

Ministry of Labor, Social Protection and Family
of the Republic of Moldova

ANNUAL SOCIAL REPORT 2014

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Foreword

Promotion of a well-balanced and inclusive social policy, adjusted to the period of time we live in, is an ongoing challenge for the Government of the Republic of Moldova in its firm course to ensure an adequate wellbeing and social security level to all the members of the society.

Social protection of the population is the key element of social reforms and the main direction of state social policies. The implementation of the social policy under current conditions implies the application of new social protection formulas for socially disadvantaged population, new intervention tools for social development policies, implementation of socio-economic reforms with active involvement of the society through information, dialogue and consultation.

In this sense, the consistent promotion of proactive social policies serves as guarantee of rights of citizens to social protection and security. This desideratum becomes more and more consistent under the commitment assumed with the sign off of the Association Agreement with the European Union on 27 June 2014, at Brussels. Thus, the Republic of Moldova has confirmed its choice related to the socio-economic development based on the European model, to adhere to democracy and to honor the commitments made to fundamental European values.

The Annual Social Report 2014 is an outlook of general joint characteristics of labor and social protection system policies. The work employed for the drafting of this report allows us to evaluate honestly and openly the situation we are facing and our capacity to improve it.

For the development and confirmation of the aforementioned, the Social Report 2014, intended for the reader, discloses the outcomes of social reforms made in the country in the recent years and emphasizes the core issues that the social protection system faces, making suggestions and recommendations to overcome certain situations. The Annual Social Report can be viewed as a relevant information source for sectorial subdivisions, state administration structures, academic circle, donors' community, members of civil society active in the social sphere and, last, but not the least, all those interested in social protection policies.

I would like to express my gratitude to all specialists from the ministry's subdivisions and the entire labor and social protection system, our non-governmental partners for their contribution to the development of the Annual Social Report 2014. I hope that this report will contribute to a better understanding of the reforms carried out by the Ministry and will offer comprehensive answers to the large number of the readers' questions.

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**Minister of Labor,
Social Protection and Family**

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ABBREVIATIONS:

NEA – National Employment Agency
CPA – Central Public Administration
LPA – Local Public Administration
ASM – Academy of Science of Moldova
SSIB – State Social Insurance Budget
ILO – International Labor Bureau
NBS – National Bureau of Statistics
DRB – Diaspora Relations Bureau
SB – State Budget
HBS – Household Budget Survey
CEDAW – Committee on the Elimination of Discrimination against Women
NOSI – National Office of Social Insurance
NCDLCL – National Committee for Disability and Labor Capacity Determination
CNMS – National Centre of Health Management
RECPOR – Republican Experimental Centre of Prosthesis, Orthopedics and Rehabilitation
CIS – Commonwealth of Independent States
RFSSP – Republican Fund for Social Support of Population
ILO – International Labor Office
TIDSI – territorial integral demographic security indicator
NIER – National Institution of Economic Researches within ASM
SME – Small and Medium Enterprises
MIA – Ministry of Internal Affairs
ME – Ministry of Economy
MLSPF – Ministry of Labor, Social Protection and Family
MITC – Ministry of Information Technology and Communications
ODIMM – Organization for Small and Medium Enterprises Sector Development
MDG – Millennium Development Goals
IOM – International Organization for Migration
WHO – World Health Organization
NGO – Nongovernmental Organizations
UNO – United Nations Organization
OSCE – Organization for Security and Co-operation in Europe
UNAIDS – Joint United Nations Programme on HIV and AIDS
GDP – Gross Domestic Product
UNDP – United Nations Development Programme
PLH – People living with HIV
SNR – National Reference System
USA – United States of America
SIDA – Swedish International Development Cooperation Agency
EU – European Union
UNFPA – United Nations Population Fund
UNICEF – United Nations Children's Fund
UNIFEM – United Nations Development Fund for Women
GMMI – Guaranteed minimum monthly income

INTRODUCTION

Social protection materializes through social programs that include measures and tools designed to ensure the increase of the standard of living and improvement of life quality and protection of people from negative effects, such as unemployment, poverty, work force emigration, inflation, pauperization; these effects might appear in certain periods of time determined by various economic and social conditions.

The Ministry of Labor, Social Protection and Family is the engine of state social policies for the population, aiming at increasing the level of living of citizens and ensuring state social guarantees. In order to achieve this desideratum, the Ministry continues developing reforms in the field, reforms that aim at ensuring efficient, fair and inclusive social protection.

The implementation of social policy under current conditions involves the application of new social protection mechanisms for people with small incomes, improvement of legislative and regulatory framework that will ensure population's access to quality social assistance services, due increased payment of social contributions.

Proceeding from the main goal of social protection on decrease and even abatement of some risks related to the level of living of vulnerable social population segments to the underlying and promotion of its social policies, the Ministry of Labor, Social Protection and Family insists on the creation of a new fair, socially efficient and financially stable social protection system.

The Annual Social Report, proposed to the readers, is an overlook on the main aspects of the operations of the Ministry of Labor, Social Protection and Family for the year 2014. Here are disclosed the outcomes of social reforms of the country and are outlined the issues that the social protection system faces. Thus, this report is an important social situation monitoring tool at country level during a one year period of time.

The report is designed for a wide range of readers, interested in social protection issues of the population. In its capacity of information source and working tool the report can equally be used by state bodies, institutions and civil society, arousing the interest of students, academic environment, international organizations and common citizens.

The specialists of the following institutions contributed to the writing of the 2014 Annual Social Report: Ministry of Labor, Social Protection and Family, National Employment Agency, Republican Fund for Social Support of Population, National Committee for Disability and Labor Capacity Determination; also, data have been provided by the specialists from the National Office of Social Insurance and social assistance and family protection Units/Directorates.

2014 Annual Social Report consists of seven chapters and represents an analysis of the situation within the national social protection system, conditioned by social, political and economic changes that have taken place during recent years.

Chapter One mirrors social and economic development indicators of the Republic of Moldova for the year 2014, and the dynamics of demographic variables.

Chapter Two conveys policies in the field of employment and migration, labor remuneration and vocational training of employees.

Chapter Three displays the results of social insurance system monitoring with the major moments related to social security agreements.

Chapter Four is an analysis of social assistance system's effectiveness and efficiency from performance and social services viewpoint.

Family and children social protection policies are disclosed in *Chapter Five*.

Chapter Six reviews social policies of gender equality, prevention and control of domestic violence and human traffic.

Chapter Seven is a reflection on the social protection issues of disabled people.

1. SOCIO-ECONOMIC AND DEMOGRAPHIC INDICATORS' EVOLUTION

1.1. Socio-economic development

Republic of Moldova's national economic activity outcomes for the year 2011, according to the preliminary data, is seen as follows (without the data of enterprises and organizations from the left bank of the Dniester river and Bender municipality)*:

The Gross Domestic Product (GDP), according to operative data, amounted to MDL 111501 million in 2014, current market prices increased in real time by 4.6% as opposed to 2013 semidefinitely.

The Index of Industrial Production in 2014, compared to 2013, made up 107.3%. Most industrial production was determined by the increase of extractive industrial production by 0.2% and manufacturing by 8.5%.

The total agriculture production obtained by all types of farms in 2014, according to provisional estimates, made up (in current prices) MDL 27071 thousand or 108.2% (in comparable prices) compared to 2013. Most total farm output was determined by an increase of vegetal production by 10.4%, while livestock production increased by 4.0%.

The investments in long-term material assets from the account of all funding resources in the national economy for the year 2014 amounted to MDL 20352.5 million (in current prices), out of which construction-mounting works made up MDL 10685.1 million or 101.8% respectively, and 104.4% (in comparable prices) compared to 2013. The number of dwellings decreased by 7.8% in comparison with 2013.

Railway, auto, fluvial and air transport enterprises carried 14452.0 thousand tons of goods in 2014, by 4.2% more than in 2013. **The route of goods** to transport enterprises made up 4170.4 million tons-km, by 6.5% less than in 2013.

Retail enterprises turnover (except vehicles and motorcycles retail) in 2014 increased by 7.5% (in comparable prices), compared to 2013.

Market services enterprises turnover, provided to population, in 2014 registered an increase by 7.4% (in comparable prices), compared to 2013.

Wholesale enterprises turnover (except vehicles and motorcycles wholesale) increased in 2014 by 12.0% (in current prices), compared to 2013.

Market services enterprises turnover, provided to enterprises increased by 10.2% (in current prices) in 2014, compared to 2013.

Export of goods in 2014 made up USD 2339.5 million, down than the amount registered in 2013 by 3.7%. **Import** of goods evolved to USD 5317.0 million, down by 3.2% compared to 2013. **The trade balance** registered a **deficit** of USD 2977.5 million, or USD 86.6 million (-2.8%) less than in 2013.

* NBS data

The gross nominal earnings of an employee in the national economy made up MDL 4865.4 in December 2014, or by 13.7% more than in December 2013. The average earnings in the budgetary sphere made up MDL 4000.4 in December 2014 or +14.4 compared to December 2013, while in the real economy sector - MDL – 5233.5 (+13.7%).

The number of officially registered unemployed people, according to the data of the National Employment Agency was of 20.7 thousand people on 1 January 2015. The number of unemployed people, determined *according to the definition of the International Labor Office*, amounted to 40.2 thousand people in the 4th quarter of 2014.

The consumer price index (CPI) in December 2014, compared to November 2014, made up 100.7%, while compared to December 2013 – 104.7% (CPI in December 2013, compared to November 2013, constituted 100.8%, while compared to December 2012 – 105.2%).

1.2. Demographic profile

Population is a macroeconomic variable with specific characteristics, influencing most economic and social processes and phenomena, having significant effect on labor market, economic development and social cohesion.

The demographic situation on the Republic of Moldova continues showing worrying features. The high level of mortality and the low level of natality, compared to the situation in the developed countries, determines a continuous reduction of population and an imbalance in population structure by age, signifying demographic ageing. We are witnessing the demographic decline due to natality, mortality and migration.

1.2.1. Characteristics of demographic evolution

During the last decade, the country's population decreased with an average rhythm of 3473.6 persons per year, summing up in 2014 a loss of over 34.0 thousand people. During the recent 10 years the urban population increased by 37.5 thousand people, and the rural population – by 72.2 thousand, with double decrease rhythm compared to the increase of urban population, under birth rate, death rate and migration factors. It should be noted that the Republic of Moldova is still the country with the lowest level of urbanisation in Europe, it is comparable with the level in African countries. In European classification among the most urbanized countries are: Belgium – 97%, Great Britain – 90%, Denmark – 86%, Spain and France – 77%. According to the National Bureau of Statistics (NBS) only 42.4% of the population lived in urban areas in 2014, while 57.6% - in rural areas. The ageing and depopulation in villages are more intense due to rapid decrease of birth rate and external and internal migration.

The number of youth is constantly dropping down, while the increase of this group of people, with the capacity to maintain economic and demographic development, is more accelerated than the increase rhythm of elderly group. As a consequence, an imbalance in the population's structure by age occurred and the demographic ageing intensified. On an average and long run, the number of elderly people will prevail over the number of people active on the labor market. Due to unprecedented changes in the demographic structure, the Republic of Moldova faces great socioeconomic transformations, because they imply a series of challenges: smaller offer on the labor market, increased pressure on financial and human resources from the health system, social insurance, issues in the quality of life after retirement. The effects of ageing are felt even more due to increase of the burden on the population fit for work, which is continuously dropping under demographic crisis.

The population's structure by sex and age

The number of stable population in the Republic of Moldova made up 3557634 people in 2014, of which 1502996 – urban population or 42.4% and 2054638 – rural population or 57.6%. Thus, during the recent 5 years, the population decreased by more than 6 thousand people, a loss estimated at 0.17%. Both the number of women (– 4080 persons), and men (– 1981 persons) decreased. The rural population dropped by 32376 persons, while urban population – by 26315 persons, which is a constant demographic redistribution trend. The urban upward dynamics is due to the decrease of birth rates and increase of death rates in rural areas and migration processes from village to city or abroad.

The following demographic trends from the recent 5 years have been emphasized following the comparison of statistical data regarding the population structure by age, sex and area of living. Although the number of children aged 0–4 and 5–9 increased, the population's segment aged 0–9 decreased by 7.8%.

At the same time, the share of people aged 50–54 and 55–59 increased, and the population aged 60–64 was supplemented with more than 50 thousand people. The elderly group aged 85 and older increased by 26.5%, making up 14.1% of the population over the age of 60. Thus, the increase of “grand seniors” share involves a larger amount of resources for this group's support. The decrease of share of people aged 15–19 and 20–24 will result in the decrease of demographic offer on the labor force market, while numerical increase of people aged 50–54, 55–59, 60–64 will increase the demo-socioeconomic pressure on the economically active population, according to the evolution of the indicators as of 1 January 2010-2015, as follows.

Table 1.1. Population fit for work and ageing coefficient, as of 1 January 2010-2015

Years, share	2010 %	2011 %	2012 %	2013 %	2014 %	2015 %
Population under the age fit for work (0-15 years)	18.2	17.8	17.5	17.3	17.2	17.1
Age fit for work (16-56/61 years)	66.5	66.7	66.6	66.4	66.0	65.6
Over the age fit for work (over 57/62 years)	15.3	15.5	15.9	16.3	16.8	17.3
Ageing coefficient (number of people aged 60 and over per 100)	14.0	14.4	14.8	15.3	15.7	16.2
Ageing coefficient of rural population	15.0	15.2	15.5	15.8	16.1	16.4

Source
: NBS

The population's ageing coefficient (number of people aged 60 and over to 100 people) made up in 2014 – 16.2%. About 16.4% of rural population is aged 60 and over; the share of elderly women in the total women number from the rural area constitutes 19.4%.

The larger number of old people is in the North area of the country, the average measuring 19.2%. Donduseni – 24.3%, Drochia – 22.4%, Edinet – 22.0%, Briceni – 21.6%, Riscani – 21.7% are the most affected regions. Only in one administrative territorial unit (Ialoveni) the ageing coefficient is about 12%.

Birth rate

In 2014 the number of children born alive was of 38616 persons, by 745 (2.0%) more than in 2013, but less by 819 than in 2012. The birth rate made up 10.9 children born alive to 1000 people (2013 – 10.6‰, 2012 – 11.1‰, 2011 – 11.0‰, 2010 – 11.4‰). The birth rate in rural areas (12.0‰) continues to be higher than in urban area (9.3‰). According to the recent available data from the year 2013, the birth rate in the European Union countries made up in average 10.0‰ – from 8.5‰ in Germany to 15.0‰ in Ireland.

Annually, more boys than girls are born. Out of the number of children born alive 51.6% were boys, the male share being of 107 boys to 100 girls. The summary indicator of the birth rate still remains 40% below than the required level to supplement the generation of parents by the generation of their children.

According to the legal situation, the number of children born out of wedlock in 2014 was of

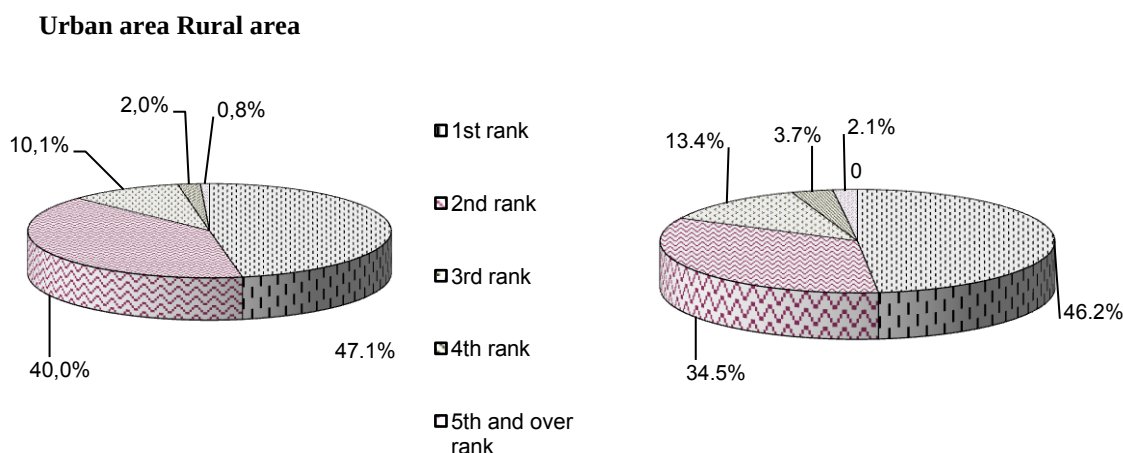
8233 (21.3% of the total number of children born alive), by 1.0 percent less than in 2013.

The rate of newborns to mothers younger than 20 years kept to the level of the previous year, making up 7.7% of the total number of children born alive, compared to 7.9% – in 2013 (8.0% – 2012, 8.6 % – 2011 and 9.4% – 2010).

The average age of the mother at first birth was of 23.9 years. Mothers from rural areas give birth to a younger age (23.0 years) than mothers from the urban area (25.4 years).

A decrease in the share of the number of children born alive of 1st rank was registered in 2014, making up 46.5%, while the share of children born alive of 2nd rank increased. Most children born in families with many children belong to mothers from rural areas.

Figure 1.1. Distribution of children born alive according to the newborn rank



Source: NBS

According to the National Health Management Center the birth rate is of 10.9‰ (2013 – 10.6‰). The birth rate increased in the following territorial units: Soldanesti – 10.0‰ Telenesti – 9.5‰ and Riscani – 8.7‰. In 25 territorial units the birth rate decreased: Ocnita – 6.68,‰, Briceni – 7.38,‰, Basarabeasca – 7.58,‰, Drochia – 8.08,‰, Falesti – 8.28,‰, Edinet – 8.38,‰, Cimislia – 8.48,‰.

The fertility rate made up, in 2013, 1.26 children born by a female during her fertile life (2012 – 1.28‰, 2011 – 1.23‰), compared to 1.34‰ in 2009, when the highest value of this rate for the latest 10 years was attested.

According to the demographic forecast (2014 – 2035) of the National Institution for Economic Research of the Academy of Science, if the fertility rate keeps at the level of 1.3 children per woman of fertile age, in 2035 the share between the three age groups (children, adults and elder people) will significantly change, the elderly aged 60+ recording 25 percent of the population structure, while the share of children will drastically drop (up to 12.8%). The average and high scenarios show a bigger share of children (14.1% and 14.7%), and of elder people (25.5% and 26%).

Life expectancy at birth in 2013 increased by about 2.5 years compared to 2010; the life expectancy of men from rural areas increased (by 1.25 years). Women live longer than men in average by 7.5 years. This gap is due to the higher premature death rate among men. Due to the different level of death rate, the average life expectancy of people from urban area is bigger by 3.3 years, both for women and men, than of people from rural area.

Table 1.2. Life expectancy at birth in 2010 - 2013

Years	Total			Urban area			Rural area		
	Both sexes	Men	Women	Both sexes	Men	Women	Both sexes	Men	Women

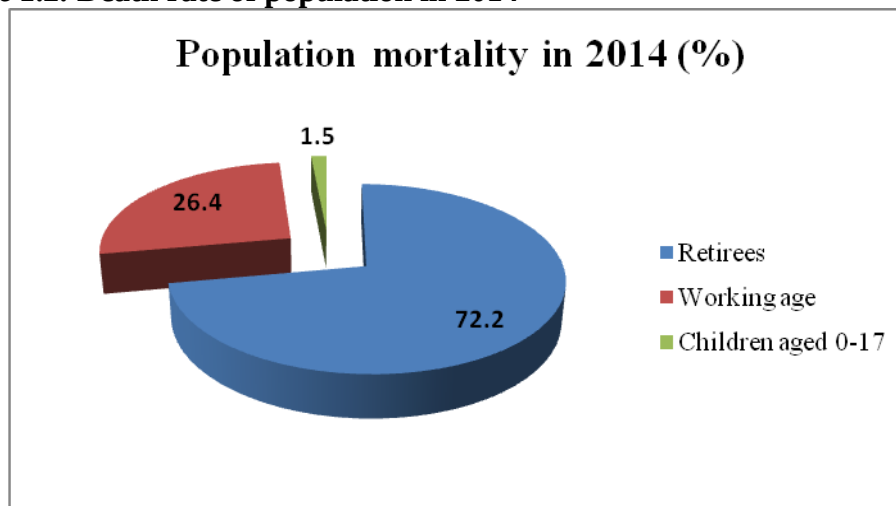
2010	69.11	65.00	73.41	72.04	67.77	76.25	67.38	63.41	71.71
2011	70.97	67.10	75.00	73.55	69.80	77.38	69.50	65.61	73.62
2012	70.99	67.08	74.86	73.42	69.31	77.24	69.55	65.71	73.40
2013	71.85	68.05	75.55	74.01	70.08	77.60	70.53	66.76	74.29

Source: NBS

Death rate

According to the data of the National Health Management Center, 39494 people deceased in 2014, or 1434 people (3.8%) more than in the same period of 2013 – 38060 people and 4137 people less than in 2010.

Figure 1.2. Death rate of population in 2014



Source: NHMC

During 2010 – 2014 the death rate reduced from 12.3‰ to 11.1‰. Despite the recorded progress, the death rate in the Republic of Moldova is higher than in other EU countries – 9.7‰. In 2014 the death rate structure by main causes of death did not suffer significant changes: as in previous years, most deaths (57.9%) were due to cardiovascular diseases, followed by tumors (15.1%), digestive system diseases (9.2%), accidents, poisoning and traumas (7.7%), respiratory system diseases (4.3%).

The death rate among men, according to the cause of death, differs from that among women. “Overexcessive death rate among men” was 3.5 times higher in cases of infectious and parasitic diseases; 4 times – in cases of accidents, poisoning and traumas; 2.4 times – in cases of respiratory system diseases and 1.5 times – in cases of tumors. “Overexcessive death rate among women” was recorded only in cases on cardiovascular diseases (by 13.6%).

The following death cases that register high demographic losses should be qualified as avoidable, in the light of current demographic reserves, subject to analysis and conclusions: in 2014 581 people lost their lives due to suicide; 384 people – due to cardiovascular diseases, 183 people – due to drowning.

A major factor, with demographic and socioeconomic impact, is the death rate among people of age fit for work. The death rate index for people fit for work makes up 442.8 per 100 thousand people. Out of 39494 people deceased in 2014, 10431 persons were of age fit for work, making up 26.4%. In 2014, 368 cases of death of children under 1 year of age were recorded, and 607 children aged up to 18 years. Even though the infant death rate reduced to 9.5 deceased aged under 1 year to 1000 babies born alive (2004 – 12.2‰), it is comparatively higher than the EU average – 3.5‰. Out of the total number of people deceased, the share of urban people makes up 33.2%, and that of the rural people – 66.9%.

Marriage and divorce rates

The evolution of demographic processes also depends greatly on the number of marriages and divorces. In 2013 24.4 thousand marriages had been concluded, by 0.8 percent more than the previous year, the marriage rate making up 6.9 marriages to 1000 people.

Most men who entered into marriage in 2013 were aged 25-29 (38.6), and women were aged 20-24 (43.5%). The average age at first marriage was of 26 years for men and 23 years for women.

The number of divorces through court decision was 10.8 thousand in 2013, by 1.3% more than in 2012, by 3.0 divorces to 1000 people. Out of the total number of divorces in 2013, 28.2% took place after less than a 5-year marriage, followed by divorces after a marriage from 5 to 9 years (26.5%), 10-14 years (12.9%), 15-19 years (10.8%), 20 years and more (21.6%). The average length of a marriage broken down by divorce was of 11 years.

According to “United Nations Demographic Yearbook” Report published in June 2013, the Republic of Moldova comes in fifth place in the top of divorce rate worldwide. Among neighbouring countries, the Russian Federation came in first place (4.5‰), followed by Belarus (4.1‰), Latvia (4‰) and Lithuania (3.2‰).

Migration

Migration is a phenomenon that changes in time the population’s structure by sex and age, thus having an average and long run effect on demographic characteristics and processes. If in some countries this phenomenon contributes significantly to the increase of population’s number, diminishing such issues as the ageing, in the Republic of Moldova migration contributed to the mechanical reduction of population.

The analytical report Extended Migration Profile of the Republic of Moldova 2008–2013 (EMP), drafted by the Migration and Asylum Bureau of the Ministry of Internal Affairs (MAB of MIA), presents data of I.S. “CRIS Registru” on authorized immigration with withdrawal of residence visa prior to leaving the country. According to this data it was estimated that approximately 101.9 thousand people from the Republic of Moldova, were living abroad in 2013. In 2014 2374 people left the country to live permanently abroad. Authorized immigration records stable diminishing trends; in 2013 the decreasing rate of authorized immigration was of 63%, compared to 2008. This phenomenon is more acute in urban than in rural areas.

During the last 5 years more women immigrated. Thus, the number of women exceeded by about 15% the number of men. The data about the annual authorized immigration flow shows that trained young people, with secondary specialized or higher education are those who immigrate. In the total authorized immigration number in 2013, the biggest share is held by people aged 25–29 (10.1%) and 30–34 (8.9%), followed by the age groups 35–39 (8.3%) and 20–24 (6.9%). Cumulatively, the age groups 20–39, made up a share of 34.2% from the total number of people who immigrated in 2013. The main destination countries are Ukraine and the Russian Federation, with about 70% of immigrants. Germany, Israel, USA, Belarus, Czech Republic are among other countries with a significant share of immigrants.

The information from the Border Police Department (BPD) of MIA about the period the persons are being abroad, based on the records in the state border crossing registry, is an important source that gives the possibility to estimate international immigration range. According to this source, in late 2013 358.9 thousand people were abroad more than 12 months; this long period of time qualifies them as people that are not part of the stable population, according to the international definition of immigrant. About 64% of them were aged 15–44, the share of women being by 13.7% bigger than that of men.

According to the data of the Ministry of Information Technology and Communications, gathered from state customs offices of the State Border, supervised by official authorities as of 01.01.2014 105.3 thousand people lived out of the country for a period from 1 to 2 years (01.01.2013 – 100.7 thousand, 01.01.2012 – 94.4 thousand, 01.01.2011 – 91.9 thousand). The number of people who have not been in the country from 2 to 3 years has increased compared to the previous year, making up 57.3 thousand people (01.01.2013 – 55.6 thousand, 01.01.2012 –

57.3 thousand, 01.01.2011 – 66.2 thousand), while the number of people who have been out of the country for more than 3 years increased, constituting 196.2 thousand people (01.01.2013 – 179.1 thousand, 01.01.2012 – 155.6 thousand, 01.01.2011 – 126.3 thousand).

Internal migration. During 2014 35.8 thousand people changed their place of living within the country, compared to 33.4 thousand in 2013. The mobility index of population in 2014 was of 10.1 persons to 1000 people, compared to 9.4 in 2013. Departure intensity is larger in 18 districts according to the average per country. The biggest number of people leaving to another regions was in the districts: Donduseni, Floresti, Falesti, Riscani, Soroca, Calarasi, Rezina, Telenesti, Ungheni, Soldanesti, Causeni, Cantemir and Leova (10-14 departed to 1000 people), and 16 – in Dubasari district. As in the previous year, the smallest number of departures was in Balti municipality, Ialoveni, Taraclia districts and ATU Gagauzia thousand (less than 8 departed to 1000 people). Arrival intensity was larger in Chisinau municipality (16) and in Dubasari district (17 arrivals to 1000 people). The positive balance of internal migration is characteristic to Chisinau and Balti municipalities only, Dubasari and Ialoveni districts. Mostly, internal migrants (more than 90%) are people of age fit for work, predominantly aged 20 – 49. Arrival/departure flow, seen through sex light, was distributes among 58% of women and 42% of men. About 2/3 of the total number of population who changed their place of living in 2014 comes from rural area.

The negative migration balance in rural area is more often determined by the lack and uncertainty of jobs, small incomes, lack of social protection and public services, reduced salaries, unacceptable living conditions. Movement causes can be different and often of personal nature, but it is certain that the life in the village is unattractive for the younger population and fit for work. In this regard, the internal migration balance of population cannot be seen as a minor factor, because it is reflected negatively on the long run regional development, creates many problems and concerns related to the villages' development strategies.

Demographic reserves

The areas embedded in the demographic components – birth, death and migration rates – hold for now important demographic reserves that can restore the natural potential of population growth, at least in the short run. The major problem is to avoid any human loss, either definitively or temporary. In particular, efforts should be made in preventing the avoidable losses among the population.

In this regard, the reduction of reproductive losses, drop of infant and mother death rate represent significant reserves for the growth of the annual number of births. According to the surveys of the specialists in the field, the reproductive losses reach 16078 cases, 1/3 of all conceiving results (including, 3082 miscarriages and pregnancies interrupted during evolution, 10312 abortions on request, 542 abortions according to the doctor's recommendation, 142 social reasons, 450 infant deaths during ante-partum, intra-partum and neonatal time periods, 350 children deceased in the first year of live). These indicators exceed 3-4 times those signaled in economically developed countries. The number of children born preterm and children born with disorders passed to them during the gestation period is also rising. According to the National Bureau of Statistics, during the recent years, this rise has reached about 15%. Also, a rise is seen in the number of women and men with reproductive disorders, more and more couples deal with infertility issues.

Other demographic losses are as a result of the negative migration balance. For several years our country is considered as supplier of emigrants; however no positive trend in the drop of external migration for demographic reduction is seen on the average run. This fact has major impact on fertility decrease, because young people are those who could essentially contribute to demographic recovery.

In the virtue of demographic phenomena trends, it is easy to see the constant regression of birth rate and number of youth for the following decades. This forecast based on the current situation, proved by statistics. During the recent years the youth generation is reducing, especially the age category 15-19, whose share in the total number of youth dropped from 31.8% in

01.01.2009 to 26.0% on 1 January 2014. The number of people aged 20-24 has also reduced by 48.5 thousand people or by 2.3 percents.

At the same time, about 15% of all youth aged 15-29 went abroad seeking a job. The estimate number of labor migration among youth makes up 135.5 thousand. Out of this number, 78.2% are young people from villages and 73.8% are men.

The death rate share in demographic losses is significant and needs special attention in relation to the current reserves to be improved. In the Republic of Moldova, although downward, the death rate registers a high level compared to the European death rate.

The statistics of car accidents, provided by the National Health Management Center, shows that during the last 10 years in the Republic of Moldova 5088 people deceased as a result of a car accident, the equivalent of 2 big villages. In the first half of 2014 about 1000 car accidents have been registered, by 4% more than during the same period of time of the previous year. By primary prevention measures, deaths resulted from car accidents could be avoided.

Also, the number of labor accidents is increasing. The State Labour Inspectorate informed that in 2013 400 cases were registered. The number of deathly accidents increased by 50% in the previous year, compared to 2012. In 2013, 37 deathly accidents had been registered at the place of work, by 13 more than in 2012, and the number of serious accidents increased by 11. At the same time, 251 accidents following which victims needed to recover were registered. The conclusion is self-assertive and claims creative measures in several areas, considering the combined effort to decrease overall death rate, which should be considered in the light of demographic recovery.

Thus, the demographic evolution and its consequences need the application of special and adequate policies, especially family-related policies – as demographic generator – social protection, education, health and long-term care policies. It is required the implementation of human resources improvement activities and adjustment to population structure changes, in order to obtain a more advanced degree of demographic security.

1.2.2. Demographic changes management

State policies for demographic situation recovery

The commitment of implementation of the Programme of Action of the International Conference on Population and Development in Cairo of 1994 was made by the Republic of Moldova, joining the obligation to emphasise numerous connections between population and long run development. The meaning of this correlation is the effective respect of fundamental human rights, reduction of poverty, family support, strengthening of state institutions' capacities for the access of each citizen to quality public services and full information.

Also, by adhering to the Action Plan on Ageing from Madrid in 2002, the Republic of Moldova assumed responsibility to take measures in solving issues related to ageing of population and more active integration of elderly concerns in national policies.

In this regard, objectives related to the proactive promotion of policies on the reduction of demographic decline and conditions creation for quantitative and qualitative increase of population have been established. The priority measures are directed to the integration of human resources characteristics in the development strategies for improvement measures and adjustment to population ageing, in order to obtain a more advanced degree of demographic security.

The need for coordinated accomplishment of measures for population stabilization was dictated by the statistics indicators' evolution, signaling unfavorable demographic situation. The priority of demographic policies is determined by the fast and significant decrease of birth rate, high death rate and external immigration, whose range is unknown in all its complexity.

According to the National Strategic Programme for Demographic Security (2011-2025), approved by Government Decision No 768 of 12.10.2011, the measures are designed to the settlement of problems referring to 3 components of the demographic issue: birth rate, death rate and migration, considering the many factors of influence on the processes from each integral part. According to the Programme's provisions, related to the consecutive adoption of 3-year plans for average run implementation of the Programme, a Plan of Actions was developed in 2011-2013,

later being approved the Plan of Actions for Demographic Security for the years 2014-2016 by Government Decision No 551 of 10.07.2014. The Plan provides the accomplishment of measures to improve current reserves from more socioeconomic spheres, intended to cease population's decline and to remove obstacles hindering the demographic relaunch.

Demographic forecast scenarios, estimated for the period of time up to the year 2050, will be considered, foreseeing a decrease of population by over 900.0 thousand people, significant change of population structure, including the demographic offer on the labor market and increase of economic dependency level. Thus, policies designed for birth rate stimulation, morbidity and death rate reduction, migration decrease will have priority in the demographic security sphere, aiming at cutting down and ceasing the demographic decline and achieving the objectives as follows:

- Efficient coordination in achieving the measures established for demographic stimulation and effective correlation of trends and changes in the population's structure with the development;
- Increase of protection of families with children through extension of social and tax benefits to reduce poverty risks;
- Qualitative processing of population and dwellings census in 2014, aiming at determining more accurately the data about the changes that occurred in number, structure and territorial distribution of the population.

According to the objectives of the Programme for the integration of ageing issues in policies, approved by Government Decision No 406 of 02.06.2014, poverty problems of elderly, as a result of low incomes and pensions, lack of special medical services and cheap medications for them have been outlined. A special significance was paid to the needs to strengthen respect among generations, to cut down the degree of social integration, to increase the level of isolation and withdrawal from the community's activities.

Thus, the approach within the demographic ageing policies is the analysis through both the light of the impact on social support systems, and difficulties specific to the age.

The implementation of the Programme provides awareness of the entire society related to the needs of elderly, acknowledging that an old society implies preparation for such conditions, conceptualization and reorientation of plans for the future related to the population.

In this regard, the priority objectives for the integration of ageing issues in policies are achievable by:

- Intensifying the activities for the development of debates and promotion of pension system reforms, considering economic and demographic constraints;
- Expanding the collaboration with civil society aiming at developing voluntary activities, including through the stimulation of volunteers to cultivate social integration, participation and implementation of best practices skills;
- Determining conditions and identifying the required support to create the National Council of Elderly;
- Assessing possibilities of implementing the mechanism of measuring the impact of policies on the ageing through the application of the Active Ageing Index;
- Accomplishing actions directed at the strengthening the potential of active ageing promotion.

Evaluation of demographic security level at territorial level

According to the effective regulatory acts, the National Institution of Economic Researches within ASM carries out each year the evaluation of territorial demographic security level, considering each country's district and municipality's development conditions.

Actions taken in the evaluation process include identifying local factors that largely determined the influence on demographic stability, given the components of birth rate, death rate

and population migration.

The major socioeconomic evolutions and changes in the population's structure, reflected by through the dynamics of demographic statistical indicators and those that have complex impact on human development have been considered. Thus, the monitoring and analysis procedure was carried out by applying the scientific method of economic, social and demographic situation evaluation of the district or municipality, by correlating indicators and selecting them based on several criteria, the results from 2013 being compared with those from the previous years. The emphasized indicators have been used in the calculation formula of the territorial integral demographic security indicator (TIDSI), showing the differences seen between districts related to demographic security – with the best status value at 35, and 1 being the lowest value. This indicator can be used to evaluate the outcome of promoted and implemented demo-socioeconomic policies. At the same time, the indicator delivers information on the compatibility of districts, with one district being more developed than the other, showing the weak point during the integral research and for each separate sphere.

Table 1.3. Demographic security level by territory, 2008, 2010-2013

Districts	2008	2010	2011	2012	2013	Districts	2008	2010	2011	2012	2013
Taraclia	25	22	8	2	1	Soroca	27	24	19	29	20
Soldanesti	1	1	2	6	2	Nisporeni	20	9	22	20	21
Ocnita	9	11	7	5	3	Drochia	18	26	20	19	22
Telenesti	2	4	6	8	4	Edinet	21	23	25	23	23
Glodeni	6	5	3	4	5	Hincesti	17	8	27	25	24
Briceni	10	10	1	1	6	Criuleni	24	27	30	26	25
Falesti	3	2	5	3	7	Ungheni	32	29	26	28	26
Calarasi	16	7	11	11	8	Cimislia	12	15	13	16	27
Dubasari	8	20	9	7	9	Orhei	30	31	21	24	28
Basarabasca	26	25	17	10	10	UTAG	28	32	31	30	29
Donduseni	14	13	4	9	11	Straseni	22	19	28	27	30
Singerei	4	6	10	14	12	Ialoveni	29	21	29	31	31
Rezina	19	16	12	13	13	Anenii Noi	31	28	32	32	32
Riscani	15	18	14	15	14	Cahul	34	34	33	33	33
Leova	13	17	23	21	15	Balti municipality	33	33	34	34	34
Stefan Vodă	7	12	15	12	16	Chisinau municipality	35	35	35	35	35
Floresti	11	14	18	22	17						
Cantemir	5	3	16	17	18	* 1- the worst and 35 – the best situation					
Causeni	23	30	24	18	19						

Conclusion. Recommendations

The demographic situation in the Republic of Moldova continues to generate concerns. The high level of death rate and the low level of birth rate, compared to the situation in the developed countries, determines a continuous reduction of the population and an imbalance of population by age groups, signaling demographic ageing. The country faces demographic decline in aspects of birth rate, death rate and migration.

Demographic forecast and estimates of national specialists and those of UN structures confirmed that without intervention from the state in terms of an active demographic policy, Moldova is likely to enter the demographic instability in a perspective of several decades.

According to the objectives of the Programme for integration of ageing issues into policies, approved by Government Decision No 406 of 02.06.2014, the poverty issues of elderly have been emphasized, due to the low level of incomes and pensions, lack of special health services and cheaper medications for them. A special importance was paid to the need to strengthen respect between generations, to drop down significantly the degree of social integration, to increase the level of isolation and withdrawal from community activities.

The implementation of the Programme provides awareness of the entire society related to the needs of elderly, acknowledging that an old society implies preparation for such conditions, conceptualization and reorientation of plans for the future related to the population.

In this regard, the priority objectives for the integration of ageing issues in policies are achievable by:

- Intensifying the activities for the development of debates and promotion of pension system reforms, considering economic and demographic constraints;
- Expanding the collaboration with civil society aiming at developing voluntary activities, including through the stimulation of volunteers to cultivate social integration, participation and implementation of best practices skills;
- Determining conditions and identifying the required support to create the National Council of Elderly;
- Assessing possibilities of implementing the mechanism of measuring the impact of policies on the ageing through the application of the Active Ageing Index;
- Accomplishing actions directed at the strengthening the potential of active ageing promotion.

2. LABOR MARKET IN THE REPUBLIC OF MOLDOVA

The new principles of social-economic system organization as a result of economic restructuring have had a severe impact on the labor market: job cuts, low levels of employment, unemployment, essential gap between demand and offer of labor.

Under these conditions, the role of the public employment service consists of applying strategies in the field of employment in order to ensure the fullest employment and social protection of people seeking a job.

In this chapter the existing system of employment is analyzed: the structure and objectives of public employment service, employment measures promoted on the labor market and the labor market situation in the Republic of Moldova.

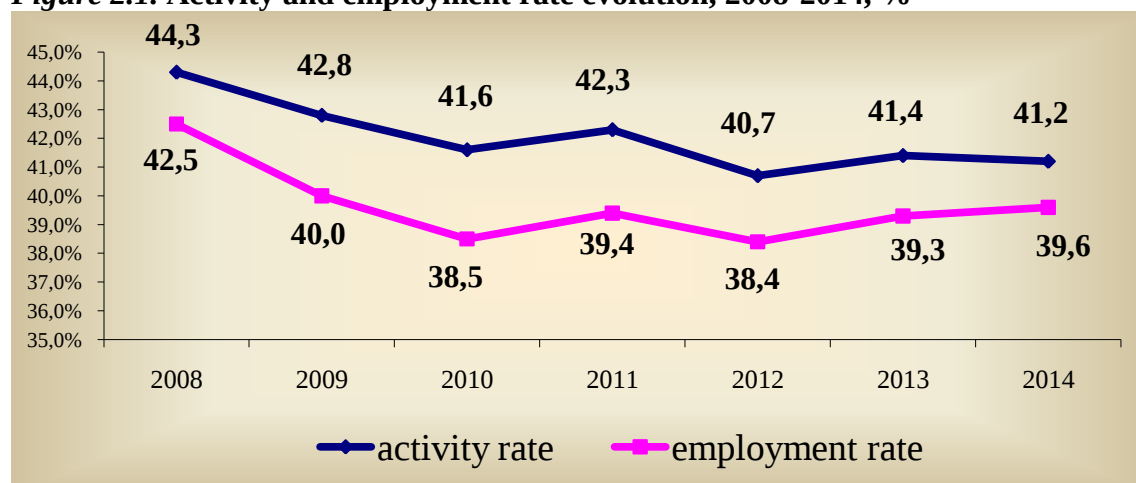
2.1. Employment and unemployment in 2014

According to the data provided by the National Bureau of Statistics, in 2014 **the economically active population** in the Republic of Moldova made up 1232.4 thousand people, by 0.3% (3.5 thousand) less than in 2013.

Significant disparity by sex and areas among the economically active persons was not registered: the share of men (50.8%) surpassed slightly the share of women (49.2%), and the share of economically active people in the rural area was bigger than the share of active people in the urban area: 54.0% and 46.0%.

The activity rate of people aged 15 and older constituted 41.2%, registering almost the same result as in 2013 (41.4%). This indicator was bigger among male population – 44.1%, compared to females – 38.6%. The activity rate by area recorded the following values: 44.1% in urban area and 39.1% in rural area. In 15-29 age category this indicator registered 29.4%, while in the 15-64 age category – 45.6%. The employment rate of elderly (16-56 years for women and 16-61 years for men) was of 48.4%.

Figure 2.1. Activity and employment rate evolution, 2008-2014, %



Source: NBS

Employed population made up 1184.9 thousand people, increasing by 12 thousand compared to 2013. As with economically active group, no differences by sex have been registered (50.4% men and 49.6% women). The same situation applied for distribution by area of living (54.6% in rural area and 45.4% in urban area).

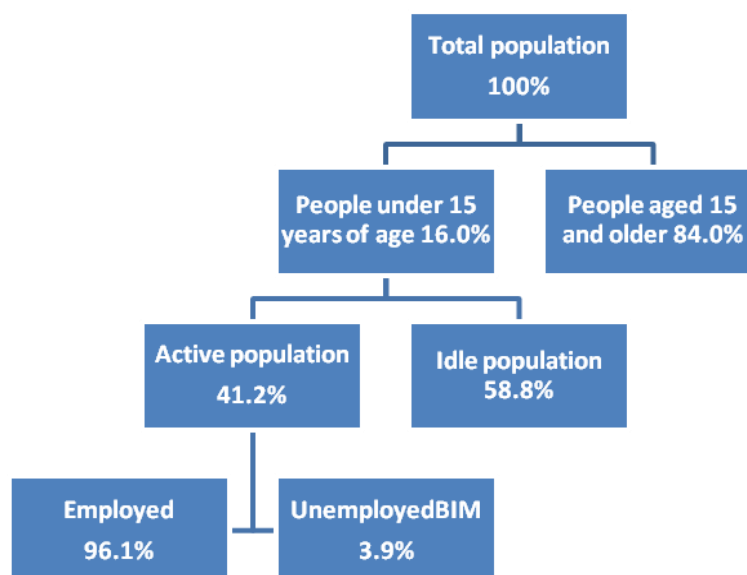
Employment rate was of 39.6%, registering about the same value as in 2013 (+0.3 p.p.). Male employment rate (42.1%) was higher than that of females (37.4%). According to distribution by areas the employment rate recorded 41.8% in urban area and 38.0% in rural area. The employment rate of people of labor age (16- 56/61 years) registered 46.3%, of people aged 15-64– 43.8% and of age category 15-29 years – 27.3%.

According to the distribution by **national economy activities** 361.1 thousand people (30.5% of the total employed people) were engaged in agriculture. The number of people engaged in agriculture increased by 23.2 thousand, or by 6.9% compared to 2013.

In *non-agriculture activities* the number of employed people amounted to 823.8 thousand, decreasing by 11.1 thousand (-1.3%) opposed to 2013. The share of people employed in *industry* constituted 12.3% (12.1% in 2013) and in *constructions* 5.6% (5.5% in 2013) respectively. The number of employees in industry increased by 2.2%, and in construction – by 2.1% compared to the previous year. In *services* 51.6% were employed of the total number of employed people. This share decreased by 1.9 p.p. (15.6 thousand), compared to the previous year.

According to the distribution by *forms of ownership* 74.0% of the population was employed in the private sector, and 26.0% in the public sector. The structure of employed population by *professional status* denotes that the share of workers made up 67.3% of the total number. Most employees (92.2%) had been employed for an indefinite period of time. This indicator registered higher values for women (by 2.3 p.p.) than for men.

Figure 2.2. Distribution of population according to labor market relation in 2014



Source: NBS

16.1% of people employed in economy worked **unofficially**, and 32.5% had an unofficial job. Of the number of people employed unofficially, workers made up 18.7%, while 9.0% of the workers had an unofficial job.

The number of people **underemployed** (i.e. the people who had a job but the number of working hours during the reference period was less than 40 hours per week, however they were willing and available to work extra hours) made up 80.1 thousand, which was 6.8% of the total of employed people. The number of people from this category decreased by 6.9% (by 5.9 thousand) compared to 2013.

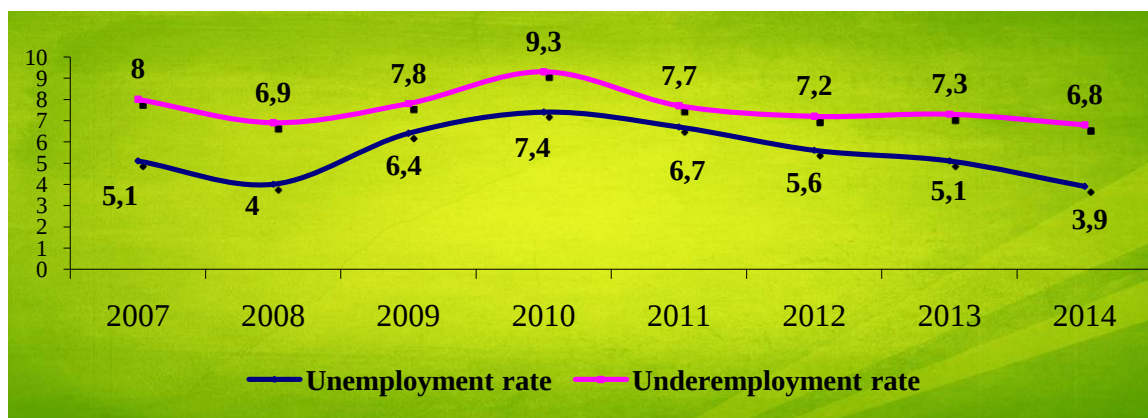
The number of unemployed people, estimated according to the ILO methodology was of 47.5 thousand, 15.6 thousand less than in 2013. The unemployment affected more men – 60.8% of the total number of unemployed and urban area people – 61.9%.

The unemployment rate at country level was of 3.9%, smaller than in 2013 (5.1%). The unemployment rate in men and women was of 4.6% and 3.1% respectively. Significant disparities had been registered in the unemployment rate in urban areas – 5.2%, compared to rural areas – 2.7%.

Idle population aged 15 and older made up 58.8% of the total number of population of the same age category, by 5.0 thousand people more than in 2013. From labor market relation viewpoint, two important categories of people are identified within the idle population:

discouraged people and people declared by households as working or seeking a job abroad. People discouraged to find a job made up about 13.8 thousand – as opposed to 19.3 thousand in 2013. The number of people declared by households as working or seeking a job abroad was, according to estimates, of about 341.9 thousand people – compared to 332.5 thousand in 2013. Of those who left, men made up 64.1%. The share of people who left from rural areas constituted about 71.7%.

Figure 2.3. Unemployment and underemployment rates evolution, 2007-2014, %



Source: NBS

2.2. Employment and social protection measures

The Public Employment Service, represented by the National Employment Agency (NEA) and its territorial structures, has the purpose to assist the persons seeking for a job in their integration on the labor market. The local employment agencies provide a range of employment services in order to assist job-seekers and find an adequate job.

Thus, the Public Employment Service has the following goals:

- to prevent unemployment and combat its social effects;
- to employ or re-employ people;
- to ensure equal opportunities on the labor market;
- to stimulate employers to employ job-seekers;
- to socially protect job-seekers;
- to inform the population on the demand and offer on the labor market;

Job-seekers have the right to request the assistance of the territorial employment agencies (hereinafter referred to as the agencies) of their place of residence, by making an application. People who could not be employed due to lack of adequate jobs and who do not correspond to the standards of *Law on employment and social protection of job-seekers No 102-XV*, would be assigned to the unemployed category.

The unemployed people will be registered by filling in an individual card upon presentation of the following documents:

- a) identity card;
- b) education and training diploma;
- c) work record book (for people with previous working experience) or other documents, certifying that the person is unemployed;
- d) certificate, attesting the lack of any activity in order to obtain income (issued free of charge based on p. 3 of the Government Decision No 862 of 14.07.03);

Upon agencies' request, the person will also present the extract from the individual insured person's account, issued by the territorial structures of the National Office of Social Insurance (NOSI).

Simultaneously, the unemployed presents a written statutory declaration that he/she is not employed, not engaged in any economic activities in order to obtain incomes and does not study in any education institution with daily attendance, according to the sample approved by the NEA.

According to the legislation on employment and social protection of job-seekers, unemployed people can approach the territorial agencies with offices in 35 localities of the Republic of Moldova: 32 – in districts, 2 – in municipalities and 1 – in ATU Gagauzia to benefit from active and inactive measures.

2.2.1. Active measures

The active measures for employment stimulation consist in the growth of employment opportunities for job-seekers, stimulation of employers to employ people and create new jobs.

The **mediation** services are granted for free to job-seekers by the agencies and include information on vacancies and employment conditions and preliminary selection of candidates corresponding to job requirements, according to the candidate's education, skills, and interests. Free mediation services are also granted, upon request, to employed people, willing to change their job.

Thus, 25247 job-seekers benefited from mediation services, 25049 of which were unemployed. Self-employment offices made the information about vacancies available and allowed to be searched for independently by job-seekers. The following number of people benefitted from self-services provided by self-employment offices: 7311 people used electronic mediation and 4314 people – phone services.

Common Information and Services Bureaus within the local public administration are information tools designed especially for people in rural areas, through which territorial agencies deliver information about the provided services. Not all territorial employment agencies do have a CISB.

It should be noted that, the information provided by employers about vacancies is a key step for labor mediation. Thus, the year 2014 was characterized by the increase of registered vacancies, by about 11% more than in 2013, making up 41.5 thousand jobs, of which 185 – for people with disabilities. During 2014 the share of filled-in jobs constituted 88 %.

Labor mediation is a priority ring in the agencies' activity, contributing to achieving the main goal: increase of employment level and decrease of unemployment. Labor mediation activity was supported through the organization of **job fairs**, offering to jobseekers the possibility to negotiate directly with the employers. During 2014, 78 job fairs had been organized through partnerships, following which 18% of the total number of participants had been employed. The following fairs worth being mentioned: the Job Fair within the National Exhibition "Made in Moldova" and the Republican Job Fair for Youth. For the first time ever, the job fair for people with disabilities was organized in 2014. About 3400 job vacancies had been offered during the fair and about 130 people had been employed.

At the same time, during the reference period *on line* job fairs had been organized: 29.01-02.02.2014 – "Jobs in manufacturing"- where 36 companies with about 500 job offers participated in; 29.05-02.06.2014 – "Jobs for Youth", where 73 companies with about 1500 employment opportunities took part in; 4 - 8 December 2014 – "Information Technology Careers" – where 49 companies with about 200 job vacancies participated. There were registered 17830 online visitors and 77 applications.

781 information seminars were organized with unemployed people and employers to increase the chances of employment of job-seekers.

Public works are a state policy on the labor force market, directed to the temporary improvement of the situation of some disadvantaged people, especially of people from rural areas, offering them a temporary job and a source of income. 1619 persons were engaged in public works, making up 3.8% from the registered unemployed persons, the share of women making up 34% from the total number of people engaged in public works.

During 2014 38.8% of registered unemployed people have been employed. The share of

employed women made up 53%, decreasing by 3% compared to the previous year.

Table 2.1. Number of unemployed people engaged in public works, 2011 – 2014

Number of unemployed people engaged in public works			
	<i>Total</i>	<i>Women</i>	<i>Rural</i>
2011	1707	631	1408
2012	1729	576	1539
2013	1812	588	1596
2014	1619	557	1394

Source: NEA

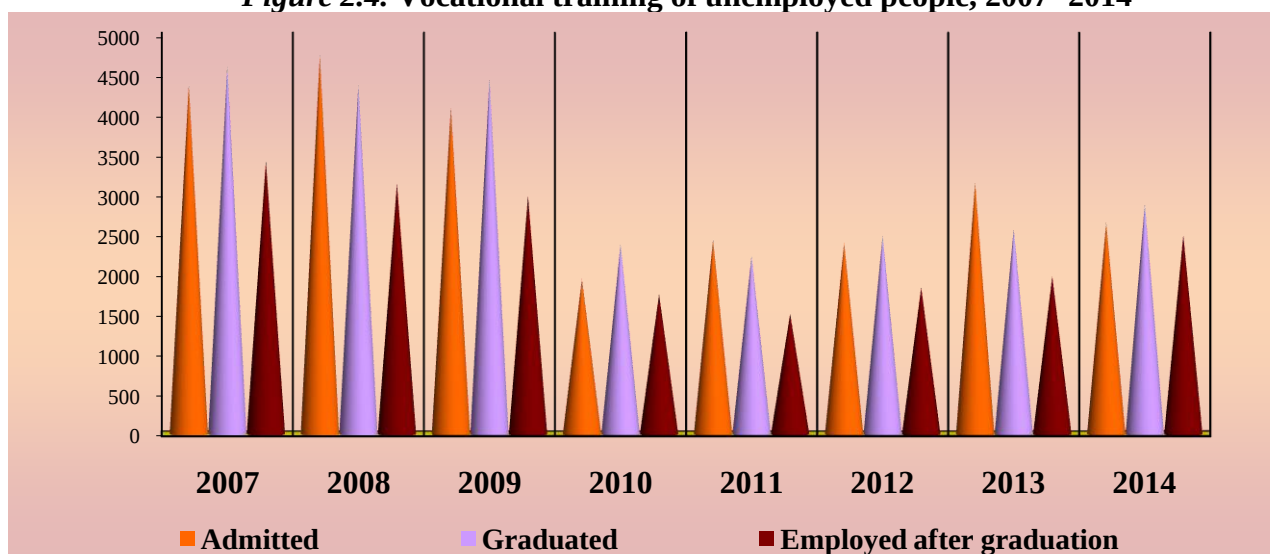
Information and vocational counselling, deployed within territorial agencies, play a special role in the activity of the public employment service. The employment agencies provide information and vocational counselling free of charge to graduates, unemployed and job-seekers. Information and vocational counselling are the main professional orientation activities of people, Labor Club training and instructive seminars. The information and vocational counselling includes a set of free services, provided to job-seekers, and aim at:

- providing the information about the labor market and employment evolution;
- assessing and self-evaluating the person for professional integration or reintegration;
- developing skills and self-confidence to make decisions on own career;
- training about the new methods and techniques of job seeking.

For people who face difficulties in getting employed the **Labor Club** organizes trainings, a special psychological, social and professional adjustment program of people being unemployed for a long period of time, which helps at making the decision about professional reintegration. The Labor Club organized 348 sessions attended by a 4035 persons. The working program of activities consisted of: modern methods and techniques of vocational integration, scheduling and passing a job interview, drafting the CV, psychological assistance, etc.

Vocational training ensures, according to the legislation, the qualification, requalification and further training of job-seekers, considering the requirements and perspectives on the labor market at the time and the individual options and abilities of such people. During 2014, 2884 people graduated vocational training courses, the number increasing by 12% compared to the previous year. The share of people employed following vocational training made up 86%, of which youth aged 16-29 constituted 85%. The biggest share of people attending vocational training is held by unemployed people with secondary education -1369 people (51.7%), general secondary and high-school education – 471 people (17.8%), vocational secondary education – 323 people (12.2%). Unemployed people with higher and specialized secondary education, who had attended the training, hold a share of 10.6% and 7.2% respectively.

Figure 2.4. Vocational training of unemployed people, 2007- 2014



Source: NEA

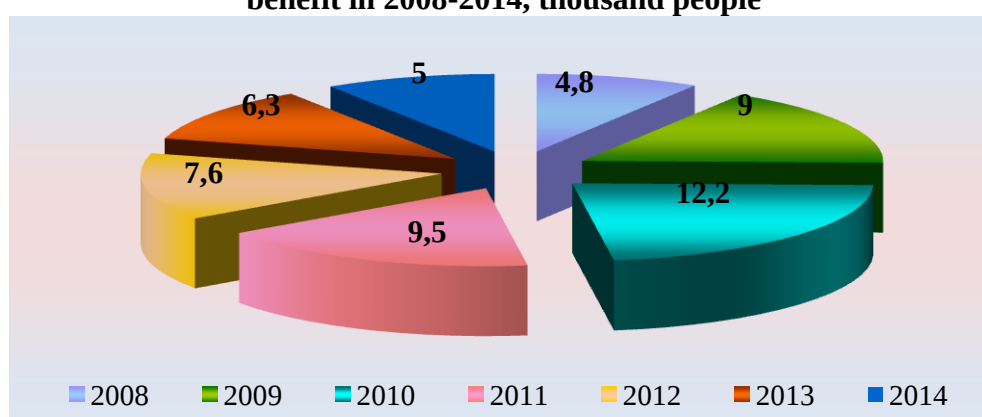
2.2.2. Inactive measures

The inactive social protection measures include the provision of an **unemployment benefit** and an **allocation for vocational integration or reintegration** on labor market and are aimed at financial support of the unemployed persons.

The payment period and amount of the **unemployment benefit** are established according to the provisions of Articles 31-33 of Law on employment and social protection of job-seekers No 102-XV, determined for each unemployed person depending on the circumstances of work activity completion and length of service.

In 2014, 5042 people have benefited from the unemployment benefit, decreasing by 20.6% compared to the previous year. This trend maintains for the last 3 years and is justified by: decrease of number of registered unemployed people and failure to meet the benefit conditions of 9 months in the last 24 months prior to registration.

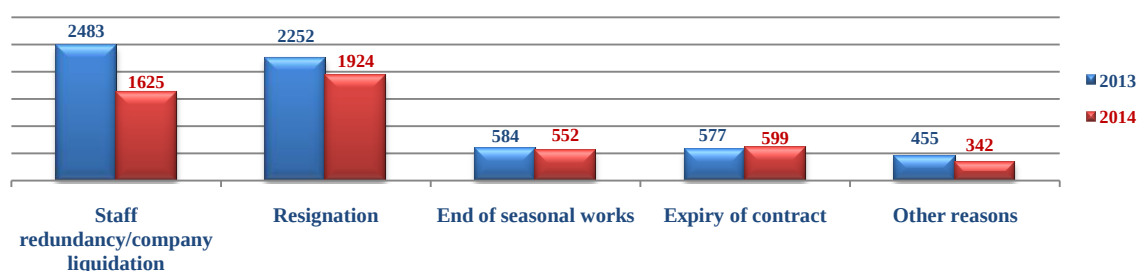
Figure 2.5. Number of unemployed people who benefitted from unemployment benefit in 2008-2014, thousand people



Source: NEA

The list of people benefitting from unemployment benefit, classified according to unemployment reason denotes that most people lost their job due to resignation – 38,2%, followed by those who lost their job being made redundant or due to the company's liquidation – 32.2%, etc.

Figure 2.6. Structure of people benefitting from unemployment benefit, 2013-2014, people



462 unemployed people benefitted from special unemployment benefit.

The average amount of the unemployment benefit constituted MDL 1112.3, increasing by 7.3% compared to 2013. At the same time, according to Government Decision No 550 of 09.07.2014, as of 01 October 2014, the average country salary was established in the amount of MDL 1000 per month; therefore, the minimum unemployment benefit could not be less than MDL 1000.

The share of unemployed people receiving unemployment benefit for 9-12 months constituted 41.6% followed by 3–6 months – 25.7%, 6–9 months –16.3% and less than 3 months – 16.4%.

Having analyzed the reasons for ceasing the unemployment benefit payment during 2014, it was found that most people (40.7%) were unemployed people who received unemployment benefit for the entire period established by the legislation, followed by the unemployed persons who stopped receiving unemployment benefit due to employment (37.3%), increasing by 5.3% compared to 2013.

Table 2.2. Structure of unemployment benefit beneficiaries in 2014, according to the reasons of ceasing the payment of unemployment benefit

INDICATORS	2014 persons	Share %
The unemployment benefit ceased to be paid due to:	3162	100%
Expiry of the period of time established by Law No 102	1289	40.7%
Employment	1178	37.3%
Failure to present for 2 consecutive months without any reason	239	7.6%
Retirement	143	4.5%
Refusal to accept a corresponding job/stimulation services	108	3.4%
People left abroad	83	2.6%
Other reasons	122	3.9%

Maternity benefit was established for 23 people and temporary work incapacity benefit was paid to 85 people.

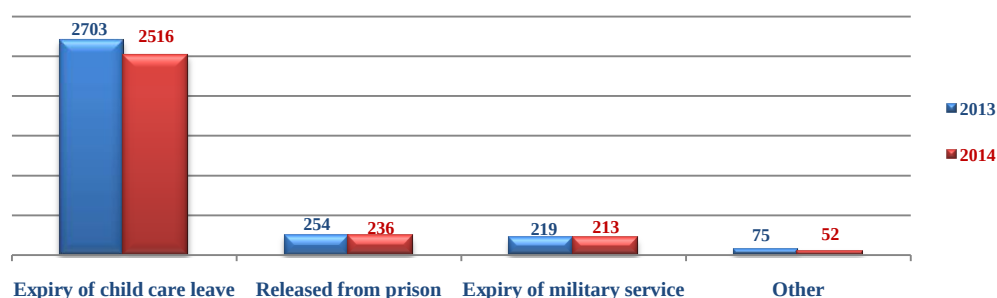
At the same time, the specialists from financial territorial agencies had been put under pressure to calculate the amount of unemployment benefit based on the average salary of the person.

