

### Executive Summary

Key achievements of the Country Programme in 2011 focused on advances in the education system, as well as improved attention by the Government and partners to equity concerns in all sectors.

UNICEF advocacy and technical support contributed to the development of a National Programme on Inclusive Education. The Programme's adoption marks the first time that such positive policy attention has been focused on children with disabilities, and is a natural outcome of Moldova's ratification of the Convention on the Rights of Persons with Disabilities in 2010. The Programme is already far more than a simple paper commitment: models of inclusive education have been developed, and more children with disabilities began attending mainstream schools in 2011. The Programme has also helped accelerate progress in de-institutionalization, with a focus on children with disabilities. NGOs have been crucial partners in turning policy commitments into action on the ground.

The initiation of the structural reform in education faced a number of challenges this year which have been successfully overcome. While the consolidation is needed for making better use of education resources, it can create obstacles for already marginalized students. Close collaboration between the Ministry of Education, the World Bank and UNICEF led to the establishment of new monitoring systems which will contribute to better education data overall and help increase attention to and information about disadvantaged students. Similar partnerships with the Ministry of Labor, Social Protection and Family and the World Bank have led to efforts to ensure the rights of the most disadvantaged children and families remain at the forefront of reforms in the social protection system.

The Office used additional funding to promote equity approaches to support modeling at the local level and policy development at the national level to improve inclusion of the most vulnerable children and their families. Within twelve months, this work contributed to concrete gains at the local level in (i) assessing gaps in social services, (ii) costing of local social services and (iii) development of cross-sectoral referral protocols. Each of these gains is already being used by other regions and by national ministries to strengthen policy frameworks for better inclusion of disadvantaged children.

This year, the Government launched the new national development strategy, Moldova 2020. While this initiative was welcomed, international development partners, including UNICEF, remain concerned about the low attention to social issues. In child protection, there is a need for further development of the child protection system at the national level to match the gains made in de-institutionalization. Finding ways to overcome capacity gaps and other obstacles to progress will be key for 2012.

In addition to the partnerships already mentioned, collaboration with the EU Delegation, Swiss Development Agency, Swedish Embassy, UN agencies, and Council of Europe has been key in further policy developments around justice, violence, and promotion of human rights.

### Country Situation

Moldova continued a relatively strong economic recovery: GDP grew by 6.7% between January and September 2011. The latest data (2010) suggests that this may have some positive impact on disadvantaged children, as poverty rates, including child poverty, declined slightly and social expenditure as a proportion of GDP showed a modest rise ([www.mf.gov.md](http://www.mf.gov.md)).

The Government began work on a new National Development Strategy, Moldova 2020, this year. The draft document focuses on promoting economic growth, and includes justice, education and pension reform. National and international partners have expressed concern about the lack of attention to social issues in the draft; if addressed, this could help ensure a much greater focus on disadvantaged children in national priorities.

A long-planned structural reform in the education sector was launched, initiating the process of increasing class size, consolidating schools and introducing per-capita to make better use of educational resources given the declining child population funding. While needed, the process may create risks for already marginalized students unless their participation is carefully monitored and savings are invested to improve quality throughout the system.

There was a notable increase in 2011 in media reporting on issues of violence against children and women and sexual abuse. This positive development was accompanied by some political action: the Government signed and Parliament approved the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse, known as the Lanzarote Convention. Ratification is pending and expected to lead to further legal reform.

Several strategic policies developed and/or adopted in 2011 have the potential to positively impact children. The National Programme for Inclusive Education has shown initial results in increasing inclusion of children with disabilities in school. The National Human Rights Action Plan supports the development of diversion services for children in conflict with the law, legislative improvements for the protection of victims of domestic violence, and expansion of pre-schools. The National Programme on HIV/AIDS and STI control promises action for children and adolescents, including further support for children affected by HIV, as well as improvements in counseling, testing and youth friendly health services. A National IDD programme has been approved which will support the eradication of iodine deficiency disorders among children. The Roma Action Plan should lead to better identification of out-of-school Roma children, improved access of Roma children and families to health, education and social services, social protection entitlements, and greater access to higher education for Roma adolescents.

The Second Millennium Development Goals report (1) notes that 21 out of 27 national targets will be reached, but national averages hide deep disparities. Data available since the report's publication in 2010 demonstrate continued challenges related to these inequities.

Child poverty dropped from 28% in 2009 to 24% in 2010, yet over 40% of rural households with three or more children remain poor.(2) The Government is committed to supporting the poorest families through targeted social assistance, which continued to expand from 43,000 persons in 2009 to over 110,000 persons in 2010. Coverage of persons living in households with children has increased even more rapidly. However, 45% of households with children from the poorest quintile receive no social payments.(3)

After years of decrease, the GER in primary education stabilized in 2008-2010, reaching 94%. However, rural enrolment is only 88%, making it unlikely that Moldova will reach **MDG 2**. Lower secondary rates show similar disparities, with a GER of 89% compared to 85% in rural areas.(4)

IMR and U5MR decreased further, reaching 10.6 and 13 per 1,000 live births in 2011, respectively. (5) Immunization and antenatal care are over 95% but disaggregated data shows higher mortality risks for rural children and those from the fifth poorest quintile.(6)

MMR decreased from 44.5 per 100,000 live births in 2010 to 15.2 in 2011.(7) This indicator continues to vary widely due to the small number of cases – but social determinants of maternal mortality remain a strong bottleneck in the achievement of **MDG 5**.

While Moldova is still classified as low HIV prevalence, the lack of progress in prevention means the country is unlikely to reach the **MDG 6**. Initially concentrated among injecting drug users, there is evidence of generalization and feminization. In 2010, the incidence of HIV infection was 17.1 cases per 100,000 people.

The rate of children in institutional care decreased from 1,099 per 100,000 children aged 0-17 in 2009 to 950 in 2010, while the rate of children in the care of foster parents or guardians increased from 909 to 960 per 100,000.(8) However, children with disabilities and children under the age of three have not benefitted as much from this reform.

The treatment of child offenders has improved and the juvenile sentencing rate per 100,000 children aged 14-17 declined from 212 in 2009 to 193 in 2010.(9) The use of alternative measures to sentencing (such as mediation, diversion, financial fines, etc) has increased, and 64 children were in detention in November 2011 compared to 71 in 2010.

Child labor is a hidden but significant problem, with 18% of children aged 5-17 affected.(10) There is growing evidence of both boys and girls being victims of sexual abuse and exploitation, and greater societal recognition of the problem. Substance abuse by adolescents, especially boys, is an increasing concern. Migration and family separation have left many children with inadequate adult guidance, increasing their vulnerability to risky behaviors, abuse and exploitation.

Child well-being in the Transnistrian region remains a concern, with insufficient information available except in some areas of health. Available data show the greatest disparities compared to the rest of Moldova around immunization and HIV/AIDS incidence. Immunization coverage is under 80% for DTP and MMR and HIV/AIDS incidence in the region is 2.6 times higher than the national average.

- [1] [http://www.undp.md/presscentre/2010/MDG%20Report%20II/MDG2\\_RM.pdf](http://www.undp.md/presscentre/2010/MDG%20Report%20II/MDG2_RM.pdf)
- [2] <http://mpsf.gov.md/file/rapoarte/RSA%202010%20en.pdf>
- [3] [http://www.unicef.org/moldova/ro/EnglishVersion\\_ECI\\_CBS\\_AXA\\_2011.pdf](http://www.unicef.org/moldova/ro/EnglishVersion_ECI_CBS_AXA_2011.pdf)
- [4] <http://www.statistica.md/pageview.php?!=ro&id=2819&idc=350>
- [5] NCHM, 2011 preliminary data
- [6] [http://www.unicef.org/moldova/ro/MCF\\_Analysis.pdf](http://www.unicef.org/moldova/ro/MCF_Analysis.pdf)
- [7] NCHM, 2011 preliminary data
- [8] NBS, TransMonEE 2011
- [9] ibid
- [10] <http://www.statistica.md/pageview.php?!=en&id=3117&idc=350>

### **Who are the deprived children in your country context?**

The 2011 UNICEF Situation Analysis (1) identified groups particularly affected by disparity and risk. These include children in economically disadvantaged, usually rural, households, including poorer migration-affected families; children with disabilities; Roma children; children in Transnistria; and out-of-school children and marginalized adolescents, including substance users, residential institution graduates, and those in conflict with the law.

The largest groups affected by deprivation are rural and poor, with indicators well below national averages in education enrolment, health care access and outcomes. Child labor data shows rural disadvantage. Children in Transnistria are at higher risk of remaining unimmunized and, for older children, of coming into conflict with the law and of contracting HIV. Roma children and children with disabilities are less likely to attend school and to face social discrimination. At-risk adolescents have few services to help them overcome or address the challenges they face.

The social protection system faces several challenges which must be addressed going forward. The most deprived localities lack health services and preschools, quality of services is often poor, and few provide outreach. There is thus a need for greater coverage of benefits, expansion of community-based social services, and strengthened cross-sectoral coordination at the national and local level. The multitude of strategies and action plans, which have no financial converge, make difficult the operationalization of interventions to adequately address the needs of the most vulnerable. The lack of disaggregated data, particularly in Transnistrian region, makes some children invisible and policy development difficult.

- [1] [http://www.unicef.org/moldova/ro/Raport\\_ENG.pdf](http://www.unicef.org/moldova/ro/Raport_ENG.pdf)

### **Data/Evidence**

In 2011, the Country Programme and its partners continued to focus on data generation and use to better understand inequities and their determinants.

In all supported studies and evaluations in 2011, disaggregated data were analyzed to capture the situation of disadvantaged children. In partnership with the NCCRP and line ministries, a comprehensive situation analysis of disadvantaged children was conducted and its findings were used to plan the next UN-Moldova Partnership Framework and the UNICEF-Government of Moldova Country Programme. The analysis will be continuously updated on the UNICEF website and key disaggregated data will be made available for policy-makers, civil society, researchers, etc.

Inequity will be covered in MICS4 through analysis of data by wealth index quintiles, urban/rural and sub-national (regions) disaggregation. It is expected to identify some areas where more qualitative research will be required.

The TransMonEE project supported by the UNICEF Regional Office continued to provide evidence on the situation of children at the country and regional level. UNICEF Moldova and the National Bureau of Statistics collaborated to regularly update the situation of children in Moldova with disaggregated data and statistics. In 2011, this collaboration focused on data availability and the feasibility of collecting new disaggregated indicators to capture the situation of disadvantaged children both in country and across the CEE/CIS region.

UNICEF continued to support the capacity of social ministries to collect and analyze disaggregated data and to identify disadvantaged children. In 2011, the Annual Social report developed by the MoLSPF included analysis of households with children focusing on income, expenditures, social payments, poverty and migration, among other factors.

These efforts, along with a constant dialogue with the Government and civil society, helped to identify areas where additional data and analysis are needed, including drop-out and absenteeism, sexual exploitation of boys and girls, labor migration of children, and cross-border migration of disadvantaged children.

Additionally, there is a need to improve statistics by adopting international methodologies on social inclusion, justice for children, childhood disability, nutrition and education. For evidence-based programming, national statistics should also be available disaggregated by age, gender, ethnic group, social criteria and geographic distribution. The Country Programme intends to support monitoring at the local level to support proper planning and budgeting.

### **Monitoring Mechanism**

In 2011, UNICEF made significant efforts to strengthen government capacity in monitoring the situation of children and women through MICS4. Data collection will be done in 2012, covering maternal and newborn health, early childhood development, education, child discipline, HIV/AIDS, tuberculosis and other modules, including anthropometry and anemia tests. Data will be disaggregated by sex, age, urban/rural and wealth index quintiles.

