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**REPORT**

**Final Evaluation of the HelpAge International Moldova Project** *“Breaking the silence: Elder abuse in the Republic of Moldova”* **funded by European Union**

Report prepared by:

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**March, 2015**

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**Disclaimer**

This project evaluation report presents the view of the external evaluator and does not necessarily represent the views of HelpAge International Moldova or Gender Center staff or other stakeholders referred to in this report.

Every effort has been made to ensure that the information given here is correct, and any factual error that may appear is unintended and is the responsibility of the Consultant.

**ACRONYMS**

ADA Age Demands Actions

CEDAWConvention on the Elimination of Discrimination against Women

CSO/s Civil Society Organization/s

DV Domestic Violence

EIDHR European Instrument for Democracy and Human Rights

EQ Evaluation Question

EU European Union

FDC Family Doctor Centre

FGD Focal Group Discussion/s

FPE Final Project Evaluation

IOM International Organisation for Migration

HAI HelpAge International

MDT Multidisciplinary Team/s

MLSPF Ministry of Labour Social Protection and Family

MoH Ministry of Health

NCU National Coordination Unit

NGO/s Non-Governmental Organization/s

NRS National Referral System

OP Older People

OPG Older People Groups

Prodoc Project document

RM Republic of Moldova

SC Steering Committee

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**Executive summary**

This report presents the findings, conclusions and recommendations of the final evaluation of the project: *Breaking the silence: Elder abuse in the Republic of Moldova*. The project has been implemented by HelpAge International Moldova and NGO Gender Center in close partnership with the Ministry of Labor, Social Protection and Family (MLSPF), Ministry of Health (MoH) and Ministry of Internal Affairs (MIA).

This is a two year project (and two non-cost extension months) with a budget €179,922 and actual project implementation commenced in January 2013. The Mid Term Evaluation (MTE) was undertaken during the period February - March 2015.

The objectives of the final evaluation were to assess the performance of the project against key parameters, including the project's relevance, effectiveness, efficiency, sustainability, replicability, and its strengths and weaknesses and to provide recommendations for similar future initiatives. The final project evaluation findings will be used for further possible improvements of the similar initiatives related to elder abuse in Moldova and in order to better respond to the needs of the target group, as well as generally for improvement of similar projects` design.

The methodology adopted by the evaluator comprised a 'participatory' approach involving all stakeholders, integrating elements of human rights, and identifying progress and results achieved at the end of the project. This included a review of all project documentation, finalization of semi-structured interviews for different stakeholders, and a field mission in 5 project sites in February 2015 to gain firsthand data and information through interviews and observations. The latter consisted of a total of 11 meetings with 35 persons.

The project was focused on a comprehensive response to the issue of elder abuse and violence building the capacity of local government structures and self-help volunteer groups (OPGs) in 8 districts across Moldova. The project was organised around three expected results:

*Result 1:* Strengthened capacity of the Multidisciplinary Teams of National Referral System in Moldova, civil society NGOs to prevent, intervene and fight against domestic violence and elder abuse.

*Result 2:* Enhanced civil society participation to address domestic violence and elder abuse through intergenerational community initiatives.

*Result 3:* Increased public awareness about the domestic violence and elder abuse.

The evaluation proves that the project design was relevant and it has been specifically designed to address the challenges mentioned in the project context, i.e. to bridge the gap in MDT related to capacity to handle elder abuse and capacitate the OPG, and involve civil society to address domestic violence and elder abuse through intergenerational community initiatives.

An analysis of the intervention logic and the links between the outcomes, outputs, activities and inputs show that the project design reflects interventions that target both the “*right holders*” (beneficiaries, elderly people of project sites) and “*duty bearers*” (for instance, MDTs and national). The project design reflects the targets and log frame indicators and takes into consideration the potential of the human resources involved in the project implementation.

Project interventions, such as: subject knowledge trainings, research, roundtables with key stakeholders, including members of MDTs, OPGs meetings, home visits, awareness raising public events/campaigns proved to be highly relevant in addressing the needs of the target group and reaching project objectives.

It is worth mentioning, that, and the key stakeholders view the project as relevant, important and needs based. ***The external evaluation revealed that the project scored well at all components and it was implemented mostly according to the adjusted work plan and there were no significant deviations from the fine-tuned project design.***

The project managed to deliver all planned activities under all three project components and it involved key actors and achieved appreciable results, particularly at the local level (project sites).

The project created a satisfactory level of visibility through providing public campaigns, spreading informational leaflets, seminars, roundtables and meeting with the officials, participating to the TV shows and other public events etc. A big part of success is due to the dedication of the local volunteers, good cooperation between the two key partners HelpAge International Moldova and Gender Center and the efficient technical and managerial support provided by the project team to the local implementing partners

As a result of the project interventions, participants perceive better the rights of older people within the international human rights framework and national legal framework. They acquired subject knowledge about the abuse of older people, violations of their rights, cases of discrimination, domestic violence and practical ways to address these irregularities. A special focus was put by the project on the role of older volunteer groups to raise awareness on elder abuse in their communities, identify cases of domestic violence and refer them to the relevant service providers.

Evaluation proves that the interactive trainings helped participants to get knowledge about national and international engagement and to develop their communication and advocacy campaigning skills, practicing development and delivery of the key advocacy messages, development of an advocacy communication plan etc. They also learned about various communication tools and audiences for public campaigns, especially for the two main campaigns of the project*,* which represented the practical use of the previously information acquired and skills developed.

As an additional value of the project could be perceived two additional initiatives developed by the project, caused by the budget saving: Social Theatre and Sociological Research entitled «Discrimination, Abuse and Violence against elderly people”. It turned to be a ”wake up call”, because it reflected the elderly abuse issues in the society.

As for the Sociological Research entitled «*Discrimination, Abuse and Violence against elderly people*”, in the opinion of the evaluator it represents an important output of the project, because it highlights such a complex issue as elderly abuse not only in the project sites, but at the national level, therefore it represents an valuable product not only as a result this project but also and first of all for some future initiatives.

The research showed that the most frequent forms of abuse were identified as: physical abuse, sexual abuse, emotional abuse, abandon, and negligence.

The research also revealed the main impediments related to identification of the cases of abuse and violence against OP: Lack of statistics related to the elderly abuse; Reluctance of the victims to inform (caused by the shame and/or fear) and the tolerance of the society toward elderly abuse issues etc.

In conclusion, the project was effective under all project components and the results are in the line with those initially planned. As an effect of the project public campaigns and joint activities with key actors, it was increased the awareness about the elderly abuse both at the national and local levels, however the project represents a small drop and the elderly abuse is still an actual problem for the RM, therefore further similar actions should be undertaken.

Based on the findings and conclusions of the final project evaluation the recommendations set forth in the report are to:

1. Consult Strategic Plan of UN Women (2015-2017) and synchronize/fine tune HAI priorities with UN Women.
2. Use the findings of the sociological research for development of other new initiatives on elderly people abuse.
3. Lobby for disaggregation of the DV cases by age.
4. Intensify the cooperation between the OPGs and MDTs.
5. Set up partnership with the National Council of the State Guaranteed Legal Support.
6. Mainstream elderly people abuse in the civic education curricula.
7. Provide some basic equipment for local volunteers/OPGs.
8. Replicate the project and target other localities.
9. **INTRODUCTION**

**A. Background and project context**

HelpAge International is a world-leading expert on issues of ageing and development, poverty alleviation and human rights, with work focused on social protection and livelihoods, HIV and AIDS, discrimination and rights, emergencies, health and civil society strengthening. HAI helps older people claim their rights, challenge discrimination and overcome poverty, so that they can lead dignified, secure, active and healthy lives.

