

Individual Project

Final Report

Project N° OEZA 8108 05 2020

Project title:
Count us in – Social Protection and Inclusion of the Elderly in Moldova

Contract partner in Austria	Local project partner(s)
Name: Diakonie ACT Austria gem. GmbH	Name: Association for Education “Neoumanist”
Address: Steinergasse 3/12, 1170 Vienna, Austria	Address: 31 August 100/6, Chisinau, MD-2004, Republic of Moldova
Telephone, e-mail: +43 (0) 1/ 402 67 54-3003 +43 (0) 664/ 858 27 24 doris.brenner@diakonie.at	Telephone, e-mail: +373 23728003 v.timbalari@gmail.com
Project officer, contact: Ms. Doris BRENNER doris.brenner@diakonie.at	Project officer, contact: Ms. Veronica TIMBALARI v.timbalari@gmail.com

Country/countries: Republic of Moldova	Region/locality: Straseni
Duration: from: 1.10.2020	to: 30.09.2023
Reallocation(s): last one approved 25.08.2023	Extension of programme until: n/a
Reporting period: 1.10.2022 – 30.09.2023	Date of presentation: 22.12.2023

Financial statement per 30.09.2023 (EUR)

Total costs	Cleared items Already spent budget that has been approved by ADA (for the first report there is none)	Submitted for examination Expenditures submitted to ADA for approval with present report	Open items Budget left to be spend, i.e. budget left after the reporting period of the submitted report(s)
490.000,00 EUR	284.784,44 EUR	201.100,86 EUR	4.114,70 EUR

Date and signature

Date, author(s) of report: December 2023: Ecaterina Bulicanu, Doris Brenner, Veronica Timbalari

Brief description of project progress (German, max. 2 pages)

Das geplante Ergebnis dieses Projekts war, der Armut unter älteren Menschen in der Republik Moldau entgegenzuwirken, mit dem Ziel, die Lebensqualität und soziale Inklusion alter Menschen im Bezirk Straseni zu verbessern, indem soziale Sicherung in Form eines Tageszentrum und mobiler Heimpflegedienste zur Verfügung gestellt wird, die Partnerorganisation sich mit ihrer Advocacy Arbeit auf lokaler, regionaler und nationaler Ebene für soziale Sicherung einsetzt und ältere Menschen in Entscheidungsprozesse auf Gemeindeebene eingebunden werden und dort ihre Interessen aktiv vertreten. Laut der von Neoumanist jährlich im Projektzeitraum durchgeführten Befragung der direkten Projektbegünstigten, waren 98-100% mit den bereitgestellten Dienstleistungen zufrieden, wodurch das Ziel, dass über 90% der Begünstigten eine Verbesserung ihrer Lebensqualität erfahren, als erreicht betrachtet werden kann.

Zudem hat das Projekt zum EU Gender Action Plan (EU GAP II) beigetragen, indem es sich für den gleichberechtigten Zugang von Frauen und Mädchen zu Gesundheitsdienstleistungen eingesetzt hat. Zusätzlich wurde ein Beitrag zu den Sustainable Development Goals (SDGs) geleistet: SDG 1: Hunger und Armut beenden, indem ältere Menschen in Straseni durch ein Tageszentrum, mobile Dienste und die Unterstützung älterer Freiwilliger sozial abgesichert wurden; SDG 3: gesundes Leben für Alle, indem Regierungsstellen auf lokaler, regionaler und nationaler Ebene konkrete Schritte zur Verbesserung der Situation alter Menschen diskutiert und unternommen haben und SDG 16: friedliche und inklusive Gesellschaften, indem die Stadtregierung in Straseni ältere Menschen und deren Perspektiven in ihre Planung mit berücksichtigt haben.

Resultat 1: Bereitstellung von sozialer Sicherung: Ältere Menschen in Straseni sind sozial abgesichert durch ein Tageszentrum, mobile Dienste sowie die Unterstützung durch ältere Freiwillige

204 (150 f / 54 m) Senior:innen in Straseni besuchen das Tageszentrum von Neoumanist und nehmen die angebotenen Dienstleistungen (u.a. warme Mahlzeiten, soziale Aktivitäten, Möglichkeiten zum Wäsche waschen und der Körperpflege) in Anspruch. 16 (14 f, 2 m) Personen, die das Tageszentrum nicht mehr erreichen können/wollen, werden durch einen mobilen Dienst und 15 (9 f, 6 m) Personen durch 15 (10 f / 5 m) ältere Freiwillige betreut. 164 (141 f and 23 m) Senior:innen, die aufgrund ihres Gesundheitszustandes oder des schlechten Zustands der Straßen und fehlender öffentlicher Verkehrsmittel, das Zentrum alleine nicht mehr erreichen könnten, wurden jede Woche von zu Hause abgeholt und zum Zentrum gebracht. Um eine gesunde und angenehme Arbeitsatmosphäre im Team des Tageszentrums aufrechtzuerhalten, die Gefahr eines potenziellen Ausbrennens zu vermeiden und die Qualität der angebotenen Dienstleistung nachhaltig sicherstellen zu können, wurden diverse Trainings u.a. zu Stressabbau und Burn-out-Prävention sowie zu Teambuilding veranstalten und regelmäßige Supervision angeboten.

Resultat 2: Einsetzen für soziale Sicherung: Lokale, regionale und nationale Regierungsstellen haben konkrete Schritte zur Verbesserung der Situation alter Menschen diskutiert und unternommen

Neoumanist setzt sich auf lokaler, regionaler und nationaler Ebene für die soziale Sicherung älterer Menschen ein und ist eine der führenden Mitgliedsorganisationen der zwei nationalen Plattformen für NGOs, die Sozialdienstleistungen für ältere Menschen anbieten (ROIC und PAA)¹. Gemeinsam konnte erreicht werden, dass die Vergütung für Hausbesuche auf 280 MDL (ca. 14 EUR) angehoben wurde. Zudem wurde eine Kostenaufstellung für soziale Dienstleistungen sowie ein Entwurf für Mechanismen zur Finanzierung von NGOs, die diese Dienstleistungen erbringen, ausgearbeitet. Der Entwurf wurde allerdings dem Parlament noch nicht zur Abstimmung vorgelegt und es bleibt zu klären, welche staatliche Einrichtung für die Auftragsvergabe an NGOs zuständig sein wird. Auf lokaler Ebene hat Neoumanist eine gute Zusammenarbeit mit der Gemeinde und dem Bürgermeister und war während des Projektzeitraums Teil zweier lokaler Koalitionen: der lokalen Koalition für partizipative Haushaltsplanung und der lokalen Koalition für Transparenz und war jedes Jahr an den Diskussionen über den Haushaltsplan beteiligt und brachte dort seine Erfahrungen und Empfehlungen ein.

Resultat 3: Inklusive lokale Regierungsführung und Änderung sozialer Normen: Die Stadtregierung in Straseni bezieht alte Menschen und deren Perspektiven in ihre Planung mit ein

Die sozialen Normen in Bezug auf ältere Menschen beginnen sich zu ändern: Die Selbsthilfegruppe „Aktives Altern“ bestehend aus neun Senior:innen (6f und 3m) wurde gegründet und in kommunale Entscheidungen

¹ The Platform for Active Ageing (PAA) and the Network of Community Care Organizations (ROIC, former URONPIC)

sowie die Stadtplanung einbezogen, was ihr ermöglichte, ihre Interessen aktiv zu vertreten. Als Ergebnis dieser Treffen wurden zwei Hauptstraßen, die das Tageszentrum „Rasarit“ und das Haus für ältere Menschen „Spectre“ mit Strasenisi Stadtzentrum verbinden, renoviert und sind nun für Menschen mit Behinderungen zugänglich. Zusätzlich wurde die Stadtverwaltung darin unterstützt, eine Reihe von Expertentreffen für ältere Menschen zu für sie relevanten Themen zu veranstalten, um sie in das öffentliche Leben einzubeziehen und bei der Durchsetzung ihrer Rechte zu unterstützen. Treffen mit 205 Vertreter:innen verschiedener Berufsgruppen wurden organisiert, um deren Einstellung und Wahrnehmung gegenüber älteren Menschen zu verändern und sie auf deren Bedürfnisse sowie das Thema Demenz zu sensibilisieren.

Während der gesamten Projektdauer (Nov. 2020-Sep. 2023) konnten folgende **Zielgruppen** erreicht werden:

- Zum Projektende hatte das Tageszentrum 204 registrierte Begünstigte (150f, 54m), die regelmäßig seine Angebote nutzen, einschließlich der 31 älteren Menschen (25f, 6m), die von den mobilen Diensten und älteren Peer-Freiwilligen betreut werden. Während des Projekts hat sich die Anzahl der Begünstigten immer wieder verändert: 52 Personen verstarben, 32 haben sich aufgrund einer Adressänderung oder der Notwendigkeit eines persönlichen Betreuers abgemeldet und 70 neue Personen wurden registriert.
- Wöchentlich wurden ca. 164 (141f, 23 m) Begünstigte zum Zentrum gebracht, die aufgrund ihres Gesundheitszustandes, eingeschränkter Mobilität, des schlechten Zustands der Straßen und fehlender öffentlicher Verkehrsbedingungen, das Zentrum sonst nicht mehr erreichen könnten.
- Von den 31 Begünstigten, die zu Hause betreut wurden, wurden 16 (14 f, 2 m) von den mobilen Diensten betreut und weitere 15 (9 f, 6 m) von 15 (10 f / 5 m) älteren Freiwilligen besucht und versorgt.
- Neun Mitglieder (6f und 3m) der Gruppe "Aktives Altern" nahmen an den Aktivitäten der Gemeinde teil, konnten ihr Wissen in Treffen mit Experten aus verschiedenen Bereichen erweitern, es an andere älteren Menschen weitergeben und haben sich für ihre Rechte auf Gemeindeebene eingesetzt.
- Acht Begünstigte (8f) hatten die Möglichkeit, an einem Digitalisierungskurs teilzunehmen, der von der örtlichen Bibliothek, mit der Neومانist eine gute Zusammenarbeit unterhält, organisiert wurde.
- Insgesamt wurden 205 Vertreter:innen aus verschiedenen Berufsgruppen (Polizist:innen, Bibliotheksangestellte, Sozialarbeiter:innen, Angestellte von öffentlichen Verkehrsbetrieben, Supermarktangestellte, Ärzte, medizinisches Personal und Assistent:innen, sowie Krankenschwestern) für die Bedürfnisse von und den Umgang mit älteren Menschen sowie das Thema Demenz sensibilisiert.
- Insgesamt nahmen 142 (134 f, 8 m) Studierende der Fakultät für Sozialhilfe und Psychologie an der Staatlichen Universität von Moldawien an generationsübergreifenden Aktivitäten und Online-Treffen teil und zehn Studierende absolvierten ihr Praktikum bei Neومانist.
- Zusätzlich wurden etwa 200 Familienangehörige durch die Projektaktivitäten in ihrer Care-Arbeit entlastet und die rund 13.000 im Bezirk Strasenisi lebenden älteren Menschen haben von den Änderungen der sozialen Normen, der Arbeitsweise der Sozialarbeiter:innen und der öffentlichen Planung auf kommunaler Ebene profitiert. Die Änderungen der Sozialpolitik und Gesetzgebung kommen allen ca. 600.000 älteren Menschen in Moldau zu Gute.

