <b>881</b> victims of domestic violence were provided with legal counselling. Of the above, <b>138</b> victims were assisted in the court (75 – in administrative cases, 50 – in civil cases and 13 – in penal cases) and in 22 cases of domestic violence the Court issued Protection Orders.</li> <li>• Primary counselling and self-help groups: <b>728</b> victims, <b>772</b> potential victims and <b>300</b> perpetrators were identified and provided with primary individual counselling. A total of 15 beneficiaries participated in self-help groups.</li> <li>• Individual and group psychological counselling to <b>61</b> persons, of which 36 perpetrators, 13 victims and 12 victims/ perpetrators: <ul style="list-style-type: none"> <li>– 13 persons participated in psychological group therapy;</li> <li>– 30 persons participated in the rehabilitation programme;</li> <li>– 16 persons benefited from individual psychological counselling;</li> </ul> </li> <li>• Education and information activities: 6 persons took part in education/ information activities for couples, organized by NGOs; <b>4,000</b> families (including 300 perpetrators and 700 potential perpetrators) benefited from the educational activities carried out by the community-level MDTs.</li> <li>• Contribution to the functioning of shelter: With UNFPA support, Drochia shelter for domestic violence victims assisted 263 beneficiaries (women with children), through provision of psychological, legal,</li> </ul>

		medical assistance, housing, job counselling, job placement, etc.
	Increase by 10% the number of population able to identify Domestic Violence	<p>In order to complement the above interventions and enable general population to recognize cases of domestic violence and take relevant actions, a nation-wide awareness raising campaign on domestic violence has been implemented for two consecutive years with the support of this project.</p> <p>The 1st phase of the campaign, launched in October 2009, resulted in a higher level of identification (including self-identification) of victims of domestic violence by calling the Trust Line for victims of domestic violence run by the NGO “La Strada”. The 2nd stage, launched on 25 November 2011, aimed at changing existing stereotypes with regard to all forms of domestic violence and bringing to the attention of the public the importance of involving men in the fight against the phenomenon.</p> <p>At the same time a research on violence against women in the family was carried out in 2010 with the support from UNIFEM, UNDP and UNFPA, the latter covering the qualitative part mainly. The research will result in a comprehensive analysis of domestic violence in the Republic of Moldova, including causes, types, incidence, frequency, severity, extent, impact and major pushing factors of domestic violence.</p>

Outputs	OVis	Progress
1.2.1 30 target communities (5 small towns and 25 villages) are mobilized for addressing human security issues including human trafficking and domestic violence within community-led development processes.	30 Action Plans are developed and implemented in 5 small towns and 25 villages	As a result of community mobilization activities and a highly participative effort, involving local authorities, CBOs and other actors, <b>31</b> target communities have elaborated Local Public Authorities Capacity Development Plans and Local Development Strategies for the next 5 years, and community-led development initiatives.
	90 CBOs and groups participate in planning, implementation, monitoring and evaluation of AP	<b>31</b> local public authorities and <b>90</b> CBOs and groups enhanced their capacities to identify the priorities and community development trends, to elaborate local development strategies and plans, etc. Now they cooperate and actively participate in planning, implementation, monitoring and evaluation processes.
1.2.2 Capacity of active community institutions, groups, and individuals is enhanced to address human security issues including human trafficking and domestic violence	400 community leaders have increased capacity to mobilize the community, prevent trafficking and violence	As a result of local training workshops, <b>465</b> leaders in 31 target communities were trained in initial orientation workshops on human security issues of human trafficking and domestic violence, and <b>520</b> were trained on strategic planning, identification, and elaboration of projects, participatory evaluation, implementation and monitoring of local development activities).