In partnership with other UN agencies and donors, UNICEF actively participated in conducting the Country Analysis to inform the UN's Strategic Planning and Prioritization process by identifying current priority problems related to development and human rights processes in Moldova, including rights of children.(1)

As part of a UN joint project on statistics, UNICEF, along with other agencies, contributed to the review of available data on vulnerability, marginalization and exclusion of disadvantaged populations in the context of the decentralization process. Its conclusions and recommendations were used for the elaboration of the monitoring and evaluation framework of the National Decentralization Strategy.

UNICEF supported the Ministry of Economy in improving the tools used for the dissemination of data on poverty, MDGs and other socio-economic indicators generated at the sub-national and community level through DevInfo.

The Country Office keeps track of all new initiatives by the Government or development partners, identifies those that could affect the well-being of disadvantaged children, and monitors (often jointly) their impact. For instance, in 2011, UNICEF, in close collaboration with the World Bank, monitored the impact of the education structural reform and increased means-testing of cash benefits on disadvantaged children and their families. With the MoE and local authorities, the Office also analyzed data and data flows to better identify out-of-school children. In the process, UNICEF built the capacity of central and local stakeholders, both governmental and non-governmental.

There are still gaps in data collection, particularly in education, nutrition and social protection. Available data are not used and the impact of social policies is not systematically monitored. To address these challenges, UNICEF is working with the Departments of Analysis, Monitoring and Evaluation of Policy of the Ministries of Economy, Social Protection, Health and Education to strengthen their capacities and to advocate for an increased focus on disadvantaged children and use of disaggregated data for policy analysis.

[1] [http://www.un.md/un\\_res\\_coord\\_sys/docs/Country%20Analysis%20-%20UN%20Moldova\\_ENG.pdf](http://www.un.md/un_res_coord_sys/docs/Country%20Analysis%20-%20UN%20Moldova_ENG.pdf)

### **Support to National Planning**

Preparation of the next UNICEF-Government of Moldova Country Programme was an excellent opportunity to review progress and take stock of challenges and constraints with partners - both the Government and NGOs. Several meetings took place to measure and analyze progress and bottlenecks. Evaluations were completed or initiated in 2011 on juvenile justice, the Child Friendly School Initiative, Integrated Management of Childhood Illnesses, and child protection. At the request of the MoLSPF and MoE, UNICEF, together with Terre des Hommes and the Oak Foundation, started the evaluation of the National Programme on the Reform of Residential Institutions which will be completed in July 2012. These evaluations (or in some cases their preliminary results) and analysis fed into the new CPD.

During the year, UNICEF Moldova had regular meetings with governmental counterparts and civil society partners to measure the progress of activities, with a mid-year review to discuss new or revised initiatives. At the end of the year, joint meetings were held to measure progress against intermediate results. The Country Programme is also regularly monitored through joint field visits.

To avoid burdening partners and counterparts with monitoring and evaluation activities specifically related to the UNICEF-Moldova Country Programme, the evaluation and monitoring of progress is done as part of the regular activities of line ministries and the National Bureau of Statistics. For instance, prior UNICEF support to the MoLSPF and NBS resulted in sustainable cooperation between the two institutions on data availability and use for policy monitoring. As a result, nationally representative Household Budget Survey data are regularly analyzed and used in the Annual Social report issued by the MoLSPF, which includes child poverty, migration, social payments and other aspects of vulnerability.

UNICEF supported the MoH in the development of the first-ever basic nutrition surveillance system in the country. The system will provide WHO indicators on child nutritional status, which until now was available only from household surveys.

The UNDAF evaluation was conducted in 2011 by the UN Country Team, the Government of Moldova and other national partners to assess the contribution of the UN system to national development targets, the effectiveness and efficiency of achieving UNDAF Outcomes, as well as their sustainability and relevance to national priorities and goals (1). The evaluation made several recommendations that were incorporated into the 2013-17 UN-Moldova Partnership Framework and the CPD.

[1] 2007-2012 UNDAF Evaluation report

[http://www.un.md/un\\_res\\_coord\\_sys/docs/UNDAF%20Evaluation%20Report%20-%20Moldova.pdf](http://www.un.md/un_res_coord_sys/docs/UNDAF%20Evaluation%20Report%20-%20Moldova.pdf)

### **Any other relevant information related to data/evidence?**

#### **Country Programme Analytical Overview**

In 2011, all strategies – advocacy, knowledge management, capacity development, partnerships and communication for development – were used by the Country Programme to achieve results.

During the planning phase, the Country Office, counterparts and partners identified the main results, opportunities and challenges for 2011 and agreed on appropriate strategies. In all cases, priority was given to strategies that would help reach disadvantaged children and their families.

The Office updates its advocacy strategy each year based on programme objectives as well as policy needs, challenges and opportunities identified. In 2011, the focus was on juvenile justice, inclusive education (particularly for children with disabilities), and social assistance.

While many partnerships were mapped out, priority was given to collaboration with the EU, the World Bank and civil society. Knowledge management concentrated on evaluations of several key programmes, particularly on how they reach the most disadvantaged children, and the monitoring of key reforms in education and social protection. Communication for development focused on three issues: inclusive education (emphasizing children with disabilities), healthy life-styles for adolescents and early care and development of young children at home. The Country Programme used capacity development to increase the ability of central and local authorities to provide quality services for all children in a cost-efficient and transparent manner. Service delivery is not used as a strategy in Moldova, a middle income country.

#### **Effective Advocacy**

*Fully met benchmarks*

UNICEF's advocacy in 2011 focused on bringing issues of equity and disadvantaged children to the attention of decision-makers, civil society organizations and the media, using data or models developed that year or in previous years.

UNICEF advocated jointly with UN agencies, EU Delegation, Council of Europe, Roma NGOs and other partners for the revision of the 2011-2015 Action Plan to support Roma people in Moldova. The revised plan now incorporates Roma Community Mediators – modeled by UNICEF and others in several communities – as a main pillar, and clearly states the Government's responsibilities to ensure Roma inclusion. This will be followed by support to ensure proper budgeting and implementation of this plan.

UNICEF has been advocating for a move towards inclusive education in Moldova, and an end to the Soviet era practice of placing children with disabilities in specialized residential institutions. Following participation in a UNICEF-supported regional conference in Moscow, the Government committed to revising its definition of disability in accordance with international standards. In 2011, the Government initiated the National

Programme on Inclusive Education which will provide needed support for the increasing number of children with disabilities leaving residential institutions and attending mainstream schools.

Work has begun on early detection and early intervention for childhood disability following UNICEF advocacy. This cross-sectoral approach will result in expanding services that currently exist in only one hospital in Chisinau, making them available to all newborn and young children in the country. UNICEF joint advocacy with the EU and the Council of Europe led to inclusion of a separate chapter on justice for children in the recently approved justice sector reform strategy. The chapter encompasses child victims and witnesses as well as offenders in an effort to broaden the scope of justice for children initiatives.

Following advocacy by UNICEF and other partners, the Government initiated the development of a national strategy on child and family protection which will bring the various aspects and programmes related to child protection under one umbrella and establish a clear vision and commitment in this area. The Government requested UNICEF support in this process.

UNICEF worked with civil society and the Ministries of Education and Finances to remove the revision of school meals provision from transfer conditions to the next tranche of financial support to Moldova. After years of advocacy, the first national programme on anemia reduction was developed and is awaiting approval by the Government. This is an essential milestone in Moldova where more than 50% of pregnant women and 32% of children under the age of five suffer from anemia.

UNICEF and partners successfully advocated for the revision of the Audio-Visual Code of Moldova to increase the quality and ethical reporting of all broadcasters. The Code is expected to incorporate special provisions on reporting about children in 2012.

### **Changes in Public Policy**

The year 2011 saw many positive public policy changes affecting children. Thanks to joint efforts of the national authorities, UNICEF Moldova and other partners, the following key policy actions supporting the most deprived children were undertaken:

The Parliament approved the National Human Rights Action Plan 2011-2014, which emphasizes the principle of non-discrimination and provides better protection for disadvantaged children. The Action Plan calls for better and more coordinated capacity building of all relevant professionals dealing with children. The 2011-15 Action Plan to support Roma in Moldova was approved. It clearly stipulates governmental institutions' responsibilities to ensure Roma inclusion and strives to establish the position of Roma Community Mediators as its main objective. It also aims to ensure better communication and access of Roma communities to local authorities.

The Parliament approved the Justice Sector Reform Strategy, which includes the following provisions related to justice for children: specialization of the justice system for juveniles, better protection of children who are victims and witnesses of a crime, better respect of children's rights in detention, and strengthening of the evidence and statistics on children in contact with the law. This will be followed by an action plan for its implementation and is expected to deepen and expand ongoing reforms.

The Moldovan Parliament ratified the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention). This ratification lays the groundwork for further harmonization of national legislation with international and European legal standards, especially in prosecuting sexual abuse against children and ensuring services for child victims.

The Study on Impact of child and family allowances in the context of transition from category-based to means-tested social assistance made an important contribution to the review and revision of targeted social assistance. Based on extensive quantitative and qualitative research, closely conducted with the Ministry of

Labor, Social Protection and Family and the World Bank, the study recommends the use of family allowances to complement current targeted social assistance.

The National Plan for Development of Inclusive Education 2011-2020 was approved based on UNICEF advocacy and technical assistance in previous years. It will allow the inclusion in mainstream schools of children with disabilities and other disadvantaged children, and provides a platform for their equitable treatment in the education system. An action plan for the implementation of inclusive education is under development and is expected to be costed and approved in the first quarter of 2012.

The National Programme on Iodine Deficiency Disorders Eradication until 2015, developed with UNICEF support, was approved. It aims to ensure that 90% of the salt used by households and in the food industry by 2015 is iodized.

### **Leveraging Resources**

UNICEF Moldova contributed to leveraging resources for disadvantaged children in the areas of education, child protection, adolescent health and data.

Major support for early learning initiatives was mobilized through international and local partners. The LEGO foundation donated a container full of LEGO and DUPLO building blocks with an estimated value of \$500,000. These much-needed cognitive toys were distributed to 400 pre-schools, benefitting 24,000 young children from the poorest communities in Moldova. The LEGO Foundation has pledged to provide additional support in 2012.

As part of a strong partnership between UNICEF and the Moldova Social Investment Fund, \$200,000 were mobilized to improve water and sanitation in 40 Community Centers established by UNICEF with IKEA support in localities without kindergartens.

Joint advocacy by the Ministry of Education, UNICEF and the World Bank resulted in the Global Partnership for Education Board approving a new tranche of \$4.4 million for Early Childhood Development. As the approved proposal puts a strong emphasis on equity, this will improve access of hundreds of disadvantaged children to pre-school education at the community level.

Over US \$6,000 were raised under the "Partnership for Children" in 2011 – a private sector partnership initiative launched by the Parliament and UNICEF in 2010. The funds were used to improve the quality of education for 600 children from two schools and one pre-school in disadvantaged rural areas.

Moldova finalized its Justice Reform strategy in 2011 with the promise of likely EU budget support for the Sector from 2013. Justice for children figures prominently in the strategy and associated action plan, increasing the chances that the issue will benefit from EU support. UNICEF is also participating in consultations with the Government and the EU on the justice budget support matrix which could further support appropriate investments in this area. A partnership with the Norwegian Rule of Law Advisers Mission to Moldova (NORLAM) led to increased knowledge and skills for legal professionals dealing with cases involving children.

UNICEF leveraged support and resources from the Oak Foundation, Terre des Hommes and the International Office of Migration to support the Ministry of Labor, Social Protection and Family in conducting a study on inter-sectoral referral mechanisms within the social protection system and an evaluation of the strategy and action plan on de-institutionalization. This research will provide the evidence needed to develop new important legal and normative documents.

In addition to financially supporting UNICEF, the Swiss Development Cooperation Agency (SDC) is also allocating resources to a major NGO to further develop and scale up youth friendly health services, including targeting disadvantaged adolescents and developing outreach services.

Many partners have indicated interest in the MICS4 survey which will provide updated disaggregated data on children's wellbeing, access and use of services. UNICEF Moldova and the Ministry of Health have leveraged funding from SDC, as well as technical support and commitments to funding from WHO and UNFPA.