Neومانist hat während der gesamten Projektdauer verlässlich und pünktlich die vereinbarten Aktivitäten implementiert und konnte die Angebote des Tageszentrums sowie die mobilen Dienste und die Lobbyarbeit aufrechterhalten, trotz eingetretener Risiken wie die COVID-19 Restriktionen, der Krieg in der Ukraine, der daraus resultierende Zustrom geflüchteter Menschen und zuletzt die hohe Inflation (30,2% im Jahr 2022²). Im zweiten Projektjahr bot Neومانist dank der Unterstützung seiner internationalen Partner 200 ukrainischen Geflüchteten, vor allem Frauen und Kindern, Unterkunft, Transport, Kleidung, Medikamente, Lebensmittel und Hygieneartikel anbieten. Die strategische Planung der Aktivitäten gestaltete sich wegen des Risikos eines drohenden Krieges schwierig und große Aufmerksamkeit wurde auf die Ausarbeitung von Notfallplänen verwendet. Aus o.g. Gründen mussten während des Projektzeitraums einige Aktivitäten geändert bzw. verschoben werden. So wurde z.B. der Austauschbesuch mit der Partnerorganisation TLU in der Ukraine durch einen Besuch in Österreich und die geplante externe Evaluierung durch eine interne Review und Teambuildingaktivitäten ersetzt, um die Teammitglieder nach den ersten beiden anstrengenden Projektjahren wieder zu motivieren und ihnen etwas Erholung zu bieten.

² Vgl. https://statistica.gov.md/en/statistic_indicator_details/10

List of abbreviations

ACT – Action of Churches Together
ADA – Austrian Development Agency
ADC – Austrian Development Cooperation
AMINA – Aktion für Menschen in Not Austria (NGO)
AO – Association (in Moldova, for NGOs)
BfdW – Bread for the World
BMSGPK - Austrian Federal Minister of Social Affairs, Health, Care and Consumer Protection
CSO – Civil Society Organization
DAA – Diakonie Act Austria
EU GAP II – European Union’s Gender Action Plan II
GDP – Gross Domestic Product
IPRE – Institute for European policies and Reforms
MDL – Moldovan Lei (currency)
M&E – Monitoring and Evaluation
NA – Association Neoumanist
NGO – Non Governmental Organisation
NKC – Netherlands Camper Club
LPA – Local Public Authorities (LPA I: at local level and LPA II: at regional level)
PAA – Platform for Active Ageing
PR – Public relations
ROIC – Network of Community Care Organizations (ROIC), previously known as URONPIC
SDC – Swiss Development Cooperation
SDG – Sustainable Development Goal
SHG – Self Help Group
SOM – Stichting Ouderenzorg Moldavië (the dutch foundation Elderly Care Moldova)
TLU – Turbota pro Litnih v Ukraini (Ukrainian NGO, partner of Diakonie ACT Austria)
UN – United Nations
UNFPA – United Nations Family Planning Association
URONPIC – abbreviation of a Moldovan word for “Platform for social and medical services”, NGO
WHO – World Health Organisation

Detailed description of *project progress*

1. Project outcome achieved / discernible impact

a) Target groups reached

At the project's end in September 2023, the project had 204 registered beneficiaries (150 f / 54 m) including the 31 elderly people (25f, 6m) cared for by the mobile services and peer volunteers. The target group is composed of people over 60 years, senior citizens who are classified as particularly vulnerable by the municipality and who meet the vulnerability criteria. In case a beneficiary passes away (or leaves the project for other reasons), the next beneficiary will be coming from this list. The social assistance department of Straseni consists of 36 social workers serving 260 (out of the approx. 13.000) elderly in the district and five social workers serving in the city. Knowing the low levels of salaries and lack of transport, it is correct to say that most pensioners do not receive social assistance at home, even if needed.

Except for the one operated by Neoumanist, there are no day care centres or rehabilitation centres for elderly in Straseni. There is only one elderly home ("placement centre") with a capacity of 25 beds in the entire district.

Over the project period, the number of beneficiaries changed: 52 people died; 32 de-registered (changed their home address or found a personal carer); 70 new beneficiaries were registered. The number of beneficiaries was affected by the crisis of post Covid period and the beginning of the War in Ukraine, which made some elderly leave the city and/or the country. The Association Neoumanist provided services and planned activities in the centre, but also offered mobile services for those who could not attend the centre.

In addition to the day-care centre staff³, Neoumanist employs three care workers who offer mobile services in Straseni city to 16 (14 f / 2 m) elderly people, whose health condition no longer allows visits to the day care centre.

Another 13 to 22 vulnerable persons (15 in the third year, 9f / 6m) who cannot attend the day care centre received weekly visits by 10 to 17 elderly peer to peer volunteers⁴ during the project period (15 in the third project year, 9f / 6 m), who delivered lunches to their homes and brought laundry to the centre. In 2021, a Self-Help Group was established with eight active members (5 f / 3 m) who successfully met with experts from various fields including public order, social protection, employment, medical care, justice, religion, and social insurance. At the same time, the members participated in community activities organised by the Mayorality. Representatives of the group participated in Council meetings.

Eight beneficiaries (8f) had the opportunity in 2022 and 2023 to participate in a digitalisation course organised by the local library.

Neoumanist had a good working relationship with the Mayorality and was part of two local coalitions during the project period: the Local Coalition for participative Budgeting and the Local Coalition for Transparency and took part in the discussions about the mayorality budgeting every year and contributed their recommendations.

Furthermore, Neoumanist continued its productive and good collaboration with students from the Faculty of Social Assistance and Psychology at State University of Moldova. Over the course of the project intergenerational activities and online meetings were organized. The total number of students involved in activities was 142 (134 f and 8m), while in the third year 55 students (52 f / 3 m) conducted activities with beneficiaries. Overall, ten female students completed their internship at Neoumanist, with three students in the third year.

The membership in two national networks on social and medical care facilitated the ongoing dialog with other CSOs from the social field and resort ministries.

³ And in addition to the 5 care workers working in a mobile care project funded by the Austrian federal ministry of Social Affairs (2022-0.761.844-3-A) and Bread for the World. This funding was extended to June 2024 in 2022.

⁴ These volunteers are a separate group of volunteers and not a part of the Active Ageing or other volunteer group.

b) Activities implemented

Result 1 - Offer social protection: Elderly in Straseni town enjoy social protection through the day care centre, mobile services and peer-to-peer support

1.1. Operate the "Rasarit" day care center for elderly individuals, offering basic care services and socialization activities

The "Rasarit" day care centre (Centre) offers space for about 204 elderly people per week and 40 to 50 people visit it per day. Elderly register for the service (which is available for socially vulnerable people only) and are allocated to the day(s) of their visit.

During the three-year project period the Centre provided basic care services and socialization activities in accordance with the project proposal.

At the end of September 2023, the Centre had 204 registered beneficiaries (150f, 54m). This compares to the 197 mentioned in the 2022 report and the 220 stated in the project proposal, with the variation attributable to natural fluctuation over the past three years: 52 individuals have passed away, 32 have de-registered due to a change in address or the need for a personal caretaker, and 70 new beneficiaries have been registered.

The Center was visited 18,530 times (14,263 visits by f. and 4,250 visits by m.). In the third project year the Centre was visited 7,810 times (6,069 visits by f. and 1,724 visits by m.). The beneficiaries used to arrive in the morning and stay until lunchtime. During their visit, they participated in various social activities and accessed basic services such as laundry and shower facilities.

During the whole project period, the total number of lunches prepared at the center was 38,091 (28,284 served to females and 10,247 to males). In the third year 12,151 lunches (9,205 served to f. and 2,946 to m.) were prepared. The lunch comprised of main course soups, second course potatoes, rice, buckwheat and porridge salad. For dessert, either chocolates or cakes baked by the chefs could be chosen from and a refreshing juice or compote was also served.

During the whole reporting period, the shower facilities at the Centre were accessed 6,060 times in total (4,457 times by f. and 513 times by m.). In the third project year they were used 2,579 times (1,945 times by f. and 634 times by m.) and soap, shampoo, and other hygienic products were provided by the Centre.

The laundry service was utilized 5,825 times in total, resulting in the washing of approximately 29,125 kg of laundry. In the third year 1,863 times (1,373 times by f and 490 by m), including the provision of washing powder, fabric softener, and stain solution, amongst others.

Blood pressure was monitored 1,694 times in total, in the third project year 546 times (435 times for f and 111 times for m). Beneficiaries' blood pressure was measured on a daily basis and the results were recorded, thus providing continuous health prevention. Some elderly that didn't know whether they had high or low blood pressure and staff of the Centre advised them to visit their Family doctor and to follow their prescriptions.

Daily gymnastics sessions took place at the center, either indoors or outdoors depending on the weather. In the third year 158 days with 3,218 participants in total. During these sessions, the masseur utilized various tools, such as sticks, balls, circles to entertain participants.

A total of 1,081 massage sessions were provided to a total of 245 individuals (174 f, 71m). In the third year 564 massage sessions were provided (373 times to f, 191 times to m.).

The psychologist offered 2,190 counselling sessions during the whole project period. In the third year the psychologist offered 611 counselling sessions, including individual, group, and phone sessions and involved participants in various therapies, such as art therapy, music therapy, aromatherapy work therapy, and reading therapy. Beneficiaries were surprised to find that sessions with the psychologist helped them to reduce their stress levels. They highly valued the opportunity to work with a psychologist, as none had previously sought support during their professional lives. Now, they are grateful to receive support and counselling from a professional. The common issues beneficiaries face during the process of ageing include the loss of a partner, problems with children who have developed an alcohol addiction, domestic violence, and children with mental health problems. In such situations, seeking support from a psychologist is crucial.

The Centre provided opportunities to participate in various activities ("clubs"):

- The handicraft club, mostly visited by women enjoying knitting or embroidery, held meetings twice a week and met 221 times in total, 101 times in third year. The handicrafts were exhibited at the centre and sold at public events or markets, granting members a small income.
- The Master Class, where participants are taught to create new things using various materials, such as paper, fabric, dough, and cement met 116 times in total and 49 times in the third year.
- The music club or chorus met 77 times in total, in third year 32 times, with an average of 38 participants (30 f, 8 m) attending music lessons and benefitting from the positive effects of music
- The members of the club "I want to know" gathered two times a week the latest developments concerning global news, history, culture, and health.
- The "beauty club" met 89 times in total, 37 times in third year, and cutting hair was one of the most requested activities. Other beneficiaries have shown interest in facial and hand treatments, manicures, and facial hair removal and expressed interest in acquiring information about natural/herbal remedies for everyday ailments or treatments.
- Every week, the English course brought together 9-10 female students who aspire to learn the English language to converse with volunteers and guests from abroad. During the three-year period, a total of 100 lessons, 36 in the third year, have been conducted.

Every morning, the beneficiaries were offered tea along with cookies, providing some of them with their first meal of the day. The tea time is utilized for discussions, sharing town-related information, and planning the day ahead.

Some beneficiaries were keen to assist in the garden (this occurred 151 times in total, 42 times in the third year) or the kitchen by peeling potatoes, onions, and carrots (470 times in total, 174 times in the third year), or playing table games (461 times in total, 173 times in the third year), while others enjoyed watching TV or listening to music, reading newspapers.

Every year, international and national holidays were celebrated with parties being conducted for both the elderly and their children, such as International Elderly Day, New Year's Eve, St Valentine's Day, Dragobete (a Romanian holiday celebrating love), 1st of March, Women's Day, Children's Day, Librarian Day, Easter, Family Day, and Poetry Day.

Monthly meetings were organised with elderly individuals to maintain close contact with beneficiaries, remind them of the main Centre rules, inform them about future plans, discuss problems, find solutions, and provide feedback.

The beneficiaries enjoyed celebrating their birthdays, singing and preparing birthday cards, and spending time with both staff and friends. Every month, staff prepared parties that brought joy to the beneficiaries.

Every month, the beneficiaries received medical check-ups on a voluntary basis from a medical assistant of "Spectru", the old-people's home, which is run by Neoumanist on the same premises as the Centre.

Furthermore, in August and September 2023, Neoumanist organised visits (six visits in total) for the beneficiaries to a chocolate factory and pottery workshop, where the elderly had the opportunity to witness the production process, and each participant made their own chocolates and figurines from clay.