Outputs	OVI	Progress
	Increased Nr of articles/reportages in local media covering the trafficking and violence (at least one per month in each newspaper/Radio/TV station).	<p>Throughout its implementation, the project had a good coverage in local and national media.</p> <p>The joint communication strategy of the project was designed and approved. <b>12</b> communication materials were developed: Project info-sheet, Questions &amp; Answers on Human Trafficking and Domestic Violence, a DVD for journalists with Guidelines on ethic principles regarding the reporting on human trafficking and domestic violence and others. <b>5</b> media events (2 press conferences and 3 press clubs) were organized and resulted in an increased interest of Moldovan media towards human trafficking and domestic violence.</p> <p>Within small projects, media organizations developed different media products on human trafficking and domestic violence: <b>50</b> radio programmes, <b>50</b> TV programmes (including 15 live-broadcasted public debates), 5 video and 2 audio spots, <b>50</b> newspaper articles (many of these were republished by other publications), <b>12</b> journalistic investigations, <b>40</b> blog-materials, etc. Approximately <b>700.000</b> people were informed about human trafficking and domestic violence issues via these materials.</p> <p>The Association of Independent Press has organized 2 training sessions for a total of <b>22</b> local journalists on how to correctly report on cases of human trafficking and domestic violence, respecting all ethical norms. As a result, 33 articles were written on these subjects.</p> <p>5 press trips for <b>48</b> journalists from national and local mass-media were organized. As a result, 27 articles were written about these centers in local and national mass-media.</p>
	825 young and at risk people have increased capacity to find jobs	<b>2018</b> beneficiaries have increased capacity to find jobs. The Business Women's Association in Balti has carried out a total of 96 trainings and 8 long-term courses: 8 courses "Basics of bookkeeping" (155 beneficiaries trained), 24 trainings "Basic computer literacy" (403 beneficiaries trained), 24 trainings "Basics of entrepreneurship and business initiation skills" (485 beneficiaries trained), 24 trainings "Job searching skills, employment in and outside the country" (490 beneficiaries trained) and 24 trainings "Positive parenting" (485 beneficiaries trained).
1.2.3 Community initiatives derived from Community Action Plans that address human security issues including human	700 vulnerable people (potential victims and victims	Approximately <b>10.000</b> people (including over 5.300 children) from 31 target communities have already benefited from the activities implemented within the

Outputs	OVI	Progress
trafficking and domestic violence are supported.	of trafficking) are assisted through the implementation of at list 30 community initiatives	community initiatives.  Local projects (on average, about US\$ 10,000 per community initiative) were finalized in all 31 target communities. After a competitive selection, 8 small grants were given to target communities to complement activities already implemented in those localities and to carry out awareness raising activities within the international campaign “16 Days of Action against Domestic Violence”.
	25 NGOs have an increased impact, through their actions preventing and assisting the vulnerable	31 civil society initiatives aiming to address human security issues of human trafficking and domestic violence were supported by UNDP through Small Grants Programme throughout the project. The projects were implemented by <b>25</b> NGOs (7 national, 11 regional and 7 local) and 6 media organizations.

## Annex B. Lessons learned and best practices

### AREA: IMPROVED LEGISLATION AND POLICIES

#### ▪ **Good Practice “Making Policies and Laws Practical in Style and Content”**

Favourable policies and laws “at the top” and an aware and concerned public “at the bottom” are important conditions which render actions against human trafficking and domestic violence more effective.

**Law # 45** (on domestic violence): this new legislation criminalizes domestic violence (**article 201** of the Criminal Code)

- Approved National Plan for Prevention and Combating Trafficking in Human Beings (2010-2011).
- Approved National Strategy for Protection and Assistance of Victims and Potential Victims of Trafficking (2009-2016) and Action Plan (2009-2011).

**Elements of this Good Practice (GP):** Project partners have engaged skilled legislative, policy and curricula drafters to develop new and/or updated existing laws and policies for preventing and combating trafficking in human beings and domestic violence. This experience may serve as a model for similar projects and further contribute to improvements in the policy environment. Participation in monitoring the implementation of international standards and/or designing of such is an innovative advocacy instrument in the process of legal and policy changes.

**Lesson learned:** Establishment of a single Automatised Information System covering the entire social protection field is an efficient and sustainable solution to data collection needs. Extensive consultative process project partners at national and local levels, contributes to technically sound and contextually relevant legislation, better awareness on the legislation among different professionals and greater public support for its enforcement

**Constraints:** State financing from the Ministry of Finance for the implementation of the legislative framework for preventing and combating trafficking in human beings and domestic violence is insufficient. Professionals often lack the knowledge, will and capacity to enforce existing legislation.

The justice system faces inefficiency and corruption; intimidation of judges, prosecutors, police and witnesses is commonplace. Area: INCREASED ADVOCACY AND AWARENESS RISING

#### ▪ **Good Practice “Using Awareness Raising Campaign and Research to Halt Domestic Violence and Human Trafficking”**

Public awareness is critical to changing the way the society operates and governs itself, particularly when it comes to domestic violence - a long-standing discriminatory practice that has strong traditional and cultural roots.

One of the main obstacles to combating human trafficking and domestic violence in Moldova was the absence of social awareness concerning these issues. Another was the failure of victims to report the crime due to their sense of shame; their fear of more violent reprisals by their abusers; and the lack of effective police response and protection.

The Project has successfully bolstered the Government’s advocacy and awareness raising activities against domestic violence by means of a national awareness-raising campaign on domestic violence. The campaign was organized from October 2009 to December 2010 in two phases.



The 1<sup>st</sup> phase of the nation-wide campaign, launched in October 2009, resulted in a higher level of identification (including self-identification) of victims of domestic violence by calling the Trust Line for women managed by the International Center “La Strada” since October 2009. The Trust Line operates daily, from 8 AM until 8 PM, including Saturdays and Sundays.