### Capacity Development

*Fully met benchmarks*

The Country Programme used capacity development to build skills of central and local authorities and civil society in budgeting, policy development, provision of quality services and child rights monitoring. UNICEF supported social ministries in developing their respective 2012-2014 Mid-Term Budget Frameworks, as well as a methodology of costing social services in close collaboration with the Ministry of Finance. The latter showed results this year: one region applied the technique and was able to obtain a 14% increase in the 2012 budget for social services compared to 2011. The new tools are now being used by other regions.

Capacity development support in the justice sector enabled the Justice for Children Working Group to analyze and propose changes on solitary confinement, complaints procedures and data collection, which were subsequently integrated in the new Justice Sector Reform Strategy. Prosecutors throughout the country acquired skills on how to work with children in contact with the law.

UNICEF supported the Ministry of Education to improve teacher and school manager training, and outreach to deprived communities. Some 8,675 school managers and teachers were trained in child-centered methodologies this year. The capacity of local authorities and NGOs from disadvantaged communities was built to support the establishment of pre-school education in their localities. Twenty villages, including Roma communities, have already set up pre-schools, benefitting hundreds of young children.

UNICEF supported the Ministries of Health and Social Protection and local authorities in two regions to increase the capacity of health and social professionals and the local police in applying the new medico-social collaboration mechanism for the identification and referral of vulnerable children. As a result, nearly 1,000 young children were identified and received additional services and supervision from socio-medical teams. Feedback from this model was used to strengthen the national regulatory framework.

The National Council for Protection of Child Rights and its role in leading and monitoring cross-sectoral reforms affecting children was strengthened through the development of its Secretariat's capacities in the areas of social protection, budgeting, decentralization and monitoring. The capacities of the Child Rights Advocate in communication and legal analysis were enhanced. As a result, the Advocate was able to raise and draw media attention to sensitive issues such as inclusive education and children left behind.

Grass-roots NGOs, including from Transnistria, are now able to actively participate in child rights monitoring at the national and local level, and to involve the children themselves in the process. In turn, these NGOs mobilize and empower other NGOs in their respective regions to participate in this process.

As a result of UNICEF-support to media NGOs, a significant increase in the quality and ethics of media reporting on child rights was recorded. For instance, the identity of children was better respected, and reports that covered sensitive issues preserved the dignity and rights of children. The Network of Child Friendly Journalists expanded and actively participated in and influenced public debates, particularly on inclusive education, justice for children, child care system reform, sexual abuse and violence against children.

### Communication For Development

#### *Initiating action to meet benchmarks*

UNICEF assisted the Ministry of Education in developing a comprehensive Communication strategy on inclusive education to support the implementation of the 2011-2020 National Programme on Inclusive Education. The Programme aims at inclusion of vulnerable children, including children with disabilities and Roma children in pre-school, primary and secondary education and will ultimately contribute to increasing enrolment rates.

Two other communication strategies are under finalization: one on better parenting to improve parental practices to reduce under-five mortality and improve caring practices; and one on safe sexual behavior of adolescents to equip boys and girls with knowledge and skills to adopt safe sexual practices, particularly to decrease the incidence of sexually transmitted infections, including HIV. The three strategies were developed using a participatory approach, following a wide mobilization of key government, civil society and international organizations. They will contribute to achieving the results planned under the current Country Programme and will support the implementation of the next Country Programme.

In partnership with national and local authorities, UNICEF implemented a series of social mobilization interventions. In cooperation with the Moldova Social Investment Fund, UNICEF supported an awareness raising campaign on the importance of early-childhood development in 230 communities with no pre-school services. Some 50 deprived communities, including with large populations of Roma, have already started establishing pre-school services. A team of 35 trained mentors is promoting the importance of playing as a development tool with parents and educators.

The Ministry of Education and UNICEF promoted inclusiveness, child-centeredness and participation in education during the annual meetings with teachers to support development of child-friendly schools and to facilitate the integration of excluded groups of children into mainstream schools. Parents and children in fifteen communities with child-friendly schools were mobilized to evaluate the activity of schools and to contribute to the improvement of education services at the national level.

UNICEF assisted the Ministry of Health in developing an innovative Child Development Guide for parents and adolescents. The Guide will enable parents and caregivers to observe the development of their child, to identify and address health issues with a health professional in a timely manner, to prevent traumas/accidents at home, and to strengthen communication between medical staff, caregivers and adolescents. A series of information materials were printed and disseminated by the Balti municipality to increase access of disadvantaged groups to social services at the community level. UNICEF also supported the printing and dissemination of leaflets for children in conflict with the law to inform them about their rights and about mediation, and of brochures for parents whose children are in conflict with the law in the Transnistrian region.

### Service Delivery

#### *Fully met benchmarks*

Given that Moldova is a middle income country with organized and functioning structures that are able to deliver services to children and their families, UNICEF does not use service delivery as a strategy, but rather supports the existing system to improve quality of services, outreach to vulnerable children and their families, good governance and efficient budgeting. The only exception would be emergencies, but there was no emergency in 2011.

### Strategic Partnerships

#### *Fully met benchmarks*

Partnerships in education, health, and child protection have supported the achievement of Country Programme results. An important milestone was the development of the new UN-Moldova Partnership Framework that strengthens further collaboration among UN agencies and between the UN System and the Government of Moldova.

A partnership with the Government and the World Bank in the context of the structural reform resulted in the monitoring of the impact of the reform on disadvantaged children. This joint work has also helped to put the issue of out-of-school children higher on the education agenda. A partnership with the Moldova Social Investment Fund was strengthened and helped to build the capacity of the education system at the local level and further develop the education infrastructure in disadvantaged villages. Various partnerships with NGOs, such as LUMOS and Step by Step, academia and the Government resulted in improvements in the quality of education and school inclusiveness, such as the revision of school curricula and the adoption of the Programme on Inclusive Education.

NGO collaboration has been critical to advances in child care system reform. Working under the coordination of the Ministry of Education, UNICEF cooperated with CCF Moldova (Hope and Homes for Children), Everychild and LUMOS on the reintegration of institutionalized children in biological families and development of support services. Collaboration with the Centre for Prevention of Child Abuse was critical for the successful development of inter-sectoral instructions on detection and referral of cases of child abuse.

A strategic partnership with SDC resulted in leveraging resources, joint advocacy and technical support for scaling-up youth friendly health services. In health, UNICEF continued its strong partnership with UN agencies, including WHO, UNAIDS, UNFPA and OHCHR, around policy documents on health and human rights, maternal health and child care.

As a result of the partnership established between UNICEF and National Public Television Moldova 1, two social campaigns on inclusive education of children with disabilities and de-institutionalization of children under three years were successfully conducted. The media campaign on children under three, which will be extended in 2012, already showed some positive results: it has been picked up by other media and more than 200 people, including celebrities, who have expressed their willingness to adopt a child or to become foster parents. Several children have left institutions to be raised by families.

The "Partnership for children" initiated in 2010 by the Parliament and UNICEF continued in 2011 with new initiatives involving more private sector representatives.

Advocacy partnerships with the EU, Council of Europe, UN Agencies and NGOs were crucial in advancing a number of child rights related issues in 2011 and are described in the Effective Advocacy section.

### **Mobilizing Partners**

In 2011, UNICEF led or actively participated in the following fora, mobilizing partners around equity and children's issues:

Together with the Ministry of Labor, Social Protection and Family, UNICEF co-chaired the coordination council on external assistance in Social Protection, which supports partner coordination as well as common inputs into key sector policies. UNICEF-led coordination efforts brought together diverse actors involved in supporting local level referral mechanisms to help the Ministry work towards a clearer and more unified approach. Good communication also led to the decision to consolidate planned data bases around social

benefits and social services supported by different actors.

UNICEF participated and supported the National Council for Child Rights Protection, chaired by the Deputy Prime Minister for social issues with participation from all concerned ministries and NGOs. The Council monitored the implementation and initiated the review of several important child-related issues, such as the social referral system, data collection in education and justice for children reform.

The Coordination Council on external assistance in health, chaired by the Ministry of Health and co-chaired by WHO, was used by UNICEF as a platform to advocate for the inclusion of equity and child health issues into the health reform process and the 2011-2014 strategic plan. The relevant issues included financial protection of the most vulnerable population and the benefits package, particularly with respect to coverage for out-patient medicines.

UNICEF participation in the HIV/AIDS coordination council resulted in support to the Joint International Assessment for the 2011-2015 National Programme on HIV/AIDS control. The Assessment was one of the main conditions for applying to GFATM funds for Moldova. Recommendations have been used in adjusting the National Programme to make it more focused on at-risk groups, including adolescents and youth.

The Cross-ministerial coordination group on inclusive education and de-institutionalization, supported by UNICEF, has helped to mobilize and coordinate efforts by international donors and NGOs. New partnerships were built with key NGOs around the development of the Inclusive Education Programme and the evaluation of the residential childcare system reform, mobilizing additional support, expertise and funding.

The Cross-ministerial working group on early detection and early intervention was established with UNICEF support and mobilized important stakeholders and partners for the development of the regulatory framework for early detection and intervention system.

UNICEF's support to the Working Group on Justice for Children has helped mobilize key line ministries and leading civil society organizations around issues of children in contact with the law and identify proposals for the review of complaints, procedures, data and diversion services among others.

UNICEF also brought together governmental and non-governmental partners around the issue of sexual exploitation of children to share knowledge and raise awareness and recognition at the highest level.

### Knowledge Management

*Fully met benchmarks*

UNICEF continued to use and share evidence provided by studies, evaluations and models for advocacy, programmatic and policy purposes. Internally, the Country Office strengthened linkages between knowledge management and advocacy. A more dynamic platform for the UNICEF Moldova website [www.unicef.md](http://www.unicef.md) led to better sharing of knowledge with larger audiences.

The results of a feasibility study supported advocacy on the specialization of judges for cases involving children in the context of the 2011-2016 Justice Sector Reform Strategy. UNICEF used the results of the Juvenile Justice Assessment in the region of Transnistria to raise awareness among local authorities and donors on juvenile justice reforms. This is the first time that data on juvenile justice is available for this region.

The data and recommendations generated by a UNICEF-supported study on the impact of cash transfers on disadvantaged families in Moldova are being reviewed by the Government and the World Bank that are in

the process of revising the national social assistance scheme. The Ministry of Labor, Social Protection and Family will also use the findings for the development of its MTBF in 2012.

Models of integrated social services and referral mechanisms were documented in two regions, demonstrating how social services professionals, the police, local authorities and NGOs can work together to protect vulnerable children, including those in conflict with the law. This information was used to support policy makers in further developing diversion services, referral mechanism and protocols. At the end of 2011, the Ministry of Education reviewed and approved the inclusive education model developed in cooperation with UNICEF, NGOs and local authorities for piloting in eight regions and eventual nationwide implementation.

The results of the "Teacher Quality and Teacher Work Conditions in Moldova" study were shared with the World Bank, which is using them to support the development of a human resources strategy, and with the Ministry of Education for follow up on policies on teacher quality. The findings of the study were used as a basis for changing the Labor Code on teacher pensioners' engagement in teaching.

The child-friendly school models, previously supported by UNICEF, are now used as resource centers and are visited by hundreds of school directors and staff for replication in other schools. The appraisal of the national education strategy, supported by UNICEF and partners, was successfully used by Moldova to apply and receive significant funding from the Global Partnership for Education.

The Ministry of Health is using recommendations from the 2011 evaluation of the Integrated Management of Childhood Illnesses (IMCI) Initiatives, such as the revision of IMCI reporting and improvement of parents' knowledge and practices on child care and development.

Information materials containing key statistics and findings about children in Moldova were produced and widely shared with the Government, parliament, media, donors and international organizations for evidence-based advocacy and resource leveraging. Some key issues raised included inequities affecting disadvantaged children, such as Roma children and children with disabilities, and the role of national and local systems in providing quality services to them.