1.2 Transport for immobile elderly to the centre

Since many elderly cannot walk to the centre on their own due to poor health condition and because the roads are not paved and would get very slippery on rainy days and in winter, transport was arranged for approx. 164 (141 f and 23 m) immobile elderly individuals every week to reach the centre. They were taken from their homes to the centre in the morning and then back again in the afternoon. Neoumanist was fortunate to receive a new bus in November 2022, as a donation from the partner foundation SOM from the Netherlands. The adapted bus makes it possible to transport the elderly who are in wheelchairs to their homes or other necessary destinations.

In August 2023 a used transporter was purchased by the project which is used to both visit beneficiaries in their homes, transport the goods from different suppliers in Chisinau to the day care centre and to the beneficiaries in the villages, as well as bringing the heavy laundry bags to and from the Centre ensuring the sustainability of the mobile services offered.

1.3. Mobile Services

During the whole project period, 16 people (14 f, 2 m) were registered for mobile services. They were selected from a beneficiary list provided by the municipality on the criteria of being socially vulnerable, their health condition and not having family to care for them. Sometimes, elderly who used to visit the day care centre also transitioned into mobile care, as they were getting too fragile to come to the centre.

Each person received mobile services three times a week, during which social workers chatted with the elderly, delivered food, washing and hygiene items, monitored their blood pressure, collected and delivered prescriptions, went shopping, and assisted with small tasks they were unable to perform independently.

Throughout the project period a total of 5,738 visits were conducted, with 1,600 visits in the third year. . In the third project year, the social workers delivered food products 1558 times (in total 5588 times), ensured room hygiene 200 times, (in total 780 times), disposed the rubbish 241 times (in total 1017 times), did the shopping 303 times (in total 867 times), helped with body hygiene 5 times (in total 30 times), performed garden work 40 times (in total 196 times), fetched water from the well 55 times (in total 203 times), brought fire wood 65 times (in total 229 times), took laundry to the Centre to wash 13 times (in total 47 times), paid bills 57 times (in total 166 times) and measured blood pressure 342 times(in total 1288 times).

In addition, the social workers played an essential role in the lives of the beneficiaries, always being ready to offer support outside of working hours and aiming to solve any problems the elderly were facing.

1.4. Peer to peer group

Neoumanist's intention of the peer to peer group was to revive social networks – on the one hand benefitting bedridden poor elderly, on the other hand reactivating and providing meaning to more active elderly.

Peer to peer group members were divided into two categories: beneficiaries of the Centre and community volunteers who assisted vulnerable elderly. They provided lunch, emotional and social support to the elderly while assisting with washing, cleaning, and shopping. The volunteers fostered a connection between the elderly and the Centre and at the same time informed the personnel at the Centre about the elderly's situation, their needs and wishes.

The number of volunteers fluctuated between 10 and 17 during the whole project period, being 15 (10 f / 5 m) volunteers in 2023, while the number of beneficiaries varied from 13 to 22 depending on requests and necessity, being 15 (9 f, 6 m). in the third project year. During the whole project period, 3,802 visits were conducted (1,350 in the third year), and 5,096 lunches delivered (1,789 in the third year). As an incentive the group members received hygiene products, detergents, or food items, and also had the opportunity to go on excursions, have picnics together and enjoy eating pizza at a pizzeria. Even after the project's end, the volunteers will continue with their visits as they are mostly neighbours, friends and colleagues.

1.5. Host students of social work for their internships and for intergenerational activities (listen & learn)

The aim of the "listen and learn" activities was to bring together students from the Faculty of Social Assistance and Psychology at the State University in Chisinau and elderly from the Centre in order to foster intergenerational dialogue and learning on each other's reality.

NA has established a close collaboration with the faculty several activities were arranged for students to become acquainted with NA's services: personal visits and online meetings were held to familiarise the students with the elderly's profile, internships were conducted and an article was published in the University newspaper. During the whole project period 142 (134 f, 8 m), thereof 55 students (52 f, 3 m) in the third project year, participated in activities, engaging in discussions with the elderly regarding their life experiences, challenges, expectations, and problems. These activities aimed to present an elderly person as a resource, as individuals with an abundance of experiences who should be treated with equal respect. At the same time, these activities aimed to raise the students' interest to work with the elderly, to discover the elderly, to help them and to provide them with quality services.

In the course of the project ten female students (three in 2023) completed their internships at Neoumanist, with varying durations ranging from one to six weeks. All students participated in the social worker's daily tasks and applied their theoretical knowledge to utilize tools for case management, analyse beneficiaries'

files, study legislation, engage in activities with beneficiaries and undertake voluntary work. Notably, two students wrote their final thesis based on their activities and experience with Neoumanist. An important aspect for the students was, that they had the opportunity to participate in three distinct services for the elderly: a day care centre, residential care, and home care run by Neoumanist.

1.6. Team building, stress reduction and supervision for Neoumanist's team

The aim of the activity was to maintain motivation of staff, retain staff and also ultimately improve and professionalize the quality of services offered to elderly. Team building, stress reduction, burn-out prevention and regular supervision are essential for Neoumanist's team to maintain a healthy and comfortable working atmosphere ensuring good results.

Social events such as New Year, Women's Day, birthdays etc. that are celebrated together are important opportunities to reduce stress, discuss and relax while at the same time contributing to team building. Every day, the team has lunch together and takes a tea break. These breaks offer room for discussions and the finding of solutions to challenges that may arise contributing to an open and friendly working atmosphere. At the same time, team members have the possibility to address issues to the project coordinator and executive director. Furthermore, monthly sessions for the team are offered by the psychologist. In the specially designated counselling room, team members had the opportunity to benefit from counselling, relaxation and meditation.

A total of three team building activities were organised over the course of the project, two of which took place in Romania in 2022 and 2023, where the team had the opportunity to visit historical places, interact with colleagues, enjoy the time, and have fun. After the team building activities, the team completed project questionnaires to assess the main activities and provide personal feedback on their view of the working atmosphere, working conditions, relationships, salaries, responsibilities, and tasks. The project director then produced a report based on the questionnaire's results. (See Annex 3 for the internal staff review).

Apart from the team building exercises, a total of six supervised training sessions (two per year) with experts in the field of burn out prevention and communication were organized over the course of the project. The last two sessions were organized in September 2023 on the topic of burn out and communication facilitated by Vlad-Peter Ianusevici, an expert and trainer in communication and burn out.

1.7. Training for Neoumanist's Team

In order to increase the capacity of the team, staff members are encouraged to participate in training courses. In the whole project period, the team members attended 47 courses ,10 out of 47 in the third year. All team members have participated in at least one course. Neoumanist selected training in accordance with staff necessities. Staff was interested in elderly care, gender, legal frame work, communication, burnout, stress reduction, effective communication.

Two trainings per year were organized for the staff members on the topics of advocacy and lobbying and Communication in the first year, Monitoring and evaluation of public services, and financial management in the second year, and social media and networking and active ageing in the third year. (See Annex 1 for a complete list of trainings in the project period) .

Regarding topics of elderly care, Diakonie ACT Austria has accompanied Neoumanist through its expert member organisation Diakoniewerk Gallneukirchen in terms of structures, processes, documentation, etc. which has been useful to improve their technical and organisational capacities. Following Neoumanist's visit of Diakoniewerk Gallneukirchen in 2022, the expert Reinhold Medicus was invited to conduct a training on community nursing from 7-11th of June in 2023. The aim of the training was to see how comparable services could be provided in a Moldovan context with the main parts being: the concept of community nursing, structure of the service, approach and the impact of the pilot project. In total 14 people (14 f) participated in the training, a.o. Neoumanist's team & management staff and social assistants from Straseni department. During the training it became clear, that some elements of community nursing are already implemented in Home care: Neoumanist is trying to delegate the care of a person for the whole week not only to the team, but also to family members, volunteers, social workers and neighbours from the community. However, the communication between these actors, e.g. on the distribution of roles and reporting, can still be improved.

As a result of the training Neumanist plans both to create a network of these actors to provide services more efficiently and to apply this concept to day care services in the city of Straseni.

In July 2023 a Gender Training including an Introduction to Safeguarding was conducted by Doris Brenner and Pia Ferner from Diakonie ACT Austria. A part of the training was dedicated to Gender Sensitive Monitoring and Evaluation. The aim of the training was to explore gender norms in age and sensitise the team to them and how they affect elderly in general and how project activities might have a positive impact on changing these and how it can be measured in the monitoring process. One aim of the M&E training was how to consider gender and intersectionality in the M&E process in the project cycle. In total nine (8f) staff members participated, including the management team.

Result 2 – Advocate for social protection: Local, regional and central authorities have discussed and taken concrete measures to improve the situation of elderly people in Moldova

2.1. Attend quarterly meetings of the two national-level NGO advocacy networks for elderly social services

There are two major platforms on social services for elderly people at the national level: the Platform for Active Ageing (PAA) and the Network of Community Care Organizations (ROIC), previously known as URONPIC, an umbrella organisation for NGOs that provide social care and assistance⁵, with Neumanist being one of the seven leading organisations within the network. Both organisations rely on the representation of non-governmental bodies and collaborate closely with the relevant public authorities, particularly with the Ministry of Health and the Ministry of Labour and Social Protection.

The Platform for Active Ageing (PAA) is mainly focused on social services, national policies and cooperation between NGOs and local authorities. It was created by an initiative of the Ministry of Labour, Social Protection and Family, HelpAge International and the UN Population Fund and consists of 18 NGOs, a Platform Council and a Secretary. The has three main directions: 1. Analyses of relevant public policies, 2. Organizing advocacy campaigns on local levels that stand for elderly rights and 3. Capacity building for the members of the platform.

In 2021 and 2022, the PAA analysed and came with comments and suggestions on following documents:

- The platform conducted a review of Law 547/2003 and a mapping of social services in 2021
- Action Plan for the Prevention and Control of Non-Communicable Diseases 2022-2030
- Action Plan for 2022-2025, as well as a National Program for Employment from 2022-2026
- Additionally, there will be modifications to the Government Decision regarding the list of medicines included in the unique program of mandatory health care insurance
- The Concept of the Digital Transformation Strategy of the Republic of Moldova for the years 2023–2030 (STDM 2030)
- The National Strategy for preventing and combating violence against women and domestic violence for 2018-2023.

In 2023 following documents were reviewed:

- National Plan for Human Rights for the period 2018-2022
- Plan for Active and Healthy Ageing 2023-2027
- National Program concerning Mental Health 2023-2027

Activities of the PAA in the first two project years were presented in detail in the 2021 and 2022 reports. Following activities took place in the third project year:

- 13th and 18th October 2022, the project coordinator participated in ad hoc meetings with platform members and discussed the National Plan for Human Rights for the period 2018-2022.
- 20th and 21st October, the project coordinator participated in a training session on Statistical dates.
- 2nd and 3rd November, the coordinator attended another training session on the same topic. Finally, on the 23rd November 2022, they took part in an online meeting along with platform members, ministers' representatives, LPA, National Agency of Social Assistance, public and private providers

⁵ This umbrella organisation has registered as an NGO in 2023.

of social services. They discussed the possibility of including social services that are specifically designed for the elderly.