“The number of calls received at the trust line and the content of these calls shows that people started to change their views about domestic violence”, says Daniela Misail-Nichitin, “La Strada” Deputy Chair. “The fact that the community members have started to denounce the cases of violence is an indicator that society no longer tolerates such cases. However, time is still needed to have at least half of the population aware of and sensitive to this problem”.

The 2<sup>nd</sup> phase of the campaign, launched in November 2010, helped to: a/ change existing stereotypes with regard to all forms of domestic violence and b/ bring to the attention of the general public the importance of involving men in the fight against the phenomenon.

By 1 April 2011, the 08008 8008 Trust Line received 1,968 calls.

A similar Trust Line, operated by the NGO “Interaction”, is functioning in Transnistria. Since 2006 “Interaction” received over 5,000 calls from the residents of the left bank of the Nistru river.

Additionally, the Project covered the following important awareness raising and advocacy events: a/ the Family Festival, organized in 10 districts to promote zero tolerance towards violence, equal opportunities for women and men, etc. b/ the 4<sup>th</sup> edition of the National Prayer Day, organized by the Bessarabia Metropolitan Church in Orhei and Chisinau, c/ the 2nd edition of the National Youth Video Contest “PLURAL+Moldova”, addressing the social consequences of migration on children and families and organised in the framework of the International Year of Youth. “PLURAL+Moldova” Contest was launched with the premiere of a Romanian film “Daca vreau sa fluier, fluier” as the Project contributed to the organisation of the National Campaign “16 days against gender-based violence”, by sustaining contests for children, the theatre play “Casa M” in Soroca, etc.

Several information materials were/are being produced and disseminated by the Project partners at central and local levels.

To complement the above activities and respond to the lack of recent data, the Project contributed to the nation-wide research on violence against women in family, carried out in 2010 by the National Bureau of Statistics with support from UN Women, UNDP and Government of Sweden.

**Elements of Good practice:** The services provided by the trust lines operated by “La Strada” and “Interaction” are free of charge. Involvement of the church (less traditional partner) in awareness raising and advocacy activities is an innovative approach in tackling human trafficking and domestic violence. Increased self-identification and identification of victims of domestic violence and human trafficking is an indicator that Project interventions have a real impact on the individual level and on society as a whole.

**Lesson learnt:** Different communication materials and channels used in the Project, made the advocacy efforts on human trafficking and violence more meaningful and increasingly successful.

**Constraint:** Organization of nation-wide awareness raising campaigns and research on domestic violence and human trafficking depends currently on donor funding.

▪ **Good Practice: Capacity Building for Professionals to Tackle Trafficking and Domestic Violence**

Short and long term services (medical, psychological, social, legal, employment and housing) have been provided to victims and potential victims of human trafficking since 2006 through the National Referral System (NRS). The latter was initially launched in 5 areas of Moldova.

**Elements of this Good Practice:** Project partners used Memoranda of Understanding to ensure that everyone is working from the same concept and has the same understanding of deliverables and timelines. It is an innovative approach in strengthening and scaling-up the NRS.

Development of working tools and training of relevant professionals is an important pre-requisite for enforcing the victims' rights to protection and high quality services.

The experience and lessons learnt by the Multidisciplinary Teams within the NRS operations are used for improving institutional capacities and legislative framework.

**Lesson learnt:** The monitoring and evaluation of the first pilot steps in the NRS Strategy implementation proved to be an important and essential tool for the further strengthening and expansion of the National Referral System.

**Constraint:** Scarcity of resources in local budgets for strengthening the capacity of structures and professionals responsible for victims' protection and assistance.

**AREA: MULTIDISCIPLINARY APPROACH**

▪ **Good Practice: Multidisciplinary Approach in Achieving and Sustaining a Life Free of Violence**

The presence of multiple stakeholders involved in the social protection of vulnerable persons, with incomplete capacities and coordination mechanisms across various sectors and between Government and civil society represents one of the main risks for the successful implementation of any initiative.

**Elements of this GP:** The multidisciplinary approach has proven to be effective and functional in the cases with multiple problems going beyond the capacity and responsibility of a single institution at the Central and Local Public Administration. The periodical monitoring missions helped to assess the quality of MDTs' services and identify solutions to emerging problems. They also provided for continuous professional development through on the job training and/or mentoring.

The Project facilitated sharing of experiences and good practices in providing assistance, among different MDTs both at district and community levels.

**Lesson learnt:** Participation of representatives of the Ministry of Labour, Social Protection and Family and Ministry of Interior, as well as district level MDTs in the monitoring of community teams reflects positively on the quality of feedback, corrective measures taken, further bottom-up, as well as top-down, communication and cases referral.