The proposal was prepared in consultation with the project Partner Gender Centre, 8 Project Associates (NGOs) and 8 OPGs. Consultations were also held with the MLSPF, UN Women and UNFPA. This consultation clearly showed that gender violence in old age is a real problem in Moldova and that the area of elder abuse is an ignored subject. Moldova is experiencing rapid population ageing (14 %) that is predicted to shoot up to 35% by 2050[[1]](#footnote-1). Despite already high levels of the older population, this speed of population ageing in Moldova is unprecedented[[2]](#footnote-2). Adjusting to an ageing population is now a priority for the Moldovan policy makers. Recently the Government created the Commission on Problems of OP and the Commission on Population and Development that is working towards the development of the Road Map on Ageing.

The basic human rights of OP are comprehensively defined at an international level by International Human Rights law, by the UN Principles for Older People, the European Social Charter, CEDAW, and the Millennium Development Goals. Moldova is a signatory to all of the above and statutory authorities are responsible for their implementation together with civil society.

In 2006 Moldova adopted a Law on Gender Equality and two years later, in 2008 the Law on Preventing and Combating Domestic Violence to heighten the efficacy of combating domestic violence and other forms of violence against women. Nevertheless, effective protection of older victims remains unavailable, particularly (but not only) in rural areas and small towns. A number of issues remain outstanding as concerns strengthening the system of protection for victims of domestic violence. The capacity of the Government and civil society networks to identify, council and monitor violence and namely of OP is practically non-existent. Monitoring levels of violence and abuse among the general public, older people themselves and statutory authorities is of major importance.

**B. Purpose and objectives of the evaluation**

The evaluation was expected to generate relevant findings, lessons, recommendations and learning, which will be shared with key stakeholders of the project, including project beneficiaries, OP and used by the implementing agencies to guide and inform future programming around elder abuse work. The evaluation also assessed the performance of the project against key parameters, including the project's relevance, effectiveness, efficiency, sustainability, replicability, and its strengths and weaknesses.

**C. Expected use of the project evaluation**

It is expected that the findings of final project evaluation will be used as a basis for further possible improvements of the similar initiatives related to elder abuse in Moldova and in order to better respond to the needs of the target group, as well as generally for improvement of similar projects` design.

**D. Overview of the Project**

The project "*Breaking the silence: Elder abuse in the Republic of Moldova*" is a 26 months project (24 initial and 2 months of non-cost-extension) funded by the by the EC, European Instrument for Democracy and Human Rights (EIDHR). The project was focused on a comprehensive response to the issue of elder abuse and violence building the capacity of local government structures and self-help volunteer groups (OPGs) in 8 districts across Moldova. The project also had targeted actions on prevention of abuse and policy influencing working at the national level with the key ministries – Ministry of Labour, Social Protection and Family (MLSPF), Ministry of Health (MoH) and Ministry of Internal Affairs (MIA). The project was organised around three expected results:

*Result 1:* Strengthened capacity of the Multidisciplinary Teams of National Referral System in Moldova, civil society NGOs to prevent, intervene and fight against domestic violence and elder abuse.

*Result 2:* Enhanced civil society participation to address domestic violence and elder abuse through intergenerational community initiatives.

*Result 3:* Increased public awareness about the domestic violence and elder abuse.

**II. METHODOLOGY OF THE EVALUATION**

**A. Evaluation Approach and Methodology**

The final evaluation adopted a strong *participatory approach* involving and engaging key stakeholders. Stakeholders` participation was absolutely necessary for accountability, promoting ownership and sustainability, facilitating buy in, and further use of the evaluation recommendations. The participatory approach was very useful in engaging stakeholders and gaining their insights, experiences with the project and the benefits accrued to them as a result of the project.

The evaluation approach was also *results oriented* to provide evidence of both quantitative and qualitative achievements and the results obtained by the project (or not) as set out in the project proposal. Both primary and secondary data were used in the evaluation, and collected from a diverse range of primary and secondary sources. Secondary information was collected from the documents provided to the evaluator. Primary information was collected from the stakeholders of the project through on site direct observations, semi structured interviews, and focus group discussions with the stakeholders.

**B. Field Mission**

The main aim of the field mission was to obtain primary data and information, observe first hand field level operations, validate the information provided in the documents through a participatory process of engaging diverse stakeholders and project beneficiaries. The site visits were particularly useful to ascertain the translation of project activities to the field situation and the benefits that have accrued to the target group of beneficiaries.

The geographical areas covered in the field mission included the cities of: Comrat, Orhei and Ialoveni and the villages Carabetovca, Basarabeasca rayon and Cazangic, Leova Rayon. The sampling framework includes: (i) beneficiaries of the project; (ii) local volunteers, and (iii) project team and (iv) Governemental bodies and representatives of international agencies EU delegation and UN Women. Please see *Annex 3: List of Stakeholders consulted.*

**III. FINDINGS**

The findings of the external evaluation are structured and organized to highlight project *Relevance, Effectiveness, Efficiency* and *Sustainability.*

**A. RELEVANCE**

The relevance of the project was analysed in the context of the project design, the approach and strategy, logics of intervention, and the objectives and activities set out to address the problems and the needs of the target group.

**1. Relevance of Project Design and Intervention Logic**

To address the above mentioned issues described in the project context and struggling against elder abuse in Moldova, particularly in the targeted communities, the overall project design comprises a focused based approach with active involvement of the local volunteers. The decision to involve a specialised gender NGO - Gender Center as the key implementing partner, proved to be an inspired managerial decision of the HAI Moldova, because this partnership brought additional value to the project, consisting of: expert knowledge on domestic violence issues, involvement in CEDAW report development, vision and, even, motivation.

The final evaluation proved that the project set up mostly a “*bottom–up*” approach through peer-to-peer support at community level, where older volunteers support other more vulnerable older people in struggling against elder abuse and raising awareness about this issue. The project designed also included interventions at the policy level, for instance involvement in the CEDAW report development. Nevertheless, the project is indeed focused on the intended target group and the beneficiaries, elderly people, which have met the selection criteria.

The evaluation proves that the project has been specifically designed to address the challenges mentioned above (see the project context), i.e. to bridge the gap in MDT related to capacity to handle elder abuse and capacitate the OPG, and involve civil society to address domestic violence and elder abuse through intergenerational community initiatives.

An analysis of the intervention logic and the links between the outcomes, outputs, activities and inputs show that the project design reflects interventions that target both the “*right holders*” (beneficiaries, elderly people of project sites) and “*duty bearers*” (for instance, MDTs and national). The project design reflects the targets and log frame indicators and takes into consideration the potential of the human resources involved in the project implementation.

**2. Relevance of project objectives/activities in addressing the project context**

***EQ -*** *Are project objectives and activities addressing identified needs of the target group in the project context?*

Yes, the external evaluation finds that the project objectives are in line with the project context and are addressing the identified needs of the target group. The project was found to be relevant to the needs against elder abuse with a greater focus on the “*right holders*” elderly people, OPG, including in the intervention logic, and lesser focus on “*duty bearers*”, such as MDTs.

Project interventions, such as: subject knowledge trainings, research, roundtables with key stakeholders, including members of MDTs, OPGs meetings, home visits, awareness raising public events/campaigns proved to be highly relevant in addressing the needs of the target group[[3]](#footnote-3) and reaching project objectives.

The stakeholders consulted during the project evaluation mentioned that the decision to strengthen cooperation with the MDTs was relevant one, because in most of the project sites it increased the effectiveness of the intervention. In some cases (mostly in the villages), the cooperation between the MDT and the local OPG is deficient, but this topic will be described in the next part of the report.