- 7th December, the project coordinator attended the platform's quarterly meeting.
- 12th December, the project coordinator convened a meeting with a notary to discuss the legal aspects of the testament for the benefit of the day care centre's beneficiaries
- 13th December, the project coordinator organised a meeting with a nutritionist to explore the principles of healthy nutrition, particularly in relation to specific illnesses which affect elderly individuals.
- 15th December, the project coordinator took part in a round table on the topic of "Improving the access of the elderly to social services.
- 23rd February: project coordinator participated in a quarterly meeting where the plans for national and local levels for 2023 were discussed and the plan for Active and Healthy Ageing was analysed.
- 3rd of March: project coordinator participated in a meeting with members of PAA organised by PAA Secretary to discuss compensation for gas and electricity for CSOs that provide social services.
- 31st of May: project coordinator participated in a meeting at the local level to evaluate opportunities for active and healthy ageing. The meeting focused on implementing the concept of a community friendly to age.
- 22nd to 23rd of May: project coordinator took part in the training session on Ensuring Decision-Making Transparency and Access to Information, which was organized by PAA.
- 29th to 30th of June: project coordinator participated in a training session on essential aspects of decision-making transparency and access to information.
- 3rd of August: project coordinator participated in the round table where the results of the research were presented regarding the opportunities of active and healthy ageing, from the standpoint of implementing the concept of a community friendlier to age in three district Straseni, Floresti and Soldanesti.

During the whole project period, Neومانist conducted social research at the local level. In 2021, NA mapped the social services in the district. The expert analysed the situation and arrived at conclusions and recommendations for the local public authorities (LPA). Simultaneously, the research investigated the possibility of including a special service for seniors in the Minimum Package of social services.

In 2022, Neومانist participated in a local advocacy campaign to raise awareness among the LPA about active and healthy ageing, as well as funding for social services. Meetings and discussions were held with representatives of the LPA, request letters were sent, and LPA representatives were invited to visit the organisation.

In 2023, Neومانist took part in a study on the potential of active and healthy ageing in the context of implementing the concept of a community that is friendly to aging. During the research, Neومانist facilitated two focus groups consisting of local stakeholders and elderly individuals. The expert contracted by Help Age Moldova analysed the information and presented the findings, which are expected to be published at the end of December 2023. The activity was conducted across three districts including Straseni, Soldanesti and Floresti. Finally, the outcome was presented at a round table with representatives from the Ministry of Labour and Social Protection, members of the Platform for Active Ageing and representatives from Soldanesti LPA.

Furthermore, in 2023 ROIC, formerly known as URONPIC, obtained official registration as an organization. For the past 15 years, Neومانist has collaborated with this platform, which had operated informally prior to the registration, and is now officially an active member of the Network.

In 2023, three work sessions were organized by ROIC to establish new operating regulations and activity plans for the network. Additionally, two training sessions with the theme "Main Activities during Three Years" were conducted with the aim of establishing the activity plan, strategic planning, the regulation of the network that would apply to all the members of the ROIC Network.

2.2. Meetings/workshops between advocacy networks and Ministry of Health and Social Affairs⁶

⁶ The heading would need to be adapted to Ministry of Social Protection and Ministry of Health as the portfolio was separated by the incoming government.

Neومانist acts as the secretariat for the “Local Coalition for Participative Budgeting” created by Analytical Centre “Expert Grup”, Habitat NGO and IPRE (Moldova) Institute for European policies and Reforms. An agreement was signed between Neومانist and local authorities that allows representatives of Neومانist to participate in all the budgeting processes, provide suggestions and comments and disseminate the information throughout the community to make the process more transparent.

In the project period various meetings and workshops with the Ministry of Health and Ministry of Social protection took place within these two networks (URONPIC and PAA), but the most important were the following three meetings:

In November 2020 a round table was conducted with the Ministry of Health with the purpose to increase the costs per visits for home care services. As a consequence of this meeting the URONPIC platform, (now ROIC) and the Ministry of Social Protection and Ministry of Health agreed to raise the price of a home visit to MDL 210 (~EUR 10,00) from (EUR 7,00 in 2020) in January 2021.

In September 2022 the PAA took part in the meeting with Ministry of Social protection and Health and provided recommendations for next National Plan on Mental Health (2022-2026), which were then included in the National Plan.

In the third project year, after numerous meetings with the Ministry of Health and ROIC, the price for home visits finally was increased from 210 MDL to 280 MDL. Furthermore, mechanisms for funding the NGOs for social services were elaborated in a draft, but till present this draft was not presented and adopted in the parliament. Additionally, the costification of social services provided by NGO’s in Moldova was elaborated within those two platforms, but because the Ministries do not know what state institution will be responsible for contracting the services, the mechanisms and the costing are still pending.

In August 2023, Neومانist presented research findings on implementing the concept of a "Community friendly to age" for active and healthy ageing (the research was conducted by PAA). The presentation took place during a meeting in Soldanesti, which was attended by representatives from the Ministry of Labour and Social Protection. Additionally, Neومانist shared the organization's activities, current results, and future challenges.

2.3. Conduct a situation analysis of social work provided to the elderly in the district of Straseni and sensitise regional and central authorities

The aim of this activity was to conduct a situation analysis in Straseni district and in at least 14 villages of the district (out of 39 villages in total in the district) where Neومانist’s mobile team operates (under a different project) in order to document the situation to be presented to regional and national authorities to be the basis of discussion on the constraints and possible solutions.

The situation analysis (see Annex 2) was conducted in the period June to August 2022. Ms Liliana Salcutan, a university lecturer in sociology and part-timer for Neومانist, visited the 18 villages of Neومانist’s home care teams. She discussed with local authorities from the villages, volunteers who help the elderly in the BMSGPK home care project and senior citizens.

The aim of the study was to:

- Assess the needs of elderly who get socio-medical services rendered by Home Care Teams,
- Identify the extent to which the LPA I⁷ is involved in supporting, protecting and mitigating the vulnerability of elderly who reside in the villages under their competence;
- Establish an active partnership among LPA II, LPA I and Neومانist aimed to promote sustainable services in the area of home care;
- Suggest recommendations aimed at improving and ensuring the sustainability both of the , and the partnership between Neومانist and the LPA.

⁷ LPA I refers to Local Authority at local level and LPA II refers to Local Public Authority at regional level.

The published report was presented to the district council and the social assistance staff of the district's social department on 15th of June 2023 and three main findings were:

The situation of many home care recipients is deemed to be extremely complicated, as the lack of infrastructure and basic living conditions create difficulties in providing care to people who, in addition to living below the poverty line, are sick and alone in their homes, and cannot enjoy a decent old age. Currently, the home care services provided by the state in rural areas to the elderly do not cover the number of requests of the population, and do not comply with quality criteria. It is certain that the home care service sector will be a major challenge for state authorities at all levels in the near future.

There is a lack of a clear strategy/vision on the HCS provided by the state, while the planning of financial resources is not based on the needs existing in the community, the real needs for care services are not known, and the information held by the mayor or community social assistant is not always realistic, which does not provide a clear picture of the real needs at the community level.

Following the interviews with mayors, community social assistants, as well as volunteers, various opinions were shared regarding the cooperation with Neومانist for the continuation of these services. The nice and conscious attitude of the LPA representatives was reported through admiration and respect for the Home care teams, which together with the project coordinator offers a chance to life for the most vulnerable citizens of villages – the elderly.

On 6th of July 2023, Neومانist organized a round table discussion with the research participants, including mayors, social assistance representatives, volunteers, and the Neومانist team. During the event, the expert presented the report's conclusions and recommendations. There were many discussions regarding the services offered to the elderly and the potential for LPA to assist in supporting social services.

Neومانist plans to share the report during one of the meetings of the PAA with representatives of Ministry of Social Protection and Ministry of Health in a round table in 2024.

2.4. Invite selected high-level politicians to visit elderly homes in Straseni town and villages

The aim of this activity was to invite selected decision makers on home visits to elderly, in order to really sensitise them on the realities and needs of elderly people.

Neومانist has previously invited the Minister of Labour and Social Protection twice to the centre- once for Neومانist's 20th year celebration in 2022 and then for a family day in 2023. Due to the following reasons no representatives of the Ministries visited the homes of the elderly during the project period: in the first year the project struggled with Covid-19 restrictions, the second year the government and therefore Ministers changed and in the third year the representative of the Ministry of Labour and Social protection came to Neومانist's 20th year anniversary instead.

On 27th of July 2023, Johannes Rauch, the Austrian Federal Minister of Social Affairs, Health, Care and Consumer Protection (BMSGPK), visited Neومانist during his bilateral negotiations with Moldovan ministerial counterparts, representatives from WHO, EU, and other NGOs. The Minister was accompanied by Her Excellency Ambassador of Austria Stella Avallone, Andreas Schaller (BMSGPK), representative of Diakonie ACT Austria, Roberta Rastl, and Austrian journalists. During the visit, the guests visited beneficiaries of the Home Care project in their own homes in two villages and were acquainted with Neومانist's activities and projects.

Result 3 – Inclusive local governance and changing social norms: Municipal authorities of Straseni include elderly and their perspectives into planning

3.1. Mobilise elderly to participate in local planning meetings and become part of local municipality commissions

The aim of this activity was to increase the active participation of elderly and further include elderly concerns into planning and municipal budgets through continued encouragement and organisation of elderly to participate in meetings. Therefore, Neومانist engaged representatives from self-help groups to participate in various activities at the Mayoralty.

During the project period the Active Ageing group participated in eight meetings. The number of meetings was lower than originally planned due to the lengthy process of forming a group, Covid-19 restrictions, and the fear of meeting afterwards due to the elderly's health condition.

In the first project year three workshops and one public debate was organized by the municipality, in the second project year the group participated in two meetings: a focus group concerning the environment and the impact of human action on it and a meeting with local authorities concerning the local transportation. In the third year two meetings were organized concerning the local transport and the conditions of the roads and their accessibility for the elderly and possible solutions for accessing state support for winter heating.

As a result of these meetings two main roads that connect the Day care centre and the House for Elderly to the centre of Straseni were renovated and are now accessible for people with disabilities.

Furthermore, the Active Ageing group was informed how to access the platform [compensatii.gov](https://compensatii.gov.md) and later disseminated information to all the elderly at the centre. This platform was created by the government with the purpose that people can access, and receive the degree of vulnerability in order to apply for state support for electricity, gas and heating materials.

3.2. Support the Municipality to host a series of expert meetings on topics relevant for elderly and caretakers

The aim of this activity was to support the Municipality to host a series of expert meetings for elderly on topics of relevance and interest, such as transport subsidies, winter help, social help, or legal advice on infrastructure and housing, information on accessing social services, medical aspects etc. to include elderly people in public life and support them to realize their rights.

Because of Covid-19 restrictions and later the war in Ukraine with the following refugee crisis in Moldova, the planned meetings in 2022 were postponed to 2023, when NA organized four meetings for elderly individuals and caregivers addressing social benefits and pensions.

In the first meeting on 7th and 8th of September 2023 the Social media expert, Nadejda Padure, organized a session with the elderly on the topic of Media Education and Security. They talked about the influence of fake media on people, especially the elderly and their manipulation. 36 participants (24 f and 12m) attended the meeting.

The second session was conducted on 25th of September by an expert from Straseni National House of Social Insurance, Angela Todorov who presented the laws governing pensions, including formulaic calculation and new legal amendments. They also discussed pension re-evaluation eligibility, rights to sanatorium treatment, and shared contacts for additional information. 36 participants (28f and 8 m) attended the meeting.

Since cardiovascular diseases have been a major cause of death, accounting for over 55% of noncommunicable disease-related deaths in the past two decades in Moldova, a cardiologist from the Consultancy department of the Public Health Centre in Straseni was invited to deliver valuable insights into the prevention, control and healing of these diseases on 26th of September. The doctor, Cristina Graur provided information on these topics and answered questions from the audience. The 41 participants (32f, 9m) expressed interest in maintaining optimal health, managing pain, and exploring the benefits of natural remedies.

The fourth topic on the agenda, as per the previously collected participants' request, was dental care and guidance on ageing. Therefore a specialist in oral health from the Straseni District Dental Centre, Smolnitchi Daniela, was invited on 28th of September 2023 and provided insights into ensuring good oral hygiene and receiving dental implants to the 32 participants (28f, 4 m).