The **allocation for vocational integration and reintegration** refers to inactive social protection measures for unemployed, in order to ensure financial support of certain vulnerable categories of unemployed persons, non-insured against the unemployment risk. The amount of the allocation constitutes 15% from the average salary in economy for the previous year and is granted for a period of 9 months.

During 2014, **3017 persons** benefitted from the allocation for vocational integration or reintegration, decreasing by 7.2% compared to the previous year (or by 234 persons less than in

2013). The biggest share from the total number of beneficiaries was attributed to people whose period for child care leave expired – **83.4%**, followed by people who did not get employed after having been released from prison, etc.

Figure 2.7. Number of vocational integration/reintegration benefit beneficiaries



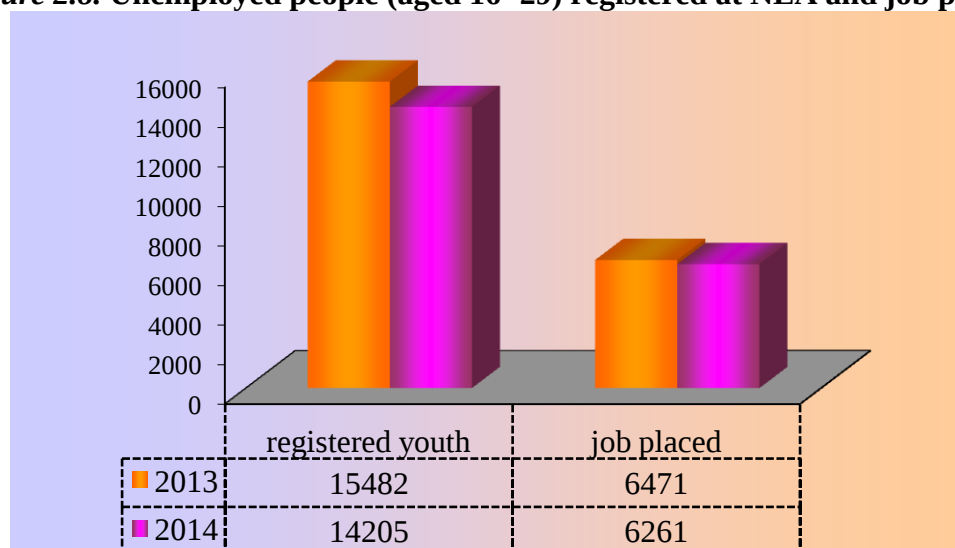
The amount of vocational integration/reintegration benefit made up MDL 564.7 or 15% from the average salary per economy in the previous year (MDL 3765), the average period of time a person was entitled to receive the benefit for the reference period was about 3.5 months.

12 persons from the category of unemployed persons with special status received vocational integration/reintegration benefit.

2.3. Unemployment and job placement of youth

Unemployment among youth is a phenomenon characteristic to market economies, and the combat of its effects depends on the provision of quality services on the labor market. According to the National Bureau of Statistics included in the Labor Force Survey for 2014, the unemployment share among youth aged 15-29 made up 7.2%, increasing twofold the unemployment share at country level (3.9%). During 2014 Territorial employment agencies registered 14205 (aged 16-29) young people at unemployed category, making up about 34% of the total number of registered unemployed people. In 2014 the number of registered young people decreased by about 8% compared to 2012. 6261 unemployed aged 16-26, or 44.0% of the total number of young people registered as unemployed and 38% of the total number of unemployed people were employed. The share of job placed registered young people increased in 2014 by 2.2% compared to 2013; however, according to the number, 210 less young people were employed.

Figure 2.8. Unemployed people (aged 16- 29) registered at NEA and job placed



Source: NEA

In 2014 the number of registered young unemployed people from rural areas made up 9144 persons (64%), by 4083 young people more than those from urban areas – 5061 (36%).

At the same time, the number of graduates of vocational trainings increased by 215 persons. During 2014, 2883 unemployed people aged 16-29 (71%) graduated qualification, requalification and further training courses. As a result about 86% of youth had been job placed. Most youth (82%) attended qualification training courses, obtaining a profession demanded on the labor market.

One of employment issue that the youth face today is the lack of experience. Thus, most employers prefer to employ persons who have a certain level of experience and vocational qualification, thus significantly reducing the chances of youth to get a job. On the other hand, young people do not accept the salaries and work conditions offered by the employers at the beginning of their professional career, finding them too inferior and unattractive with small salaries.

Table 2.3. Activity, employment and unemployment rates for the age category 15-29, %2009-2014

Indicators	2009	2010	2011	2012	2013	2014
Activity rate	29.7	30.8	31.3	29.6	30.7	29.4
Employment rate	26.2	26.5	27.4	26.7	28.0	27.3
Unemployment rate	11.7	13.9	12.3	9.9	8.7	7.2

Source: NBS

2.4. Staff vocational training and continuous vocational training

The regulation of the process of *staff vocational training*, adjustment of the vocational training system to the work force market needs and ensuring access to quality vocational education for youth is stipulated in Law on education No 547-XIII of 21 July 1995. Article 40 of the Law on education has been amended through Law on the amendment and supplement of some legislative acts No 178 of 11.07.2012, and stipulates that the public authorities make suggestions regarding the staff's vocational training plan (state order), financed from the state budget and tuition basis, in secondary vocational, secondary specialized, higher and post-graduate education institutions, and the Government approves the plan (state order) of staff's vocational training financed from the state budget and on a tuition basis, by vocation, specialty and general education fields, in the state and private vocational secondary, specialized secondary, higher and post-graduate education institutions. According to Law No 1070-XIV of 22.06.2000 on the approval of the Nomenclature of specialists for staff training in higher and secondary specialized institutions and Law No 142-XVI of 07.07.2005 on the approval of the Nomenclature of vocational training areas and specialties for staff training in higher education institutions, cycle I, the Government is responsible for the coordination of the share of staff training in both private higher education institutions and state institutions on a tuition basis and with the payment of the education fee.

2.4.1. Admission to vocational education

In order to bring the vocational training system in line with the labor market requirements and to ensure the youth's access to quality vocational education, according to the provisions of the law on education and Government Decision No 691 of 17.11.2009 on the approval of the Regulation on the organization and operation of the Ministry of Labor, Social Protection and Family, its structure and limit staff of its central body, Government Decision No 477 of 20.06.2014 was drafted, according to which admission plans to the secondary vocation, specialized and higher education have been developed for the year of study 2014 and the Nomenclature of professions for the education and training of secondary vocational education staff has been supplemented, which provides admission to vocational education:

- to *secondary vocational education* - of 11564 persons, including 10844 people (93.8%) – educated on budget funds, most of them studying industry - 3169 persons or 27.4% of the total number of enrolled people, of which: 1214 persons (10.5%) in light industry; in constructions - 2600 persons (22.5%); services - 2195 persons (19%) and in transport - 1475 persons (12.8%). To ensure that the labor market is provided with qualified workers, at business agents' suggestion, the enrollment of students to 11 new professions was approved: asphalt and concrete worker; smith and concrete worker; aluminum and double glazing installer; aluminum and plastic tailor joiner; flat press printing worker; orthopedic shoemaker; seller, and 4 professions included at Draxlmaier Company's suggestion: dispatching and teleautomatic equipment electrician; automatic and semiautomatic machine tools operator; mechanized and automated warehouses operator; quality controller.

- to the *secondary specialized education* – 9161 persons were approved for enrollment, including: 4585 people with education from budget funds and 4576 on tuition, or by about 50% of the total number of admissions. It is supposed that the number of people enrolled for this level of education will increase by 998 persons (10.7%) compared to 2013, due to reorganization and readjustment of pedagogical colleges.

- to *higher education, bachelor's degree, cycle I* the admission of 19519 people was forecasted, including: 6480 with education on budget funds, or 33.2% of the total number and 13039 persons (66.8%) – on tuition. Most persons had the possibility to be admitted to the following departments: Education - 3445 persons or 17.6% of the total number; Social, economic sciences and law – 6220 persons (31.9%) and Engineering, processing technologies, architecture and construction – 4629 persons (23.7%). Two new specialties have been opened due to market demand: Information and Communications Technology and Information and Sociocultural Services.

- to *Master's degree education, cycle II* was forecasted the enrollment of 8688 persons, of which 3548 persons (40.8%) – on budget funds education.

As in the previous years, 860 persons were admitted to medical postgraduate education, and in order to achieve the intergovernmental agreements, to which the Republic of Moldova is a party, were provided the enrollment of 325 foreign citizens to state higher education on budget funds basis.

According to the market requirements and Government Decision No 477 of 20.06.2014, the *Nomenclature of secondary vocational education professions* has been supplemented, approved by Government Decision No 1421 of 18.12.2006, among which: seller; aluminum and double glazing installer; aluminum and plastic tailor joiner; automatic and semiautomatic machine tools operator; quality controller and mechanized and automated warehouses operator.

According to the data of the National Bureau of Statistics, in the education year 2014/15, under education admission plans, approved by the Government, 10940 people were enrolled to secondary vocational institutions, less by 624 persons (5.4%) compared to the plan approved for 2014, decreasing, at the same time, by 298 people (2.7%) opposed to the admission rate of the previous year.

From the total number of students, 95% were enrolled for education on budget funds basis. Most students enrolled for secondary vocational education came from rural areas (77.2%). The admission by profession shows a bigger share of students to the following professions: chef (11.3% of the total number of enrolled students), vehicle mechanic (11.1%), plasterer (7.9%), electrical/gas welder and fitter (5.7%), seamstress in clothing industry (5.1%), computer operator (4.1%), electric equipment installer (3.8%), tractor driver (3.4%), carpenter (3.0%), etc.

To the secondary specialized education (colleges), 9035 persons were enrolled in 2014, less by 126 people (1.4%) compared to the plan approved by the Government, but by 872 people more (10.7%) than in the previous education year, due to the increase of admission share on tuition basis by 986 persons (27.8%). Most students were enrolled at: economics – 14.4%, medicine – 13.6%, transport – 9.5%, services – 7.2%, computer science – 5.9%, constructions –

5.6%, mechanics – 5.2%, etc.

To higher education (cycle I) 17104 persons were enrolled, including 6031 persons on budget funding basis, decreasing by 2.1 thousand people compared to the previous year's admission.

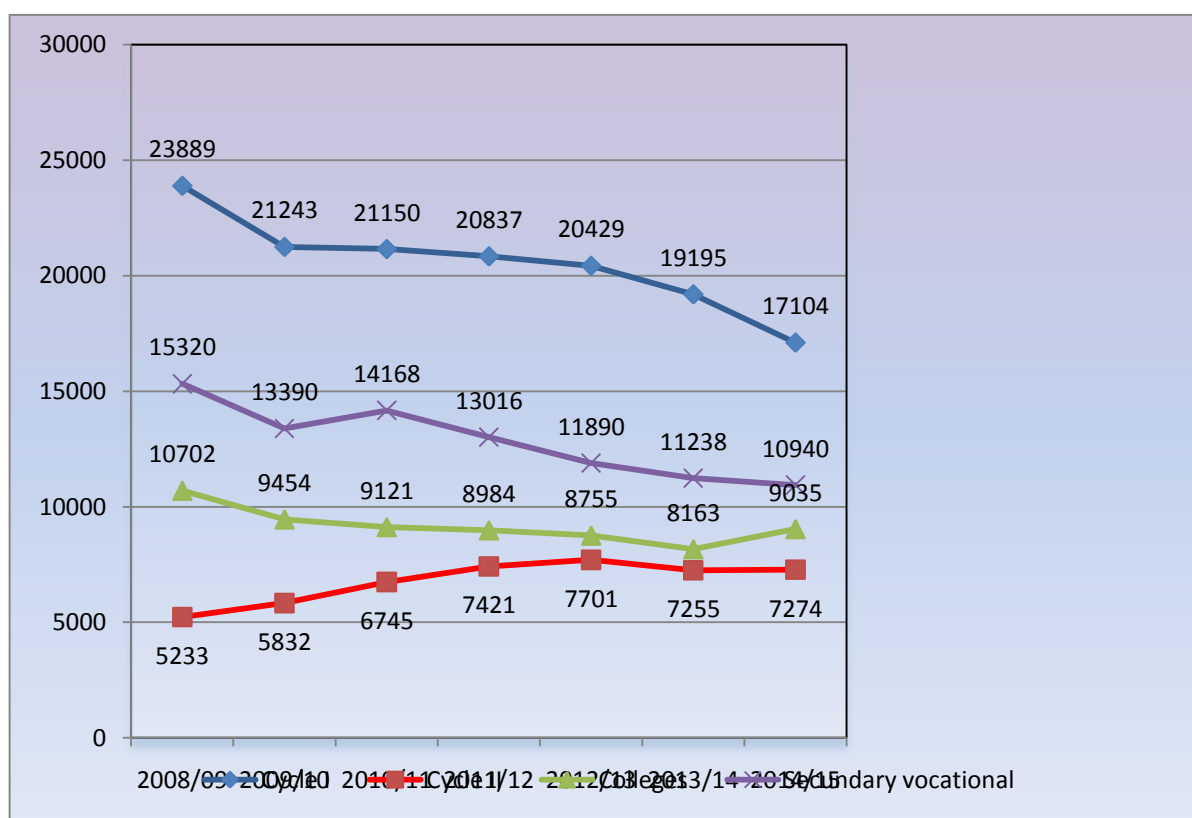
To Master's degree education (cycle II) 7274 students were enrolled, maintaining almost the same level as in the previous year, of which 3776 persons, or 51.9% on budget funding basis and 3498 persons (48.1%) on tuition basis.

Table 2.4. Admission in secondary vocational, secondary specialized and higher education institutions, 2009/2010 – 2014/2015, persons

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Secondary vocational education	13390	14168	13016	11890	11238	10940
Secondary specialized education	9 454	9121	8984	8755	8163	9035
Higher education:	27075	27895	28258	28130	26450	24378
Bachelor's degree (cycle I)	21243	21150	20837	20429	19195	17104
Master's degree (cycle II)	5832	6745	7421	7701	7255	7274

Source: NBS.

Figure 2.9. Evolution of admission to vocational education in 2008-2014, persons



Source: NBS

2.4.2. Graduation

In 2014 9664 people graduated *secondary vocational education institutions*, the number decreasing by 6.9% compared to the previous year. Of the total number of graduates, 11.4% obtained qualification for vehicle mechanic, 11.4% - chef, 8.1% – plasterer, 6.4% – seamstress in clothing industry, 5.8% – electrical/gas welder and fitter, 5.1% – computer operator, 4.0% – carpenter etc.

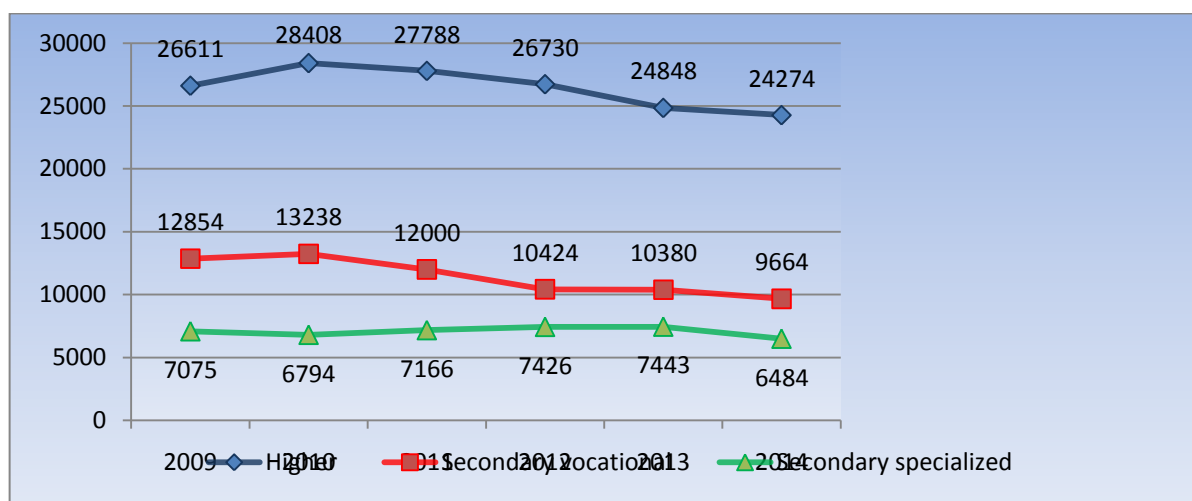
The number of college graduates in 2014 made up 6484 persons, decreasing by 12.9%

compared to the previous year. The biggest share was registered at the following trades: medicine (9.1% compared to 16.0% in 2013), economics (16.4% compared to 14.1%), pedagogy (8.7% compared to 6.4%), transport (8.2% compared to 7.8%), services (6.1% compared to 5.1%), constructions (4.7% compared to 4.9%), computer science (4.5% compared to 4.8%), etc.

In 24274 people graduated *higher education institutions*, of which: bachelor degree (cycle I): medicine and pharmacy - 17865 persons, decreasing by 3.5% compared to 2013; Master's degree (cycle II) - 6409 persons, increasing by 1.1%.

A bigger share was noted in graduates of cycle I in the trades: economic science (27.3%), education (14.8%), law (12.4%) and engineering activities (8.8%), while most graduates of Master's degree were from the following fields: economic science (27%); law (20%) and education (15%).

Figure 2.10. Evolution of graduates from higher, secondary specialized and secondary vocational education, 2009-2014



Source: NBS

For graduates of higher, secondary specialized and secondary vocational education, the National Employment Agency offers a large range of jobs recorded according to the business agents' declarations, being updated permanently.

According to the National Agency, in 2014 it collaborated with over 6 thousand business agents and recorded 41.5 thousand jobs, increasing by 11% compared to 2013; this increase trend is ongoing for the last several years.

Having analyzed the vacant jobs, it was found that a bigger share belongs to those from industry – 22%, followed by those from retail and wholesale – 15%, public administration – 9%, agriculture – 8%, education – 5%, etc. At the same time, the share of vacant jobs designed for workers – 70% prevails.

There is a constant trend related to job vacancies evolution for a profession during 2010–2014. Employers are usually seeking specialists in medicine, trade, information technology and etc., while the most demanded vocations are: seamstress, construction worker, pastry chef, waiter-bartender, seller and etc. The most demanded vocations are that of seamstress, with 9% share from the total number of registered vacancies. A deficit of vacant jobs is noted for the following professions: lawyer, economist, agronomist, mechanical engineer, engineer-technologist, chemist, vine grower, electrician, tractor driver, etc.

A certain number of vacant jobs remain unoccupied during the last years, being unattractive: small salary, delayed payment, inadequate labor conditions, long distance from the place of residence in rural areas, etc.

2.4.3. Employment standards for vocations

Following the pilot development of first occupational standards, a new Methodology on

the development of employment standards for vocations has been developed, being approved by Government Decision No 863 of 08.10.2014. The methodology aims at:

- simplifying the procedure of development and approval of employment standards, supplementing it with new provisions related to the funding of this process;
- including new standards on public acquisition procedure, selection of entities in charge for the development of employment standards from budget funds, approved according to the state's annual budget law;
- establishing participating bodies and their responsibilities in the development of employment standards, including the management of budget funds and organization of public auctions for the development of employment standards and the coordination of such documents.

During 2013-2014 10 employment standards for vocations have been developed by sectorial Committees for vocational training, with the donors' financial support, of which 4 employment standards have been examined, agreed and approved in 2014:

- *Carpenter; Construction locksmith-electrician* – standards developed by the Construction Committee. The standards have been examined and approved by joint order of the Ministry of Labor, Social Protection and Family No 146 of 03.10.2014 and the Ministry of Education (No 1041 of 7 October 2014), published in the Official Gazette No 313-318/1461 of 17.10.2014;

- *Construction electrician* - standards developed by the Construction Committee. The standards have been examined and approved by order of the Ministry of Regional Development and Constructions No 188 of 28.11.2014 and published in the *Official Gazette No 366-371/1782 of 12.12.2014*;

- *Baker* – standard developed by the Agriculture and Food Industry Committee, approved by order of the Ministry of Agriculture and Food Industry No 266 of 18.12.2014 and published in the Official Gazette No 397-399/1979 of 31.12.2014.

2.5. Labor force migration

2.5.1. Regulatory framework

The management of labor force migration is carried out in line with the provisions of the **international instruments**, ratified by the Republic of Moldova:

- *Migration for Employment Convention of the International Labor Organization No 97* (Law No 209-XVI of 29.07.2005 of the Republic of Moldova);

- *European Convention on the Legal Status of Migrant Workers* (Law No 20-XVI of 10.02.2006 of RM);

- *Private Employment Agencies Convention of the International Labor Organization No 181* (Law No 482-XV of 28.09.2001 of RM).

National regulatory framework:

- *National Strategy for Migration and Asylum (2011-2020)* approved by Government Decision No 655 of 8 September 2011;

- *Action Plan on the National Strategy for Migration and Asylum (2011-2015)*, approved by Government Decision No 1009 of 26.12.11;

- Law on labor migration No 180 of 10.07.2008,

- Law on foreigners' regime in the Republic of Moldova No 200 of 16.04. 2010,

- Law on integration of foreigners in the Republic of Moldova No 274 of 27.12.2011;

and bilateral agreements on labor force migration, signed with: the Russian Federation – 1993, Ukraine – 1994, Belarus – 1994, Azerbaijan – 2005, Italy – 2011, Israel - 2012.

2.5.2. Immigration of foreign citizens and stateless persons in the Republic of Moldova

Foreign citizens might immigrate for work purposes according to the needs of the national economy for qualified work force, if the vacancies cannot be filled in by domestic human

resources, according to the provisions of the Law on labor migration and other regulatory acts and international treaties to which the Republic of Moldova is party.

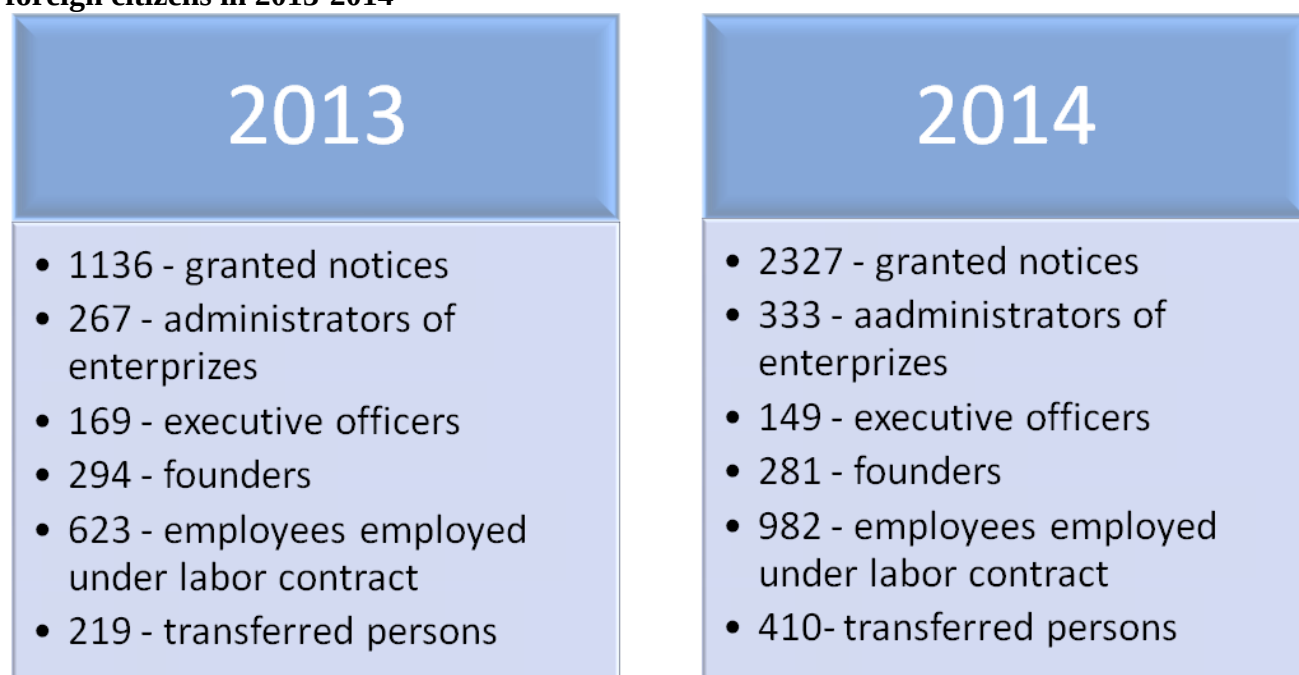
During 2014, The National Employment Agency (NEA), the institution responsible for granting and/or extending the right to work, granted the right to work to 2279 foreign citizens.

Of the total number of foreign citizens who had been granted right to work, 333 held administration positions in enterprises, of which 149 – managerial positions and 910 – other positions.

Of the total migrant workers 281 were founders, 982 – were employees employed under labor contract and 420 were transferred. Of the total number of foreign citizens who came for work in the Republic of Moldova, the biggest share was held by citizens from Romania 39 %, Turkey 18%, Italy 10 %, Ukraine 7%, Russian 3%, and other states 23 %.

At the same time, NEA had extended the right to work for 935 foreign citizens in 2014. Of the total number of foreign citizens whose right to work had been extended, 308 were administrators of enterprises, 206 executive officers, and 421 - in other positions. Of the total number of migrant workers whose right to work had been extended, 316 were founders, 828 were employees employed under labor contract, 106 were transferred and 1 border worker. In the Republic of Moldova, the biggest share was held by citizens from Turkey – 20%, Romania 17%, Italy 10%, Ukraine 8%, and Russia 3%, and other states 42%.

Figure 2.11. Number of notices granted for the extension/recalling of the right to work to foreign citizens in 2013-2014



Source: National Employment Agency

2.5.3. Emigration for work of the citizens of the Republic of Moldova

The data obtained by the Labor Force Survey show that the number of people who left abroad seeking a job in 2014 made up 341900.

The distribution per sex shows that the majority share of migrants is held by men - 219 thousand, and when split by residence areas, the share is represented by people from rural area – 159.4 thousand. Most people who are abroad are married and aged 25-35.

At the same time, statistical data reflects a higher share of migrants with general secondary education (high school) and vocational education in comparison with higher and secondary specialized education.

According to the data published by the NBS, the migrant population was distributed by education level in 2014 as follows: 37 % had higher education, 40.8 % - secondary specialized

education, 90.9 % - secondary vocational education, 80.8 % - secondary education (high school), 90.3 % - college education and 1.4 % - elementary education or no education at all.

Table 2.5. Population working or seeking employment abroad, according to level of education, gender and area of residence

Population aged 15 and older, working or seeking a job abroad by country of destination, education level, gender, age and area												
	2012				2013				2014			
	Men		Women		Men		Women		Men		Women	
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
All countries												
Age groups – total												
Superior	10,4	9,4	7,0	7,9	11,3	8,4	7,4	9,0	11,7	8,2	7,4	10,4
Secondary specialized	8,3	11,5	8,1	11,8	9,1	10,7	7,3	11,9	9,7	10,8	8,6	11,7
Secondary vocational	18,1	48,2	6,6	14,0	15,8	50,4	7,1	15,6	15,9	51,1	6,4	17,5
High school, secondary general	13,5	34,3	7,8	24,1	15,8	32,7	8,4	25,9	14,7	32,4	9,9	23,9
Gymnasium	6,8	56,8	3,3	18,6	8,0	53,0	4,1	18,5	7,4	56,1	4,7	21,9
Elementary or no school	0,1	1,1	0,2	0,3	0,1	1,6		0,3	0,2	0,8	0,0	0,3

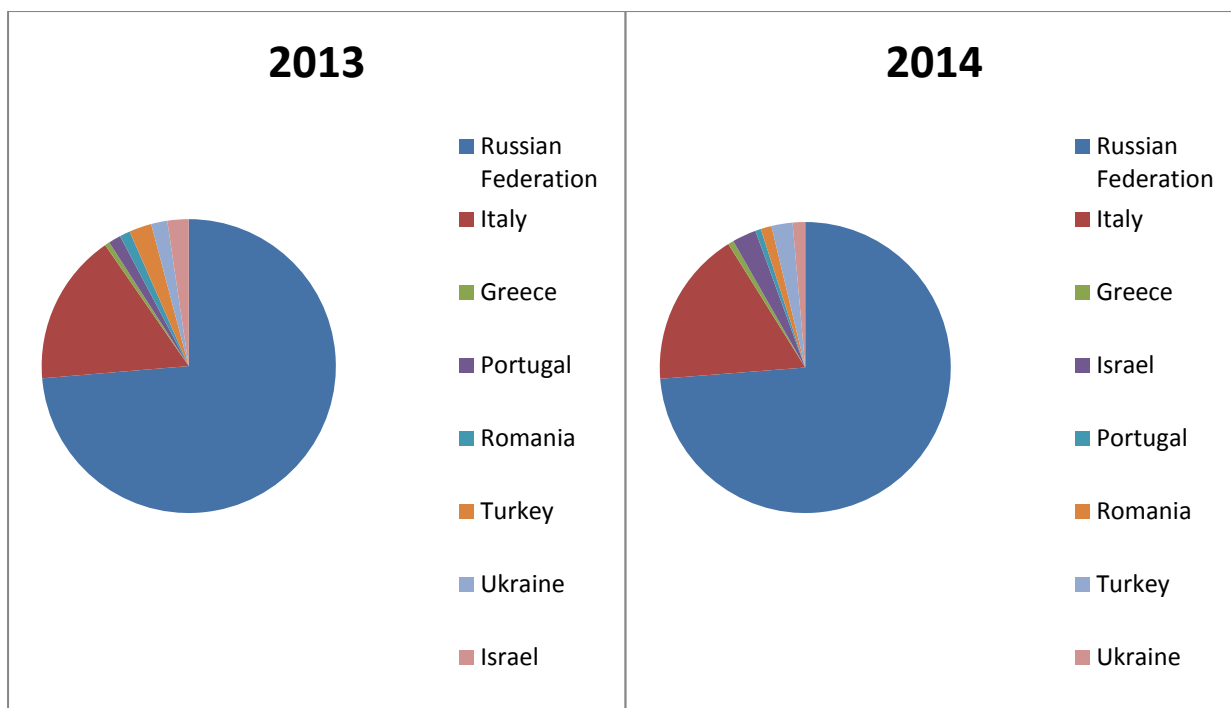
Source: NBS

Labour force migration from the Republic of Moldova is traditionally oriented towards the following destination regions:

1. CIS, predominantly the Russian Federation towards which 232.8 thousand people have migrated in 2014, of which men – 173.9 thousand and women – 58.9 thousand.
2. Western Europe, especially to Italy the destination country of workers migrating to the EU towards which 49.6 thousand people have migrated in 2014, of which men – 11.5 thousand, women – 38.1 thousand.

Other important destinations are: Turkey – 7.5 thousand, Israel – 7.5 thousand, Ukraine – 4.4 thousand, Romania – 3.8 thousand, Portugal – 2.0 thousand, and Greece – 2.0 thousand.

Figure 2.12. Population aged 15 and older, working or seeking employment abroad, by country of destination



Source: NBS

Migration of such a significant number of persons to the Russian Federation, as compared to other destinations, is determined by free-visa entry, knowledge of language, as well as the relatively low travelling and employment costs. The Russian Federation labour market offers the migrant the possibility of returning home in a relatively short period of time (from 3 months to 1 year) and allows for migrant integration into family and society.

¹Based on Border Police data, in 2014 – 2.028 Moldovans have been denied entry at the border and other 408 have been deported. Persons to whom entry was denied said that border authorities did not provide any arguments in support of their decision, although the majority of them have never been in the Russian Federation previously.

²Over 300.000 Republic of Moldova citizens have benefited from the opportunity of traveling to the EU without a visa, and only 238 Moldovans were denied entry because they didn't fulfill the conditions for entering the European Union, while other 108 were deported.

2.5.4. Cooperation with Moldovan migrant workers destination states

In order to promote legal (circular) migration through the development and consolidation of bilateral and multilateral cooperation with migrant workers destination countries and to increase level of protection of persons working abroad, efforts have been continued to extend legal employment opportunities abroad for Republic of Moldova citizens by signing/ensuring implementation of bilateral agreements in terms of labour force migration with destination countries.

Implementation of the Agreement signed on 16 October 2012 between the Government of the Republic of Moldova and the Government of Israel is continued in what regards the temporary employment of Republic of Moldova workers in a number of sectors from the Israel state (constructions sector).

Based on criteria established by the Israeli part and following the procedures set forth in the Implementation Protocol, 1.235 persons were offered employment during 2014, and work based on individual labour contracts in 4 constructions profiles. The majority of people hired in Israel have previous history of working in the Russian Federation, but have been denied repeated entry therein.

¹ <http://border.gov.md/index.php/ro/1941-neautorizarile-moldovenilor-din-federatia-rusa-si-ue>

² <http://www.mfa.gov.md/liberalizarea-regimului-vize/> Ministerul Afacerilor Externe și Integrării Europene

Dialogue with partners from the Russian Federation has been continued in the view of determining the timeframe for signing the Agreement between the Government of the Republic of Moldova and the Government of the Russian Federation on Cooperation in the field of Labour Force Migration and Temporary Employment of Migrant Workers on the territory of Republic of Moldova and Russian Federation.

The signing and implementation of this Agreement remains a priority for 2015 given that realization of its provisions shall permit:

- Ensure protection of migrant workers' rights and liberties in compliance with the legislation of both states;
- Promote legal temporary employment, migrant workers' return and social – economic reintegration;
- Diminish negative effects on migrants and their families.

In line with Government Decision no.561 of 16 July 2014, discussions were initiated to negotiate the draft Agreement between the Republic of Moldova Government and the Qatar State Government on Temporary Employment of Republic of Moldova Citizens in the Qatar State.

These respective agreements contain provisions that set forth that the Republic of Moldova citizens employed on the territory of other states shall benefit from the same rights and protections as national workers of the employing country, including provisions regarding worker fundamental rights and working conditions in line with the legislation of the employing country.

2.5.5. Proper information on employment opportunities at home and aboard

Given current conditions, the proper information regarding employment opportunities at home and aboard becomes of utmost importance.

Throughout 2014, citizens have been informed on employment opportunities and ways to protect themselves in case of unemployment. Such actions have been carried out by employment territorial agencies, the Labour Market Information Centre, the Call Centre of the Chisinau Employment Agency and through dissemination of electronic information resources of the National Agency (website and portal) that have been permanently updated.

At the same time, activities have been continued to implement the informational sub-system “Labour Force Migration Log” and to create a database of migrant workers that would allow to keep statistical records of persons returned from abroad, those who applied and registered at territorial employment agencies, as well as improve provision of labour force employment services.

To ensure proper information of migrants on opportunities of lunching and developing their own business in the Republic of Moldova, the ODIMM and SME Portal are continuously managed, and permanently updated with latest news, events and information useful for those persons and entrepreneurs interested in starting their business in the country.

During the reference period, implementation of the Programme for Attraction of Remittances into the Economy “PARE 1+1” was continued, policy approved through Government Decision no.972 of 18 October 2010. The Programme objective is to mobilize human and financial resources of migrants and beneficiaries of remittances into the durable development of the Republic of Moldova by stimulating small and medium enterprise creation and development.

Within the framework of the “PARE 1+1” Programme, 3.085 office, telephone and mail consultation were offered; 22 entrepreneurial trainings were organized that have been attended by 498 migrants and their I degree relatives. Of the total number of trained persons during the 2014, 29,3% are women and 44,3% - entrepreneurs.

309 requests for grant financing were submitted within “PARE 1+1”, of which 191 have been approved with the signing of the respective financing contracts, including 49,2% - with newly created enterprises.

Worth mentioning is that during the reference period, the total amount of allocated grants comes up to 40.96 million Lei, for financing contracts concluded in 2014, as well as last drawdowns of previous year contracts.

In 2014, grants allocated under the PARE Programme, have contributed to overall investments into the economy of 83.2 million Lei; while the 504 businesses that benefited from such grants have been monitored.

2.5.6. Promoting return and reintegration of migrant workers

Migrants' return plays an important role in country development and in this sense, in line with the Human Rights Action Plan for 2011 – 2014, approved by Parliament Decision no. 90 of 12.05.2011, as well as the Action Plan for 2011 – 2015 regarding the implementation of the National Strategy on Migration and Asylum 2011 – 2020 (Objective 7, Action 6), the "Action Plan to Support Returning Migrants Reintegration for 2014 – 2016" has been approved by Government Decision no.339 of 20 May 2014. For the implementation of the above plan, the following actions have been carried out:

1. The Civil Status Service has initiated a draft normative act to regulate a specific category of citizens – students, Republic of Moldova citizens returning after completing their studies abroad, who shall benefit from exemptions on payments for services related to issuance of civil status documentation (civil status certificates) necessary for obtaining RM identification documents.
2. The Bureau of Diaspora Relations (BRD) has examined 12 policy drafts elaborated by CPAs with an impact on migration and Diaspora, around 500 enquiries from Diaspora members have been examined and answers have been presented, and over 20 consultations and informational support sessions in economic and social fields – entrepreneurial, agriculture, social assistance, tourism, etc. – have been organized.
3. Ministry of Labour, Social Protection and Family organized a session regarding the process of filling in the Guide for the Joint Information and Services Bureau (JISB), with relevant information on the tasks of new Reintegration Bureaus, planned to be instituted, and the possibility of obtaining support in the resolution of reintegration process difficulties.
4. WebPages www.brd.gov.md and www.din.md have been launched to facilitate communication with people abroad, where over 200 pieces of information have been placed, relevant for the Republic of Moldova citizens, including those who intent to return home. Approximately 5.000 people, who permanently interact with each other, have registered on the www.din.md webpage.
5. MITC, together with the SE "CRIS "Registru", provide operative information on issuance of RM citizen's identification documentation and residence abroad via the RM diplomatic missions and consular offices. Throughout 2014, 9.057 identification acts have been issued and 774 applications for RM citizenship and for recovering RM citizenship have been received.
6. The initiative "Top 100 Best Paid Vacancies in the Republic of Moldova" has been disseminated through social network and Diaspora associations' channels. The brochure "Opportunities for entrepreneurship development in RM" has been issued and contain updated information on all Programmes and projects implemented on the territory of RM; ODIMM has contributed to the development of the brochure "Returning – a business" that contains useful information on how to develop a business.
7. MITC Order no. 02/6-1591 of 11 October 2013 has been successfully implemented; this order regarded ensuring the return transportation for RM citizens, denied entry at the Russian Federation border, and which were granted a return ticket.

8. Throughout 2014, 1.713 loans were offered with a total of 12,3 million USD (171,9 million Lei). The 1.713 loans include 34 credits offered for Small and Medium Enterprises development, 1.427 micro-credits – financing provided by IFAD to micro – entrepreneurs from rural areas via Savings and Lending Associations, as well as financing for 252 young entrepreneurs. Worth mentioning is that such loans have contributed to the development of 15 non-agricultural projects/businesses and mainly: 8 road segments with a total length of 9,3 km and 7 water supply for irrigation systems with a total length of 28 km for a total surface of over 1.000 hectares.

2.6. Wage Policies

Wages represent the most frequent source of income, its level conditions the economic situation of a significant number of people. Under current conditions, wages are not only the cost of labour, but also the cost of labour employment, labour capacity of certain individuals legally free and, of course, the cost of services provided through the labour of these.

At the same time, for the labour force owner, for employees, wages represent their income and main mean of existence. Wage policies should not neglect the fundamental needs and objectives of people, the wage being not only a mean for satisfying their basic physical and biological needs, but also a mean for satisfying their social and personal needs.

In this context, an imperative that should be followed by wage policies is ensuring the necessary framework so that a balanced part of the newly created value is assigned to the people employed, because exaggeration in one or the other direction may have undesired consequences in terms of both efficiency of activities performed, and motivating character of the salary.

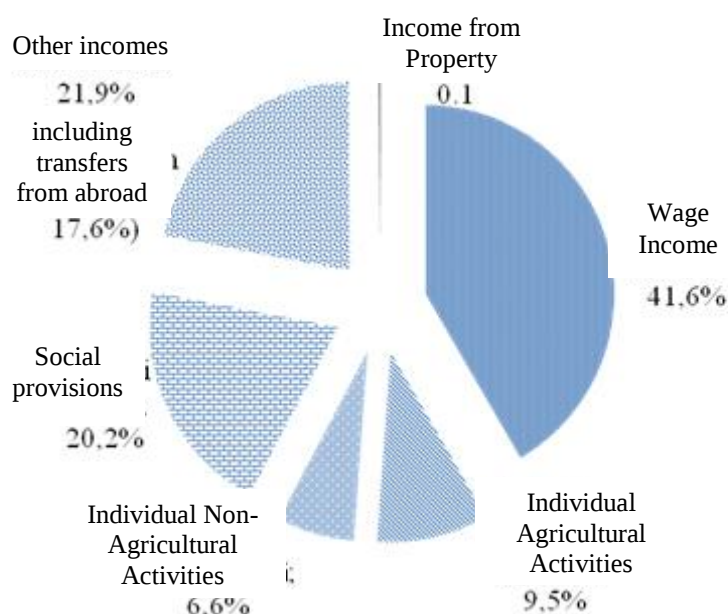
Analyzing wages in the Republic of Moldova one can clearly see that they are lower than in European countries. And the weight of wages in total income is below the European average level. Thus, if in economically developed countries the share of wages in total income is maintained through different governmental policies at an approximate level of 50 to 70%, ensuring so labour motivation and as a result increasing labour productivity and social equity, in the Republic of Moldova the share of wage to total income in 2014 represented 41,6%, same level as in previous year.

Table 2.6. Dynamics of income from salaried activity, 2010-2014

	2010	2011	2012	2013	2014
Monthly average disposable income for one person, Lei	1273,7	1444,7	1508,8	1681,4	1767,5
Including: income from salaried activities, %	42,6	44,7	42,7	41,6	41,6

Population differentiation based on income is conditioned not only by the diversity in the sources of income, but also by wage differentiation in different economic sectors of the country, a reality that can be observed when performing a comparative analysis of wage scales based on different qualification groups and economic sectors.

Figure 2.13. Income diversification



Against the backdrop of the wages situation in the Republic of Moldova, public authorities undertake all necessary efforts to make sure that wage policy ensures durable growth of wages, diminishes wage differentiation based across economy sectors, as well as ensures economic competitiveness and labour productivity growth. To this end, during 2014 wage policy focused on the development of legal framework relevant for employees hired in the real economy sectors, as well as the public sector.

Modifications have been introduced in Wage Law no.847-XV of 14 February 2002; pursuant to which wage conditions for employees hired in financially autonomous economic units were revised.

Starting with 1 May 2014, the minimum quarantined quantum for wages in the **real sector** was modified and set at 1.650 Lei per month, compared to 1.400 Lei per month in 2013, an in registered wage of at least 250 Lei. For employees from the agricultural and forestry sectors, the minimum guaranteed quantum was set at 1.560 Lei per month.

Employers can choose to apply either the wage tariff based system or the wage non-tariff based system. In case of adoption of the tariff based system, the tariff based wage for I qualification category, as a basic and mandatory element, is regulated at sector or enterprise level, via negotiations through collective (group) sector conventions or collective (group) labour contracts.

Thus, social partners' rights and opportunities in establishing wage norms using social dialogue to conclude sector level collective conventions and enterprise level collective labour contracts were extended.

The new regulation mechanism for sector level wages is efficiently applied in sector such as constructions, communal management, energy, agriculture and food industry.

In what regards the sector perspective, wage differentiation is mostly a reflection of the economic situation in these respective sectors.

Overall, average employees wage dynamics in real sector is characterized by the data presented in the following Table:

Table 2.7. Employees average wage dynamics in the real sector, 2009-2014

	2009	2010	2011	2012	2013	2014
Nominal average wage of a worker in the national economy , Lei	2747,6	2971,7	3193,7	3477,7	3765,1	4172,0
increase as compared to previous year, %	108,6	108,2	107,5	108,9	108,3	110,8
Real wage of an employee, in % compared	108,6	100,7	103,7	104,1	103,5	105,4

to previous year						
Of which:	2406,5	2552,5	2860,2	3210,2	3317,2	3673,9
in public sector , Lei						
increase as compared to previous year,%	123,1	106,1	112,0	112,2	103,3	110,7
in real sector , Lei	2944,4	3210,9	3345,5	3600,0	3948,6	4378,6
increase as compared to previous year,%	103,7	109,0	104,2	107,6	109,7	110,9
including by sectors:						
Agriculture, forestry and fishing*	1468,9	1638,6	1938,9	2164,8	2475,2	2773,9
increase as compared to previous year,%	98,9	111,6	118,3	111,6	114,3	*
Mining industry	3314,0	3389,5	3400,8	3606,7	3860,2	4429,8
increase as compared to previous year,%	88,6	102,3	100,3	106,0	107,0	114,7
Processing industry	2800,8	3079,8	3231,4	3481,5	3669,6	4039,1
increase as compared to previous year,%	101,4	110,0	104,9	107,7	105,4	110,1
Production and supply of electricity, heating, gas, water and air conditioning *	4520,3	4856,8	5146,7	5333,0	5848,6	7243,5
increase as compared to previous year,%	104,7	107,4	106,0	103,6	109,7	*
Constructions	3057,3	3248,0	3334,8	3650,9	3862,3	4357,3
increase as compared to previous year,%	88,1	106,2	102,7	109,5	105,8	112,8
Retail and wholesale trading; Motor vehicles and motorcycles maintenance and repair *	2614,1	2792,7	2706,8	2945,1	3162,9	3547,7
increase as compared to previous year,%	103,3	106,8	96,9	108,8	107,4	*
Hotels and restaurants	2153,6	2315,0	2276,5	2555,1	2573,4	2775,4
increase as compared to previous year,%	102,0	107,5	98,3	112,2	100,7	107,8
Transportation and storage*	3653,5	3913,9	3793,9	4146,9	4440,9	4076,4
increase as compared to previous year,%	103,4	107,1	96,9	109,3	107,1	*
Financial and insurance activities*	5637,7	6368,2	6942,4	6859,3	7382,5	7845,8
increase as compared to previous year,%	103,5	113,0	109,0	98,8	107,6	*
Real-estate transactions	3417,2	3755,5	4052,7	4267,8	4899,4	3956,6
increase as compared to previous year,%	106,2	109,9	107,9	105,3	114,8	80,8

Source: Number and wages of employees during 2005 – 2014, NBS, Chisinau

Methodological Notes. Starting with January 2014, the new version of the Classification of Economic Activities in the Moldova economy (CAEM Rev.2) has been practically implemented, harmonized with the Nomenclature of Economic Activities in the European Community (NACE Rev.2). The new Classification differs essentially from its previous version (CAEM Rev.1). Given this, it is not possible to present growth indicators for separate economic activities at this moment.

In 2014, the average monthly wage income in the national economy represented 4.172,0 Lei, with an increase in nominal value of 10,8% as compared to 2013, the increase in real terms (adjusted to consumer price index) was 5,4%. The real wage income in the real sector represented 4.378,6 Lei, and in the public sector – 3.673,9 Lei.

Real sector wage increase (10,9%) was 0,2 percentage point higher than the public sector wage increase (10,7%).

According to an investigation performed in September, (review period 2012 – 2014), in September 2014 30,5% of employees were receiving wage salaries below the minimum existence level, as compared to 29,9% in 2013. In the agricultural sector, in September 2014 21,2% of employees were receiving a wage below the minimum existence level or 14,2 percentage points less than in 2013 (35,4%).

Table 2.8. Wage distribution according to September investigation, 2012-2014

	Total			including agriculture		
	2012	2013	2014	2012	2013	2014
Effective number of employees who worked the entire month, thousand people	461,7	455,0	451,1	31,3	27,8	29,8
Percentage of employees and respective wage scales:						
Up to 600 Lei	0,2	-	-	1,3	-	-

600,01-1200 Lei	10,3	6,7	4,6	21,5	15,3	6,9
1200,01-1600 Lei	16,0	16,2	7,6	19,9	20,1	14,3
1600,01-2000 Lei	11,6	11,1	15,7	14,8	14,8	19,0
2000,01-3000 Lei	20,6	20,8	20,0	21,0	24,5	24,8
3000,01-4000 Lei	16,4	16,5	16,5	11,9	13,0	17,2
4000,01-5000 Lei	10,9	11,6	13,1	4,6	5,9	8,0
5000,01-6000 Lei	5,7	6,7	8,5	2,2	2,7	3,8
Over 6000 Lei	8,2	10,3	14,1	2,7	3,6	6,0

Source: Employees distribution according to wage volume in (real sector) economic entities employing 4 and more employees and all public units, regardless of number of employees, calculated for the month of September 2012 – 2014, NBS, Chisinau

At the same time, during 2014, 32,3% of employees benefited from wages higher than 4.000 Lei or 3,7 percentage points more than in 2003 (28,8%). The majority of employees with wages over 4.000 Lei activate in production and supply of electricity, heating, gas, water and air conditioning – 78,8% (2013 – 63,1%), information and communications – 75,2%.

In 2014, the number of employees in the National economy constituted 579,7 thousand people or with 8,5 thousand people less than in 2013 (98,5%). The reduction in the number of employees was due to the decrease of people employed in the real sector from 409,7 thousand in 2014 to 417,1 thousand in 2013.

As a result of the macroeconomic indicators evolution and increased financial possibilities, the Government through its Government Decision no.550 of 9 July 2014 has set the minimum country level wage quantum at 1.000 Lei per month starting with 1 October 2014, a 400 Lei increase from the minimum set in January 2009.

In order to increase the registered share of wages and diminish the negative phenomenon of “envelope wages”, double accounting and “underground employment”, during the reference period, the government has continued the implementation of its Action Plan to Diminish “Envelope Wages” and “Underground Employment” approved by Government Decision no.477 of 28 July 2011.

To improve and increase efficiency of the Action Plan to Diminish “Envelope Wages” and “Underground Employment” practices and ensure implementation of the National Commission for Collective Consultations and Negotiations Decision, by Government Decision no.976 of 04th of December 2014, the Action Plan has been amended with actions that focus on the revision of the mechanism for establishing and re-examining the wage minimum guaranteed quantum for real sector employees by differentiating it in terms of labour complexity, and employee training and qualification levels. Moreover, it was proposed to implement the recognition system for qualifications acquired on the job, to promote adoption of a Day Labourers Law, to intensify issuance of access password to current accounts of ensured persons and switch to a monthly submission of ensured persons statements, to create and improve activities of multidisciplinary teams, and other actions.

During the reference term, the new Classification of Occupations in the Republic of Moldova CORM 006-14 has been approved and implemented.

In 2014, the **public sector** employed 170,0 thousand people in the following sectors: education, health and social assistance, culture, arts and sports, science, public administration and other public units. Compared to 2013 (170,3), the number of employees in the public sector suffered virtually no modifications.

Remuneration of employees was performed in line with amounts and conditions set forth in Law on Public Sector Remuneration System.

Within national public budget resource limits allocated to this end for year 2014, a set of wage increasing measures have been implemented for certain categories of employees, and mainly:

- a 1.000 Lei monthly quantum increase was set employees activating in pre-university institutions from a number of localities from Transnistria, subordinated to Ministry of Education.

- a 30% increase was established for people performing service under special conditions, for contract-based military staff employed in national defence institutions, troops and control body of the Carabineer Troops Department, Service for Civil Protection and Exceptional Situations, General Police Inspectorate, other institutions exercising police tasks and subordinated to Ministry of Internal Affairs, as well as the staff of the Special Courier Service;

- starting with 1 October 2014, the tariff based salary for I wage category in the public sector was increased from 900 Lei to 1.000 Lei per month. Such increase contributed to an average 15% salary increase for approximately 120 thousand employees working in culture and arts institutions, medical – sanitary and social assistance institutions, sports, science and innovation, and other public institutions; as well as employees exercising complex professions and specializations from education institutions and the remuneration of which follows the Single Tariffs Scheme.

Starting with 1 September 2014, monthly wages of teachers have been raised by 20%; at the same time, monthly wages of pre-school teachers were raised to equal wage levels of school teachers and university professors.

Furthermore, starting with 1 September 2014:

- head teachers' supplement was raised and set equal for all head teachers at 180 Lei;
- a 30% labour intensity supplement was set for medical staff from pre-university educational institutions;
- a seniority supplement has been set for assistant educators in nurseries and kindergartens;
- a 20% labour intensity supplement has been established for all specialists exercising complex and specialized functions, and who have not benefited from such increment, in the education sector, as well as culture, arts, sports, health and social assistance, civilian specialists from national defence bodies, state security and public order, and other public activities (a total of 21 thousand specialists, including those with management functions).
- a scientific degree supplement was established for the scientific degree of PhD from 700 Lei to 1.100 Lei, and for doctors from 300 Lei to 600 Lei.

As a result, the average monthly salary of public sector employees in 2014 constituted 3.673,9 Lei or 10,7% more than in salaries in 2013 (3.317,2 Lei).

The Table below presented a branch disaggregated dynamics of public sector wages.

Table 2.9. Wage dynamics for public sector employees, 2009-2014

	2009	2010	2011	2012	2013	2014	2014 compared to 2010, times
Average national economy wage, Lei	2747,6	2971,7	3193,9	3477,7	3765,1	4172,0	1,4
Real sector average wage, Lei	2944,4	3210,9	3345,6	3600,0	3948,6	4378,6	1,3
Public sector average wage, Lei	2406,5	2552,5	2860,2	3210,2	3317,2	3673,9	1,4
Share of public sector average wage in real sector average wage, %	81,7	79,5	85,5	89,2	84,0	83,9	x
Average wage per sectors, Lei:							
Research and development	3553,3	3738,8	3567,5	4257,9	4349,5	4682,1	1,3
increase as compared to previous year, %	109,2	105,2	95,4	119,3	102,2	107,6	x
Public administration	3179,8	3257,9	3381,2	4095,8	4758,7	5015,3	1,5
increase as	116,7	102,4	103,8	121,1	116,2	105,4	x

compared to previous year, %							
Education	2105,5	2328,2	2769,0	2988,1	2768,1	3098,0	1,3
increase as compared to previous year, %	129,5	110,6	118,9	107,9	92,6	111,9	x
Including: teachers	2934,9	3142,8	3836,5	4025,3	3555,2	4000,1	1,3
increase as compared to previous year, %	132,8	107,1	122,1	107,9	88,3	112,5	x
Health and social assistance	2156,1	2184,2	2270,4	2514,6	2753,9	3059,3	1,4
increase as compared to previous year, %	118,2	101,3	103,9	110,7	109,5	111,1	x
Other collective, social and personal activities and services	1541,0	1565,3	1705,3	1881,1	2038,2	2343,1	1,5
increase as compared to previous year, %	124,6	101,6	108,9	110,5	108,4	115,0	x

Source: Number and wages of employees during 2005 – 2014, NBS, Chisinau

Albeit the average monthly wage in the public sector has increased with 10.7% in 2014 as compared with 2013, the gap between wage levels in the public and real sectors has increased by 0,1 percentage points to the detriment of public employees. In 2014, the average monthly wage of a public employee constituted only 83.9% of a real sector employee average monthly wage.

In 2014, the lowest wages in the public sector were registered in branches like culture, arts, sports (2,393.0 Lei), social assistance (2,419.8) Lei. At the same time, average wages in science reached 4,682.0 Lei, health – 4,542.9 Lei, including physicians – 5,800.0 Lei. The average wage of teachers constituted 4,000.0 Lei.

2.7. State Labour Inspectorate

The activity of the State Labour Inspectorate during 2014 was focused on implementing the objectives set forth in the Inspectorate Action Programme for 2014 and Law no.140-XV of 10 May 2001 on State Labour Inspectorate. The main objective of the Inspectorate is to ensure the application of labour legislation, work safety and health.

To this end, during 2014 and in the view of *ensuring observance of legislative and normative acts applicable to work relations, work safety and health*, 6.686 inspections have been performed at 5.900 economic agents employing 209,2 thousand persons, of which 98,6 thousand women and 142 adolescents. Such inspections focused on two main directions:

- work relations – 3.715 inspections carried out;
- work safety and health – 2.971 inspections carried out.

Of the total number of inspections, 4.988 represent planned controls and 1.698 – unannounced controls, of which 95 related to investigation of labour accidents.

As a result of these inspections, each followed by the drafting of respective minutes, 68.617 violations and deviations from provisions of acting legislative and normative acts have been recorded, of which 34.507 violations related to work relations and 34.110 – related to work safety and health provisions. These inspections have highlighted that most frequently committed violations regard infringement of legal norms related to wage setting, and adapting work conditions to requirements of work safety and health norms.

From the beginning of 2014, 501 labour related accidents have been communicated to the Inspectorate (6 accidents produced during the previous year). Labour inspectors have been requested to investigate 155 such events, of which 66 with fatal consequences. The result of these investigations revealed that 34 cases have been classified as fatal work related accidents and 61 – serious work related accidents with fatal consequences: 66 persons died in the result of the work accident and 62 were severely injured. 20 other work related accidents are still under investigation, of which 9 with fatal consequences.

To monitor modalities and payment terms related to the payment of wages in real sector, labour inspectors have conducted 139 control visits to economic agents known to have admitted wage arrears (60 million Lei). Previous years arrears constitute 24,74 million Lei. Bank accounts of 31 economic agents have been blocked, while the wage arrears that come up to 18,99 million Lei represent the debt payable to 1.410 employees. Other 20 economic agents are in bankruptcy or under reorganization. The wage arrears of 112 units constitutes 40,93 million Lei and is payable to 2.839 persons. Labour inspectors have determined deadlines for the liquidation of wage arrears of 14 to 30 calendar days, and have also developed debt rescheduling schemes to ensure payment of debts to employees. Labour inspectors drafted 56 minutes on wage arrears offence which represents the total number of such offence minutes. From the beginning of the year, 10 million Lei of wage arrears were paid.

To accomplish the provisions set forth in the Action Plan regarding the minimization of “envelope wage” and underground employment practices, approved through Government Decision no.477 of 28.06.2011, and to ensure the continuous monitoring of conformity to legislation related to work relations, protection of employed people rights and counteraction of illegal labour, inspection check were performed and 93 economic agents and 31 employers (physical persons) have been identified to employ 256 people without respecting the legal norms for employment, including 101 women and 13 adolescents. 114 offence minutes (which represent the total number of this type of offence minutes) have been drafted by labour inspectors. As a result of actions carried out by labour inspectors – 136 persons have had their rights protected and labour relation with the employer – legalized.

During the reference period, control inspections to ensure *observance of labour legislation and work safety and health* together with: representatives of the Fiscal Inspectorate – 5 inspections and examination of 2 petitions; representatives of the Prosecutor’s Office – 3 control visits and examination of 1 petition, representatives of District Police Inspectorate – 3 inspections

with the respective examination of the cases; 1 inspection with the representative of the Anticorruption Centre, District Centre for Public Health and District Division for Education, Youth and Sports with the respective case examination. Other 96 control visits, the examination of 47 petitions, 4 requests and the investigation of 5 labour accidents have been performed together with the representatives of labour unions' territorial subdivisions.

In line with provisions of art.34 of Law No.60-XIX of 30.03.2012 on Social Inclusion of Disabled People, during the reference period 1.958 units, employing 20 and more persons, have been visited. To ensure labour placement of disabled people, 479 works positions were reserved in 140 economic units. 223 units already employ 685 disabled people. Other 61 units keep records of employment requests received from disabled people. The management of 16 of the visited units informed Labour Employment Territorial Offices about availability of vacancies reserved for disabled people. Labour inspectors have drafted prescriptions to ensure conformity of economic agents to aforementioned legal provisions.

In what regards monitoring the rights of vulnerable people on the labour market, the units under inspection during the reference period employed 206 pregnant women, 1.485 mothers of children under 18, 2.315 persons of above retirement age. Labour inspectors have reported 7 situations in which women were conducting activities in conditions that were not in line with hygiene – sanitary norms, 5 cases of contract modification without the prior consent of the employee and 50 cases of wage arrears. These have also monitored the activity of 20.851 women from rural areas employed by 1.928 economic agents.

During the same period, activities have been conducted to examine and resolve 3.067 petitions received from citizens: of which 48% related to remuneration issues, 11% - to dismissal and personnel downsizing, 7% reporting violations in personal workbooks record keeping and fill in, and reporting illegal labour, 6% reporting the non-payment of annual leave and social leave, 5% related to inadequate labour conditions and infringement of work programme, 2% - violations of legal provisions related to labour contract conclusion, 1% - labour accidents, 13% - other issues. At the same time, other 912 reports from other control bodies, legal persons, institutions and organisations have been examined. During 2014, labour rights of 2.089 persons have been reinforced. And finally, labour inspectors provided methodological and consultation assistance to around 1.600 citizens.

As a result of economic units noncompliance to labour legislation provisions during the reference period, labour inspectors have submitted for examination 457 offence minutes, of which 23 – based on art.349, para.1 of the Contraventions Code (Hampering the Legitimate Activity of Civil Servants).

To increase awareness regarding necessity to unfold protection and prevention activities related to work safety and health within their units, in 3.820 economic agents protection and prevention of work safety and health is monitored by their head, in 1.214 – by a designated person, 90 – by an internal specialized division, and 18 – by an external service. Labour Safety and Health Committees have been set up in 222 units. Professional risks have been evaluated and annual protection and prevention plans for 937 economic units have been monitored.

In 2014, 941 collective labour contracts from economic agents have been registered at territorial labour inspections in line with provisions of art.40 of the Labour Code.

In line with art.10, para. (2), letter c) of the Labour Code, during the reference period, territorial labour inspections have received for registration the personnel chart from 17.882 economic units with an effective of 243.526 personnel units.

Information about the Inspectorate activity and the most effective methods for ensuring observance of labour legislation have been disseminated to citizens through central and local mass-media, 86 articles were published, and inspectorate representatives have participated to 50 TV shows and 14 radio events.

During the reference period, labour inspectors have conducted 286 labour related awareness raising activities in terms of work relations, labour safety and health, through seminars organized by labour inspectors and sessions and round tables organized by decentralized services,

territorial decision makers, and labour unions' territorial subdivisions.