### Human Rights Based Approach to Cooperation

*Fully met benchmarks*

During the year, the Office further developed internal capacity to use the human rights based approach and applied it systematically to both programme development and ongoing programme and advocacy work. UNICEF staff actively participated in the development of the UN-Republic of Moldova Partnership Framework (UNPF), including in an associated human rights approach training. Throughout the UNPF development process, as key members of the Human Rights, Justice and Gender and other theme groups and the UN Country Team, staff systematically advocated for and applied human rights principles, including participation of rights-holders and civil society, attention to vulnerable groups and accountability. Working with national counterparts, in-depth analysis of barriers to child rights fulfillment and capacity gaps of duty-bearers was undertaken to support focus and strategy selection for the next UNICEF-Government of Moldova Country Programme, which stems from UNPF.

As a result of these efforts, UNPF clearly focuses on disadvantaged populations, especially children affected by discrimination, poverty and other factors of exclusion. The draft UNICEF Country Programme Document (CPD) is fully based on a human rights-based analysis of the situation of children in Moldova and focuses on the rights of disadvantaged children and the duties of the Government, civil society, communities and parents.

With UNICEF's support, the National Council on Child Rights Protection, chaired by the Deputy Prime Minister for Social Issues, continued to track progress against the 2009 Concluding Observations of the CRC Committee from Moldova's last report.

During 2011, UNICEF Moldova worked closely with the Office of the High Commissioner for Human Rights, other UN agencies and the Council of Europe on issues of common interest such as non-discrimination, rights of persons with disabilities, Roma and institutionalization of children under the age of three. Together with other UN agencies, UNICEF advocated and provided technical assistance for the revision of the National Action Plan for Roma People, resulting in a stronger emphasis on the role of duty bearers. Also as part of UN joint advocacy and technical assistance, UNICEF provided inputs into the National Human Rights Action Plan developed in 2011. Following Moldova's ratification of the UN Convention on Persons with Disabilities in 2010, the Government requested assistance from partners, including UNICEF, to support its implementation at the national level. Advocacy on the de-institutionalization of children under three was initiated and received a great deal of media attention, raising awareness about this issue among the population.

### Gender

*Mostly met benchmarks*

In 2011, the Office conducted a gender assessment which gauged the extent to which gender mainstreaming had been effectively integrated into the Country Programme 2007-2012. The assessment examined the Office's capacity for gender mainstreaming and developed recommendations for the next Country Programme. Findings included strong staff commitment to and knowledge of gender equality as well as several good practices which ensure that gender issues are taken into account in programme decision-making. The assessment recommended greater use of a gender lens in analyzing issues affecting children, greater attention to men and boys in programming efforts, increased gender-sensitivity in advocacy messages and training and learning materials, and further strengthening of staff capacity to apply a gender approach to programming.

The conclusions and recommendations of the gender assessment were incorporated into the draft CPD, which highlights gender differences around child labor, violence and substance abuse, emphasizes the importance of strengthening the role of fathers in caring for children, and envisages strengthened communication for development initiatives which take account of gender issues and promote women's and children's rights.

During the year, UNICEF also strengthened its partnership with UN Women, particularly in working together on a joint study on access to day-care for children aged 0-3 and employability of women.

### Environmental Sustainability

*Initiating action to meet benchmarks*

UNICEF increasingly incorporated environment sustainability as a guiding principle in its programming, focusing on disaster risk management and development of educational infrastructure. During the discussion on structural reform in the education sector, UNICEF used data generated by a previous study on water and sanitation at schools to advocate for upgrading water, sanitation and energy facilities in the new hub

schools.

As Moldova is prone to disasters triggered by natural hazards, such as drought and flood, and is particularly vulnerable to climate change, UNICEF contributed to the discussion on disaster risk management around the UU-Moldova Partnership Framework and is looking into incorporating these issues into its support to the education reform. The visit of the Regional Emergency Advisor allowed UNICEF Moldova to identify next steps, such as further planning with the Department of Civil Protection, UNDP, WHO and the Red Cross; advocacy and public awareness-raising through the education system by introducing environment issues and disaster risk management into the national education curriculum; and influencing budget support and decentralization plans to target vulnerable communities in disaster prone areas.

### South-South and Triangular Cooperation

In close collaboration with the CEE/CIS Regional Office, UNICEF Moldova took advantage of several opportunities to strengthen the exchange of experiences between Moldova and countries from the European Union and the central and eastern European region. As Moldova is negotiating its association agreement, UNICEF paid particular attention to the sharing of knowledge and experience from EU countries in terms of standards and good practices.

With UNICEF support, a strong Moldovan delegation led by the Ministry of Education participated in a regional conference on inclusive education in Moscow. Moldova presented its good practice on developing quality policy documents on this issue. The delegation also benefited from good practices from other countries in the region, such as the early detection and intervention systems, the definition of childhood disability and awareness campaigns.

A Moldovan Parliamentary delegation participated in an Inter-Parliamentary Union conference in Armenia focusing on child rights with participation from Central and Eastern Europe and the Commonwealth of Independent States. A Moldovan Parliamentarian presented the country's experience on the issue of violence against children, and the team benefited from discussions about early childhood development and similar themes.

During the year, UNICEF called on the expertise from Romania to share knowledge on child care reform and support the development of a cross-sectoral referral mechanism.

UNICEF also shared good practices from Moldova with Turkey on increasing the quality and access to pre-school education, and with Bosnia Herzegovina on accelerating reforms in juvenile justice.

### Country Programme Component: Child protection

#### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By the end of 2012, children, adolescents and families, especially the most vulnerable ones, increasingly use quality social protection services and child friendly procedures in the justice system.	3	FA4OT1, FA4OT2

#### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	32737.00	32737.00	100.00
OR-R	1470271.00	795359.00	795359.00	100.00
RR	220000.00	185709.00	185709.00	100.00
<b>Total</b>	<b>\$1,690,271.00</b>	<b>\$1,013,805.00</b>	<b>\$1,013,805.00</b>	

#### Results Achieved

With support from UNICEF and other partners, Moldova is progressing in reforming the social welfare and justice systems.

**Reform of residential care system:** The country achieved the 2011 target of the National Action Plan on de-institutionalization, decreasing the number of children in institutions by 50% in five years. In 2011 alone, the number of children in institutions in Moldova decreased from 6,960 in 2010 to 5,650. For the first time, the reform reached a significant number of children with disabilities. Six out of 11 residential schools that were transformed or closed in 2011 were schools for children with disabilities.

**Development of integrated social services and standards of services:** A cross-sectoral referral mechanism and guidelines for professionals in contact with children for early identification and response to cases of child abuse, neglect and exploitation were developed and are ready to be tested. In two regions, over 50 professionals from education, social work, health, public order and local authorities were trained on how to detect violence and abuse, and refer and provide protection in a coordinated manner. An integrated social services model tested during the year in Leova and the municipality of Balti was complemented by a package of services for children in contact with the law, and child-friendly procedures and diversion measures in the justice system were introduced. As a result, over 215 children in contact with the law in this district and municipality benefitted from psycho-social support, mediation techniques, life-skills and conflict resolution programmes to mitigate the negative impact of contact with the justice system and delinquency and focus on reintegration.

**Participation of children:** Seventeen children's groups have been established and over 50 children were supported to take an active role in community/school decision-making processes. For each group, adult coordinators were trained and are now able to encourage and support child participation in community and school life.

**Alternatives to deprivation of liberty:** The number of children in detention, both in pre-trial and serving sentences, continued to decrease from 71 children in 2010 to 64 in 2011. The number of children receiving alternative sentences (other than imprisonment) out of all sentenced children slightly decreased from 70% in 2010 to 65% in 2011 due to increased diversion at an earlier stage. The number of children who received legal assistance through the National Council for Legal Aid rose to 930 as of September 2011, compared to 379 children in 2010.

Technical assistance for strategic documents: During the development of the Justice Sector Reform Strategy 2011-2016 and the National Human Rights Action Plan 2011-2014, UNICEF helped the Government to include and develop text related to children in the justice system. The documents include specialization of the justice system for juveniles, better protection of children who are victims and witnesses of a crime, better respect of children's rights in detention, and strengthening of statistics around children in contact with the law.

### **Most Critical Factors and Constraints**

The year 2011 was filled with challenges in the further development of the child protection system. While the Government remains committed to reforms, capacity of governmental and non-governmental stakeholders at the central and local level still needs to be strengthened. There was a lack of coordination and harmonization among several initiatives which took place at the same time, resulting in slower processes.

While the decentralization strategy was adopted at the central level, its potential impact on the planning, budgeting and delivery of services at the local level was poorly understood and communicated among stakeholders. There is a need for better linkages and dialogue between central and local authorities as well as support and awareness of vulnerable families to demand services.

There is also a need for more public dialogue and greater engagement of civil society, including professionals in the social sector, in ongoing reforms. One way to achieve this is by empowering these groups to give feedback on policy development processes, including development of services.

While the social protection budget remains high at 34% of the public budget, the vast majority is allocated to pensions and salaries. Unfunded mandates of local authorities in the social protection sector continued to pose a challenge.

To reach disadvantaged children and their families, cooperation between ministries requires strengthening as new policies and their implementation often rely on inter-sectoral collaboration at the central and local level. For example, the issue of children with disabilities is not equally prioritized among the respective Ministries of Education, Social protection and Health – yet no progress can be made without the full support of each one.

The Justice Sector reform has made significant progress yet coordination between national and international justice actors needs to be strengthened. In addition, further linkage between the Justice and Social Protection sector should be established and strengthened.

### **Key Strategic Partnerships and Interagency Collaboration**

The Ministry of Labor, Social Protection and Family and UNICEF co-chaired the Social Protection Council which includes a wide range of development partners. The Council was the main forum to discuss and coordinate with donors and the development community the most strategic plans and actions for better protection of the most excluded and vulnerable children in Moldova. UNICEF used its established partnerships with the WB, EU, UN agencies and NGOs to strengthen the Ministry's capacity to lead the reform and to more efficiently coordinate external aid to Moldova for strengthening the social sector. Thus, due to a coordinated effort within the UNICEF-WB-IOM-UNFPA partnership, the information system for the MLSPF, which is being developed with the WB's support, will include not only information on the beneficiaries of social aid, as initially planned, but also on vulnerable people benefiting from services. This will allow MLSPF to analyze the impact of social assistance on the most vulnerable and will provide evidence for further policymaking.

UNICEF maintained partnerships with the key national NGOs (Every Child, LUMOS, Terre des Hommes, CCFM - local branch of Hope and Hopes for Children) in order to ensure well-coordinated support to the GoM within

the child welfare reform. UNICEF also focused on strengthening other civil society organizations and ensured active participation of the NGO sector in on-going social protection and justice reforms. This partnership contributed to the Government's success in reaching one of the intended results, planned for mid-2012, of reducing the number of children living in residential care by 50%. Joint lobbying in partnership with NGOs for a new vision in child protection resulted in the Government's decision to develop a new Strategy on Child and Family Protection in 2012.

Due to a partnership with the EU and the CoE, a separate chapter on justice for children was included in the justice sector reform strategy, a major document that will shape the reform of the justice system in the next five years, ensuring better protection of children in contact with the law. For the first time, not only juvenile justice (which covers children in conflict with the law) but justice for children (covering child offenders, victims and witnesses) is being addressed. This strategy will become a solid framework for bringing changes to the system at all levels, both on policy development and the service delivery side. Capacity building activities for justice professionals were implemented in partnership with Norlam.

### **Humanitarian Situations**

Moldova Office did not respond to Humanitarian Situations in 2011.

### **Summary of Monitoring, Studies and Evaluations**

A study on the feasibility of child-friendly judges/courts indicated that a mixed model could be implemented in Moldova, with specialized judges in all courts and specialized panels in larger courts which would examine the whole range of cases involving children, including as witnesses of crime or party to civil proceedings (divorce, inheritance, etc.). Going forward, the promotion of specialized courts might be challenging as the Government closed specialized economic courts in 2011.