**Constraints:** High staff turnover within the Local Public Administration at district and community levels. sufficient resources in local budgets for follow up trainings of MDTs responsible for victims' protection and assistance.

## **Area: CENTRE FOR ASSISTANCE AND PROTECTION**

- **Good Practice: The Centre for Assistance and Protection Provides Successful Rehabilitation and Reintegration Services to Victims and at-risk cases**

The Centre for Assistance and Protection of Victims and Potential Victims of Trafficking (the Centre) has been operating with the support of the International Organization for Migration (IOM) for the last 10 years. In 2008 the Centre became a public institution subordinated to the Ministry of Labour, Social Protection and Family. Since then it has been funded and administered by the Government jointly with IOM. Initially the Centre opened its doors primarily to women and girls victims of trafficking. Over the years, due to changing character of the phenomenon the services were adapted and expanded to include women/girls (70%) and men/boys (30%) victims of trafficking and their family members, victims of domestic violence and unaccompanied minors, stranded migrants, including people with special needs.

The Centre's staff proved to efficiently cope with the diverse beneficiaries' profiles due to its professionalism and long term experience of work with highly traumatised cases.

With the thematic expansion and further development of the National Referral System through this Project, the Centre continues to be one of the key elements and is recognised as a highly specialised service within integrated social services.

The cases identified by the MDT members are referred to the Centre through the NRS National Coordination Unit within the Ministry of Labour, Social Protection and Family.

**Elements of this GP:** The Centre staff interventions are complex and based on individual needs of the beneficiaries. This approach leads to an immediate change in victims' life.

Cost-sharing of Centre services between the Project and Public funds is instrumental in achieving sustainability in the victims' rehabilitation and reintegration.

The Project facilitates the Centre's staff actively transferring knowledge to and carrying out joint identification and monitoring of cases with MDT members, including emergency response upon request by any NRS partner. This approach provides for the strengthening of the NRS, thus having an impact on the policy environment.

**Lesson learnt:** To avoid delays in the reintegration of the child into the family, cooperation with Child Protection authorities is essential

**Constraint:** Due to the fact that the Centre is located in Chisinau, victims from outside the city cannot easily access its services.

## **LEGAL ASSISTANCE AND PROTECTION ORDERS**

- **Good Practice: Ensuring Victims Access to Legal Assistance and Protection Services**

The few available researches carried out in Moldova indicate that most of the victims of domestic violence do not report abuses and do not seek help and assistance because they feel ashamed of what people might think or say and because they do not trust the authorities. According to statistics, the legal services are the second most needed type of service, after psychological counselling.

The Law No. 45 on preventing and combating domestic violence, entered into force in September 2008, represents a shift in perception of domestic violence from a private issue to a public problem. It provides for the roles and responsibilities of actors, and envisages the right of victims to protection through issuance of the Protection Order. The Protection Order is issued on the basis of victim's request by the Court within 24 hours. It may be applied for up to 3 months and provides for obligation of the perpetrator to leave the common premises, not to approach and contact the victim and the children (if the case), pay the damages

caused by the violence, follow a relevant counselling and/or treatment course, etc. The Protection Order allows for the divorce process to be initiated at the same time. Police and social assistance representatives are responsible for monitoring the implementation of Protection orders.

To facilitate implementation of the Law No. 45, including application of Protection orders, the Project supported: a/ advocacy and awareness raising activities, b/ training of legal assistants, lawyers, prosecutors, judges and Multidisciplinary Teams (MDTs), c/ design of a Guide on implementation of the Law No. 45 for judges and d/ development of amendments for an implementation mechanism of the domestic violence law.

The approved amendments refer to the Criminal and Criminal Procedure Codes and other legislative and normative acts and make possible the proper implementation of the Law 45. They also criminalize "sexual harassment" (article 173 Criminal Code/ and the domestic violence (article 2011 of the Criminal Code). The Project additionally supported the creation of a network of legal assistants in 4 target districts (Anenii Noi, Rezina, Soldanesti and Vulcanesti).

Following the trainings on enforcement of the Law No. 45 for 200 judges, prosecutors and lawyers, hundreds of victims of violence benefited from legal services and above 40 Protection orders were issued since September 2009.

There has not yet been more generalized application of Protection orders for a number of reasons, which include, but are not limited to the low level of knowledge of specialists with regard to the provisions of the domestic violence law and tolerant behavior of both specialists and general public towards the phenomenon.

**Elements of this GP:** The Project has successfully combined different interventions (awareness raising, legislative change, capacity building), thus contributing to increased victims' access to legal services and the implementation of Protection orders.

Institutionalization and training of MDTs on implementing the domestic violence law are the pre-requisites for achieving sustainability in this field.