Overall, the project was found to be relevant to the needs of the target group and other stakeholders, including in the intervention logic. The meetings with the representatives of public authorities proved that the project is well aligned with priorities and commitments of the local communities and public authorities of the Republic of Moldova.

**B. EFFECTIVENESS**

**1. Project effectiveness in context of results achieved**

***EQ:*** *To what extent the project achieved the planned results?*

The following part of the report presents the findings of the evaluation related to the effectiveness of the project at the level of expected results achieved, both qualitative and quantitative, and in the context of the evaluation variables reflected in the ToR.

***The external evaluation revealed that the project was implemented mostly according to the adjusted work plan and there were no significant deviations from the fine-tuned project design.***

The project partners involved key actors and achieved appreciable results, particularly at the local level (project sites). Thus, the quantitative indicators of the project are reflected in the diagram below:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Project site | Volunteers involved | | | Elderly abuse prevention and information cases | | | | Elderly abuse cases | | | Total beneficiaries | | |
| *Total* | *Women* | *Men* | *Total* | *Women* | *Men* | *Total* | | *Women* | *Men* | *Total* | *Women* | *Men* |
| Cazangic, Leova | **20** | 18 | 2 2 | **121** | 63 | 58 | **23** | | 14 | 9 | **144** | 77 | 67 |
| Comrat | **15** | 14 | 1 | **70** | 59 | 11 | **32** | | 26 | 6 | **102** | 85 | 17 |
| Balti | **25** | 23 | 2 | **220** | 176 | 44 | **85** | | 70 | 15 | **305** | 246 | 59 |
| Satul Nou, Cimislia | **13** | 13 | 0 | **118** | 89 | 29 | **12** | | 9 | 3 | **130** | 98 | 32 |
| Carabetovca, Basarabeasca | **20** | 20 | 0 | **108** | 85 | 23 | **14** | | 11 | 3 | **122** | 96 | 26 |
| Ialoveni | **25** | 21 | 4 | **95** | 87 | 8 | **4** | | 4 | 0 | **99** | 91 | 8 |
| Manta/Pascani, Cahul | **15** | 4 | 11 | **130** | 82 | 48 | **11** | | 9 | 2 | **141** | 91 | 50 |
| Orhei | **20** | 15 | 5 | **135** | 107 | 28 | **25** | | 21 | 4 | **160** | 128 | 32 |
| TOTAL | **153** | 128 | 25 | **997** | 748 | 249 | **206** | | 164 | 42 | **1203** | 887 | 316 |

Please see below the achievements per each project component/expected result and findings related to project fulfilment.

*Expected Result 1:* ***Strengthened capacity of the Multidisciplinary Teams of National Referral System in Moldova, Civil Society NGOs to prevent, intervene and fight against domestic violence and elder abuse.***

This represented the core component of the project and it is worth noting that the project managed to deliver all planned activities under this project component, such as:National level trainings to project associates on Human Rights and Elder Abuse and for NGOs and OPGs on Advocacy with participation of Older People; rayon level trainings for Multidisciplinary Teams in each of the 8 rayons/project sites and Alternative National Report to CEDAW.

The project delivered 3 training courses (24 training sessions) attended by 189 specialists from the National Referral System and 8 training sessions for project associates and elderly people. All together the project delivered 64 community training sessionsfor 153 volunteers and 16 project associates.

As a result of the project interventions, consulted participants perceive better the rights of older people within the international human rights framework and national legal framework. They acquired subject knowledge about the abuse of older people, violations of their rights, cases of discrimination, domestic violence and practical ways to address these irregularities. A special focus was put by the project on the role of older volunteer groups to raise awareness on elder abuse in their communities, identify cases of domestic violence and refer them to the relevant service providers.

Evaluation proves that the interactive trainings helped participants to get knowledge about national and international engagement and to develop their communication and advocacy campaigning skills, practicing development and delivery of the key advocacy messages, development of an advocacy communication plan etc. They also learned about various communication tools and audiences for public campaigns, especially for the two main campaigns of the project - *Age Demands Action* and *16 Days Against Gender Violence,* which represented the practical use of the previously information aquired and skilss developed. In this context, are eloquent the statement of one of the stakeholders consulted*: “Such seminars are eyes opening exercises for us, because they provide both information and motivation and with every seminar we are getting more informed and a bit stronger. We are learning how to claim our rights and how to help other elderly people. Many people think that we are already too old and, it would be better for us, just to stay home and to enjoy our lives, but we want to improve our lives and the lives of other elderly people. We have to make younger people understand that one nice day they will get older, too”.* This affirmation, de- facto describes the whole idea behind the project and illustrates not only the effects of the project interventions, but also the impediments, which require numerous interventions and a cultural change in the mind-set of the many people.

However, it worth noting, that local CSOs were capacitated with the knowledge and skills, which is very important sustainability factor, but not enough because they lack basic infrastructure, such as office equipment, furniture and this affects their functional capacities, and represents a weak point, which should be strengthened in the future[[4]](#footnote-4).

As for the MDTs, evaluation showed that they have got substantial capacities building support from the project in coordination with the MLSPF and the IOM office in Moldova, who were also involved in similar initiatives over the last few years. This represents an example of synergy and it is commended by the evaluator, because *the given project made a first attempt to inform and build the capacity of experts from the MDTs in the identification and assistance of cases of elder abuse.*

During the training sessions participants learned about the methods of identification and work on cases of elder abuse, the system of integrated social services for older people in Moldova and legal framework. The practical exercises on specific cases of abuse and the participation of training experts from different Governmental bodies had a positive impact on participants, because it boosted development of their capacities and skills. For most of the participants such capacity building events were for the first time and, as underlined a few of them, this was a good opportunity for them for networking and relationship building.Unfortunately, not all members of the MDTs, particularly doctors, psychologists and teachers could attend all the trainings, because of the busy schedule and overload.

Alternative National Report to CEDAW was supposed to be delivered during the second year of the project, but due to the late start of the project, it was decided and approved to be delivered in 2013, the year when the Moldovan Government needed to report to the CEDAW Committee on the implementation of this International Convention. It was the unique experience for HAI Moldova to get involved in CEDAW alternative country report development. As a result of the efforts of the project partners, the following issues entered the report: the right to social security of older people; the right to employment; the right to health and the right to be free of violence.It worth noting, that project partners provided several recommendations and the CEDAW Committee included them into the “*package of recommendations*” for the Moldovan Government[[5]](#footnote-5). In the opinion of the evaluator, this fact could be perceived as a solid indicator, because reflects and proves the influence of the Moldovan civil society organizations on public policy making and implementation.

*Result 2:* ***Enhanced civil society participation to address domestic violence and elder abuse through intergenerational community initiatives.***

The desk review and discussions with stakeholders showed that the project scored well under this expected result and the evidences are described below.

During the project implementation period the project delivered several informational and educational outreach activities - 24 discussions clubs with the project experts; 24 warm houses, 24 sittings with elderly people, 7 local compaigns within the International Compaign „16 days against the gender violence” and „Age Demands Action” and 8 Voluteer Festivals. Altogether, about over 1000 direct beneficiaries from eight project communities benefitted from intergenerational community-based outreach activities.

The project team provided regularly, on quarterly basis, one-day training sessions for OPGs and meetings for them in each of the 8 project sites (4 towns and 4 villages); Community outreach activities by OPGs; Public campaigns and Regularly monitoring visits by the project team.