Thus, labour inspectors have informed citizens on acting labour legislation provisions during Job Fairs organized and unfolded by the National Employment Agency (hereinafter NEA), conducting trainings for employers and their representatives, public sector representatives and other. NEA has also organised seminars on "Social Inclusion of Disabled People and Their Placement on the Labour Market" attended by labour inspectors and representatives of enterprises employing 20 and more people.

To raise awareness regarding the application of labour legislation, information and consultation meetings have been organized with local public authorities of first and second tier and with district businessmen; such meetings were organized by the State Government Office and the Joint Information and Services Bureau (JISB) attended by territorial labour inspection representatives. A special objective of these meetings was to inform decision makers on work safety and health, and employees' activity without danger of injuries.

During the months of February – March, meetings were organized relevant for the "Evaluation of Risk Factors in Educational Institutions and Employer Responsibility for Noncompliance to Labour Legislation" attended by heads/representatives of district pre-school and pre-university institutions.

Labour inspectors have organized seminars to inform the youth about labour legislation, work safety and health. During these meetings with graduates of pre-university institutions, 3,743 young people from 70 educational institutions have been informed on labour legislation provisions.

Indicators related to Inspectorate activities accomplished throughout the year are presented in Annex No.2

Conclusions. Recommendations

During 2014, the Republic of Moldova registered a certain positive, albeit modest dynamic of main labour market indicators that was influenced by the overall economic growth of the country. However, market structural analyses, as well as labour productivity dynamics reviews against wage increases in the real sector highlight the inefficiency of labour force use in the country and the challenges it involves in terms of economy competitiveness.

At the same time, the gap between labour force demand and offer of skilled specialists from the education system across all levels has increased. Only a complex approach to structural and efficiency parameters could ensure the durable growth and development.

Labour market in the Republic of Moldova has reached a dynamic equilibrium in the last four years. Employment rate has stabilized at around 39%, in the case of people working abroad – 26% and for those employed in the informal sector, or holding an unofficial job – at 19%. The respective structure of economically active population highlights the direction of potential action to maximize the employment rate in the formal national economy. This is possible mainly by decreasing the shares afferent to migration and informal economy.

The majority of unemployed are among the young, while the majority of employed people work in the services and agriculture sectors.

Worth mentioning though is the fact that the intensified cooperation with employers has resulted in the registration of 41,5 thousand work positions during the year, which represents an increase of 11% as compared to 2013.

The structure of the occupied population disaggregated by professional standing shows that the share of workers in 2014 constituted 67.3% of the total. The economically active population amounted to 1,232.4 thousand people, decreasing by 0.3% (3.5 thousand) from last year. The activity rate of population aged 15 and above constituted 41.2% registering fairly the same level as in 2013 (41.4%). Occupied population amounted to 1,172.8 thousand people, increasing by 2.3% compared to 2012. The population occupation rate of persons aged 15 and above was 39.6% registering virtually the same level as in 2013 (+0.3 p.p.). Country level

unemployment rate was 3.9%, lower than the level registered in 2013 (5.1%).

During the reference period, territorial employment agencies provided unemployment assistance to 5.042 persons, number decreasing by 20.6% as compared to last year. Such decreasing trend in the number of beneficiaries has been continuing for the last 3 years and can be explained by the following: decreasing number of registered unemployed people, not meeting conditions related to 9 months contribution within the last 24 months prior to registration; failure to perform transfers to the state social assistance insurance budget by a part of employers, refusal of unemployed people to occupy a corresponding job.

During 2014, 3.017 persons benefited from a professional integration and reintegration allowance, 7.2% less than during the last year. The maximum share of total allowance beneficiaries belongs to persons that have exhausted their permitted child care leave – 83%.

To ensure a solid professional preparation of workers and qualified specialists in line with the requirements of the labour market which is continuously changing, Ministry of Labour, Social Protection and Family plans to undertake concrete measures, such as:

- Implement objectives set forth in the Government Activity Programme and occupational and educational policy documents;
- Elaborate a mechanism for identifying the requirements of the labour market to correlate training of specialists with financing from the state budget;
- Permanently improve and update, based on labour market needs, the content of occupational standards that serve as basis for qualification descriptions and educational contents;
- Facilitate development and implementation of occupational standards by: improving the normative framework related to the creation and functioning of sector committees, facilitating institution of new sector committees for national economy sector of strategic importance and consolidating existent sector committees;
- Develop the Nomenclature of Occupations (Professions) to ensure training and preparation of specialists in vocational education system according to country economic necessities;
- Participate to the development of the National Qualifications Framework to increase transparency and ensure recognition of skills and qualifications, including those gained in an informal and non-formal context.

3. SOCIAL INSURANCE

3.1. Public system of state social insurance. General provisions.

The public system of state social insurance is an integral part of the social protection system, the main objective of which is to provide monetary allowances to insured persons currently incapable of obtaining a wage income due to certain risk situations (temporary or permanent loss of work capacity, maternity leave, old age, unemployment, etc.). The public system of social insurance usually covers all Republic of Moldova residents of which a part (the employed people) pay insurance contributions, while the other part benefits from system allocations (pensions, allowances etc.). The main purpose of the insurance system is to guarantee an income to the insured people in case of income loss due to sickness, unemployment, old age etc. The amount of the financial support depends on length of service (employment), amount of salary, severity of labour capacity loss, as well as other factors set forth in the respective legal framework.

The public system of social insurance in the Republic of Moldova functions based on Law no.489-XIV of 08.07.1999 regarding the public system of social insurance, Law no.156-XIV of 14.10.1998 on pensions of state social insurance, Law on State Social Insurance Budget for the respective year, as well as other legal and normative acts that regulate social insurance activities.

Social insurance system organisation and functioning is based on the following fundamental principles:

- *principle of uniformity*, according to which the state organizes and guarantees the activity of the public social insurance system according to unique legal norms;
- *principle of equality*, which ensures to all participants to the public system –contributors and beneficiaries – equal treatment in terms of their rights and responsibilities, as stipulated by the law;
- *principle of generations social solidarity*, according to which participants to the public system take on obligations, in a conscious and reciprocal fashion, and benefit from the right to prevention, limitation or elimination of social risks, as stipulated by the law;
- *principle of obligativity*, according to which individuals and legal entities are obliged to participate to the public system;
- *principle of contribution*, according to which the social insurance funds are created from the contributions of legal and physical entities – participants to the state social insurance system.

The social insurance public system is based on collecting of state social insurance contributions from employers and insured persons and distributing allowances to beneficiaries.

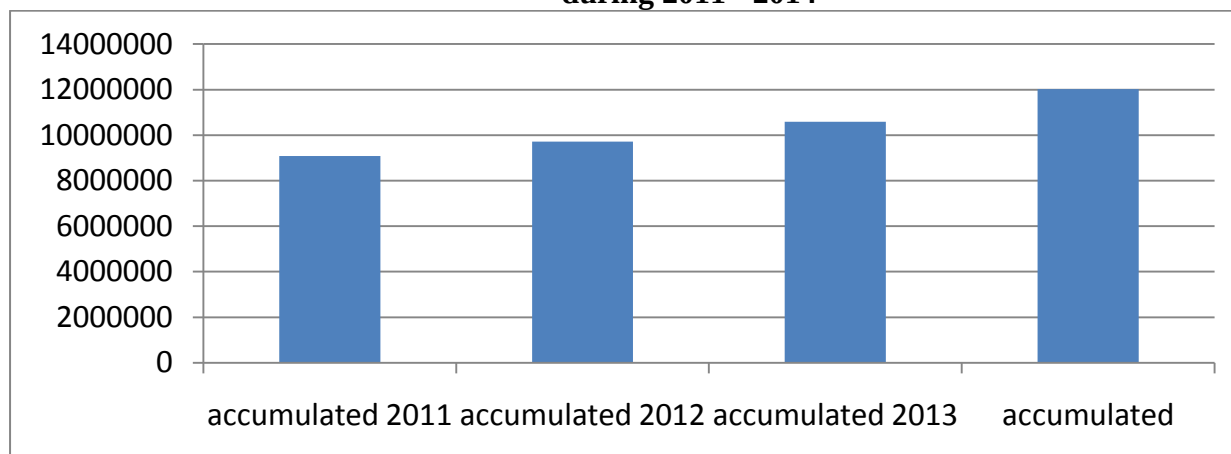
3.2. Financing of state social insurance allowances

3.2.1. Execution of State Social Insurance Budget

Revenues to the State Social Insurance Budget in 2014 constituted 10,8% of GDP.

During 2014, the state social insurance budget accumulated total revenues of 12.028.789,0 thousand Lei, thus accomplishing the annual set targets by 98,7%. Compared to 2013, total revenues to the state social insurance budget increased by 1.438.887,5 thousand Lei or 13,6%.

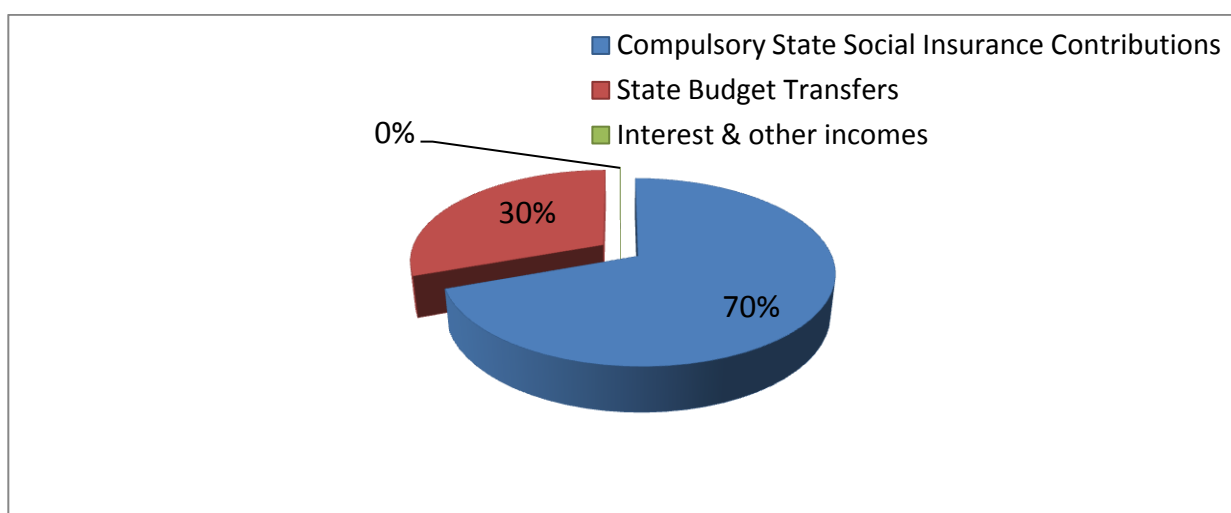
Figure 3.1. Total revenues accumulated to the state social insurance budget during 2011 - 2014



Source: National Office of Social Insurance (NOSI)

Revenues to the state social insurance budget consist of: compulsory state social insurance contributions, state budget transfers, interest and other incomes.

Figure 3.2. Structure of state social insurance budget incomes



The largest share in the structure belongs to the compulsory state social insurance contributions (70%), followed by state budget transfers (30%).

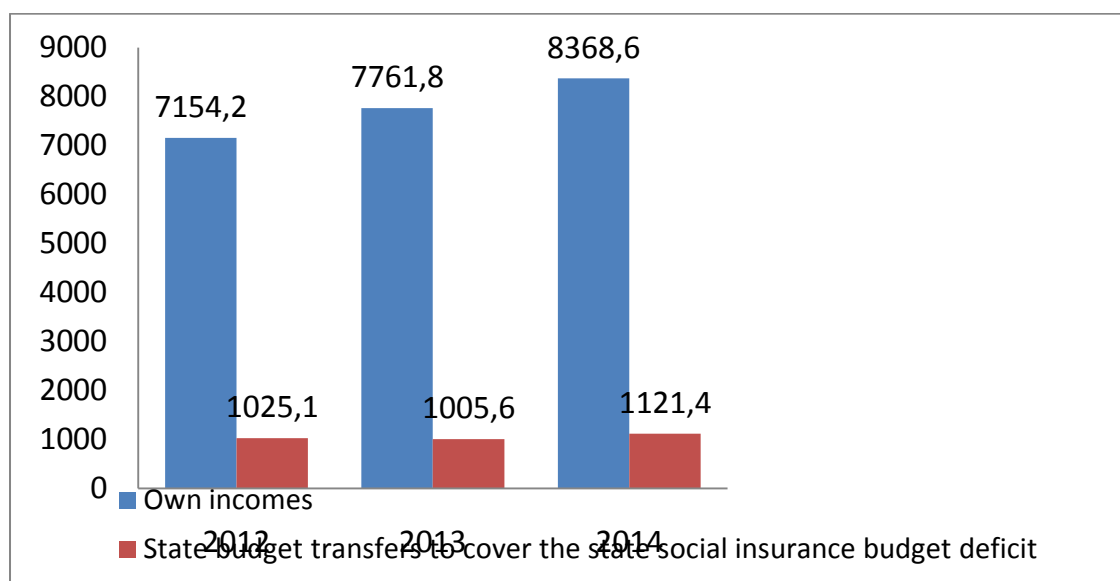
State social insurance contributions, interest and other incomes represent the revenue of the State Social Insurance Budget, which during 2014 accumulated a total of 8.368.646,0 thousand Lei, that is an accomplishment of the set plan of 100%, and calculated total of 8.473.409,3 thousand Lei.

An important component of incomes to the state social insurance budget is represented by state budget transfers, which in 2014 constituted 30,43% of total revenues. Thus, during 2014, the state budget transferred 3.660.143,0 thousand Lei, which represents 95,7% of the amount planned for transfer. Compared to 2013, the amount of state budget transfers to the state social insurance budget was 832.046,9 thousand Lei or 29,4% higher.

Given the low ability to cover payable pensions out of own means, each year the system registers a budget deficit, the financing of which is covered by the state budget, situation presented in the Figure below.

Figure 3.3. Dynamics of own means and state budget transfers to cover the SSIB

budget deficit, 2012 – 2014



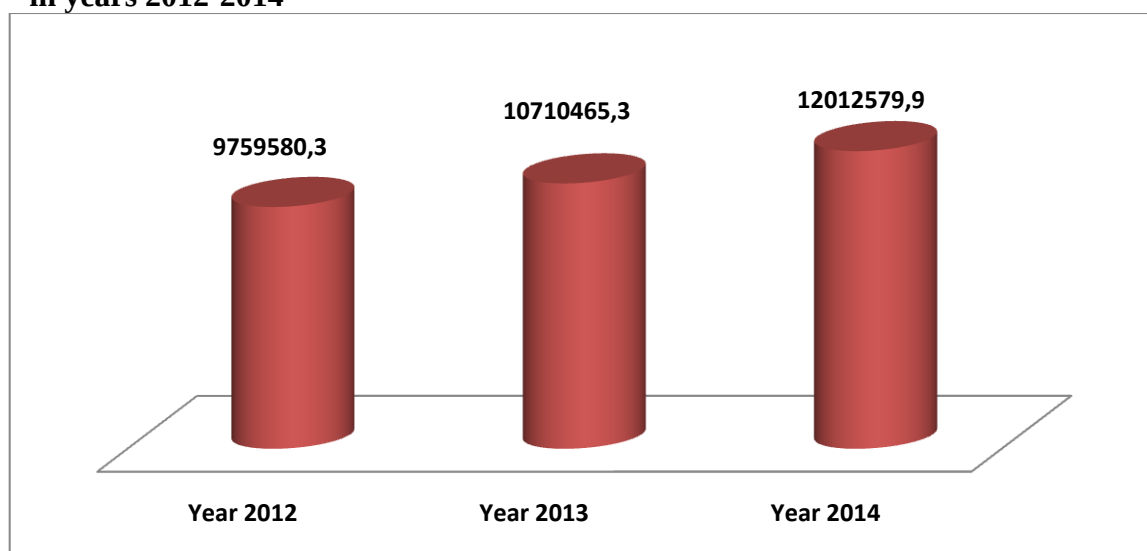
Source: CNAS

Data from the figure above show that state budget transfers to cover the SSIB deficit registered an increase of approximately 96,3 million Lei (from 1.025,1 million Lei in 2012 to 1.121,4 million Lei in 2014).

In 2014, *expenditures* from the *State Social Insurance Budget resources* represented 10,8% of GDP.

Effective expenditures from the state social insurance budget in 2014 constituted 12.012.579,9 thousand Lei. Compared to 2013, effective state social insurance expenditures registered an increase of 1.302.114,6 thousand Lei or 12,2%.

Figure 3.4. Dynamics of state social insurance budget effective expenditures in years 2012-2014



Of the total amount of state social insurance budget expenditures, 79,4% represented expenditures for social insurance allowances.

Effective expenditures for social insurance allocations in 2014 came up to 9.540.760,9 thousand Lei. Compared to 2013, these expenditures increased by 609,489.2 thousand Lei or 6.8%.

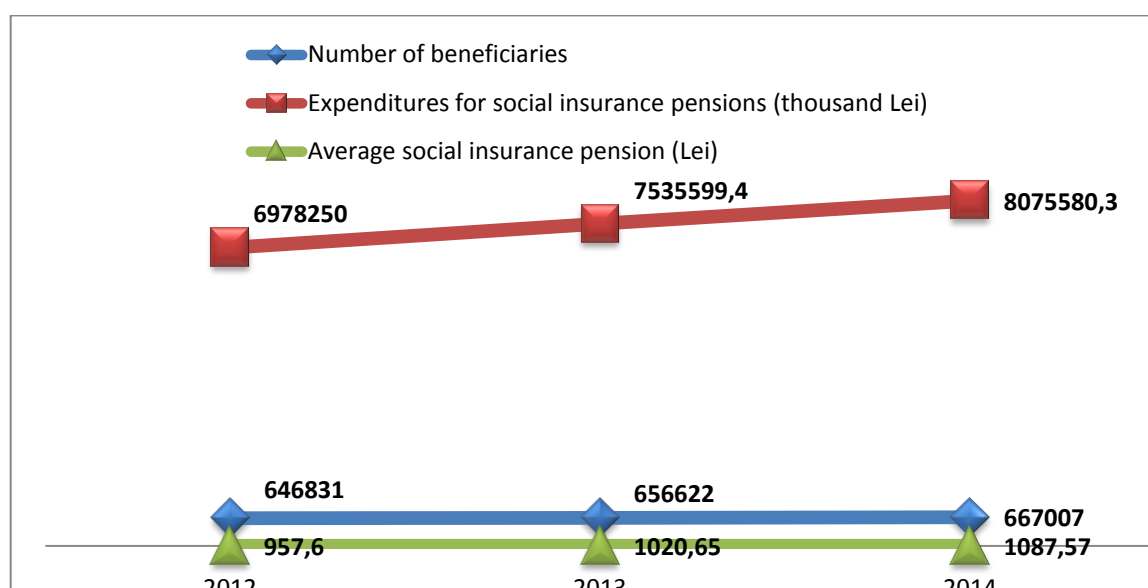
The main share of total expenditures from social insurance budget belongs to social insurance pensions – 84.6% (in 2013 – 84.4%), while the share of social insurance benefits is 12.7%, management expenditures for ensuring functioning of the social insurance public system accounted for 2.4%, other social insurance allocations – 0.3%.

At the same time, worth mentioning is that the largest share in social insurance pension related expenditures belong to pension age limits – approximately 79.35%.

The increase registered in expenditures for social insurance pensions was mainly determined by the increase in the number of pension beneficiaries.

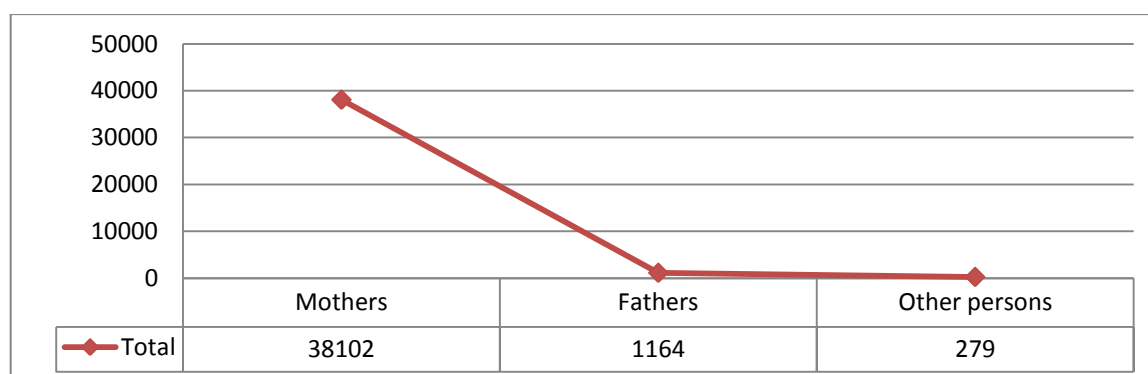
The figure below reflects the dynamics of pension beneficiaries, average pension and effective expenditures for their payment.

Figure 3.5. Dynamics of effective expenditures for payment of social insurance pensions, number of beneficiaries and average pensions, 2012 - 2014



Effective expenditures for payments of social insurance allocations constituted 1,207,904.7 thousand Lei, of which expenditures for monthly child care allowances for children up to 3 years constituted 546,885.2 thousand Lei.

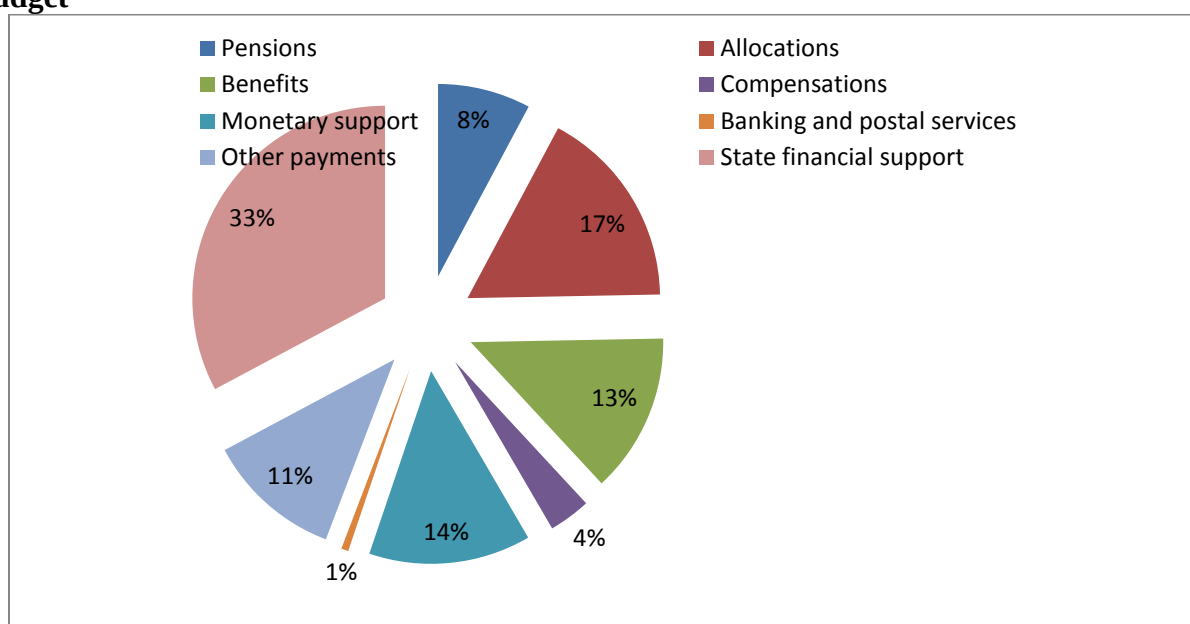
Figure 3.6. Number of monthly child care allocations for children up to 3 years on 01.01.2015



Expenditures from the State Social Insurance Budget for social allocations **financed from state budget resources** constituted 20.6% of total expenditures covered during 2014.

The structure of expenditures for social allocations paid during 2014 from state budget resources, through the state social insurance budget are presented in the figure below.

Figure 3.7. Structure of expenditures on social allocations covered from the state budget



3.2.2. State Social Insurance Contributions

State social insurance contributions tariffs and their impact on social insurance pension quantum

One of the main indicators characterizing the pensions' assurance level is the lost income replacement rate. In 2014, the average pension quantum for age limit constituted 83% of the minimum subsistence level for retired people.

Table 3.1. Dynamics of pension quanta, 2011-2014

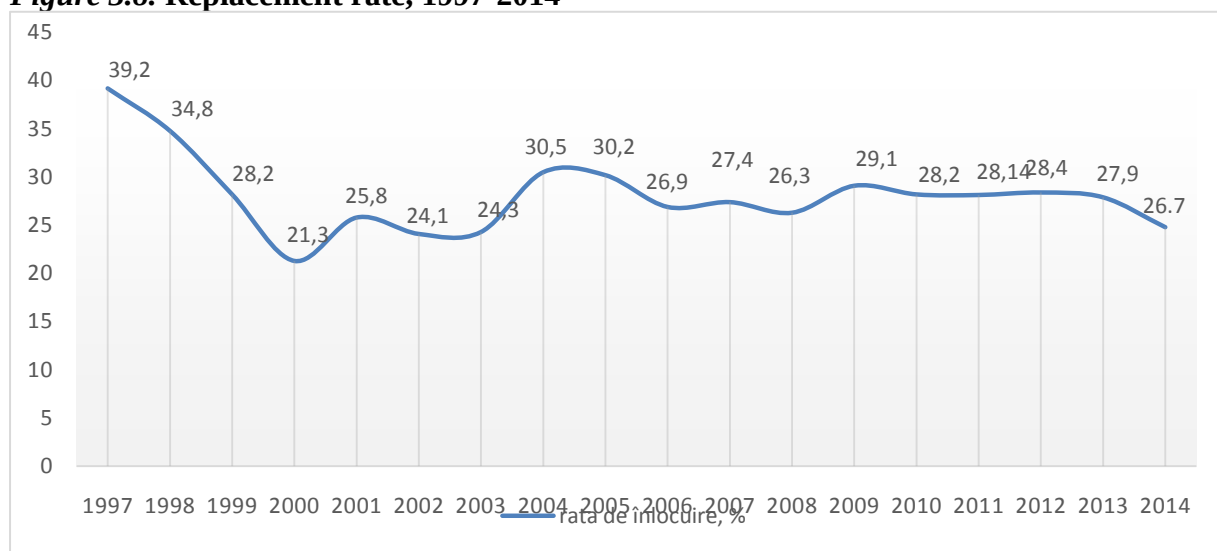
Pension category	Pension quantum			
Pensions established based on:	2011	2012	2013	2014
I. Law on state social insurance pensions – total,				
of which:				
Old age (in general and advantageous conditions)	900,56	987,02	1049,92	1114,73
Government members	6905,72	7309,06	7417,48	7769,96
Parliament members	6051,89	6203,93	6236,1	6362,44
Civil servants	2150,93	2325,12	2506,09	2716,87
Mayors, presidents and deputy presidents of district councils	2618,05	2792,95	3081,09	3304,25
Length of service (civil aviation, railway workers, artists, geologists)	4116,56	4615,38	5396,31	5788,53
Certain culture employees	1247,10	1087,19	1602,48	1057,23
Disability	717,67	779,91	826,2	875,54
Survivor	461,40	516,32	542,65	563,39
II. Pensions established based on other laws – total				
of which:				
Customs officials	2291,90	2490-91	2680,55	2825,24
Participants to the liquidation of	1891,19	2086-11	2220,43	2363,47

Chernobyl accident consequences				
Based on military law	755,56	798-83	826,85	861,44
Length of service (medical workers, teachers)	439,07	481-07	514,34	623,20
Prosecutors and judges	4441,20	4517-38	5336,21	8179,78
III. Pensions	874,05	957-60	1020,65	1087,57

Source: NASI

The replacement rate, otherwise called the ratio between average age limit pension and average wage registered in the economy reveals that at present the replacement rate is 26,7% situation presented in the figure below.

Figure 3.8. Replacement rate, 1997-2014



Source: Drafted based on statistical data

The data in the figure above shown that at the beginning of the pensions system reform this indicator registered 39,2%, while in 2014 is fell to 26,7%, which means a decrease in the coverage of needed pension benefits. The Social Security European Code recommends this indicator is kept at 40%³.

Table 3.2. Subsistence minimum and average age-limit pension, 2012-2014

	2012	2013	2014
Subsistence minimum, total population, Lei	1507,5	1612,3	1627,1
Subsistence minimum, retirees, Lei	1302,8	1326,9	1343,7
Average age-limit pension quantum, Lei	987,0	1049,9	1114,7
Ratio between age-limit pension and subsistence minimum, retirees, %	75,8	79,1	83,0

Source: NBS, NOSI, own calculations.

³ Art. 65 , p.1 of the Social Security European Code

In 2003, the annual pension indexation (pension increase) method was established by law⁴, which represents the average between the annual consumer price index growth and country-level annual average wage growth for the previous year.

The indexation coefficient is established by the Government; its dynamic evolution can be seen in the table below.

Table 3.3. Indexation coefficient, 2003-2014

Year	Pensions indexation coefficient, %
2003	19,3
2004	22,3
2005	18,2
2006	15,7
2007	20,7
2008	17
2009	20
2010	4,3
2011	7,8
2012	9,6
2013	6,75
2014	6,45

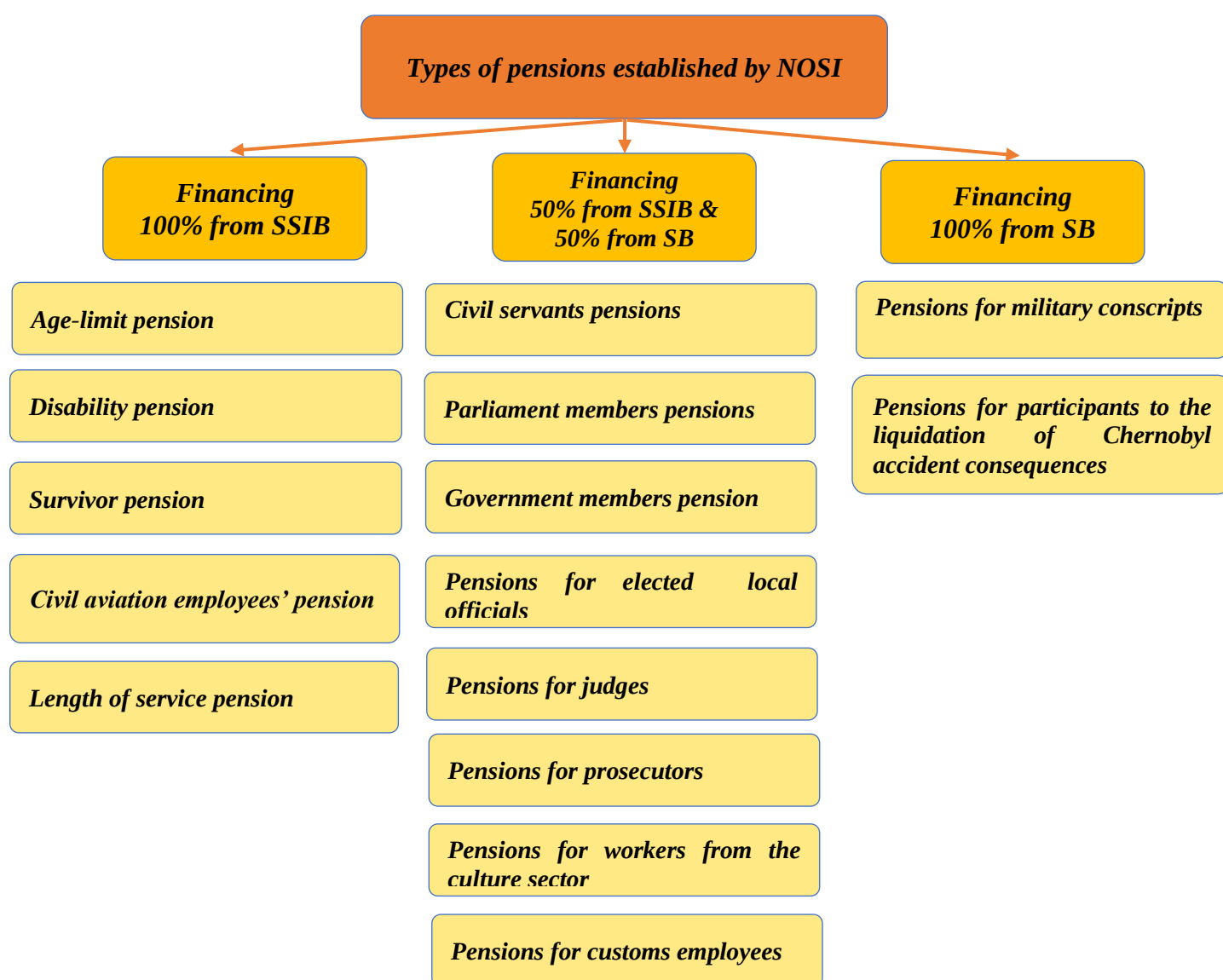
Data in the table shows that pensions' indexation coefficient has fallen by 12,85 percentage points during the last years (from 19,3% in 2003 to 6,45% in 2014).

Source: Government Decisions no.570 of 15.05.2003; no.278 of 22.03.2004; no.291 of 17.03.2005; no.297 of 21.03.2006; no.325 of 21.03.2007; no.316 of 17.03.2008; no.197 of 10.03.2009; no.202 of 19.03.2010; no.150 of 14.03.2011; no.157 of 12.03.2012 and no.177 of 07.03.2013; no. 170 of 12.03.2014 „On Indexation of social insurance allocations and certain state social payments”.

⁴ Art. 13, p.1 of Law no.156-XIV of 14 October 1998 on state social insurance pensions;

Pension indexation is applied to pensions covered from the SSIB resources only, for all such pension types. The social insurance public system contains the following pension categories that are financed from the SSIB and/or the state budget:

Figure 3.9. Types of pensions established by NOSI



The size of state social insurance tariffs and its form is differentiated by category of contributor as presented in the Table below.

Table 3.4. Size of state social insurance tariffs, 2014

<i>Category of contributor</i>	<i>Year 2014 Contribution size</i>
1. Employer – contributing for persons employed through an individual labour contract (employer/employee)	23% + 6%
2. Employer – contributing for persons employed in the agricultural sector (employer / state / employee)	16%+6%+6%
4. Physical persons who organize and carry out activities on their own	5748 Lei

account (in Lei)	
5. Owners of agricultural plots, who process the plot individually (voluntary insurance, in Lei)	1428 Lei
6. Physical persons not included in any of the categories (voluntary insurance, in Lei)	5748 Lei

3.3. Social Insurance Pensions

Pensions are the most important social insurance allocations in the social insurance public system.

Social insurance *pensions* represent monetary entitlements payable to persons insured, and correlated to their obligations towards the state social contributions. Thus, the pensions system represents a social protection system for insured persons, conceived to provide social benefits that could ensure a decent living to people who lost their work capacity (old age, disability, loss of breadwinner). The right to social insurance is guaranteed by the state and is exercised under the law through the *social insurance public system*.

The social insurance public system provides the following categories of pensions:

a) Old-age pension

In 2014, out of the total number of retirees (669 thousand), 507 thousand persons benefited from the old-age pensions.

The old-age pensions is payable to persons who cumulatively meet, on their date of retirement, the conditions regarding *retirement age* and *minimum contribution period* stipulated by the Law on Pensions.

Standard retirement age for women is 57 years, while for men – 62 years.

Minimum contribution period for men and women is 15 years.

General length of service for women constitutes 30 years, and for men – 32 years (in period 1 July 2014 – 1 July 2015). Starting with 1 July 2011, the required length of service for men shall increase by 6 months each year, till it reached 35 years in 2020.

Length of service includes *contributory periods* – activities during which the person participates to the social insurance system, as well as *non-contributory periods* – periods that are assimilated in the length of service, and more specifically:

- ✓ period of military service, full or reduced;
- ✓ period of military service on contract base or other similar service, when pension cannot be established under Law on Pension Insurance for Military Staff and Other Staff from the Command Body and Internal Affairs Authorities Troops no.1544-XII of 23 June 1993;
- ✓ child care period – taking care of a child up to 3 years by one of the parents or by tutor in case of both parents' death;
- ✓ period during which the insured benefitted from a temporary incapacity indemnity, unemployment benefit, professional integration and reintegration benefits.

Besides situations mentioned above, length of service can also include the following activities if conducted before 1 January 1999:

- work as member of collective farms, regardless of work programme character and duration;
- creative work as member of artistic unions;
- work as cleric and cult worker, starting with 1 April 1992;
- attending to a I gravity disabled person, disabled child younger than 16 years or any person older than 75;
- time spent on education in higher institutions with daily attendance.

Establishing the old-age pension

Old-age pension is granted following the request of the person entitled to pension, its tutor or trustee thereof. The pension application and all necessary documentation is submitted to the social insurance territorial authority based on the residence of the insured, and registered

respectively.

Payment of pension rights

Pension rights are paid monthly, for the current month, at the insured residence locations through the offices of the State Enterprise “Posta Moldovei” or other financial institutions based on the choice of the retired.

Recalculation of old-age pension

Old-age pension can be **recalculated** by adding incomes and/or length of service periods that have not been counted when the pension was initially established. Recalculated rights are provided starting with the month following the application registration month.

Old-age pension quantum is determined by cumulating pension rights from periods preceding and following the adoption of Law on Pensions. The monthly average income calculated to determine the pension quantum for the preceding period is adjusted by the individual retiree coefficient “K”; in what regards the following period, real amounts are calculated for the entire contribution period starting with 01.01.1999.

If the age-limit pension quantum calculated pursuant to acting legislation is lower than the established minimum age-limit pension quantum, the minimum pension is assigned.

Thus, in 2014 the minimum age-limit pension for workers in the agricultural sector constituted 710,72 Lei, while the minimum age-limit pensions of other beneficiaries constituted 789,33 Lei.

At the same time, as a result of pension indexations applied during the last years, the average age-limit pension was increased from 836,63 Lei in 2010 to 987,02 Lei in 2012, reaching 1.114,73 Lei in 2014. That is, during 2010 – 2014 the average age-limit pension registered an increase of 1,3 times.

Figure 3.10. Average Age-Limit Pension, 2010-2014

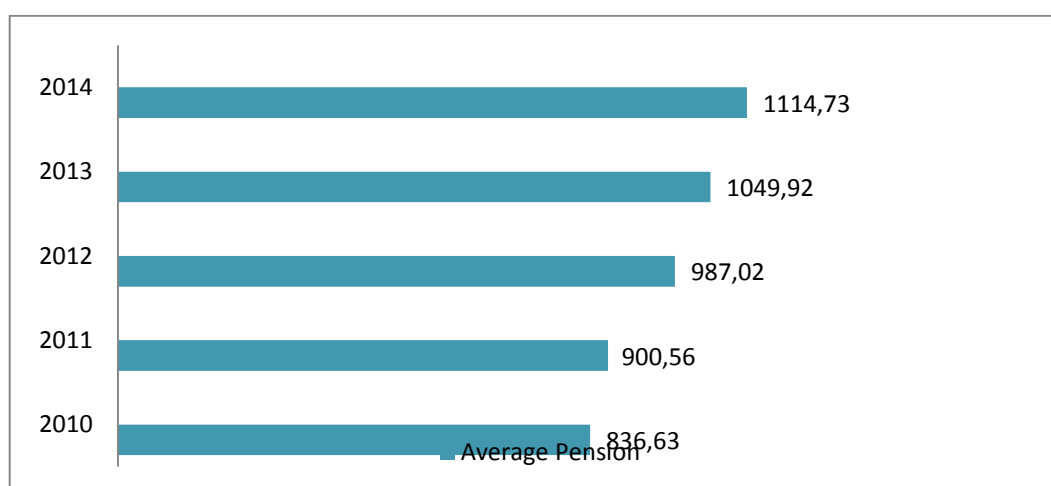


Table 3.5. Number of pension beneficiaries by categories, 2012-2014

Pension category	Number of beneficiaries		
	2012	2013	2014
Established pensions:			
For age-limit (in general and advantageous conditions)	484545	495919	507456
Government members	79	83	77
Parliament members	241	254	263
Civil servants	6563	6639	6810
Locally-elected people	569	634	655

Length of service	856	774	738
Persons employed in culture-related institutions	23	25	25
Disability	133645	133642	134019
Survivor	19823	18159	16444
Customs officials	17	15	15
Participants to liquidation of Chernobyl accident	2017	1990	1952
Under Military Law	1038	960	905
Prosecutors and Judges	493	503	505
Pensions total	649909	659597	669864

The Republic of Moldova legislation stipulates special conditions for establishing age-limit pensions under more advantageous terms and mainly:

- *to women who gave birth and educated up to the age of 8 years 5 and more children*, retirement age established at 54 years if the length of service amounts to 30 years;

- *to persons employed in jobs with harmful and difficult conditions* (set forth in List No.1 of the production units, works, professions, functions and indexes that entitle to the right of early retirement under advantageous conditions, approved by Government Decision no.882 of 15 December 1992) when reaching the retirement age of 54 for men and 49 for women, and length of service of 30 years for women and 32 years for men, and special length of service of 7,6 years for women and 10 years for men (Table 3.6).

Pensions for women who gave birth and educated up to the age of 8 years 5 and more children and pensions of persons employed in jobs with harmful and difficult conditions (List no.1) are calculated similar to age-limit pensions.

Table 3.6. Conditions for establishing age-limit pensions under advantageous terms

Categories of persons	Retirement age	General length of service	Special length of service
Women who gave birth and educated up to the age of 8 years 5 and more children	54 years	30 years	-
Persons employed in jobs with harmful and difficult conditions (List no.1)	Age 54 for men Age 49 for women	32 years for men 30 years for women	10 years for men 7 years 6 months for women

- *pensions for certain categories of employees from culture*. Certain categories of employees hired in national, state and municipal, culture and arts institutions are entitled to pensions at the termination of their respective activity.

- a) ballet artists, dancers from professional dance ensembles, provided they completed a length of service of at least 20 years, for men, as well as for women;

- b) circus artists, wind instruments players (blowing instruments), provided they completed a length of service of at least 25 years, for men, as well as for women.

The pension quantum constitutes 42% of the insured monthly average income during the last 5 years of activity holding the above mentioned functions.

At the same time, certain categories of *civil aviation employees* are entitled to pensions, at the termination of their respective activity, regardless of departmental subordination of enterprises employing them:

- a) flight crew members, as well as flight attendants, when they reach age 45, provided they completed the special length of service condition of 25 years for men and 20 years for women;

- b) workers engaged in air traffic management and holding a dispatcher certificate when

they reach age 55 for men and 50 for women, provided they completed a special length of service in the respective functions of at least 12 years 6 months for men and 10 years for women and a general length of service of at least 25 years for men and 20 years for women;

c) engineers and technical staff when reaching age 55 for men and age 50 for women, provided they completed a special length of service in the respective functions of at least 20 years for men and 15 years for women and a general length of service of at least 25 years for men and 20 years for women. (Table 3.7).

Table 3.7. Special conditions for establishing age-limit pensions under advantageous terms for certain categories of workers

Categories of workers	Retirement Age men/women	General length of service men/women	Special length of service men/women
Flight crew members, as well as flight attendants	Age 45	-	25/20 years
Workers engaged in air traffic management and holding a dispatcher certificate	Age 55/50	25/20 years	12 years and 6 months/10 years
Engineers and technical staff	Age 55/50	25/20 years	20/15 years

b) Disability pension

In 2014, the number of retired people benefiting from a disability pension constituted 134 thousand persons or 20% of the total number of retirees.

A person can benefit from a disability pension if he/she is assigned a disability degree, by a decision issued by the National Council for Determination of Disability and Work Capacity.

The right to a disability pension is granted to an insured person who has lost, fully or partially, his/her work capacity due to:

- a) an ordinary disease;
- b) industrial injury;
- c) occupational disease.

The insured person assigned a disability degree caused by *an ordinary disease* benefits from a disability pension provided he/she meets the length of service conditions compared to age when disability was determined.

Table 3.8. Length of service needed to establish a disability pension depending on insured person age

Age when disability was determined	Length of service needed
Before age 23	1 year
Ages 23-26	2 years
Ages 26-31	3 years
Above age 31	5 years

If disability was caused by *an industrial accident or an occupational disease*, the disability pension is established regardless of length of service duration.

The disability pension quantum is calculated based on the disability degree in line with formulas provided in the Law on State Social Insurance Pensions.

c) Survivor pension

In 2014, a survivor pension was allocated to 16.444 persons that is 2,5% of total number of retirees.

In case of insured or retired person death, surviving children and spouse are entitled to a survivor pension provided the following conditions are met:

Children:

- below the age of 18;
- if pursuing their studies in a legally organized educational institution, but not beyond the age of 23.

Surviving spouse:

- if at the moment or within 5 years after the insured person's death, the surviving spouse reached the standard retirement age (age 57 for women, age 65 for men) or if survivor spouse was assigned a severe or significant disability degree, provided marriage lasted at least 15 years with no ulterior marriages;
- if taking care of children below age 3 of the deceased, during unemployment periods or child care leaves for children below age 3.

The surviving spouse entitled to a own pension and meeting all conditions set forth by the law to obtain a survivor pension after his/her spouse's death, can choose the most advantageous among the two options.

Survivor pension quantum

Survivor pension is calculated based on the following:

- pension already being paid in case the deceased was already benefiting from an age-limit pension or a severe disability pension;
- potential pension calculated for a I disability degree, in case the deceased was not a pension beneficiary or was benefiting from a significant to medium degree disability pension.

The survivor pension quantum is calculated based on the number of entitled survivors, thus:

- a) 50% - for 1 entitled survivor;
- b) 75% - for 2 entitled survivors;
- c) 100% - for 3 or more entitled survivors.

The survivor pension quantum for children orphans of both parents is established by summing up the survivor pension rights calculated for each parent.

Pensions for certain categories of citizens

The Republic of Moldova legislation provides special conditions for establishing pensions for certain categories of citizens (prosecutors, locally elected people, civil servants, Parliament members, Government members). The difference between these special conditions and the general conditions for establishing pensions consists of some facilities offered to these categories, the purpose of which is to highlight and appreciate their merits to the state.

To benefit from a pension right, the following conditions must be met:

- *reaching retirement age* (for example 52 for prosecutors, 62/57 for Parliament members, Government members and locally elected people, starting with 1 July 2014 – 59/54 for civil servants);

- *completing a total length of service of 30/32 years and a special length of service*, which is different depending on position occupied (i.e. 15 years as a prosecutor, 2 years as a Parliament and/or Government member, 15 years as a civil servant and 8 years as a locally elected person).

The average pension of a Government member is 7 times larger than the average age-limit pension of established under general conditions, the average pension of a civil servant is 2,4 time larger than the average age-limit pension.

Pensions are calculated as a 75% quantum from the monthly average income received

during the last 60 months of civil service activity (for civil servants), 75% of all monthly payments for the person exercising a respective function for locally elected persons and a 42% quantum for Parliament and Government members.

Pensions of these categories of citizens, as well as those of a part of persons employed in the culture sector, are financed 50% from the state social insurance budget resources and 50% from state budget resources.

To ensure observance of the social insurance public system fundamental principles, first steps have been undertaken to unify the pensions system, and ensure that all contributors to the social insurance public system benefit from age-limit pension rights based on equal conditions.

The total number of pension beneficiaries included in these special categories of citizens constituted 8.046 people in 2014 or approximately 1,2% of total pension beneficiaries.

Table 3.9. Conditions for establishing pensions for certain categories of citizens

Categories of persons	Retirement age men/women	General length of service men/women	Special length of service men/women
Prosecutors	Age 52*	28 years**	15 years
Parliament members Government members	Age 62/57	32/30 years	2 years
Locally elected persons	Age 62/57	32/30 years	8 years
Civil servants	Age 59/54 ***	32/30 years	15 years

- During the period 1.07.14 – 1.07.15, retirement age is 52 years. During each of the following years, retirement age shall increase by 6 months every year till it reaches the standard retirement age (age 57 for women and age 62 for men).
- During the period 1.07.14 – 1.07.15, the general length of service constitutes 28 years. During each of the following years, it shall increase by 2 years annually till it reached 35 years.
- During the period 1.07.14 – 1.07.15, retirement age is 59 years. During each of the following years, retirement age shall increase by 6 months annually till it reaches the standard retirement age (age 57 for women and age 62 for men).

To increase the social protection level, starting with 1 April 2013 a **state financial support** intervention has been created (amounting to 90 Lei, 60 Lei, 50 Lei depending on the beneficiary category) for beneficiaries of age-limit pensions, disability pensions, as well as beneficiaries of state allocations the quantum of which after the indexation from 1 April 2013 does not exceed 1.300 Lei.

At the same time, starting with 1 July 2014, the list of persons benefiting from state financial support was extended to include survivor pension beneficiaries and the pension ceiling was increased from 1.300 Lei to 1.500 Lei; and the state financial support was doubled as follows:

1. beneficiaries of integral age-limit pensions – 180 Lei;
2. beneficiaries of incomplete age-limit pensions – 100 Lei;
3. beneficiaries of disability pensions:
 - a) severe – 180 Lei;
 - b) significant – 120 Lei;
 - c) medium – 100 Lei;
4. beneficiaries of survivor pensions – 100 Lei for each entitled survivor;
5. beneficiaries of pensions established for certain categories of citizens based on Chapter VI of Law No.156-XIV of 14 October 1998 on State Social Insurance Pensions – 180 Lei.
6. beneficiaries of state social allocations among disabled adult people, people disabled starting with childhood and disabled children under age 18:
 - a) severe disability – 180 Lei;
 - b) significant disabilities – 120 Lei;
 - c) medium disability – 100 Lei;
7. beneficiaries of state social allocations among the elderly – 100 Lei;

8. beneficiaries of state social allocations among children who have lost their breadwinner – 100 Lei for each child. In case of both parents' death, state financial support is doubled.

During 2014, state financial support was offered to 635 thousand people or 95% of the total number of retirees; only 608 thousand people benefited from such support during 2013.

3.4. State Social Security Payments



Starting with 1 April 2014, the new modifications to Law No.289-XV of 22.07.2004 on Allowances for Temporary Incapacity for Work and Other Social Insurance Benefits have become effective.

To ensure social equity and compliance with social insurance public system organization and functioning principles, the central elements subject to modification are:

➤ *increasing length of service* required to be entitled to social insurance benefits from 3 months from the last 12 months to **9 months from the last 24 months**;

➤ *increasing the calculation base for social insurance benefits* when determining the insured average monthly income, from 6 months to **12 months**, which would allow a more balanced estimation of the insured person's activity and, respectively, of the insured income based on which the social insurance indemnities quantum is calculated.

The insured average monthly income, which represented the base for indemnity calculation is determined by dividing by 12 the insured income realized at all entities during the last 12 calendar months preceding the occurrence of the insured risk. If during the period of these 12 months, the employee did not receive an income due to: sick leave, maternity leave, child care leave for children up to age 3, unemployment with right to an unemployment benefit, these months shall be included in the calculation with a monthly insured income equal to tariff wage quantum for the I wage category in the public sector or equal to the minimum guaranteed wage quantum in the real sector, applicable at the date of insured risk occurrence, or shall be substituted with the same number of calendar months immediately preceding the period included in the calculation, provided this would lead to an indemnity quantum increase.

I. Maternity benefit

Insured women are entitled to a maternity benefit *regardless of their length of service*.

If the wife relies on her spouse's support, then maternity benefits are established on the name of the wife. It is considered that a wife relies on her insured spouse's support if during 9 consecutive months preceding maternity leave she was not employed on the labour market.

In case of marriage registration after the occurrence of the insured risk (provision of maternity leave), the maternity benefit is established, for wives relying on insured spouse's support, from the data of marriage registration and till maternity leave expiration.

If marriage is registered within a period shorter than 9 months before the date of maternity leave provision, a maternity leave benefit is established, for wives relying on insured spouse's support, provided they did not earn an insured income in the period between marriage registration and maternity leave provision.

Necessary documents:

- a) medical maternity leave certificate, original;
- b) identity card of the insured woman, original and copy;
- c) in case of wives relying on insured spouse support –identity cards of the wife and husband, marriage certificate, employment card of wife or wife statement, presented on her own

responsibility, that she is not an insured person and does not receive an insured income, original and copy;

d) in case of no insured income during the last 12 calendar months preceding the month of insured risk occurrence, the applicant may confirm such lack of insured income through the following acts: employment card, order and/or order excerpt and other.

II. One-time payment at child's birth

Conditions for payment:

- a) for each live newborn, including twins;
- b) to mother, or in case on her death – to child legal representative;
- c) provided child has been registered at the civil status office;
- d) provided it was solicited within 12 months from child birth;

Quantum of one-time payment at birth:

3100 Lei – for first child birth;

3400 Lei – for each following child birth.

III. Benefit for temporary incapacity for work

Starting with 1 April 2014, the temporary incapacity for work benefit for the first five calendar days of temporary work incapacity is covered from employer financial resources, *however not more than 15 cumulated calendar days* during one calendar year in case of multiple periods of temporary incapacity for work; before 1 April 2014, the temporary incapacity for work benefit for the first five calendar days of sick leave was covered from employer resources regardless of the number of temporary incapacity for work cases.

At the same time, the child care period has been modified *up to child age of 10* (according to old norms – age 7). Benefits are assigned to one of the parents: mother or father. If neither the mother, nor the father can assume care due to serious reasons (long-term treatment of a serious illness or trauma consequences, hospitalization, temporary absence from the permanent place of residence, termination of parental rights etc. – based on documentary proof and confirmation), of a child aged under 10, of a child suffering from an oncologic illness aged under 16 or a disabled child aged under 16, then the benefit shall be assigned to other insured persons at choice: tutor, other family member, grandfather, grandmother. (Before this modification only mothers benefited from this allocation. Only if documentary proof of valid reasons exists, this benefit can be assigned to other insured persons: father, tutor, other family member, grandfather, grandmother).

IV. Monthly child care benefit for children up to age 3

According to aforementioned legislation, the monthly child care benefit can be assigned, upon request, to one of the following: any of the parents, grandfather, grandmother, other relative who is taking care directly of the child, as well as a tutor, if the latter are insured persons and meet the length of service conditions (at least 3 years or at least 9 months during the last 24 months preceding the date of insured risk occurrence).

NOTE: *The insured on child care leave taking care of children up to age 3, can apply for a monthly child care benefit to all entities wherein he/she unfolds activities, from the date when the leave started till when the child reaches age 3. In case the child care leave initial date differs across entities, the benefit shall start from the date of the last provision of leave.*

Necessary documents:

- a) benefit applicant identity card, original and copy;
- b) child birth certificate, and birth certificate of previous child if applicable, originals and copies;
- c) child birth confirmation (applicable only in case of the one-time benefit for child birth), original;
- d) excerpt from child care leave order, issued by the economic unit employing the applicant, applicable for persons employed on the labour market only, original;
- e) if applicable, document conforming that the mother (father, tutor, adopter) is not employed on the labour market (employment card, certificate from educational institution, certificate from territorial employment agency);
- f) employment card or certificate confirming employment (for people engaged on the labour market), other acts confirming length of service (military card etc.);
- g) other documents if applicable: extract from order regarding resumption of activity / employment on part-time conditions, extract from order regarding unpaid leave, birth certificate, marriage certificate, child or beneficiary death certificate, adoption and guardianship decision, certificate regarding provision or non-provision of benefits on the territory of a different state (for persons indicated in p. 7¹ of present Regulation);
- h) in cases when the applicant cannot confirm employment through documents, he/she shall attach a written statement confirming under personal responsibility the fact he/she is not employed.

If the mother or father (indemnity beneficiary) resumes work under part-time conditions, the indemnity shall not be suspended.

Provision of this right grant the beneficiary the opportunity of concomitantly being a beneficiary and contributor to the social insurance public system.

Based on statistical data, the number of persons who benefited from a paid child care leave for children up to age 3 and have resumed their work is decreasing, situation presented in the table below.

Table 3.10. Beneficiaries of child care indemnity for children up to age 3, 2013 – 2014

Categories of beneficiaries	2013		2014	
	Total	of which employed beneficiaries	Total	of which employed beneficiaries
	Number of beneficiaries	Number of beneficiaries	Number of beneficiaries	Number of beneficiaries
Monthly child care indemnity for children under the age of 3 years, of which:				
- mothers	37138	5561	39545	4628
- fathers	528	208	1164	521
- other persons	239	0	279	0

According to data presented in Table above, during 2013 -2014, the number of *mothers* who benefited from partially paid child care leave for children under the age of 3 and who resumed their work *has decreased by 30%*, while *the same number for fathers increased by 40%*.

In case of twins or in case of there are more children under the age of 3, the right to a child care indemnity can be, if requested, assigned to: both parents or concomitantly to two insured persons. Each insured person is entitled to child care indemnity for the child/children he/she is taking care of directly. One single indemnity can be established for a child (before law modification, such right was granted to only one person).

V. Insurance benefits in case of industrial injury or occupational disease

Insurance against industrial injuries or occupational diseases represents an integral part of the mandatory social insurance public system. It is based on the principle that professional risks should be taken on by the persons benefiting from the results of labour services provided, principle of mandatory contributions and other principles of the mandatory social insurance public system.

Insured persons benefit from the following rights to insurance against industrial injuries and occupational diseases:

- a) **benefit for temporary incapacity for work;**
- b) **disability benefit;**
- c) **benefit in case of death.**



The Insurer against industrial injuries and occupational diseases is the National Agency for Social Insurance and its territorial structures.

a) Benefit for temporary incapacity for work caused by industrial injuries or occupational diseases



Criteria for benefit allocation:

The benefit for temporary incapacity for work caused by an industrial injury or occupational disease are granted based on a medical certificate and investigation documents related to the industrial accident or a document confirming occupational disease, issued by competent authorities. The benefit quantum constitutes 100% of the monthly insured wage of the person insured during the last 6 months preceding the industrial accident or occurrence of occupational disease

The benefit for temporary incapacity for work is payable for all working days; during the first 20 calendar days, such payment are covered by the employers, starting with day 21 – by territorial structures of the National Agency for Social Insurance from SSIB resources.

b) Disability benefit

Benefit Quantum:

- for insured persons having a I or II disability degree, the benefit represents the difference between 2/3 of the insured monthly average salary of the insured person during the last 6 months preceding the month of industrial accident or occupational disease occurrence; the disability benefit quantum is established through the social insurance public system;

- for insured persons having a III disability degree, the benefit represents the percentage corresponding to the level of work capacity reduction.



Disability benefits are indexed annually till the date of 1 April. The indexation coefficient represents the average between annual consumer price index growth and annual average country level wage growth for the previous year, determined as set forth by the Government.

Criteria for benefit allocation:

The disability benefit is provided at the request of the entitled person. The insurer prepares the disability provision paperwork within a period of 30 days from the day of application registration.

Necessary documents:

- a) documents related to industrial accident or occupation disease investigation, issued by competent authorities;
- b) decision on assignment of a disability degree;
- c) retirement decision;
- d) employer statement regarding the monthly average wage of the insured during the last 6 months preceding occurrence of industrial injury or occupational disease;
- e) proposal of the insurer expert doctor regarding the level of work capacity reduction, for insured persons assigned a III degree disability;
- f) disability benefit quantum to which the insured person is entitled.

c) Benefit in case of death



In case of insured person's death as a result of an industrial injury or an occupational disease, the benefit in case of death is provided in a fixed lump-sum.

Beneficiaries:

- a) insured person's children who at the moment of their parent's death:
 - are under age 18 or over 18, but younger than age 23, if they pursue their studies (full time) in educational institutions of secondary, secondary vocational and superior level;
 - hold a disability degree, regardless of their age;
- b) insured person's spouse who at the moment of spouse death:
 - holds a disability degree;
 - reached the retirement age;
- c) deceased insured person's spouse or any of his/her parents, or another person who, at the moment of insured person's death, is not employed and is taking care of an insured person's child under the age of 3.

Benefit Quantum:

- a) for children who are under age 18 or over 18, but younger than age 23, if they pursue their studies (full time) in educational institutions of secondary, secondary vocational and superior level, or for disabled children regardless of their age:
 - equivalent of 5 wages calculated as the average of the monthly wage of the insured, during the last 6 months prior to the month of industrial accident or occupational disease occurrence, but no less than 5 average economy level monthly wages for the year preceding the year during which the insured risk occurred, for one child;
 - equivalent of 8 wages calculated as the average of the monthly wage of the insured, during the last 6 months prior to the month of industrial accident or occupational disease occurrence, but no less than 8 average economy level monthly wages for the year preceding the year during which the insured risk occurred, for two children;
 - equivalent of 12 wages calculated as the average of the monthly wage of the insured, during the last 6 months prior to the month of industrial accident or occupational disease occurrence, but no less than 12 average economy level monthly wages for the year preceding the year during

which the insured risk occurred, for three or more children;

b) for the insured person's spouse who at the moment of spouse death holds a disability degree or has reached the retirement age – equivalent of 3 wages calculated as the average of the monthly wage of the insured, during the last 6 months prior to the month of industrial accident or occupational disease occurrence, but no less than 3 average economy level monthly wages for the year preceding the year during which the insured risk occurred;

c) for the deceased insured person's spouse or any of his/her parents, or other person who, at the moment of insured person's death, is not employed and is taking care of an insured person's child under age of 3 – equivalent of 3 wages calculated as the average of the monthly wage of the insured, during the last 6 months prior to the month of industrial accident or occupational disease occurrence, but no less than 3 average economy level monthly wages for the year preceding the year during which the insured risk occurred.



The benefit allocated to the insured victim's children cannot be reduced.

Criteria for benefit allocation:

The benefit in case of death is allocated at the request of the entitled person. The benefit allocation decision or rejection of the benefit allocation application is taken by decision of insurer management within 45 days from application registration.

Necessary documents:

- a) documents related to industrial accident or occupation disease investigation, issued by competent authorities;
- b) insured person's death certificate, issued by the competent authority;
- c) other documents confirming applicant's right to benefit, in line with legislation.

VI. Financial support in case of death

The financial support in case of death is a one-time payment allocated to financially support the deceased person's family or person who covered death related expenses.

Beneficiaries:

The right to such support belongs to:

- a) any family member of the deceased person;
 - husband (wife);
 - parents;
 - children under age 18 pursuing their full time studies at an educational institution – before graduation, however prior to reaching age 23, as well as disabled children, regardless of age, if such disability has been established before the aforementioned ages.
- b) tutor or guardian
- or
- c) other person who covered the death related expenses.



Financial support in case of death Quantum:

The financial support in case of death is a fixed lump sum amounting to 1100 de Lei.