**Lesson learnt:** More attention should be paid to the role of Multidisciplinary Teams in monitoring the application of Protection Orders and in ensuring the provision of necessary services

**Constraint:** Effective protection and assistance in cases of domestic violence, including implementation of Protection Orders also requires development of local services for perpetrators along the services for victims, otherwise there is no guarantee that domestic violence will not resume again.

▪ **Good Practice: Services for Perpetrators for a Non-violent Lifestyle**

Most often, neither the victims, nor the perpetrators are aware of the existing legal provisions with regard to domestic violence. Lack of knowledge is also coupled with the unawareness of specialists, who, by law should deal with cases of domestic violence. The lack of services for perpetrators is another major problem which also renders the assistance to victims inefficient and further perpetuates domestic violence.

**Elements of this GP:** The Project has successfully combined institutional development and capacity building activities to achieve a greater impact on individual level and policy environment. The Project interventions stimulated allocation of premises for a Centre for perpetrators in Drochia to facilitate sustainability at local level. By conveying to perpetrators a new social understanding based on equality and mutual respect, the Project interventions will contribute to changing violent partners' behaviour.

**Constraints:** Most often neither victims, nor the perpetrators are aware of the existing legal provisions with regard to domestic violence.

#### **AREA: COMMUNITY MOBILIZATION: CENTRES FOR YOUTH**

- **Good Practice “A Centre for Children and Youth - an Investment in the Future”**

Creation of this Centre is just one of the initiatives promoted by the Cobalea Organizational Committee to implement the Village Strategic Development Plan. For this purpose, UNDP and UNFPA offered 132,960 MDL (12,000 USD), of which 39,960 MDL were invested in creating and equipping an office for the social assistant in the premises of the mayoralty. The local public administration of Cobalea village contributed with 122,720 Moldovan lei (48% of the total costs) to support the Centre’s creation and operations. Elements of this GP:

The Centre’s interventions empowered school communities, parents, professional groups and local authorities and mobilized their commitment to sustain the Centre’s work after the end of the Project. Close monitoring of at-risk families by the community social assistant has an immediate impact on beneficiaries. Constraint: Scarcity of resources in local budgets for creation of similar services in all remote areas of Moldova.

#### **AREA: SMALL GRANTS PROGRAMME**

- **Good Practice: First Aid for victims of Trafficking and Domestic Violence**

**Elements of this GP:** The local authorities expressed their commitment to facilitate replication of Centre’s experience, thus providing access to services for victims from other areas. The civil society organizations, previously trained within the Project, access funds from other donors to sustain and replicate the experience gained within the Project. The cumulative effect of community commitment and the Project’s support is what made the Centre’s work a “striking success”.

**Constraint:** Requires allocation of considerable financial resources and initial training for potential grantees.

#### **AREA: THE ROLE OF MEDIA**

- **Good Practice: Media Stops Modern-Day Slavery by Telling the Truth about It**

Human trafficking is a modern-day form of slavery. Victims are young children, teenagers, men and women. People, including specialists, don't always know how to prevent trafficking, identify victims of trafficking and how to help them. All these factors lead to this growing problem. Domestic violence takes place in families with different economic and social background. It perpetuates through generations. Sometimes, children, especially boys, imitate the violent behaviour of their fathers and later on can become abusive husbands and parents as well.

**Elements of this GP:** The Project implementing agencies developed a joint communication strategy and annual communication plans to ensure synergy and maximum impact through the optimization of the use of resources. Production of many communication materials and use of different communication channels helped the Project achieve a much broader impact than it would have been otherwise possible. Media

training needs were analysed and considered. This experience can be replicated by other organizations working with civil society organizations, including media.

**Constraints:** Due to geographical and financial restraints, the Project covered a limited number of media institutions. Therefore, incorrect materials and messages (in particular media products) on human trafficking and domestic violence may still appear and have a negative impact on public opinion.

Rural inhabitants still have limited access to information channels and hold traditional beliefs that often disregard human rights.

Local NGOs and media groups have low capacity to leverage resources for awareness raising campaigns against human trafficking and domestic violence.

### **Case study: Trust Line for Domestic Violence Support**

"I am graduating this year from the university and live with my boyfriend. He doesn't allow me to go to lessons. He says that when we will get married, I will stay home and take care of children. He prohibits me to go out with my friends. I cannot even visit my parents. He hit me for the first time when I told him that I want to break up."

Call from young woman to hot line run by an NGO with support from the project.

### **Challenges faced by the project**

- First, the political situation in Moldova during the project period was unstable.
- Second, due to parliamentary elections of 2009 failed to elect a President, and consequent political uncertainty and delayed release of increased state funds for victims and potential victims of trafficking, the activities of the project and deadlines were adjusted (Project period extended up to 31 December 2011) accordingly. Hence, activities over the most unstable period were focused on the local public administration and CSOs/NGOs.