All professionals were easily accessible for any inquiries and shared their expertise in lively discussions.

3.3. The Municipal authorities participate in events organised by Neumanist twice a year to sensitise on elderly's issues

The aim of this activity, that is continued from the previous project phase, was to sensitise municipal authorities as well as community members on both elderly's issues and perspectives, and the importance of providing services to them. Every year, the mayor and representatives of the Mayoralty participated in Neoumanist's events congratulating the elderly, expressing gratitude towards Neoumanist and discussing topics of the elderly.

A total of eight events were organized in the whole project period (four each in 2022 and 2023, since the activities in 2021 had to be postponed because of Covid-19 restrictions).

The main events celebrated every were: International Elderly Day (on 1st of October), International Women's Day (on 8th of March), Family Day (on 15th of May), welcoming party for NKC volunteers in September.

In addition to the above, LPA representatives participated in the 'Age-Friendly Community' focus group, organized on the 31st of May 2023, enabling the group to address issues concerning the accessibility of the local public institutions for older people. Neoumanist provided an objective depiction of the beneficiaries' situation, including their challenges, aspirations, and requirements. Simultaneously, the authorities participated in a constructive discussion with the senior citizens.

In addition to the above, Neoumanist celebrated their 20th anniversary on 25th of October 2023.

3.4 Facilitate a self-help group of active elderly

This was a new activity, based on learning from Diakonie ACT Austria's partner organization TLU in Ukraine. About ten elderly people in the transition from active age to retirement formed a self-help group for elderly in Straseni in 2021. Their role was to identify issues that elderly face in Straseni and discuss solutions, host the meetings with Neoumanist's support, find solutions and address the right people as an important step in the direction of self-representation.

The planned learning visits to TLU needed to be cancelled due to the war and a part of this budget was reallocated to conduct an exchange visit for Neoumanist to Austria instead in 2022. During 18th to 25th of September 2022 (see section 8), the team visited Diakoniewerk projects from Upper Austria, houses for day care seniors, resident services for elderly, home care and learned about the new service of community nursing.

The Active Ageing group was formed in June 2021 by ten elderly (7f and 3m). During the project implementation nine (6f and 3 m) active elderly continued to participate in this group regularly and successfully took action in two ways. Firstly, they arranged meetings with experts to increase their knowledge; secondly, they lobbied for their rights. During the project period, the team attended meetings with the Police Inspectorate, a lawyer from the District Council, representatives from the National Employment Agency and the Social Department of the District Council, a primary care physician from the local hospital, a representative from the National House of Social Insurance in Straseni, and a priest.

In the first project year only one meeting was organized due to Covid-19 restrictions. On 24th of September 2021 one meeting with the lawyer Octavian Cazacu took place on the topic Legal inheritance through reform of civil code with 8 participants (6f and 3m).

In the second project year Neoumanist put together and conducted the following program:

- 21st of October 2021: Meeting with representatives of the Social Department from the District Council. Inga Ciocan explained and presented the packages of social services for seniors, way of accessing, changes in the legal framework etc. to 8 participants (6 f, 2 m).
- 26th of November 2021: Meeting with representatives of National Agency for Employment: Adriana Corechi and Natalia Radvan on the topic: Possibility to employ in the labour market for pensioners, with 8 participants (6f, 2m).
- 8th of December 2021: Meeting with the lawyer Ion Malic on the topic: Legislation framework connecting inheritance, with 9 participants (6 f, 3 m).
- 27th of April 2022: Meeting with 3 policemen: Viorica Jurja, Oleg Murea, Lilian Tabacaru on the topic: Domestic Violence and how to report the acts of domestic violence, with 8 participants (6f, 2m).

- 29th of September 2022: Meeting with a doctor Natalia Slanina on the topic: Specific diseases of the old age, prevention of the most common diseases and specific treatment, with 8 participants (6f, 2m)

In the third project year following events were organized:

- 12th of December 2022: Training with the Notary Angelina Lazar on the topic: How well do the elderly know their rights. 31 people (25f, 6m) participated including 8 elderly of Active Ageing group.
- 13th of December 2022: Training with the expert in nutrition, Elena Stadnic-Corcodel on the topic: Healthy nutrition and healthy way of living for older people. 34 people (28f, 6 m) participated, including 8 elderly of Active Ageing group
- 14th of February 2023: Meeting with students from Social Department- on the topic: Love has no Age. 35 people participated (27 f, 8 m), including members of the Active Ageing group
- 20th of March 2023: Meeting with the students from Social Department on the topic: Writing essays together. 36 people participated (32f, 4 m) including 6 members of Active Ageing group
- 16th of June 2023: Meeting with a priest. 36 people participated (32 f, 4 m), including the self-help group.

Additionally, the group visited central locations, dined at a pizzeria, and explored monasteries, all of which resulted in consolidating them as a team. The members participated in meetings with students of the Social Assistant Department at the State University of Moldova. Through the project's activities, the group built strong friendships, however, as their motivation depends on the contribution of Neومانist, it remains to be seen whether they will continue their meetings.

3.5. Organise sensitisation sessions for different professional groups that are of interest to elderly's wellbeing

The aim of this activity was to change negative social norms on elderly that were identified by Neومانist as being a key obstacle to their wellbeing and social inclusion. Neومانist organised eight sensitisation sessions in to the second and third project year (the planned sessions in the first year had to be postponed due to Covid-19 restrictions) for professionals interested in the welfare of the elderly, drawing from the expertise of colleagues from TLU in Ukraine, Diakonie ACT Austria's partner organization. The planned sessions in the first year had to be postponed due to Covid-19 restrictions.

The sessions provided general information on aging, including social and medical aspects, with a specific focus on individuals with dementia. The topics explored the key aspects of the disease, including behaviour and communication, and furnished attendees with the contact information of competent institutions. The presentations concentrated on various professional groups, including police officers, doctors, social workers, taxi drivers, and retail staff. Additionally, the subject attracted interest from libraries.

During the project period following sessions were organized to inform and educate about the needs of the elderly:

- 25th of May 2022: Police department of Straseni – 21 police officers (10f /11m)
- 17th of June 2022: Straseni public library – 22 librarians (22 f)
- 14th of June 2022: Social Department – 29 social workers (29 f)
- 17th -18th of August 2022: Centre for 15 private and state transport companies operating in Straseni district (15m – one per company), participants work in the town and usually meet the elderly
- 21st of November 2022: Linella supermarket – shop 36 assistants 36 (36f).
- 17th January 2023: Centre for public health – 27 doctors and medical assistants (23 f., 4 m).
- 24th January 2023: Centre for public health – medical staff of 41 people (37 f., 4 m).
- 30th May 2023: District hospital – 14 doctors, (9 f, 5 m).

The total number of participants from the professional groups addressed by Neومانist was 205.

The presentations, each lasting from 60 to 90 minutes, were tailored to each professional group to inform about issues of the elderly, their specific social, health, psychological problems, changes in their behaviour, dementia etc. Neومانist representative showed participants how to communicate efficiently with the elderly, what to do in certain situations, how to behave with persons with dementia.

It was the first time for all groups to participate in such an activity. The participants were very open, asked questions, even participated in small exercises related to the topic and many were interested in more information and expressed their gratitude for the valuable session. Notably, a participant, a lady with tears in her eyes, shared her story about her husband who has dementia. She requested advice and support.

The sessions enabled Neumanist to not only provide information about dementia and friendly communities for the elderly but also promote the organization's activities.

2. Lessons learned / outlook

Experience from implementation of the project

According to a report by Dr. Claudia Mahler⁸, an expert on the enjoyment of all human rights by older individuals, Moldova's national institutions lack a human rights-based approach to ageing. This is evident in the placement of state departments responsible for older individuals within the Ministry of Labour and Social Protection, which reinforces the notion that ageing is solely a social issue and that older individuals are merely recipients of support and assistance. The Implementation of the project aimed to enhance the quality of life, promote social inclusion and alleviate poverty while raising awareness among the authorities.

The Centre has become a safe haven for beneficiaries, providing shelter and a place they can turn to at any time. Satisfaction reports produced every year show that during the project period 98-100% of the beneficiaries were very pleased with the services provided. According to beneficiaries, the Centre has extended their life expectancy. All of these factors together prove the essential importance and value of the Centre concluding that the project's objective "Elderly people living in Straseni have improved their quality of life and social inclusion through access to social protection, active engagement" was achieved by more than 90%.

However, there are still several elderly people in the Republic of Moldova who survive on a daily basis. The past and ongoing crises experienced by the population of Moldova, such as the Covid-19 pandemic, the war in Ukraine and the refugee crisis and currently the high inflation, make older women and men, of which 20% live in poverty, very vulnerable to the risen prices of basic necessities, including food, energy and housing. In 2022, NA responded to the humanitarian crises in Ukraine and was actively involved in humanitarian aid and provided Ukrainian refugees with accommodation, transport, clothing, medicines, food and hygiene products. Thanks to the support of its international partners, Neumanist was able to offer help to more than 200 Ukrainian refugees, mainly women and children. Towards the end of that year, risen prices of food products and medication added strain to the population of Moldova, which was also affected by gas and electricity disconnections during the winter. Eventually, a generator was donated by Neumanist's partner, SOM to ensure the operation of the centre.

Despite all these challenges, the Centre continued to provide its services and organizes activities. Staff members have adapted to new conditions and learned new skills, and many are now involved in volunteering. A variety of training and team building activities were implemented to prevent professional burn out.

The creation of a self-help group (the Active Ageing Group), has achieved positive outcomes through collaboration with the local council and active participation in the decision-making, although it was very much depended on Neumanist's input. The sensitization sessions offered to various professional groups, proved to be a real success. Attendees gained familiarity with the particularities of old age and acquired knowledge in effective communication with people living with dementia.

The active engagement in two national networks PAA and ROIC (former URONPIC) enabled Neumanist to participate in the decision-making process at the national level. Cooperation with the District Council's Department of Social Assistance and LPA works well as they are the primary partners in developing the files of beneficiaries for the admission of the elderly to the Centre. Neumanist played a vital role in the Local Coalition for Participative Budgeting, which enhanced transparency in the process of creating and spending the local budget. Additionally, Neumanist regularly participates in the Public Discussions regarding the local budget. In 2023, the volunteer coordinator moderated the process of debating, reported on the

⁸ See report in the link: <https://moldova.un.org/en/251906-un-expert-human-rights-older-persons-visit-moldova>

spending of the previous public budget, and planned the new budget for next year. This enables NA to propose various activities related to the elderly in the community.

Since February 2023, Neومانist is a partner in the EU-project "Promoting CSOs as partners in building resilient social services".⁹ The central aim of the program is to assist local CSOs in providing suitable social services to vulnerable people in Moldova that are inclusive, age-appropriate, and gender-sensitive. Within this project Neومانist shared its expertise with over 60 CSOs and organised workshops offering their knowledge about social laundry, personal hygiene and socialization activities to 24 CSOs. In August 2023, Neومانist welcomed a group of CSOs from the central part of Moldova, who were keen to learn about their experience in the social sector.

All these activities prove Neومانist's status as expert organisation that lobbies and advocates for changes at different levels, being present and representing the rights of Moldova's older population.

Considering that Neومانist is the hosting organisation for the students' internships for the Faculty of Social Assistance and Psychology, this is a valuable opportunity to encourage students to work with older people and promote Neومانist's initiatives during conferences and scientific meetings hosted by the State University of Moldova.