The Juvenile Justice Assessment in Transnistria indicates a considerably lower level of protection for children in conflict with the law on the right bank of the Nistru River compared to the rest of Moldova, both in terms of a legislative framework as well as the use and conditions of detention for children. There are no functional alternatives to imprisonment for children and the imprisonment rate of children in Transnistria is higher.

The preliminary results of the Juvenile Justice Project Final Evaluation indicate that considerable progress has been achieved in juvenile justice. However, more focus needs to be put on children in contact with the justice system (victims, witness, and party to civil proceedings) and there is also a need for better coordination between justice and social systems in developing specialized services to prevent re-offending, promoting diversion out of the justice system and helping children reintegrate in the community.

### **Future Work Plan**

UNICEF will continue to provide support to the Government in further accelerating the social protection and justice reforms, especially in developing and testing models of services at local levels. In that regard, significant organizational assistance will be directed to the MoJ and the MLSPF for development of a diversion model scheme for children in conflict with the law. The modeling will include management of service delivery at the local level, a strong capacity building component and documentation of the evidence in order to provide feedback to the policy level.

The Government will be supported to evaluate the national strategy and plan on transformation of the residential child care system and assisted in developing a comprehensive Strategy on Family and Child Protection that will consolidate existing reform projects and initiatives and provide direction for the future. The Government and respective Ministries will be supported to develop supporting schemes and services at the local level for the most vulnerable families, including the foster scheme.

One of the future focuses is to ensure that violence against children, abuse and exploitation is detected at the local level and adequate protective measures are provided. This will involve modeling and testing the services and developing necessary protocols and by-laws that will assist in addressing the issue in a coordinated and multisectoral manner.

UNICEF will support further implementation of the Justice Reform Strategy and ensure that harmonized international legal standards procedures are developed and implemented for children in contact with the law, including child sensitive investigation and court proceedings.

### Country Programme Component: HIV/AIDS and vulnerable adolescents

#### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
HIV/AIDS and vulnerable adolescents	0	FA3OT6

#### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	0.00	0.00	0.00	0.00
RR	0.00	0.00	0.00	0.00
<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	

#### Results Achieved

During the 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

#### Most Critical Factors and Constraints

During the 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

#### Key Strategic Partnerships and Interagency Collaboration

During 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

#### Humanitarian Situations

During 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

### Summary of Monitoring, Studies and Evaluations

During 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

### Future Work Plan

During 2009 Mid-Term Review, the HIV/AIDS and vulnerable adolescents programme component result (PCR) was mainstreamed into Equitable Access to Quality Services PCR and Child Protection PCR.

## Country Programme Component: Equitable access to quality services

### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By the end of 2012, all children and adolescents, especially the most vulnerable, increase their use of quality health, early childhood and basic education quality services.		2 FA1OT4, FA2OT3, FA3OT6, FA1OT2, FA1OT8, FA1OT11, FA2OT1, FA1OT10, FA2OT7

### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	1696938.00	1504617.00	1502699.00	99.87
RR	130000.00	175781.00	175781.00	100.00
<b>Total</b>	<b>\$1,826,938.00</b>	<b>\$1,680,398.00</b>	<b>\$1,678,480.00</b>	

### Results Achieved

The Country Programme continued to support Moldova in the reform of the health and education sector, focusing on quality, access of the most disadvantaged children and governance/financing.

The year 2011 saw much progress in education, particularly in the development and implementation of inclusive education – a fairly new concept in Moldova which focuses on improvements in education quality, improved access for some children and monitoring of the structural reform process.

The National Programme of Inclusive Education was approved by the Government in July 2011. This allows the inclusion in mainstream schools of children with disabilities and provides a platform for their fair treatment in the education system. An additional 351 children with disabilities transferred to or were enrolled in mainstream schools in 2011.

UNICEF supported needs assessments in 230 localities without pre-school services. This led to the creation of ECD services in the 20 most deprived communities, including Roma ones with over 1,000 children benefiting. An additional 51 services will open in 2012. A partnership with LEGO Foundation resulted in the distribution of cognitive toys to early learning facilities in 400 poor communities, benefiting 24,000 young children.

New standards on learning outcomes were approved by the National Council for Curriculum. The standards include indicators that ensure continuity across levels and support evaluation of children with different abilities.

Child-friendly school initiative efforts in 15 communities reached over 2,200 children, including those with disabilities, with better quality education in line with international standards and practices. They also provided a more inclusive, protective and non-violent environment supported by parents and mobilized communities.

Continued support to the MoE for applying child-centered methodology at the classroom level resulted in some 8,675 school managers and teachers being able to apply child-centered methodologies. All 36,000 school teachers apply the new competency-based curricula developed with UNICEF, supported by over 2,000 teachers and school managers trained to provide oversight.

UNICEF provided support to scaling up YHFS, with a focus on reaching the most vulnerable, by revising the legal framework and initiating the revision of pre-service and in-service curricula. Over 50,000 adolescents and youth, including in Transnistria (63% girls and 37% boys), benefited from YFHS, including over 4,500 via outreach.

Recommendations of the Joint Assessment of HIV/AIDS National Programme for 2011-2015 were used to adjust the document to be more focused on at-risk population groups, including youth.

New IDD National Programme for 2011-2015 was approved by the Government. The first basic nutrition surveillance system was developed which will allow more reliable data on children malnutrition. As a result of implementation of a medico-social inter-sectoral mechanism in two regions, 994 vulnerable children were identified and are being supervised by multidisciplinary teams and 18 cases of abandonment have been prevented.

A Parents' Guide has been finalized and approved by the MOH. It will be used by all primary health workers in their dialogue with caregivers and adolescents to improve their knowledge and practices. It will be particularly helpful for disadvantaged parents who usually lack access to health and child care information.

### **Most Critical Factors and Constraints**

Structural reform requires rigorous monitoring of the effects on children for prevention of drop-out, absenteeism and decreased learning outcomes. The existing data and informational flows do not allow for consistent monitoring and intervention; they need further reorganization and pilot efforts already underway should help address this.

Inclusive education is a new issue for the education system. While there is strong political will to promote it to all levels, insufficient communication on its benefits makes it difficult to obtain the needed support from parents, teachers, school managers and communities. There is a need to further support the Ministry of Education and civil society in promoting inclusion of children with disabilities. There are also administrative and managerial bottlenecks. For instance, the per-child funding formula that is being piloted does not provide specific expenditures to support inclusive education, the normative framework is insufficient and professionals lack capacities. Further support will be needed to ensure that all relevant bodies support inclusion of all children in mainstream schools and kindergartens.

While some improvements have been made, additional efforts are needed to strengthen inter-sectoral cooperation among education, social and health services for vulnerable adolescents at the national and local level.

Delays in the approval of the national programme mean that flour fortification is not yet initiated. There is a need to promote understanding of the importance of public health interventions among some government bodies, including the Ministry of Finance and State Chancellery.

While there are health and education services available at the community level, access to and quality of these services are compromised by lack of professionals in rural areas when it comes to health and poor quality of education and old teachers.

### **Key Strategic Partnerships and Interagency Collaboration**

A partnership with the Government and the WB in the area of school optimization resulted in the monitoring of access to education of the most vulnerable children as a structural part of the MoE. This joint work has also helped to put the issue of children who are out of school higher on the education agenda. On-going joint monitoring of out-of-school children resulted in the creation of a data base in eight regions. The results of the monitoring will be used for policy development in order to address the phenomenon of out-of-school children.

The partnerships with the WB, the NGO Step by Step, the Institute of Educational Sciences, and the State University played an important role in supporting the MoE in the development of important policy documents, such as the curriculum and standards.

A partnership with the Moldova Social Investment Fund was strengthened and helped to build the education infrastructure in the most disadvantaged villages in Moldova.

A partnership with LUMOS, an international NGO, helped to support the MoE in developing the national action plan on inclusive education and MoH and MLSPF in modeling a medico-social intersectoral mechanism. UNICEF chaired the EFA/FTI Advisory Group meetings comprised of representatives of the Government, academia, donors and civil society which provided high quality technical assistance to the Ministry of Education in developing GPE 3 (FTI) grant application package. UNICEF coordinated the development of the Donors' Appraisal Report on the Education Sector Plan and Country Presentation and insured the documents' compliance with EFA/FTI Secretariat Guidelines. As a result of the joint collaboration between UNICEF, the WB and the Government, the Global Partnership for Education Board of Directors approved a USD 4.4 million grant for Moldova to expand its internationally-recognized pre-school and Early Childhood Development programs to include more children with special needs and help children in rural areas gain more access to education.

The Office's strategic partnership with SDC resulted both in leveraging resources and joint advocacy and technical support for scaling up YHFS. In the area of health, UNICEF continued strong its partnership with UN agencies including WHO, UNAIDS, UNFPA and OHCHR around policy documents on health and human rights, maternal health and child care.

### **Humanitarian Situations**

The Moldova Office did not respond to Humanitarian Situations in 2011.

### **Summary of Monitoring, Studies and Evaluations**

An assessment of school children's knowledge about child rights, which was repeated in 2011 after the intervention through the education system, showed improvements. For instance, the number of children who consider that children with health problems should study in regular school increased from 60% to 67%. The number of children who do not know any child rights decreased from 14% to 7%. The number of children who would address teachers in case of child rights violations increased by 10 percentage points. Generally, there were improvements in the knowledge of children regarding the right to freedom, protection against discrimination based on sex, ethnicity or religious belief, expression, private life, health assistance, and protection against exploitation of any kind.

A rapid demographic and socio-economic assessment of 230 localities without kindergartens was undertaken by the Moldova Social Investment Fund (MSIF) to provide a detailed account of the access problems and estimates for investments required to achieve full enrolment of the preschool population in the target localities. The findings of the report served as a basis for setting up 50 early learning facilities and will be used by the Government for further scale up of ECD services in up to 50 localities under the Global Partnership for Education (former FTI).

With UNICEF assistance, existing social services were mapped, with needs and gaps identified in Leova, Orhei and Balti municipality. The findings of the assessment are used by LPAs for designing and budgeting local development plans.

The results of the Evaluation of Integrated Management of Childhood Illnesses Initiative (IMCI) showed the impact of implementing the strategy on under-five mortality rate which was reduced from 23.2 per 1,000 live births in 2000 to 13.6 in 2010, with the steepest reductions registered in the years 2000-2006 when most IMCI training and other activities were implemented in country districts. Over 90% of primary medical staff nationwide, including in Transnistria, applies IMCI standards. The recommendations will contribute to strengthening child care services in areas where changes have not yet produced a sustained effect (prevalence of anemia among young children and counseling for development component).

"Teacher Quality and Teacher Work Conditions in the Republic of Moldova" includes recommendations about teacher training and development, teachers' salaries, recruitment and timely retirement. The study was shared with the WB and used for the development of a follow-up study on teachers financing and policy development on financing teachers and with the Ministry of Education for follow-up with policies on teacher quality. The findings of the study were used as the basis for changing the Labor Code on teacher pensioner engagement in teaching. They will also be used for the development of a holistic system for managing the human resources of the teaching profession.

### Future Work Plan

UNICEF will continue to provide technical assistance to the Government at the local and central level for the implementation of the health and education reform by:

- further supporting the relevant ministries in strengthening the legal and regulatory framework, including financial mechanisms to support inclusive education and early detection and intervention of children with disabilities.
- strengthening the capacity of the health and education systems to improve access and provide quality health and education to all children, focusing on the most vulnerable ones. A special focus will be paid to monitoring of access and quality of health and education services at the national and local levels.
- supporting the Government in improving access to early education services in most deprived localities. Thus, 31 additional ECD Community Centers will be created in 2011.
- supporting the Government in the implementation of the National Program on Inclusive education;
- supporting the Government in improving adolescent health and development, including for HIV/AIDS prevention, with focus on the most at-risk adolescents and youth. This will be done by scaling up YHFS, developing outreach services and applying cross-sectoral mechanisms for identification and referral of most at-risk adolescents.
- increasing participation of parents and communities in the health and education of children and adolescents through the implementation of C4D strategies developed in 2011: 1) to promote enrolment of children with disabilities and special educational needs in mainstream schools 2) to increase positive practices of parents on child care and development and 3) to improve sexual behaviors of adolescents.