### **Major Constraints**

Vulnerable women and girls remain at risk of trafficking for sexual exploitation in the Republic of Moldova, while men are exposed to trafficking for labor exploitation purposes, particularly in the agricultural and construction sectors.

The systems for protecting victims of domestic violence and for preventing domestic violence phenomenon is still deficient in the Republic of Moldova, but is an important measure to prevent trafficking proactively before it happens – as 90% of all victims of trafficking report have been victims of domestic violence before.

Law Enforcement Agencies are still deficiently investigating cases of trafficking and domestic violence.

## Annex C. Evaluation questions

Criteria	Evaluation Question	Related sub-questions
Relevance	<ul style="list-style-type: none"> <li>To what extent was the project, as designed and implemented, suited to context and needs at the beneficiary, local, and national levels?</li> </ul>	<ul style="list-style-type: none"> <li>Were the objectives of the project in line with the needs and priorities for democratic development, given the context?</li> <li>Should another project strategy have been preferred rather than the one implemented to better reflect those needs, priorities, and context? Why?</li> <li>Were risks appropriately identified by the projects? How appropriate are/were the strategies developed to deal with identified risks? Was the Project overly risk-averse?</li> </ul>
Effectiveness	<ul style="list-style-type: none"> <li>To what extent was the project, as implemented, able to achieve objectives and goals?</li> </ul>	<ul style="list-style-type: none"> <li>To what extent have the project's objectives been reached?</li> <li>To what extent was the project implemented as envisaged by the project document? If not, why not?</li> <li>Were the project activities adequate to make progress towards the project objectives?</li> <li>What has the project achieved? Where it failed to meet the outputs identified in the project document, why was this?</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>To what extent was there a reasonable relationship between resources expended and project impacts?</li> </ul>	<ul style="list-style-type: none"> <li>Was there a reasonable relationship between project inputs and project outputs?</li> <li>Did institutional arrangements promote cost-effectiveness and accountability?</li> <li>Was the budget designed, and then implemented, in a way that enabled the project to meet its objectives?</li> </ul>
Impact	<ul style="list-style-type: none"> <li>To what extent has the project put in place processes and procedures supporting the role of civil society in contributing to democratization, or to direct promotion of democracy?</li> </ul>	<ul style="list-style-type: none"> <li>To what extent has/have the realization of the project objective(s) and project outcomes had an impact on the specific problem the project aimed to address?</li> <li>Have the targeted beneficiaries experienced tangible impacts? Which were positive; which were negative?</li> <li>To what extent has the project caused changes and effects, positive and negative, foreseen and unforeseen, on democratization?</li> <li>Is the project likely to have a catalytic effect? How? Why?</li> </ul>

		Examples?
Sustainability	<ul style="list-style-type: none"> <li>▪ To what extent has the project, as designed and implemented, created what is likely to be a continuing impetus towards goal of the project?</li> </ul>	<ul style="list-style-type: none"> <li>▪ To what extent has the project established processes and systems that are likely to support continued impact?</li> <li>▪ Are the involved parties willing and able to continue the project activities on their own (where applicable)?</li> </ul>
UNDP/UNFPA/IOM/ OSCE value added	<ul style="list-style-type: none"> <li>▪ To what extent was UNDP/UNFPA/IOM/ OSCE able to take advantage of their positions and comparative advantage to achieve results that could not have been achieved had support come from other donors?</li> </ul>	<ul style="list-style-type: none"> <li>▪ What were UNDP/UNFPA/IOM/ OSCE able to accomplish, through the project, that could not as well have been achieved by alternative projects, other donors, or other stakeholders (Government, NGOs, etc).</li> <li>▪ Did the project design and implementing modalities exploit UNDP/UNFPA/IOM/ OSCE's comparative advantage in the form of an explicit mandate to focus on human trafficking and domestic violence issues?</li> </ul>