The project team decided to combine trainings with the meetings of the OPGs to ensure cost-efficiency and maximising time use of the stakeholders involved. The groups of volunteers in 8 project sites met on quarterly basis to plan project activities, review results against objectives and discuss cases of older people who suffer from domestic violence among the volunteers and local authorities invited for the meeting.

The seminars targeted the topics related to elder abuse and rights of older people and even the representatives of local service providers have underlined the importance and effects of the interventions: *“It is the first action to tackle domestic violence and abuse among older people that I know of. Working at Local Public Authority for many years and I was involved in the dealing with the cases of domestic abuse of children and women. In our locality, we have cases of elder abuse, especially cases of domestic violence of older women and we consider it important to have this kind of project in our town, because it is like a clock which wakes us up”.*

The consulted members of OPGs and local NGOs also confirmed that they are better informed about the rights of older people in Moldova and legal issues on how to handle such issues; they have improved knowledge about the social assistance and pension system and know better how to access those services. It can be concluded that the groups of older people volunteers were empowered through capacity building activities and are able to inform other older people in their communities about their rights and entitlements and to refer them to the local authorities for professional support.

As mentioned one of the community leaders from Carabetovca, Basarabeasca*:”If you want your rights to be respected, you have to get to know your rights”*.

It worth noting, that the groups of volunteers, which were the main key driving force, held many other activities to inform older people and also adults and children in their communities about elder abuse and managed to identify cases of elder abuse and address them to the social assistance departments or the police offices.

An illustrative case study is described below. Mrs Eudochia, an older volunteer from Ialoveni town was worried about her beneficiary, an older woman of 72 living alone in her flat. She regularly visited her beneficiary at home but lately she noticed the woman was feeling worse and worse. During one of the home visits Eudochia found out that her daughter moved in to take care of her mother and took control of her mother’s life. Very soon the daughter refused the volunteer to visit her and restricted her mother’s communication with her. It turned out that the daughter abused her physically and psychologically. She went to the police and told them about it and there were also witnesses who proved that she beat her up and in winter she left the mother locked alone in the flat without heating and food. The daughter wanted the mother to sign some papers to sell the flat. The case was solved after the interventions of the Police.

Another case was described by the volunteers from Ialoveni town. One blind beneficiary (old man) with some physical disabilities was forced to leave his house and to live in a hovel, because his family members decided to sell the house and to get money. The members of the OPG reacted promptly and contacted the Local Public Authorities and Police Inspectorate and the case was solved. There are some other similar cases mentioned by stakeholders.

One common difficulty, highlighted by all stakeholders consulted, was the fact that many OP prefer not to talk about the domestic violence or elderly abuse, thinking that this is a shame and, de-facto this represents their internal issue. Therefore, local volunteers and OPGs were in a position to invest a lot of time and efforts to discuss with them and overcome this issue. Some other stakeholders has mentioned that during the civic education classes, children were providing examples of elderly abuse and, in such a way, they help them to identify elderly abuse cases.

As mentioned one stakeholder from the Cazangic, Leova: “*This project was a challenge for us, because of its sensitiveness. We have monitored about 170 OP and tried to provide them various kind of support. We have remarked that the most efficient approaches were sittings with OP, because they had the possibility to open their heart and share with us their internal concerns*”.

O community based NGO leader from Manta, Cahul has outlined: “*We had 11 serious cases related to the elderly abuse, including cases of rape. We had a good collaboration with the social assistants, Police and with the Law Attorney guaranteed by the state, but we had a more difficult cooperation with the local public authorities, because of some litigations related to other community based initiatives (water supply). As for the OP from our community, they are still afraid and reluctant to share with us cases of elderly abuse, because they consider that this is a family issue and should remain within the family*”.

The outreach activities were organised by all project associates (in the 8 project sites) with their groups of volunteers for other older people, as well as children and adults. The outreach activities aimed to raise public awareness about elder abuse and the need to prevent and fight domestic violence of older people and, at the same time, to reintegrate vulnerable older people into society and to make them feel as a part of the society. The outreach activities were well planned, but started with two month delay due to some objective reasons caused by VAT exemption, but were successfully delivered during the project implementation period.

They included:Discussion clubs with local or rayon level experts from different institutions to inform the volunteers and other OP from the community about their rights, for example the notary, the psychologist, the lawyer, the human rights expert, and representatives of the Social Assistance Department, Mayoralty, Cadastral office etc.The evaluation revealed that OP appreciated very much these kinds of meetings due to the fact that they really have limited access to the information and usually the consultancy services of these experts are costly and requires additional travelling costs to the rayon or the capital and a lot of time to schedule the appointments. Since not all persons from the community have the possibility to participate in such meetings, the older volunteers tried to identify OP at risk of domestic violence and support them in solving their issues.

Warm houses to vulnerable older people or older people living alone – were pretty much appreciated by all local actors. The groups of volunteers visited vulnerable OP, including those living alone at their houses, to communicate with them and share the news happening in the community, as well as talk about the project and elder abuse, in particular. The evaluation revealed that this approach (warm houses) is a good opportunity to exchange information about topics related to rights and abuse of OP, social and health entitlements and news about life in the community. The warm house also combined the celebration of a certain event, such as: birthday, public or religious holidays. For lonely and bedridden OP the warm house is a special event and a good support to the community.

Sittings of older peoplerepresented a project activity also very much appreciated by all actors involved, because it reflected an old tradition of Moldova, where people of all ages gather to learn handcrafting, sing, tell stories and share old traditions. This is a proven socialisation and cultural method and a good example of how to attract OP to social and cultural activities and engage in other activities of interest to OP. The sitting also brought together young and old generations and consolidated the solidarity and links between them. The sittings within the project had as guests the local social assistants, doctors, craftsmen in various arts, teachers, etc. *“We appreciate pretty much the sittings, because they put us together, we are singing, telling funny stories and they make feel us better. We gather to sing songs in different languages from our old times, to recall good times and this is the biggest joy for us, because such events provides good feelings and give hopes. In our time health and hope are very important”* - mentioned a community leader from Comrat town.

Public campaigns– were wel organised at the local and national levels by the network of volunteers supported by the project team. Thus, project organised and celebrated public campaigns, such as – *Age Demands Action* (ADA), “*16 Days of activism against gender violence”, Festival of Volunteers*.The ADA campaign gathered older people, project volunteers, young people and different level authorities at a round table in each project site. This campaign was led by HelpAge worldwide that gives older people an opportunity to meet key decision makers directly and to share with them their concerns. At the same time, the round tables gave another chance to the project associates to increase the visibility of the project activities, and establish closer collaboration with local authorities to reduce elder abuse. The round table meetings were followed by the festive activities (concerts, dancing) where the local authorities had a chance to congratulate the OP. Several public events were visited by the officials, for instance: Deputy-ministers of the MLSPF.

Each project site had local Festivals of Volunteers for the International Volunteer Day and this was also an occasion to inform local stakeholders about the issue of elder abuse in Moldova and about the campaigns. Information materials on the topic of domestic violence were elaborated for the campaigns and distributed during the festivals to the members of the targeted communities and key local stakeholders. The implementation of the actions in eight project communities was regularly monitored by the project team – HelpAge and the Gender Centre staff, who travelled to various project activities and provided on going guidance and support to the project associates in the organisation of events, as well as to meet with the local authorities, project volunteer groups and project beneficiaries. This represented a good example of the joint efforts of the actors involved in the project implementation and it is commended by the evaluator.

*Result 3:* ***Increased public awareness about the domestic violence and elder abuse.***

Again, the project scored well, under this project expected result and the evidences are described below.