Criteria for support allocation:

The financial support in case of death is allocated if requested by an entitled person (family member of the deceased), or the person who covered the death related expenses. Such application shall be submitted to the territorial office of the NOSI from the place of

deceased person's residence, on the date when all necessary documents are submitted.

Necessary documents:

- a) In case of an insured person's death:
- beneficiary identification card (original and copy). If such document is missing, identity can be confirmed through a different act, including a temporary identification document issued by state competent authorities;
 - death certificate (copy);
 - documents confirming death related expenses.
- In case of birth of a dead child:
- beneficiary identification act (original and copy). If such document is missing, identity can be confirmed through a different act, including a temporary identification document issued by state competent authorities;
 - certificate confirming birth of dead child issued by medical institution;
 - documents confirming death related expenses.



Criteria for support allocation:

The financial support in case of death is paid to beneficiaries in cash, within 3 working days from application registration and submission of all necessary acts. The financial support in case of death can be requested, provided justification acts are submitted, within a period of 12 calendar months from the date of death. The financial support in case of death allocated, but not withdrawn, can be paid retroactively during a period of maximum 3 calendar years from the date of financial support application registration. The amount unpaid on time due to errors of the allocating and paying authority shall be paid with no time limitations.

3.5. Bilateral Social Security Agreements

Given the increasing labour mobility across states and migration of working age population – a problem Moldova faces during recent decades – coordinating social security system has become an important component of the social security policy promoted by the state. The negative effects of migration processes are long-term and usually felt when migrant workers and their family members, who worked abroad for certain periods, return to their country or relocate on the territory of other states; in both cases these people cannot benefit from social security allocations.

These circumstances made conclusion of social security bilateral agreements with migrant workers destination states more stringent.

Bilateral Agreements with EU member-states

Till 2014, the Republic of Moldova signed social security agreements with the following states:



Austria

Belgium

Bulgaria

Czech Republic



Estonia

Lithuania

Luxembourg

Poland



Portugal

Romania

Hungary

Information on application of these agreements during 2014 can be found in Annex No.3.

General provisions

The **objective** for concluding these social security agreements resides in the desire of the state to protect and guarantee social insurance rights to all workers from the Republic of Moldova and their family members unfolding activities on the territory of other states.

Persons subject to these agreements are:

- persons insured in one of the contractual state;
- independent workers;
- detached workers;
- employees of international transportation companies;
- employees of diplomatic missions and consular posts;
- family members of insured persons (in case of loss of breadwinner – survivor pensions and in case of death – death benefits).

The social security agreement protects the person against **insured social risks**, such as and if applicable: old age, temporary or permanent incapacity for work, loss of breadwinner, unemployment and death and entitle persons to the following benefit rights:

- old-age, disability, survivor pensions;
- disability benefits in case of industrial injuries or occupational diseases;
- benefits for temporary incapacity for work and maternity leave (depending on agreement);
- benefits for child birth and for child care for children up to age 3 (depending on agreement);
- death and unemployment benefits (depending on agreement).

Principles on which social security agreements are founded are unanimously accepted and applied by all EU member states, as well as by extra-community countries. These are:

- *Equal treatment* – Republic of Moldova citizens have the same rights and obligations as citizens of the state in which the former activate;
- *Determination of applicable legislation* – the person shall pay social security contributions in the state of employment, and not in both states;
- *Aggregation of insurance periods* – when calculating social security rights, both–insurance periods at home and insurance periods abroad – shall be considered. Each state shall cover the part of pension proportional to the contribution period to its system. This principle applies for other types of allocations, other than pensions, also (maternity leave benefit, unemployment benefit), if the legislation of the state conditions provision of such by a certain insurance period;
- *Exportability of contributory benefits* – the right of a migrant worker to benefit from allocations acquired in other states of activity on the territory of its state of residence.

Agreements signed in 2014

On 1 October 2014, the *Social Protection Agreement between the Republic of Moldova and the Republic of Lithuania* and the Administrative Arrangements for its implementation have been signed in Chisinau. This Agreement shall become effective pursuant to the procedure set forth therein.

On 1 November 2014, the *Social Security Agreement between the Republic of Moldova and Hungary* became effective, while on 1 December 2014, implementation of *Social Insurance Agreement between the Republic of Moldova and the Republic of Poland* was started.

Current negotiations and consultations in 2014

During 2014, negotiations on the draft social security agreements with Republic of Turkey and Republic of Latvia have been continued.

On 6-7 **November, in Athens** the *technical bilateral Moldovan – Greek consultations on social security* took place in the view of examining the opportunity of signing a bilateral agreement. Parts have decided to continue this dialogue.

On 14th of November 2014, in Rome, experts from Ministry of Labour, Social Protection and Family of the Republic of Moldova and from the National Agency for Social Insurance have had a meeting with their *Italian counterparts*, during which the Moldovan delegation communicated to the Italian part the necessity to conclude a social security bilateral agreement to protect both states' citizens rights to social security. The parts have decided to come back to this subject and keep the dialogue open.

Bilateral agreements with CIS member-states

At present, pension insurance agreements concluded by the Republic of Moldova in the 90s with states from the post-soviet are continue to be applied – Russian Federation (1995), Belarus Republic (1995), Ukraine (1995), Uzbekistan (1995) and Azerbaijan (1997). Based on aforementioned Agreement, during 2014, the ministry has received 7.868 applications for examination, of which: 5.676 from Russian Federation, 2.087 from Ukraine, 102 from Belarus, 3 from Azerbaijan.

The aforementioned Agreements are based on the *territoriality principle*, according to which pensions are established and paid by the state on the territory of which the person resides, regardless of person contribution to the residence state social security public system. This and other principles are outdated given the changes in their political relationships, but also economic and financial relations among these states, therefore they must be adjusted to international standards.

Conclusions. Recommendations

The pensions system shall remain a priority of the ministry till the day when we will be able to say social equity is the main characteristic and the fundamental principle of this system, while the pension shall become the main source for a decent life of the retired.

The pensions burden rate which represents the ratio between the number of social insurance contribution payers and the number of pension beneficiaries registers a stable decreasing trend. That is, the higher the number of employed persons, given a small number of retirees, the higher the financial stability of the pensions system.

Thus, for a stable functioning of the supportive *pay as you go* pensions system, as is the current social insurance public system in the Republic of Moldova, it is necessary to keep the ratio of contributors to retirees at approximately 4/1 – 5/1. In 2003 the ratio of contributors to retirees was 1,97:1, while in 2014 it further decreased to 1,24:1. This situation highlights the need for parametric changes in the pensions system.

The precarious demographic situation in the country, including massive migration of youth triggered the rise of major problems for state social insurance budget revenues.

The social insurance system is currently facing the following problems:

- long-term instability (population aging and falling fertility rates), determined by unfavorable demographic trends;
- increasing number of newly-established retirees and, thus increasing pressure on economically active population and state social insurance budget;
- low pension quantum compared to wages and minimum subsistence indicators;

- decreasing replacement rate;
- lack of tariffs uniformity for social insurance contributions;
- considerable redistribution of resources due to lack of tariffs uniformity for different categories of contributors;
- increase system complexity due to high number of norms regulating pensions insurance for different categories of beneficiaries;

To improve the social insurance system, *it is recommended:*

- formulate clearly the cases that qualify as insured risks within the social insurance public system and exclude irregular expenditures that do not correspond to insured social risks;
- continue the gradual redistribution of the insurance contribution from the employer to the employee;
- cancel payments of social insurance individual contributions made by employed retirees or provide mechanisms for recalculating age-limit pensions for retirees who continue their work after retirement;
- calculate disability pensions based on achieved length of service, and not potential length of service;
- cover the counter value of social benefits for industrial injuries and occupational diseases from the employer's account (from 0.5% up to 4%);
- increase the share of social insurance contribution payable by the employer for expenses compensation to advanced pension payments, established for employees who perform functions and jobs specified in List No 1, and to certain employees from the cultural domain;
- examine the opportunity to make the retirement age of women and men equal, as ground for this suggestion might be the fact that life expectancy for women of retirement age is greater (18 years) as the life expectancy for men (5.1 years);
- unify tariffs of social insurance contributions payable by employers from the agriculture sector;
- update the monthly average insured income for the period following the enforcement of the Law on pensions (after 01.01.1999);
- unify methodology of pension calculation for certain categories of citizens (Parliament, Government members, prosecutors, local delegates, civil servants and etc.);
- reduce the negative phenomenon of under-the-counter payment of wages, raising, at the same time, the level of awareness of people regarding the dependency between the amount of pension and other social payments and the level of paid social insurance contributions.

A solution for the entire pensions system would be unifying the pensions system, aligning pensions norms to unique conditions. To ensure this, a series of actions focused on diminishing permitted exemptions is needed; such actions would allow for an equitable retirement and for reaching the balance between contributions and benefits for all retired people.

Social security agreements signed by the Republic of Moldova will have a positive impact on migrant retirees and their family members. However, effects of these agreements will be visible later, when people employed outside the Republic of Moldova borders will reach their retirement age.

4. SOCIAL ASSISTANCE

Social assistance is a component of the social protection system and includes a set of non-contributory cash benefits (social payments) or social services, applicable separately or jointly, to meet the needs of the person in risk situations. It is an essential mechanism through which the society intervenes to prevent, limit or eliminate negative effects of events that occur with vulnerable persons or group of persons, who cannot face the time's exigencies.

The core objective of social assistance is to decrease poverty and to promote social inclusion of poor and disabled persons, families with children at risk, to intervene for the timeframe the person is at risk to help it overcome it through different social assistance services, provided in combination with cash benefits, depending on the problem it faces. The range and amount of social services payments are conditioned by the economy, existing funds, the need for developing an application administrative and regulatory framework.

4.1. Social assistance benefits

Social assistance benefits are expressed through a large range of indemnities, compensations, allowances and benefits granted to persons in need. The eligibility for social benefits is determined mainly by the categorical principle, while payments have a rewarding character. The eligibility mechanisms of examination of applicant's incomes (material aids from FRSSP, the social aid and aid during the heating period of the year) are applied only in case of three payments.

About 95% of payments are paid from the state budget through SSIB and only an insignificant part – from territorial administrative units' budgets.

4.1.1. State social allowances for certain categories of citizens

The legal framework regulating the establishment and payment of state social allowances is represented by Law on State Social Allowances for Certain Categories of Citizens No.499-XIV of 14 July 1999, with further modifications and amendments. According to this law, the social allowance is an amount of money paid monthly or in the form of one-time payment from the state budget to persons, not meeting the requirements to the establishment of the right to a pension in line with Law on State Social Insurance Pensions No.156-XIV of 14 October 1998.

The following categories of citizens can benefit from social allowances:

- I, II, III (severe, significant, medium) degree disabled persons (disabled people who did not accumulate the length of service required for disability pension establishment);
- I, II, III (severe, significant, medium) degree disabled children (children younger than 18 whose disability degree has been established according to Government Decision No.65 of 23 January 2013 on disability and work capacity determination);
- I, II, III (severe, significant, medium) degree disabled persons from childhood (persons with disabilities from childhood, who did not accumulate the length of service required for disability pension establishment, including children aged 18 and older);
- children who lost their breadwinner (it is granted to persons up to the age of 18 (to pupils in secondary, secondary vocational and students in higher education institutions, except part-time education – until graduation from the respective institution, but no later than the age of 23);
- elderly persons (established for persons who reached the standard retirement age but do not meet the requirements for old-age pension establishment).

Social allowances are granted provided that the beneficiary is not completely supported by the state.

In order to enhance the social protection of these categories of persons, which represent the most vulnerable population categories, and increase their material support, which continues to

be insignificant, beginning with 1 April 2005, all state social allowances, except benefits for care, support and supervision and in case of death, are indexed on annual basis, in line with the average annual consumer price index increase during the previous year, which is stipulated in Article 6 (13) of Law No.499-XIV on State Social Allowances For Certain Categories Of Citizens. In line with modifications introduced in Law No.30 of 13 March 2014, the article regarding indexation of state social allowances has been revoked, and starting with 1 April 2014 such allowances have been reconsidered.

Thus, the proposed modification regarded establishing a state social allowances quantum and allowance for care, support and supervision quantum equal to a percentage of the minimum pension quantum for disabled persons or to minimum pension quantum for age-limit pension-beneficiaries. The minimum quantum of these pensions is approved annually by the Government, through its Decision on Indexation of Social Insurance Allowances and Other State Social Benefits.

The ratio between state social allowances and minimum pension quantum set by law are the same for similar categories of disabled persons. Thus, the difference between amounts for different disability categories shall be due to the differentiated amounts depending on the category of minimum disability pension for disabled persons.

As a result of setting the social allowances quantum to equal a percentage of the mentioned minimum pensions quantum, social allowances amounts shall be indexed during the annual indexation of the minimum pensions quantum.

In the context of all aforementioned, starting with 1 April 2014, the state social allowance quantum for disabled persons represents a percentage from the minimum indexed pension quantum for people with severe, significant and medium disabilities, established each year by the Government, and including:

- a) persons with severe, significant and medium disabilities – 30%;
- b) persons with severe, significant and medium disabilities from childhood – 80%;
- c) children with severe, significant and medium disabilities aged under 18 – 80%.

The Table below reflects the state social allowances quantum and the total financial resources needed for the monthly payment of these during the period 2010 – 2014, which also include the indexations performed, according to legislation, but also subsequent modifications starting with 1 April 2014.

Table 4.1. State Social Allowances, 2010 – 2014

State Social Allowances	No. of beneficiaries, persons					Monthly quantum, thousand Lei					Average Quantum, Lei				
	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014
<i>For disabled children aged under 18, total, of which:</i>	15088	14034	14753	14044	13446	3924,5	3892,3	4386,8	4316,1	5627,0	260,10	277,35	297,35	307,32	418,49
with severe disability	6177	5958	6342	6100	5687	1763,9	1808,9	2066,9	2067,1	2550,3	285,55	303,61	325,91	338,86	448,45
with significant disability	7417	6698	6948	6287	5652	1798,4	1728,1	1918,1	1779,1	2431,7	242,47	258,01	276,07	282,99	430,24
with medium disability	1494	1378	1463	1657	2107	362,2	355,3	401,8	469,9	645,0	242,44	257,83	274,62	283,56	306,10
<i>For disabled persons with disability from childhood, total, of which:</i>	24930	25404	26743	26939	27233	6306,2	6891,0	7768,4	8202,4	11194,9	252,95	271,25	290,48	304,48	411,08
with severe disability	6037	6309	6651	6891	7200	1724,5	1926,5	2171,5	2350,8	3192,7	285,65	305,36	326,49	341,14	443,43
with significant disability	14531	14615	15198	14990	14807	3524,6	3797,4	4230,1	4368,8	6389,1	242,55	259,83	278,34	291,44	431,49
with medium disability	4362	4480	4894	5058	5226	1057,1	1167,1	1366,8	1482,8	1613,1	242,34	260,51	279,28	293,16	308,67
<i>For disabled persons, total, of which:</i>	4700	4590	5732	6068	6602	433,5	455,5	605,5	672,7	997,5	92,24	99,24	105,63	110,87	151,09
with severe disability	523	574	693	751	863	60,9	71,6	92,1	105,1	145,0	116,52	124,70	132,93	140,02	168,04
with significant disability	3048	2928	3660	3798	4017	305,8	314,8	420,0	459,2	654,3	100,33	107,52	114,75	120,90	162,88
with medium disability	1129	1088	1379	1519	1722	66,8	69,1	93,4	108,4	198,2	59,14	63,52	67,71	71,36	115,10
<i>For children in case of breadwinner loss, total, of which:</i>	3732	3882	3961	3851	4009	431,2	486,3	531,1	537,8	672,8	115,54	125,28	134,08	139,65	167,83
for one child	2604	2626	2676	2518	2589	228,6	255,6	279,9	266,0	309,0	87,77	97,33	104,59	105,65	119,36
for 2 and more children	961	1054	1063	1071	1160	168,9	202,4	219,3	227,8	310,6	175,75	192,02	206,29	212,68	267,77
for one child, in case of both breadwinners loss	120	149	153	156	146	21,1	22,4	24,6	26,2	29,9	175,81	150,21	160,67	167,67	204,60
for 2 and more children, in case of both breadwinners loss	22	3	2	29	21	7,7	0,9	0,4	9,3	9,1	351,62	314,70	203,16	322,43	433,38
division of allowance share	21	42	62	70	86	3,7	4,0	6,2	7,5	12,1	175,81	93,81	101,09	106,86	140,64
division of allowance share, in case of both breadwinners loss	4	8	5	7	7	1,2	1,0	0,7	1,0	2,1	307,66	121,95	134,09	142,69	307,93
<i>For elderly people</i>	3238	3493	4027	4387	4986	290,5	335,9	414,6	474,6	595,7	89,71	96,16	102,95	108,18	119,47
Total	51688	51403	55216	55289	56276	11385,9	12061,0	13706,4	14203,6	19087,9	222,82	234,64	248,23	256,90	339,18

Social allowance quantum starting with 01.04.2014 based on provisions of Law No.30 of 13.03.2014

Source: NOSI

During 2004-2014, a constant growth in the number of state social allowances beneficiaries is revealed, with minor decreases during 2011-2012.

Table 4.2. Number of state social allowances beneficiaries, 2004-2014

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Beneficiaries, persons	44159	45269	46181	47174	48312	50127	51688	51403	55216	55289	56276

Source: NOSI

Respectively, during the same period, very significant is the growth of expenses related to state social allowances payment. This is partly due to annual indexation (starting with April 1) of the state social allowance quantum, but also to the increase in the number of beneficiaries. This growth can be observed in the Table below.

Table 4.3. Evolution of monthly expenditures for state social allowances payment, 2004-2014

Year	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Monthly amount, thousand Lei	4201	4833	6980	8046	9580	11129	11386	12061	13706	14204	19088

4.1.2. Allowance for care, support and supervision

Allowance for care, support and supervision is established according to the provisions of Chapter V of Law On State Social Allowances For Certain Categories Of Citizens No.499-XIV of 14 July 1999. To improve and streamline provision of allowances for care, modifications have been introduced (Law No.45-XIV of 03 March 2006) to the aforementioned law, for the following categories of people:

- a) people who take care, support and supervise severely disabled child under age 18, provided that these persons do not benefit from the personal assistance service;
- b) severely disabled persons from childhood;
- c) severely disabled blind persons, provided that these persons are not completely supported by the state.

At the same time, severely bed-ridden disabled persons who had suffered from the Chernobyl accident, benefit from allowance for care, support and supervision amounting to 500 Lei per month, according to Article 9 (3) of Law No909-XII of 30 January 1992 On Social Protection Of Citizens Who Had Suffered From Chernobyl Accident. It should be noted that through Law No.313 of 26.12.12, I degree bed-ridden disabled persons got a raise for monthly allowance for care, support and supervision from 300 Lei to 500 Lei per month as of 1 January 2013.

Allowance for care, support and supervision is not indexed.

In line with modifications stipulated in Law No.30 of 13 March 2014 on the Modification of Law No.499-XIV, the quantum of the allowance for care, support and supervision constitutes 75% of the minimum indexed pension quantum for age-limit, established annually by the Government.

Table 4.4. Allowance for care, support and supervision during 2012-2014

Beneficiaries	No. of beneficiaries	Allowance quantum, Lei monthly	Monthly established amount, thousand Lei
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	2012	2013	2014	2012/ 2013 2014	2012	2013	2014
People caring, supporting and supervising one disabled child aged under 18	6247	5988	5267	300,0/ 500,0/ 598,75	1859,4	2939,6	3119,5
Severely disabled persons from childhood	5909	6533	6564	300,0/ 500,0/ 598,75	1772,5	3260,5	3920,3
Severely disabled blind persons	4361	4429	4417	300,0/ 500,0/ 598,75	1308,3	2213,7	2643,4
Severely, bed-ridden disabled persons, who had suffered from Chernobyl accident	26	26	26	300,0/ 500,0/ 500,0	7,8	13,0	13,0
Total	16543	16976	16274	-	4948	8426,8	9696,2

4.1.3. Death allowance

The death allowance is established according to Law on state social allowances for certain categories of citizens No.499-XIV of 14.07.1999.

The death allowance is granted in case of the death of a non-insured person, provided that no family member is entitled to death allowance paid from the social insurance public system for the deceased person.

The non-insured person is entitled to an allowance in case of death of the family member, at his/her support, if the deceased person is not entitled to a death allowance from the public social insurance system, as well as in case when no other family member has the right to a benefit in case of death for the deceased person, paid from the public social insurance system.

For the deceased person the death allowance is granted once (one-time payment) to a person, who can be a family member, tutor, guardian or, in their absence, to a person, who proves to have covered the funeral expenses.

In 2014 the death allowance was established in the amount of 1.100 Lei.

Based on provision of Law No.30 of 13.03.2014, as of 01.04.2014, the death allowance quantum granted in case of death of a non-insured person is identical to the death benefit provided in case of an insured person's death and is established, annually, in the law on state social insurance budget for the respective year.

Table 4.5. Death allowance, 2013-2014

Death allowance for uninsured persons	Number of beneficiaries		Allowance quantum, Lei 2013 2014	Total annual amount, thousand Lei	
	2013	2014		2013	2014
	4382	4231	1100	4359,5	4695,9

**Note: The death allowance is established based on provisions of Government Decision No. 1442 of 19.12.2006, the financing of which is done from the State Budget.*

4.1.4. Monthly state allowances

Monthly state allowances are established according to Law on additional social protection to certain categories of citizens No.121-XV of 3 May 2001. The aforementioned allowances have a

state compensation character and are granted for contribution during the Second World War and the events for independence and territorial integrity defence of the Republic of Moldova.

Following the amendments and supplements to Law No.160 of 5 July 2012, *three* new categories of beneficiaries had been granted monthly state allowances as of August 2012, and mainly:

- Persons participating in combat actions in Afghanistan and other states, such as militaries and civil servants of the Soviet Army, Military Marine Forces, state security bodies' members, employees of internal affairs bodies of the former USSR; workers in these categories who had been sent by state officials of the former USSR to other states and who participated to combat actions on their territory;
- Soldiers on duty and in retired status called to concentration, volunteers and staff of internal affairs bodies, state security bodies and the penitentiary system, included in the number of military units and special structures in fighting positions and the military, law enforcement officers of internal affairs, state security bodies and the penitentiary system and civilians delegated in these special units carrying out missions for the purpose of ensuring the effectiveness of the combat actions to defend the territorial integrity and independence of the Republic of Moldova;
- Rehabilitated victims of political repression from 1917–1990.

This change has caused a considerable increase in the number of state monthly allowances: from 9.422 persons in 2011 to 30.623 persons in 2012 and 37.072 persons in 2013, while during 2014 – the number of beneficiaries decreased to 36.731.

Figure 4.1. Number of monthly state allowances beneficiaries, 2009-2014

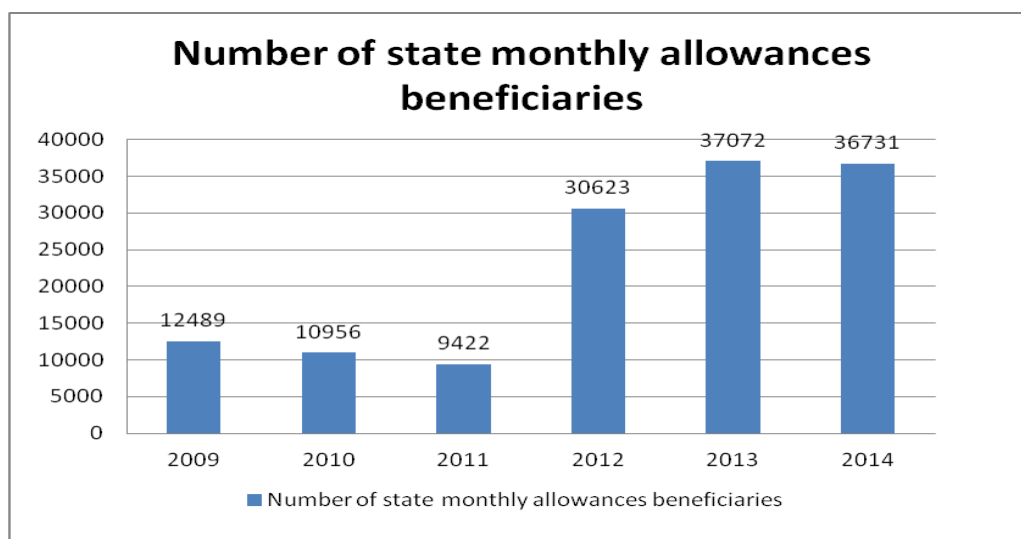


Table 4.6. Information on payments of state monthly allowances during 2013 – 2014

Name of category	Allowance amount, Lei		Number of beneficiaries, persons		Calculated total, thousand Lei	
	2013	2014	2013	2014	2013	2014
War disabled persons:						
I degree	700	700	378	367	3252,3	3096,3
II degree	550	550	2396	2291	16261,2	15306,5
III degree	475	475	380	359	2244,3	2075,1
War participants and former political prisoners	400	400	1663	1281	8903,9	6634,9
Persons decorated with orders and medals	175	175	456	375	1039,4	819,1
Persons who were in Sankt-Petersburg (Leningrad) during the blockade	400	400	41	37	206,0	183,4
Surviving spouses incapable of work, of participants to the Second World War or combat actions during peace times from soldiers and officers of information and security who died on duty or of participants to the liquidation of Chernobyl accident consequences, or of deceased war disabled persons, if not remarried	250	250	1856	1637	5943,1	5106,3
Children of the Second World War veterans or participants to combat actions during peace times, soldiers who died on duty and children of deceased participants at the liquidation of Chernobyl accident consequences	250	250 each	54	46	206,2	155,9
One of the parents, unable to work, of the participants to war during peace times for territorial integrity and independence defence of the Republic of Moldova, to Chernobyl accident, deceased	250/500	500	291	282	1343,1	1707,7
Persons participating in combat actions in Afghanistan and other states, such as militaries and civil servants of the Soviet Army, Military Marine Forces, state security bodies' members, employees of	100	100	5688	5841	6857,4	6434,5

internal affairs bodies of the former USSR; workers in these categories who had been sent by state officials of the former USSR to other states and who participated in combat actions on their territory						
Soldiers on duty and in retired status called to concentration, volunteers and staff of internal affairs bodies, state security bodies and the penitentiary system, included in the number of military units and special structures in fighting positions and the military, law enforcement officers of internal affairs, state security bodies and the penitentiary system and civilians delegated in these special units carrying out missions for the purpose of ensuring the effectiveness of the combat actions to defend the territorial integrity and independence of the Republic of Moldova	100	100	15361	15727	18530,7	17523,3
Rehabilitated victims of political repression from 1917–1990	100	100	8508	8488	10303,7	10014,9
Total	-	-	37072	36731	75091,3	69057,9

4.1.5. Compensations to participants to the liquidation of Chernobyl accident consequences

For the purpose of protecting the rights and interests of the citizens of the Republic of Moldova who suffered from Chernobyl accident and those who participated in the liquidation of Chernobyl accident consequences, Law on social protection of citizens who participated in the liquidation of Chernobyl accident consequences No.909-XII of 30.01.1992 was adopted. This category of people benefit from pensions and various social payments, as compensations for balneal-sanatorium treatment tickets, one-time compensation for health injury, one-time material aid for recovery, monthly benefit for care, support and supervision and etc..

Thus, according to the provisions of Law No.909-XII of 30.01.1992, persons who got ill and suffered from actinic disease and disabled persons have the right to benefit annually, off-turn, from free tickets (based on medical recommendations) to balneal-sanatorium institutions from our country, as well as to institutions from Ukraine: “Moldova” (Odessa), “Moldova” (Truskavets), “Sanatatea”, “Serghei Lazo” and “Zolotaia niva” (Sergheevka), and if there are no available tickets, to receive cash compensation in the amount of the average ticket price.

According to Article 9 (1) of Law No.909-XII of 30.01.1992, disabled persons who suffered as a result of Chernobyl disaster, are paid a one-off compensation in amount of an average monthly salary per country for the month preceding the month of compensation request, for each percent of loss of professional capacity to work. This compensation is paid to all disabled, irrespective of the date of disability determination. The amount calculated for each beneficiary is paid within 4 years by 25% annually. The compensation established and non-paid due to beneficiary’s death is paid to the surviving spouse, children or parents, for the corresponding year.

According to Article 9 (2) of the aforementioned Law, disabled persons are paid annually a one-off financial aid in amount of two average monthly salaries per country, set for the previous year.

At the same time, according to Article 9 (3) of Law No.909-XII of 30.01.1992, bed-ridden disabled persons, who suffered from Chernobyl disaster, are paid an allowance for care, support and supervision in amount of 500 Lei.

Simultaneously, the families who lost their breadwinners as a result of Chernobyl accident, are paid a one-off compensation in amount of 15 average monthly salaries per country, set for the previous year of death. This compensation is paid regardless of the date and cause of death.

According to Article 13 of the aforementioned law, for social protection insurance, medical

assistance and healthcare, children born following 26 April 1986, one of the parents of which has suffered as a result of Chernobyl disaster, as well as children evacuated from the alienation area, are entitled to be provided annually, until the age of 18, with free tickets (if the doctor's recommendation applies) to balneal-sanatorium and other healthcare institutions, located on the territory of the country, or institutions from Ukraine: "Moldova" (Odessa), "Moldova" (Truskavets), "Sanatatea", "Serghei Lazo" and "Zolotaia niva" (Sergheevka), and if there are no available tickets, to receive cash compensation in the amount of the average ticket price.

The types of social benefits, amounts of expenses and the number of beneficiaries are reflected in the table below:

Table 4.7. Benefits to participants in the liquidation of Chernobyl accident consequences, 2013-2014

Types of compensations	Calculated total, thousand Lei		Number of beneficiaries		Average quantum, Lei	
	2013	2014	2013	2014	2013	2014
1. Compensations for balneal-sanatorium treatment tickets for:						
1.1. disabled and participants	8383,2	8879,8	1497	1531	5600-00	5800-00
1.2. children born after 1986, aged 4-7	158,4	124,8	44	31/32 (children)	3600-00	3900-00
1.3. children born after 1986, aged 7-14	814,5	740,6	181	144/161 (children)	4500-00	4600-00
1.4. children born after 1986, aged 14-18	1673,5	1508,0	299	238/260 (children)	5596-99	5800-00
2. Annual one-off financial aid for recovery of:						
2.1. disabled	14416,8	15359,7	2073	2040	6954-56	7529-28
2.2. participants in 1986-1987	293,9	310,6	97	95	3029-54	3269-69
2.3. participants in 1988-1990						
3. One-off compensation for health injury for disabled persons	2881,8	2778,5	61	52	47242-10	53431-65
4. One-off compensation for breadwinner's loss	1669,2	1869,5	33	34	50582-14	54985-72
5. One-off financial aid to children for breadwinner's loss	11,2	9,7	28/31 (children)	22/27 (children)	360-00	360-00
6. Additional leave	243,9	261,0	103	103	2368-81	2533-90
7. Annual provision of tickets for treatment						
7.1 for disabled and participants	3464,1	3471,3	627	564	5524-87	6154-71
8. Compensation instead of food	10530,8	13118,5	2169	2132	390-72/ 408-69	408-69/549-15 (as of 01.04.2014)
Pensions to participants in the liquidation of Chernobyl disaster consequences	Monthly established amount, thousand Lei		Number of beneficiaries, persons		Average amount, MDL	
	2013	2014	2013	2014	2013	2014
Total	4418,7	4613,5	1990	1952	2220-43	2363-47
including:						
9. Disability pension, total, including:	4304,8	4492,8	1892	1854	2275-24	2423-32
9.1. with severe disability	766,5	815,1	269	269	2849-33	3030-17
9.2. with significant disability	3488,4	3626,2	1599	1561	2181-59	2323-02

9.3. with medium disability	49,9	51,5	24	24	2079-49	2144-71
10. Old-age pension	51,1	64,7	33	38	1549-98	1700-99
11. Pension in case of breadwinner's loss, including:	62,8	56,0	65	60	965-49	933-73
1 survivor	48,9	48,9	56	54	873-15	905-84
2 survivors	11,2	4,2	8	5	1393-52	844-19
3 survivors	2,7	2,9	1	1	2712-45	2887-41

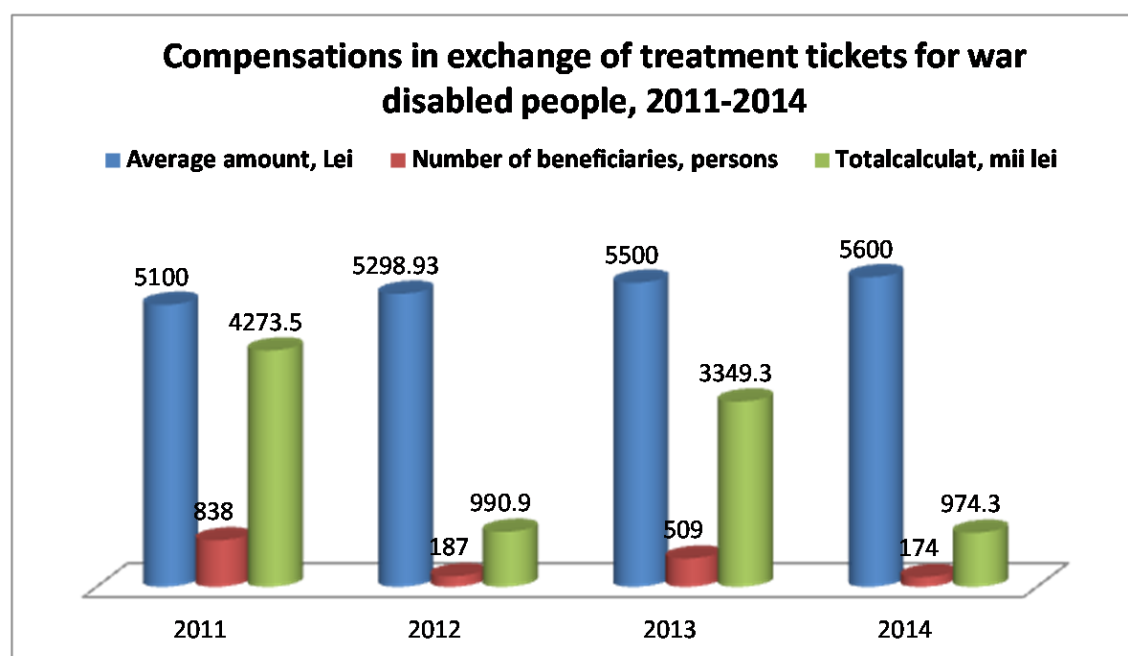
4.1.6. Compensations instead of treatment tickets for war disabled persons

According to Law on veterans No.190-XV of 8 May 2003, war disabled persons have the right to benefit annually from free tickets for sanatorium treatment in the rehabilitation centres of the Ministry of Labour, Social Protection and Family and other such institutions or, at choice, instead of treatment tickets, they can benefit from cash compensation once in two years, under the conditions specified by the Government.

Thus, the method and conditions for establishment and payment of this compensation were approved by the Government decision No.868 of 28 July 2004 on approval of the Regulation on the procedure of establishment and payment of cash compensation instead of free sanatorium treatment tickets to war disabled persons.

The table below shows the dynamics of compensations instead of treatment tickets for war disabled persons during 2011-2014:

Figure 4.2. Compensations in exchange of treatment tickets for disabled persons, 2011-2014



Thus, in 2011 we observe a high increase in the number of beneficiaries of compensations from the State Budget instead of treatment tickets and of expenses for compensations instead of treatment tickets. Therefore, once in two years, the number of war disabled persons who demand cash compensation instead of free treatment tickets increases considerably.

4.1.7. State monthly nominal allowances for special merits to the state

State monthly nominal allowance for special merits to the state was established according to Chapter IV of Law on veterans No.190-XV of 8 May 2003. The following categories of beneficiaries of pensions, established according to effective pension legislation are entitled to nominal allowance:

- a) persons decorated with state distinctions under Law No.1123-XII of 30 July 1992 on state distinctions of the Republic of Moldova;
- b) persons decorated with state distinctions of the former USSR, equivalent to state distinctions of the Republic of Moldova, by Parliament Decision No.533-XIII of 13 July 1995 on the rights of citizens of the Republic of Moldova, decorated with distinctions of the former USSR.

The nominal allowance is established in the following amount:

- a) persons with honorific titles and those decorated with medals –25 Lei;
- b) persons decorated with orders, except persons decorated with the orders “Order of the Republic”, “Stefan cel Mare” and “Labour Glory”, of I, II and III degree and persons holding the title of Hero of Socialist Labour –50 Lei;
- c) persons with honorific titles, those decorated with medals and orders –50 Lei;
- d) persons decorated with the orders “Order of the Republic”, “Stefan cel Mare” and “Labour Glory” of I, II, and III degree and persons, holding the title of Hero of Socialist Labour –500 Lei.

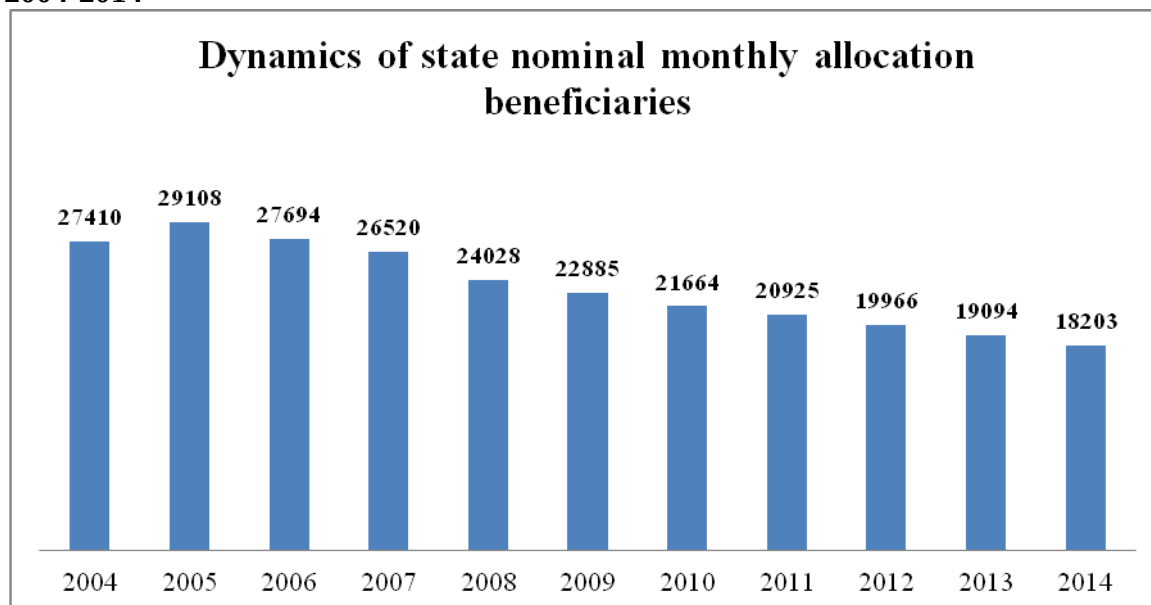
The procedure of establishing the payment of the state nominal allowance is regulated in the Regulation approved by Government Decision No.1413 of 27.11.2003.

Table 4.8. State nominal allowances for special merits to the state, 2013-2014

Category of beneficiaries	Allowance amount, Lei		Number of beneficiaries, persons		Total calculated, thousand Lei	
	2013	2014	2013	2014	2013	2014
<i>Holders of honorific titles or medals</i>	25/36	25	7277	7160	2086,9	2039,4
<i>Holders of orders or honorific titles, orders and medals</i>	50/54	36/50/54	11473	10699	6937,9	6378,5
<i>Persons decorated with the orders „Order of the Republic”, „Stefan cel Mare” and “Labour Glory” of I,II, and III degree and persons holding the title of Hero of Socialist Labour</i>	500	500	344	344	1786,0	2011,0
Total	-	-	19094	18203	10810,8	10428,9

In the figure below the dynamics of beneficiaries of state monthly allowance is shown, where a decrease in number of beneficiaries can be seen, due to natural diminishing of their number.

Figure 4.3. Dynamics of the number of beneficiaries of state monthly nominal allowance, 2004-2014



Source: NOSI

4.1.8. Social Aid

Social aid (welfare programme) continues to be one of the most important landmark programmes for promotion of social inclusion and reduction of poverty, also is also an appropriate measure for ensuring transparency, government financing and commitment.

Social aid contributes to increasing beneficiary incomes with a direct impact on poverty reduction and, especially, reduction of extreme poverty. According to last data from the National Statistics Bureau, in 2013, the absolute poverty rate constituted 12,7% and was reduced compared to 2012 with 3,9 percentage points. At the same time, extreme poverty levels have diminished. The share of population exposed to extreme poverty constituted only 0,3% in 2013.

Social aid and cold season support represent social policies sufficiently well targeted to identify poor families, albeit it is clear they offer an extremely low level of security to families who really rely on such allowances. The allowance amount remains relatively low to be able to offer specific advantages to beneficiaries and is mostly meant to cover basic family needs together with the other income sources of the family.

At the same time, in certain cases, additional means of social protection offered to beneficiaries (for example, the financial support to pension beneficiaries) lead to a decrease in the number of families benefiting from social aid / cold season support, and leave such families with no significant support, and depriving family members from other advantages the state offers to social aid beneficiaries. Eligibility for social aid includes free of mandatory charge health insurance also (for all family members for the period of right granting), which represents an important benefit for many beneficiaries.

The main source of income for families benefiting from social aid is pensions, while the number of economically active beneficiary families is gradually decreasing. This effect is augmented by the fact that aged persons are increasingly becoming a protected group within the framework of the legislation regulating Social aid.

Worth mentioning is also the imbalance of existent services allocation, through overcrowding of social services in urban areas, which generates exclusion of rural communities. Furthermore, services provided by NEA exclusively at urban level represent a real obstacle in extending Social aid coverage and equitable implementation. However, additional support measures, more closely associated with the development of integrated social assistance programmes

are needed to offer beneficiaries not only minimum resources, but also opportunities for increased autonomy.

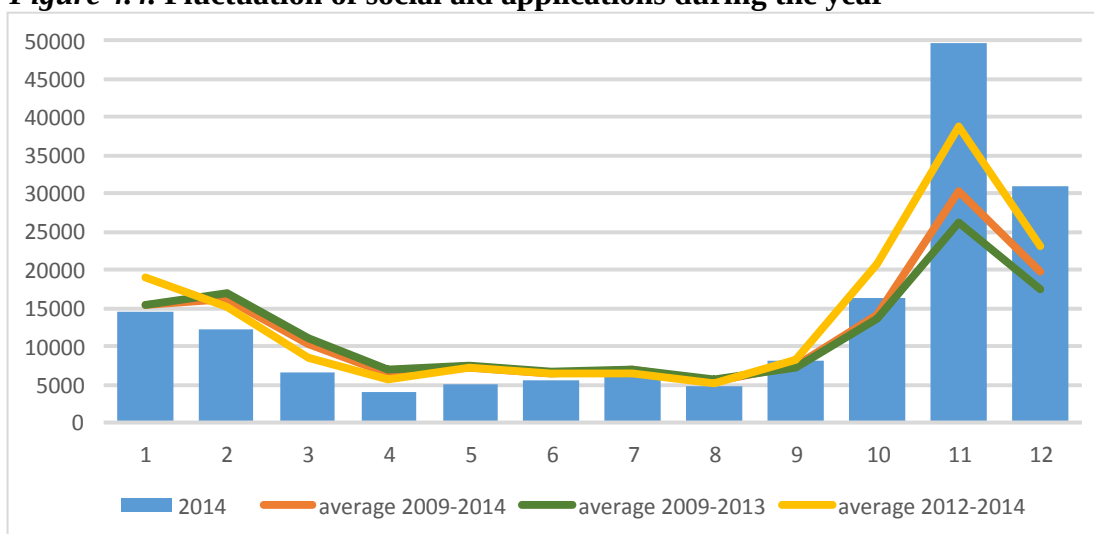
The increase of the disregard income to 200 Lei for each family member does not seem to offer sufficient incentive for increasing applications from such groups of families (in 2010, when the disregard income concept was introduced and in 2013 when the disregard income amount was increased from 60 Lei to 120 Lei from the salary of each family member, the effect was below that expected.). For some families, wage statement would mean giving up on informal incomes and reducing allocations; on the other hand, legal employment perspectives in the rural area are extremely reduced.

Statistics

The dynamics in the number of applications submitted during the year is diverse, depending on mentality of individuals, but also on labour market fluctuations; the number of applications decreases during the warm season of the year (March – September), given the increasing demand for labour in such sectors as constructions, agriculture, etc. and increases during the cold season of the year, due to reduced activity in the aforementioned sectors and the need of the population to cover the increased maintenance costs during winter. The requirement to repeat submission of Social aid applications every 6 months seems to have accentuated this phenomenon and families tend to make one single application effort during one year.

Lack of synchronization between update to key parameters and increase of family incomes is also a cause worth mentioning. Potential examples of these problems are the different periods of time when pensions and the guaranteed minimum monthly income (hereinafter – GMMI) are updated and the fluctuations within the income amounts for the agricultural sector. Considerable monthly differences in submission of applications are presented in the figure below.

Figure 4.4. Fluctuation of social aid applications during the year



Taking into account the 6 month periods for allowance provision, and its revision subject to any change in initial data, certain families leave the system and can re-enter the system a number of times each year. For each new application, a new request and submission of confirmation acts is needed. Through its legislative amendments of October 2014, the Government has increased the allowance provision period to 12 months, expecting to ensure a more homogeneous number of applications and an increase over time in the number of beneficiary families.

Following the same objective, to cover more efficiently poor families and increase the number of beneficiaries, the Government has adjusted other legal provisions also, applicable as of 1 October 2014:

- increased the wage disregard amount to 200 Lei for each employed family member;

- introduced the 200 Lei disregard to child care allowances and total disregard of state financial support offered to certain pensions and state allowances beneficiaries;
- extended application validity from 6 to 12 months;
- introduced changes in welfare evaluation (PROXY Test), in terms of qualification threshold, as well as indicator structure and value.

These changes, together with the GMMI increase from 680 Lei to 720 Lei starting from 1 November 2014, was expected to lead to an increased number of applications and an increased rate of positive decisions. Indeed, the number of applications increased, and in November 2014 reached 50 thousand applications registered in the Automated Social Insurance Information System (ASIIS). A larger number of applications during one single month was registered only in November 2011 (52 thousand applications), a period when the number of beneficiaries was registering constant growth with no signs of allowance extenuation.

The number of applications is obviously not equal across territorial social insurance structures (D/SASPF). Thus, in 17 divisions the monthly average number of registered applications was under 250.

	Areas					
	Chisinau	North	Center	South	Gagauzia	Total
	no.	no.	no.	no.	no.	no.
1-49 applications	0	0	0	0	0	0
50-249 applications	5	1	3	6	2	17
250+ applications	0	11	10	2	1	24
Total	5	12	13	8	3	41

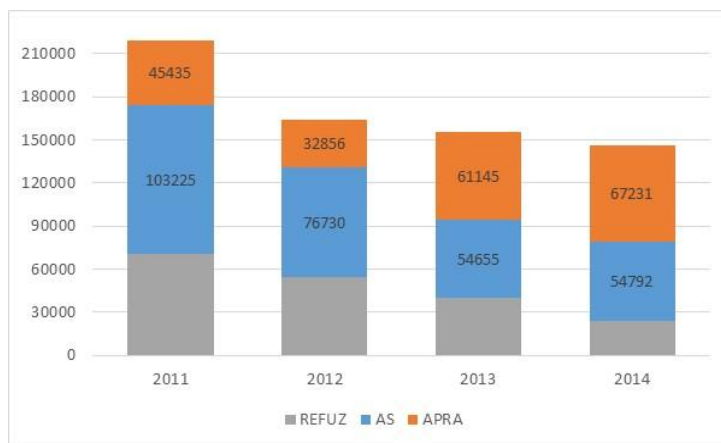
To maintain the applications dynamic, MLSPF launched an exercise and identified families who submitted an application during the period October 2013 – October 2014 and simulated the allowance calculation based on the new legislative provisions. To 55 thousand families who obtained a positive result during the simulation and who were missing from the list of payments for November, letters were sent inviting families to apply. Letters were sent to both: families who received a negative last decision, and to those who benefited from the allowance, but did not repeat the application after expiry of the allowance term. Effects of this exercise will be estimated at the end of the I quarter of 2015, however the first numbers do not indicate a spectacular increase in applications. It is also obvious that it's quite difficult to evaluate the impact of population awareness on legislative changes; however the latter might be extremely important to get a clearer idea of certain families' behaviour.

An evaluation performed within the consultancy for changing the income calculation methodology, including incomes drawn from agricultural activities, sheds some light on family behaviour in terms of applications. Over 1/3 of the beneficiaries have applied for social aid only once and, in general, families are not social aid long-term beneficiaries.

Of the family group that received the allowance for the first time in the period January – July 2010 and for which the maximum estimated benefit period can come up to 49 – 55 months, the median number of payment months is 12, that is less than 25% of the maximum possible number. For around 35% of families from this group, allowance was provided in a single interval of payments. However, for people who received 12 and more payments, interruption periods are significant – between 3 and 6 months. It is obvious that such behaviour could be caused by some administrative inefficiencies that must be eliminated.

Thus, if a large part of letter recipients shall not register new applications during the following period, then causes of such behaviour shall be identified and overcome.

Reduction in the number of beneficiaries during the last years is due not only to the decrease in the number of applications, but also to changes in application result decisions; a larger share of eligible applications request social aid during the cold season of the year, but not general Social aid. This situation was valid for 2014 also (till month of October) – the number of applications decreased, number of positive decisions on social aid provision was similar to that registered in the previous year, number of decisions to provide support during the cold season increased and reached a maximum from the time they were first introduced.



The distribution 2014 quarter results is presented in the table below. Differences across quarters are generated again by seasonal characteristics of applications mentioned above and confirm the fact that families are acting knowingly. The rate of social aid decisions decreases in the last quarter to 29%, from 72% in the II quarter, while rates during the cold season of the year increase from 15% to 58% respectively. Attention should be paid to the number of applications – 6 out of 10 applications are filed during the last quarter.

Of total applications filed during the year, around 16% have been denied; for 46% of them social aid was calculated for the cold season only, while 38% benefited from social aid.

An important change regards the share of applications that pass the PROXY Test, thus after the introduction of legislative amendments, starting with October, the number of denied applications due to this reason decreased by 8 percentage points compared to the I quarter when the rate was 9,5%.

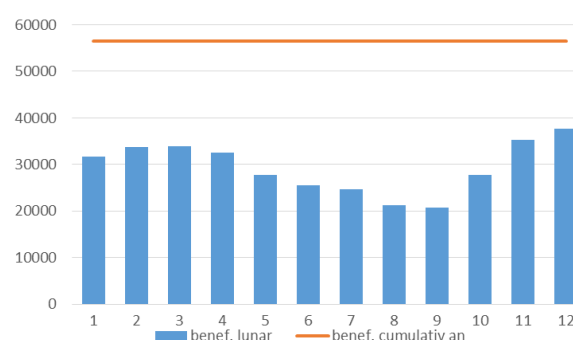
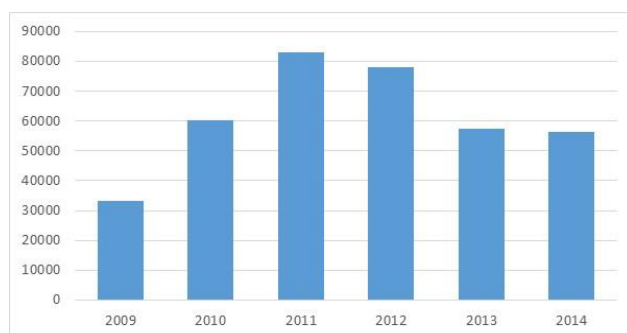
	IQ 2014	IIQ 2014	IIIQ 2014	IVQ 2014	Total
	Col., N %	Col., N %	Col., N %	Col., N %	Col., N %
Positive decisions	79.7%	87.4%	77.3%	86.8%	84.2%
Social aid	40.3%	72.4%	51.4%	28.6%	37.8%
Cold season only	39.5%	15.0%	25.9%	58.2%	46.4%
Negative decisions	20.3%	12.6%	22.7%	13.2%	15.8%
Income > GMMI	8.6%	2.9%	12.0%	10.6%	9.6%
Income < GMMI, proxy failed	9.5%	7.4%	8.9%	1.4%	4.6%
Incomplete or inconsistent applications	2.2%	2.3%	1.8%	1.2%	1.6%
Total applications	30582	13366	17325	83605	144878
/ % of total applications	/ 21%	/ 9%	/ 12%	/ 58%	/100%

Of the total number of applications submitted during 2014, only the 5th part came from urban areas, although only 40% on the Republic of Moldova population lives in cities. Success rates are approximately equal if considered by living area and represent 84% of total applications.

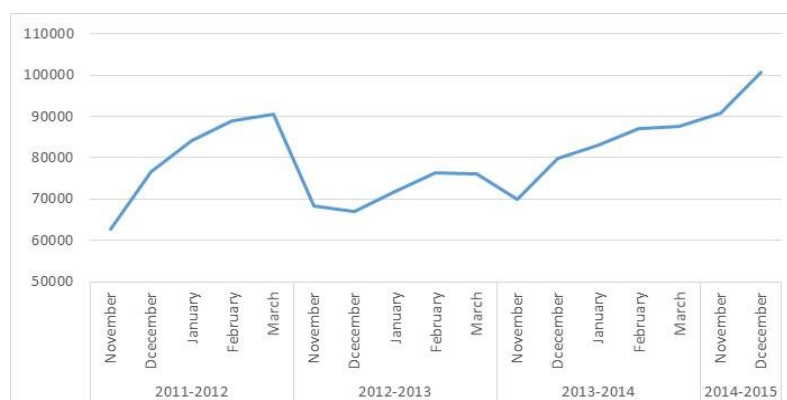
Substantial changes from previous years have not been registered.

	Rural	Urban	Total
	Col., N %	Col., N %	Col., N %
Positive decisions	84.4%	83.7%	84.2%
Social aid	36.9%	41.1%	37.8%
Cold season only	47.4%	42.6%	46.4%
Negative decisions	15.6%	16.3%	15.8%
Income > GMMI	10.1%	7.7%	9.6%
Income < GMMI, proxy failed	4.0%	6.7%	4.6%
Incomplete or inconsistent applications	1.5%	1.9%	1.6%
Total applications	114820	30058	144878

The number of families that have benefited at least once from a social aid payment during 2014 is 56,5 thousand families and is equal to that registered in 2013. The big differences between monthly cumulated amounts for a year highlight the big retention problems mentioned above. Figures below present the number of unique beneficiaries during one year (figure on the left) and the difference between this number and monthly beneficiaries (figure on the right). In 2014, around 135 thousand unique allowance beneficiaries have been registered, of which 78 thousand benefited from support during the cold season allowance only, while 1.400 families benefited from social aid allowance only. Respectively, 55 thousand families qualified for both – social aid and support for cold season allowance.



In December 2014, the number of cold season allowance beneficiaries exceeded for the first time the threshold of 100 thousand and there good chances it would continue to grow. During November – December, the cold season allowance was provided to over 103 thousand unique families, while for the entire 2014, the number comes up to 144 thousand families.



The change in the period of social aid provision from 6 to 12 months is, potentially, an important one, because it can reduce the application burden for beneficiaries, as well as for the administration. As a result, this change could considerably affect the number of families receiving support, and during time the big difference between the monthly number of beneficiaries and the number of unique beneficiaries during one year could be reduced.

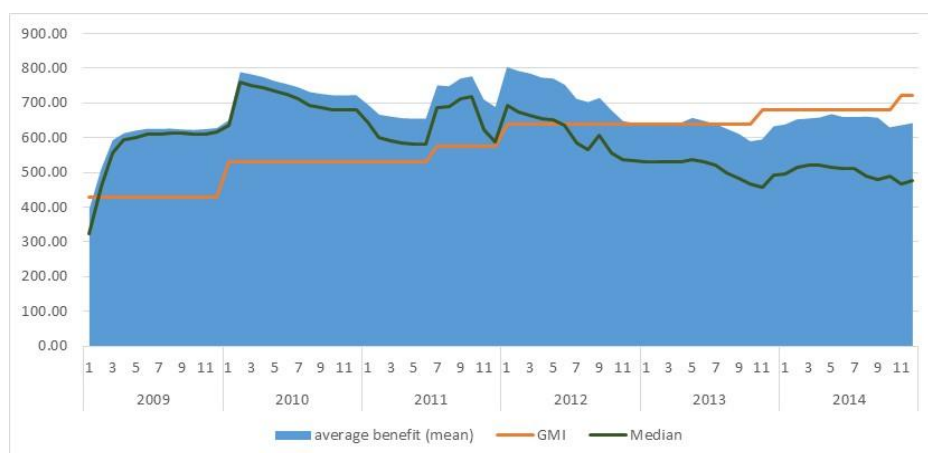
The table below contains the statistics on the number of payments to unique families during 2014 and average allowances. Thus, over 50% of families received between 6 and 12 payments of 12 possible payments. The allowance amount does not seem to be the determining factor for the benefit duration.

Months	Number of payments	%	Monthly average allowance	Allowance median
1	5129	9.1%	558.07	396.00
2	8168	14.5%	475.12	281.00
3	4704	8.3%	599.83	423.33
4	4096	7.3%	665.89	522.50
5	3772	6.7%	746.84	607.00
6	5968	10.6%	799.82	682.00
7	3418	6.1%	597.65	463.00
8	2825	5.0%	738.86	594.25
9	3029	5.4%	681.85	539.89
10	4278	7.6%	612.90	457.10
11	3956	7.0%	756.08	584.95
12	7145	12.6%	558.72	437.00

On the other hand, the increased wage disregards, and especially disregards related to child care and state financial aid allowances will permit maintaining allowances and increasing the number of beneficiaries even if they already receive and will receive in the future additional support in line with other recent policies implemented by the Government.

However, change of well-being indicators, and especially a higher income disregard may substantially affect the number of beneficiaries, therefore it is important to monitor this aspect.

In 2014, the average allowance did not suffer significant increases or falls. Although in November the GMMI increased to 720 Lei, the effect on the average allowance amount was compensated by qualification of more families with low allowances. The increasing difference between average and median, presented in the figure below, should be further investigated to determine its causes and the need for intervention.



The change in the ratio between GMMI and monthly average or median allowance was determined by the change in family composition and size. Thus, from 2009 to 2014, the average beneficiary family size was 2,7 members, while in 2009 the size constituted 3,8 members. At the same time, there was a massive entry of families composed of retirees or containing retirees, while the allowance for such types of families is a relatively small one (see table below). Likewise,

incidence of families with children decreased significantly and represented in 2014 little over 50% of the total.

	2014				2009
	Rural	Urban	Total	Beneficiary distribution %	Beneficiary distribution %
Family composition	Average allowance, Lei				
single (<retirement age)	449	431	444	19.3%	7.5%
single (>retirement age)	229	195	216	12.1%	2.1%
couple, 1+ retirement age	326	404	344	3.9%	.5%
other couples	516	558	523	3.5%	1.4%
couple + 1child	819	829	820	3.7%	8.3%
couple + 2 children	1,125	1,076	1,120	4.9%	15.7%
couple + 3 children	1,633	1,528	1,623	5.3%	15.8%
1 adult + children	1,009	997	1,006	19.8%	23.6%
only adults	470	497	477	9.1%	4.6%
other 1+ children	1,097	1,201	1,115	18.4%	20.4%
Family size					
1.00	368	319	352	31.4%	9.5%
2.00	496	537	506	20.6%	13.4%
3.00	827	889	839	16.7%	21.0%
4.00	1,080	1,119	1,086	14.5%	25.9%
5.00	1,296	1,400	1,310	9.3%	17.3%
6+	1,688	2,057	1,733	7.4%	12.9%

For year 2014, 567 million Lei were planned in the budget for payment of social aid allowance and cold season support allowances (CSSA). Subsequently, the social aid budget was reduced with around 118 million Lei and approved with a value of 257 million Lei. Implementation rates and other parameters can be consulted in the table below.

	planned	adjusted during the year	% budget reduction	Financed by Ministry of Finance	% execution of initially planned budget	% execution of adjusted budget
	Lei	Lei		Lei		
Social aid	374,400,000	256,661,700	0.31	224,247,739	0.60	0.87
CSSA	192,700,000	137,791,000	0.28	106,850,500	0.55	0.78
Total	567,100,000	394,452,700	0.30	331,098,239	0.58	0.84

CSSA payments represented 13% of 2011 Social Aid programme, but reached 35% in 2013 and maintained this level during 2014.

Cumulating effects of previous years changes with recent changes, the percentage of population eligible for CSSA shall increase from 10% to over 25%. Coverage of the lower quintile shall exceed 60%, but again with a decrease in the percentage of payments that reach the lower quintile.

4.1.9. Material Aid

Material aids are social payments granted from the Republican Fund and local funds of social support vulnerable persons affected by poverty or being in very difficult situation due to a disease, as a result of some exceptional situations and other cases they cannot overcome independently. The activity of these public institutions is regulated by Law on Republican Fund and local funds for population social support No.827-XIV of 18 February 2000 and Government Decision No.1083 of 26 October 2000 on the implementation of this law.

Incomes and expenditures of the Republican Fund for population social support have been approved by Law on State Budget for 2014 (with subsequent amendments) in a total amount of 96.084,6 thousand Lei, including:

- transfers from local funds for material aid of disadvantaged persons and provision of food supplies to social canteens – 86.000,0 thousand Lei;
- provision of direct material aid from Fund resources – 8.684,6 thousand Lei;
- ensure activity of the Republican Fund – 1.400,0 thousand Lei.

During the reference period, the Republican Fund for population social support accumulated 98.807,6 thousand Lei, including transfers collected from mobile operators – 92.959,5 thousand Lei, Ministry of Informational Technology and Communications – 5.848,1 thousand Lei. The balance as of 31 December 2014 constituted 19.335,4 thousand Lei.

Under current effective legislation, mentioned resources were used to provide material aid to people affected by poverty.

Republican Fund resources, together with resources of local funds have contributed to the implementation of 6 special destination programmes for certain categories of socially disadvantaged people:

- 4.165 participants in the Second World War, their spouses benefitted from one-off aids on 9 May in the amount of 3.695,0 thousand Lei;
- 16.716 families with children benefitted from one-off material aids on 1 June, in the amount of 8.174,9 thousand Lei;
- 9.401 former deportees and political prisoners had benefitted from one-off material aid on 6 July 2014 in the amount of 6.581,1 thousand Lei;
- 26.005 families with children benefitted from one-off material aid for school preparation (1 September), in the amount of 13.763,7 thousand Lei;
- 17.795 elderly benefitted from one-off material aid on 1 October, in the amount of 6.040,7 thousand Lei;
- 49.362 disabled people benefitted from one-off material aid on 3 December, in the amount of 19.264,4 thousand Lei.