## Country Programme Component: Social policy and child rights

### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By the end of 2012, the fulfillment of child rights is improved through key strategic legal and normative documents which are evidence-based, operational and reaching the most vulnerable.		2 FA5OT1, FA5OT2, FA5OT5, FA5OT6, FA5OT7

### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	770271.00	334844.00	334776.00	99.98
RR	139000.00	262429.00	262429.00	100.00
<b>Total</b>	<b>\$909,271.00</b>	<b>\$597,273.00</b>	<b>\$597,205.00</b>	

### Results Achieved

**Public Finance Management:** The programme supported the MoF and MoLSPF in developing the methodology for costing of social services, piloted at the regional level within the Equity project. Guidelines for local authorities in using the methodology have also been developed. This will allow LPAs to plan, develop and budget social services for the most vulnerable children. The issue of using family allowances to complement targeted social assistance for better coverage of poor families with children was raised with Government International Financial Institutions as a result of the study on the impact of cash on child well-being and poverty.

**Key Policy Progress:** UNICEF and partner advocacy contributed to the approval of the 2011-2015 Roma Action Plan which incorporates Roma community mediators in the social protection system. Common advocacy also supported the development of the 2011-2014 National Human Rights Action Plan which includes steps towards ratification of the Lanzarote Convention on Prevention of Abuse and Sexual Exploitation of children, development of diversion services for children in conflict with the law, and expansion of preschool in rural areas.

**Capacity building:** Inter-sectorial Child Rights Monitoring has been strengthened through support to the National Council on Child Rights Protection (NCCRP). The Council provides a needed high-level platform for inter-ministerial coordination. The Government integrated the NCCRP Secretariat into the structure of the State Chancellery and took over financing of the Secretariat Manager. Some 15 grass-roots NGOs from all regions of Moldova, including Transnistria, now apply a human rights-based approach to regional child rights monitoring and help mobilize other local NGOs to participate in activities of the NGO Alliance for Child and Family Social Protection.

**Data and statistics:** Key data on the situation of children are widely disseminated by the National Bureau of Statistics through thematic publication "Children of Moldova 2010" supported by UNICEF. Furthermore, disaggregated data on MDGs monitoring have been collected, updated and made available through the DevInfo system. Moldova's experience with using DevInfo to monitor MDGs and to tackle rural deprivation has been widely recognized and shared at the global level through a series of articles. Capacity of the national media has increased in the areas of documentation, interpretation and use of data through tailored training on the use of official statistics and available disaggregated data conducted by the National Bureau of Statistics with support and cooperation of UN agencies.

**Media and partnerships:** Child rights reporting in the media improved measurably this year, both in terms of quality – in line with ethical standards – and quantity. The Network of Child Friendly Journalists carried out journalistic investigations on sexual abuse, violence, child trafficking, child labor and justice for children. The reporting led to increased demands for accountability and transparency by individuals and institutions. UNICEF's partnership with the national public television channel led to campaigns on inclusive education and deinstitutionalization of children under three. Both resulted in greater awareness among the public; furthermore, the latter campaign influenced other media outlets to report on the subject and resulted in over 200 people expressing their interest in adoption or in becoming foster parents.

### **Most Critical Factors and Constraints**

In order to fully achieve planned results, including finalizing the national child-right monitoring framework, there is a need to strengthen capacity of national stakeholders and improve inter-ministerial coordination. There is not yet a harmonized list of indicators used at the local and central level to monitor the impact of policies on the most vulnerable, including children. There is also no institutionalized mechanism of routine data collection in the child protection domain.

The Bureau of Inter-ethnic relations, the structure responsible for the development of state inclusive policies of minorities, plays a crucial role in the mainstreaming of Roma inclusion in policy responses at central and local levels. Going forward, the Bureau's institutional and operational capacities must be strengthened in order to achieve successful mainstreaming.

Significant discrepancies remain in the capacities of NGOs in Chisinau and in the North on the one hand, and in the Gagauz and Transnistrian regions on the other hand. In addition, the number of active Roma NGOs in these latter regions and their absorption capacities of external assistance are very limited.

The absorption capacities of the National Centre of Public Health under the Ministry of Health, the implementing agency responsible for the overall coordination and implementation of MICS in Moldova, must be strengthened to ensure that activities are implemented effectively. There was a delay in activities initially planned to be finalized by the end of 2011 which led to shortfalls in the budget and jeopardized funding of the survey in 2012.

Despite some progress in data availability in the past few years, the use of information for policy development and monitoring remains an issue. The use of data for effective evidence- and result-based monitoring and evaluation systems is not well understood, and there is a need to promote demand for data at the national and central level. Particular attention needs to be drawn to data disaggregation to help identify discrepancies, and to focus on equity, social inclusion and improvement of the situation of the most vulnerable categories of the population. *DevInfo* development remains contingent on UNICEF support as national ownership has not yet been ensured.

Media space for child rights reporting is limited due to the high attention that issues like political instability and the economic crisis have been getting, though successes were nonetheless registered this year. Further strengthening of university education in journalism is needed for sustainable improvements in child rights reporting.

### **Key Strategic Partnerships and Interagency Collaboration**

Within the framework of the Joint UNDP/UNICEF/UN Women/UNFPA and IOM Project on the Strengthening of the National Statistical System, the Country Programme continued to support the Government of Moldova's efforts to improve data collection and analysis to better address the needs of line ministries for policy monitoring and development. Through collaboration with the National Bureau of Statistics and other stakeholders, information on the situation of children in Moldova has been updated and shared with governmental and other partners.

In partnership with the UNDP-UN Women Joint Integrated Local Development Programme, an agreement was reached on ways of overcoming existing constraints of *DevInfo* to ensure disaggregated data is better used for implementation and monitoring of the new Decentralization Strategy. The issue will be further addressed in 2012.

UNICEF actively contributed to UN events and supported common messages on non-discrimination and diversity through joint events and communication tools organized in 2011: Family Festival, UN Human Right Gala, UN Magazine and UN website.

Within the public finance management reform, UNICEF continued to work with social Ministries, Ministry of Finance, and the World Bank to improve the efficiency of public expenditures in social sectors. Thanks to

joint advocacy with WHO, co-payments for health services for the non-insured have been withdrawn from the final text of the Moldova action plan for the implementation of the memorandum with IMF.

The Country Office worked with UNDP, UN Women and other developing partners to mainstream human rights, including child rights in the draft document of the decentralization strategy which is expected to be approved by the Government of Moldova and the Parliament in 2012.

### **Humanitarian Situations**

The Moldova Office did not respond to Humanitarian Situations in 2011.

### **Summary of Monitoring, Studies and Evaluations**

The Study "Impact of cash transfers on poverty and well-being of the most vulnerable families in the Republic of Moldova, within the context of transition from category-based to means-tested social assistance" undertaken in close cooperation with the MLSPF and the World Bank, was finalized in 2011. The study explores the impact of a partial or total withdrawal of nominative compensations and the effectiveness of the new, targeted Social Aid programme in reaching the most disadvantaged children and families. It shows that some 45% of households with children from the poorest quintile did not receive any social transfer at all in 2010. In addition, it proves that in spite of the important increase of Social Aid, the overall balance of coverage with any kind of social transfers between 2009 and 2010 for households with children is negative.

A number of policy options were developed to help ensure that further reforms are effective in supporting Moldova's policy objectives of ensuring the protection of those most in need, including children.

### **Future Work Plan**

The programme will strengthen advocacy efforts with the State Chancellery, MoLSPF, and the World Bank on the use of family allowances, particularly for families with four or more children from rural areas. Also, support will be provided to the MoF and the MoE in identification of social protection expenditures in the education budget and development of the option for financial coverage of these expenditures either at the local level or in other budgets. In addition, in partnership with the WB and other development partners, support will be provided to the MoF and the MoE in developing the formula for inclusive education. The programme will support the MoLSPF and the MoF in costing of the action plan for the implementation of the planned National Strategy on Family and Child Protection for 2012-2020.

The programme will strengthen the capacities of individual parliamentarians and parliamentary staff, as well as the Ombudsman for Child Rights, in the area of budgeting and the oversight role. The programme will continue to build the capacities of NGOs active in the area of social protection of family and child in understanding and influencing child protection policies and budget development.

The programme will continue to strengthen the capacity of the Government of Moldova in MICS data collection and analysis in 2012. Based on the analysis of the 2012 Multiple Indicator Cluster Survey, additional research will be undertaken as needed to provide more in-depth analysis on key issues such as Roma children, drop out and absenteeism, substance abuse by adolescents and sexual exploitation and abuse of children. UNICEF, in cooperation with other UN agencies, will continue to develop the capacity of public servants (including policy monitoring and evaluation units in line-ministries) and the media in statistical literacy based on the mapping of existing disaggregated data at the region level, including of the most vulnerable children carried out in Leova, Orhei and Balti. The programme will support both central and local authorities to use harmonized indicators that will be institutionalized and incorporated in the national system of child rights monitoring.

UNICEF will continue to work with media institutions and NGOs to improve the editorial agenda and the quality of reporting about children, to empower journalists to monitor child rights and to influence democratic processes together with civil society representatives. UNICEF will expand its work with the private sector and media partners to promote positive business practices and child-focused corporate social responsibility.

### Country Programme Component: Cross-sectoral

#### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Cross sectoral functions and activities are implemented successfully and on time, enabling the Country Programme to reach planned results, including the development of strategic cross-sectoral, gender and equity sensitive documents such as UNDAF, CPD and CPAP	2	FA6OT9, FA5OT6

#### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	90000.00	53906.00	53906.00	100.00
RR	130000.00	34453.00	34453.00	100.00
<b>Total</b>	<b>\$220,000.00</b>	<b>\$88,359.00</b>	<b>\$88,359.00</b>	

#### Results Achieved

The cross-sectoral programme component covered four strategic activities that support the achievement of the Country Programme results: the Situation Analysis of Vulnerable, Discriminated and Excluded Children in Moldova; the development of the 2013-2017 UN-Moldova Partnership Framework (UNPF); the gender assessment of the UNICEF-Moldova Country Programme; and the development of the 2013-2017 UNICEF-Moldova Country Programme (CPD). These activities were closely interrelated as the Situation Analysis and the Gender Assessment fed into the development of the UNPF and CPD. The new Country Programme Document was developed in conjunction with the UNMPPF and their outcomes and key results are linked. In 2011, a comprehensive Situation Analysis on the situation of disadvantaged children was conducted in Moldova for the first time since 2001. It identified key vulnerabilities, progress and remaining challenges for improving the well-being of vulnerable children in Moldova, with special attention to equity. Several of its key findings were used in the development of the CPD - inequitable access to education and health services, emerging issues like migration of children for labor, cross-border migration of vulnerable adolescents, lack of cross-sectoral collaboration, lack of outreach services at the national and local level, and the need for reform monitoring (particularly in education and social protection).

The Gender Assessment gauged the extent to which gender mainstreaming had been effectively integrated into the Country Programme 2007-2012, examined UNICEF's capacity for gender mainstreaming and developed recommendations for the next Country Programme. The conclusions and recommendations of the Gender Assessment were incorporated into the draft CPD, which highlights gender differences around child labor, violence and substance abuse, emphasizes the importance of strengthening the role of fathers in caring for children, and envisages strengthened communication for development initiatives which take account of gender issues and promote the rights of women as well as of children.