The project put together the efforts of 185 elderly volunteers, 16 members of 8 NGOs and about 50 representatives of the departments of social and medical assistance in order to inform and sensitize communities about the elderly abuse issues.

The activities under this project component targeted sensitisation and generation of a community reaction against the elderly abuse and domestic violence. The evaluation showed that the project managed to deliver various public awareness campaigns and activities.

The National Campaign "*Live without Violence*"consisted of a round table, which gathered all local and national actors, including the representatives of MDTs; Ministry of Labour, Social Protection and Family and the Ministry of Internal Affairs and was focused on awareness raising and prevention of domestic violence, elder abuse and gender violence. The activities were part of the “*16 days of activism against gender violence*”[[6]](#footnote-6) with the slogan “*Peace in our homes makes peace in the world*”.As a result, numerous local and rayon level specialists of the MDTs and the wide public learned about the campaign and how to manage cases of elder abuse. Additionally, eight project sites celebrated the campaign in their communities during the Festival of volunteers.

Other national round table entitled “*Strategies for prevention and fighting of elder abuse”* put together key stakeholders from all levels (national and local) represented line ministries, international and local civil society organisations, local authorities and rayon level representatives of Social Assistance Departments from project sites, including project partners and associates. The participants had an opportunity to learn about the campaign in Moldova and worldwide, international and nation legal framework to protect older people’s rights and the mechanism to fight elder abuse in Moldova through the National Referral System. Ordinarily, the campaign targeted younger women and girls affected by domestic violence and older women were left in the shadow.

It is important to mention that thanks to the project it was for the first time that the issues of elder women were reflected in the *16 days campaign* and thus got recognition from the Government and all stakeholders. The consulted stakeholders found it useful to learn about legal-normative framework for the prevention and fighting of domestic violence and for protection of victims of violence[[7]](#footnote-7).The project encouraged all social partners to mobilize their efforts in protection of older people affected by domestic violence, especially those most vulnerable and marginalized. The debates of the round tables emphasised the need to develop assistance services for old men and women affected by domestic violence.Another important aspect is that the project highlighted the need to change the attitude of society towards gender, where usually women are often discriminated by men, especially older women, and to promote a non-violent environment in each family.

The Global Campaign “*Age Demands Action*” (ADA[[8]](#footnote-8)) was another successfully delivered action and it included several events: national level round tables meeting, local level round table meetings in project communities, Intergenerational March (in Chisinau), TV reel broadcast and other national level events organised in partnership with the MLSPF and the UNFPA.As a result of this action, the older people defined the demands and addressed them to the Moldovan decision-makers. An important part of the agenda was to discuss the need for a UN convention on the rights of older people, where the participants collected their signatures in support of the convention and took pictures making a hand sign of letter *“C”* symbolising the word *“Convention”*.The main demands the older people addressed to the Government were: very low level of pensions, age discrimination, especially in the area of education and employment, poor infrastructure of health services in rural areas and lack of health experts, high prices for drugs and health services.

The “*Intergenerational March*” undertaken by the project stakeholders, reflected an important public awareness campaign, because it put together old and young people and public officials and represented a sign of intergenerational solidarity and promotion of active ageing*.* The event was also a wonderful opportunity for older people to display their handmade handicraft objects at the exhibition and sell them to the passers-by, participants of the march to make an additional income. The older people also gladly joined for a Moldovan “Hora” dancing accompanied by the music performed by the Fanfare Orchestra of the Ministry of Defence and participated in entertaining contests. The public event included other activities like the lottery with presents, a flash mob with participation of older people where they addressed the Government their demands. HelpAge was able to raise the public awareness about the need for a special UN Convention for the Rights of Older People and collected signatures for the petition in support of the Convention*.* In opinion of the evaluator, such events are particularly important, because they increase the visibility and effectiveness of the efforts of the elderly people for mainstreaming OP rights and other OP related issues in local, national and international policy making.

Evaluation revealed that the project cooperated well with national and local mass media (TV, Radio and print media) and the project activities were highlighted by several outlets, such as: Tele-Radio Moldova (TRM), Gagauz Radio and TV (GRT), Publika TV, PRIME TV, BAS TV, Radio Orhei, Newspaper ”Ziarul de Gardă”, Newspaper ”Jurnal de Chisinau”, Newspaper ”Plaiul Orheian”, Newspaper ”Gazeta de Sud”, Newspaper ”Ora locală” etc. The project activities were also reflected and visualised at: TV, Radio, Youtube, Facebook, etc.

The project also produced and distributed publications and newsletters in both languages Romanian and Russian highlighting issues about: Human Rights legal perspective across age and gender; elder abuse project in Moldova; Community outreach activities and models for engagement; Linking law and practice in elder abuse prevention; National Referral System and Multidisciplinary Teams; Protection services for victims of elder abuse; Best practices on counseling on violence etc.

In conclusion, the project was effective under this project component and the results are in the line with those initially planned. As an effect of the project public campaigns and joint activities with key actors, it was increased the awareness about the elderly abuse both at the national and local levels, however the project represents a small drop and the elderly abuse is still an actual problem for the RM, therefore further similar actions should be undertaken.

As an additional value of the project could be perceived two additional initiatives developed by the project, caused by the budget saving: Social Theatre and Sociological Research entitled «Discrimination, Abuse and Violence against elderly people”.

The Social Theatre was performed separately in both languages, Romanian and Russian, by the well-known Theatre ”Satiricus” (Chisinau) and it represented a ”wake up call”, because it reflected the elderly abuse issues in the society.

As for the Sociological Research entitled «*Discrimination, Abuse and Violence against elderly people*”[[9]](#footnote-9), in the opinion of the evaluator it represents an important output of the project, because it highlights such a complex issue as elderly abuse not only in the project sites, but at the national level, therefore it represents an valuable product not only as a result this project but also and first of all for some future initiatives.

The purpose of the national sociological research was to identify attitudes and perceptions about abuse and violence against the elderly people, dimensions and causes of this phenomenon, and to develop practical recommendations to prevent and combat abuse and violence against the elderly people. The research showed that the most frequent forms of abuse were identified as: physical abuse, sexual abuse, emotional abuse, abandon, and negligence.

Thus, the research revealed that about 95% of the respondents have a positive attitude toward the OP, recognizing their (life) experience, wisdom and positive impact in the society. The research also showed that 61.8% of the respondents between 22-55 years old have admitted that they agree or partially agree that OP are abused, while respondents over 60 years old - 40% agreed on this topic. These figures eloquently reflect the actuality of the elderly abuse issue for Moldovan society. The research also revealed the main impediments related to identification of the cases of abuse and violence against OP: Lack of statistics related to the elderly abuse; Reluctance of the victims to inform (caused by the shame and/or fear) and the tolerance of the society toward elderly abuse issues etc. The findings and conclusions of the research should become the baseline for future initiatives of the HAI Moldova and not only.

**2. Stakeholders interest and satisfaction with project results**

***EQ:*** *To what extent were the community and public authorities involved and demonstrate interest to the project activities/outcomes? To what extent have beneficiaries been satisfied with the project results?*

The evaluation revealed that the stakeholders, especially local volunteers demonstrated sufficient interest and were involved in the project activities. In most of the cases members of the MDTs were cooperating closely with the volunteers, OGPs and the volunteers actively sensitised the public authorities about the cases of elderly abuse. However, in some of the sites, especially in the villages, the police did not always react to the volunteers` solicitations of interventions on elderly abuse cases and the main reason, stated by the stakeholders consulted, is related to the fact that sometimes Police, still, prefer to not intervene in the family issues, unless are some victims or injuries. Other stakeholders consulted during the evaluation, also remarked that the project was relevant, welcomed, but delicate, because it was focused on some sensitive issues, which often were treated as family related ones.