During 2014, of the local funds “special destination” funds total of 57.519,8 thousand Lei was spent.

At the same time, during the reference period, the Republican Fund transferred to local funds subsidies equal to 36.000,0 thousand Lei, such resources were used for provision of material aid to applicants, subsidies to social purpose canteens, provision of one-time material support to the following categories of beneficiaries:

- 402 disabled and families of participants in the war in Afghanistan received aid in the amount of 324,7 thousand Lei;
- 527 disabled and families of participants, deceased in the conflict on the Nistru river received aid in the amount of 390,5 thousand Lei;
- 2365 participants in the liquidation of Chernobyl accident consequences received aid in the amount of 1669,0 thousand Lei;
- 59 persons aged 100 and older received aid in the amount of 295,0 thousand Lei.

At the same time, 1.959,9 thousand Lei have been used from Fund resources to provide food-related services to 4.112 persons in need within premises of 37 social purpose canteens.

2.323 material aid allowances were covered directly from the Republican Fund in a total amount of 8.689,6 thousand Lei, of which 163 persons benefitted from compensation of costs equal to 2.321,24 thousand Lei to ensure transportation of their deceased relatives bodies from abroad.

Mentioned Republican Fund resources, together with those of local funds obtained from exchange offices, and the Chisinau municipality budget in a total amount of 111.277,12 thousand Lei were used to provide 192.952 material aid allowances to people in need and socially disadvantaged as follows:

Table 4.9. Material aid granted to people in need during 2014

No.	Categories of material aid beneficiaries	No. of allowances	No. of beneficiaries	Total amount (th. Lei)	Average amount, Lei
1.	Retirees– total, including:	127021	126891	66645.42	525
	a) persons benefiting from disability pensions or social allowances	67272	67189	34670.34	515
	b) lonely retirees	4890	4980	2262.13	462
	c) aged persons above age 75 and not incl. in p. b); total, including aged persons of and above age 100	29539	29498	13882.69	470
		59	59	295.0	5000
	d) other retirees non included in p. a); b) and c)	25319	25313	15825.26	625
2.	Persons incapacitated for work - total, including:	2276	2276	1821.75	800
	a) unemployed due to prolonged sickness before disability occurrence	1348	1348	1171.05	869
	b) in situations of extreme poverty and with no other existence sources, including those with asocial behaviour (homeless, etc.)	928	928	650.7	701
3.	Families with children - total, including:	54708	54670	33413.16	611
	a) with 3 and more children (numerous)	7337	7326	5275.43	719
	b) with disabled children;	9989	9983	5529.42	554
	c) single parent (mono-parental);	9760	9745	5281.05	541
	d) with children under trusteeship/guardianship	1966	1965	1523.87	775
	e) other low income families, non-included in p. a); b); c) and d)	25656	25651	15803.39	616
4.	Other persons (non-included in part. 1; 2 & 3) -total, including:	8947	8946	9396.8	1050
	a) persons in search of a job (unemployed);	349	349	259.71	744
	b) persons with merits to the state (participants to armed conflicts and liquidation of ecological catastrophes, persons with valuable labour contributions, etc.);	4455	4454	3508.1	787
	c) persons freed from detention, adolescents (age 16-18), young families, students, other persons in difficult situations, deported people and rehabilitated political detainees, non-included in p.1 & 2	3980	3980	3307.76	831
	d) persons who supported expenses for ensuring transportation of deceased relative (person) body from abroad	163	163	2321.24	14241
TOTAL :		192952	192783	111277.14	577

No.	Purpose of material aid allowance	No. of aids	No. of beneficiaries	Amount (th.Lei)	Average amount, Lei
1.	To buy foodstuff and strictly needed products	155494	155339	82682.9	532
2.	To buy medical drugs and prosthetic – orthopaedic article, partial coverage of medical services	36942	36928	25419.7	688
3.	Other purposes	516	516	3174.5	6152
TOTAL :		192952	192783	111277.14	577

Transfers for social purposes canteen services

No. of canteens	Total used (thousand Lei)	including:		No. of beneficiaries entitled to social lunches provided with fund resources
		from Republican Fund resources	from local funds resources	
37	1959.9	1864.8	95.1	4112

The average quantum of material aids increased with 14% compared to 2013 and amounted to 577 Lei.

Around 74% of resources distributed for material aid provision have been used to satisfy applications for material assistance, 23% - partial coverage of medical services, drug procurement

and 3% - other similar needs.

4.2. Social services

Social services represent a form of active support to persons and families in difficult situations. They are organized at the level of local public administration depending on identified needs, number of potential beneficiaries, complexity of difficulty situations and social risk level.

Social services aim to protect, as much as possible, the independence of persons lives within their families and community, mobilize the community in the formation of efficient and durable mechanism to fight the difficult situations persons/families are facing and ensure their social integration, as well as prevent their institutionalisation.

Social services, social payments and other social security systems (optional) intervene in difficult situations to allow citizens to overcome them and to return to a decent living. They facilitate the access of all people to activities and fields of day-to-day life (education, work, health services, leisure, and other community resources) and contribute to the settlement of potentially social exclusion generating issues.

Social services system is a structured institutional framework in which the activities are diversified as new resources or issues appear; issue diversification requires the creation of an efficient and effective management system. During economic crisis periods, social services represent an instrument to fight poverty and maintain social cohesion, but also an additional source of jobs.

4.2.1. Primary social services

The *Community Social Assistance Service* was first established at the beginning of 2007 in the subordination of territorial social assistance structures. Its objective is to provide community level social assistance to prevent and overcome difficult situations. Its structure includes the head of the service, a supervising social assistant and a community social assistant.

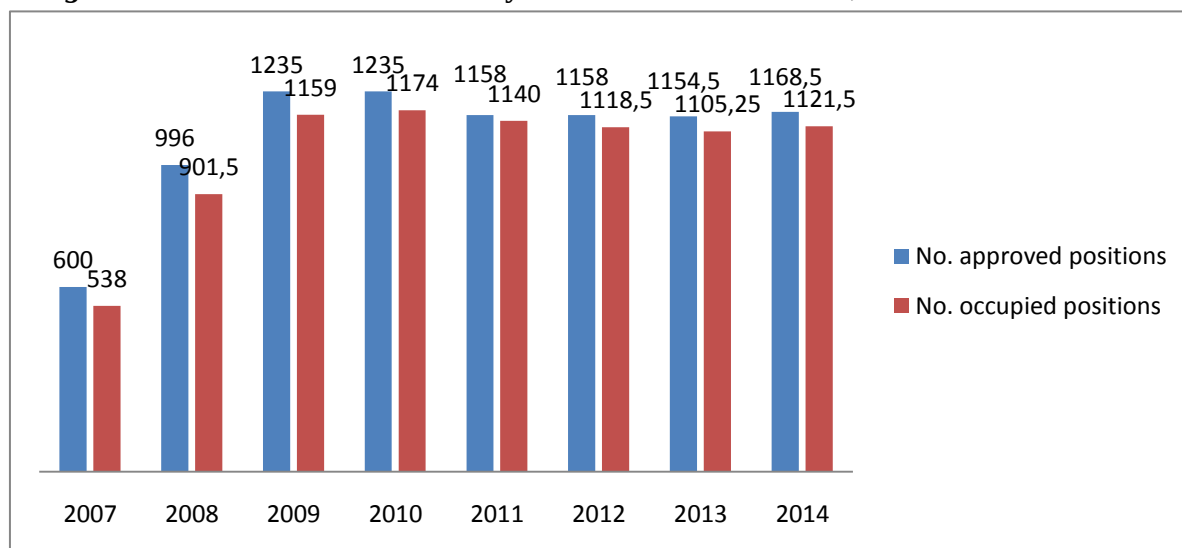
The community social assistant is an important community actor, specialist in social assistance issues, who identifies persons in difficulty, evaluates their necessities, ensures access to existent social services at the level of the community and/or district and contributes to creation of conditions for a decent life, active and participatory, a better life. The social assistant mobilizes the community, cooperates with local public administration, responsible institutions, non-governmental organisations to solve problems of beneficiaries, proposes and drafts notes on cases that should be brought to specialized social services' attention.

As of 01.01.2015, there are 1.121,5 community social assistants registered and working in the republic, of which 1.068,5 – women and 53 – men.

Compared to 2007, the number of social assistants approved for 2014 increased significantly. If in 2007, there were 538 social assistants (with 600 approved positions), then in 2014 this number is 1.121,5 social assistants (with 1.168,5 generally approved positions). This numbers also highlight certain system problems like staff fluctuation, inconsistency of professional specialisations of employed staff with job requirements and lack of professional and psychological training.

The figure below reflects the evolution of this service for its institution in 2007.

Figure 4.5. Evolution of community social assistance service, 2007-2014



Social home care service unfolds its activity in line with the Government Decision No.1034 of 31.12.2014 „On Approval of Framework Regulation of the Social Home Care Service and Minimum Quality Standards”.

The mission of this service is to provide quality home care services to improve quality life quality of beneficiaries.

This service main objectives are ensuring quality home care services provision to facilitate social integration of beneficiaries in line with individual special needs and development particularities, as well as to actuate own efforts to prevent their institutionalisation by maintaining persons in their family and community environments, encourage beneficiaries to lead an independent way of life, to the extent possible, within the family and community, increase awareness on issues faced by elderly and disabled people, mobilize community to cover necessities through volunteer work, ensure the centralized record keeping of beneficiaries living within the territorial – administrative unit.

According to information presented by territorial social assistance structures, at the end of 2014, there were 2.409 social active workers, of which 2.299 – women and 110 – male social workers, who provided home care services to around 23.166 beneficiaries.

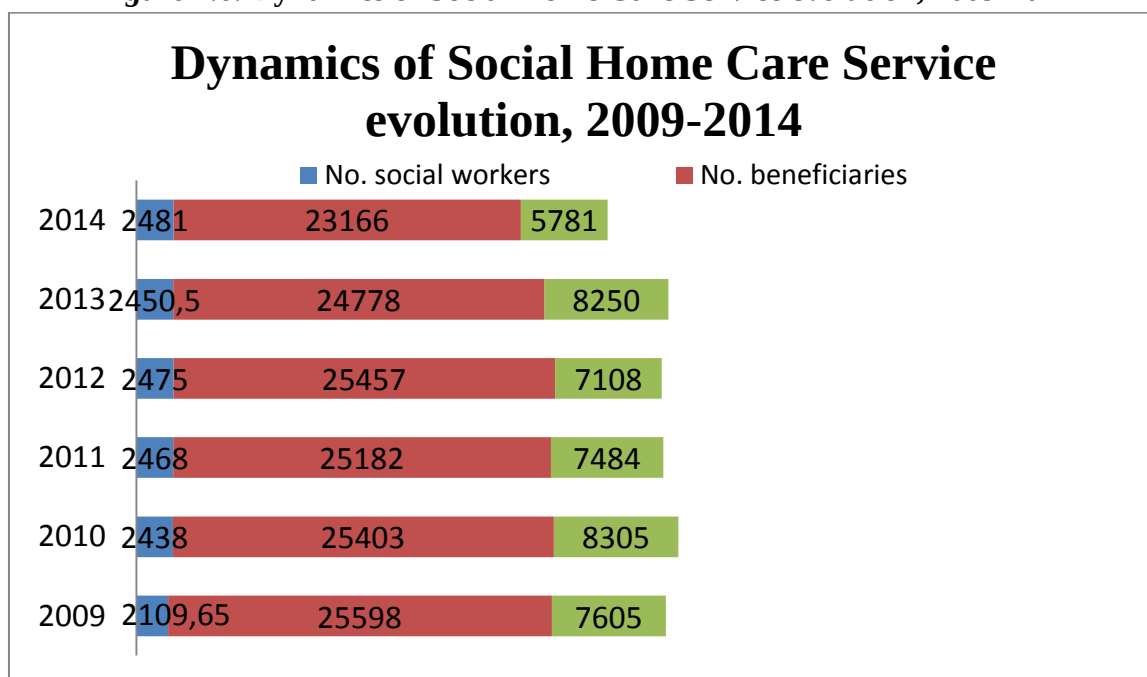
During 2007 – 2014, the number of beneficiaries, and that of social workers, did not register major variations, with minor increases and decreases depending on the number of beneficiaries.

It should be mentioned that of the total number of beneficiaries, 4.256 are disabled people.

The number of potential beneficiaries registered by the service is increasing yearly. In 2014, it constituted 5.784 people, of which 957 disabled people.

Local public authorities undertake measures to further develop the social home care service, and be able to cover a larger number of applicants for social home care and to improve quality of provided services.

Figure 4.6. Dynamics of Social Home Care Service evolution, 2009-2014

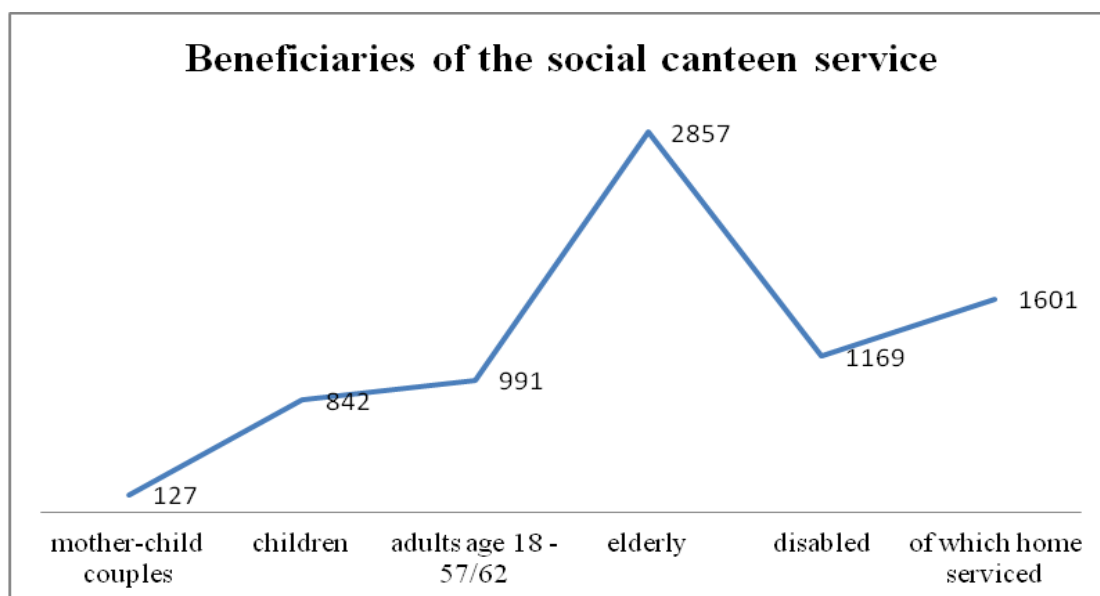


Social support canteens service. Social canteens provide free services (free meals) to socially vulnerable persons, support for persons (families) that, due to lack of independence or income cannot ensure their meals at home.

This service is created by local public administration authorities and activates based on subsidies allocated by the Population Social Protection Republican Fund, as well as from local funds for population social protection resources, from donations, and non-governmental organizations charity contributions.

Beneficiaries of this service are people who have reached retirement age (homeless, without legal support, without incomes or with low incomes), disabled persons, children under age 18 (from families with many children, mono-parental and other families identified as socially vulnerable by the social investigation performed by social assistance territorial units). Persons can benefit from free lunches offered by the social canteens for maximum 30 days during a quarter.

Figure 4.7. Beneficiaries of the social canteen service



In 2014, there were 84 social canteens in the country that provided services to 4.535 beneficiaries each month, including 1.043 disabled persons. Of the total number of beneficiaries, 1.367 persons were offered meals at home.

Of total 4.353 beneficiaries, 2.745 elderly persons benefitted from warm lunches.

Based on calculations performed, the average meal cost constituted 15.54 Lei/person/day.

Figure 4.8. Dynamics of Social Canteens Service evolution, 2009-2014



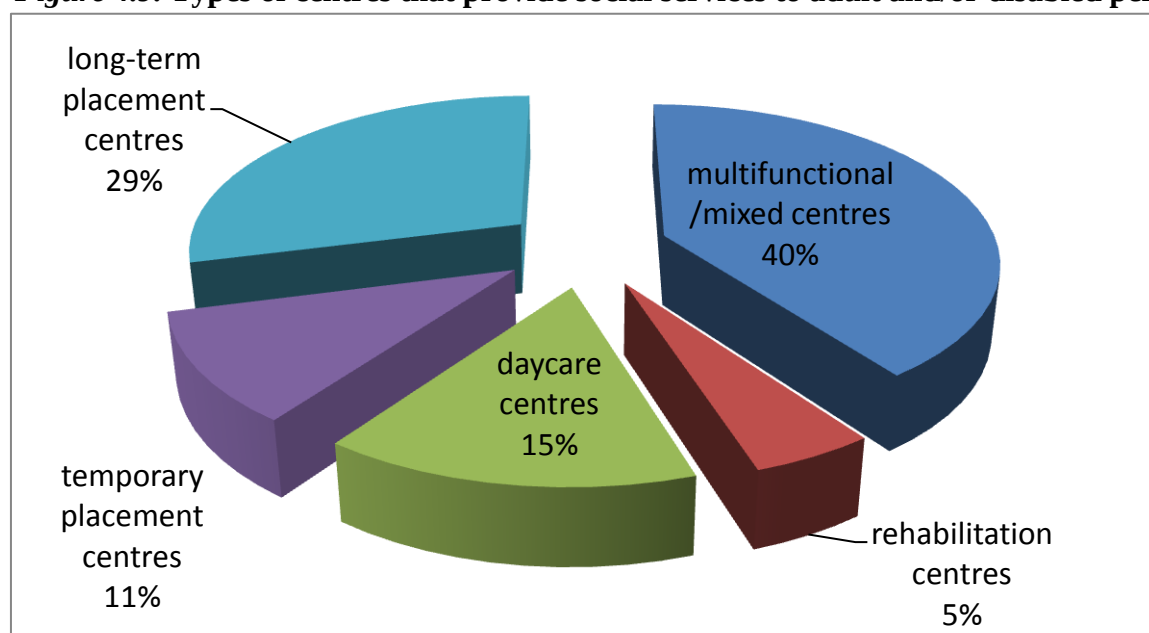
4.2.2. Specialized social services

Following the objectives set forth in the National Programme for social services integrated system, efforts are continued to elaborate and develop alternative residential social services for children and adults. They aim at keeping persons and families in difficulty inside the community framework, its major goal being to prevent marginalization, social exclusion and to facilitate beneficiaries' reintegration in the family and community environment.

The process of social services provision requests the participation of a team of professionals: social assistants, medical assistants, psychologists and social workers, which contributes to the considerable growth of service quality.

Based on data presented by social assistance territorial structures, in 2014, there were 100 active institutions in the republic that provided social services to 7.551 adult and disabled persons/families, of which 15 day care centres, 11 temporary placement centres, 40 multi-functional centres, 5 social – medical rehabilitation centres and 29 long-term placement centres.

Figure 4.9. Types of centres that provide social services to adult and/or disabled persons



Services provided by Multifunctional Community Centres are used monthly by 2.439 persons who benefit from day social services, short-term placement social services, as well as cold season placement services for persons in difficult situations. The intervention period varies depending on the resolution of the social problem.

The purpose of *Long-term placement centres* is to ensure social protection of beneficiaries to overcome the difficult situation and improve the quality of beneficiaries' lives, based on their needs evaluation.

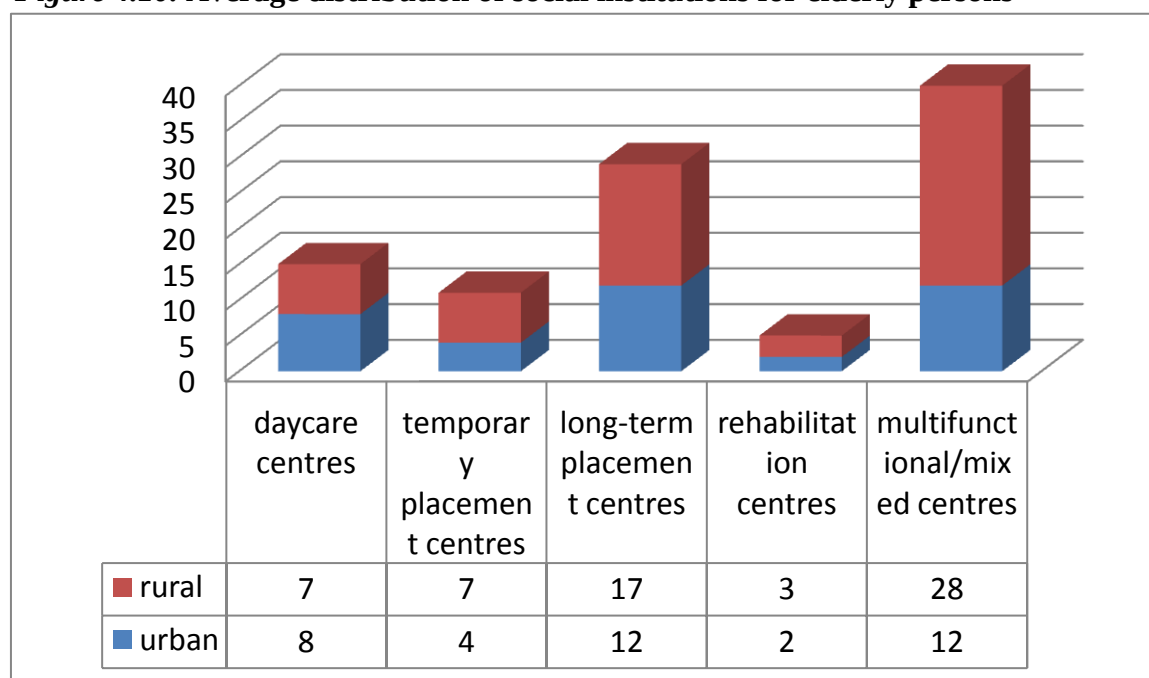
Types of services provided by placement centres: meals, placement, medical assistance, hygiene – sanitary assistance, psychological counselling, recreation, rehabilitation, organisation and assurance of beneficiaries' funerals based on contractual provisions. During 2014, long-term placement centres services were used by 764 persons each month.

A different type of service promotes the concept of maintaining beneficiaries/persons in difficulty within their families and community by providing *Day Care Centre* services; such services were used by 2.873 persons during 2014.

The purpose of Day Care Centres is to provide specialized services for ensuring care, rehabilitation and social (re)integration of elderly persons, based on their needs evaluation, during the day.

The types of services provided by such Centres are meals, if needed – assistance in personal hygiene activities, psychological counselling, legal assistance, recreation, rehabilitation, social (re)integration, kinetic-therapy.

Figure 4.10. Average distribution of social institutions for elderly persons



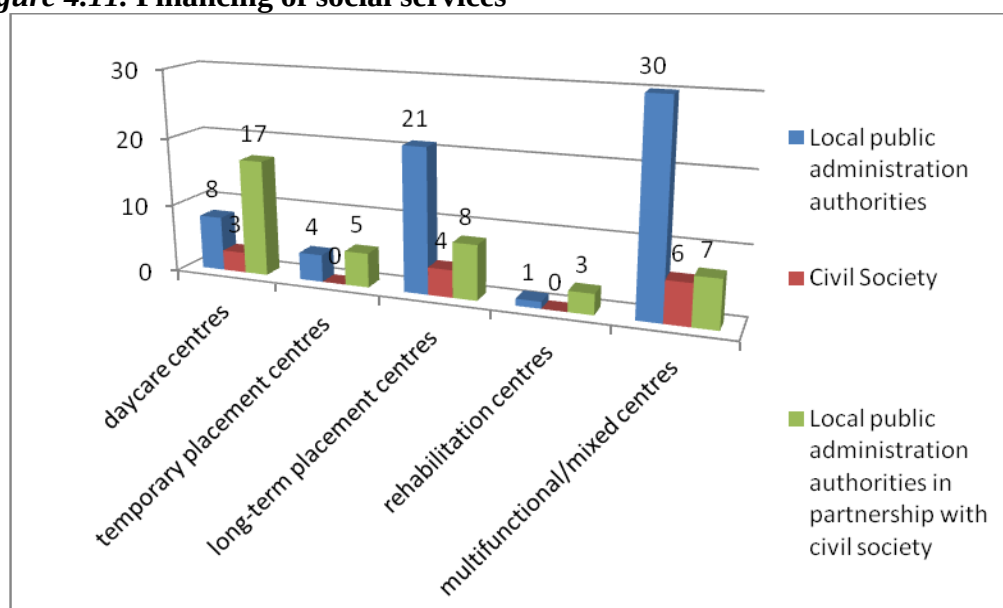
A reorientation of social service towards rural communities can be noted. Of the 40 Multifunctional Community Centres that provide day care service and temporary placement services, 28 are located in the rural area and only 12 in the urban area.

In what regards the Long-term placement centres (asylums), 17 of the total 29 asylums are located in the rural area, while the other 12 in the urban area. Such asylums provide services to beneficiaries from other localities of the respective district.

Of the total 100 centres, 74 institutions are financed by local public administration authorities, 26 – by national and international donor organisations.

Worth noting is that financing of day care centres comes greatly from civil society organisations – 8 centres (of total 15 day care centres), while multifunctional and long-term placement centres are mainly financed by local public administration authorities – 36 multifunctional centres (of total 40 centres) and respectively 21 long-term placement centres (of total 29).

Figure 4.11. Financing of social services



In this context, the necessity to create and consolidate social services is also revealed by the complex social problems communities face and in the degree of the latter's involvement in helping families or persons in need. Thus, one can highlight the increased local public authorities interest to prevent and overcome social problems, social reintegration of persons in need, as well as to develop a coherent and integrated support system to assist persons and families in need

Joint Information and Services Bureaus

On 30 August 2013, by Government Decision No.661 the Framework Regulation on Organisation and Functioning of Joint Information and Services Bureaus (hereinafter – JISB) was approved.

The Bureau is created through a second tier local public authority decision and organizes public service provision activities within the respective territorial – administrative unit.

The Bureau provides services to population from urban and rural areas, including women and vulnerable groups that, due to certain reasons, have limited access to such services.

Service provision through JISB does not substitute the actual activity of the local public administration authority provider of such services. The applicant can benefit from similar services directly provided by the structure subordinated to the respective public administration authority or the private/non-governmental organisation.

The Bureau activity is covered by existent staff of such service providers (ministry deconcentrated public services, other central public administration authorities, decentralized local public administration authorities), private or non-governmental providers.

According to information received from territorial structures, JISB activates in 25 districts: Anenii Noi, Briceni, Calarasi, Causeni, Cimislia, Comrat, Criuleni, Donduseni, Dubasari, Glodeni, Nisporeni, Orhei, Rezina, Riscani, Singerei, Sorooca, Straseni, Soldanesti, Stefan Voda, Telenesti, Ungheni, Falesti, Edinet, Ialoveni and Cantemir (report non submitted).

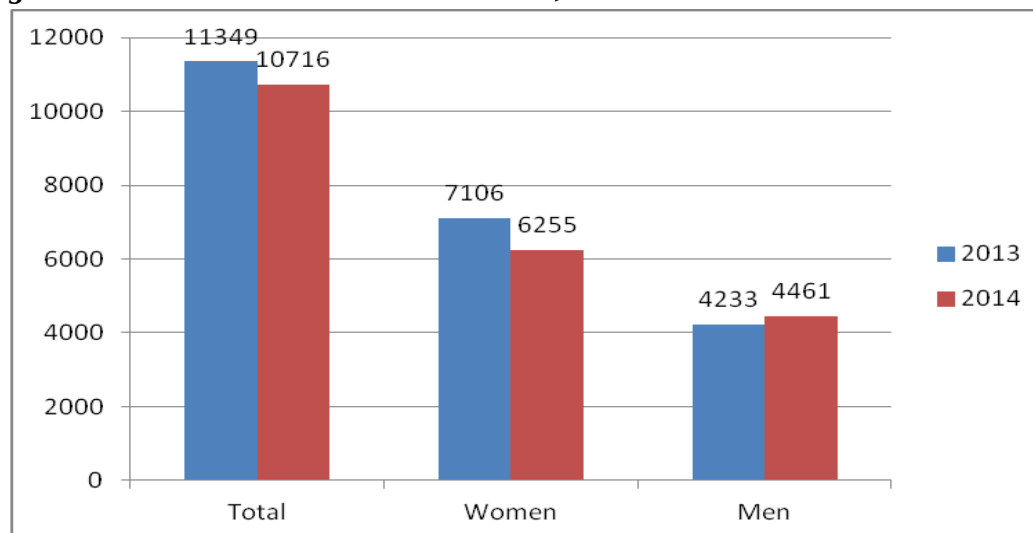
In four districts, JISB have been instituted / created, but did not activate during 2014: Floresti, Drochia, Leova, Cahul.

Throughout 2014, services provided by JISB have been used by approximately 10.716 persons, of which 6.255 women and 4.461 men. Of total beneficiaries, approximately 6.632 persons were from rural areas.

At the same time, 347 district level meetings and 389 mobile team visits have been organized to rural areas following requests of local public administration authorities.

Compared to 2013, a decrease in the number of beneficiaries is revealed during 2014 with around 600 persons. In terms of gender structures, in 2014, requests from men increased as compared to 2013 with 228 persons and requests from women decreased by 851 units.

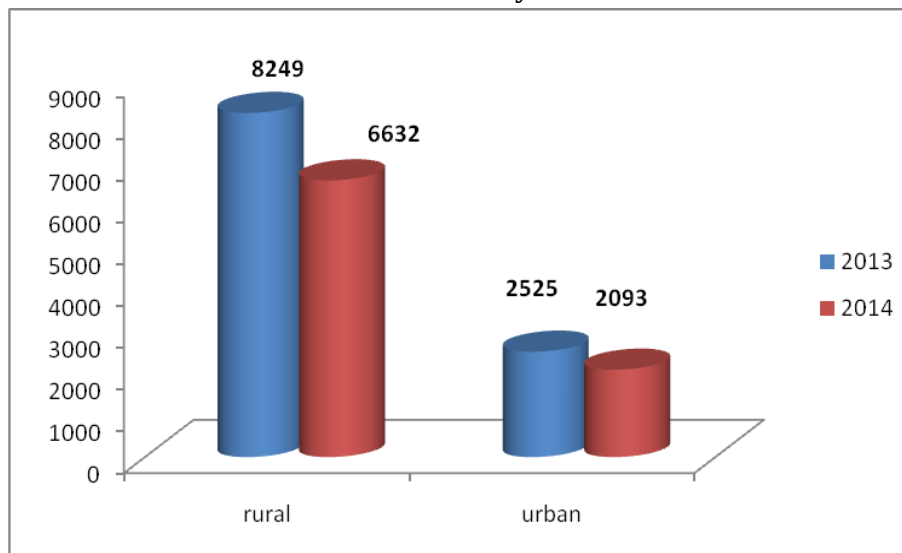
Figure 4.12. Number of JISB beneficiaries, 2013-2014



The analysis performed reveals a JISB model multiplication tendency, which indicates that second tier local public administration authorities understand the need and importance of an information „one-stop-shop” that aims at improving efficiency of public services.

In the figure below we can see the distribution across rural and urban areas of JISB beneficiaries during 2013 – 2014.

Figure 4.13. Number of JISB beneficiaries by rural/urban area



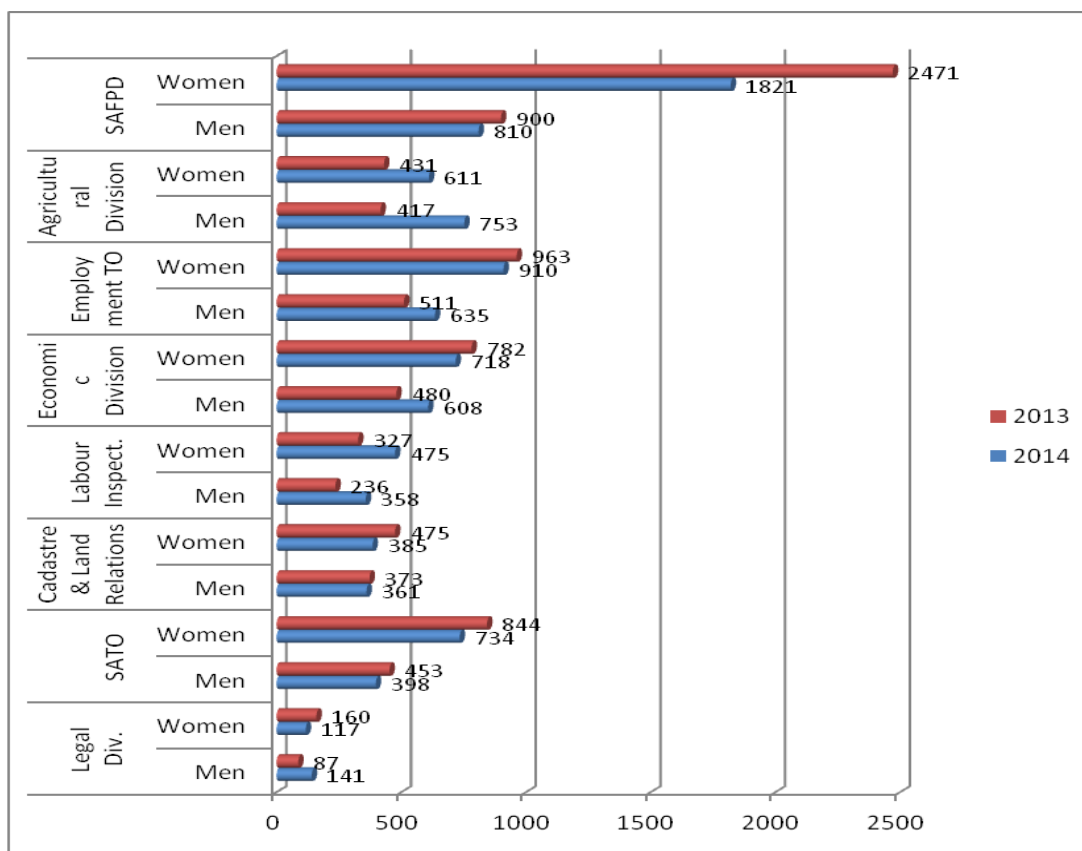
Public services providers, members of JISB, are: territorial social assistance structures, divisions for agriculture, economy and capital investments, territorial employment offices, territorial labour inspection offices, land relations and cadastre services, social insurance territorial offices, fiscal inspectorate territorial offices, legal services, medical insurance territorial agencies or family doctors centres, civil status territorial offices, civil protection and exceptional situations territorial offices, ecology inspections, divisions of education, youth and sports.

Based on reviews, we found that not only public services join JISB as service providers, but also non-governmental institutions promoting women's rights. JISB private service providers can be found in Comrat, Dubasari and Riscani.

During 2014, social assistance territorial offices offered consultations and services to approximately 2.641 persons, of which 1.821 women and 810 men.

In the diagram below, we can see the volume of information and services offered by the main JISB providers during 2013 – 2014.

Figure 4.14. Volume of information and services provided by JISB members, 2013 – 2014



To conclude, it is clear that JISBs represent an exemplary model of active social involvement of citizens, has the capacity to offer information and services provided by second tier local public administration authorities, deconcentrated services and service providers to people that are in different situations of difficulty, to ensure such people find answers and solutions to their problems and to guide them to act as active members of their community.

Cooperation with civil society in providing social services

Within the framework of the Project „Development of Home Care Services in Northern Moldova 2013 - 2015”, implemented by NGO „Homecare” in collaboration with Caritas Czech Republic with the financial support of the Czech Republic through programme „Czech Development Cooperation”, a training course for the following categories of professionals was organized in Balti municipality: nurses, LPA representatives, NGO representatives, social assistants / social workers.

Another important activity, unfolded under the project „Development of Home Care Services in Northern Moldova”, implemented by NGO „Homecare” in partnership with the Ministry of Labour, Social Protection and Family, was the development and publication of a Training Course Support for Initial Formation of Social Workers Competence. The main objective of this publication was to include all theoretical components and their practical applications in a single training module.

During 2013 – 2014, the international organisation HelpAge International in Moldova and „Gender Centru” Association, in partnership with Ministry of Labour, Social Protection and Family, within the framework of project „Break the Silence: Elderly Abuse in the Republic of Moldova”, have organized training seminars of specialists empowered to prevent and fight elderly abuse and family violence in 8 country districts (Balti municipality, districts of Cahul, Basarabeasca, Leova, Cimislia, Ialoveni, Orhei and Comrat). During these trainings, employees of the General Police

Inspectorate, ministry and civil society representatives have reviewed the existent normative framework and proposed real actions for preventing and fighting elderly abuse and family violence.

4.2.3. Residential social services

Social assistance for the elderly and disabled is a set of social measures to detect, evaluate, intervene, adapt and socially integrate people who have a number of impairments of intellectual, sensory, physical, mental, behavioural or language nature and of persons at risk because of the environment they live in, insufficient resources for subsistence or the presence of chronic diseases or phenomena.

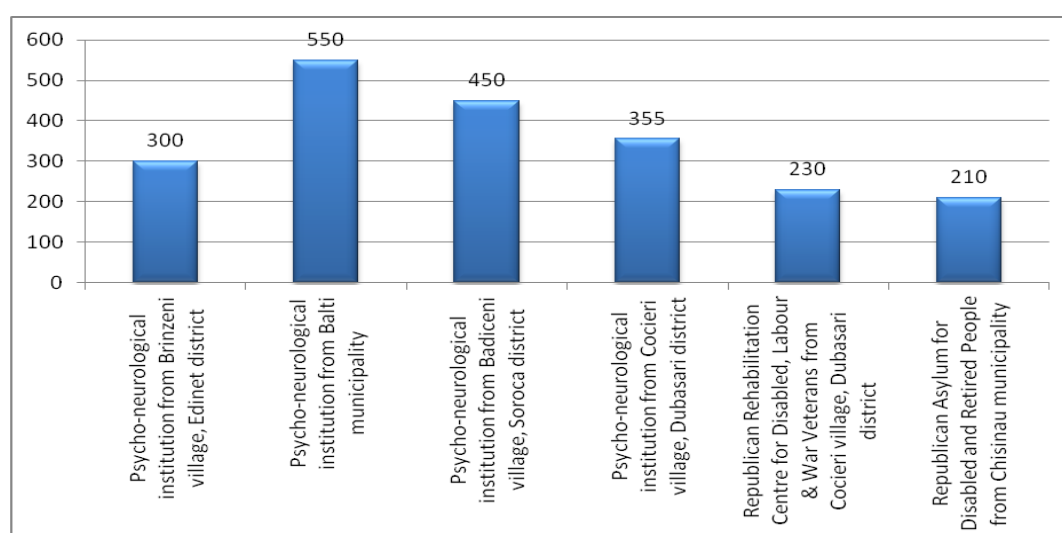
In other words, social assistance is a range of social, health, psychological services, oriented to temporary or long-term support to individuals in need to prevent, limit or eliminate permanent or temporary effects that lead to poverty and social exclusion.

Residential social services are a part of the social assistance system. They continue to be one of the most popular and expensive forms of care, which grants protection of older persons and persons with disabilities who, because of their circumstances, have limited opportunities to participate in social life equally with other people.

Ministry of Labour, Social Protection and Family is the coordinator and ensures the proper functioning of 6 residential social institutions for adults: 2 institutions for elderly and adults with physical (somatic profile) disabilities, located in Chisinau and Dubasari district and 4 institutions for adults with psychosocial disabilities (psycho-neurological profile), located in Balti, Cocieri village from Dubasari district, Badiceni commune from Soroca district and Brinzeni village from Edinet district.

Residential institutions subordinated to the Ministry are highly specialized social services institutions and offer to their beneficiaries, in accordance with special needs and particularities of individual development, social protection through social and medical services, temporary or long-term placement, care, nutrition, clothing and footwear, occupational therapy, cultural, physical therapy, medical care and etc. Subordinate institutions' overall capacity is 2.095 beds, of which 1665 belong to the psycho-neurological boarding facilities.

Figure 4.15. Capacity of residential facilities for adults



Source: MLSPF

The institutions are financed from the state budget, resources and special funds created from the proceeds provided by sponsors, NGOs and cult organizations, individuals and legal entities and the share of income of individuals placed in this type of service. Contribution of beneficiaries is a prerequisite regulated by legislation, which amounts to 75% of the pension established for social assistance allowance beneficiaries, but which is insignificant taking into account the cost of keeping

a person in the institution. For beneficiaries who did not participate as contributors to the social security fund, maintenance is free, which entails considerable expenses.

Thus, maintenance average costs of a beneficiary in social psycho-neurological institutions during 2014 was 4.164 Lei per month, about 14.3% more than the previous year, and in somatic institutions about 6.837 Lei per month, with 23,6% more than during the previous year.

Table 4.10. Average cost of maintaining a beneficiary in social institutions in 2014

Average maintenance cost for a beneficiary/year, thousand Lei		
Type of institution	Approved/specified	Effective
Institutions specialized in caring for elderly and physically disabled people	66,90	82,04
Institutions specialized in caring for adult and mentally disabled people	48,81	49,97

Source: MLSPF

Maintenance of beneficiaries in institutions is done in compliance with Government Decision No.506 of 11.05.2006 regarding approval of natural standards for maintenance of persons accommodated in social institutions and Government Decision No.520 of 15.05.2006 regarding approval of expenses for maintenance of persons accommodated in social institutions.

Table 4.11. Effective expenses for foodstuff, medicines and bandage materials
for maintenance of one person accommodated in social institutions, year 2014

Name of institution	Effective expenditures for foodstuff, <i>Lei/year</i>	Effective expenditures for medicines and bandage materials, <i>Lei/year</i>
Psycho – neurological facility, Brinzeni village, Edinet district	4065,0	652,4
Psycho – neurological facility, Balti municipality	5793,7	643,3
Psycho – neurological facility, Badiceni town, Soroca district	5904,8	803,4
Psycho – neurological facility, Cocieri town, Dubasari district	4859,8	776,2
Republican Asylum for Disabled and Retired People, Chisinau municipality	1973,6	455,2
Republican Rehabilitation Center for Disabled, Labour and War Veterans, Cocieri town, Dubasari district	2135,3	439,8

Source: MLSPF

Through the services provided residential institutions organize and contribute to the formation and development of medical and social rehabilitation of disabled persons in order to help these people achieve and maintain an optimal level of physical, intellectual, psychic, social activity and obtain a greater independence.

Although the state promotes a national policy of social inclusion of persons who are in difficulty, changes that have occurred in society in recent years have caused the vulnerable people in situations of difficulty marginalization and social exclusion and fosters their dependence on third party's assistance. Consequently, most often, the placement of the person in a residential social institution is required, as an only way to ensure a decent living.

The right to social assistance, including social services, under Law No.547 - XV of 25

December 2003 on social assistance, Law No.123 of 18 June 2010 on social services is determined individually, based on the assessment of a person/family needs, confirmed by social survey and other evaluation acts and does not relieve a person of responsibility for himself and his family.

Referring cases to highly specialized residential social services developed at national level under the Law on Social Services, and the Referral Mechanism of cases to the social service system, is an activity targeted at a relatively small number of people who encounter highly complex and serious problems, mostly lacking legal caretakers, residing in the Republic of Moldova under the law. Referral is usually performed by territorial structures of social assistance at community social worker's proposal, provided there are reasonable grounds to believe that the health and social services developed at the local level cannot meet the applicants needs. The case referred is accompanied by a set of documents regulated by legislation, confirming health status, social status and opportunity of the given intervention.

During 2014, territorial social assistance Directorates/Units referred about 168 cases to highly specialized social services subordinated to the Ministry, of which, according to eligibility criteria, 97 people were registered. In the same period, 92 accommodation notices were issued.

The number of applicants for highly specialized services remains practically the same, because local social services for people with mental disabilities are still poorly developed, and existing facilities are mainly located in urban areas.

Table 4.12. Dynamics of beneficiaries in residential social institutions subordinated to MLSPF, for adults, 2009 – 2014

Categories of beneficiaries	2009	2010	2011	2012	2013	2014
Elderly and physically disabled persons	416	392	364	335	322	347
Compared to previous year, %	-3,3	-5,8	-7,1	-8	-9,6	7,2
Mentally disabled adult persons	1690	1700	1688	1687	1677	1712
Compared to previous year, %	-0,65	0,6	-0,7	-0,1	-0,6	2,04
Total, persons	2106	2092	2052	2022	1999	2059
Dynamics of beneficiary numbers compared to previous year, %	-1,17	-0,66	-1,9	-1,5	-1,2	2,91

Source: Residential institution reports

It should be mentioned that the institutionalization of beneficiaries depends on their flow in/out of institution (frequency of new available bed-places in the institution). The average length of stay of a person in a residential institution is about 9.6 years in psycho-neurological boarding facilities and 7.4 years in somatic facilities.

In somatic institutions about 55% of beneficiaries are elderly, while in psycho-neurological institutions about 85% are adults with psychosocial disabilities. Of the total number of beneficiaries, about 554 are severely disabled persons, 989 – significantly disabled persons, and 11 – persons with medium level disabilities.

Social and medical services are provided by a multidisciplinary team of qualified professionals, which improves the quality and efficiency of services provided. In 2014, about 743 specialists worked in psycho-neurological residential institutions, and 246 specialists – in somatic residential institutions.

Table 4.13. Staff of residential social institutions, 2014

Name of institution	Approved staff units acc. to employment scheme	Effectively employed staff, units	Effective expenses from the wage fund, thousand Lei
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Psycho – neurological facility, Brinzeni village, Edinet district	144,0	144,0	4942,1
Psycho – neurological facility, Balti municipality	243,0	233,0	7850,4
Psycho – neurological facility, Badiceni town, Soroca district	209,0	207,5	6995,4
Psycho – neurological facility, Cocieri town, Dubasari district	160,0	158,5	5884,1
Republican Asylum for Disabled and Retired People, Chisinau municipality	116,5	111,25	3691,8
Republican Rehabilitation Center for Disabled, Labour and War Veterans, Cocieri town, Dubasari district	135,0	133,5	4996,4

Source: MLSPF, Residential Institutions Reports

To improve professional skills, employees receive continuous training in their areas of activity, including work security and other relevant areas. Although government institutions cooperate with regional offices for employment to fill vacancies, there is a shortage of middle and senior level medical personnel in institutions located in rural areas, while low wages for these vacancies make positions in residential institutions less attractive.

Given that services in residential social institutions are oriented towards the medical, social and professional rehabilitation of beneficiaries, to help them acquire a greater degree of independence, a leading role is attributed to the development of occupational therapy workshops in residential institutions providing social services to adults, thus engaging beneficiaries in these service provision activities.

All products generated from occupational therapy are usually used for current needs in such institutions.

The Republic of Moldova is fully engaged in the process of adjusting to European values and standards, and among others, one of the state prerogatives in social assistance is social inclusion of disabled people and improving system of social services so that it becomes cost-effective and covers needs of all those in need of social support. Therefore, more and more frequently, the matter of residential institutions adult beneficiaries deinstitutionalization and creation of an institutionalization gate keeping mechanism in each administrative territorial unit is included on the agenda of promoted policies.

In 2010-2014, special attention was paid to regulation and piloting of community social services for disabled people to ensure accomplishment of Article 19 provisions of the UN Convention on the Rights of Disabled Persons, ratified by the Republic of Moldova by Law No.166-XVIII of 09 July 2010. Thus, to create a more harmonious social inclusion system for disabled people, alternative services to residential care services are gradually being developed. To this end, in partnership with different social actors, new rules of organization and operation and minimum quality standards for a wide range of new community services for the disabled were developed and approved: social service “Protected Residence”; social service “Community House”; social service “Mobile Team”; social service “Personal Assistance”; social service “Respiro”, etc. Social services alternative to residential services come to offer assistance and support to people to lead a life as independently and decently as possible, in an environment as close to the family as possible.

However, every year, the number of community reintegration cases is relatively low, due mainly to the insufficient development of integrated health and social services (or sometimes lack of such) that would meet the needs of people leaving residential institutions, economic inability/unwillingness of relatives to take care of a person with special needs and the image of people with mental health issues in society (most often they are considered dangerous, unfit, unpredictable and are shunned by society). These issues make deinstitutionalization and

(re)integration of social institutions beneficiaries difficult.

During 2014, the total number of beneficiaries who were deinstitutionalized, and integrated in their family and community was a modest 13 people.

Given that at the moment residential care institutions are developed at national level (especially those specialized in caring for people with mental disabilities), essentially, they remain to be an unavoidable necessity. One of the objectives established is to reform, streamline and modernize the highly specialized social services developed at national level to ensure quality, efficiency and effectiveness of services provided, thus increasing individual well-being and beneficiary quality of life.

In the context of UN Convention on the Rights of Disabled Persons ratification, and aiming to ensure implementation of *Convention Article 12 – Equal recognition before the law* provisions, the government has initiated the reform to adjust the normative framework ensuring acknowledgment of disabled persons' legal capacity, and their right to enjoy legal assistance under equal bases with others in all areas of life. In this context, we've elaborated the National Patronage Service concept, which represents an alternative service to guardianship. Furthermore, to support implementation of *Convention Article 19 – Living independently and being included in the community*, on behalf of the Ministry of Labour, Social Protection and Family, an experts group lead by WHO Moldova carried out an Assessment Study and evaluated needs of beneficiaries placed in mental health institutions from the Republic of Moldova for a community-integrated living. Cased on experts recommendations regarding IPN reformation needs, a concept was developed – Concept Plan for deinstitutionalization and prevention of institutionalization of psychosocially disabled adults in psycho-neurological boarding facilities – and shall be subjected to public consultations and approval.

Deinstitutionalization is a process that requires the development of personalised, high quality community services, including those aimed at preventing institutionalization, and transfer of resources from long-term residential institutions to new services, to ensure the latter long-term and sustainable development.

4.2.4. Recovery/rehabilitation services and balneal-sanatorium treatment

Rehabilitation/recovery of elderly and disabled people is carried out by the Rehabilitation Center “Victoria” from Sergheevka city, Odessa region, Ukraine, and the Republican Center for Health Recovery of Disabled and Pensioners “Speranta” from Vadul lui Voda town, both subordinated to Ministry of Labour, Social Protection and Family.

Rehabilitation/recovery tickets in the aforementioned centres are issued in line with Government Decision No.372 of 6 May 2010, “On approval of the regulation on registration and distribution of tickets for medical rehabilitation/recovery of elderly and disabled”.

“Speranta” centre from Vadul lui Voda town specializes in prophylaxis, treatment and rehabilitation of cardiovascular diseases, neuroses with functional disorders of cardiovascular system, spine osteochondrosis, primary deforming osteochondrosis, neurological diseases, cerebral palsy.

“Victoria” Center from Sergheevka city specializes in prophylaxis and treatment of musculoskeletal, metabolic, genital disorders, cardiovascular system and specific diseases of the respiratory system.

The elderly and disabled persons above age 18, residents of the Republic of Moldova, under the law, registered at the social assistance and family protection territorial directorates/units, benefit from medical rehabilitation tickets in line with this Regulation provisions.

In 2014, 8.113 people benefitted from rehabilitation/recovery tickets in aforementioned Centres, subordinated to the Ministry; each Center has a capacity of 260 beds. Of these, 3.718 persons benefitted from “Speranta” Center services and 4.395 persons – “Victoria” Center services.

The recovery period per person constituted 21 calendar days.

Table 4.14. Number of people who benefitted from rehabilitation tickets, 2008-2014

No.	Institution	Tickets allocation per years						
		2008	2009	2010	2011	2012	2013	2014
1.	Victoria Center	4395	4395	4395	4395	4395	4395	4395
2.	Speranta Center	4396	4160	3718	3718	3718	3718	3718
TOTAL		8791	8791	8555	8113	8113	8113	8113

Source: MLSPF

The average price per recover/rehabilitation ticket in 2014, expenses covered from the state budget allocated for such expenditures, constituted 6.114,78 Lei in “Speranta” Center, and 8.932,56 Lei in “Victoria” Center.

Table 4.15. Dynamics of average price for a rehabilitation / recovery ticket, 2008-2014

Institution	Ticket costs, Lei						
	2008	2009	2010	2011	2012	2013	2014
Victoria Center	4293,35	5405,61	4577,58	4898,25	5330,64	7648,71	8932,56
Speranta Center	2788,54	3524	3420,9	3641,61	4215,54	5098,25	6114,78

Source: MLSPF

Within limits of funds, annually accumulated from medical rehabilitation tickets for certain categories of beneficiaries partially exempted from full payment of the ticket, the Ministry acquires, on tender basis, treatment tickets to other balneal-sanatorium facilities from the country, which are also distributed according to the aforementioned Regulation provisions.

In 2014, with the financial resources accumulated in 2013, the following treatment packages were purchased: 200 treatment tickets at spa resort “Codru”, Hirjauca village, Calarasi district, 90 treatment tickets at the Republican Experimental Prosthetic, Orthopaedics and Rehabilitation Center in Chisinau were purchased. Unfortunately, the number of such packages is much smaller than the number of applicants who were registered with the territorial social assistance and family protection Directorates/Units.

Provision of medical rehabilitation tickets to beneficiaries is organized through social assistance and family protection directorates (units) in the country, based on the application of the entitled holder and relevant documentation.

Beneficiaries who have suffered acute/repeated myocardial infarction or primary/repeated brain ictus within 6 months after the incident are entitled to medical rehabilitation ticket in the Republican Recovery Center for disabled and pensioners “Speranta” from Vadul lui Voda town, of turn, regardless of whether they have previously received such tickets, as established and distributed by the social assistance and family protection Directorate/Unit.

If the I degree disabled, as concluded by the Republican Council of Medical Expertise of Vitality, requires permanent help from another person, his/her attendant will also receive a medical rehabilitation ticket under the title of “ATTENDANT”.

The unemployed severely (I degree) and significantly (II degree) disabled persons and elderly, entitled to old-age pension or state social allowance, and unemployed, benefit from **free medical rehabilitation tickets**.

The employed severely (I degree) and significantly (II degree) disabled persons, the unemployed with medium disability (III degree), attendants to severely (I degree) disabled persons who according to the conclusion of the Republican Council of Medical Expertise of Vitality, need constant help from another person, shall pay only **30% of the average cost** of a medical

rehabilitation ticket provided by the state budget.

The employed medium level (III degree) disabled persons, elderly entitled to old-age pension, disability pension or state social allowance, employed, legally registered or who carry out entrepreneurial activities of various types, shall pay **70% of the average cost** of a medical rehabilitation ticket provided by the state budget.

Disabled people and pensioners (standard retirement age), citizens of the Republic of Moldova subjected to political repressions and subsequently rehabilitated according to Law No.1225-XII of 8 December 1992 on the rehabilitation of victims of political repression, are entitled to annual rehabilitation/recovery with a 30% discount of the ticket price or to a free ticket, provided that they have not benefited from this service in the last three consecutive years.

According to the Regulations on conditions, insurance, registration and distribution of sanatorium treatment tickets to veterans, approved by Government Decision No.190 of 17.03.2010, the right to sanatorium treatment of categories of persons who fall under Law No.190-XV of 8 May 2003 on veterans is ensured by the competent bodies establishing and paying their pension, and for people who have a working experience of at least 35 years for women, and 40 for men, by the territorial social insurance office.

According to the Regulations on free balneal-sanatorium treatment tickets and the payment of cash compensation in exchange for tickets, people who suffered from the Chernobyl disaster and employees of the high risk subdivisions, who got actinic disease or became disabled, approved by Government Decision No.1152 of 13.10.2008, persons who fall under Law No.909-XII of 01.30.1992 on social protection of citizens who suffered from the Chernobyl disaster, are entitled to annual, of turn, free tickets (if medically recommended) to balneal-sanatorium facilities on the territory of the Republic and sanatoriums located in Ukraine: “Moldova” (Odessa), “Moldova” (Truskavets), “Sanatatea”, “Sergei Lazo” and “Zolotaia niva” (Sergheevka) and where there is no possibility of granting tickets, to receive cash compensation in the amount of the average ticket price.

Persons, who meet the conditions for treatment ticket provision under more regulatory acts, can benefit from a ticket, at choice, under a single ground.

4.2.5. Social services accreditation

In 2012, the Parliament adopted Law No.129 on Accreditation of Social Services Providers that institutes the national accreditation system. Accreditation of social services providers is performed to determine, based on quality of social services provided, the capacities of social services providers, regardless of type of ownership, legal form of organization and administrative subordination, to provide quality social services to population and thus ensure accountability for quality standards compliance. The general criteria for social services providers' accreditation are: technical – material resources, economic – financial activities, personnel qualifications, conformity of provided social services quality to minimum quality standards for this type of services.

The national accreditation system includes the National Council for Accreditation of social services providers that was created based on Government Decision No.98 of 28.12.2012. Therewith, the Ministry of Labour, Social Protection and Family elaborated and promoted the Regulation on Procedures of Accreditation of social services providers, which was approved by Government Decision No.95 of 07.02.2014.

The objective of the National Council for Accreditation of Social Services Providers is to determine (during the social services providers accreditation process), based on minimum established quality standards, the capacity of social services providers, regardless of type of ownership, legal form of organization and administrative subordination, to provide quality social services to the population.

During 2014, the National Council for Accreditation of Social Services Providers unfolded its activities in line with the Annual Accreditation Schedule, approved and adjusted based on

requests received from social services providers.

Services accredited during 2014 included those services that already have an established mechanism (evaluation and self-evaluation forms), verified by the Ministry of Labour, Social Protection and Family and mainly: Mobile Team Service, Professional Parental Assistance Service, and Temporary Placement Centres for Children at Risk.

In those 36 second tier TAU from the Republic of Moldova, accreditation of mentioned social services took place as follows:

1. **Mobile Team Service** - 11 accredited; 1 temporary accreditation; 0 denied accreditation;
2. **Professional Parental Assistance Service** – 24 accredited; 5 temporary accreditation; 2 denied accreditation
3. **Temporary Placement Centres for Children at Risk**– 12 accredited; 5 temporary accreditation; 2 denied accreditation.

Totals: 47 accredited services, 11 temporarily accredited services, 4 services denied accreditation; a **total of 62** services subjected to accreditation.

The accredited services **number of beneficiaries** constituted 994 persons or:

1. **Mobile Team Service** – 309;
2. **Professional Parental Assistance Service** – 542;
3. **Temporary Placement Centres for Children at Risk** – 327.

4.3. Social Inspection

The **Social Inspection** subordinated to MLSPF unfolds its activity based on Government Decision No.802 of 28 October 2011 that was issued in line with provisions of Law on Social Assistance No.547 of 25 December 2003, Law No.133-XVI of 13 June 2008 on Social Aid and Law No.123 of 18 June 2010 on Social Services, with subsequent amendments.

The mission of the **Social Inspection** is to inspect the correct and uniform application of laws and other normative acts that regulate provision of social aid, cold season support and social services.

Main inspection areas of the Inspection are:

- Provision of social services;
- Determination and provision of social aid and cold season social support;

In compliance with Government Decision No.802 of 28.10.2011, the following entities are subject to inspection:

- Central and local public administration authorities exercising social assistance functions;
- Natural and legal persons exercising social assistance functions;
- Social services providers, public and private.

During **year 2014**, the Social Inspection conducted **14 inspection missions** to inspect the correct and uniform application of laws establishing and providing social aid (SA) and/or cold season support allowance (CSS), in **89** localities.

Of the total number of inspections, 2 missions (of 5 planned) were conducted in line with the *Annual Social Inspection Action Plan for 2014*, these having place in DSAFP Edinet and DSAFP Taraclia.

At the same time, **12 missions** were unexpected missions, of which:

- **6 missions** – aimed at verifying implementation of recommendations submitted previously by the Social Inspection, and controlling observance of established SA and CSS procedures within territorial social assistance structures;
- **6 missions** – following petitions received from citizens or MLSPF requests to verify facts revealed by petitioners by evaluating legality of SA and CSS allocation.

To verify authenticity of information included in applications of beneficiaries, the Inspection conducted **371** home visits.

Of **6.372 applications** subjected to inspection procedures and techniques, **858 applications** contained irregularities, thus the identification rate related to irregularities in social payments constituted **13,4%**.

67% of irregular applications, or **626 applications**, contained procedural violations with no financial consequences on social payments allocated to beneficiaries and regards mainly violations in the application of the legal – normative framework when examining and accepting applications. Of respective applications:

- ✓ **374 cases** regard violations on the part of social assistants of the legally established timeframe (15 days) to examine beneficiaries' applications, such violations affecting the beneficiaries' legal rights to benefit from social payments within appropriate terms.
- ✓ **82 cases** regard acceptance of beneficiaries' applications lacking mandatory documentation, meaning establishing and performing SA and CSS payments in illegal conditions.

- ✓ **54 cases** regard the failure on the part of social assistants to issue receipts confirming application reception, which represents an impediment to monitoring application processing time limits.

Otherwise, **33%** or **232 applications contained violations of financial character** affecting rectitude of SA and CSS payment calculations.

The total amount calculated as paid to non-eligible beneficiaries constituted a total of **347,7 thousand Lei**.

Of the total identified violations (**347,7 thousand Lei**), the Social Inspection found that violations amounting to **263,6 thousand Lei** were caused by beneficiaries who submitted incomplete, incorrect or missing information on changes that occurred in their income structure and quantum, which directly influenced the social aid and/or cols season support quantum. Thus, in line with art.16 of Law No.133 of 13.06.2008, the Inspection forwarded recommendations to DSAFP to ensure the respective payments from **97 beneficiaries** were reimbursed. At the same time, based on violations identified during inspection missions, recommendations were made **to stop payments on 92 applications received from beneficiaries**.

Execution level of recommendations made by the Social Inspections during its social payments controls

To remedy irregularities revealed during its inspections on SA and CSS allocation rectitude and align territorial social assistance structures activities to provisions of acting legislation, in 2014, the Social Inspection formulated **97 recommendations** presented in its Inspection Reports. Based on these recommendations, responsible counterparts within inspected entities had to adopt measures to improve the internal processes related to the reception and examination of applications, supporting documents and information submitted by SA and CSS applicants, thus ensuring a correct calculation and allocation of social payments and excluding law violation cases. At the same time, based on recommendations forwarded by the Social Inspection, inspected social assistance territorial structures had to adopt measure to reimburse the **amount of 263,6 thousand Lei of SA and CSS from the 97 beneficiaries**.