#### **Annex D. Documents Reviewed**

1. Action against Human Trafficking and Domestic Violence in Moldova Good Practices and Human Touch Stories in the Project “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova. UNFPA, 2011”
2. Project document ‘Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova’
3. UNDP, UNFPA, IOM, Second Donor Progress Report, 2010
4. UNDP, UNFPA, IOM, First Donor Progress Report, 2010
5. Protection and empowerment of victims of human trafficking and domestic violence in Moldova, project proposal, UNTF, 2008.
6. Guide to conducting M&E, The World Bank, Wash DC, 2003
7. Monitoring & Evaluation, some tool, methods and approaches, The World Bank, Wash DC, 2004
8. Norms for Evaluation in the UN system, UNEG, NY, 2005
9. Trafficking in Human beings and gender Equality in Moldova, conventions, laws and govt. decisions, Moldova, OSCE, IOM 2011.
10. Evaluation Report United Nations Development Assistance Framework – Moldova, June 2011.
11. UNEG “Ethical Standards for Evaluation”
12. Evaluation of Results Based Management at UNDP, Technical Note, 2000
13. Project Documents, Steering Committee Minutes and progress reports for all projects included in the evaluations, 2007-2011
14. Common Country Assessment 2005
15. UNDAF 2007-2011 and related M&E Documents
16. UN Country Team in Moldova Contributions to the Preparation of the EC Progress Reports on the European Neighbourhood Policy and the Implementation of the ENP Action Plans - 2010
17. UN Moldova – Annual Reports 2007, 2008, 2009, 2010
18. Other relevant documents/studies and materials listed in Country Log Book for specialized evaluators
19. UNDP, Country Programme Document
20. UNDP Moldova, Country Programme Action Plan 2007-2011
21. UNDP Outcome Evaluation on Institutional Development, 2010
22. UNDP Human Development Reports of 2009 and 2010

- 23.** UNDP, UN Women, 'A Draft Guide. Human Rights Based Approach and Gender Equality in Local Development and Decentralization', 2011
- 24.** UNEG, 'Integrating Human Rights and Gender Equality Perspectives in Evaluations in the UN System', internal draft, February 2009
- 25.** Websites referred to in the reports Country Fact Sheets—Moldova ; [www. BBC.com](http://www.BBC.com) ; List of Projects by agency by UNDAF Outcome and Country programme Outcome IOM, UNFPA, UN Women, UNAIDS, UNDP, UNHCR, UNICEF, WHO

## Annex E. Persons interviewed

Date	Name	Designation	Office/Organisation
16/11	Mr. Cristian Clobanu	Project Coordinator	UNDP
16/11	Dr.Valentina Bodrug-Lungu	Consultant	MLSPF
17/11	Ms. Irina Todarova	Programme Coordinator	IOM
17/11	Ms. Valeria Ieseanu	Programme Analyst	UNDP
17/11	Mr. Viorel Gorceag	Programme Analyst	UNFPA
17/11	Dr.Liubovi Bulah	Director of philosophy GM	Insula Sperantelor, Training Institution
17/11	Mr. Constantin Elisel	Finance Associate	UNDP
17/11	Ms. Gudrun Painsi	Programme Analyst	IOM
17/11	Ms. Daniella Misail-Nichitin	Vice President	La Strada, NGO
17/11	Ms. Mitelda Dimovska	Deputy Resident Representative	UNDP
17/11	Ms. Aliona Niculita	Assistant Resident Representative	UNDP
17/11	Ms Lidia Gorceag	Psychologist	MLSPF+IOM+SHELTER
18/11	Mr.Terzi Fioder Gregorovich	Mayor, Vulkaneshti Town	Vulkaneshti Town I
18/11	Ms.Nadeshda Moka	Coordinator	Psycho-Social Centre, Vulkaneshti
18/11	Mr. Aleksander Moka	President	Psycho-Social Centre, Vulkaneshti
18/11	Ms. Larisa Petrovna Krishu	Specialist, youth & sports	Vulkaneshti Town
18/11	Ms. Anna Petrovna	VoDV	Vulkaneshti Town
21/11	Ludmila Costetchii	Chief Specialist	Department of Family and children Service-Support, Anenii Noi District
21/11	Dr. Kozhkar Valerii Varuy	Chief Specialist	Supporting help to Mothers and Children, Anenii Noi District: Anenii Noi Town
21/11	Chevan Vladislab	Police Investigator	Visit Anenii Noi District: Anenii Noi Town
21/11	Ms. Ludmila Ceaglic	Mayor of Calfa	Calfa village, DT chairperson
21/11	Representatives of regional and local Multi-Disciplinary Teams	Representatives of regional and local Multi-Disciplinary Teams	Calfa village
21/11	Ms. Viorica Cretu	Project Coordinator for years 1 and 2	Ex.Project Coordinator, UNDP
22/11	Dr. Soirbu Simion	Director, Drochia, Maternal Center "Ariadna"	and "Center for the Rehabilitation of Aggressors"
22/11	Ms.Inna Gednnaru	Psychologist	"
22/11	Ms. Cristiana	Advocate	"
22/11	Ms. Rodica Cislari	Assistant Social worker	"