As for the satisfaction with the project interventions, interviewed beneficiaries and volunteers concurred that they are satisfied with the project support and expressed interest in being involved in other similar initiatives developed by HAI Moldova.

In this context are eloquent the feedback expressed by one of the beneficiaries: *"Thanks to these kinds of projects, we feel ourselves useful. This is a great feeling when you feel you are helping someone to live better”.*

**C. EFFICIENCY**

**1. Cost Effectiveness of the project**

***EQ:*** *Could the expected results have been achieved at lower cost through adopting a different approach and/or using alternative delivery mechanisms?*

The cost-effectiveness was examined in terms of the overall project costs and the major project activities and savings. The evaluation findings show that the resources were invested in the project (human resources, research, seminars, public events etc) mostly adequately and sufficiently in terms of reaching the planned results of the project.

The desk review during the external evaluation revealed that the management of the project respected financial management and procurement procedures and open selection/tenders were properly organised. The project procurements and costs were mostly in accordance with the budget. The resources were used economically and the project follows the established project management procedures being supervised by the Steering Committee.

Analysing the budget breakdown of the project costs in relation to the number of activities carried out within each of the project component, one can conclude that the distribution of costs is also appropriate.

From the total amount of 179,922.00 Euro, the project saved about 12,000 Euro and due to the savings, the project was non-cost extended with 2 months (24 instead of 26).

There are a few budget lines, which generated savings[[10]](#footnote-10): Actors for Mobile Theatre, consultancy, international travels, other national travel costs, stationary, meals etc.

Most of the savings generated by the project were reallocated for *Theatre performance*[[11]](#footnote-11) and *Research on Elder Abuse* issues.

Given this, it can be concluded that the financial resources were used economically and project followed the established project management procedures. The evaluation did not found any alternative services and resources available locally, which could be provided at fewer expenses and which would be more economical for the project.

In sum, the project has performed well in achieving results in a cost-effective manner, and used appropriate delivery mechanisms.

**2. Efficient use of resources**

***EQ:*** *What measures have been taken during planning and implementation to ensure that resources are efficiently used?*

A fundamental principle noted in the project’s efficiency was to work through and use existing public and local community institutions. This is an integral part of the partnership arrangement with the key stakeholders, for instance with the local volunteers and OPG, as well as local public authorities, particularly MDTs. The project outputs to-date, in most cases, have been provided on time and point to an efficient use of project resources and the scale of work that has been developed with numerous volunteers` network.

Given the savings of the project and volunteer workforce, it is not clear how the outcomes and results could have been achieved at lower cost through applying a different approach. Therefore, the external evaluation cannot recommend any feasible options for costs reduction and costs saving alternatives for reaching the project results with less input. However, the evaluation has one recommendation for using project savings in other similar initiatives (See the *Recommendation* part of the Report).

Project outputs were achieved in a timely manner and were no significant deviations from the project work plan.

Although, the project is scoring modestly on fundraising and mobilization of local resources, it represents a good example of how one can achieve, if one tries to be creative and thinks hard about an effective involvement, partnership building, and even buy in and ownership.

**D. SUSTAINABILTY**

**1. Sustainability prospects of benefits from the project**

***EQ:*** *What is the likelihood that the benefits from the project will be maintained for a reasonably long period of time?*

Findings from the field mission suggest that the project team took measures to instil confidence that efforts made and the achievements obtained so far by the project prove sustainable. The project results are particularly important because a multi-stakeholder approach was applied and productive local and national partnerships were established[[12]](#footnote-12).

Volunteers and OPG of the project sites actively inform and refer their beneficiaries in need to the local service providers and, in general, the project became known in the targeted localities and occasionally at the national level, as an entity which supports elderly people to empower them struggling against elderly abuse.

Local volunteers, OGP, NGOs and members of the MDTs acquired knowledge and developed necessary health care support providing skills and, as mentioned one of them: “*It makes us stronger because we know better what and how to do*”. Another volunteer has mentioned that: “*trainings, round tables etc provides us not only the information, but also motivation*”. In the opinion of the evaluator, it can be perceived as one of the sustainability prospects of the project results.

However, a weak sustainability aspect, which affects the capacity of the partners and communication, is lack of infrastructure and basic office equipment of the most of the local partners. Two out of five visited local partners have no offices and equipment, while 4 out of 5 visited entities have no any office equipment, such as computer or a printer and some of them, for instance, local implementing partner from Orhei, are writing narrative reports by hand and are sending them by post to the HAI Moldova, which gets them in 2-3 days and are typing them. This is a long lasting rudimentary situation, which impede the capacity development and strengthening of the grass roots entities (OGP or NGOs) and therefore it is strongly recommended to be addressed[[13]](#footnote-13).

Nevertheless, it worth noting that evaluation revealed that actual volunteers, OGP and NGOs as “grass roots” level implementing partners have a great human potential and are willing to continue traditional collaboration with the HelpAge International Moldova and these are important awareness raising and relationship building effects of the project.

The partnerships with other stakeholders, including with the members of the MDTs, as part of the NRS, set by the evaluated project, also should be seen as prerequisite for solid sustainability prospects and should be explored in the future. This achievement is also commended by the evaluator.

**IV. CONCLUSIONS & LESSONS LEARNED**

***EQ:*** *Are there any lessons learned that can be taken into consideration in future programming by HelpAge International Moldova?*

At the outset of this final evaluation report section, it is important to emphasize that the project, was a well well-structured and a flexible initiative, which represented a successful model of community-based support and which worked in both rural and urban areas. The project represented a unique experience for both HAI Moldova and its grass roots level network of volunteers and OGPs, because the organization was involved in CEDAW Country report development, for the first time the network was trained and involved in awareness raising and struggling against the elderly abuse. It was also for the first time researched the issues related to elderly abuse in Moldova.

It is worth mentioning, that *the project scored well at all components*, and the key stakeholders view the project as relevant, important and needs based. The project team's efforts in partnership building with diverse key national and local actors were strongly commended by all stakeholders involved in this project.

The project created a satisfactory level of visibility through providing public campaigns, spreading informational leaflets, seminars, roundtables and meeting with the officials, participating to the TV shows and other public events etc. A big part of success is due to the dedication of the local volunteers, good cooperation between the two key partners HelpAge International Moldova and Gender Center and the efficient technical and managerial support provided by the project team to the local implementing partners.

At the level of key project achievements, the external evaluations concluded that a major performance of the project is that, in most of the cases, the volunteers and local *grass roots* level organizations managed, indeed to break the silence and to draw attention of the public and “*duty bearers*”/decision makers on previously neglected issue - elder abuse.

It worth noting that, the project applied Human Right Based Approach[[14]](#footnote-14) principles, because it targeted “*duty bearers*” (MDT, National Referral System, LPA) and involved, strengthened and sensitised “*rights holders*”, such as: beneficiaries, local volunteers, OPGs and grass roots level NGOs through seminars, public events, home visits.

As a side effect, the project increased the self-esteem of the volunteers, helped them to acquire knowledge and develop practical skills in the elder abuse area.

The project design reveals that adopting a well-focused but multi stakeholder approach, rather than addressing just a single intervention, is most relevant in addressing the concrete complex needs of the Moldovan elderly people.

However, the significant lesson that should be learned here is that it is important to equip the volunteers and local grass roots level adequately with the basic office equipment in order to make them more functional.