Collaboration with local partners has brought energy and inspiration. The kindergarten children are eagerly awaited by guests at parties and celebrations. Their constant smiles, joy and innocence bring happiness to the beneficiaries. The cooperation with the local public library has led to a series of activities at both the centre and the library. Eight beneficiaries attended a digitalisation course and one beneficiary, along with their librarian teacher, participated in a TV programme and shared their new experience. The library's director conducted four training sessions on the subject of "Manipulation via Mass Media". In these sessions, the participants were taught to scrutinise information and news, to examine multiple sources, and to discuss and refrain from spreading fake news. The attendees were also invited to meetings with authors. Over the course of a year, the beneficiaries appreciated the activity "Reading Aloud", which enhanced the seniors' attentiveness, curiosity, and eagerness for further meetings.

Neومانist's traditional, long-standing and close cooperation with international and especially Dutch volunteers (NKC and SOM)¹⁰ remains an important aspect of Neومانist's work. These volunteers provide invaluable both personal (in the form of conducting renovations) and financial contributions, supporting the association in purchasing a.o. much needed furniture in 2021 and donating a bus in 2022, for transportation of elderly in wheelchairs. In 2023 volunteers from NKC and SOM refurbished two houses for elderly residents in the village and conducted various renovations at the centre, such as repairing the sewage system, painting walls and gates, tended to the gardens and assisted in the kitchen. Additionally, they organised activities for beneficiaries and arranged trips to local monasteries, museums, zoos and parks in Chisinau for a number of 89 beneficiaries (74 f, 15 m), for many of them it was their first visit of any other place.

• Outlook regarding medium and long-term sustainability of the project

It remains challenging to ensure financial sustainability of projects focussing on providing services and care to elderly in Moldova. Hopefully, the situation will change with the Programme on Active and Healthy Ageing (2023-2027), that was recently adopted being the main national strategy empowering older persons. It should align with the Republic of Moldova's human rights commitments, and implementation should be comprehensive in a human rights way. However, important issues are still pending:

- The cost of establishing social services is still to be determined.
- Social services are to be contracted by the disseminating body.
- The price for home care service needs to be increased every year according to real needs.
- One service exclusive for elderly needs to be included in the minimum package of social services.

⁹ The project is being implemented from February 2023 to January 2026, and is funded by the European Union, co-funded by the NGO Keystone Moldova, the Foundation "Stichting Dorcas Aid International," and NA. The central aim of the grant competition program is to assist local civil society organizations in providing suitable social services to vulnerable individuals in Moldova that are inclusive, age-appropriate, and gender-sensitive.

¹⁰ SOM – Stichting Ouderenzorg Moldavië (Elderly Care Moldova), NKC – Netherlands Camper Club: www.nkc.nl

After having been funded for many years by ADC and being a reliable project partner, Neومانist finds itself with much lower level of funding available after ADC funding ends with this project. Diakonie ACT Austria is already funding a part of the home care project (which was extended until June 2024) through own funds and will continue to partly fund Neومانist's day care centre for the first half of 2024. Together they plan to apply for the upcoming BMSGPK call for proposals, combining the activities of the day care centre "Rasarit" with the Home Care project. Recently, Neومانist became partner in an EU-project, improving their skills in proposal development and implementing EU-funded projects, making them capable to additionally apply for EU funds in the future.

Since Neومانist has formed close cooperation with other international (mainly Dutch) organisations such as NKC and SOM, and diversified its funding sources through volunteers, networks, social tourism, solar panels for water heating among others, sustainable funding of their activities seems likely.

Furthermore, Neومانist works closely together and has a fruitful collaboration with local public authorities which resulted in their renting the building where the day care centre is located for free, and the renovation of two main roads leading to centre. Important to mention is that the organisation received national accreditation for all three social services (Day Care Services "Rasarit", House for Elderly services "Spectre" and Home Care services) it provides, for which it can apply for State funding in the near future.

Outlook for target groups / beneficiaries after the end of the project:

The long-term plan is still to achieve funding of the home care and day care centre services through public authorities. Through this, beneficiaries will have continued access to the service. Over the course of the project, the beneficiaries accessed qualified social services, experienced respectful and dignified treatment, participated in decision-making processes, earned community recognition, engaged in volunteering activities, became active agents in their lives, and generally improved their quality of life.

They are now more informed of their rights, possess digital skills, and willingly share their knowledge and experiences with other elderly individuals, children, and students. Their capacities were further strengthened through different consultations and trainings of the Self-Help group.

However, due to the poor economic situation in Moldova, social policy reforms that would enable Neومانist to make the transition from donor funding to state funding are only possible to a limited extent, therefore the organisation can only offer its wide range of services with international support at present and in the near future.

3. Challenges encountered and modifications

During the implementation of the project, Neومانist faced several challenges that had an impact on the project as a whole. These challenges included delays of activities, budget-reallocations, organisational and budgetary constraints, as well as internal organisational changes. The implementation of the project was impacted by numerous factors:

The Covid-19 and post-Covid-19 pandemic, due to which the whole process of Day care had to be reorganized. After the Covid-19 crisis Moldova was hit by the next major crisis in February 2022 with the war in Ukraine and the refugee crisis, due to which the project was at risk of being discontinued, as staff thought about leaving the country. The big wave of refugees that needed support requested additional efforts from Neومانist in order to help. Neومانist was involved in humanitarian aid and offered shelter to Ukrainian refugees, transportation, clothes, medicines, food and hygiene products. Due to the support of partners such as Diakonie ACT Austria, Amina, Bear Trust (UK), Boekestijn Transport Service (The Netherlands), and Global Giving Platform, Neومانist was able to offer support to more than 200 Ukraine refugees, mostly women and children. The Administration of the project together with field staff tried to make all possible efforts to make the refugees staying in Moldova more comfortable.

The staff members were tired and at risk of burning out. The refugee crisis was followed by an energy crisis, economic instability, and political changes. The change of three ministers of Labour and Social Protection, high prices of food and medication, facilities, inflation, and fluctuation of the exchange rate have affected the budget of the project including salaries. According to the National Bank the annual rate of inflation in September 2022 was 33.97 %, creating another reason for the staff to leave Moldova for better paid jobs abroad or emigrating definitely. But despite these challenges, the staff structure has remained unchanged.

The Republic of Moldova is currently confronting various challenges. In the aftermath of the COVID-19 pandemic, which had a significant impact on the nation's previously two-decade long progressive and stable economic growth, Moldova now faces severe repercussions from the ongoing energy crisis and the refugee crisis stemming from the Russian Federation's full-scale armed aggression against Ukraine. Additionally, although poverty levels have decreased since 2015, older individuals are still more impoverished than the average population. Despite significant economic and development progress over the past few decades, people in Moldova are still particularly susceptible to higher levels of poverty when compared to other European countries.

Low birth rates and high emigration rates of Moldovans have had a significant impact on the demographic landscape of Moldova which leads to a growing ageing population and a decrease in total population. According to the National Bureau of Statistics, in the beginning of 2023, the population of persons aged 60 and above accounted for 23.8% of Moldova's total population. More than 60% of this ageing population comprised of older women. Such as many countries around the world, this current demographic transformation has had considerable impacts and profound effects on the Moldovan society, in particular rise in a growing concern in terms of human rights linked to ageing

• Required changes for project/programme planning:

The staff was trained to save energy, electricity and heating at its working place.

Since the budget that was planned in 2020, did not cover the running costs of the centre Neومانist's other partners, such as SOM and AMINA covered the gap.

In addition, project budget reallocations were necessary, particularly for capacity building and training purposes, which made it possible for the team to receive several trainings to deal with the stressful situations and to avoid burn out.

As part of the reallocations the originally planned external project evaluation was exchanged for an internal review, outdoor capacity and team building exercises instead, in agreement with ADA (See Annex 3 for the internal review).

4. Risk Management

The original risk assessment and the risk management measures proved to be effective and adequate, focussing on the availability of staff, political and economic turbulence, electricity and gas crisis and exchange rate fluctuations, however the Covid-19 pandemic, am war in Ukraine with the resulting refugee crisis and high inflation could not be predicted. Still, Neومانist did their best to ensure proper implementation of all project activities through:

1. Creating good working conditions for all staff members and offering trainings and workshops to prevent the loss of qualified staff. However, the issue of low salaries remains, and even though the average state will be increased by 25% in 2024, there is still a risk that some staff members might leave.
2. Providing effective Covid-19 risk management measures including trainings and protection materials, through which the infection rate could be kept low.
3. Finding additional funds that ensured the continuation of the project, even though the prices increased through inflation affecting the budget.
4. Conducting numerous meetings in the community with different professional groups, through which they have become more aware and interested in the problems of elderly in comparison with the beginning of the project.

The primary risk factor still remains the ongoing war in Ukraine. The elderly are informed about the position of bunkers in Straseni. Those elderly who have relatives abroad are asked to contact them and think of a suitable exit plan, and staff members are exploring the places they can go to in the event of war happening in Moldova.

5. Sustainability / capacity development

Impact:

The project intended impact in different areas. One was to **offer social protection** through a day care centre, mobile services and peer-to-peer support. By the time of the project's end 204 registered beneficiaries (150 f / 54 m) were benefiting from the activities and services provided the centre including the 31 elderly people (25f, 6m) cared for by the mobile services and peer volunteers at home, the latter of whom will continue their visits, as they are mostly neighbours, friends and colleagues, According to the last satisfaction report conducted in 2023 by Neومانist, 98,15% of beneficiaries are very pleased with the services provided. According to them, the Centre has extended their life expectancy.

Over the course of the project, Neومانist was able to further improve its capacities in order to continue offering sustainable services through numerous trainings on topics such as: Communication, Lobby and Advocacy, Networking and fundraising, financial management, burn out and stress reduction. The team's capacity was further strengthened through team building activities, ensuring a positive work ethic and high satisfaction of the staff, resulting in a low staff turnover, which itself ensures the provision of sustainable high-quality services.

Another was to **advocate for social protection** for elderly on local, regional and central level. Neومانist has continued and strengthened its partnership with government stakeholders, LPAs and local and national Civil Society Organizations (CSOs) through information, exchange of good practices, expertise etc. Because of its continuous advocacy work Neومانist managed to position themselves as an expert in the field of elderly care and is one of the leading organisations in the two national platforms PAA and ROIC (former URONPIC), enabling Neومانist to participate in the decision-making process at the national level. A result of their lobbying was the increase of the remuneration for home care services to 280 MDL (14 EUR). Furthermore, mechanisms for funding the NGOs for social services were elaborated in a draft, however till present was not presented and adopted in the parliament. Additionally, the costification of social services provided by NGO's in Moldova was elaborated within those two platforms, but since the Ministries do not know what state institution will be responsible for contracting the services, both the mechanisms and the costing are still pending.

During the project period Neومانist received national accreditation for all three social services it provides (Day Care Services "Rasarit", House for Elderly services "Spectre" and Home Care services) and can apply for State funding in the near future. Neومانist was also one of only seven CSOs focussing on providing services for elderly that were invited for discussion to Ms. Maia Sandu, the president of Moldova in 2022.

The cooperation with the District Council's Department of Social Assistance and LPA works well – free rent for the building where the day care centre is located is secured for another 76 years – and the LPA are the primary partners in developing the files of beneficiaries that are admitted to the Centre. Neومانist played a vital role in the Local Coalition for Participative Budgeting, which enhanced transparency in the process of creating and spending the local budget. Additionally, Neومانist regularly participates in the Public Discussions regarding the local budget. In 2023, the volunteer coordinator moderated the process of debating, reported on the spending of the previous public budget, and planned the new budget for next year. This enables Neومانist to propose various activities related to the elderly in the community.

Another area was **inclusive local governance and changing social norms**. The Active Ageing Group has achieved positive results through collaboration with the local council and active participation in the decision-making processes where their perspectives were included into local planning. Through the training they received from Neومانist, they were actively involved in raising awareness, preventing, identifying and referring age cases identified at community level. The conducted meetings with experts on various topics of interest enhanced the group members' capacities and they later shared their knowledge with other seniors at the centre, who are now better informed of their rights, and are open to share their experiences with other seniors as well as children and students alike. However, since the group depends on Neومانist's input, it remains to be seen whether they continue with their meetings after the project's end.