Towards the end of 2014, full reimbursement of payments form 11 beneficiaries and partial reimbursement from other 14 beneficiaries was ensured out of the total reimbursable amount (**263,6 thousand Lei**), which represents **18,2%**.

During the 2014, the total amount reimbursed to NASI accounts following Social Inspection verifications and submitted materials, constituted **543,1 thousand Lei**. The largest share of this amount (**495,0 thousand Lei**) belongs to payments calculated for previous years (years 2012 – 2013). The 543,0 thousand Lei amount is divided in payments reimbursable by:

- ✓ Beneficiaries of social payments, found not entitled to such payments, but who didn't recover payments from banks, in a total amount of **174,7 thousand Lei**;
- ✓ Beneficiaries of social payments, found not entitled to such payments, and for whom such benefits were calculated after collecting payments from banks, total of **368,4 thousand Lei**.

Inspection of Social Services

The following institutions were subjected to inspections during missions:

- ✓ General Directorate of Social Assistance from Chisinau municipality and 5 subordinated territorial Social Assistance Directorates;
- ✓ Municipal Division on Protection of Children Rights from Chisinau municipality;
- ✓ DSAFP from districts: Cimislia, Leova, Dubasari, Edinet, Ocnita, Taraclia, Rezina, and Soldanesti;
- ✓ 18 centres providing public services, instituted by LPA;
- ✓ 10 Social Canteens, providing services to beneficiaries;
- ✓ 4 Asylums for elderly and disabled persons.

Social services subjected to inspection during 2014 included:

- Social service "Mobile Team";
- Social service "Personal Assistance";
- Social canteen services;
- Homecare social service;
- Service for Professional Parental Assistance;
- Family type orphanages;
- Day-care social services;
- Services of placement centres;
- Services of community centres;
- Services of maternal centres;
- Services of asylums for elderly and disabled persons;
- Social service „Community House”.

Such inspection missions resulted in the approval of:

- **7 Generalized District Reports** – which represent a summary of all findings and conclusions presented in each individual social service / public entity Inspection report, drafted to document inspection mission results at district and municipality levels.
- **88 Individual Reports** – presenting inspection results for each social service or entity (if applicable).

Generalizing inspection findings, one weakness that stands out in most territorial social assistance directorates is the poor institutional management, which leads to violations of legal provisions related to social services allocation. Inspections have revealed a large range of violations, more or less serious, at different levels of applications management. It is obvious that such violations largely affect the quality of social services provided to beneficiaries, as well as determine the illegal or inefficient use of public money. Hereinafter, we present a brief overview of each service irregularities that have been identified, and (when applicable) the measures to be taken to improve quality of service provision.

Main findings and conclusions of inspection missions for each inspected social service

Homecare Social Service

General conclusion:

Irregularities identified by inspections regard malfunctions across the entire process of home care social service provision, which could compromise the quality of services provided to beneficiaries. At territorial structures level, professional competences of social assistants must be developed and consolidated; and their accountability must be raised in what regards development of personalized beneficiary assistance plans, and monitoring their implementation. Another aspect that requires significant improvement regards the record keeping of beneficiary homecare provisions, but also monitoring activities carried out to this end in line with provisions of Government Decision No.1034 of 31.12.2014 „On Approval of Framework Regulation of Homecare Social Service and Minimum Quality Standards”.

Social Service „Mobile Team”

General conclusion:

Inspection missions revealed that during the evaluation period, inspected entities did not perform all measures necessary to ensure a proper management of the „*Mobile Team*” social

service. The multiple deviations identified in the activity of this service highlight the vulnerability of its management, caused by lack of employees' knowledge of legislative – normative framework provisions, lack of knowledge about their tasks and responsibilities during the service provision process or the poor performance of the latter.

Social Service „Personal Assistance”

General conclusion:

Irregularities identified by inspections reveal a superficial attitude of some social assistants in terms of support provided to other social assistants who directly ensure the care of severely disabled persons, which basically represents the DSAFP set objectives and competences for the „Personal Assistance” service. Thus, lack of proper monitoring of services provided by personal assistants, as well as of an initial and continuous training system creates difficulties in the process of secure and highly quality service provision.

Professional Parental Assistance

General conclusion:

Inspection missions have determined that DSAFP do not undertake all measures needed to consolidate the professional parental assistance service, and fail to ensure proper monitoring of activities carried out by parental assistants. Equally, the Social Inspection determined there is no exigency from the part of responsible persons when employing staff for professional parental assistant positions and no training process of these, deviations that could affect the quality of provided social services.

Family-Type Orphanages

General conclusion:

Albeit the importance and sensibility of social services offered to protect an orphan or a child with no parental care, inspections conducted by the Social Inspection revealed the responsible persons from MDPCR Chisinau and DSAFP did not demonstrate the proper level of responsibility during the following processes:

- ✓ Ensuring proper documentation that must contain dossiers on parent-educators and on respective children;
- ✓ Supervising placements;
- ✓ Approving and revising personalized child care plans, annual performance evaluations of parent – educators and drafting of annual reports.

Such deficiencies represent risks for the quality care services provided to children, which in turn may negatively influence the educational progress and general progress of the placement. Equally, such issues make it difficult to evaluate compliance of parent – educator performance.

The inactivity of MDPCR Chisinau in the case of FTO termination, caused the illegal use of public funds in a total amount of **321.2 thousand Lei**, which served as basis for submitting all materials to the General Prosecutor's Office.

Social Canteens

General conclusion:

Inspections of social canteens activities revealed that social assistance territorial structures did not have an internal regulation framework updated to current legal provisions, and that could have incorporated well defined internal procedures on social canteen services provision. It is especially needed to ensure regulation and description of social surveying processes, based on home visits to the applicants. At the same time, in certain entities that have been inspected, a poor discipline was revealed in the process of establishing rights to social canteen services, documenting services provided to beneficiaries, organization and functioning of social canteens.

Medical (Balneal – Sanatorium) Rehabilitation/Recovery Service Provision

General conclusion:

After reviewing the methods of this service provision, the Social Inspection determined that in social assistance territorial structures, the process of balneal – sanatorium ticket distribution to elderly and disabled people is the most vulnerable sector of activity, greatly affected by irregularities. Such irregularities create major premises for fraud activity, but also undermine the functionality of one of the fundamental social assistance principles to ensure the rights to social services for all vulnerable persons/families in conditions of equal and non-discriminatory treatment.

The irregularities identified were caused by the lack of an internal functional control within inspected entities, including: non-appointment of a persons responsible for ticket distribution, superficial attitude of the responsible manager towards his/her functional (ticket record keeping and distribution) responsibilities, as well as lack of proper monitoring of this manager's activity by his/her direct superior.

Centres Providing Specialized Social Services

General conclusion:

Inspections performed revealed that creation of these Centres had a beneficial impact on social services provision at community level; the majority of beneficiaries were satisfied by the services provided. This being said, the Social Inspection also identified a set of irregularities in the application of the normative framework in terms of selection and admission of beneficiaries to Center services, some of which were identified in all entities meaning that they have a persistent/systemic character. Such irregularities have mainly been caused by the lack of an efficient cooperation between Centres and social assistance territorial structures.

Community Social Assistance Service

General conclusion:

Although community social assistants are persons authorized with responsibilities across the entire process of social service provision, starting with case identification and ending in its conclusion, in certain cases their role is diminished due to improper exercise of tasks at community level.

At the same time, part of the deficiencies identified in the CSAS activities are caused by objective factors, such as: lack or high fluctuation of personnel that cause excess loads of activities in situations when the social assistant is assigned to sectors with a much larger number of beneficiaries than the standard established. Likewise, there are significant problems in terms of professional training of community social assistants, as well as lack of procedures to supervise activities performed by these and their compliance to established procedural norms.

Asylum Service for Elderly and Disabled Persons

Based on petitions received by the Social Inspection, as well as within the framework of planned inspection missions conducted at social assistance territorial structures, the following asylums have been verified:

- ✓ District asylum for elderly persons from Tanatari village, Causeni district;
- ✓ Asylum for elderly and disabled persons from Cimislia town;
- ✓ Asylum for elderly and disabled persons from Rezina and Soldanesti town.

Main irregularities identified

- ✚ **Performed inspections revealed cases of irregular admission of beneficiaries to asylum services.** The Asylum for elderly and disabled persons from Rezina admitted elderly persons who did not meet the established eligibility criteria, and who had children living in the Rezina district. Likewise, certain persons diagnosed (based on medical acts) with diseases prohibited for admission to such types of institutions, have been admitted illegally to the asylum, thus violating provisions of the Framework-Regulation, approved by Government Decision No.1500 of 31.12.2004. A similar case was identified in the Asylum for elderly and disabled persons from Soldanesti district.
- ✚ After reviewing the personal dossiers of beneficiaries, it was determined that part of these dossiers did not contain the mandatory acts provided for by the Framework – Regulation, approved by the Government Decision No.1500 of 31.12.2004, including the prescription for asylum recovery issued by the social assistance territorial structure.
- ✚ The Asylum did not conclude contracts with all its service beneficiaries, and certain paid service provision contracts between the Asylum and the beneficiary or his/her legal representative, were not confirmed by a notary.
- ✚ The district asylum for elderly people from Tanatari was activating without a sanitary authorization, and in conditions of exceeded asylum accommodation capacity with 16 beds. There were other problems related to provision of hygiene products to the elderly.
- ✚ A common shortcoming of more asylums regards the lack of an organized accountancy of the cash payments received from beneficiaries who paid 75% of their pensions. Institutions lack an approved procedure for receiving, keeping and reporting monetary resources, and as a result these are used in non-transparent conditions.

Implementation/execution of Social Inspection recommendations during social services inspection processes

In 2014, following controls conducted by the Social Inspection, all inspection teams formulated 403 recommendation notes to eliminate identified irregularities and improve management of social services provision to beneficiaries and forwarded such recommendations to social assistance territorial structures and other inspected entities. Recommendations mainly regarded the improvement of internal procedures to ensure application of normative framework provisions.

It should be mentioned that because of serious infringements of the legislation during social services provision, the national public budget was prejudiced by a total amount of **729.0 thousand Lei**, of which:

- ✓ **MDPCR (Family-type orphanage) – 321.2 thousand Lei**
- ✓ **DSAFP Ocnita (medical recovery service) – 242.1 thousand Lei;**
- ✓ **DSAFP Edinet (medical recovery service) – 143.8 thousand Lei;**
- ✓ **DSAFP Taraclia (medical recovery service) – 21.9 thousand Lei.**

The materials documenting identified infringements in these institutions have been remitted to legal authorities, however the respective entities have also been advised to take all needed measures to reimburse the prejudiced resources amounting to **729,0 thousand Lei**, action that was not completed during 2014.

Of the total number of recommendations, the majority or **66.7%** regards recommendations to territorial social assistance structures, followed by social services providers (centres) – **21.8%** and other entities – **11.5%**.

Conclusions. Recommendations

Social assistance is the main mechanism through which the state intervenes to prevent, limit or remove negative effects of events affecting vulnerable persons and groups of persons who cannot cope with life exigencies.

The primary objective of social assistance is to diminish poverty and promote social inclusion of persons in need and of disabled persons through different social assistance services provided in combination with monetary benefits depending of the problem.

To improve the social services provision system, gradual transition from a nominal compensations systems, based on categories of beneficiaries, to a monetary allocations (social aid) system to the poorest based on income and social assistance needs evaluation was considered appropriate. Social aid proved indeed to be a more efficient instrument for the social protection of population vulnerable groups and for fighting poverty. Social aid in many cases was perceived by families as a form of stability that offered them the possibility to launch different small economic activities and subsequently fall out of the system and gain more income than the subsistence one.

Consolidated efforts in the last years determined the social services system to outline its own area of activity, relatively autonomous, with a distinct professional profile, based on specific identification methods and techniques, evaluation and support of the vulnerable. At the centre of the social services system reform is the development of primary social services in the community to satisfy beneficiaries' needs and keep them within their families and community.

The social services system reformation is centred on developing community level primary social services in the proximity of the beneficiaries to cover their needs, keep them in the family and community, as well as promote the values and importance of the family institution as the most efficient environment for the creation of a durable society.

Primary social services process all citizen enquiries and social applications (related to monetary allowances, child care or dependant persons care, drug addiction, gender based violence etc.) based on which professionals establish a situation „diagnosis” and identify solutions to local level problems.

At the same time, social services development and diversification generated new risks, but also challenges, in terms of providing adequate resources for the maintenance of social services from the part of local public administration authorities. Observations made during last few years show that local public administration authorities find it difficult to administrate and maintain created social services. Many centres providing social services limit or terminate their activity due to inefficient resource administration.

A new imperative respectively is to consolidate local public administration authorities' competences to administrate and manage social services, cooperate with civil society to ensure involvement and participation, reorient social services in line with needs identified in the community, and especially identify social services oriented on preventing problems and not on their resolution.

Another imperative is implementing the social services procurement mechanism and supporting the development of social services competences by allocating resources per beneficiary and in line with identified needs. And not least, developing personnel evaluation and motivation mechanisms and ensure its continuous training.

5. FAMILY AND CHILD SOCIAL PROTECTION

The development of a coherent and unified system of family support is one of the priorities of social protection, which is omnipresent in the provisions of the Association Agreement between the Republic of Moldova and the European Union.

Family and child social protection policies, as part of the social protection system, are designed to provide adequate assistance to children and families with children, to ensure a decent life. They are aimed at modernizing and diversifying community and family-type services in order to combat poverty and social exclusion, prevent child institutionalization, increase the quality of family life, and encourage birth.

The national system of family and child social protection in the Republic of Moldova includes two components: cash benefits and social services.

5.1. Family and child benefits

Benefits targeted to families with children represent the main form of state financial support and are granted as one-off or recurrent payments for child birth, care and growth.

I. Through its Government Decision No.84 of 05.02.2014 on Modification and Amendment of previous Government Decisions starting with 1 January 2014, the quantum of the one-time benefit at child birth was increased with 300 Lei. Likewise, the quantum of the monthly child care benefit for children up to age 1,5 – for uninsured persons, and up to age 3 – for insured persons was increased with 100 Lei.

Thus, based on Government Decision No.1478 of 15.11.2002 on benefits for families with children, families with children benefit from the following payments:

- one-time benefit at child's birth (at birth of first child – 3.100 Lei and at birth of every next child – 3.400 Lei).
- monthly child care benefit for children under age 3, to insured persons (30 % of the calculation base established according to Article 7 of Law No.289-XV of 22 July 2004 on benefits for temporary incapacity for work and other social insurance payments, but no less than 400 Lei);
- monthly child care benefit for children under age 1.5, for uninsured persons (400 Lei).

The application for the aforementioned benefits is submitted to the social insurance territorial agency at the applicant place of residence or, if the maternity leave has already been established, at the social insurance territorial agency that services the employer agency and where the maternity leave has been calculated. The application is submitted directly by the person entitled or through a town hall representative. The application should be in line with the form established by the National Office of Social Insurance.

Table 5.1. Number of children, number of beneficiaries and average amounts of benefits targeted at families with children, 2013 – 2014

Categories of beneficiaries	2013			2014		
	Number of beneficiaries (persons)	Number of children (persons)	Average benefit amount for 1 beneficiary (Lei)	Number of beneficiaries (persons)	Number of children (persons)	Average benefit amount for 1 beneficiary (Lei)
Benefits for families with children						
a) for insured persons:						
Monthly child care benefit for children up to age 3	37138	38847	997-86	39545	41454	1096-96
of which:						
- one-time benefit at	5892	5974	2600-00	5869	5957	3100-00

<i>1st child birth</i>						
<i>- one-time benefit at each following child birth</i>	6322	6389	2900-00	6958	7030	3400-00
b) for uninsured persons:						
Monthly child care benefit for children up to age 1,5	38401	39041	300-00	38431	39062	400-00
<i>of which:</i>						
<i>- one-time benefit at 1st child birth</i>	11888	12009	2600-00	11839	11954	3100-00
<i>- one-time benefit at each following child birth</i>	12009	12138	2900-00	12309	12454	3100-00

Source: NASI

According to data provided by the National Office of Social Insurance, of the total number of beneficiaries enjoying benefits allocated to families with children in 2014, 51% were insured persons, and respectively 49% were uninsured persons; inversed trend characteristic when compared to data from 2013.

Data presented in the Table above reveals an increase of the monthly average quantum for taking care of children up to age 3; such average quantum in 2014 reached 1.096,96 Lei compared to the 2013 average of 997.86 Lei.

II. Compliant with the Government Decision No.581 of 25.05.2006 “On approval of Regulation regarding conditions of benefit calculation and payment for adopted children and children under trusteeship/guardianship”, adopting parents and tutors/guardians of adopted/tutored children receive monthly allowances for food, clothing/footwear, and personal hygiene items.

Such allowance is established and paid in the amount provided for in p.10 of the Government Decision No.198 of 16 April 1993 “On protection of socially vulnerable children and families”. Thus, town halls from municipalities (cities), villages and the Executive Committee of the autonomous territorial unit Gagauzia (Gagauz-Yeri) calculate and provide from their administrative – territorial budget resources, to adopting families (respective groups), allowances for each adopted child in an amount of 700 Lei per month. Likewise, for each child without parental care, and placed under trusteeship/guardianship, an allowance of 700 Lei per month is allocated to families ensuring the placement of the minor.

Based on data presented by social assistance territorial structures at the end of 2014, of the 6.218 children placed under trusteeship/guardianship, 3.115 children benefitted from monthly trusteeship/guardianship allowance, and of the 1.237 children newly registered under trusteeship/guardianship during 2014, 485 children benefitted from such allowance.

III. Compliant to the Government Decision No.924 of 31.12.2009 on allowances for children placed under professional parental assistance, beneficiaries of this service are entitled to the following type of allowances: one-time placement allowance, monthly child care allowance, annual allowance for clothing and footwear, hygiene-sanitary products, as well as a one-time allowance upon completion of age 18.

Thus, through Government Decision No.84 of 05.02.2014 on modification and amendment of previous government decisions, the monthly allowance quantum for children placed under professional parental assistance was increased, and starting with 1 January 2014, such quantum constitutes 27,7 Lei/day compared to 21 Lei/day in 2013.

Table 5.2. Allowance quanta for children placed under professional parental assistance service

No.	Type of allowance	Allowance amount per child, Lei			
		Long-term placement	Short-term placement	Emergency placement	Temporary placement
1.	One-time placement allowance	3000	3000	500	250
2.	Monthly child care allowance	27,7 Lei/day	27,7 Lei/day	27,7 Lei/day	27,7 Lei/day
3.	Annual allowance for clothing and footwear, and hygiene-sanitary products	3000	3000	-	-
4.	One-time allowance upon completion of age 18	1000	1000	-	-

In line with provisions of aforementioned decision, in case of short term placement, the one-time placement allowance and the annual allowance for clothing, footwear, and hygiene – sanitary products is provided based on the calculation of 250 Lei per month, depending on placement duration as established by the placement authority.

The monthly child care allowance is paid based on number of effective days in placement.

The one-time allowance upon completion of age 18 is paid to the young man/woman to help their re(integration) in the society and prepare them for an independent life.

In case of temporary placement, the one-time placement allowance is provided only once during one calendar year.

At the same time, in case of professional parental assistance service placement of a disabled child, such allowances: the one-time placement allowance, the monthly child care allowance, the annual clothing, footwear, and hygiene – sanitary products allowance, shall increase by 30%.

IV. Compliant to provisions of Government Decision No.1733 of 31.12.2002 on Material assurance of orphaned children and children without parental care from family-type orphanages, each child placed in a family-type orphanage shall benefit from an annual allowance, a monthly child care allowance, a monthly allowance to compensate financial facility maintenance expenses, payments of gas, heating, procurement of coal and wood, and other household expenses, as well as the one-time allowance upon completion of age 18.

Thus, through Government Decision No.84 of 05.02.2014 on modification and amendment of previous government decisions, the monthly allowance quantum for a child placed under a family-type orphanage care was increased, and starting with 1 January 2014 it constitutes 650 Lei, compared to 450 Lei in 2013.

Table 5.3. Material assurance of children without parental care from family-type orphanages

No	Material welfare of family-type orphanages	Ratio per child
1.	Annual allowances for family-type orphanages welfare, including for required inventory, clothing, footwear, school supplies, hygiene items and medications	3000 Lei
2.	Monthly allowances for one child care	650 Lei
3.	Monthly allowances to offset the financial means necessary for maintenance of buildings, payment of gas, heating supply, coal and wood procurement and other household expenses	According to the bills or other financial documents, based on regulations and tariffs established in the corresponding settlement (according to Government Decision of the Republic of Moldova No.937 of 12 July 2002)
	Compensation of energy supply payments	30 kW per month for each orphan child, left without parental care, according to effective rates and 60 kw for

		apartments (houses) with electric stove
	Compensation of telephone subscription costs	According to the norms and effective rates
4.	One-off allowance at the age of 18 for each child who does not study in secondary vocational and higher education institutions, transferred into the child's personal account, opened in banks	1000 Lei

Annual allowances are provided to ensure family-type orphanages' welfare, including buying the required inventory, clothing, footwear, school supplies, hygiene items and medication.

Also, based on the aforementioned decision, monthly allowances are of two types: monthly allowance for child care and monthly allowance to offset the financial means required for building maintenance, payment of gas, heating supply, procurement of coal and wood and other household expenses according to bills or other financial documents, based on the established norms and rates applicable to respective settlement (according to Government Decision No.937 of 12 July 2002).

Furthermore, upon completion of 18, each child who does not study in secondary vocational or higher education institutions is granted a one-time allowance which is transferred in the child's personal bank account.

Children left without parental care in family-type orphanages, who study in secondary vocational, secondary specialized and higher education institutions, do not benefit from the aforementioned payments provided by the Government during the period of study and vacation, because these children benefit from Provisory norms of cash expenses for orphan and placed under trusteeship/guardianship pupils (students) from vocational and specialized schools, secondary specialized and higher education institutions, boarding schools and orphanages according to Government Decision No.870 of 28.07.2004.

V. In compliance with the Government Decision No.1083 of 26.10.2000 on the application of the Law on Population Social Support Republican Fund and Local Funds, the material aid (financial support) is a form of special purpose irredeemable social assistance meant to offer material and direct support to socially vulnerable persons. The main principle in the distribution of fund resources is allocation of material aid to those applicants whose families are most direly affected by poverty.

Material aid (support) is provided by Population Social Support Republican Fund entities and by population social support local funds entities.

In 2014, the population social support republican fund and local fund resources covered needs of 26.005 families with children, which benefited from one-time school preparation support allowances (1 September) in a total amount of 13.763,7 thousand Lei; and 16.716 families with children, which benefited from one-time support allowances on the International Child's Day (1 June) in a total amount of 8.174,9 thousand Lei.

The population social support republican fund resources, combined with population social support local funds and Chisinau municipal fund resources, in a total aggregated amount of 111.277,12 thousand Lei were used to provide 192.952 material support payments to persons in need from socially disadvantaged categories of persons, of which 54.708 material aids in a total amount of 33.413,16 thousand Lei to families with children in difficult situations.

Table 5.4. Number of families with children that benefited from material aid, 2014

Families with children beneficiaries of material aid allowances	Number of aid allowances	Number of beneficiaries	Amount (thousand Lei)	Average allowance, Lei
Families with children - total, including:	54708	54670	33413.16	611
a) with 3 and more children (numerous)	7337	7326	5275.43	719
b) with disabled children;	9989	9983	5529.42	554

c) with a single parent (mono-parental);	9760	9745	5281.05	541
d) with children under trusteeship/guardianship;	1966	1965	1523.87	775
e) other families with low incomes, not included in p. a); b); c) and d)	25656	25651	15803.39	616

5.2. Social services to households with children

The general framework in the Republic of Moldova for creation and operation of an integrated social services system that determines the tasks and responsibilities of central and local public administration authorities, other legal entities and individuals entitled to ensure and provide social services, as well as to protect the rights of social service beneficiaries is regulated by Law on Social Services No.123 of 18.06.2010.

According to provisions of this Law, social services are defined as a set of measures and activities carried out to meet the social needs of the individual/household to overcome difficult situations, prevent marginalization and social exclusion.

The right to existing social services is established individually, based on an assessment of the individual/household's need for such services.

5.2.1. Primary social services

According to Nomenclature of Social Services, households and children at risk can benefit from the following primary services:

- *community social assistance services*

The community social assistance service provides social services to people, households and social groups at community level, to overcome difficult situations.

- *Community Social Assistance Center services*

The **Community Social Assistance (Multifunctional) Center** is a public institution designed at community/municipality level within which a large range of social services are organized for persons/families in difficulty. The beneficiaries of this centre can be community persons, families and social groups in difficult situations. Community centres provide the following type of services:

- a) information;
- b) counselling;
- c) consultancy;
- d) family and community reintegration;
- e) occupational capacities development services;
- f) catering.

According to data provided by the territorial social assistance units as of 31.12.2014, during 2014, 78 community centres were operating in the country, which provided services to 5.407 children at risk and disabled children.

5.2.2. Specialized social services

The **Family and Child Social Assistance Center** is a public service that operates under the territorial social assistance unit and is designed to provide methodological and practical assistance during local implementation of policies and provide social assistance services to households with children and children at risk.

The Family And Child Social Assistance Center provides the following services:

- methodological and practical assistance to case management of families at risk, families with children at risk, children separated from family and children left without parental protection;

- methodological assistance to the management and provision of social assistance services to families with children and children at risk;
- concerned specialists' assistance from territorial social assistance units for collection/analysis and systematization of data and information related to family and child protection.

During 2014, 6 family and child social assistance centres were operating in the country, and provided assistance and support to specialists from family and child social assistance Directorates/Units.

The **Day Care Center for children at risk** is a public or private social assistance facility that provides specialized day care social services for children at risk, aimed at ensuring their social and family (re)integration and preventing separation of children at risk from their family environment.

The service provides a wide range of services that vary depending on the beneficiaries' needs:

- 1) catering;
- 2) life skills formation;
- 3) development of cognitive, communication and behaviour abilities;
- 4) support to school curricula learning and assimilation;
- 5) vocational orientation,
- 6) psychosocial counselling and rehabilitation of children;
- 7) recreational activities;
- 8) facilitation of access to community services (education, health, culture, and etc.);
- 9) strengthening parental abilities for child care and education;
- 10) other services, depending on the beneficiaries' needs.

At the end of 2014, 21 day care centres for children at risk were operating, and throughout the year 744 children benefitted from their services.

The **Day Care Center for Disabled Children** is a social assistance public or private facility that provides day care services for the rehabilitation/recovery of children to ensure their social (re)integration and prevent child separation from their families and social exclusion.

The day care centre for disabled children provides the following services:

- development of cognitive, communication and behavioural abilities;
- recovery/rehabilitation services;
- support to educational inclusion;
- counselling of family members/attendants;
- recreational activities;
- catering;
- vocational orientation;
- daily transportation;
- home recovery service (if required).

Throughout 2014, 1.634 children benefitted from services provided by 24 such centres.

The **Temporary Placement Center For Children At Risk** is a social assistance public or private facility which provides temporary placement services for children to help their social and family (re)integration. Temporary placement centres operate according to Government Decision No.1018 of 13.09.2004 on the approval of the Framework Regulation of child temporary placement centres and Government Decision No.450 of 28.04.2006 on the approval of Minimum quality standards for care, education, communication of a child in temporary placement centre.

Temporary placement centres provide the following services:

- accommodation, care, catering;
- development of cognitive, communication and behavioural abilities;
- support to educational inclusion;
- counselling of family members/attendants;
- vocational orientation.

Throughout 2014, 1.340 children benefitted from social services provided in 26 temporary placement centres for children at risk.

The **Temporary Placement Center For Disabled Children** is a social assistance public or private facility that provides temporary placement services for disabled children to ensure their recovery, rehabilitation, social and family (re)integration. The centre operates according to Government Decision No.823 of 04.07.2008 on approval of Minimum Quality Standards for social services provided in placement centres for disabled children.

Temporary placement centres for disabled children provide the following services:

- accommodation, care, catering;
- development of cognitive, communication and behavioural abilities;
- recovery/rehabilitation services;
- support to educational inclusion;
- counselling for family members/attendants;
- recreational activities;
- vocational orientation;
- home recovery services (if required).

In 2014, the 26 temporary placement centres for children at risk provided services to 80 disabled children.

Throughout 2014, 1.838 children at risk and disabled children benefitted from social services provided within **16 mixed centres (day care and placement centres)**.

A **Maternal Center** is a public or private facility for mother-child protection, aimed at preventing child abandonment and ensuring the formation, maintenance and consolidation of family ties. The centre operates according to Government Decision No.1019 of 02.09.2008 on the approval of Minimum Quality Standards for social services provided in maternal centres.

The maternal centre is designed to provide:

- accommodation, care, catering;
- development of child growth and care abilities;
- psychological counselling;
- medical assistance;
- legal assistance;
- support to family, social and professional (re)integration.

Maternal Centres provide services to the following:

- a) mother-child couples in one of the following social risk situations:
 - *mothers with newborns, intending to abandon the child (single mothers, trafficked under-aged mothers, mothers from small low income families, marginalized mothers etc.);*
 - *mothers with children without a house;*
 - *mothers with children who face financial and/or relation issues;*
- b) mother-child couples abused or neglected:
 - *mother and/or child subject to different forms of abuse within the family;*
 - *physically/psychologically abused child, through negligence, ignorance and/or due to financial problems etc.;*
- c) mother-child couples included in family ties recovery program:

- situation when the child has undergone a certain type of protection (family or residential type) and an intermediary stage of complex assistance and support is required for the mother to fully reintegrate the child into the family;
- d) pregnant women in difficulties during their last quarter of pregnancy in one/more of the aforementioned situations.

Based on data presented by social assistance territorial structures, towards the end of 2014, 10 centres/maternal units were operating in the Republic of Moldova that provided services to 159 mother-child couples with 263 children.

Professional parental assistance is a social service providing the child with substitutive family care within the family of a professional parental assistant.

In 2014, the regulatory framework that regulates the organization and operation of the professional parental assistance service was revised. Thus, by Government Decision No.760 of 17 September 2014, a new Regulation Framework on organization and operation of the professional parental assistance and its minimum quality standards has been approved, aligned with the UN Alternative Child Care Guidelines.

In compliance with provisions of Government Decision No.760 of 17.09.2014 regarding the Regulation Framework on organization and operation of the professional parental assistance and its minimum quality standards, beneficiaries of this service are:

1. children effectively deprived of parental care in situations determined by their absence, except children whose parents are abroad;
2. children taken away from their parents due to existence of an imminent danger for their life or health or found in a risk situation;
3. children who are temporarily or permanently deprived of parental/family care;
4. disabled children, the parents or attendants of whom, need time for own recovery;
5. underage mothers exposed to child abandon risk.

At the same time, the purpose of the Service is to provide child care in an family substitutive environment for a determined period, while its objectives are:

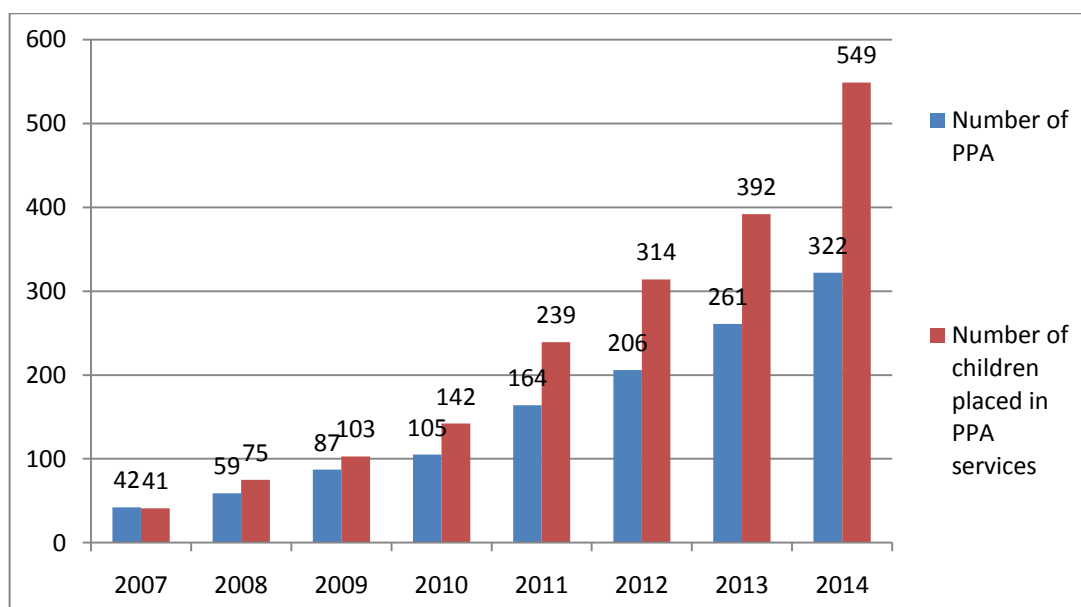
- to ensure child care in line with individual assistance and development needs of the child;
- to facilitate child family and social (re)integration taking care of child individual assistance and development needs.

The amount of allowances for children placed under temporary professional parental assistance are stipulated in the Government Decision No.924 of 31.12.2009 on allowances for children placed under the care of professional parental assistance services. The type of allowance depends on placement type and duration.

At the end of 2014, there were 322 professional parental assistant families operating in the country that had 549 children in placement.

During 2007 – 2014, the number of professional parental assistants' increase, as did the number of children placed in such services.

Figure 5.1. Professional parental assistance, 2007-2014



Starting with 2012, the Republic of Moldova implemented the respite placement in the professional parental assistance, targeted to disabled children to ensure they are brought up and educated in conditions closest to a family environment.

Respite placement (care) was piloted in two administrative – territorial units of the country: Chisinau municipality and Orhei district.

Thus, towards the end of 2014, 5 respite professional parental assistants operated in Chisinau municipality, having 9 children under care, while in the Orhei district – there were 4 respite families with 10 children under care. At the same time, during the 2014, 43 children in risk situations benefited from respite placement professional parental assistance services.

The **Family-Type Orphanage** is an institution designed as a complete family that provides to the child, left without parental protection, substitutive family care within the host parent (child-care provider) family.

Children left without parental protection aged up to 14 can be placed in family-type orphanages.

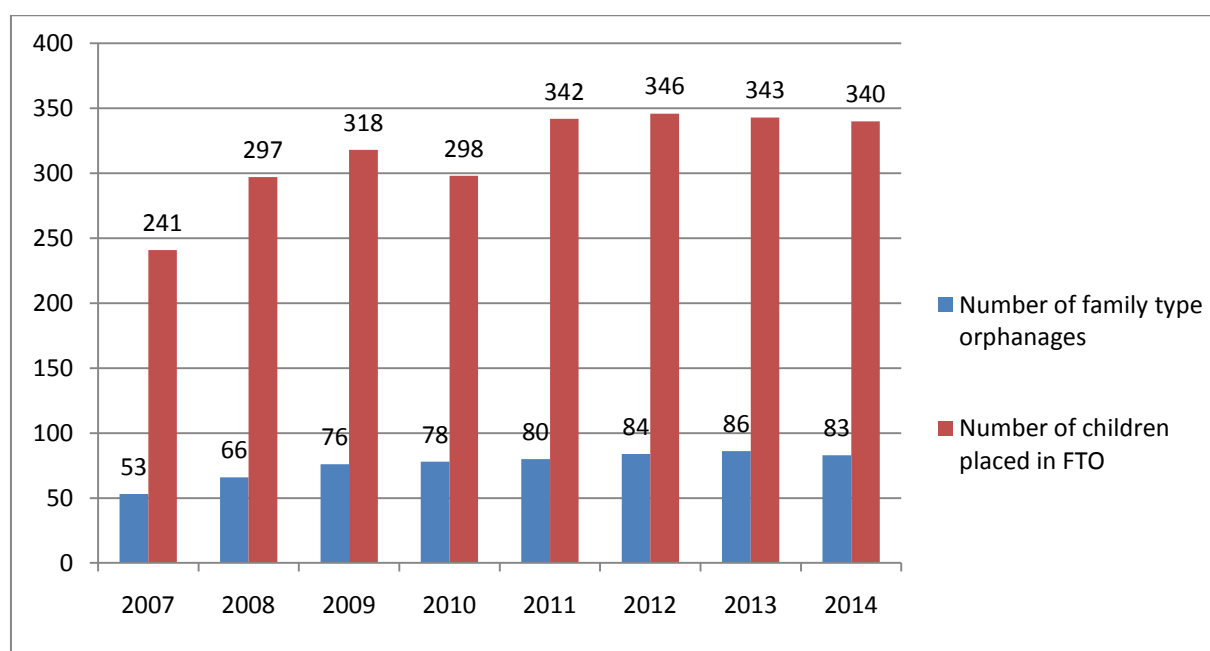
Based on Government Decision No.937 of 12.07.2002 on the approval of the Regulation of family-type orphanage, the purpose of a family-type orphanage is to protect the orphaned child or those left without parental protection, following the objectives below:

- ensure child care and growth in a family substitutive environment, in compliance with established quality standards;
- support development of a child placed in FTO in compliance with his/her personality and age characteristics;
- facilitate, when possible, the child (re)integration in his/her biological, or extended, or adopting family;
- facilitate child socialization and his/her preparation for an independent life after reaching age 18.

To ensure the protection of rights of children left without parental protection from family-type orphanages, material endowment of family-type orphanages has been regulated by the Government Decision No.1733 of 31.12.2002 on Norms of material endowment of orphaned children and those left without parental care placed in family-types orphanages.

In 2014, 83 family-type orphanages operated in the country, taking care of 340 children.

Figure 5.2. Family-type orphanages, 2007-2014



Trusteeship/guardianship is a form of protection, established over children left without parental care, to educate and take care of them, and to protect their legal rights and interests. The activity of this service is regulated by the Family Code adopted through Law No.1316- XIV of 26.10.2000, and the Civil Code adopted through Law No.1107-XV of 06.06.2002.

Trusteeship/guardianship is established to provide the following services:

- child care and growth in a family substitutive environment;
- legal representation of children's rights and interests;
- child's tangible and intangible assets management.

According to data presented by territorial social assistance structures as of 31.12.2014, 6.218 children left without parental care were registered as being under trusteeship/guardianship, of which 3.127 girls and 3.091 boys. Of all children under trusteeship/guardianship, 3.115 children received the monthly trusteeship/guardianship allowance for foodstuff, procurement of clothing/footwear, and personal hygiene items, etc. in line with provisions of the Government Decision No.581 of 25.05.2006 on approval of the Regulation regarding the calculation and payment of allowances for children placed under trusteeship/guardianship.

Of the total number of 6.218 children placed under trusteeship/guardianship, 1.237 have been newly registered and placed under such service in 2014.

Social assistance territorial structures provided the disaggregated number of children placed under trusteeship/guardianship during 2014.

Table 5.5. Number of children placed under the trusteeship/guardianship service in 2014

	<i>Total registered</i>	<i>Registered in 2014</i>
<i>Age 0-1 – in extended family</i>	85	38
<i>Age 0-1 – third persons</i>	31	25
<i>Age 1-6 – in extended family</i>	1025	209
<i>Age 1-6 – third persons</i>	158	89
<i>Age 7-18 – in extended family</i>	4351	754
<i>Age 7-18 – third persons</i>	568	122

Community foster care for children at risk is a specialized temporary placement social service for growth and education, in a family-type house, of children temporarily or permanently deprived of their family environment, and for children at risk.

The regulatory act that governs the community foster care for children at risk is the Government Decision No.52 of 17.01.2013 on the approval of the Framework Regulation on the organization and operation of the community foster care service for children at risk.

Community foster care for children at risk provides the following services:

- a) accommodation;
- b) care;
- c) catering;
- d) development of life skills (self-service, hygiene);
- e) development of cognitive, communication and behavioural abilities;
- f) support to school curricula learning and assimilation;
- g) counselling and psychosocial rehabilitation;
- h) recreational activities;
- i) vocational orientation;
- j) family (re)integration;
- k) community and social inclusion;
- l) accompanying children at medical centres, administering medications prescribed by the doctors, provision of first aid according to competences.

During 2014, three community foster care centres were operating in the Republic of Moldova, providing services to 30 children at risk.

Family support is oriented to families with children, to prevent and/or overcome risk situations and ensure the growth and education of the child within the family.

The purpose of the family support service is to support development of family skills related to the child growth and education, by consolidating capacity of protective factors from within the family and connecting them to relevant community resources.

This service is provided in two ways: primary family support and secondary family support. Under the secondary family support, families with children can benefit from allowances.

Primary family support includes various flexible activities, aimed at strengthening the family environment and the protective factors from within the family: building capacities to overcome difficult situations, creating a family social network and strengthening its capacity to offer support during difficult times, developing skills related to child care and education, developing child's social and emotional competences, identifying factors that can lead to ignorance and abuse risks.

These objectives are achieved through primary prevention programs, depending on the community needs and existence of community services, which can include: information and awareness raising activities, parent schools, and support groups for parents and children, community activities with children for their emotional and social development and social inclusion.

All community families with children are the beneficiaries of this primary family support service.

Secondary family support includes a set of activities designed for families with children at risk, aimed at decreasing factors that affect child's health and development, preventing child separation from the family or preparing his/her reintegration into the family, achieved based on the case management procedure approved by the Ministry of Labour, Social Protection and Family. To prevent child separation from the family or reintegrate him/her in the family, secondary family support is provided based on a thorough assessment.

Monetary aid/support is granted in the event when the secondary family support cannot ensure the mitigation of the problem/settlement of the case without financial support. Family needs, number of children in the family, living conditions, seasonal factors, problem gravity, as well as the family income from salaries, social payments and other income sources, declared under the family's responsibility, are considered when establishing the monetary aid. The family benefitting from social assistance is also entitled to claim monetary aid.

Families with children at risk and/or families whose children are undergoing reintegration

are the beneficiaries of the secondary family support service.

Thus, during 2014 the social service of family support was developed in 17 administrative territorial units and was provided to 4.917 families.

5.2.3. Highly specialized social services

Highly specialized social services are services provided in a resident facility or specialized temporary placement facility, which requires a complex range of interventions that can include any combination of specialized social services granted to beneficiaries with high dependence and who need 24/7 supervision. This type of services is recommended to be provided in the last instance, when community resources are inefficient.

The following highly specialized services targeted to families with children at risk are included in the Services Nomenclature:

- *boarding school for children with mental disabilities;*
- *centre for assistance and protection of victims and potential victims of human trafficking;*

The Ministry of Labour, Social Protection and Family coordinates the activity of two residential social facilities for children:

- boarding school for children with mental disabilities (girls) from Hincesti;
- boarding school for children with mental disabilities (boys) from Orhei.

The ***Boarding school for children with mental disabilities*** is a public social assistance facility which provides placement services for children with mental disabilities aimed at their recovery, rehabilitation, social and family (re)integration. Children with mental disabilities aged from 4 to 18 are the beneficiaries of the boarding school for children with mental disabilities.

The activity of these facilities is regulated by the Framework Regulation on the operation of boarding school for children with mental disabilities, approved by Order of the Ministry of Social Protection, Family and Child No.45 of 13.06.2008.

In the context of the “Inclusive Community – Moldova” project implementation, during 2014, 24 beneficiaries of the Boarding house for children with severe mental deficiencies (boys) from Orhei were deinstitutionalized.

On 31.12.2014, 215 persons were placed in the Boarding house for children with severe mental deficiencies from Orhei, compared to 236 persons on 31.12.2013.

Of the 215 boarding persons, 1 child was aged between 4-6 years, 16 children aged between 7-10 years, 38 children aged between 11-15 years, 4 children aged 16, 9 children aged 17 and 147 persons – over age 18.

During 2014, 5 children were placed in the Boarding house for children with mental deficiencies (boys) from Orhei, one child less than in the previous year.

At the end of 2014, the Boarding house for children with mental deficiencies (girls) from Hincesti accommodated 316 persons, of which: 2 children aged between 4-6 years; 27 children aged between 7-10 years, 52 children aged between 11-15 years, 16 children aged 16, other 16 aged 17, and 203 – over age 18.

During 2014, 3 children were placed in the Boarding house for children with mental deficiencies (girls) from Hincesti, and one beneficiary was deinstitutionalized.

Table 5.6. Number of children in Boarding houses for children with mental deficiencies during 2010 – 2014

	2010	2011	2012	2013	2014
Boarding house for children with mental deficiencies (girls) from Hincesti	336	338	321	315	316

Boarding house for children with mental deficiencies (boys) from Orhei	303	268	260	236	215
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5.3. Protection of children's rights

One fundamental component of child protection policy and protection of families with children relates to children's rights. In this context, the Republic of Moldova has a well-developed legal-institutional framework in the field. Among the most representative institutions focused on child protection and children's rights are: Commission for protection of children in difficulty; adoption etc.

5.3.1. Commission for protection of children in difficulty

To prevent child separation from the family and ensure child deinstitutionalization, thus ensuring their highest interest, the Government created the Commission for protection of children in difficulty by its Governmental Decision No.1177 of 31 October 2007 which established the Regulatory Framework on Creation and Operation of a new element of the social protection system – the Commission.

The commission for protection of children in difficulty is a 2nd tier local public administration authority, and its main purpose is to assist trusteeship authorities in decision making processes focused on identifying the optimal form of protection for children in difficulty.

The need for this commission's creation came amid full mobilization of joint efforts in the implementation of the reform on child deinstitutionalization and their reintegration into family or alternative family-type care services: professional parental care, family type orphanages, and trusteeship/guardianship.

To this end, the Commission issues recommendation notes for placement of children in residential type services, basing their decision on the following principles:

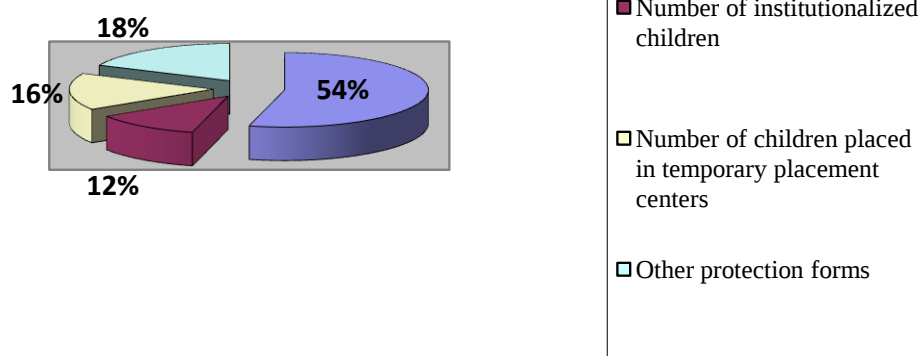
- the family is the best environment for child development;
- placement is a protection measure for the intellectual and emotional development of the child;
- placement is a transition and change measure;
- the situation of each child is unique;
- placement meets the child needs.

The Commission for protection of children in difficulty operates in all 2nd tier administrative territorial units, holding all relevant approvals of its nominal structure and activity regulations.

During 2014, Commission activities were conducted under the framework of 346 sessions, during which the Commission examined the cases of 2.186 families with 3.387 children. Following case examination, the commission presented to trusteeship authorities from the child's place of residence, their recommendation for child reintegration for 319 children from 202 families.

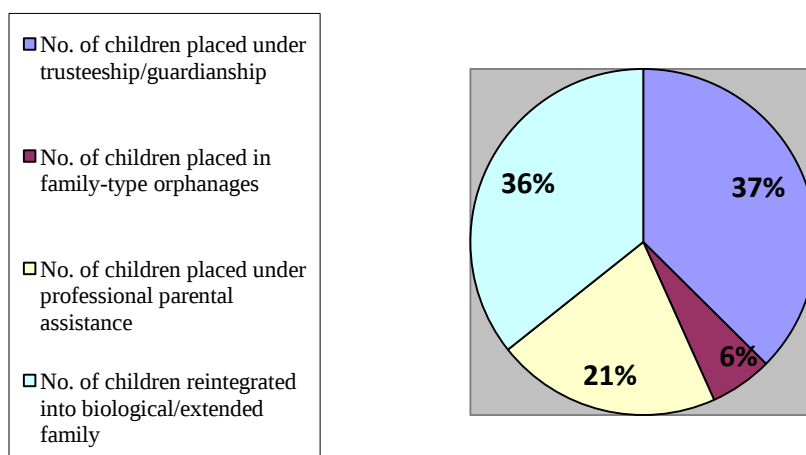
Likewise, in other cases, the commission approved the following protection forms: 1.265 recommendations preventing institutionalizations, 280 cases of institutionalization, 375 cases of placement in temporary placement centres, as well as other protection measures recommended for cases of other 424 children.

Figure 5.3. Types of child protection approved by the Commission for protection of children in difficulty, 2014



Worth mentioning is that among the family-type protection measures approved by the commission, the recommendation notice to establish trusteeship/guardianship was issued for 365 children, placement of children in family-type orphanages was advised for 57 children and professional parental assistance was recommended for 205 children.

Figure 5.4. Family type protection measures approved by the Commission for protection of children in difficulty, 2014



At the same time, we would like to emphasize that functional tasks exercised by the commission responsible for determining the children in difficulty situations from within the Municipal Directorate for Protection of Children's Rights (MDPCR) differ in terms of essence and complexity from tasks carried out by district Commissions for protection of children in difficulty.

Given the diverse and specific character of the activities of the Commission for determining the children in difficulty situations from within MDPCR, it should be reported that during 2014, the latter examined the cases of 1.913 children under the framework of 339 session, of which: regarding participation to child education of parent (extended family) living separately (227 cases), regarding establishment of child place of residence (324 cases), termination of parental rights (208 cases), reinstatement of parental rights (3 cases), alienating the child from the family without termination of parental rights (12 cases), opportunity of planning placement of children under trusteeship/guardianship, community houses, temporary placement centres and boarding schools

(451 cases), establishment of child legal status (116 cases); child reintegration into biological, extended or adopting family (29 cases); protection of child victims of violence in their families, educational, medical institutions, etc. (22 cases), observance of child patrimonial rights (5 cases), child exit from the country in absence of a parent's consent and other similar cases (23 cases); on adoptable children and/or situation of adopted children (8 cases), on litigations between placement services and child biological family (37 cases), on adequate placement of children in difficulty in family-type orphanages and under professional parental assistance (14 cases), on extension and termination of stay for beneficiaries placed in family-type orphanages and under professional parental assistance services (40 cases), on examination of child protection commission decisions contested by beneficiaries from different municipality sectors (27 cases).

An analysis of the activities conducted by district/municipal commission for protection of children in difficulty reveals that from their creation, at national level, in 2008 and till 2014, the number of annually examined cases and conducted sessions increased approximately 5 times.

Table 5.7. Activity of Commission for protection of children in difficulty in 2014 as compared to 2008

Indicator	Year 2008 (children)	Year 2014 (children)
No. of working sessions	119	685
No. of examined cases	829	5300
No. of reintegrations into biological / extended family	364	348
No. of approved family type protection measures (trusteeship/guardianship, PPA, FTO)	149	687
Other approved protection measures	80	424

Commissions that serve as models of positive practices in preventing institutionalization are the ones in the following territorial administrative units – Ialoveni (160 children), Anenii Noi (98 children), Ungheni (75 children), Drochia (69 children), Falesti (67 children) and Balti municipality (66 children).

At the same time, the number of examined cases during commission sessions was very low in the following districts: Rezina (14 children), Basarabasca (13 children), Glodeni (12 children), Riscani (12 children) and Taraclia (10 children).

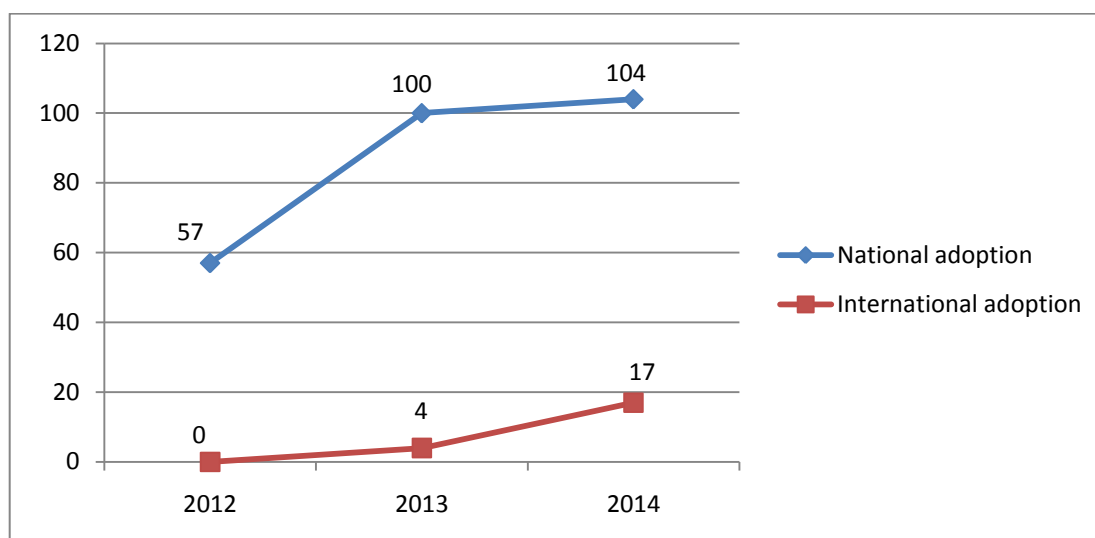
Therefore, we confirm the efficiency of Commissions as a functional mechanism for evaluation of children at risk and reiterate the importance of the operation in each 2nd tier territorial administrative unit, which would provide additional expertise to trusteeship authorities when making decisions that regard children.

5.3.2. Adoption

In line with the procedure prescribed in Law No.99 of 28.05.2010 on Adoptions Legal Regime, 206 children with the statute of adoptable and 83 national adopters have been registered in 2014, in the State Register of Adoptions (approved by Order of the Minister of Labour, Social Protection and Family No.309 of 11.08.2011). And throughout 2014, other 13 applications to adopt children that are Republic of Moldova citizens have been filed with the Ministry of Labour, Social Protection and Family, by foreign adopting citizens.

In 2014, Moldovan courts approved 104 national adoptions and later included them in the State Register of Adoptions. According to international adoption procedure, 17 children were adopted in 2014; the main adopting states were USA (6 children), Italy (6 children), Switzerland (4 children) and Israel (1 child). The figure below presents the dynamics of child adoptions through national and international adoption procedures during 2012 – 2014.

Figure 5.5. Adoption, 2012-2014



In compliance with provision of Government Decision No.560 of 25 July 2011 on Creation of an Adoptions Advisory Council and approval of its Regulation, 3 Advisory Council sessions have been convened during 2014 during which the opportunity of a preliminary approval of Ministry of Labour, Social Protection and Family decisions regarding the selection of a suitable adopter for the international adoption of children in the case of 11 potential adopting couples and 2 single adopters with 6 couples of adoptable siblings and 6 adoptable children. Worth mentioning is that only in one cases the council examined suitability for adoption of a child with no special needs, but who had certain health issues. In all other cases, adopters have been fitted with: 6 couples of siblings aged above 7 years, 3 adoptable children aged above 7 years and 2 adoptable children with an assigned disability degree or high risk of developing a hereditary disease in the future and/or a complex hereditary/genetic history. The table below presents the age and health information of children assigned for international adoption during the Advisory Council sessions.

No.	Gender	Age	Child diagnosis
One child			
1.	male	Age 3	Muscle tone disorders, sub compensated state. Deficiency anaemia of 1 degree of mixed aetiology. Sequel of rickets. Exomphalos. Child mother and relatives suffer from schizophrenia.
2.	male	Age 4	Imperfect osteogenesis. Lobstein disorder. Hydrocephalic syndrome. Tuberculinic turn. Deficient anaemia of I degree. Inguinal hernia and exomphalos. Bilateral flat foot. Below average physical development. Health group IV. Assigned a <i>severe</i> disability degree.
3.	male	Age 5	A tuberculosis convalescent. Minor heart abnormality. False chordate in the left ventricular structure without hemodynamic disturbances. Delay in physical development of I degree. Residual encephalopathy. Foetal alcohol syndrome. Psycho – verbal retardation.
4.	male	Age 9	Healthy
5.	male	Age 9	HIV symptomatic infection, st.B2.Residual encephalopathy, neurotic syndrome. Delay in physical development of I degree. Health group IV. Assigned a <i>significant</i> disability degree.

6.		male	Age 11	Re-convalescent with arthropathy (infectious genesis - allergic). Prolapsed Valve – mitral. False cordage in left ventricular structure.
Couples of siblings				
No.		Gender	Age	Child diagnosis
1.	1.	male	Age 7	Minimal cerebral dysfunction. Asthenoneurotic syndrome. Nocturnal enuresis. Exophalos. Flat foot – bilateral I degree. Poliform dislalia.
2.		male	Age 8	Minimal cerebral dysfunction. Asthenoneurotic syndrome. Nocturnal enuresis. Exophalos. Flat foot – bilateral I degree. Poliform dislalia.
3.	2.	male	Age 9	Minimal cerebral dysfunction. Asthenoneurotic syndrome. TBC – infected.
4.		female	Age 5	Minimal cerebral dysfunction. Asthenoneurotic syndrome.
5.	3.	female	Age 13	Healthy
6.		male	Age 9	Healthy
7.	4.	male	Age 9	DCM with neurotic syndrome. Adenoid hypertrophy of II degree. Health group II.
8.		male	Age 7	DCM with neurotic syndrome. Health group II.
9.		male	Age 3	Healthy
10.	5.	female	Age 8	Asthenoneurotic syndrome. Residual encephalopathy. Flat foot. Bilateral Valgus.
11.		female	Age 6	Minimal cerebral dysfunction. Cerebral – asthenic syndrome.
12.		male	Age 3	Averagely harmonious physical development. Minimal cerebral dysfunction. Light psycho – verbal delay. Health group II.
13.	6.	female	Age 17	Healthy
14.		male	Age 15	Healthy
15.		female	Age 14	Healthy. <i>Note: siblings have been arranged for International adoption by a relative living abroad.</i>

In line with art.10 of Law No.99/2000, separation of siblings through adoption, as well as adoption of these by different persons or families is prohibited, except cases when this present provision counteracts the highest child interest. The opportunity of siblings' separation through national or international adoption is examined by the Adoptions Advisory Council. Adoption of siblings by adopters from different states, regardless if siblings know each other or not, is admitted if and only if adoption of all siblings by one single adopter is proved impossible, regardless of adopter state of residence or if adopter is resident of the state in which another sibling was previously adopted, provided the respective state is a signatory part to the Hague Convention or is part to a bilateral adoptions agreement signed with the Republic of Moldova. At the same time, the Law provides that in case of siblings separation through adoption, the central adoptions authority or, if applicable, territorial adoptions authority, in cooperation with foreign organizations in the field of international adoptions, following the highest interest of the child, shall undertake all necessary measures to facilitate communication and keep the relationship between siblings, taking into account age characteristics, maturity level, child wishes, feelings and the degree of awareness regarding adoption.

During its sessions, the Adoptions Advisory Council evaluated the opportunities of separating, through national and international adoption, 10 couples of siblings who were not requested to adoption by the same adopter, due to significant age differences among children (2 years and 17 years), groups of siblings of 3, 4 and 5 children, presence of a severely disabled sibling among others. In the majority of cases, the Council members decided that territorial trusteeship authorities should undertake additional measures to re-evaluate the possibility of siblings adoption

by the same adopter. Worth mentioning is that all siblings separation cases positively approved by the Adoptions Advisory Council relate to national adoptions, and territorial trusteeship authorities have been entrusted with the responsibility to respecting the children rights to relate with their siblings after adoption approvals, while the communication methods used by siblings to be expressly indicated in their children post-adoption monitoring report.

In compliance with the Government Decision No.550 of 22.07.2011 on the approval of Regulation on accreditation procedure and rules of operation for foreign organizations in the field of international adoptions in the Republic of Moldova and of the List of services and activities that such organizations can conduct in the field of international adoptions, in 2014 accreditation of 16 foreign organizations has been extended for conducting activities in the field of international adoptions in the Republic of Moldova from the following countries: Italy – 10, USA – 4, Spain -1, and Switzerland – 1.

5.3.3. Representation of children's rights in civil cases

According to provisions of the Family Code, adopted by Law No.1316-XIV of 26.10.2000, in the case of litigations between parents or legal representatives on issues directly or indirectly related to children, defence of children legal rights and interests in court is carried out by the trusteeship authority, especially by the executive bodies of local public administration authorities from 2nd tier administrative territorial units, i.e. district social assistance and family protection Directorates/Units and Chisinau Municipality Directorate for the protection of children's rights (hereinafter referred to as the social assistance territorial structures), regardless of the procedural status: *plaintiff*, *defendant* or *intervener*.

During 2014, representatives of social assistance territorial structures represented the interests of 6.754 children in court (see table below), of which, in capacity of plaintiff for 722 children, in capacity of defendant for 239 children and in capacity of intervener for 5.793 children.

Table 5.8. Representation of children's rights in court by social assistance territorial structure representatives

Indicator	No.	Procedural status of trusteeship authority			Total per year
		plaintiff	defendant	intervener	
1	2	3			4
Number of children assisted in the field of children's rights protection	01	722	239	5793	6754
including					
taken from parents whose parental rights are terminated	02	321	26	1559	1906
taken from parents whose parental rights are not terminated	03	25	0	18	43
reinstatement of parental rights	04	0	1	12	13
litigations on the establishment of domicile of the child	05	296	171	3755	4222
litigations between parents on meeting schedule determination	06	37	35	116	188
lack/limitation of legal competence	07	3	0	61	64
paternity establishment/acknowledgment/dispute	08	3	0	27	30
child's birth establishment	09	18	0	5	23
defence of child's financial rights	10	13	0	39	52

litigations related to the child's exit from the country	11	6	6	201	213
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I. Termination of parental rights

Under provisions of the Family Code, the termination of parental rights of one/both parents to one/more children can only take place in court. The termination of parental rights proceedings can be initiated by the other parent, trusteeship of the child, the **guardianship authority** or a prosecutor. The claim on termination of parental rights is examined with the mandatory participation of the trusteeship authority.

In this context, in 2014, the specialists of the trusteeship social assistance authority represented the interests of 1906 children in proceedings related to termination of parental rights, of which for 321 children in the capacity of plaintiff, for 26 children in the capacity of defendant and for 1.559 children in the capacity of intervener.