In conclusion, the project proved to be successful in supporting and delivering all activities and interventions and involving volunteer workforces. The project was focused on providing multidimensional support to beneficiaries, capacity building and building productive and sustainable partnerships with all local and national stakeholders.

**V. RECOMMENDATIONS**

This part of the report provides some key recommendations based on the findings and conclusions of the external evaluation and are set forth for HAI Moldova team and stakeholders to use in a follow up project, if this is considered most feasible. Evaluator’s recommendations refer both to operational and strategic issues.

5.1 General framework of the recommendations

The diagram below presents the general framework of the recommendations of the external evaluation.

| REC | **Recommendations** |
| --- | --- |
| Rec. 1 | *Consult Strategic Plan of UN Women (2015-2017) and synchronize/fine tune HAI priorities with UN Women.* |
| Rec. 2 | *Use the findings of the sociological research for development of other new initiatives on elderly people abuse.* |
| Rec. 3 | *Lobby for disaggregation of the DV cases by age.* |
| Rec. 4 | *Intensify the cooperation between the OPGs and MDTs.* |
| Rec.5 | *Set up partnership with the National Council of the State Guaranteed Legal Support.* |
| Rec. 6 | *Mainstream elderly people abuse in the civic education curricula.* |
| Rec.7 | *Provide some basic equipment for local volunteers/OPGs.* |
| Rec.8 | *Replicate the project and target other localities.* |

5.2 Detailed recommendations

Below all recommendations are explained, which, as to the evaluator, could contribute to more efficient management and development of the new initiatives of the HAI Moldova, as well as to its enhanced effectiveness and impact.

The order in which the recommendations are listed does not reflect their value or importance, but is rather a certain logical framework for their presentation and assimilation.

|  |  |
| --- | --- |
| **Rec. 1** | *Consult Strategic Plan of UN Women (2015-2017) and synchronize/fine tune HAI priorities with UN Women.* |

The final evaluation revealed that recently UN Women Moldova has adopted a new Strategic Plan (SP) for the period 2015-2017. Because the majority of the beneficiaries of the HAI Moldova are women, it could be a direct link between the priorities of the UN Women and HAI Moldova. Therefore, it is recommended to analyse the SP of the UN Women, to find common priorities and to develop join initiatives or at least to partner with the above mentioned UN Agency.

|  |  |
| --- | --- |
| **Rec. 2** | Use the findings of the sociological research for development of other new initiatives on elderly people abuse. |

As mentioned in the report, the sociological research proved to be an important output of the project, which not only highlighted the elderly abuse issue, but also revealed the public perception of this phenomenon, and provided some suggestions for future priorities related to the elderly abuse.

In the opinion of the evaluator, the recommendations of the sociological research are evidence based and, therefore could and should be transformed into the future follow up initiatives of the HAI Moldova.

|  |  |
| --- | --- |
| **Rec. 3** | Lobby for disaggregation of the DV cases by age. |

The final evaluation revealed that both local and national public authorities are not disaggregating the cases of domestic violence by the age, therefore their data do not reflect the real picture of the elderly abuse in Moldova and this is a serious difficulty, mentioned also in the Sociological Research. In this context, a lobbing strategy for disaggregating the cases of elderly abuse would be a strategic intervention.

Therefore, it is recommended to set up partnership agreement with the National Bureau of Statistics (NBS), which could be involved from the project design stage.

This initiative could be supported not only by the UN Women, but also by the UNDP Project *Strengthening the Capacity of the NBS*.

|  |  |
| --- | --- |
| **Rec. 4** | Intensify the cooperation between the OPG and MDT. |

Evaluation showed that cooperation between the OPGs and MDTs not always was intensive, moreover, in some project sites, especially in the villages, the local OPGs still do not perceive the role of the MDTs, trying by themselves to provided needed support to the victims of elderly abuse. Thus, in the future similar initiatives it is recommended to intensify the cooperation between the local OPGs and MDTs. This would increase the ownership and will consolidate the cooperation between the community based groups/organizations, as “*rights holders*”, and MDTs, as “*duty bearers”,* i.e. will mainstream further the Human Rights Based Approach.

|  |  |
| --- | --- |
| **Rec. 5** | Set up partnership with the National Council of the State Guaranteed Legal Support. |

The external evaluation also revealed that in one project site (Manta, Cahul) the local OPG/NGO has cooperated well with a Law Attorney (representative of a National Council of the State Guaranteed Legal Support), who provided free legal support to a victim of elderly abuse. As recognised the NGO leader “without the involvement of the lawyer we would fail in helping that old woman”. In the opinion of the evaluator, this represents a best practice, which should be replicated on a larger scale, therefore a collaboration with the National Council of the State Guaranteed Legal Support would be more than welcomed, because, accordingly with Moldovan legal framework, the National Council of the State Guaranteed Legal Support was created for providing free legal support to disadvantaged people, as for instance elderly people.

|  |  |
| --- | --- |
| **Rec. 6** | Mainstream elderly people abuse in the civic education curricula. |

It is better to get involved not only in struggling against a problem, but also to make effort in preventing it, in this case in education the new generations and influencing positively the stereotypes and negative perceptions about the elderly abuse.

Therefore, mainstreaming the elderly abuse issues in the civic education curricula in Moldovan primary educational system could be an effective initiative with the long-term benefits. In this context, setting up the partnership with Amnesty International Moldova, who has appreciable experience in civic education curricula and support materials development[[15]](#footnote-15) and a large national network of the well trained teachers.

|  |  |
| --- | --- |
| **Rec. 7** | Provide some basic equipment for local volunteers/OPG. |

This topic already was explained in the final evaluation report. Nevertheless, it worth underlining again that, in order to effectively ***prevent, intervene and fight against domestic violence and elder abuse,*** the local OPGs and NGOs need not only knowledge and a good motivation, they need elementary conditions and office equipement to increase communication, acces information, report writing, internet navigation and finally to consolidate their institutional memory. It is a small probability that they will manage to solve this problem by themseves without a support.

|  |  |
| --- | --- |
| **Rec. 8** | Replicate the project and target other localities. |

Project proved to be succesful and the sociological research revealed that elder abuse issues are relevant for the Republic of Moldova, even if there are no offcial statstics on this issue. In this context, it is recommended to replicate the project in other project sites and incorporate above mentioned recommendations.

**VI. ANNEXES**

**Annex 1**

**QUESTIONNARES FOR STAKEHOLDERS**

1. Questions for beneficiaries and volunteers
2. What led you to participate in the project?
3. To what extent did you participate in the project design before project started?
4. Who consulted you about this? What ideas did you provide?
5. What kind of support did you get/provide?
6. How long do you receive/provide the support?
7. What are your health conditions; did they improve, decrease or remain the same since you joined the project?
8. What difference has this support made in your live?
9. How would you describe the impact of support provided to you by the project, is there something to be added, reduced or removed?
10. Do you think they have a good understanding of your problems? How do you interact with them?
11. To what extent are you satisfied with the project interventions/support?
12. Are activities being implemented in a timely manner by the project team?
13. What are the challenges you still face now?
14. What do you recommend for the project to make it stronger?
15. Questions for project team

**Relevance**

1. How do you assess the relevance of the project design and strategy in responding to the needs of beneficiaries?
2. To what extent is the project focused on the target group?
3. To what extent does project design address locally defined needs and priorities?
4. Does the project need to change or expand its target group?
5. To what extent are project activities relevant and realistic in being implemented and why?