22/11	Mariana	Assistant Social worker	“
23/11	Ms. Lilia Pascal	Head of the Department, Gender and protection issues	Ministry of Labour, Social Protection and Family, Govt. of Moldova
24/11	Mr. Vadim Pistrinciuc	Deputy Minister	Ministry of Labour, Social Protection and Family, Govt. of Moldova
24/11	Ms. Tatiana Puga	NGO President	Business Women’s Association, Balti
24/11	Ms. Liuba Stavinschi	NGO President	“Nufarul”, Rezina
24/11	Mr. Martin Andreas Wyss	Chief of Mission in the Republic of Moldova	IOM
24/11	Ms. Bordianu Elena	Trainer	“Employment”-NGO
24/11	Ms. Grant Angela	Trainer	“Entrepreneurship”-NGO
24/11	Ms. Paladiciuc Silvia	Trainer	“Bookkeeping”-NGO
24/11	Ms. Grachila Olga	Trainer	“Entrepreneurship”-NGO
24/11	Ms. Bobutac Carolina	Psychologist	Balti Raion, Moldova
24/11	Lisnic Minodora	Psychologist	Balti Raion, Moldova
24/11	Ms. Tinica Aliona	Representative of Town Hall	Soldanesti Raion, Moldova
24/11	Ms. Buzovici Diana	Director	Centrum de criza familial “Sotis”, Balti
24/11	Ms. Cristiana Pascaru	Volunteer Activist	Business Women Association, Balti
25/11	Ms. Aliona Niculita	Assistant Resident Representative	UNDP
25/11	Ms. Valeria Ieseanu	Programme Analyst	UNDP

## Annex F. Schedule of the evaluator

External Evaluator/Consultant: Final Review of the “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova” project.

16-29 November 2011

Date	Person to meet	Time	Place
16 Nov	Arrival to Moldova	12:00	Chisinau
	Lunch	12:30- 2:00	
17 Nov 2011	Meeting with Implementing Partners: UNDP, IOM, UNFPA, OSCE	9:00 – 10:00	UNDP office
	Meet with UNFPA	10:00 – 10:45	UNDP office
	Meet with IOM	11:00 – 12:00	IOM Office
	Lunch	12:00 – 13:30	
	Insula Sperantelor (Vocational Training)	13:30 – 14:30	Insula Sperantelor
	La Strada	15:00 – 16:00	La Strada Office
	Meeting with Matilda Dimovska (Deputy Resident Representative, UNDP) and Valeria Ieseanu, Portfolio Manager, UNDP	16:30 – 17:00	UNDP Office
	Meeting with psychologist from the CAPC	17:30 – 18:30	CAPC
18 Nov	Visit Vulcanesti District; Meet with Nadejda Mocan, visit “Psycho-Social Center”	All day	Vulcanesti
19 – 20 Nov	Report writing		
21 Nov	Visit Anenii Noi District: Anenii Noi Town and Calfa village; meet with representatives of regional and local Multi-Disciplinary Teams; Ludmila Costețchi, MDT chairperson	9:00 – 14:00	Anenii Noi
	Meet with Viorica Cretu, Project Coordinator for years 1 and 2	18:00 – 18:30	Chisinau
22 Nov	Visit Drochia, Maternal Center “Ariadna” and “Center for the Rehabilitation of Aggressors”; meet with Simion Sirbu	All day	Drochia
23 Nov	Meet with Oxana Alistratova, ONG	9:30 – 11:30	Chisinau

	"Interaction"		
	Meet with Lilia Pascal (Head of Department, Department of Gender Equality and Prevention of Family Violence, MLSPF)	14:00 – 15:00	MLSPF
24 Nov	Meet with Business Women's Association, Balti (Tatiana Puga) and NGO "Nufarul", Rezina (Liuba Stavinschi)	All day	Balti
25 Nov-	Debriefing with Matilda Dimovska, Valeria Ieseanu and implementing partners; sharing the first draft of the report.	9:00 – 11:00	UNDP Office
26-27 Nov 2011	Collection of more data/materials. Rewriting report based on the comments		
28/11	Departure from Moldova	03-30	

## **Annex G. Short CV of Nizamuddin Al-Hussainy**

Nizam Al-Hussainy has had an enviable record of long and distinguished public service. He studied at the Moscow Agricultural Academy and obtained Ph.D. in 1985. After 5 years of service with two research institutions, he joined the Bangladesh Government service in 1988 where he served in different positions till 2011. At various times he took leave from the government to work as a gender and development consultant for the UN, EC, and various INGOs this included work in such conflicted areas as Sudan, Georgia and the Breakaway Regions of Georgia. He returned to Government service in the capacity of Director and then acting Director General of the Department of Women Affairs in Bangladesh from where he went to final retirement at the age of 57, at beginning of April 2011. Subsequently he was asked to become chairperson of the Board of Trustees for the Sompan Foundation, U.K.

Now he is working as Team Leader of « Disaster Preventive Coastal Area Rehabilitation Project » in Bangladesh supported by GiZ, Germany.

Nizam is conversant in English, Russian, Bengali, Hindi, Urdu, fairly in Arabic and Japanese. He has 34 numbers of publications to his credit mainly in the areas of Gender issues & women's development, migration and development, mobility, food security, human rights and social justice.