II. Child alienation from parents without termination of parental rights

If there is an imminent danger to a child's life and health, the trusteeship authority may decide to alienate the child from the parents, communicating this fact to the prosecutor no later than 24 hours. In this case, according to Law No.140 of 06.14.2013 on the special protection of children at risk and children separated from their parents, the local trusteeship authority, will initiate an action in court regarding termination of parental rights or on child alienation from parents without termination of parental rights, within 3 working days. If this requirement is not met, the child will be returned immediately to the parents.

During 2014, the specialists of the trusteeship social assistance authority represented the interests of 43 children in cases related child alienation from parents without termination of parental rights, of which for 25 children in the capacity of plaintiff, and for 18 children in the capacity of intervener.

III. Reinstatement of parental rights

The Family Code stipulates that parental rights can be reinstated to parents if the events that have led to the termination of their parental rights ceased and if the reinstatement of parental rights is in the child's best interests. Reinstatement of parental rights takes place in court, based on the application of the person's whose parental rights have been terminated, with the mandatory participation of **trusteeship authority**. If the child is aged 10, parental rights are reinstated taking the child's opinion into consideration.

In 2014, the representatives of territorial social assistance structures represented 13 children in cases related to reinstatement of parental rights, of which for 1 child in the capacity of plaintiff, and for 12 children in the capacity of intervener.

IV. Child's domicile establishment

According to Family Code provisions, if parents live apart, the domicile of the child up to age 14 is established by parental agreement. If the parents have not reached such an agreement, the minor's domicile is established by the court, considering the child's interests and opinion (if the latter has reached age 10). In this case, the court will consider the child's affection to each parent, brothers and sisters, child age, moral qualities of the parents, existent relations with each parent, parents' possibilities to ensure appropriate conditions for child education and development (hobbies and work schedule, living conditions, etc.). When establishing a underage child domicile, the court will ask for the **notice of trusteeship authority**, in whose territorial area the domicile of each parent is.

During 2014, the specialists of territorial social assistance structures represented 4.222 children in cases for child's domicile establishment, of which for 296 children in the capacity of plaintiff, for 171 children in the capacity of defendant and for 3.755 children in the capacity of intervener.

V. Determining the meeting schedule

According to Family Code provisions, parents have equal rights and obligations to their children, regardless if the children are born in marriage or not, if the parents live together or apart. Parents are liable to support their minor children and full-aged children unable to work and who need financial support. Parents have the right and obligation to educate their children according to their own beliefs, regardless if they live together or apart.

The child has the right to communicate with both parents, grand-parents, brothers, sisters and other relatives. Parents' divorce, its nullity or the parents' living apart does not affect the child's rights. If parents have separate domiciles, the child is entitled to communicate with both parents. The parent living with the child will not have the right to forbid the child to communicate with the other parent who lives separately, unless the parent's behaviour is not in the child's interest and is a threat for the child's physical and psychological state.

Thus, at the request of one of the parents, the trusteeship authority will develop a meeting schedule with the parent who lives apart. It is possible to develop a schedule for the divorce period as well, giving the possibility to the parent who doesn't live with the child to keep in contact with him/her.

During 2014, the specialists of territorial social assistance structures represented 188 children for the determination of the meeting schedule, of which for 37 *children* in the capacity of plaintiff, for 35 *children* in the capacity of defendant and for 116 *children* in the capacity of intervener.

VI. Lack/limitation of legal capacity

According to the Civil Procedure Code, approved by Law No.225-XV of 30 May 2003, the proceedings on the limitation of legal capacity of a person due to alcohol or drugs and other psychotropic substances addiction, which leads to difficult financial situation of the family, can be initiated on the request of a family member, prosecutor or trusteeship authority.

The proceedings on the limitation of legal capacity of a person due to mental disorders (mental diseases or mental disabilities) can be initiated upon the request of the person's family members, relatives (parents, children, brothers, sisters, grand-parents), regardless if they live or not with him/her, or at the request of the trusteeship and guardianship authority, or a mental facility (psycho neurological) representative, and/or the prosecutor.

During 2014, the representatives of territorial social assistance structures represented 64 *children* in cases on the lack/limitation of legal capacity, of which for 3 *children* in the capacity of plaintiff and for 61 *children* in the capacity of intervener.

VII. Paternity establishment/acknowledgment/dispute

According to Family Code provisions, the fact that a child belongs to a mother (maternity) is established based on documents certifying the birth of the child by the mother in a medical facility. When the child is not born in a medical facility, the maternity is established based on medical documents, witnesses' testimonial and other proofs.

When the mother is deceased, declared deceased, unable or disappeared or when her whereabouts are not known, and when her parental rights had been terminated, the paternity is established based on the father's declarations and the agreement in writing of the **trusteeship authority** or by court decision, if there is no such agreement.

If the child is born from unmarried parents and there is no joint declaration of both parents or of the child's father, paternity is established by the court based on the declaration of one of the parents, of tutor (guardian) of the child or by the child itself when reaching full age.

At the same time, paternity (maternity) can be disputed only in court by the persons recorded as the true father of the child, by the child when reaching full age, tutor (guardian) or the tutor of the disabled parent.

In 2014, the specialists of territorial social assistance structures represented 30 children in cases of paternity establishment/acknowledgment/dispute, of which for 3 *children* in the capacity of

plaintiff and 27 *children* in the capacity of intervener.

VIII. Establishment of child's birth

According to Article 281 of the Civil Procedure Code, courts examine the reasons of findings with legal value, among which the record is birth.

Moreover, Article 74 of the Civil Procedure Code provides that the court can, if required, summon in the proceedings, ex officio, the competent public authority to be heard (according to the held title) on the pending case to defend legal rights and freedom of other persons.

During 2014, the specialists of territorial social assistance structures represented 23 children in cases related to birth establishment, of which for 23 *children* in the capacity of plaintiff and for 5 *children* in the capacity of intervener.

IX. Defence of child's financial rights

According to Family Code provisions, the child is the owner of incomes, goods received as gift, inherited or acquired in any other way, and of all goods purchased from his/her funds.

Also, the child whose parents' (one of the parents) parental rights had been terminated holds the right to use the residential space and all financial rights based on kinship with parents and true relatives, including the right to inheritance.

At the same time, Law on collateral No.449-XV of 30.07.2001 provides that the assets in the property of people with limited legal competence or underage can be pledged only with the consent of the trusteeship authority. According to Law on Housing Privatization No.1324-XII of 10.03.1993, the house after privatization, to which underage children participated indirectly, can be sold only with the consent of the **trusteeship's authority**.

In 2014, the specialists of territorial social assistance structures represented 52 children in cases related to defence of child's financial rights, of which for 13 *children* in the capacity of plaintiff and for 39 *children* in the capacity of intervener.

X. Child's exit from the country

According to provisions of Law on entry into and exit from the Republic of Moldova No.269-XIII of 09.11.1994 underage are entitled to exit and enter the Republic of Moldova only if accompanied by one of the legal representatives or by an attendant assigned by the legal representative.

At the same time, underage (pupils and students) who are aged 14 and are enrolled in education institutions from other countries, will present the proof of enrolment from the said education institution and the declaration issued by one of the parents, authorized by the notary, with the parent's agreement that his child exit and enter the Republic of Moldova, specifying the country of destination, purpose of the trip, period of stay in the country of destination, and for other legal representatives – their consent expressed by the decision of the **trusteeship authority**, when exiting and entering the Republic of Moldova.

If the underage leaves to live abroad, the consent of both parents, expressed by declaration, whose signatures are certified by the notary, is needed, and for other legal representatives – their consent expressed by the decision of the **trusteeship authority**.

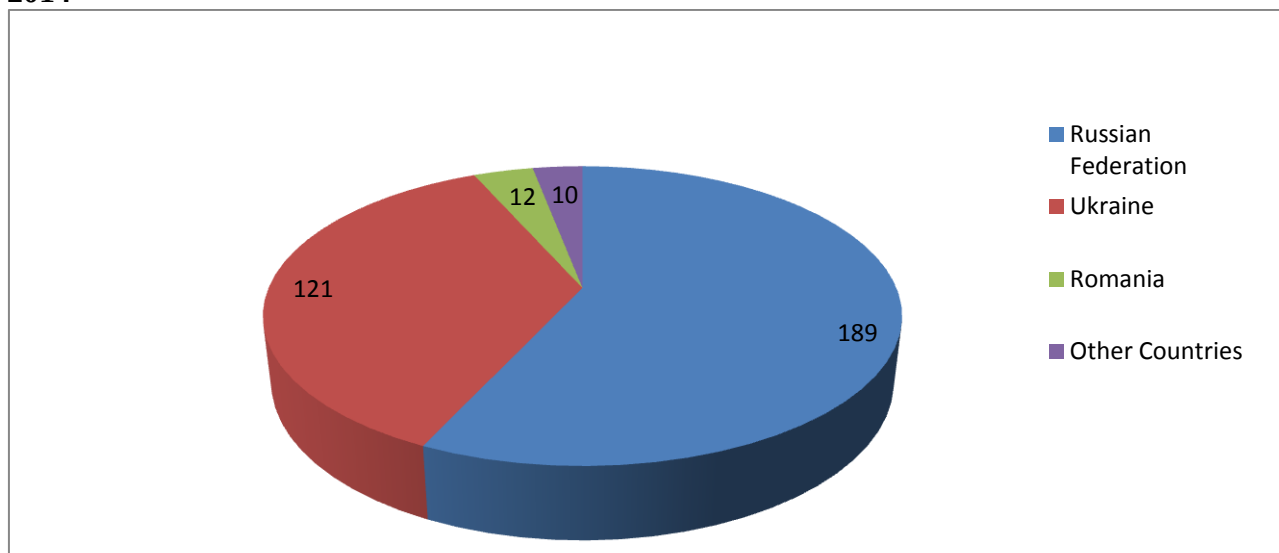
During 2014, the representatives of territorial social assistance structures represented 213 children in cases related to the exit and entry the country, of which for 6 *children* in the capacity of plaintiff, for 6 *children* in the capacity of defendant and for 201 *children* in the capacity of intervener.

5.4. Repatriation of children identified as being without parental care outside the country

According to Government Decision No.948 of 07.08.2008, on approval of the Regulation on repatriation of children and adults – victims of human trafficking, illegal trafficking of migrants and

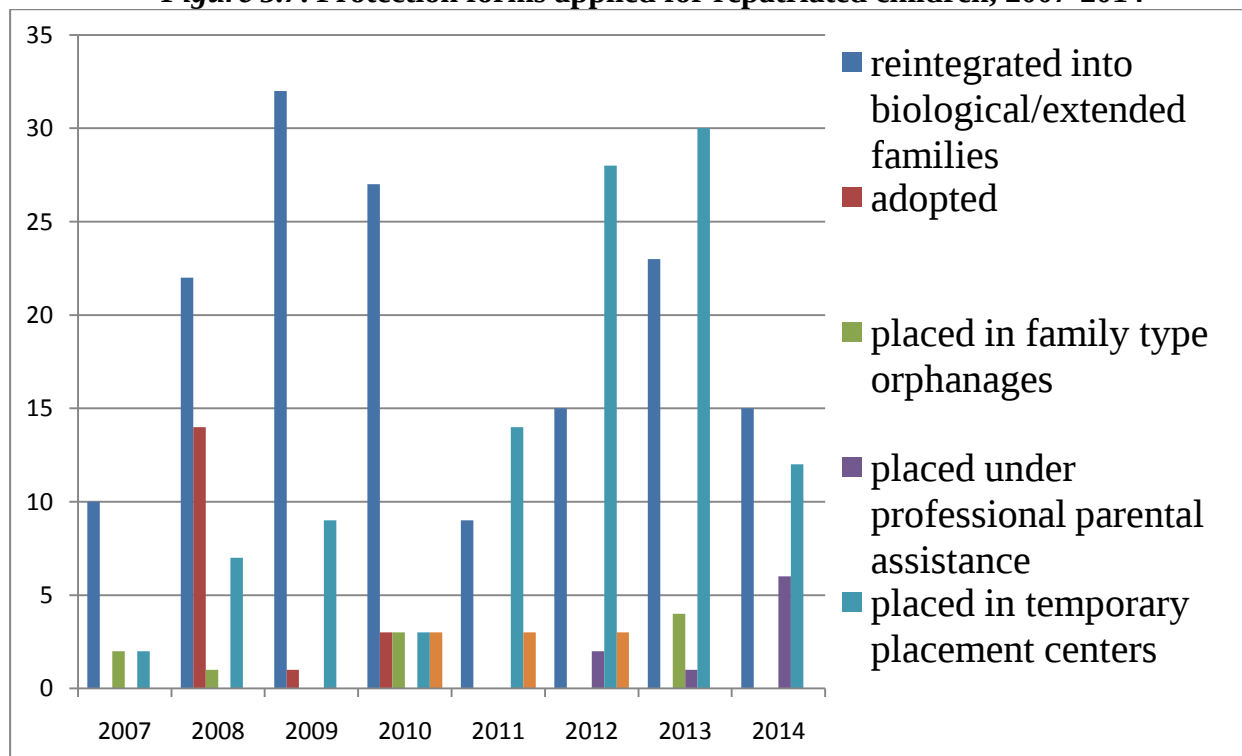
unaccompanied children, the Ministry of Labour, Social Protection and Family organized in 2014 **17 missions** of repatriation of children identified in: Russian Federation (18 children), Ukraine (15 children), total repatriated – **33 children**.

Figure 5.6. Number of children repatriated from outside the Republic of Moldova, 2007-2014



Of the total number of children repatriated during 2014 – 15 children were reintegrated into their biological/extended families, 6 children – placed under professional parental assistance services and 12 children – placed in temporary placement centres.

Figure 5.7. Protection forms applied for repatriated children, 2007-2014



The repatriation procedure determines the steps of child protection, from identification to reintegration; social stakeholders involved in this process; tools applied at each step of protection.

Repatriation involves the coordination activities such as child identification, protection, repatriation and their reintegration in a safe environment and guarantees the determination of a child

protection measure, appropriate to his/her social situation, level of development and opinion.

In 2014, 600.000 Lei were allotted from the state budget funds for repatriation. Only 208,6 thousand Lei have been used by the Ministry of Labour, Social Protection and Family.

Moreover, given the stable partnership between the Ministry of Labour Social Protection and Family, and the Mission of the International Organization for Migration in Moldova, expenses related to child feeding, medication, clothing, travel costs for child attendants from medical staff, had been covered by the aforementioned organization.

5.5. Cross-sector medical – social collaboration mechanism to prevent and reduce mortality among infants and children aged up to 5 years at home

Under framework of the implementation process of the Regulation on cross-sector medical and social collaboration mechanism to prevent and reduce mortality of infants and children aged up to 5 years at home, approved by Government Decision No.1182 of 22 December 2010, the social assistance and family protection Directorates/Units, and the Municipal Directorate for Protection of Child Rights of Chisinau presented annual report on measures implemented to prevent and reduce at home mortality of infants aged up to 5 years living within families at risk.

Thus, according to data provided by social assistance and family protection territorial structures, in 2014, 73 infants under age 5 died at home, including 60 infants under age of 1, of which 38 infants living in families at risk.

In 2014, interested authorities from the Republic of Moldova monitored 11.427 families with children under age 5, including infants of 0-12 months, in risk situations. Such families raise and educate 15.710 infants aged up to 5 years and 4.106 infants between 0-12 months.

In this context, the specialists of social assistance and family protection territorial structures conducted in 2014 6.696 initial assessments and 9.025 complex assessments of families at risk with children under age 5, including infants of 0-12 months. Also, 9.861 individual assistance plans have been developed.

At the same time, during the drafting of the respective assessment report, a set of issues related to cross-sector cooperation have been identified and proposals for their resolution have been submitted, among which:

1. Issues:

- incidence of social pathologies in families (alcohol, drug abuse, family violence);
- parental indifference and incapacity to raise and educate children in appropriate conditions;
- parental migration and the increase in the number of children separated from parents;
- lack or insufficiency of specialized and primary social services;
- dependence on social payments and irrational management of family budget;
- discrepancy of opinions between members of cross-disciplinary teams related to issues resolution process for families with children at risk.

2. Proposals for current situation resolution:

- Consolidating parental competencies and raising community awareness to ensure early prevention of potential risks and overcome difficult situations;
- Supporting the family to diminish factors affecting child health and development, as well as prevent child separation from the family;
- Supporting families to ensure child reintegration into the family;
- Ensuring families with children access to community resources, programmes, and services, cooperating with specialists from within primary medical assistance, education, public order institutions, with representatives of local public administration and civil society;
- Ensuring the continuous training of cross-disciplinary teams.

5.6. Summer vacation of children

To ensure proper organization of recreational activities and health recovery for children during their summer vacation, in line with provisions of Law on State Budget No.339 of 23.12.2013 for 2014, financial resources amounting to 11.581,8 thousand Lei were allocated by the Ministry of Labour, Social Protection and Family for procurement of summer vacation tickets.

Thus, on 29.05.14 a public tender was organized following which 29 summer camps were selected, evaluated and, subsequently, contracted.

According to Government Decision No.298 of 23 April 2014, the maximum cost for one vacation day constituted 138,32 Lei and respectively the maximum cost for a 10-12 days vacation was 1.383,2 Lei. Thus, 12.699 tickets have been acquired (the price for such tickets ranging from a minimum of 1.000 Lei to a maximum of 1.383 Lei).

Table 5.9. Indicative cost of one vacation day at recreation and health recovery summer camps for children and adolescents (10-12 days) during 2014

No.	Types of recreation and health recovery summer camps for children and adolescents	Cost of one vacation day per one child, Lei
1.	Recreation and health recovery summer camp	138,32
2.	Sports summer camp of sports schools for children and juniors	145,94
3.	Tourist summer camp for adolescents	156,24
4.	Sports summer camp for high school students	144,09
5.	Health recovery camp with day attendance	92,57

Based on data provided by the National Statistics Bureau on the number of children with ages between 7-18 and the data provided by the National Confederation of Labour Unions form Moldova related to primary contributions of labour union organizations, and taking into account the territorial location of these, the needed amount of tickets for each district/municipality was established.

According to Government Decision No.334 of 23.04.2009 from the total number of tickets the Ministry distributed 55% (6.984) to social assistance and family protection units/Chisinau Municipality Directorate for protection of child rights, which were preferentially distributed free of charge to children aged from 7 to 18, from the following categories:

- a. orphaned;
- b. children from mono-parental families;
- c. children from low income families;
- d. children from families with 3 and more children;
- e. children under trusteeship/guardianship;
- f. children placed in family-type service;
- g. children placed in temporary placement centres;
- h. children from families where both parents are disabled;
- i. children from families where both parents are pensioners;
- j. children who had good academic results or were winners in teaching and extracurricular competitions;
- k. children applicants for asylum, refugees acknowledged in the Republic of Moldova, beneficiaries of humanitarian protection, persons whose stateless status was acknowledged in the Republic of Moldova, and children from disadvantaged families where one parent fits into one of the mentioned categories;
- l. disabled children and their attendants.

The difference of 45% of tickets (5.715) was distributed by the Ministry to the National Confederation of Trade Unions of Moldova, to ensure summer vacations of employees children.

At the same time, 10% of the tickets were distributed to social assistance and family protection directorates / Chisinau Municipality Directorate for Protection of Child Rights free of

charge, as follows:

- a) 5% - to children who had good academic results and winners of teaching and extracurricular competitions, based on the list of beneficiaries selected by the General Directorate for Education, Youth and Sport;
- b) 5% - to children with disabilities and their attendants.

The following conditions were established for summer vacations service providers:

- a) Vacation duration: 10 days (provided the maximum acceptable cost of a summer camp ticket is not exceeded);
- b) Summer period: starting with 15.06.14 till 25.08.14 (approximately a total of 6 turns);
- c) Maximum cost for a day of vacation is 138.32 Lei (GD No.298 of 23 April 2014) and respectively a maximum total vacation cost of 1.383,2 Lei;
- d) Cost of products for at least 4 meals a day for one child should not be lower than 35 Lei, taking into account the natural standards set forth in Annex No.1 to GD No.1335 of 03.12.2004;
- e) Personnel employment schemes for recreation and health recovery summer camps should follow conditions set forth in Annex No.2 of GD No.334 of 23.04.2009;
- f) Recreational, educational and sports activities planned should not cost lower than 15 Lei per one child. The minimum recreational, educational and sports programme during one turn shall include: 1 trip, watching 1 movie, 1 dancing evening (a total of 4 activities). Alternative activities proposed by participants shall be accepted, provided they are in line with the activity profile and purpose.

Evaluation and comparison of offers submitted was done based on the following indicators: ticket price, ratio of cost for child foodstuff products proposed by the participant to the maximum summer ticket price, type of accommodation facilities, number of beds in a room, location and technical state of sanitary facilities, recreational programme, summer camp endowment with a summer theatre, recreational facilities for children, sports premises, swimming pool with shower and warm water.

Ministry of Labour, Social Protection and Family concluded contracts with offerors based on the following principles:

- a) Maximum points accumulated by offeror in the result of submitted offers evaluation and comparison;
- b) Ratio between number of offered tickets and number of tickets needed by each district/municipality;
- c) Maximum coverage of tickets requested for each district/municipality, by selecting more service providers (summer camps), in compliance with accumulated points, if the number of tickets requested by a district/municipality to cover its needs is not covered by one single best offer;
- d) Geographical position of service providers (summer camps) compared to beneficiaries requirements/needs for each district/municipality.

During the summer period, quality of contracted services, provided by recreation and health recovery summer camps was evaluated, the provision of which was assessed to be provided in strict compliance with provisions of the Government Decision No.334 of 23.04.2009 on approval of the Regulation on Operation of Recreational and Health Recovery Summer Camps for Children and Adolescents.

Conclusions. Recommendations

The national system of family and child social protection is based on promoting individual approaches when selecting the protection forms and measures, and contains two main components: monetary payments and social services.

During the last years, a constant increase of the child care allowances is recorded, which in turn causes an increase of public expenses to cover them. The one-time allowance at child birth

increase approximately 2 times since 2009; furthermore, the annual increase of this allowance is set at 300 Lei starting with 2010. In 2014, approximately 60% of social aid beneficiaries were families with children.

However, till present, the normative framework regarding allowances targeted to families with children is fragmented, a significant difference between benefits of insured persons and uninsured persons persists (average monthly child care quantum for insured persons exceeds more than two times the quantum established for uninsured persons). The current system of social payments provided to families with children is characterized by certain process, procedures and management deficiencies, and lack of a clear method for establishing payments quanta. Therefore, a new and comprehensive approach to monetary policies aimed at protecting families with children is needed, one that would be updated current day realities and beneficiaries needs.

In what regards the status of social services targeted to families and children, we should highlight the proliferation of the normative framework that is conducive of the development of alternative child care services.

To guarantee quality of social services provided, we are currently promoting the national mechanism for accreditation of social services providers, as well as developing the normative framework for ensuring contracting of quality social services.

The institutional framework to prevent child institutionalisation is becoming more and more efficient, ensured especially through activities of territorial level Commissions for protection of children in difficulty, which in a transparent and complex way, examine the cases of children at risk of being separated from their families.

A radical reform was conducted in ensuring the rights of protected children through national and international adoption.

All mentioned aspects represent a real opportunity to adopt a new vision for the family and child protection system. Till present, a lot of important actions have been implemented with donor and development partners support, however these efforts covered only separated segments, with differing intensity and approaches, so that per ensemble the structure of the system had a fragmented character.

To ensure a decent living and respect for child rights, efforts of central and local public authorities should be focused on ensuring protection measures and monitoring children in difficulty, through the following activities:

- Development and promotion of the normative framework;
- Promotion of a framework to monitor and collect data on the implementation of policies in the field of family and child protection;
- Repatriation and assistance to children identified as without a legal attendants on the territory of other states, as well as development of bilateral cooperation mechanisms in this sense with the Russian Federation and with Ukraine;
- Involvement of psychologists and children rights protection specialists in the process of psychological – social assessment of adoption applicants;
- Development and promotion of a cross-institutional and cross-disciplinary social protection cooperation mechanism that would improve especially the activities meant to identify and assist community level beneficiaries;
- Consolidate professional capacities of local public administration authorities (town halls) in the field of child rights protection, especially in what regards exercise of trusteeship functions to identify, protect, register and monitor children in difficulty;
- Consolidate capacities of social assistance territorial structures by creating child and family protection centres under the Social Assistance and Family Protection Directorates/Units;
- Intensify activities targeted at preventing child institutionalisation and supporting their deinstitutionalisation;
- Development of a family support service and family type services by local public administration authorities;

- Improving efficiency of the system establishing and allocating social payments to families with children and children in difficulty.

6. GENDER EQUALITY. PREVENTING AND COMBATING VIOLENCE AND TRAFFIKING IN HUMAN BEINGS

6.1. Ensuring Gender Equality

Gender equality is a fundamental value of a democratic society and advancement of an efficient process on women's empowerment offers a propitious framework for social cohesion and economic prosperity. Establishing the facto gender equality is a long term process, involving not only the existence of an appropriate legal and policy framework, but also a change in the collective mentality and elimination of stereotypes that disadvantage women in society. In Republic of Moldova, women represent 53% of the economically inactive population, and some of them face discrimination in the labor market. At the same time, these represent only 19% in the total of parliamentarians and 17% in local municipal councils, which is below the international standards level and commitments assumed by Moldova in the framework of global objectives⁵. Analysis of the situation in Republic of Moldova concerning issues of gender equality, highlight the fact that most problematic fields remain to be: empowerment of women in political, economic and social sectors and family violence. Thus, the Government, civil society and international organizations carried out and supported multiple initiatives and projects aimed at improving the situation in these fields.

For effective involvement of women, persons with disabilities, representatives of minorities and other groups that need special care during participatory processes, there have been organized the following actions: Organization of a public forum on March 11, 2014 „Partnership for an Inclusive and Prosperous Moldova: Women Matter !” where women Leaders had a meeting with the Cabinet of Ministers under auspice of Prime Minister, where have been set forth main problems they face and they expressed their opinions about priorities of current and future development of women and girls from Republic of Moldova. Priorities that should be inclusive and meet the needs and rights of persons of the most in need and vulnerable groups (women in entrepreneurship; Roma women and girls; older women; women victims of family violence; women affected and infected with HIV; women with disabilities; women in decisional process). Among issues addressed were: women's perspectives over inclusion services based on needs and rights of women and girls in the fields of education, health, employment and other services.

Afterwards, the forum continued with a meeting on March 24, 2014 with leaders of political parties, parliamentary and extra-parliamentary, and Parliament members in order to express opinions about current and future development priorities from perspective of women and girls of Republic of Moldova and make proposals regarding participation of women of different social and age groups in politics at various levels. During the meeting there have been addressed the following topics: participation of women in the process of elaboration of policies, laws and their implementation, inclusion based on needs and rights of women and girls, challenges that block the women's talent, stop/limit the women in being active on political arena in Republic of Moldova, proposals ensuring women promotion in politics in collaboration with political parties.

In year 2014 has been launched the Program „Women in politics in Moldova”, 2014-2016 implemented by United Nations Entity for Gender Equality and Empowerment of Women (UN Women) and United Nations Development Program (UNDP) in partnership East-European Foundation and Partnership for Development Center, with financial support of the Swedish Government.

The Program aims to increase the level of participation of women in politics and making decisions by creating a favorable environment for their participation and development, inclusively,

⁵ http://www.coe.int/t/DEMOCRACY/ELECTORAL-ASSISTANCE/publications/Women-Moldova_ro.pdf

before, during and after the elections. This will also promote a higher awareness level of women contribution in politics.

To achieve these objectives, the program will deal with political parties, civil organizations, mass-media and communities in order to promote a participatory process for nominalization of women candidates, inclusively among marginalized groups of women and encourage the participation and development of their capacities in elections. The partnerships with mass-media will continue to be extended to ensure a sensitive consideration of gender dimension in mass-media.

The program objectives are:

- reformation of legal framework and implementation of policies on promotion of women's rights for participation in decision-making at local and national levels through:
 - strengthening capabilities at national and subnational level to elaborate and implement the legal framework for promotion of women rights to participate in decision-making;
 - supporting participation of women in election processes as candidates and voters;
 - strengthening capabilities of institutions managing and administering election processes through inclusion of gender dimension;
 - reflecting political issues in mass-media from a gender perspective;
 - promoting the concept of meritocracy inside political parties to promote leadership among women;
- strengthening capabilities of women members of Parliament of Republic of Moldova and women counselors in order to meet official responsibilities;

Throughout the year 2014, within framework of this Program have been organized for the first time the following events:

- on October 20th, 2014, Women representatives of the Government, district councils, political parties, as well as female candidates for parliamentary elections from November 2014, have participated at a training regarding evaluation of needs of female candidates or potential candidates for parliamentary and local elections. In Republic of Moldova women are under-represented in politics and decision-making processes, and in order to overcome these barriers, the participants to the seminar have proposed the following: pleading for adoption of special temporary measures, inclusion of gender dimension in education, starting from school age, reduction of sexist advertising in mass-media;
- on November 27th, 2014, National Forum of Female Lawyers, entitled „Female Lawyers S.E.R – Share, Equality, Representation” where have participated around 100 female lawyers from Republic of Moldova. The participants to the Forum have addressed issues related to under-representation of women in politics and decision-making processes, including under-representation of female lawyers in administration bodies of Union of Lawyers. Also, the female lawyers have requested from central public authorities adoption of measures that would assure adequate representation and participation of women in politics and decision-making processes.
- on December 5, 2014, the National Forum of Women with Disabilities. The women with disabilities from the whole country met in order to discuss about under-representation of women with disabilities in politics and decision-making processes, their social discrimination, such as discrimination in society, absence of an adequate infrastructure for accessibility to public services (medical, social, legal).

In the context of sustaining the draft law submitted by Ministry of Labor, Social Protection and Family ensuring women's participation in decision-making process of period May-June 2014, the Partnership for Development Center organized a meeting with each of the political parties (PLR, PLDM, PL and PDM) where have been discussed: about changes to national legislation through the prism of gender dimension (2 draft laws for amendment and supplement of certain legal acts, aiming at ensuring equal opportunity, prevention and combating family violence) that should be analyzed and voted in Parliament, as well as about engagement of every political party regarding responsibilities in their support and promotion of equal opportunity.

The Program „Women in politics” will be implemented during period 2014-2016 and has a

budget of 2.9 millions of USD offered by the Government of Sweden.

In order to provide the informational framework for new areas of interest (unpaid labor, family responsibilities, studies, volunteering, social life, etc) and elaboration of policies in these fields, in 2014 was drawn up an informative note The Statistical portrait of women and men, which represents a summary of main social-economic indices. Thus, the informative note reveals data regarding life expectancy of women and men, employment rate, wages, level of professional training, enrollment in primary and general secondary education, as well as regarding application rate for healthcare services. Also, in the framework of UN project „Strengthening the National Statistical System”, in 2014 have been presented the survey results in households: Use of time by women and men. The event has been organized by National Bureau of Statistics in partnership with Ministry of Labor, Social Protection and Family. Also, it has been introduced in the national statistical system the minimum set of indices concerning gender statistics elaborated and approved by the UN Statistical Commission. For the total of 52 indices from this set it has been calculated 42 indices for Republic of Moldova for period 2008-2012. In 2014, it has been launched the Gender statistic compartment in the database StatBank: statistical data disaggregated by genders for 42 indices of minimum set, which have been divided in 4 subsections according to basic strategic objectives of National Program on Gender Equality, namely: 1) women’s economic empowerment, 2) education and training of women during life, 3) participation of women in decision-making process and 4) health of women.

During year 2014, has been conducted a gender audit in the State Labor Inspectorate, with organizational and logistical support of UN WOMEN.

In the first instance, the gender audit has analyzed the aspect of gender equality integration in the Strategic Development Program of SLI for years 2012-2014. The methodology used for analysis of public policies begins from most important stages of planning cycle of strategies/public policies, namely:

1. Analysis and definition of the problem
2. Results framework (development of strategies/public policies and estimated results)
3. Strategy/policy implementation framework

Based on expert’s basic observations the Strategic Development Program of State Labor Inspectorate is at an intermediate stage of gender equality dimension integration, the average accumulated score is 1.33 (0 being the minimum score, and 4 being the maximum score). This means that at strategic level, gender equality dimension is recognized and presented especially at program level, but less visible at indices and action plan levels.

In Republic of Moldova, the efforts to integrate gender dimension focused both on integration of gender dimension in public policies and on institutional level. The Government of Republic of Moldova has started an effort for strengthening the institutional framework horizontally (beyond the institutions which are directly responsible for the area) for ensuring gender equality through elaboration of guidelines for analysis and integration of gender dimension, clarification of mandates and responsibilities for gender entities, ensuring recognition of gender equality as a well-determined responsibility within public institutions, having adequate funding.

In order to ensure contribution to gender equality promotion and women’s economic empowerment, in context of Millennium Development Goals through exchange of experience at regional level, in the framework of international project „Fit for Fair – global learning for decent work in the sportswear industry”, implemented with the support of European Commission, it has been organized the international seminar „Contributions for Promotion of Gender Equality and Empowerment of Women in the context of MDG”. The seminar was been held during October 16-17, 2014, where attended 30 participants form Moldova, Germany, Romania, Bulgaria, Great Britain, Slovakia, Bulgaria. The participants exchanged experience at regional level and analyzed practices and strategies for decent work and areas of gender equality. At the event participated the representatives of MLSPF, NCTUM, NGOs active in the field, representatives of LPA.

Involvement of women in business development and reduction of difference between women and men in the labor market is an economic development mechanism. Increase of economic

opportunities for women leads to increase of welfare of families and communities, reduce poverty and stimulate economic development. Thus, for strengthening entrepreneurial abilities of women and promoting their involvement in entrepreneurial activities, there have been implemented a series of activities during year 2014.

The Agency for Innovation and Technology Transfer, in cooperation with Academy of Sciences of Moldova, have organized, on December 11th, 2014, the forum Science-Business, in which scientific researchers and business people met in order to discuss problems and benefits of a constructive interaction between these two areas of activity. The purpose of the event was to initiate creation of an efficient communication and cooperation platform between scientific and business environments, as well as emphasizing the importance of research, innovation and continuous development to ensure competitiveness of companies. The event covered three discussion panels, which focused on ways to finance innovations and overcome crises; development of business environment through innovation and were presented success stories of project implementation through interaction science-business.

Also, for increasing the strengthening level of women's role in development of entrepreneurship and strengthening the communication network of female entrepreneurs, in December 2013 has been launched the Women Entrepreneurs Platform in Moldova (WEPM) – „At a cup of tea”, by initiative of Sector of Small and Medium Enterprises Development Organization (SMEDO) in partnership with Delegation of European Union in Moldova and other development partners. In year 2014 on December 14th, over 230 business women from Republic of Moldova met within framework of Women Entrepreneurs Platform in Moldova (WEPM). Being one year from the launch, the Platform „At a cup of tea” represents the perfect combination between useful and pleasant, a possibility to learn something new each time and to share personal experience. Initiated on December, 2013 from 40 business women, in 2014 – WEPM gathers over 300 female entrepreneurs. The main topic of the meeting in 2014 was „Emotional Intelligence – management of stressful situations”, where business women received useful advices how to overcome the crisis situations. Also, there have been discussed the possibilities of SME internationalization through the prism of Association Agreement and its advantages for autochthon businesses, through elimination of export tariffs between Republic of Moldova and European Union States, except certain sensitive products on the community market. It was also presented the opportunities of accessing information regarding export conditions, tariffs and eligibility of autochthon products on UE market, demonstrating on-line Helpdesk application of UE Delegation on the website www.exporthelp.europa.eu. A high consideration was given by Mrs. Olga Tapiola, who reiterated the support of Delegation of European Union for strengthening this communication platform.

Another large scale event in this field was organization, on December 9th, 2014, of National Forum of Business Women, which was held under the title „Women can persevere, obtain, transform”, with logistical support of UN Women and financial support of Government of Sweden. At this event participated over 80 female entrepreneurs, and the purpose of the Forum was to identify the problems that women face in business, problems that subsequently were fixed in a resolution which was submitted to state bodies competent in the field of law changing and establishing specialized programs for development of female entrepreneurship.

In documents of food industry current policies, promotion of principle of equality between women and men as in the field of agricultural businesses, so in that of non-agricultural businesses, is harnessed, especially through the prism of projects of foreign assistance. Thus, during 2000-2014, through the programs of International Fond for Agricultural Development (IFAD), 894 women (37% of the total number) received financial support, in total value of around 175 million lei, for development of agricultural activities. Of these, 80 young female entrepreneurs accessed loans, with grant portion of 40%, in total value of 300 thousands lei. Only in 2014, 47% from the total number of beneficiaries of sources IFAD (234 women) had access to financial sources of the ongoing programs. The total value of loans issued to women – beneficiaries constituted 15 million lei.

From the *Fund for Subsidizing Farmers*, in 2014, a number of 823 women have received subsidies for development of businesses, consisting 17% from the total beneficiaries. Most of the

subsidies have been received according to the following support measures:

- fostering investments for procurement of agricultural mechanisms and machinery, as well as equipment forming irrigation systems – 407 women;
- fostering lending to farmers by financial institutions, including savings and loan associations - 231 women;
- fostering investments for development of processing and post harvest infrastructure – 55 women;
- fostering investments for production of vegetables on protected land (winter greenhouses, sunrooms, tunnels) -54 women.

In order to achieve the objective on developing a professional training system oriented towards assurance of current labor market needs with competitive human resources, there have been undertaken actions for relaunching and renovating the secondary specialized and vocational education. For this purpose, it was approved by Government Decision no.97 from 01.02.2013 „The Strategy of development of the technical/vocational education for 2013-2020 period” and the Actions Plan. It was approved by Government Decision no.892 from 12.11.2013, the Roadmap of Government actions for development of vocational/technical education for 2013-2014 period. Of the 6 Modular Curriculum elaborated in the reference period, 3 are implemented: the Basics of entrepreneurship, Locksmith-installer of sanitary equipment, electricians for repair and maintenance of electric equipment (orders 861, 862, 863 from August 28, 29,30, 2013), and 3 are in the piloting process: Vine-grower, Cook, Electrogas welder –installer (orders no.685, 686 from July 9th,2013). Nomenclature of qualifications (professions) for training and qualification of staff in the secondary vocational education was completed with 2 new professions: farmer specialized in growing various agricultural crops and installer of appliances and radioelectronic devices.

Certain trends to improve the situation and encourage exercising of professions considered non-traditional can be seen in sectors of vocational training traditionally chosen by men: in 2013-14 admission sessions:

- Police Academy „Stefan cel Mare”, from the total of 340 places, 104 have been occupied by girls, which means 30.6% (9 girls – in 2012, 0 girls in 2011).
- Military Academy „Alexandru cel Bun”, in 2013, from the total of 70 places, 10 places (14.3%) have been allocated for girls enrollment on the following specialties: Infantry -2 girls, Artillery – 2 girls; Information Technologies -6 girls.
- State University of Physical Education and Sport from the total of 585 places, 223 (38%) have been allocated for girls admission on the following specialties: fight services -5 women (25 men); Security – 3 women (95 men); culture of recreation and physical recovery – 98 women (57 men), etc.
- Technical University of Moldova, from the total of 3590 places, 1040 (around 30%) have been allocated for girls admission (especially at faculties Design, Economy, Law, Technology of Food, Technology of Wine and product fermentation, etc) at specialties that refer to engineering of 3230 places – 926 applied girls (29%), namely: transport operation technologies (cars, planes, railway, ships)- 43 men, 2 women; Railway, roads, bridges – 43 men, 4 women; Engineering of heating systems and gas supply, ventilation – 65 persons, 9 women; Engineering of fire extinguishing and civil defense – 36 persons, 9 women; Technology of wood processing – 35 persons, 3 women.

In order to implement the provisions of Resolution 1325 of UN Security Council „Women, Peace, and Security”, and namely, to ensure greater participation of women in decision-making process, both nationwide through mechanisms for prevention, leadership, and resolution of conflicts and promotion of measures that ensure protection and observance of human rights of women and girls, especially those related to fields of law, police and juridical system, in 2014, to increase the leadership skills and enhancing the representation of women in police forces of Republic of Moldova, additionally to the progress made on girls enrollment in educational institutions of profile, the Ministry of Interior Affairs in cooperation with Partnership for Development Center have launched in October 2014 the project „INSPIRO!”. The project includes a series of activities among

which training of 34 ladies from MIA, oriented to increase leadership skills, as well as unfolding the campaign of promoting women from MIA and breaking the stereotypes targeting the fields of activity of women and men. The Project will run until October 2015 and it is implemented with the support of East Europe Foundation through the Government of Sweden and the Embassy of United States of America in Moldova.

A special role in promoting gender equality have informational campaigns, which, through the material they promote, change and restructure the stereotypes based on criteria of gender present in society, such as: family responsibilities for education and growing children which belong only to mother, the status of women in society, assurance of conciliation of the family life with the professional. Thus, in year 2014 have been unfolded a series of activities for celebration of International Family Day. The celebration of this day reflects the importance which the international community grants to the family, as well as changes that family institution suffers in all states in the world. Also, it offers the possibility to make a retrospective analysis of progress achieved lately in the field of promotion of family policies.

The International Family Day celebrated on May 15, has been established by United Nation General Assembly in 1994 for raising awareness on importance of the institution of the family, promotion of knowledge about social-economic and demographic trends that affect the family and efforts for fostering responses to the challenges faced today by a contemporary family.

Thus, in order to promote a harmonious family model, based on understanding, respect and gender equality, during May 15-20, 2014, in Republic of Moldova was held the VIth edition dedicated to the International Family Day. The events took place in accordance with Government Decision no.42-P from April 30, 2014. We must mention that MLSPF organized two events of national significance:

- on April 5th, 2014 was held the „National Forum of Parents”, IInd edition. The event has been organized in order to promote the solidarity between families and favorable family environment for growing and development of child and gathered the representatives of large families, families in which grow and are educated children with disabilities, personal assistants, parents-educators of family-type homes for children and professional parental assistants, as well as leaders of central and local public administration and representatives from non-governmental sector in the field of child protection.

- on May 15 was held a Flash-mob with participation of youth in order to raise the awareness of the general public concerning importance of family values. The motto for the action was: Moldova – Strong Family. The event aimed to highlight the importance of the family and family values: love, mutual respect, meet the obligation for growing and education of children.

Beijing Platform for Action

Alignment of Republic of Moldova to Beijing Declaration, along with other 189 states of the world, have generated a mobilization of decisional actors in revigorating actions oriented to women empowerment, both governmental and non-governmental. And this led to extension of approach mandating women in more sectors and areas of activity, and, implicitly, enhancing the presence of women in various activities, in which their access was more limited earlier.

Analyzing the situation in Republic of Moldova regarding subjects of gender equality, highlight the fact that the most problematic fields are: women empowerment in political, economic and social fields and family violence. Despite consolidated efforts, some problems persist, and the Government initiates further concrete demarches to overcome them.

Thus, women continue to be under-represented at the higher level political forums, in management positions of CPA and LPA, though they benefit of higher education and high professional qualifications. In the field of labor market, women's discrimination persist, especially at the stages of employment and promotion, payment and participation in training and tours of duty, based on certain stereotypical perceptions and beliefs of some employers, and their labor remuneration is on average with about 13% less than men⁶.

⁶ <http://www.statistica.md/category.php?l=ro&idc=264&>

The absence of care services for children at the pre-school stage, as well as reduced involvement of men in growing and education of children creates big impediments in the way of fully professional accomplishment and their involvement in public and political activities. Starting with lack of measures for stimulation and encouragement of female entrepreneurship, and till the scale of migration, family violence and persons trafficking, the appanage of problems that women from Republic of Moldova face is various and constitute important impediments in assurance of welfare and optimal living conditions.

The Ministry of Labor, Social Protection and Family, following demarche received from the Executive Secretary of UN Economic Commission for Europe (UNECE) jointly with relevant Ministries, UN Women Moldova and civil society have elaborated the National report on implementation of Beijing Declaration and Platform for Action, adopted in the context of the 4th World Conference on Women (September 4-5, 1995, China) and later participated at the meeting Beijing+20, which took place in November 2014, in Geneva, Switzerland. At the meeting have been addressed the key areas of progress and challenge for implementation of Beijing Platform for Action in members states UNECE. The topics discussed referred to problems and long term trends concerning gender equality and empowerment of women, representation and promotion of women in decisional positions of political and public life, women's access to justice, prevention and elimination of violence against women and anti-discriminatory legislation.

Republic of Moldova have been represented by a delegation, composed of representatives of governmental and non-governmental organizations, that have participated in 3 discussion panels: reducing gender gaps through economic and social policies; long term trends concerning gender equality and empowerment of women and girls from ECE region; women's representation in elaboration of policies and decisional positions;

Thus, the representative of the Ministry of Labor, Social Protection and Family mentioned among priorities of the Government the following: Introduction of the paternal leave in the legislation; in order to reduce the period of non-participation of women on the labor market and formation of the public opinion regarding family responsibilities and equal duties of women and men for growing and education of children.

Another proposal aims at optimization of parental leave duration for growing children. Currently, the duration of parental leave represents three year partially paid for parents that work and pay social contributions to social security system (and 1.5 years of paid leave for uninsured persons), plus supplementary optional 3 years of leave without payment. Thus, there is a risk that women won't be present on the labor market for a 6 years period. This fact dramatically affects women in their professional carrier, as well as their access to decently paid labor. Although such provisions aimed at better protection of women, but at the same time they really hinder women's economic activity. Even though, currently, legal provisions offer the possibility for both parents to take leave for growing the child, in fact 96.4% that go on leave are women, the rest 3.6% is divided in grandmothers, tutors and fathers. Moreover, the legislation doesn't offer incentives for transferability, as a condition for both parents/tutors to participate in the process of child care, which is, usually, very efficient in combating discrimination on labor market. In order to promote the conciliation of the family life with the professional, it is foreseen to improve the infrastructure for pre-school services (nurseries, kindergartens, especially in rural areas).

Another mentioned priority targeted the equalization of retirement age of women and men, formula optimization for calculation of insurance period for persons that took parental leave (taking into account the paternal leave as a contribution period, without income calculation for this period, in this case, the average pension will increase).

A special attention was paid to gender shares in elective bodies. At the moment there is a draft of law in this context, which has been approved in first reading in the Parliament. This

foresees two major changes: introduction of a 40% share as a requirement for forming lists of party members; and inability to register the political party in case the provision mentioned above is not observed. Also, it was stated further development of gender statistics. At the moment the National Bureau of Statistics, every two years, elaborates the statistical collection “Women and men” in Republic of Moldova. For newly elaborated edition in 2014 it has been utilized all 52 indices recommended by UN Committee. However, it is necessary to improve gender statistics namely in the fields such as: social-economic policies to solve gender gaps, women’s access to justice system.

Other proposals aimed at strengthening the promotion of conciliation of the family life with the professional, elaboration of gender sensitive policies to combat the migration phenomena, strengthening communication network in the community of Diaspora and signing the bilateral agreements regarding labor migration.

Among the most important listed impediments to promote the initiatives mentioned above have been listed the following: the pre-school services underdeveloped, as well as the absence of a clearly defined infrastructure for families with children and other dependent persons, thus, stagnating the participation of women on the labor market; in the same context, weak support of labor unions in reducing duration of parental leave, mentioning that it is a security measure and a human right for social protection of employees. Also, one of the impediments is the lack of perception of decision-making factors concerning the importance of measures regarding gender equality.

Among Moldova’s progresses noted in the national context have been underlined the following: extension of protection and assistance for women enrolled in armed forces, especially during maternity leave. Until year 2014 the women enrolled in the armed forces have been covered by national law regarding the leave for growing the child. Although they had the right for a leave to grow the child, the monthly allowances for children growing and care have been calculated as for uninsured persons. Also, men who detain the contract in the armed forces haven’t been allowed to take the parental leave. Starting with 2014, these stipulations have been changed. In order to insure women caring for children with severe disabilities, and their social-economic inclusion, has been introduced a new professional occupation, that of “personal assistant”. Thus, these women benefit of salaries and are paid the payments for social security and medical systems. Due to the fact that equal access at resources and empowerment of women is based on providing adequate information, a special emphasis is placed on providing information regarding services and opportunities through the Joint Information and Services Bureaus. The existence of these bureaus enabled sharing services from the field of employment, agriculture, social protection, cadastre and entrepreneurship, offering advice and counseling. Thus, starting with year 2011 until today, the Bureaus have been opened in the entire country.

Among the key conclusions of the Conference was mentioned that since adoption of the Beijing Platform of Action in the framework of World Conference on Women (Beijing, 1995), as well as the twenty third special session of General Assembly (2000), significant progresses have been achieved concerning gender equality and empowerment of women in the EEC-UN region. However, structural inequalities persist in many countries, which hinder the realization of women rights and their empowerment. To prepare a global review of 20 years since implementation of Beijing Platform of Action, in accordance with the resolution of Economic and Social Council 203/18 EEC-NU will be analyzed and presented women situation from a regional perspective, in March 2015.

The platform of the above mentioned event offered an opportunity to highlight main achievements and problems of last two decades and discuss about methods of strengthening gender equality during period post -2015 of development agenda.

6.2. Prevention and combat of family violence

Following recommendations forwarded by the Specialized Committee CEDAW on the basis of National periodic combined report 4 and 5 at Convention on the Elimination of all forms of Discrimination Against Women, as well as national objectives that aims at preventing and combating violence in the family, the Ministry of Labor, Social Protection and Family during year

2014 continued its efforts in this field.

Thus, draft of the law for amendment and completion of certain legal acts that refer to violence in the family phenomenon elaborated and submitted for approval was based on amendment of around 11 normative acts, including also new principle stipulations such as: issuance of order by the police body on urgency limitation, regulation in the national law of a new infraction – persecution acts, assurance of free juridical assistance in the trial processes of persons recognized as victims of family violence, the right of victim to claim compensation from aggressors or from government who suffered serious body injuries or damage of health caused by violent acts; creation and maintenance of Web page concerning family violence; training and maintenance of the emergency communication assistance service, that will offer free counseling for callers, in regime 24 out of 24 hours, 7 days a week and foreseeing diversification of specialized services addressed to victims of family violence and their children, in accordance with the spectrum of services recommended by the Council of Europe Convention regarding prevention and combat of violence against women and domestic violence (CAHVIO).

One of the key elements in struggling with family violence phenomena is prevention actions. In this context, for year 2014 we can mention actions strengthening the capacities of specialists from various fields: police, social assistance, health, justice, as well as training through the multi-disciplinary platform for multi-disciplinary team. The training was based on: identification, reference, assistance and protection of subjects to family violence. At the same time we can mention that seminars and trainings were carried out in partnership with key players in the field, both governmental and non-governmental that covered the entire territory of Republic of Moldova.

The Police General Inspectorate of MIA, jointly with Women Law's Center, launched the project "Improving the response to family violence cases and executing protection ordinances in Republic of Moldova through developing and piloting a monitoring mechanism in two pilot-districts", project financed by Foundation SOROS-Moldova.

Extension of the above-mentioned project took place in localities Cricova and Ciorescu from sector Riscani of mun.Chisinau and commune Budesti from sector Ciocana of mun.Chisinau, which initiated in February 2014 and will last until February 2015.

In year 2014 it was continued the strengthening of judicial bodies capacities regarding observance of gender equality assurance principle in administration of justice and full implementation of provisions of national and international legislation, thus, the National Institute of Justice in partnership with OSCE Mission in Moldova and UN Office for Human Rights, during year 2014 have carried out following trainings:

- 1 seminar entitled „Gender equality promotion and non-discrimination on the basis of gender”, (October 16), persons trained: 16 – 6 judges, 7 prosecutors, 1 lawyer, 2 people of other categories.
- 1 seminar entitled „Aspects regarding investigation of family violence crimes”, (June 16-17), persons trained: 30 – 19 judges, 11 prosecutors.
- 1 seminar entitled „Aspects regarding investigation of family violence crimes”, (October 30), persons trained: 21 – 12 judges, 9 prosecutors.

Also, during year 2014 the Ministry of Health with the support of UNFPA and Women Law's Center, elaborated the *Guidelines for healthcare workers regarding intervention in cases of family violence*.

Through the platforms of Women Health's Centers and Youth-Friendly Health Centers it was continued the training of health care workers, members of multi-disciplinary teams of the district, in providing health care services to women and girls associated with violence phenomena.

UN Campaign 16 days of Activism against gender based violence

The Government of Republic of Moldova in year 2014, the 12th consecutive year organized the "UN Campaign 16 days of Activism against gender based violence", carried out during November 25 – December 10.

The Ministry of Labor, Social Protection and Family has held the leadership at the government level in strengthening efforts of all players with competencies and activities in the field of combating and preventing family violence in order to implement this campaign at the national level. In the events organized we mention as partners: Ministry of Interior Affairs, Police General Inspectorate, Ministry of Defense, Ministry of Health, Ministry of Education, Ministry of Youth and Sports, General Prosecutor, OSCE Mission in Moldova, UN Women, PNUD Moldova, UNFPA, IOM Mission in Moldova, USAID, Millennium Challenge Fund of Moldova, Soros Foundation, Foundation OAK, Winrock, HelpAge, Gender-Center, La Strada, Women Law's Center, Causeni Law's Center, "SOTIS" Center, Corporation "Honor and Contemporary Women's Rights", International Center for Women Promotion in Business", Shelter "Casa Marioarei", "Pro-Business Nord", Psychosocial center, Vulcanesti, CIDCR, NCCAP, CLAM, as well as other organizations and authorities of local public administration.

The major beneficiary of the Campaign is overall population, because the gender-based violence, especially family violence, affects the entire society, and the problem can be effectively solved only by involving efforts of all players, and prevention and combat of violence depends on change of perceptions and attitudes, both men and women concerning this phenomenon. In its turn, changing perceptions and attitudes of people condition the change of violent behaviors.

In year 2014 in carrying out this Campaign was sustained with state budget resources.

At the same time we should mention that MLSPF was one of the governmental partners of the project "The silence it not a solution: Abuse of the elderly", financed by European Union under the European Instrument for Democracy and Human Rights, being implemented in four urban localities (Balti, Orhei, Ialoveni, Comrat) and in four rural localities (Cazangic, district Leova; Satul Nou, district Cimislia; Carabetovca, district Basarabeasca, Manta, district Cahul) over two years period. The main goal of the project was to contribute on reducing the forms of neglect, abuse and violence against elder women and men from Republic of Moldova. During implementation of the project have been organized round tables, thematic conferences, meetings with elderly persons and persons with disabilities, presented photo exhibitions with the topic "Live with Dignity: Without Violence", carried out by HelpAge International, offered the public a spectacle "Our elders", inspired from real histories of elderly people subject to abuse and family violence which have been transposed with care and delicacy in a scenario developed by Producer Sandu Grecu, within Theatre Satiricus I.L.Cargiale.

6.3. Protection and assistance of victims and potential victims of trafficking in human beings.

Strengthening the institutional mechanism

In order to ensure sustainability of actions initiated for improvement of normative framework regarding assurance of functionality of multi-disciplinary teams, established by decisions of territorial Commissions for combating trafficking in human beings and in order to ensure a cross-sectoral approach of problem and identification more effective of beneficiary's needs, coordination of activities related to offering their protection and assistance, as well as monitoring cases, have been adopted through the Government Decision no.228 from March 28, 2014 The Rules of activity of territorial multi-disciplinary teams within National Reference System (NRS).

Another important normative act in this field is the project Framework - regulation for organization and operation of the Service for assistance and protection of victims from trafficking in human beings and of minimum quality standards, which elaboration has been initiated in 2014. Thus, at the end of the year it has been organized with the services providers in the field, with representatives of International Organizations and civil society, a public consultation meeting on the above-mentioned document. The mentioned projects comes to streamline the system for assistance and social protection of victims of trafficking in human beings, focusing on enhancing access and providing quality services to victims of trafficking in human beings to prevent and combat the

phenomenon. The policy of the social services field is oriented towards creation of an integrated social services system, this being based on a comprehensive approach focused on support of persons in difficulty though providing efficient and quality services. It should be mentioned, that this project is conditioned also by changes operated in the legal framework of the social protection system, the provisions of Law no.123 from 18.06.2010 on social services regulating general framework for creation and operation of social services integrated system, identifying tasks and responsibilities of central and local public authorities, of other juridical and physical persons empowered to ensure and provide social services, as well as protecting rights of the social service beneficiaries.

Also, Law no.129 from 08.06.2012 on accreditation of social services providers, establishes the national accreditation system for social services providers. Thus, providers of social services to victims of trafficking in human beings should meet accreditation criteria in accordance with minimum quality standards. This norm will guarantee the quality of social services provided and observance of beneficiaries' rights. In this order of ideas, the priority goal remains to be assurance of financial durability and sustainability of social services created, through their accreditation and offering opportunities to contract government resources.

Thus, it appears that, although it is a long process, formation of normative framework of NRS continues in a qualitative and constant mode, elaborating normative acts based not only on general principles, universally recognized, of anti-traffic activity, but also on a rich experience of organizations, participants at NRS.

In the context of monitoring implementation of provisions of NRS Strategy, annually, the Ministry of Labor, Social Protection and Family with the support of International Organization for Migration organizes a reporting event with the title "Monitoring and evaluating the degree of implementation of the National Reference System. Results and perspectives". In year 2014 the event was held on April 7. The report for NRS performance has been consulted with coordinators of multi-disciplinary teams, representatives of central public authorities, civil society and donors in the field and submitted to State Chancellery through letter 08/812 from 30.04.2014 and published on the website of MLSPF. The final report for 2013 has been presented by the Ministry, inclusively within National Committee Meeting for combating trafficking in human beings.

It is noted that in year 2014 the extension of NRS was carried out further at the Community level. Thus, the Ministry in partnership with IOM, together with the support of USA Department of State continued unfolding training seminars for members of community multi-disciplinary teams, composed of social assistant, district policeman and family doctor in 13 districts of Republic of Moldova (Hancesti, Ialoveni, Briceni, Edinet, Falesti, Nisporeni, Rezina, Donduseni, Ocnita, Leova, Drochia, Sangerei, Straseni). Trainings aimed at fortification of capacities of multi-disciplinary teams members in the process of identification, reference and provision of necessary assistance to victims and potential victims of THB (including victims of family violence). In these seminars were trained 887 professionals (342 communities). In year 2014 have been carried out the following trainings also for chiefs of departments/sections of Family Protection and Social Assistance, coordinators of TMT and social assistants with topics „The role of multi-disciplinary teams in solving cases within National Reference System". In year 2014 have been organized 2 round tables at the premises of Assistance and Protection Center, with the participation of multi-disciplinary teams of the district (Briceni, Ocnita, Riskani, Donduseni, Falesti and Orhei).

According to data stored at the National coordination unit of NRS of the Ministry, the profile of those 854 potential victims of THB is as follows: 247 potential victims of THB upon vulnerable social status (usually in the profile of these potential victims are included: single mothers not assured with living space, large families, children – graduates of boarding schools, homeless children, repatriated persons with disabilities, Roma ethnic persons, being in difficulty, etc.), 485 cases of violence in the family (of which 147 cases of minors), 51 migrants in difficulty, 24 unaccompanied minors and 47 children without parental care.

According to data stored at the National coordination unit of NRS of the MLSPF which

reflect cases identified by both MDT and other national players such as International Organization for Migration in Moldova (IOM) and APC, through NRS have been identified, in 2014 in total, a number of 80 VTHB of which 57 women (including 6 children) and 23 men (including 5 children).

Activity of Assistance and Protection Center of victims and potential victims of trafficking in human beings (APC)

One of the most important and demanded services providers for victims of trafficking in human beings in Republic of Moldova continues to be the Assistance and Protection Center of victims and potential victims of trafficking in human beings (APC).

In 2008, APC has been institutionalized by Government Decision No.847 from 11.07.2008 regarding creation of public institution. Thus, starting with year 2008, APC benefits of financial support of his operational costs provided from the state budget by stages, finally, starting with 2011 assuring maintenance of building and expenses related to staff salaries.

APC is continuously cooperating with NCU and territorial MDT in the process of assisting beneficiaries and monitoring cases. Beside this, during monitoring period, APC has been cooperated with over 29 NGOs, centers and public institutions.

Monitoring cases by the social assistants of APC last until one year, and takes place through monitoring visits, phone calls, request of information from SAD/SAS or local NGO. In some cases the beneficiaries come to the center for help.

In year 2014, APC offered protection and assistance to a number of 84 victims of THB, including 69 adults (55 women and 14 men) and 15 children (8 girls and 7 boys), with 17 more than in year 2013 period. At the same time at APC have been assisted 330 potential victims of THB of which 225 women (including 104 minors) and 105 men (including 92 minors).

During year 2014 within the Center was provided the following range of services to beneficiaries:

a. psychological assistance for 318 persons, with 80 persons less than in year 2013 period. Of these, 154 cases were new, and other 164 persons have received continuous (repeated) psychological assistance.

b. healthcare assistance services for 144 persons. APC offers prophylactic-type healthcare assistance, first aid in case of emergency, health education, health counseling, including reference to services of healthcare and specialized assistance.

c. assistance in documentation – 61 persons received assistance in restoring acts.

d. primary judicial assistance and through court representation – 199 cases benefitted of primary judicial counseling, in the trial process have been assisted 23 cases (11 civil, 12 – penal). It has benefitted of placement within APC – 149 persons.

It is also noted, that during of year 2014 continued the repatriation of citizens of Republic of Moldova, thus, have been repatriated 40 adults: 23 victims of trafficking in human beings (16 women and 7 men) and 17 migrants in difficulty (6 men and 11 women) that would represent a smaller number of victims of trafficking in human beings and a greater number of migrants in difficulty in 2013, namely: 23 victims of trafficking in human beings (16 women and 7 men) and 7 migrants being in difficulty (5 women and 2 men). All these persons have received assistance in repatriation through: preparation of documents, accompanying and coverage of air or terrestrial transportation costs to the destination in Republic of Moldova, inclusively financed from state budget. In the same context, in year 2014, the Ministry of Labor, Social Protection and Family, in cooperation with tutorship authorities from children homes and nominated partners have organized 17 missions on children repatriation, being repatriated 33 children (15 children Ukraine (10 missions), 18 children from Russian Federation (7 missions) left without parental protection on the territory of other states.

Conclusions. Recommendations.