**Effectiveness**

1. What would you say are the project's major achievements?
2. To what extent have project outputs been achieved to date and why?
3. What were major obstacles in achieving the outcomes and how has the project addressed these?
4. To what extent have capacities of the project partners and key local stakeholders been strengthened? What other capacity development activities should take place in the upcoming period?
5. How has the project specifically tried to influence and develop capacities of *right-holders* as opposed to capacity building of *duty bearers*?
6. What is your assessment of the quality of partnerships that have been created to support family strengthening? To what extent is the project team facilitating this?
7. What are the project's unexpected results? Which factors contributed to them?
8. What are the lessons learned that have emerged thus far in the project?

**Efficiency**

1. How do you assess the efficiency of project implementation?
2. Is the relation between input of resources and results achieved appropriately and justifiably (cost-benefit ratio)?
3. Have resources been used most economically?
4. Are there any alternatives for reaching the same result with less input? Are there feasible options for cost reduction and cost saving while realizing the same level of results and quality?
5. Could the outcomes and results have been achieved at lower cost through applying a different approach?
6. How appropriate is the project budget to achieve project objectives?
7. In what way are implementing partners contributing to the overall costs of the project, and is there any practice of cost sharing and partnership arrangements? Please provide examples.
8. Have administrative delays or problems (e.g. human recourses, financial transfers, timely provision of information, procurement, etc.) impacted on project implementation and results? What are the reasons for this?

**Annex 2**

**List of Documents Reviewed**

1. Terms of Reference for evaluation of the Project “*Breaking the silence: Elder abuse in the Republic of Moldova”*.
2. Project proposal “*Breaking the silence: Elder abuse in the Republic of Moldova”*.
3. Research: “*Violence against women in the family in the Republic of Moldova*”.
4. Budget of the Project *Breaking the silence: Elder abuse in the Republic of Moldova”*.
5. Interim Narrative Report 01 January 2013 – 31 December 2013.
6. Justification for Amendments of the Project proposal.
7. Narrative reporting templates of the local project partners.
8. Narrative reports of the project partners (PPT)

**Annex 3**

**The List of consulted stakeholders**

|  |  |  |
| --- | --- | --- |
| **Name** | **Organization/Position** | **Location** |
| Tatiana Sorocan | Country Director, HelpAge International Moldova | Chisinau |
| Valentina Bodrug -Lungu | CEO Gender Center, Project Expert | Chisinau |
| Lilia Pascal | Ministry of Education, Chief of Department of Equal Opportunities | Chisinau |
| Valentina Mikotina | NGO “Inspiration”, Executive Director | Comrat |
| Victor Monin | NGO “Inspiration”, Member | Comrat |
| Ecaterina Ciornaia | NGO “Inspiration”, Volunteer | Comrat |
| Maria Gherasimova | Beneficiary | Comrat |
| Galina Cuflic | Volunteer | Carabetovca, Basarabeasca |
| Lucheria Plop | Councellor | Carabetovca, Basarabeasca |
| Valentina Popova | Volunteer | Carabetovca, Basarabeasca |
| Claudia Cîrjă | NGO......... , Chairman | Carabetovca, Basarabeasca |
| Silvia Ciobanu | NGO “Avante”, Project Coordinator | Cazangic, Leova |
| Zinaida Carobet | NGO “Avante”, Chairman | Cazangic, Leova |
| Lidia Chele | Volunteer | Cazangic, Leova |
| Nina Albu | Volunteer | Cazangic, Leova |
| Lorina Chirilenco | Volunteer | Cazangic, Leova |
| Ecaterina Novitchi | Volunteer | Cazangic, Leova |
| Maria Moldovanu | Volunteer | Cazangic, Leova |
| Liuba Budureanu | Volunteer | Cazangic, Leova |
| Grigore Bogus | Territorial Organisation of Veterans and Pensioners (TOVP), Chairman | Ialoveni |
| Svetlana Zgherea | TOVR, General Physician | Ialoveni |
| Vera Constantinov | TOVR, Volunteer, Coordinator | Ialoveni |
| Alexandra Jalba | TOVR, Volunteer | Ialoveni |
| Natalia Jereghi | TOVR, Volunteer | Ialoveni |
| Stefan Osoianu | TOVR, Volunteer | Ialoveni |
| Anatolie Balmos | TOVR, Volunteer | Ialoveni |
| Eudochia Gusilova | TOVR, Volunteer | Ialoveni |
| Maria Belcoc | TOVR, Volunteer | Ialoveni |
| Ana Budeanu | TOVR, Volunteer | Ialoveni |
| Maria Budei | TOVR, Volunteer | Ialoveni |
| Aurelia Nicoara | TOVR, Specialist | Ialoveni |
| Andrei Costrosan | TOVR, Social Assistant | Ialoveni |
| Olga Andronic | TOVR, Volunteer | Ialoveni |
| Boris Galca | TOVR, Volunteer | Ialoveni |
| Constantin Olteanu | NGO “Artizana”, Chairman | Manta, Cahul |

1. National Academy of Sciences of Moldova 2008 [↑](#footnote-ref-1)
2. According to the National House of Social Insurance of Moldova (CNAS), for 2012, the number of pensioners will increase by 7,000 people. [↑](#footnote-ref-2)
3. See the *Effectiveness* part of the report [↑](#footnote-ref-3)
4. See the *Sustainability* part of the report and the *Recommendations*. [↑](#footnote-ref-4)
5. This is a standart procedure when the CEADW Committee provides recommendations for action at the national level to each Government at the end of each reporting session. For a more detailed description of the recommendations see the Interim Narrative Report. [↑](#footnote-ref-5)
6. The Campaign was initiated worldwide in 1991 and so far mobilised 4100 organisations from 172 countries. The 16 Days of Activism against Gender Violence starts on 25 November, which is an International Day for the Elimination of Violence against Women and ends on 10 December which is a Human Rights Day. Participants choose these dates in order to symbolically link violence against women and human rights and to emphasize that such violence is a violation of the basic human rights. The campaign aims to raise awareness about gender-based violence as a human rights issue at the local, national, regional and international levels. [↑](#footnote-ref-6)
7. Law nr.45-XVI and the Law nr.167 [↑](#footnote-ref-7)
8. ADA is a global campaign led by HelpAge International worldwide that gives voices to older people to express their demands to the decision makers and ask for changes in their lives. ADA is celebrated on 1 October to commemorate for the International Day of Older Persons and inform the society about population ageing issues, and promote active ageing*.*  [↑](#footnote-ref-8)
9. The research was undertaken by the Center for Demographic Researches and it was co- financed by EU and UNFPA. At the research participated 1596 respondents, including 1096 over 60 years old and 500 between 22-55 years old. [↑](#footnote-ref-9)
10. See the document *Justification of Ammmendements* [↑](#footnote-ref-10)
11. Budget line - 5.9.1 *Theatre performance* – 7.600 Euro;  *Research on Elder Abuse issues* – 4.015 Euro [↑](#footnote-ref-11)
12. See the “Effectiveness” part of the project evaluation report [↑](#footnote-ref-12)
13. See Recommendation part of the report. [↑](#footnote-ref-13)
14. HRBA human rights determine the relationship between individuals and groups with valid claims (*rights-holders*) and State and non-state actors with correlative obligations (*duty- bearers*).  
    It identifies rights-holders (and their entitlements) and corresponding duty-bearers (and their obligations) and works towards strengthening the capacities of rights-holders to make their claims, and of duty-bearers to meet their obligations. See more at: <http://hrbaportal.org/the-human-rights-based-approach-to-development-cooperation-towards-a-common-understanding-among-un-agencies#sthash.N1FgqbzC.dpuf> [↑](#footnote-ref-14)
15. For more information, please consult the website: [www.amnesty.md](http://www.amnesty.md) [↑](#footnote-ref-15)