The sensitization sessions offered to various professional groups, including policemen, shop assistants, medical staff, librarians, and taxi drivers, proved to be a real success. Attendees gained familiarity with the

particularities of old age and acquired knowledge in effective communication with people living with dementia. All these activities contributed to a change in social norms towards older people that can be perceived slowly.

Exit strategies and future:

After having been funded for many years by ADC and being a reliable project partner, Neoumanist finds itself with much lower level of funding available after this project ends. Diakonie ACT Austria is already funding a part of the home care project (which was extended until June 2024) through own funds and will continue to partly fund Neoumanist's day care centre for the first half of 2024. Together they plan to apply for the upcoming BMSGPK's call for proposals, combining the activities of the day care centre "Rasarit" with the Home Care project. Recently, Neoumanist became partner in an EU-project, improving their skills in proposal development and implementing EU-funded projects, making them capable to additionally apply for EU funds in the future. Since Neoumanist has formed close cooperation with other international (mainly Dutch) organisations such as NKC and SOM, and diversified its funding sources through volunteers, networks, social tourism, and solar panels for water heating among others, sustainable funding of their activities seems likely.

Neoumanist's long-term plan to achieve financial sustainability is still to achieve funding for the home care and day care centre services through public authorities. However, at the moment it remains challenging to ensure financial sustainability of projects focussing on providing services and care to elderly in Moldova. With the adoption of the Programme on Active and Healthy Ageing (2023-2027) that aligns with Moldova's human rights commitments, its implementation should be comprehensive and respectful of human rights. However, important issues are still pending:

- The cost of establishing social services is still to be determined.
- Social services are to be contracted by the disseminating body.
- The price for home care service needs to be increased every year according to real needs.
- One service exclusive for elderly needs to be included in the minimum package of social services.

6. Monitoring / learning exercise

Monitoring was conducted primarily through operational monitoring through the project team and joint monitoring with Diakonie ACT Austria.

Neoumanist's administration conducted regular and ongoing monitoring through financial controlling, personnel talk and documentation of activities. Every three months, a team meeting looked at indicators and discussed results and necessary changes with regard to each target group (based on qualitative and quantitative data from collected on an ongoing basis).

Financial monitoring of this project and a review of its indicators were performed monthly by the executive director and every three months with Diakonie ACT Austria. Internally, the Executive Director reports annually (March every year) to the association's board and general assembly.

Apart from monitoring on the basis of financial reports, narrative reports were submitted every six months to Diakonie ACT Austria, including ongoing interaction through online meetings discussing the progress of implementation and any challenges that arise. The years 2021 and 2022 were particularly challenging, as some activities needed to be adjusted or postponed and budget reallocations needed to be made since due to Covid-19 and the war in Ukraine. Diakonie ACT Austria reports to ADA and BfdW annually. Also, an external audit is performed at the end of each year of implementation. The monitoring system fully integrates gender aspects and all data is sex-disaggregated (women are overrepresented as beneficiaries).

Project visits:

The project was visited twice by Diakonie ACT Austria's project coordinators: in 2021 by Sumiko Morino and in 2023 by Doris Brenner and DAA's General Secretary Nina Hechenberger.. Apart from monitoring, Ms

Brenner conducted a gender and M&E training together with DAA colleague Pia Ferner for nine staff members (9f), including the management team (see activity 1.7.)

Mr Gunter Zimmer, head of the office of ADA in Chisinau, visited the project twice (in 2021 and 2023) together with his assistant Lina Acalugaritei. They made a tour of the project visiting every activity of the Day care centre, asking questions and providing recommendations.

7. Evaluation

As part of the necessary reallocations (as approved by ADA) the originally planned project evaluation conducted by an external expert was exchanged for conducting an internal review together with outdoor capacity and team building exercises. (See Annex 3 for the internal staff review).

The review process had two directions, one internal and one external. At the same time, the external one was both local and international. The internal evaluation of staff was carried out annually by the executive director. Two trips were organised outside of the centre in Romania in order to evaluate the staff and the working environment.

The questionnaires consisted of inquiring the staff about different issues connected to the project, organising team building activities and making a final review.

The review's main findings were that most staff members are happy and enjoy their work in social services, and feel appreciated for their work at Neoumanist. However, since it's a hard and stressful job, at least two burn-out trainings per year are wished for. Team building activities were considered as strengthening the team. Also, the financial aspect was seen as an important motivation for employees, especially in times when prices are rising rapidly and they are working full time for Neoumanist, being their only income. Half of the employees are satisfied with the salary, while the other half wished for a salary increase. In general, the relationship with the project beneficiaries were considered as being very good. However, half of the staff members mentioned poor communication within the team.

As a result of the review following actions are planned for the next year(s) Neoumanist will continue its capacity building by organizing trainings on conflict and time management, communication and further trainings on burn out prevention. Also, sessions with staff experts are planned on the topics of psychological aspects and behaviour of the elderly persons, palliative care, palliative care, intergenerational communication, and nursing. Staff meetings (individual and/or group meetings) will be conducted more frequently - every two months and team building activities will be organized every three months. The aim is to organize four excursions (two for elderly and two for the) per year and to continue conducting exchange visits to other organizations that work with elderly in Moldova. Last but not least, Neumanist will do its best to offer a more competitive salary, considering the increase of prices due to the inflation.

8. Visibility and public awareness raising locally and in Austria

Neoumanist has developed a Communication Strategy to promote its activities and raise awareness both locally, nationally and across Austria. The main tools used to achieve this are Facebook, where project updates are posted regularly, the website (www.neoumanist.md), and the blog (www.neoumanist.wordpress.com), which are updated regularly. The presence on Facebook is strong and the numbers of the followers increased to 1234 people.

The ADA and Bread for the World logos are printed on all publications, Facebook articles, documents – letters, invitations, etc. – as well as on PR materials. During the reporting period, booklets with anti-COVID-19 measures and contact information were printed and shared with beneficiaries, their families and older people. IT equipment and furniture for staff (computers, laptops, printers, tables, cupboards) and the car were purchased and installed. ADC logo is applied on each device. Additionally, for Neoumanist's 20th Anniversary celebration a big banner was produced, presenting all donor logos including ADA's.

The participation in two national networks (see activity 2.1) enables Neoumanist to share their experiences with other CSOs and LPAs at level I or level II, as well as collaborate with representatives from the Ministry of Social Protection and Ministry of Health. Taking part at conferences is a good opportunity to present both the project and the experience and challenges of its implementation.

The following awareness raising activities were conducted in Moldova in the first project year:

In March 2021, Ms Veronica Timbalari, Neoumanist's executive director, was awarded with a prize „Champions of Change 2020”. It is rewarded for innovative ideas in various field by the Laboratory of indicators for development (LID Moldova) in collaboration with the Friedrich Naumann Foundation for Freedom (<https://www.facebook.com/LIDMoldovaThinkDoTank/photos/pcb.1296868360692002/1296868050692033/>).

Please review the following links for further mention of Neoumanist's work:

- <https://tv8.md/2020/10/12/video-cuprinsi-de-singurate-pandemia-i-a-privat-de-micile-placeri-pe-batranii-din-straseni/?fbclid=IwAR2-NIJx4BaPVSzimOz9CDZjb2vCxXxXtqcB-nEW8GXLxE1kxDvBijwho4vM>
- <https://www.facebook.com/ipismoldova/videos/278024073484263/a> result of the project Social Voices at the
- <https://drochia.tv/2021/11/05/prin-consolidare-spre-un-trai-decent-in-municipiul-straseni/>

Here is a list of conferences Neoumanist attended and presented project activities:

- 2nd of October 2020: project coordinator participated in the launch conference of the project “Management of solid waste by active implication of the community” (district of Straseni).
- 9th February 2021: executive director participated at a meeting with Peter Mihailco, head of delegation of the European Union in Moldova, and Angela Ganninger, German ambassador to Moldova (<https://www.facebook.com/PrimariaStraseni/photos/pcb.1585853574957651/1585852044957804/>)
- 25th March 2021: executive director took part in the event of launching the project “ Civil implication for qualitative public services ”
- 25th May 2021: social assistant took part in a round table with the topic Benefits of the environment projects, renewable energy and energy efficiency, after the event the organization was visited by representatives of Association of Journalists of Environment and Ecological Tourism <https://www.facebook.com/PrimariaStraseni/photos/pcb.1660277827515225/1660277584181916/>
- 31st March 2021: project coordinator and volunteer coordinator participated in round table and share the expertise of organisation with LPA from three districts Straseni, Glodeni and Cahul organised by People in Need with Support of Czech Development Agency <https://www.facebook.com/photo?fbid=10224648803029378&set=pcb.10224648807789497>

The following awareness raising activities were conducted in Moldova in the second project year:

Here is a list of conferences Neoumanist attended and presented project activities:

- 5th of October 2021: project coordinator participated in online conference held on the occasion of the International Day of Older Persons with the topic «Confronting the shadow pandemic: Covid-19 and violence, abuse and neglect of older people” organised by HelpAge
- 8th of October: executive director, project coordinator, volunteer coordinator, project assistant participated in the Yearly forum concerning Participative Budgeting organised by AO Habitat
- 15th of October: executive director, project coordinator participated in round table “How is insured the right to the social services for elderly in Straseni
- 11th of November: executive director and project coordinator participated in the round table How can we insure the respect of the rights to the social assistance of the old person in Republic of Moldova
- 11th of November: project assistant took part in the scientific conference with international participants Integration through research and innovation with the topic”Importance of senior participation in the community development organised by State University of Moldova “
- 30th of November: project coordinator, project assistant and volunteer coordinator participated in the round table “Comparative analysis of the home care services in Republic of Moldova (NA completed the questioners and took part in the analysis)

- 25th of January 2022: executive director participated in the final event of the Project "Inform, Empower, Act" organised by Expert-Group Neoumanist was local partner
- 23rd -25th of May: executive director participated on the 22nd International Conference on Integrated Care organized by International Foundation for Integrated care in Odense, Denmark
- 14th of June: project coordinator and psychologist participated at the meeting on launching the project Creating the Local councils on transparency organized by Mayoralty of Straseni financed by EU, German Cooperation and GIZ
- 15th -17th of June: executive director took part in the International Conference "A Suitable World for all ages" held in Roma Italy The director made a presentation about organisation.
- 23rd of June: executive director participated in the reception on the occasion of 30 years of Diplomatic Relations between the Republic of Austria and the Republic of Moldova
- 2nd of August: Project coordinator took part in the business breakfast- a discussion between partners of ADA in Moldova with General Manager of ADA representatives of ADA in Chisinau, her excellence Ms Ambassador of Austria in Moldova, the Attaché of the BMASGK. Local partners shared their experience in the social field and presented the main challenges in the work with vulnerable persons and Ukrainian refugees.
- 26th of October: project assistant participated in the conference Sociology and Social Assistance: Research and professionalism organised by State University of Moldova

The following awareness raising activities were conducted in Moldova in the third project year:

In 2022, the Executive Director was invited to a meeting with the President of the Republic of Moldova, Ms. Maia Sandu, where CSOs providing services to the elderly were also present. The President had a discussion with representatives of Civil Society Organizations (CSOs), allowing every participant to express the progress and challenges that their organizations have achieved.

On the 3rd of May 2023, NA received a visit from Martin Mühlbacher, Social Attaché of the Federal Ministry of Social Affairs, Health, Care and Consumer Protection of Austria in Moldova, Gernot Antes, coordinator within the Austrian Network "Healthy Cities" and Antonina Dranga, Assistant to the Social Attaché. The purpose of the visit was to gain an understanding of the organization, its social projects and activities, as well as to explore opportunities for creating new contacts and potential partnerships between networks and cities/localities.