UNICEF actively participated in the development of the UNPF, leading in one of the three outcome areas: human development and social inclusion. The Office also contributed to the other two outcome areas: democratic governance, human rights, gender equality and justice; and environment, climate change and disaster risk reduction. The document clearly adopts a human rights based approach, uses equity as the main paradigm and includes all children-related priorities advocated by UNICEF, such as child rights, equitable access and quality of health, education and social protection services and cash benefits and justice for children.

The 2013-17 CPD offered the opportunity to strengthen the human-rights basis, gender sensitivity and equity into the joint work of UNICEF, the Government of Moldova and civil society for years to come. Based on the Situation Analysis, Country Analysis and other studies, emerging issues related to disadvantaged children (e.g. child labor, sexual exploitation, and labor migration) were incorporated. Support to the state system is complemented by a stronger collaboration with civil society (including children and adolescents), social change and communication for development – all required to reach out and empower vulnerable children and their families.

### **Most Critical Factors and Constraints**

Collecting and analyzing disaggregated data to identify disadvantaged children and the determinants of inequity remains challenging in Moldova, especially because this data is oftentimes not available. The strong focus on equity in the Report of Moldova on the Millennium Development Goals should help address this constraint.

Bringing together over twenty UN agencies, counterparts and partners to develop the UN-Moldova Partnership Framework was a complex task. Going beyond the words of One UN or Delivering as One to actually identify the areas where closer collaboration among UN agencies brought additional value to the joint work with the Government took several months of discussion to establish a shared understanding. Support from the Regional Directors team and the UN Staff College was helpful, as was the leadership of the Government.

### **Key Strategic Partnerships and Interagency Collaboration**

The UN-Moldova Partnership framework was developed by all UN agencies in Moldova in close consultation with the Government of Moldova and civil society. This partnership was essential in ensuring an agreement among UN agencies and between the UN, the Government and other stakeholders on key issues, the comparative advantage and added value of the work of UN agencies and priorities for the next five years.

In developing the UNICEF-Moldova Country Programme Document, the same approach was adopted. Several consultations took place with concerned ministries, civil society (including children), UN agencies and other development partners. This process highlighted the complementarity between UNICEF and other stakeholders, fostering ongoing partnership. The draft CPD was reviewed and validated at the National Council for Child Rights Protection. The gender assessment sought feedback from the Government, civil society and other UN agencies on how UNICEF mainstreamed gender into the 2007-2012 Country Programme and UNICEF's potential role in promoting gender equality in Moldova. The assessment recommends a closer collaboration with UN Women.

The Situation Analysis of Children brought together data and analysis from various ministries, the National Bureau of Statistics and civil society, enhancing the exchange of information and collaboration in the process.

### **Humanitarian Situations**

The Moldova Office did not respond to Humanitarian Situations in 2011.

### **Summary of Monitoring, Studies and Evaluations**

The Situation Analysis on the situation of vulnerable, excluded and discriminated children in Moldova highlights several forms of inequity and key issues that affect the well-being of children and was developed in strong cooperation with the National Council of Child Rights Protection, social ministries, local authorities, NGOs, think-tanks, academia and independent experts. The main findings were:

- (a) inter-sectoral coordination at all levels (central and local, national and international donors) is critical to child well-being in the Republic of Moldova;
- (b) given increased fiscal budgetary constraints and growing demand for social protection, a change in the focus of social policies from poverty reduction to social inclusion is crucial;
- (c) monitoring and evaluation in all sectors contributing to child well-being is essential for ensuring that vulnerabilities are properly identified and addressed;
- (d) there are structural problems affecting child well-being such as discriminatory attitudes of both the general population and social sector professionals towards children with HIV/AIDS or children with disabilities, limited parental and youth knowledge on health problems, low participation of children in decisions affecting their rights;
- (e) rural areas tend to accumulate multiple disadvantages such as high incidence of poverty and children left behind by migrant parents, poor quality of services, underdeveloped transport, water and sewage infrastructure, lack of professionals and a general high level of material deprivation.

The 2011 Assessment of Gender Mainstreaming in UNICEF Moldova Country Programme 2007-2012 gauges the extent to which gender mainstreaming has been effectively integrated into the current Country Programme, assesses the Office's capacity for gender mainstreaming and provides recommendations for the next country programme. Findings included strong staff commitment to and knowledge of gender equality as well as several good practices which ensure that gender issues are taken into account in programme decision-making. The assessment recommended greater use of a gender lens in analyzing issues affecting children; greater attention to men and boys in programming efforts, increased gender-sensitivity in advocacy messages and training and learning materials and further strengthening of staff capacity to apply a gender approach to programming.

### **Future Work Plan**

The UNPF will be signed at the beginning of 2012. It is foreseen that UNICEF will be active in ten out of the 12 outcomes areas. The CPD will be finalized and submitted to the UNICEF Executive Board in June 2012. As agreed among UN agencies and the Government of Moldova, a UN Action Plan will be developed in 2012. It will outline the main outputs that will be pursued in Moldova to support national priorities. The recommendations of the gender assessment will be progressively implemented in close collaboration with the Regional Office and UN Women. The Situation Analysis will be updated on a rolling basis and posted on the UNICEF Moldova website.

### Effective Governance Structure

The 2011 Global Staff Survey shows that 90 per cent of staff members understand the Country Office priorities, which are clearly defined in work plans signed with the Government, the office management plan, and individual performance assessments. The preparedness plan was discussed with all staff to ensure that everyone knew their roles in case of an emergency. The UNICEF online early warning early action portal was updated twice during the year and recommendations from the regional office and headquarters were incorporated.

UNICEF priorities in Moldova are discussed and monitored through bi-monthly programme meetings and regular meetings with counterparts and partners, as well as twice a year through mid-year and year-end reviews. All statutory Committees met regularly and functioned well in 2011. Risk mitigation strategies identified through the risk management review were incorporated in the CMT agenda and followed up on systematically.

The Country Management Team (CMT) took the initiative to improve management performance, with focus on preparation for VISION roll-out. VISION was included as a standing item in the CMT agenda, and updates and status of the office preparation for VISION Roll-out were reviewed regularly. CMT identified the super-users in each area: programme, supply, finance and human resources, who attended the October regional CEE/CIS training of trainers. In November and December, they conducted training courses for local staff and facilitated web-based learning modules in joint efforts to ensure smooth transition to the new system.

Clear management indicators were identified in the Rolling Management Plan. The CMT reviewed management indicators on a quarterly basis and ensured follow-up when it was required. Section chiefs and programme assistants and operations assistants were empowered to keep track of their respective indicators, and the Deputy Representative and the Operations Managers were responsible for ensuring quality assurance and reporting.

Intra-office communication improvements introduced in 2010 continued in 2011 including general monthly staff meetings, brief weekly agenda-sharing discussions and the introduction of a weekly office calendar. CMT meeting summaries were shared with staff quickly and systematically.

### Strategic Risk Management

At the beginning of the year, the Country Office finalized a risk profile and developed a risk management action plan covering mitigation and control strategies. Implementation of the action plan was reviewed quarterly by the CMT and steps to achieve better risk management were agreed on and recorded. Resulting actions helped to address funding risks through the development and implementation of a fundraising strategy; address gaps in implementation by introducing risk assessments for NGO partners and providing subsequent support and oversight; and improve programme effectiveness by strengthening links between demonstration models and national policy making.

Weekly unit meetings were used to reinforce and apply risk management principles. Focal points were established for key functions (such as emergency, risk management, VISION, etc). Weekly senior management meetings of the Representative, Deputy Representative and Operations Manager were used to further discuss strategic concerns, including those raised in these meetings or statutory bodies. Programme meetings and senior management meetings were used to identify, discuss and respond to changes in the internal and external operating environment. Weekly stand-up meetings to agree on office priorities and exchange section priorities have also helped the Office to identify risks and opportunities and act on them early.

The table of authority clearly defined the segregation of duties between authorizing, certifying, approving and paying officers. All staff members were aware of their level of responsibility and were trained on risk management so that all could make decisions promptly, refer to a higher level when required and ensure smooth and swift project implementation.

The Business Continuity Plan was updated and uploaded on the Early Warning Early Action portal. The information on the portal was updated twice in 2011 and comments from the Regional Office were incorporated. All staff were involved in these updates, ensuring that they know their roles and UNICEF priorities and process in case of an emergency.

Preparation for VISION was an excellent opportunity to start reviewing quality assurance and control points in transaction processes.

### Evaluation

The Country Office maintains a two-year rolling Integrated Monitoring and Evaluation Plan (IMEP) based on the IMEP for the Country Programme period. The IMEP was updated at the beginning of the year to reflect identified data gaps and evaluation needs based on national or Country Programme initiatives that were expiring.

One evaluation was completed and three others initiated in 2011 in close collaboration with the Government and partners. Evaluation quality and impartiality is ensured by having all Terms of Reference reviewed by the Performance Assessment Resource Centre that provides support to the UNICEF CEE/CIS Regional Evaluation Quality Assurance System. Draft evaluation reports are reviewed by the UNICEF Global Evaluation Reports Oversight System (GEROS) and their comments used to strengthen the final report.

Recommendations from the Integrated Management of Childhood Illnesses (IMCI) Initiative evaluation resulted in the Country Office's decision to further invest in analysis of childhood anemia via the MICS survey, and to support strengthening of parents' care knowledge and linkages with emergency care. Acting on the evaluation results, the Ministry of Health is taking further steps to strengthen reporting, including obtaining better data on disadvantaged children, and incorporate IMCI in nurses' training.

Evaluations of the Reform of the Juvenile Justice System and the Child-Friendly Schools Initiative are near completion. Findings will feed into action plans for national reform processes in both sectors, as well as the work of the next Country Programme. At the request of the Ministries of Education and Labor, Social Protection and Family, UNICEF initiated the evaluation of the National De-institutionalization Strategy and Action Plan in close partnership with Terre des Hommes and the Oak Foundation.

UNICEF Moldova actively contributed to the UNDAF evaluation that was concluded and presented in 2011. Resulting recommendations were used for the development of the UN-Moldova Partnership Framework and UNICEF Country Programme 2013-2017.

The quality of evaluations supported by the Country Office was assessed by GEROS as being reliable and strong. Recommendations were widely shared among counterparts and partners and the Office systematically developed and followed up on the proposed actions in a timely manner.

Capacity for evaluations is limited in Moldova, particularly in education and social protection. The UNICEF capacity building strategy addresses this challenge. In 2011, all evaluations were conducted by mixed teams involving national and international consultants, with due attention to the transfer of knowledge and skills within the team. The Office will continue to address these issues in future years.

### Effective Use of Information and Communication Technology

A number of ICT software and hardware updates were undertaken in 2011 to support the Office's operations and information exchange, maintain emergency preparedness, and disseminate information about child rights in Moldova and UNICEF's work more broadly.

In order to maintain UNICEF applications and infrastructures, routine installation and troubleshooting were carried out throughout the year. UNICEF's on-going Enterprise Resource Planning (ERP) improvements were supported through an update of the Programme Management System (ProMS 9.1.2). Several ProMS retro and Microsoft out-of-band security update were applied.

As part of UNICEF modernization initiatives, the new operating system Windows 7 was installed on all office laptops. New features and benefits of Windows 7 include: performance and usability improvements over Windows XP, Aero-Visual desktop enhancement, improved memory usage, better end-user security, and enhanced search capabilities.

With the deployment of the new operating system, Windows Server 2008R2, as well as the virtualization technologies, the Country Office is aiming at a better automation and overall cost-effectiveness for ICT infrastructure.