On 9th of March 2023, the executive director attended workshop and conference in Prague organized by EURAG organization "Successful and unsuccessful Ageing of the Human Brain"

On 21st-25th May, the executive director attended the conference in Antwerp (Belgium) organized by the International Foundation for Integrated Care (IFIC), with 1,583 delegates from 63 countries.

In June, Reinhold Medicus from Diakonie Gallneukirchen conducted a Training on Community nursing (see 1.7.): <https://www.facebook.com/neohumanist/posts/pfbid02kTBZ38aH756HUXBY3hf7nzkfdLD8Tv2pPHn2xtxECU6LF3MToS6uXnD5CMmW86EQI>

On 21st-25th May 2023, the executive director attended the conference in Antwerp (Belgium) organized by the International Foundation for Integrated Care (IFIC), with 1,583 delegates from 63 countries. On 27th July, Neoumanist had the privilege of hosting a visit from Austrian Minister of Health and Social Affairs, Johannes Rauch, and Her Excellency Ambassador of Austria in Moldova, Stella Avallone. They gained insight into Neoumanist's activities and even visited beneficiaries in their homes in various villages: <https://www.facebook.com/photo/?fbid=10230111231466675&set=pcb.10230111242826959>

Here are the links to TV programs where Neoumanist was presented:

https://www.zdg.md/stiri/noi-nu-suntem-de-vina-ca-mai-avem-zile-si-traim/?fbclid=IwAR1gKwHj1hyUC6VIWZ_II0soSIL-FChxdfP1AWXydGNz0vhdoITGyPOZjTo Report on homes for older people in Moldova, featuring the centre.

https://www.youtube.com/watch?v=2N7D8gNyZsE&t=15s&fbclid=IwAR19Diud2_i-STkM7v-xbABqB-POyVG9stDxJVuCQ1m2AvagNY0RDX5SmJQ featuring the digitalization program.

<https://www.facebook.com/crstraseni/videos/438180935103332> featuring an interview with Neoumanist's executive director,

Visibility activities in Austria:

The project is displayed on the Website of Brot für die Welt: Republik Moldau, Altenhilfe. See: <https://www.brot-fuer-die-welt.at/projekte/moldau-altenhilfe/> . In addition, project updates have been posted on Diakonie's facebook site.

During 18.-25th of September 2022 the executive director, project coordinator, volunteer coordinator and 2 social assistants from Home Care project had an exchange visit in Austria. The group visited Diakoniewerk projects from Upper Austria houses for day care seniors, residents services for elderly, home care, got acknowledge with new service- community nursing. The group managed to meet with representatives Social Fund in Wien, European Centre for Social Welfare Policy and Research, BMSGPK, and ADA. Thanks to this it was possible to establish contacts with public organizations that deal with people with disabilities, to discuss their results and to see new approaches and programs of colleagues. The visit was also presented on the Website of the Wiener Sozialdienste: See <https://www.wienersozialdienste.at/besuch-aus-moldawien-im-handwerk/>

9. Other points

Success stories:



Ion (83 years old) is very satisfied with all services provided at "Rasarit", the day care centre. He likes the attitude and respect he receives from the staff. He can't imagine a life without the centre, where he likes to play chess, take a shower, and wash his laundry. Ion is living alone and usually is not cooking or having a proper lunch consisting of main and second course, and dessert is a luxury for him. Ion feels seen and important at the centre, involved and active. There, he forgets about his health problems and enjoys the aging surrounded by the Neumanist Family.



Valentina (81 years old) started to come to Rasarit, because she has no shower facility at home. Now she has access to all services the centre provides, out of which she enjoys the lunches the most. She confessed that at the center she does not feel alone. She is a very active and positive person and likes to help in the kitchen, do gymnastics, talk a lot with other beneficiaries, participate in master classes, social activities and to receive massages. Valentina states that the center offers her decent living conditions.

Annexes:

1. List of trainings for the whole project period (at the end of this report)
2. Report on situational analyses (Study Home Care)
3. Staff review
4. Pictures of activities at the Centre
5. Progress Report Logical Framework, Updated Risk Register, etc.
6. Financial report
7. Audit report
8. Inventory List

Annex 1

List of trainings in the project's first year:

1. 11th, 18th November 2020 - Director, Project Assistant, Volunteer Coordinator participated in a training on Participatory Budgeting within the Local coalition for Participatory budgeting held by Habitat Expert group.
2. 27th November - Executive Director participated in National Forum concerning Participatory budgeting organized by Independent Analytical Centre "Expert Grup".
3. 11th December, the director, project assistant, and volunteer coordinator participated in a training on Participative Budgeting within the Local Coalition for Participative Budgeting held by Habitat Expert Group
4. On 1st February 2021, the executive director participated in the evaluation process of the project Participative Budgeting with representatives of the Mayoralty, Caraseni Grup, and NGO Habitat
5. From 8th to 10th February, all staff participated in a training programme on Professional Burnout held by Viorica Bucsa, an independent expert.
6. 17th February, the project coordinator participated in a workshop titled "Planning of community services via public dialog" organized by the Territory Social Assistance Department.
7. From 2nd to 5th March, the accountant took part in a seminar on "Declaration of taxes on Personal Income" held by the Association of Professional Accountants and Auditors of the Republic of Moldova (ACAP RM).
8. 9th of March, the project coordinator, social workers, and social assistance participated in a seminar "Covid 19: How to protect, effective methods to overcome depression" held by Maria Muntean, an independent expert from Chisinau.
9. On the 10th of March, the executive director, project coordinator, psychologist, social workers, volunteer coordinator, and laundry manager participated in a seminar on Diabetes and Healthy Nutrition, held by Luminita Suveica, an independent expert.
10. On the 11th of March, the project coordinator, project assistant, social assistants, and psychologist participated in a Case Management training, held by Angela Chirilor, an independent expert.
11. 12th of March social workers, psychologist participated in training General Nursing and the role of the Volunteer in home care held by Maria Munteanu, independent expert
12. 19th of March accountant took part in a training Declaration on taxes for NGO held by The Association of Professional Accountants and Auditors of the Republic of Moldova (ACAP RM)
13. 19th – 20th April the project director, project assistant, volunteer coordinator, and project assistant participated in a training on Participative Budgeting within the Local coalition for Participative Budgeting held by the Habitat Expert Group
14. On the 22nd of April, the executive director participated in the round table Analysing the gaps in the project "Inform, Abilitate, Act" with the LPA and Expert Group
15. 18th-19th May, the project coordinator participated in an informative session titled "Monitoring of public services, tools of communication and efficient cooperation for better local governance", organized by the Association of Journalists of Environment and Ecological Tourism.
16. On 26th May, the project coordinator took part in the first meeting of members of the National Council of Old Persons, organized by Help Age International (Moldova)

17. . From 2nd to 25th June, the project assistant participated in an online course about the ageing of the population and measures taken by the state. This course was organized by the University of Karlova.
18. From 8th to 16th July, the project assistant participated in the Danube Transnational Program D-Care LABS.
19. On 23rd July, the executive director, project coordinator, social assistant, masseur, lady in charge, and operator for washing machine participated in the workshop on Healthy Nourishment held by an independent expert from Ukraine.
20. 12th of August executive director, project coordinator, volunteer coordinator, project assistant, social assistants, psychologist participated in a training Legal and Normative framework in Social Protection of the old person in the Republic of Moldova organized by Platform for Active Ageing and HelpAge International
21. On 18th August, the executive director, project coordinator, volunteer coordinator, project assistant, social assistants and psychologist participated in a Case Management training organized by the Platform for Active Ageing and HelpAge International Moldova.
22. 10th of September, the project coordinator, volunteer coordinator and project assistant took part in online training on "Communication and Approaches Used in Working with People with Dementia", organized by Caritas Czech Republic in Moldova.
23. On 29th September, the volunteer coordinator participated in an online meeting of the working group responsible for the development of long-term medical and social care at home in the Republic of Moldova within the URONPIC Network.

List of trainings in the project's second year:

24. On the 7th of October, the project coordinator, project assistant, and volunteer coordinator took part in a workshop concerning the planning of research on Comparative analyses of Home Care services in Moldova organized by Agapedia Foundation Moldova.
25. From the 12th to the 13th, and on the 15th of October, the project assistant and volunteer coordinator participated in online workshops within the Social Innovation Laboratory, organized by Agapedia Foundation Moldova.
26. 12th October the project assistant participated in the meeting of D-Care LABS, with the topic Development of labs for facilitating innovation and entrepreneurship in home care in the Danube region, organised by the Danube Transnational Programme D-Care LABS
27. From the 20th to the 22nd October, the volunteer coordinator participated in the training session for the elaboration of qualification standards "Home Caregiver" organised by MMPSF and AO Casmed
28. On 21st-29th October; 4th November, the project coordinator and volunteer coordinator took part in online training with the theme "Advocacy," organised by the Swiss Red Cross in partnership with AO "CASMED" and AO "HOMECARE."
29. On 24th of November project assistant participated at the meeting of the D-Care LABS with the topic Development of the labs for facilitating innovation and entrepreneur in home care in Danube region organised by Danube Transnational Programme
30. On 2nd, 5th, 9th November project coordinator and volunteer coordinator participated in the training external and Internal communication of the NGOs organized by Caritas Czech Republic in Moldova
31. On 27th of January 2022, the project coordinator participated in the training on NGO framework and good governance, organized by DVV International. The topic was crucial for adapting the organization's statute in accordance with the latest amendment of law 86/2020.
32. On 4th-5th February, the project assistant participated in the workshop on the topic "Strengthening capacities and functioning system of the internal management of quality from State University of Moldova," organized by the University Agency of Francophone (AUF).
33. On 29th April, the executive director participated in a Zoom meeting with EURAG members on the topic "The importance of Europe in the light of the current conflict between Ukraine and Russia."
34. On 31st May, two social assistants and one psychologist took part in the training: Occupational Therapy - an important element in improving the quality of life, organized by URONPIC Network
35. On 2nd June, the project coordinator and volunteer coordinator participated in the training Communication held by QUBO 2022.

List of trainings in the project's third year:

36. From December to March, the project coordinator participated in the Social Services Manager course provided by Concordia Academia.
37. On 9th -10th of December, a psychologist took part in the training on Healing Psychological Trauma and Resilience for Children and Adults, organised by IFIS.
38. On 17th-19th March, a volunteer coordinator participated in the Management of Projects with European Funding training, organised by ROMACT in Iasi, Romania. The participation was made possible by the collaboration of AE Neumanist with the City Hall of Strășeni.
39. 8th -10th June 2023, staff participated in the Community Nursing training held by an expert from Diakonie Reinhold Medicus. During the training, a new concept of care was presented, and participants had the possibility to discover the differences and similarities between the care systems in Moldova and Austria.
40. On 14th June, the volunteer coordinator took part in the meeting for the Establishment of the Local Council for Decisional Transparency organized by Straseni City Hall, located in Straseni.
41. On 23rd June, the project coordinator took part in the Safeguarding training organized by Terre des Hommes in Chisinau.
42. On 30th June, the project assistant participated in the Trans-bordering Team in Social Assistance Practice workshop organized by the State University of Moldova.
43. On 11th July, the executive director, project coordinator, volunteer coordinator, project assistant, social assistants, and psychologist participated in the Gender Training including Introduction to Safeguarding and gender sensitive M&E conducted by Diakonie ACT Austria.
44. On 21st of July, the volunteer coordinator was involved in the elaboration of an Action Plan for Sustainable Energy and Climate, organized by the Straseni City Hall and Straseni Ethnography Museum, located in Straseni.
45. On 28th July, the project assistant participated in the first public meeting within the project "Budgeting more transparent and participative: implication of active citizens and youth from three municipalities in formation of the budget and share of experience in other municipalities of Moldova" organised by the mayoralty of Straseni.