The Cisco Virtual Private Network Client was installed and enables users to remotely access UNICEF's internal network and applications via encrypted connections to the office's firewall. As part of ongoing efforts to enhance the UNICEF global network infrastructure, the system was replaced by the Managed Security Service. The expected benefits include:

- The local ICT manager is able to monitor and address issues affecting internet connection;
- The Office can prioritize traffic on the Primary Link. This feature is crucial for enhancing the performance of critical applications and services such as VISION and Voice over Internet Protocol.
- To facilitate the distribution of UNICEF's VISION ERP training materials to end-users and to overcome dependency on the bandwidth, a local network-based training system, iLearn, was installed. Users are also able to access course materials from outside of UNICEF's network to complete trainings at their convenience.
- Eight laptops, all compliant with UNICEF ICT standards, were procured in 2011 through the UNICEF global procurement hub.

### Fund Raising and Donor Relations

In 2011, the Country Office continued to send all donor reports on time, accompanied by human interest stories to give a more personal view of UNICEF's impact on the lives of Moldovan children and families. Positive feedback on the quality of these reports was regularly received from donors. Virtually 100% of funds were spent on time and donor reports showed that most results had been achieved, and in some cases, even exceeded.

Available funds were optimally utilized throughout the year thanks to management and monitoring measures in place which allow the Office to prioritize and re-programme funding based on expiry dates, programme needs, and expected future funding flows.

In 2011, the Country Office developed and implemented a new fundraising strategy to take into account a rapidly changing donor environment. Several proposals were developed and shared with locally-based and international donors, National Committees for UNICEF and bilateral and multi-lateral donors, with a focus on child protection, justice for children and education. As a result, \$2.1 million were raised for 2011-2013. Joint fundraising was initiated in 2011 with UNDP on a Parliamentary and Electoral Support Project with the

Swedish Embassy. Country-based discussions also led to an agreement for UNICEF to receive funds via a UNDP project with the EU Delegation on Confidence Building Measures for Transnistria to further support work on child health.

### Management of Financial and Other Assets

Virtually all programme and operations results were achieved within the planned resources and the Country Office spent 99% of its funding in 2011. The remaining one% was re-allocated to 2012. All funding from donors was used within the expected duration. All cash transfers to counterparts and partners were systematically spent and liquidated in less than six months.

The Country Office continued to apply standard UNICEF financial and administrative control systems to ensure good management of financial and other assets. Financial resources were monitored regularly using system-generated reports, regular monitoring visits and spot checks, particularly under Direct Cash Transfer (DCT). Counterparts and partners, especially new ones, were trained every year on DCT reporting requirements.

Under the Harmonized Approach to Cash Transfer (HACT), UNICEF, UNDP and UNFPA, together with the United Nations Resident Coordinator, compiled their DCTs to determine the cases in which micro-assessments of counterparts and partners would be required. These were then conducted as per UN rules to determine the level of risk and allow the development of risk mitigation and control strategies. UNICEF, as the only UN agency consistently using HACT in Moldova, shared its good practices, training modules and information packages with other UN agencies.

Implementation and management indicators were reviewed at least quarterly by the Country Management Team and some indicators monthly by the Deputy Representative and the budget focal point. These tools and mechanisms allow early identification of needed corrective actions, including support to counterparts and partners, adjustments of proposals, and timely reprogramming and re-phasing of funds.

Using risk management, DCT work processes were updated to allow for greater standardization of budget items across all partners based on identified government and market norms and costs. Low risk partners are able to present more consolidated and result-based budgets. These innovations increase efficiency and transparency and are also in line with international aid effectiveness principles.

The streamlining of payment processes resulted in better planning and virtually error-free processing of payments, and also assisted the Office in the new process introduced by VISION. The Country Office improved cash forecasting and bank optimization reporting and on-time bank reconciliation.

### Supply Management

The planning of procurement improved over 2011. The supply plan was submitted on time to the Regional Office and the percentage of supply requisitions issued in the last three months of the year was less than 6%. The Country Office continued to use risk management, including micro-assessments, to progressively decrease the amount of procurement (of services and supplies) by including them in direct cash transfers to partners and counterparts. Accompanied by capacity building, this practice contributes to using national procurement systems and capacity building in line with the Paris Declaration.

Due to the need for changing the network and ITC infrastructure for complying with the migration to VISION, new servers, networks hubs and laptops were ordered. This was done through Direct Order. Indeed, 58% of supplies were purchased by UNICEF Moldova through direct orders, allowing economies of scale and consistent quality. The procurement through Direct Order arrangements and through Supply

Division functioned well and shipments were received on time, in good condition and cleared with customs in a timely manner.

This left 42% of the procurement of supplies to be done locally due to competitive prices, immediate availability or shorter lead times, as well as availability of service facilities. Locally-procured supplies are usually delivered directly to end-users, such as NGO partners and counterparts. Consequently, the Office does not undertake customs clearance, warehousing and in-country distribution.

As part of procurement services, UNICEF Moldova continued to provide in-country support related to the procurement of vaccines through the Global Alliance for Vaccine Initiative on behalf of the National Centre for Public Health. Medicines were also procured by UNICEF Supply Division as procurement services for the Coordination, Implementation and Monitoring Unit of the Health System Restructuring Project under the Ministry of Health.

### Human Resources

Three posts were advertised and three recruitments finalized in 2011. Competitive open recruitments were undertaken for all vacant posts using competency-based selection processes.

Performance management is undertaken systematically, with clear deadlines for Performance Appraisal System (PAS) task definition and discussions monitored by the CMT. All staff had at least three discussions during the year. The new performance appraisal format was introduced, allowing for smooth transition to the on-line PAS to be implemented in 2012 for all staff.

The Office applies UNICEF Human Resources policies on learning days, flexi-time, compressed working hours and working from home with positive results. In 2011, 26% of staff used learning days, allowing them to pursue continued education in areas of relevance to their current posts and future professional aspirations. Some 78% of staff members used flexi-time and working from home which helped to improve timely and quality completion of analytical tasks.

The Country Office continued a policy of investing in staff through strategic training and networking opportunities. Six senior staff members participated in regional trainings on public financial management and two staff members successfully completed the World Bank Institute training on Education System Reform in 2011. Results included increased engagement with counterparts to improve attention to children in planning and budgeting, better use of the policy cycle in timing advocacy initiatives, and in-depth joint work with the Ministry of Education and the World Bank on education reform. Staff actively participated in regional networks through virtual media and participation in selected meetings. Five staff members, including two general service staff, took on assignments of one to six weeks in other country offices, allowing them to share their skills and learn from other colleagues.

During the year, all staff benefited from risk management training organized by a local consulting company. All staff completed e-learning modules on VISION Orientation, SAP Basic Navigation and Performance Management as part of VISION roll-out office preparation. Five staff members were trained as trainers and super-users to facilitate the preparation and transition at the Country Office Level.

Building on mutual mentoring relationships already established between staff in the Moldova and Ukraine Country Offices, a joint staff retreat was held in 2011. This allowed staff to share experiences and ideas with those doing similar work in another country office, and it has created further supportive professional dialogue between staff in the two offices.

The global staff survey conducted in 2011 showed significant progress in staff morale. Prior concerns about duplication of work, efficiency of work processes, and staff empowerment were areas of notable improvement. Overall, the Office had wide participation and scored well above global averages across

UNICEF. The results speak to the success of the joint work of the Staff Association, Management and all staff to address areas of concern identified through ongoing dialogue. Staff members are aware of staff counseling resources available locally, including the two peer support volunteers who were trained in 2011.

### Efficiency Gains and Cost Savings

Throughout the year, the Office benefited from UNICEF long-term arrangement for transportation services within the country, UN long-term arrangements for interpretation services, fuel and printing, as well as UN negotiated arrangements covering hotel and travel. These arrangements helped increase efficiency and decrease the burden of transaction costs.

The UN House group implemented a coded phone system for international and mobile calls. As a result, the operating costs for telecommunications decreased significantly in 2011.

### Changes in AMP and CPMP

There will be no significant change in the 2012 Management Plan as the current Rolling Management Plan was adopted for 2011-2012. The key changes envisaged for 2012 include adjustments to management indicators in light of the introduction of the new Enterprise Resource Platform, VISION, annual adjustments to the risk management profile and Integrated Monitoring and Evaluation Plan, and few staff changes. As this is the last year of the Country Programme, the Programme Component Results, Intermediate Results and the Strategic Directions will remain similar, while the Office will start its transition towards the new Country Programme for 2013-17.

### Summary Notes and Acronyms

API – Association of Independent Press  
CC – Community Centre  
CCFM – NGO “Copil, Comunitatea, Familia Moldova”, a local branch of Hope and Homes for Children  
CEECIS – Central and Eastern Europe and Commonwealth of Independent States  
CIJ – Centre for Investigative Journalism  
CCM – Child-Centered Methodology  
CMT – Country Management Team  
CPA – Central Public Authorities  
CoE – Council of Europe  
DCT – Direct Cash Transfer  
DTP - Diphtheria, tetanus toxoids and pertussis  
FTI – Fast Track Initiative  
GDP – Growth Domestic Product  
GoM – Government of the Republic of Moldova  
HACT – Harmonized Approach to Cash Transfer  
HIV/AIDS - Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome  
ICT – Information Communication Technology  
IMCI – Integrated management of Childhood Illnesses  
IMF – International Monetary Fund  
IMR – Infant Mortality Rate

IOM – International Organization for Migration  
LPAs – Local Public Authorities  
MICS – Multiple Indicator Cluster Survey  
MMR – Maternal Mortality Rate  
MMR – Mums, Measles and Rubella  
MoE – Ministry of Education  
MoF – Ministry of Finance  
MoH – Ministry of Health  
MoI – Ministry of Interior  
MoJ – Ministry of Justice  
MoLSPF – Ministry of Labor, Social Protection and Family  
MTBF – Medium-Term Budgetary Framework  
NBS – National Bureau of Statistics  
NCHM - National Centre for Health Management  
NCPCR - National Council for the Protection of Child Rights  
NGOs – Non-Government Organizations  
PFM – Public Finance Management  
SitAn – Situation Analysis of Vulnerable, Excluded and Discriminated Children in Moldova  
STI – Sexual Transmitted Infection  
U5MR – Under-five Mortality Rate  
UNDP – United Nations Development Programme  
UNICEF - United Nations Children’s Fund  
UNFPA - United Nations Population Fund  
WB –World Bank  
YMC – Youth Media Centre

### Document Centre

#### Evaluation

	<b>Title</b>	<b>Sequence Number</b>	<b>Type of Report</b>
1	Situation Analysis of Vulnerable, Excluded and Discriminated Children in Moldova	2011/001	Situation Analysis
2	Assessment of Gender Mainstreaming in UNICEF Moldova Country Programme 2007-2012 and recommendation for the next Country Programme	2011/002	Study
3	Study on Feasibility of Child Friendly courts/Judges in Moldova	2011/003	Study
4	Qualitative assessment of injecting drugs practices in Balti	2011/004	Study
5	Juvenile Justice Assessment in Transnistria	2011/005	Study
6	Teachers: A study on Recruitment, Development and Salaries of Teachers in the Republic of Moldova	2011/006	Study
7	Assessment of the School Children's Knowledge about the Rights of the Child	2011/007	Study
8	Impact of cash transfers on poverty and well-being of the most vulnerable families in the Republic of Moldova, within the context of transition from category-based to means-tested social assistance	2011/008	Study
9	Evaluation of Integrated Management of Childhood Illnesses Initiative in the Republic of Moldova Years 2000-2010	2011/009	Evaluation

#### Other Publications

	<b>Title</b>
1	Fundraising Country Kit
2	Situation Analysis of Vulnerable, Excluded and Discriminated Children in Moldova
3	Social Protection Payments. Improving impact on the most vulnerable families with children.
4	Advocacy Country Kit

#### Lessons Learned

#### Programme Documents

	<b>Title</b>	<b>Document Type</b>
1	2011-2012 Work Plan on Child Protection Programme Component	AWP/RWP
2	2011-2012 Work Plan on Equitable Access to Quality Services Programme Component	AWP/RWP
3	2011-2012 Work Plan on Social Policy and Advocacy Programme Component	AWP/RWP
4	2011-2012 IMEP	IMEP