In order to ensure continuity of processes launched to improve policies in the field of gender equality, combating family violence and trafficking in human beings it is proposed the following:

- harmonization of national legislation to provisions of Directive 2004/113/CE of the Council on implementation of the principle of equal treatment for men and women concerning access to goods and services and delivery of goods and services and Directive 2006/54CE of European Parliament and Council on implementation of principle of equal opportunities and equal treatment for men and women in terms of employment and labor.
- elaboration, promotion and approval of a new policy document in the field of ensuring equality between women and men for years 2016-2020, based on an analytical report of the National Program for Gender Equality 2010-2015 approved by Government Decision no.933 from December 31st, 2009;
- promotion and approval of draft Government Decision regarding approval of the draft law on amending and completing certain legal acts in the context of harmonizing national legislation to the provisions of Law no.45 from 01.03.2007 on prevention and combat of family violence;
- elaboration of a policy document in the field of prevention and combat of family violence, ensuring compatibility of national legislation with provisions of Istanbul Convention;
- promotion and approval of draft Government Decision regarding approval of Framework-regulation of organization and operation of Assistance and Protection Service for victims of trafficking in human beings and minimum quality standards;
- assuring accomplishment of missions on repatriation from financial resources approved in the State Budget;
- strengthening capacities in the fields of prevention and combat of family violence, prevention and combat of trafficking in human beings, in the field of ensuring gender equality of specialists within Department/section on social assistance and family protection, community social assistants, gender units;
- organization and unfolding Campaign 16 days of Activism against violence based on gender;
- organization and unfolding activities dedicated to the celebration of International Day of Families;

7. SOCIAL PROTECTION OF PERSONS WITH DISABILITIES

By ratifying, in year 2010, the Convention of the United Nation Organization on the Rights of Persons with Disabilities state has assumed the responsibility to ensure equality in rights and equal opportunities for persons with special need within society. Realization of this goal will pursue establishment of a viable and efficient system for social inclusion of persons with disabilities and will promote establishment of new efficient services addressed to these persons.

In order to carry out the objectives of the strategic national documents policies on social protection of persons with disabilities are oriented towards implementation of new mechanisms for social protection of persons with disabilities, improvement of legal framework that will ensure their free access to benefits and social services.

7.1. Current statistics

In year 2014 in Republic of Moldova the total number of persons with disabilities consisted of **183953** (of which **13446** children), including the degree of disability:

Table 7.1. Number of persons with disabilities in year 2014

Persons with disabilities		Total
Persons with severe disabilities		27 919
Persons with accented disabilities		120 043
Persons with medium disabilities		35 991
Total		183 953
Of which:		
Adults	with severe disabilities	22 232
	with accented disabilities	114 391
	with medium disabilities	33 884
	Total	170 507
Children	with severe disabilities	5 687
	with accented disabilities	5 652
	with medium disabilities	2 107
	Total	13 446

Source: NSIH

Comparing with year 2013 (*registered 183859 persons with disabilities beneficiaries of social services*) number of persons with disabilities increased with 94 persons, and the number of children with disabilities up to 18 years of age decreased with 818 (in 2013-14264 children).

Table 7.2. Dynamics of population and number of persons with disabilities, 2010-2014

	2010	2011	2012	2013	2014
Number of resident population, thousands pers.	3560,4	3560,4	3 559,5	3559,5	3557,6
Employed population, thousands pers.	1143,4	1173,5	1146,8	1156,5	1184,9
Number of persons with disabilities, thousands pers.	179,1	179,8	183,7	183,9	184,0
The ratio between number of persons with disabilities and resident population, %	5,0	5,1	5,2	5,2	5,2
The ratio between number of persons with disabilities and employed population, %	15,7	15,3	16,0	15,9	15,5
Number of children up to 18 years of age (of age up to 16 years for 2006-2007)	826,4	804,8	784,0	765,7	749,4
Number of children with disabilities,	15,1	14,0	14,8	14,3	13,4

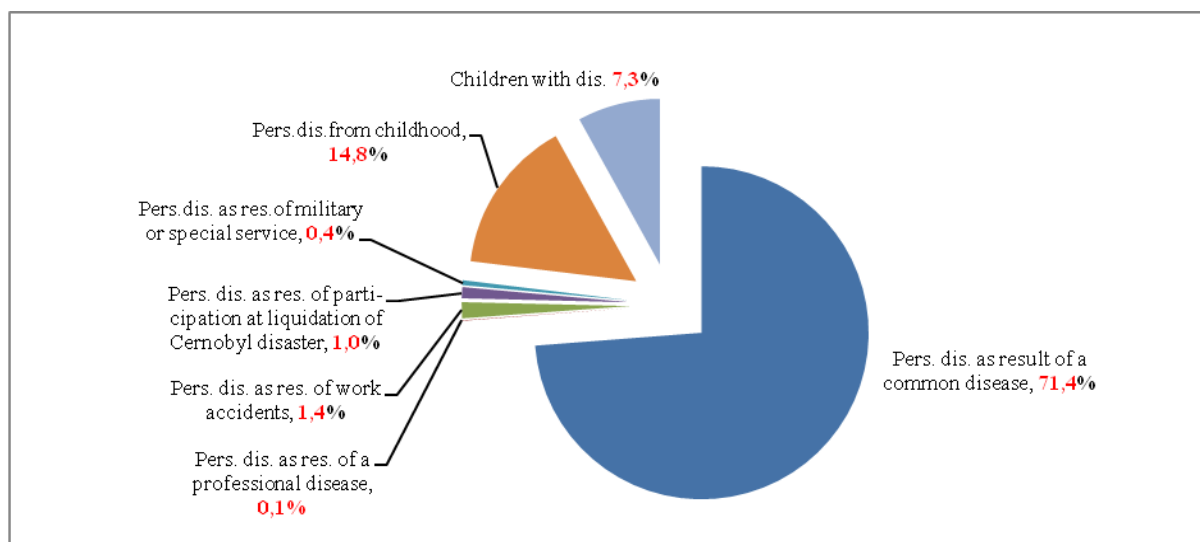
thousands pers.					
The ratio between number of children with disabilities and total number of children, %	1,8	1,7	1,9	1,9	1,8
The ratio between number of children with disabilities and number of persons with disabilities, %	8,4	7,8	8,0	7,8	7,3

Source: NBS, NSIH

The share of persons with disabilities in the resident population and that employed in Republic of Moldova has been constant and respectively decreased during years 2012-2014, consisting 5.2% and respectively 15.5% at the end of year 2014.

Analyzing the share of persons with disabilities based on categories, we notice that the number of persons with degree of disability as a result of common disease holds the largest share (71.4%) in the total number of persons with disabilities, after which follows the share of number of persons with disabilities from childhood (14.8%) and that of children with disabilities (7.3%), other categories of persons with disabilities hold insignificant shares of up to 1.5%.

Figure 7.1. Share of categories of persons with disabilities in year 2014



Source: NSIH

7.2. Social protection measures for persons with disabilities

7.2.1. Social services

According to the legislation in force, persons with disabilities including children with disabilities up to 18 years of age benefit of the following types of social services, namely:

1. Social insurance pension

In accordance with provisions of Law no.156-XIV from 14.10.1998 on state social insurance pensions, a person with a degree of disability caused by a common disease benefits of a disability pension if meets the conditions of contribution period, in relation to the age at the date of disability ascertainment. Every year, on April 1st takes place indexation of pensions, including of disability. The indexation coefficient is the average between the annual increase of consumption price index and annual increase of average wage per country for previous year, determined as established by the Government. Of disability pensions benefit around 134019 persons.

The evolution of the average and minimum amount of disability pension based on degree, for years 2010-2014, as well as indexation % are reflected in the table below.

Table 7.3. Evolution of average and minimum amount of disability pension, 2010-2014

Disability pension	2010	2011	2012	2013	2014
severe disability	423,02	456,02	499,80	533,54	567,95

Minimum pension	accented disability	408,50	440,36	482,64	515,21	548,44
	medium disability	287,64	310,08	339,85	362,79	386,19
Medium pension	severe disability	859,97	910,03	988,12	1052,43	1099,09
	accented disability	720,93	766,21	831,51	883,92	933,32
	medium disability	431,02	459,24	497,07	528,55	558,06
Indexation %		4,3%	7,8%	9,6%	6,75 %	6,45 %

2. State social allowances

Law no.499-XIV from 14.07.1999 stipulates establishment of state social allowances for persons with disabilities that don't meet the conditions to obtain the right for pension from the state social security budget.

On January 1st, 2014 entered in force the changes to the Law no.499-XIV from July 14, 1999 on state social allowances for some categories of citizens, operated through the Law No.30 from March 13, 2014. Thus, through these changes have been adjusted the amounts of state social allowances and allowances for care, accompanying and supervision to the size of a reference parameter/indices and foresees anchoring their amount as a percentage from the amount of minimum pension for persons with severe, accented and medium disabilities, or from the amount of minimum pension for age limit, inclusively have been increased the state social allowances on average with 70.0 lei, and allowance for care, accompanying and supervision with around 99.0 lei

The coefficient of indexation of disability social allowances during years 2010-2013 and increases in year 2014 (increase of allowances - % of the minimum pension) are reflected in the table below:

Table 7.4. Disability social allowances, 2010-2014

Year	2010	2011	2012	2013	2014
Average amount - for persons with disabilities	92,14	98,85	105,92	110,87	150,26
<i>severe</i>	116,52	124,55	133,24	138,20	170,39
<i>accented</i>	100,26	106,99	114,68	118,90	164,53
<i>medium</i>	59,07	63,27	67,94	70,23	115,86
Medium amount - for persons with disabilities from childhood	252,82	270,07	290,54	304,48	400,68
<i>severe</i>	285,62	305,38	326,81	340,72	454,36
<i>accented</i>	242,52	258,92	278,22	290,11	438,75
<i>medium</i>	242,17	258,71	279,39	291,17	308,95
Medium amount - for children with disabilities up to 18 years of age	259,88	276,43	294,98	307,32	400,68
<i>severe</i>	285,55	303,27	323,76	335,72	454,36
<i>accented</i>	242,40	256,63	273,04	282,33	438,75
<i>medium</i>	242,38	257,50	275,26	282,42	308,95
Indexation %	0 %	7,4 %	7,6 %	4,6%	increased

Of state social allowances benefit 47281 persons with disabilities.

3. The allowance for care, accompanying and supervision

Law no.499-XIV from 14.07.1999 foresees establishment of allowances for care, accompanying and supervision of the following categories of persons with disabilities:

- persons that care, accompany or supervise at home one child with severe disabilities up to 18 year of age;
- persons with severe disabilities from childhood;

c) persons with severe blindness disabilities.

Starting with 01.01.2014 the allowance for care, accompanying and supervision has been increased with 98.75 lei (from 500 lei to 598.75 lei).

Of allowance for care, accompanying and supervision benefit 16274 persons with disabilities.

4. State financial support

On 17.07.2014 has been adopted the Law no.147 on amending and completing certain legal acts, that foresees granting of a monthly state financial support to some beneficiaries of pensions established on the basis of Law no.156-XIV from October 14, 1998 on state social insurance pensions, of which amount does not exceed 1500 lei, including persons with disabilities beneficiaries of disability pensions, as follows:

- a) with severe disabilities – 180 lei;
- b) with accented disabilities – 120 lei;
- c) with medium disabilities – 100 lei

In year 2014, of the state financial support benefited 125571 persons with disabilities – beneficiaries of state social insurance pensions of which amount, after indexation on April 1st, 2014, does not exceed the amount 1500 lei.

Also, it is established by this law granting of a monthly state financial support to some beneficiaries of state social allowances established on the basis of Law no.499-XIV from July 14th,1999 on state social allowances for some categories of citizens, with the exception of allowance for care, accompanying and supervision and death benefit. Thus, the state financial support for beneficiaries of state social allowances from among persons with disabilities, persons with disabilities from childhood and children with disabilities up to 18 of age:

- a) with severe disabilities – 180 lei;
- b) with accented disabilities – 120 lei;
- c) with medium disabilities – 100 lei.

In 2014 of state financial support benefited 45991 persons with disabilities – beneficiaries of state social allowances.

5. Monthly state allowances

The Law no.121-XV from May 03, 2001 foresees establishment of a monthly state allowance for some categories of citizens, including persons with severe disabilities 700 lei, accented – 550 lei, medium – 475 lei.

Of state monthly allowances in 2014, it has benefited 3017 person with disabilities. Their distribution by degrees of disability is shown in the following table:

Table 7.5. Number of beneficiaries of monthly state allowances, 2010-2014, persons

Degree of disability	2010	2011	2012	2013	2014
severe disability	457	465	397	381	367
accented disability	2764	2813	2452	2402	2291
medium disability	438	433	377	380	359
Total	3659	3711	3226	3163	3017

6. Compensation for transport

In accordance with stipulations of art.49 paragraph (1) of Law no.60 from March 30, 2012 „Regarding social inclusion of persons with disabilities”, persons with severe and accented disability, children with disability, as well as persons accompanying a person with severe disability or a child with disabilities are granted, at residence place, by local public administration authorities, compensations from local budgets for travelers in urban transport, suburban and interurban (with the exception of taxicabs)

The nominated compensation is established by territorial bodies of social assistance and family protection and is paid from resources of administrative-territorial units.

In year 2014, of the nominated compensation benefited around 151146 persons with disabilities, total amount paid for this purpose consists of 52669.8 thousands lei.

The average amount of compensation consists around 36 lei/month for persons with severe disabilities and children with disabilities, and 18lei/month for persons with accented disabilities.

7. Annual compensation for transport services

According to provisions of Government Decision no.1268 from 21.11.2007 „On compensation of expenses for transport services of persons with disabilities of locomotor system” the persons with disabilities of the locomotor system have the right on an annual compensation for transport services in amount of 700 lei / year – for year 2014.

In 2014 benefited of mentioned above compensation 12479 persons with disabilities of locomotor system, total amount paid for this purpose consists of 8171.2 thousands lei.

For years 2013-2014, the mentioned compensation has been increased yearly with 100 lei (*in 2013 the compensation was increased from 500 lei/year to 600 lei/ year, and in 2014 – from 600 lei/year to 700 lei/year*).

8. Material aid

According to the Regulations on distribution of material aid from Republican Fund and local funds sources for social support of population and ways of collection payments in these funds, approved through Government Decision no.1083 from 26.10.2000, the material aid is granted to persons socially vulnerable residing in Republic of Moldova for purchasing food (including special food), industrial goods of first necessity, medicines, orthopedic articles and for partial payment of healthcare services, for compensation of substantial expenses caused by different exceptional situations, as well as feeding in social aid canteens.

Table 7.6. Granting material aids to persons with disabilities, 2010-2014

Year	number of aids	Number of holders	Amount (thousands lei)	Average amount, lei
2010	93104	91252	31097,9	334,1
2011	98823	97523	33200,4	335,96
2012	93666	93204	36239,7	386,9
2013	79568	79333	36243,6	455,5
2014	67272	67189	34670,3	515,0

Table 7.7. Granting material aids to families that support children with disabilities, 2010-2014

Year	number of aids	Number of holders	Amount (thousands lei)	Average amount, lei
2010	14643	13492	4657,15	318,5
2011	16842	15431	5829,0	346,1
2012	12384	12329	5302,27	428,15
2013	11824	11801	5701,15	482,17
2014	9989	9983	5529,42	554,0

7.2.2. Social services

Development of social services aims at preventing institutionalization and deinstitutionalization of persons with disabilities, as well as solving cases at community level before they could escalate, and as a primordial objective will ensure preventing of marginalization, social exclusion and facilitating the reintegration of beneficiaries in the family environment, in the community.

In the context of development of social services for persons with disabilities we communicate that, over the past years have been elaborated and approved more normative acts governing the

mode of organization and operation of more types of social services, including: Sheltered housing, Community house, Mobile team, Personal assistance, Respiro. Thus, in the republic activates:

- 9 services of „Sheltered housing”, for 34 beneficiaries;
- 11 services of „Community house”, for 72 beneficiaries;
- 18 services of „Mobile team”, for 396 beneficiaries;
- 5 services of „Respiro”, for 177 beneficiaries;
- 1542 personal assistants, that care for – 1571 persons with severe disabilities.

In year 2014 there have been regulated two new services, including:

- by Government Decision no.75 from 03.02.2014 have been approved the Framework-regulation for organization and operation of social service „Family placement for adults” and Minimum Quality Standards. The purpose of the service is to offer assistance and care for adult persons with disabilities and elderly persons within the family of family assistant in order to increase the degree of personal autonomy, for prevention of institutionalization / deinstitutionalization and their social inclusion. Creation of the service aims to contribute at shaping of some quality changes in the life of persons with disabilities and elderly persons that are temporarily or permanently in the impossibility to live with biological or extended family, or independently, because of needs for care and special support. In the republic activates 33 services, for 33 beneficiaries.

- by Government Decision no.333 from 14.05.2014 have been approved the Regulations on organization and operation of service of interpretation in sign language for persons with impaired hearing. The purpose of the mentioned service is to facilitate communication between person/persons with impaired hearing (deaf, mute, or deaf-mute) and representatives/employees of different authorities/institutions/organizations in situations when they need an interpreter in order to exercise their rights and obligations. In year 2014 the Ministry paid to Deaf Association from RM – 43.3 thousands lei for around 14000 hours of interpretations.

7.3. Deinstitutionalization of children with disabilities

Starting from national policy priorities in the field of social assistance on deinstitutionalization of beneficiaries of residential social institutions, treatment prevention, adaptation and social integration of persons with disabilities, the problems of deinstitutionalization and social re/ integration of persons with disabilities become more actual on the agenda of national social policies.

In this regard, the Ministry of Labor, Social Protection and Family signed at May 27, 2008 a Memorandum of understanding with partners of the project „Inclusive Community Initiative: Moldova (C4A-MD)” which foresees development of normative framework and creation of community social services for relocation (deinstitutionalization) of persons with disabilities from Home for mentally disabled children (boys) from town Orhei. The implementation period of the project is foreseen for years 2009-2016. The partners of the project are Open Society Mental Health Initiative (OSMHI, Budapest), Soros Foundation in Moldova, Keystone Human Services International (KHS, USA), Keystone Human Services International Moldavian Association (KHSMA) and Hope and Home for children (HHC, Great Britain).

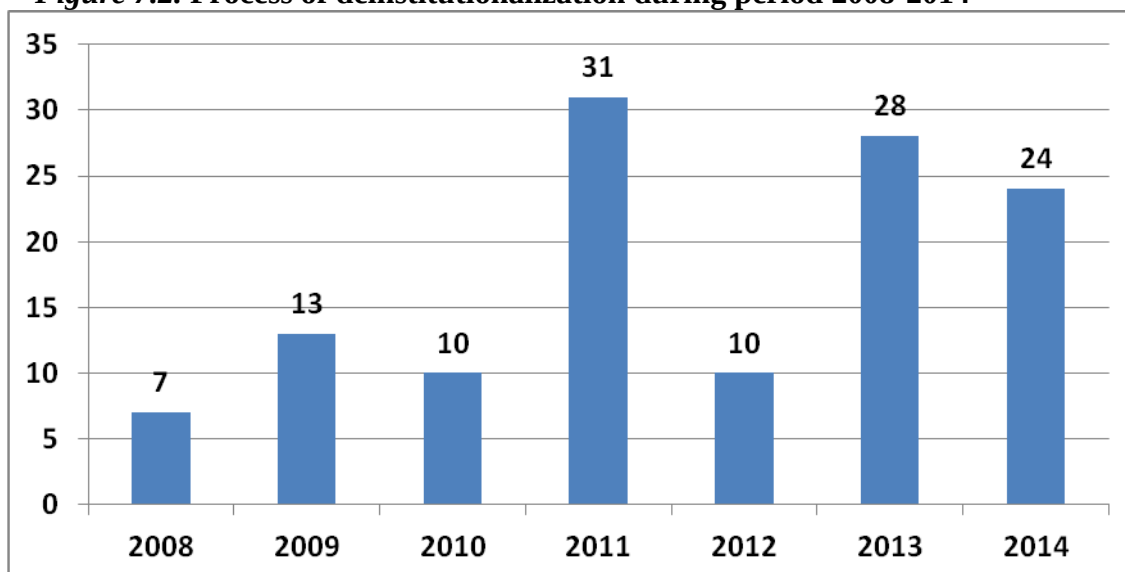
In 2014, with the support of the mentioned project, additional 24 children and adults with disabilities have been deinstitutionalized from the Home for mentally disabled children (boys) from Orhei, of which 11 have been placed in the service Community House, 6 in the social service Sheltered House, 4 have been integrated in their biological or extended family, and other 2 persons in social service Family Placement for adults.

In total, until present have been deinstitutionalized 123 children and adults with disabilities from Home for mentally disabled children (boys) from Orhei.

During reference period the persons with disabilities and their families further benefited of family support services, provided by the project team. Within services provided, have been evaluated the needs of beneficiaries and their families, these benefited of behavioral support, psychological counseling, support for school inclusion and enhancement of personal autonomy,

healthcare assistance, social assistance and support for improvement welfare of children / adults (through arrangement of personal space, purchasing footwear, furniture, equipment, etc), judicial assistance and social inclusion.

Figure 7.2. Process of deinstitutionalization during period 2008-2014



7.4. Provision of technical aids

An important role regarding inclusion of persons with disabilities represents the activity of Republican Experimental Center for Prosthesis, Orthopedics and Rehabilitation (RECPOR), institution subordinated to Ministry of Labor, Social Protection and Family, which activates on the basis of relevant normative acts.

RECPOR represents a unique medical/technical complex in the country with the following basic functions: rehabilitation and assurance with orthopedic supplies and non- mechanized means of locomotion of persons with locomotor disabilities.

During year 2014 at RECPOR have been paid 60744 visits, of which 6.8% were at the residence places through the medical-technical teams.

Have received recovering healthcare assistance -2576 patients:

- rehabilitation section no.1 (40 beds) – 911 patients;
- rehabilitation section no.2 (30 beds) – 670 patients;
- rehabilitation section no.3 (30 beds) – 685 patients;
- primary prosthetic section, complicated and atypical (25 beds) - 310 patients.

Table 7.8. Granting orthopedic aid, 2010-2014

Description of item	2010	2011	2012	2013	2014
Prosthesis	373	517	771	703	760
Orthotics	797	914	1680	1880	2410
Bandages	1600	1729	1317	1592	1457
Orthopedic footwear	6481	7782	8277	8390	8117,5
Healthcare stationary services	999	1024	1047	1100	2576
Healthcare ambulatory services	43501	43845	42961	54747	60744
Wheel chairs	430	1012	1026	1011	704
Walking supports	459	405	350	367	364
Canes, Crutches	345	485	1155	786	569

Walking sticks	83	92	178	151	77
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7.5. Observance of the International Day of Persons with Disabilities – December 3rd

On October 14th, 1992 United Nation General Assembly proclaimed December 3rd – International Day of Persons with Disabilities.

Every year, the international community observes this event, as a sign of solidarity with disabled persons.

Thus, the Ministry of Labor, Social Protection and Family elaborates and approves, annually, through the order of ministry a Program of actions regarding observance of International Day of Persons with Disabilities – December 3rd, which is submitted to resort bodies (central and local public authorities, social institutions, sections/directions of social assistance and family protection in the republic, NGOs, etc) as a recommendation, for execution.

In year 2014, by Order of Ministry of Labor, Social Protection and Family, no.168 from 03.11.2014 have been approved the Program of actions dedicated to observance of International Day of Persons with Disabilities

The mentioned Program of actions foresees, inclusively granting unique material aids to persons with disabilities in situations of risk.

Thus, during December 1st – December 5th, in the country were held a series of actions dedicated to social inclusion of persons with disabilities.

Among actions unfolded in the program of actions dedicated to social inclusion of persons with disabilities are counted:

- organization of a press conference on social inclusion of person with disabilities: achievements, challenges and perspectives for Republic of Moldova;
- organization of Festival „I also want to be a star”, at the premises of National Philharmonic „Serghei Lunchevici”;
- organization of photo exhibition „The World as I see it” VIth edition, carried out by children and adolescents with disabilities;
- organization of exhibition with sales of works made by persons with disabilities, at the premises of „ARTICO” Center;
- organization of exhibition with sales of works made by persons with disabilities in every district / municipality;
- Allocation of financial means from Republican Fund and local funds for social support of population in order to grant unique material aid to persons with disabilities;
- identification of persons with disabilities in situations of risk, evaluation of needs for social assistance and granting the material aid;
- development of social services in order to implement state policies in the field of social inclusion of persons with disabilities.

During reference period have been organized more cultural, artistic and sport manifestations, exhibitions of works and photos, conferences, charity dinners, material aids from the Republican Fund for social support of population through local funds – to persons with disabilities socially vulnerable, etc.

Table 7.9. Unique material aids granted to persons with disabilities on International Day of Persons with Disabilities – December 3rd, 2011-2014

Year	Number of holders	Amount (thousands lei)	Average amount, lei
2011	5500	20005,00	409,00
2012	72743	20309,75	300,00
2013	60019	20744,90	346,00
2014	49362	19264,40	390,00

The Ministry of Labor, Social Protection and Family unfolded the exhibition with sales of works made by persons with disabilities, event that has been traditionally carried out over the years 2007-2014. The exhibition was held at the premises of Republican Center for Children and Youth „ARTICO”. The exhibition purpose was to raise public awareness with regards to the situation of persons with disabilities, as well as problems which they face.

The visitors could admire and purchase exceptional works made with much dedication by persons with disabilities. Gathered money were used, by authors of works, both for purchasing raw materials for other works and for own needs.

At the event attended the representatives of central and local public authorities, public employees, business people, representative of international donor organizations, NGOs and all citizens that supported and showed solidarity with disabled persons.

7.6. State support granted to public organizations

Annually, in the state budget are approved financial resources for partial compensation of mandatory state social insurance contributions which are paid by organizations and enterprises of Moldovan Society of the Blind, Deaf Association from Moldova and Invalid Society of the Republic of Moldova, and financial resources for acquisition of machinery and raw materials at mentioned enterprises and organizations.

The State partially subsidizes the acquisition of machinery and raw materials, creation of workplaces, also, partially compensate the state social insurance contributions paid by specialized enterprises.

In supporting specialized enterprises of public associations of persons with disabilities, in the State Budget for 2014 have been approved financial resources for:

- Partial compensation of mandatory state social insurance contributions, which are paid by the organizations and enterprises of Moldovan Society of the Blind – in amount of 565,5 thousands of lei, of Deaf Association from Moldova – in amount of 402,8 thousands of lei, and of Invalid Society of the Republic of Moldova – in amount of 422,1 thousands lei;
- Acquisition of machinery and raw materials, for enterprises of Moldovan Society of the Blind – in amount of 813,4 thousands lei, for Deaf Association from Moldova – in amount of 579,4 thousands lei and for Invalid Society of the Republic of Moldova – in amount of 607,2 thousands lei .

The financial resources mentioned above are allocated for public associations through the Ministry of Labor, Social Protection and Family.

At the same time it is worth mentioning that, specialized enterprises benefit of exemptions from VAT payment on imports of raw materials, as well as for goods and services produced:

- Article 103, paragraph (7) of the Fiscal Code approved by Law no.1163-XII from 24.04.1997, sets up that, VAT does not apply to raw materials, materials, supplementary items and accessories necessary for production process, imported by organizations and enterprises of blind societies, deaf societies and invalid societies, according to the list and in a way established by the Government (Government Decision 124 from 15.02.2013);
- Article 4, paragraph (18), letter of Law on enacting Title III of the Fiscal Code, no.1417 from 17.12.1997, foresees exemption from payment in the budget of VAT for goods manufactured and services provided of organizations and enterprises of blind societies, deaf societies and invalid societies, according to the list approved by Government (Government Decision 182 from 13.03.2013).

At present, of exemptions from VAT – 12 benefits specialized enterprises within which activate around 373 persons, including 248 persons with disabilities. .

7.7. Employment of persons with disabilities

Employment of person with disabilities is carried out in accordance with provisions of art.34

of Law on social inclusion of persons with disabilities, no.60 from 30.03.2012.

Thus, persons with disabilities get employed according to their professional training and work aptitudes, attested by the certificate of fitting within degree of disability and according to recommendations contained in the individual rehabilitation and social inclusion program, issued by the National Council for Determination of Disability and Work Capacity and its territorial structures.

In order to ensure access to a greater number of persons with disabilities to services provided by National Agency for Employment (NAE) and its territorial structures, in year 2011, by Law no.56 from 09.06.2011 on amending certain legal acts have been operated changes to the Law on employment and social protection of persons being in search of a workplace, no.102-XV from 13.03.2003. Thus, persons with disabilities which in search of a workplace and according to the conclusion of National Council for Determination of Disability and Work Capacity are recommended employment, have the right to benefit of active measures stimulating employment provided by NAE (including: information, professional consultation, labor mediation, guidance and training).

In order to carry out above mentioned measures, in year 2012 and in year 2013 have been hired additionally 86 persons (*by 2 persons in every Territorial Agency for employment, as well as NAE*), responsible for providing services of employment and protection in case of unemployment of persons with disabilities and other categories of citizens from vulnerable groups.

During 2010-2014 the number of persons with disabilities registered with unemployed status at employment agencies didn't recorded radical changes (year 2010 – 535 pers., year 2011 – 476 pers., year 2012 – 496 pers., year 2013 – 565 pers., year 2014 – 598 pers.). But employment level has permanently been increasing, from 71 persons in 2010 to 220 persons in 2014.

The majority of persons with disabilities that applied at employment agencies did not have the job recommendations in the Individual programs for rehabilitation and social inclusion, didn't meet also other requirements stipulated by art.2 of Law no.102-XV from March 13,2003 „On employment and social protection of persons being in search of a workplace”, or didn't want to register. During year 2014 graduated from courses on professional training 65 persons with disabilities, at the same time have been employed 220 persons with disabilities.

Table 7.10. Services provided to persons with disabilities by employment agencies, 2010-2014

	2010	2011	2012	2013	2014
Registered persons with disabilities	535	476	496	565	598
Persons with disabilities employed	71 (13,27%)	87 (18,27%)	102 (20,56%)	168 (29,30%)	220 (37,0 %)
Labor mediation services, persons	235	176	156	223	300
Graduated from courses, persons	15	31	29	25	65
Involved in public works, persons	18	16	25	26	18
Beneficiaries of information and professional counseling services, persons	386	486	637	1976	585
Beneficiaries of allowances for intergration or reintegration, persons	55	48	39	28	32

Insuficient professional training of persons with disabilities is directly reflected on their employment. For the most part, persons with disabilities registered at territorial agencies ask for

jobs were it is not needed a special trainings for unqualified jobs.

In premiere, in October 2014, at the premises of Republican Center for Children and Youth „ARTICO” from municipality Chisinau, was held the Job Fair for Persons with Disabilities. The event has been organized by Association of Deaf Children of Moldova in partnership with National Agency. There were present General Directorate for Social Assistance of the mun.Chisinau Council, State Labor Inspectorate, Corporation „Insula Speranțelor”, Professional School no.8, Special school for children, NGOs: Association „MOTIVATIE”, Center „OSORC” from Tiraspol, Japanese Cultural Center, Association of Support for Children with Physical Disability from Peresecina, etc. By joint efforts it was made that Fair be an open communication and consultancy platform for those interested. From those present, around 450 persons being in search of a workplace, asked information from employers about free workplaces. There have been selected for a later employment around 130 persons.

Starting with September 1st, 2014 have been implemented the normative acts that regulates the professional rehabilitation activity of unemployed with disabilities, of whose purpose is the recover or compensate deregulated functions of the body and work capacity, who because of health state in interaction with various surroundings can't carry out work activity according to their qualification.

At the same time we should mention that, by Order of ministry of labor, social protection and family, no.113 from August 12, 2014 has been approved Regulations on providing rehabilitation services within Republican Experimental Center of Prosthesis, Orthopedics and Rehabilitation.

It has the right for professional rehabilitation the person employed or, as the case may be, the person who was proposed a job, but because of health state in interaction with various impediments, can't carry out work activity according to the qualification and requires rehabilitation, recovery or compensation of deregulated functions of body and work capacity.

In order to execute the mentioned order, it has been selected and prepared 12 files of unemployed with locomotor disabilities who are recorded within territorial employment agencies, of whom 10 persons benefited of professional rehabilitation.

In the Law on the State Budget for year 2014 have been approved financial resources in amount of 247,0 thousands lei for providing professional rehabilitation services within Republican Experimental Center of Prosthesis, Orthopedics and Rehabilitation.

Statistical data on employment

According to the data of Household Budget Survey – 41,4% of the total number of persons with disabilities of age 15 years and above are employed (in year 2012 this % was -43), comparing with 65,9% in case of persons without disabilities.

Employment rate of persons with disabilities is determined by the degree of disability, so that are employed:

- 57,6 % from the total number of persons with medium disability;
- 44,8 % from the total number of persons with accented disability;
- 11,2 % from the total number of persons with severe disability.

After employment status:

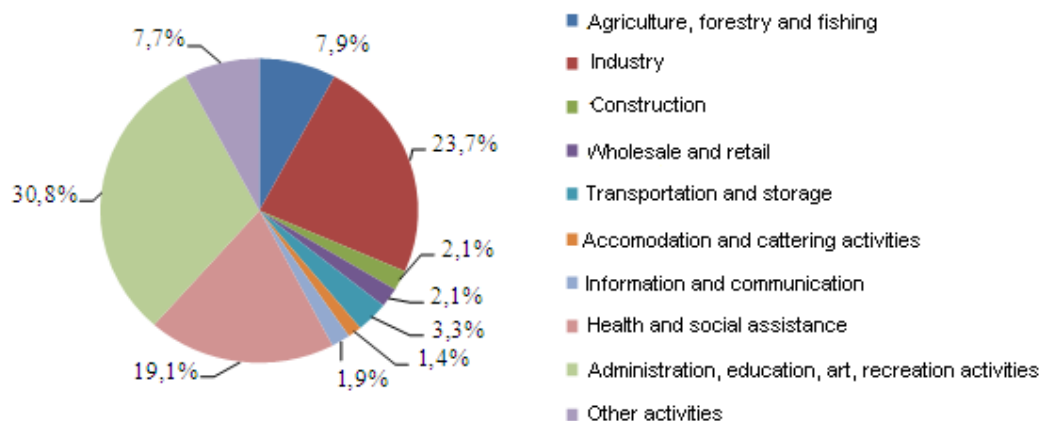
- 66,4% of persons with disabilities are self-employed in agriculture;
- 22,9% of persons with disabilities work as employees in various fields;
- 5,9 % of persons with disabilities help through family and are not paid;
- 4,7 % of persons with disabilities are self-employed in non-agricultural works (business);
- 0,2 % of persons with disabilities are owners if various types of business.

If we consider the total number of employees in Republic of Moldova, we find that 0.8% represent the persons with disabilities.

The largest share of persons with disabilities in total employed are registered in the fields of health and social assistance -1.8%, industry – 1.2% and administration, education, art and recreation activities – 1.0% from total employees. Persons with disabilities with employee status with a rate of 31 percent activate in the field of administration, education, art and recreation activities, 24 percent

in industry, 19 percent in the fields of health and social assistance, 8 percent in agriculture, forestry and fishing.

Figure 7.3. Structure of persons with disabilities by types of activities, year 2013



Observance of provisions of labor legislation within enterprises where activate persons with disabilities

The activity of State Labor Inspectorate is further oriented towards monitoring the conformation of employers to provisions of labor legislation for persons with disabilities. Thus, during year 2014 the State Labor Inspectorate monitored the observance of labor rights of persons with disabilities established by the Law no.60-XIX from March 30, 2012 on social inclusion of persons with disabilities. Respectively, of 2090 economic entities inspected, 675 were entities with an actual staff of 20 and more employees.

As a result of inspections has been establish the following:

- at 72 entities are reserved 227 workplaces for employment of persons with disabilities;
- at 78 entities are employed 254 persons with disabilities;
- at 37 entities exists a register for recording employment applications of persons with disabilities;
- at 13 visited entities informed the Territorial employment agencies on workplaces vacancies reserved.

In case the economic agents did not conform to provisions of the nominated Law, labor inspectors submitted prescriptions to employers to eliminate revealed deficiencies.

7.8. Determination of disability and work capacity

On the basis of Government Decision no.65 from January 23rd, 2013 „On determination of disability and work capacity” it has been restructured the institution responsible for disability determining process. Thus, it has been approved the structure, the Regulation of activity of the National Council for Determining Disability and Work Capacity, as well as the Instructions on determining the disability and work capacity. The Reform aims at improving the process of determining the disability and work capacity, inclusively through implementation of medical-social pattern, namely application of certain new criteria for determining disability and work capacity, engaging entities of professionals in the field of social assistance, as well as institutional unification of disability determining process.

Moving the focus from establishing degree of disability to establishing work capacity will

facilitate objective evaluation of individual work capacity, providing medical and professional rehabilitation services, allocation of cash benefits.

Differentiating disability degrees for persons under 18 years will create favorable conditions for education and care of children with disabilities in the bosom of the family.

For better operation of the National Council for Determining Disabilities and Work Capacity, in every Council it has been extended teams of medical experts with social assistants, psychopedagogists and pediatricians.

Disability of persons with age of 18 years and above

Primary disability

The primary disability represents the process of assigning degree of disability to a person for the first time. In year 2014 have been primarily expertised 15689 persons of 18 year age and above, of which 12254 (78,1%) were assigned a degree of disability. Of the total persons with primary disability, urban residents – 4532 (37%), including of working age – 4179 (92,2%) and pensioners – 353 (7,8%); rural residents – 7722 (63%); %, including of working age 7356 (95,3%) and pensioners – 366 (4,7%). Depending on the living environment, it is ascertained a higher level of primary disability in rural environment, 48 persons at 10 thousands inhabitants comparing with 36 in urban environment.

Table 7.11. Application and assigning degree of disability to persons, 2010-2014

Primary disability	2010	2011	2012	2013	2014
Persons with primary expertised disabilities:	16655	15852	13094	12387	15689
- persons assigned a degree of disability	13275	12690	12582	11962	12254
- admission level in degree of disability	79,7%	80,1%	96,1%	96,6%	78,1

Source: NCDDWC

In case of persons distribution by degree of primary disability we mention that for 55,4% has been established a degree of accented disability, for 29,0% - medium degree, and for 15,5% of primary expertised persons has been determined a severe degree.

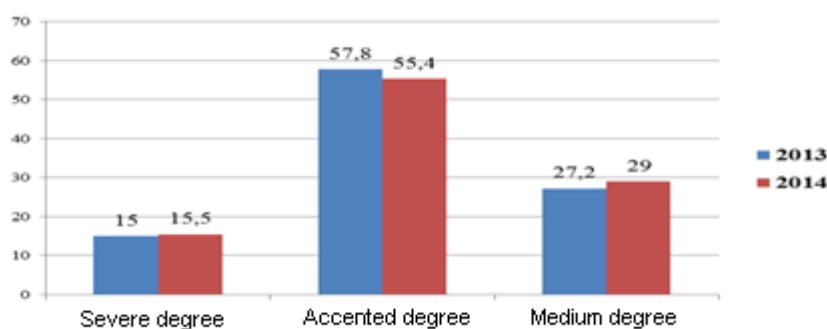
Table 7.12. Distribution of persons of age 18 years and above with primary disability according to the degree of disability, 2010-2014

Degree of disability	2010	2011	2012	2013	2014
Total, persons, including:	13275	12690	12582	11962	12254
severe degree	1634	1535	1450	1795	1900
accented degree	7893	7559	7668	6910	6795
medium degree	3748	3596	3464	3257	3559
% of the total persons with primary disability:	2010	2011	2012	2013	2014
severe degree	12,3	12,1	11,5	15,0	15,5
accented degree	59,5	59,6	60,9	57,8	55,4
medium degree	28,2	28,3	27,6	27,2	29,0

Source: NCDDWC

Comparing with year 2013 the number of persons recognized with severe and medium primary disability has insignificantly increased with 0,5% and 1,8%, and with medium disability decreased with 2,4%.

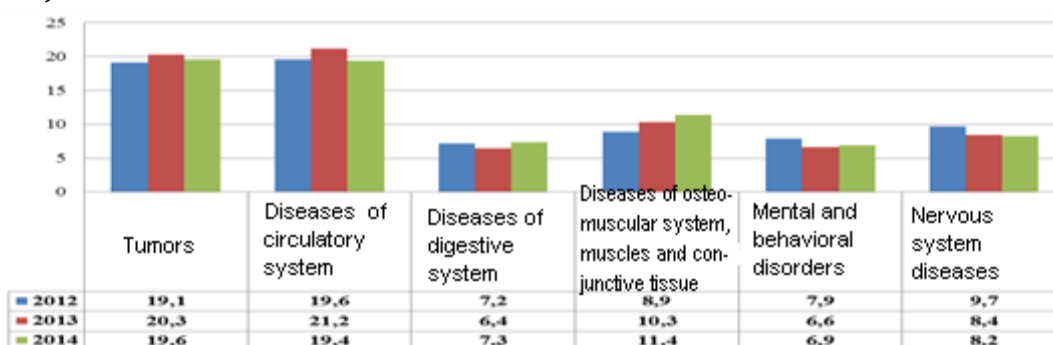
Figure 7.4. Rate of degrees of disability of primary expertised persons of age 18 year and above, 2013-2014



Source: NCDDWC

Depending on nosological forms based on which was established the primary disability, during past years the first place was constantly held by the circulatory system diseases. In year 2014, tumors are prevailing with 19,6% (year 2013 – 20,3%); diseases of circulatory system – 19,4% (year 2013 – 21,2%); diseases of osteoarticular system, muscles and conjunctive tissue – 11,4% (year 2013 – 10,3%). Also, annually remains increased the primary disability due to nervous system diseases – 8,2% (year 2013 – 8,4%), as well as digestive system diseases 7,3% (year 2013 – 6,4%) and of mental and behavioral disorders 6,9% (year 2013 – 6,6%).

Figure 7.5. Structure of primary disability by nosologies on persons of age 18 years and above, %



Source: NCDDWC

Repeated disability

Repeated disability represents assignment of a disability degree after a person medical-social expertise. In year 2014 have been reexpertised 40270 persons, with 25 persons less comparing with year 2013 (40295 persons), of whom were repeatedly assigned a disability degree 39827 persons (98,8%). Of them 14158 are urban residents, consisting around 35,5% (36,5% - 2013), and 25669 are rural residents in proportion of 64,5 percent (63,5% - 2012).

Table 7.13. Assigning repeatedly a disability degree to persons of age 18 years and above, 2010-2014

Repeated disability	2010	2011	2012	2013	2014
Persons with disabilities repeatedly expertised:	45337	43894	42119	40295	40270
- persons reassigned a disability degree	44878	43549	41801	39870	39827
- assignment level of disability degree	99,0%	99,2%	92,2%	98,9%	98,8%

Source: NCDDWC

Table 7.14. Rate of disability degree at reexpertised person with age 18 years and above, 2013-2014

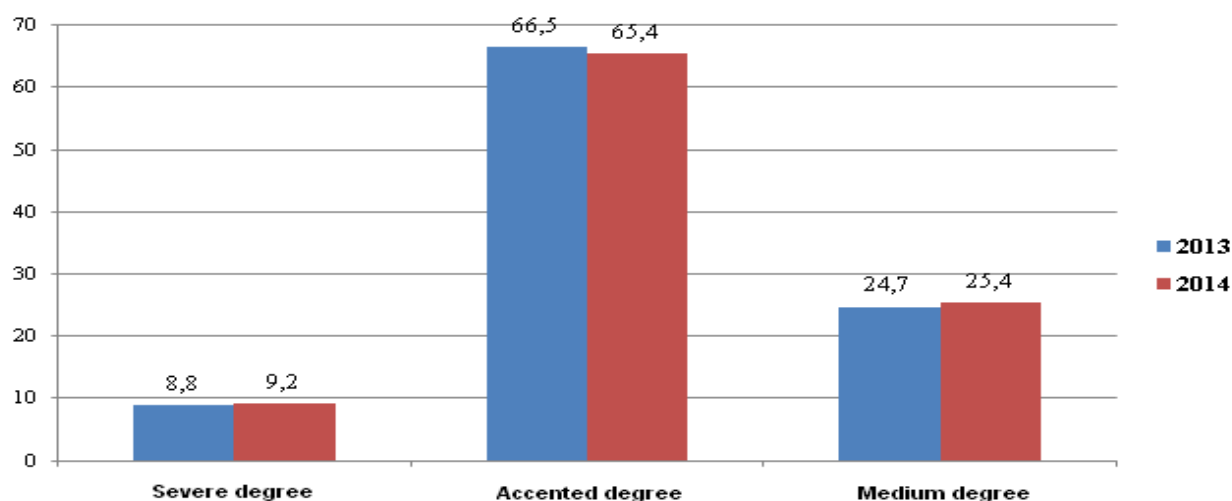
Disability degree	Repeated disability 2013	Repeated disability 2014	Increase
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	Number of cases approximately	%	Number of cases approximately	%	2013/2014
Total	39870	100,0	39827	100,0	
Severe degree	3493	8,8	3663	9,2	+ 0,4
Accented degree	26512	66,5	26041	65,4	- 1,1
Medium degree	9865	24,7	10123	25,4	+ 0,7

Source: NCDDWC

In case of distribution of reexpertised persons according to the disability degree we should mention, that 9,2% are with severe disability, 65,4% with accented disability and 25,4% with medium disability or comparing with year 2013 the number of those with severe and medium disability have increased with 0,4% and respectively 0,7%, but it reduced in cases with accented disability with 1,1%.

Figure 7.6. Share of reexpertised persons according to the disability degree, 2013-2014



Source: NCDDWC

Disability without reexpertizing term at persons with age 18 year and above

In year 2014 the disability degree without expertising term was established for 3,9%, comparing with 4,7% in 2013 of total persons with primary disability (474 persons) and for 16,1% (6399 persons) of those repeatedly expertised.

Table 7.15. Assigning a disability degree without expertising term to persons with age of 18 years and above. 2010-2014

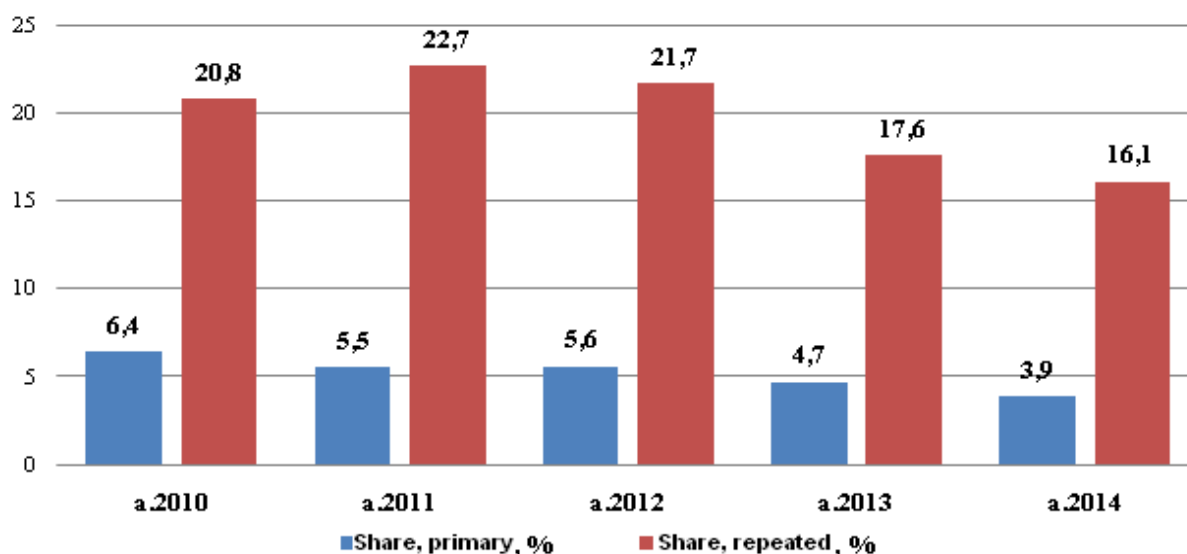
Disability without term	2010	2011	2012	2013	2014
Persons with assigned primary disability degree without term, thousands	0,8	0,7	0,7	0,6	0,5
Persons with assigned repeated disability degree without term, thousands	9,3	9,9	9,1	7,1	6,4
Share in the total of persons with assigned primary disability degree, %	6,4	5,5	5,6	4,7	3,9
Share in the total of persons with assigned repeated disability degree, %	20,8	22,7	21,7	17,6	16,1

Source: NCDDWC

The data reported in the following figure shows that during reference period 2010-2014 it was noticed a stable trend of decrease in number of persons assigned a disability degree without term, both for primary assignment and for repeated assignment of a disability degree.

Figure 7.7. Assigning a disability degree without expertising term to persons with age

of 18 years and above, 2010-2014, %



Source: NCDDWC

Disability of persons with age 0-17 years 11 months and 29 days

In accordance with the provisions of Government Decision nr.65 from 23.01.2013 „On determining the disability and work capacity”, determining disability of persons with age up to 18 years has become the responsibility of NCDDWC. For this purpose in March 2013 has been established Specialized Council for Determining Disability nr.4 pediatric profile

Primary disability of persons with age of 0-17 years 11 months and 29 days

In year 2014, there have been primary expertised 1555 persons, degree of disability has been primary established for 1533 persons (year 2013 - 1317 persons), of which 59,2 % belong to male gender. Distribution of primary disability based on living environment is of 536 children from urban environment (year 2013 – 500 children) and 997 from rural location (year 2013 – 817 children).

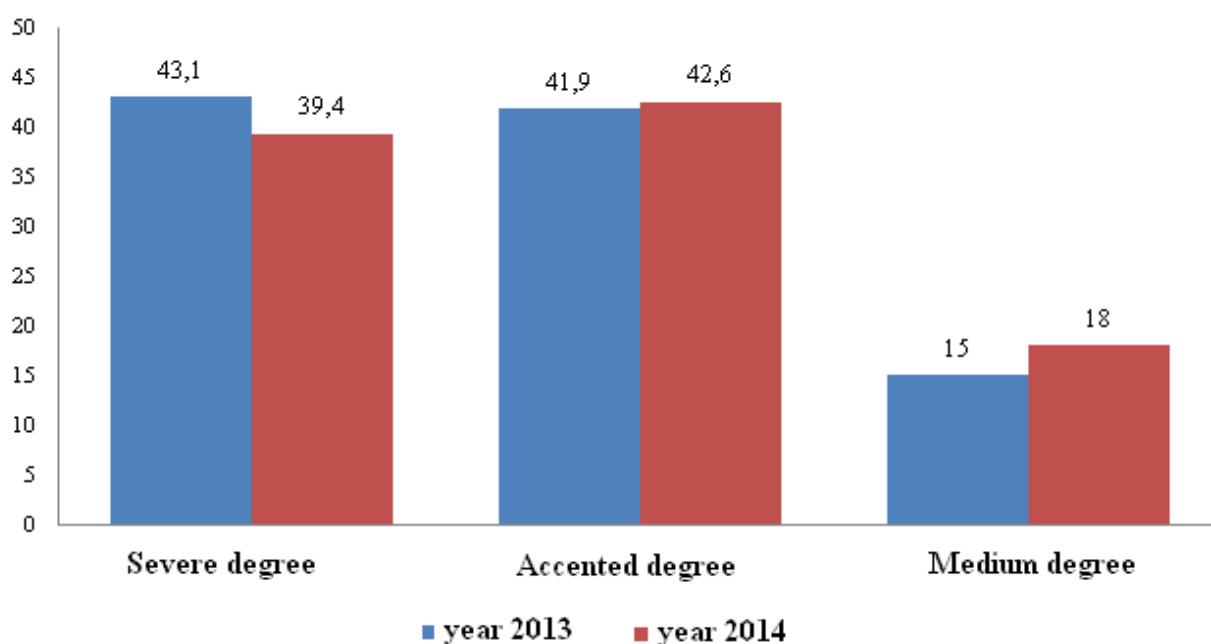
Table 7.16. Primary disability of persons with age 0-17 years 11 months and 29 days, 2013-2014

Disability degree	Primary disability 2013		Primary disability 2014		Increase 2013/2014
	Number of cases approximately	%	Number of cases approximately	%	
Total	1317	100,0	1533	100,0	
Severe degree	567	43,1	604	39,4	- 3,7
Accented degree	552	41,9	653	42,6	+ 0,7
Medium degree	198	15,0	276	18,0	+3,0

Source: NCDDWC

It should be mentioned that almost half of those primary assigned a disability degree 42,6% are with an accented degree and around 39 are with a severe degree, to medium degree belongs the lowest share of 18,0%.

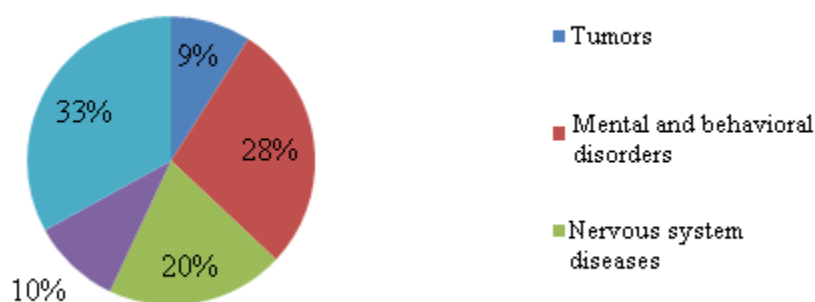
Figure 7.8. Rate of primary disability degree of persons with age 0-17 years 11 months and 29 days, 2013-2014



Source: NCDDWC

Depending on the diagnosis based on which was established the primary disability, in year 2014 are predominant congenital malformations 368 cases, consisting 33%, mental and behavioral disorders – 305 cases – 28%, nervous system diseases – 224 cases- 20%, the diseases of osteoarticular system, muscles and conjunctive tissue - 114 cases - 10% and tumors -76 cases - 9%. The first three nosologies repeat the structure of children primary disabilities of year 2013.

Figure 7.9. Structure of primary disabilities age 0-17 years 11 months and 29 days based on nosologies, %



Source: NCDDWC

Repeated disability of persons with age 0-17 years 11 months and 29 days

In year 2014, the repeated disability degree was established for 7705 persons or approximately 16% of total persons with repeated disability 47532 persons. At the same time we should mention, that almost half of those assigned a repeated disability degree 45% are with an accented degree and around 35% are in a severe degree, to medium degree belongs the lowest share of just 20%. Comparing with year 2013 the statistical data shows a decrease of the severe degree with 9%, an increase of accented degree with 4,6% and with 4,4% of medium degree.

Table 7.17. Repeated disability of persons with age 0-17 years 11 months and 29 days, year 2014

Repeated disability	Medium	TOTAL	severe	accented	medium
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	population, children	abs	at 1000 childre n	abs	at 1000 childre n	abs	at 1000 childre n	abs	at 1000 children
Total by municipalities	155501	1600	10,3	673	4,3	601	3,9	326	2,1
Total by districts	550472	6105	11,1	2022	3,7	2870	5,2	1213	2,2
Total RM Right Bank	705973	7705	10,9	2695	3,8	3471	4,9	1539	2,2

Source: NCDDWC

The incidence of disability after reexpertisation of persons age 0-17 years 11 months and 29 days consists 10,9 at 1000 children (year 2013- 6,4); severe degree -3,8 (year 2013-2,8); accented degree - 4,9 (year 2013- 2,6); medium degree – 2,2 (year – 1,0).

Disability without a reexpertisation term of persons with age 0-17 years 11 months and 29 days

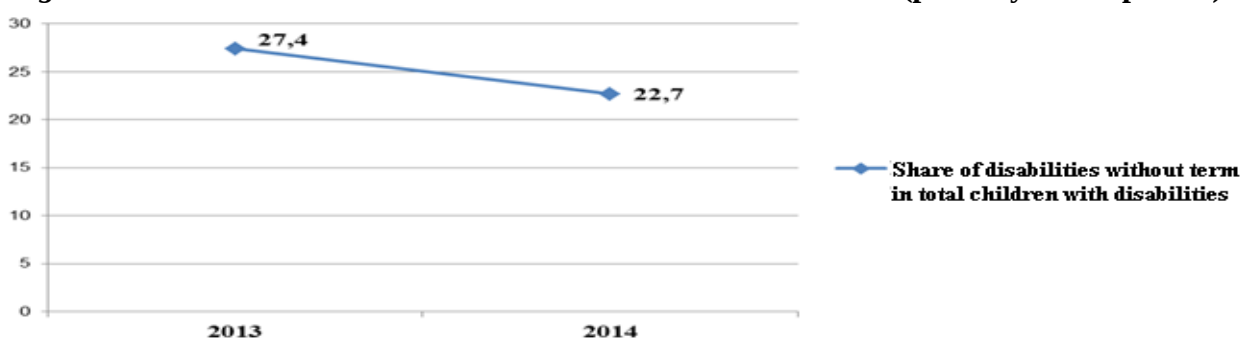
For age category 0-17 years 11 months and 29 days, in year 2014, the disability degree without expertisation term has been established for 22,7% of the total number of children with primary and repeated disability (9238 persons), in year 2013 – 27,4%.

Table 7.18. Assigning a degree of disability without established term to persons with age 0-17 years 11 months and 29 days, 2014

NCDDWC	Total number of disabilities (primary and repeated)		Number of persons with established disabilities without term		Share of disabilities without term in total disabilities (primary and repeated)	
	year 2013	year 2014	year 2013	year 2014	year 2013	year 2014
Total RM Right Bank	5893	9238	1614	2097	27,4	22,7

Source: NCDDWC

Figure 7.10. Share of disabilities without term in total disabilities (primary and repeated)



Conclusions. Recommendations.

With the ratification of UN Convention on rights of persons with disabilities by the Law no.166-XVII from 09.07.2010, the Republic of Moldova has demonstrated interest concerning elaboration and promotion of policies in the field of social inclusion of persons with disabilities, as well as adjusting national legislation in force to the provisions of the international.

Ratification of the Convention by the Republic of Moldova has registered an important change in the field of disabilities, the Convention coming up with a new concept approaching this category of persons namely: addressing persons with disabilities not only through the prism of social protection and health condition, but first of all through the prism of human rights and social inclusion, for this category of persons being recognized the value of human being, benefitting of same civil, political, social and cultural rights like other citizens.

During reference period it has been elaborated and approved more legislative and normative

acts which regulates the process of field reformation, including: reformation of the institution responsible for determining disability and work capacity, regulation and development of various social services for persons with disabilities, increase of certain social benefits, etc.

At the same time, in the context of successful implementation and realization of reforms in the field of social protection of persons with disabilities it is necessary the involvement of all central and local public authorities, civil society, as well as technical assistance from donors.

**Distribution of employees by salary level, according to the
investigation from September 2012-2014**

	Total			Including sectors:														
	2012	2013	2014	agriculture			industry			commerce			Transportation and storage			education		
				2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Employees that worked the full month, thousands people	461,7	455,0	451,1	31,3	27,8	29,8	70,4	69,7	53,4	64,3	63,5	60,2	32,9	31,1	23,4	91,2	87,1	85,9
The percentage of employees with calculated salary of:																		
up to 600 lei	0,2	-	-	1,3	-	-	0,0	-	-	0,0	-	-	0,1	-	-	0,0	0,0	-
600,01 – 1200 lei	10,3	6,7	4,6	21,5	15,3	6,9	2,9	7,0	0,6	4,9	2,3	1,4	3,0	1,4	1,4	24,4	24,4	14,0
1200,01 – 1600 lei	16,0	16,2	7,6	19,9	20,1	14,3	15,0	8,2	3,2	27,1	24,6	2,7	17,0	14,6	2,7	12,8	12,8	16,5
1600,01 – 2000 lei	11,6	11,1	15,7	14,8	14,8	19,0	11,4	10,8	19,3	15,6	15,5	28,6	10,8	10,3	28,6	8,0	8,0	8,1
2000,01 – 3000 lei	20,6	20,8	20,0	21,0	24,5	24,8	22,1	20,1	22,5	22,9	24,1	26,8	21,1	22,0	26,8	17,5	17,5	13,8
3000,01 – 4000 lei	16,4	16,5	16,5	11,9	13,0	17,2	17,5	17,1	18,3	12,4	13,1	15,8	17,0	16,6	15,8	16,5	16,5	15,3
4000,01 – 5000 lei	10,9	11,6	13,1	4,6	5,9	8,0	12,2	13,1	13,9	7,0	7,7	9,9	10,9	11,4	9,9	11,4	11,4	13,9
5000,01 – 6000 lei	5,7	6,7	8,5	2,2	2,7	3,8	7,1	8,8	8,6	3,6	4,6	4,9	6,7	7,0	4,9	5,4	5,4	9,4
Over 6000 lei	8,2	10,3	14,1	2,7	3,6	6,0	11,7	14,8	13,7	6,5	8,1	10,0	13,4	16,7	10,0	4,0	4,0	9,0

Source: Distribution of staff according to the size of salary in economic entities (real sector) with 4 and more employees and all budgetary entities, regardless of number of employees calculated for September 2012-2014, NBS, Chisinau.

**OPERATIVE INDICES OF ACTIVITY OF
THE STATE LABOR INSPECTORATE**

**during January – December year 2014
comparing with year 2013**

Nr. d/o	INDICES		2014		2013		Variations	
			December	January- December	December	January- December	December	January - December
1.	The number of checks carried out on labor law observance	Labor relations	285	3715	259	3122	26	593
		Safety and health at work	211	2971	229	3087	-18	-116
		Total	496	6686	488	6209	8	477
2.	The number of recorded breaches	Labor relations	2210	34507	2618	34196	-408	311
		Safety and health at work	1805	34110	2510	36419	-705	-2309
		Total	4015	68617	5128	70615	-1113	-1998
3.	Examined petitions		257	3067	293	3355	-36	-288
4.	Work accidents investigated		10	95	14	112	-4	-17
	Of which: deadly		2	34	8	38	-6	-4
	grave		8	61	6	74	2	-13
	The number of injured persons		10	99	22	129	-12	-30
	of which: deadly		2	37	16	47	-14	-10
	grave		8	62	6	82	2	-20
5.	Reports on closed contraventions		20	457	46	563	-26	-106
	including:	Physical persons	5	103	9	107	-4	-4
		Juridical persons	5	138	15	183	-10	-45
		The responsible officials	10	216	22	273	-12	-57
6.	No.of information received from controlled entities, across remedy of deficiencies		547	4476	437	4079	110	397
7.	The number of persons whose rights were violated		198	2650	282	3548	-84	-898
8.	The number of persons with restored rights		180	2089	214	2499	-34	-410

**Data regarding application in 2014 of Agreements in the field of social security
concluded by Republic of Moldova**

Crt. no.	State	Signed at/ In force from	No. Interpellations received	No. of pensions established in accordance with legislation of RM	No. of pensions transferred by RM
1.	Republic of Bulgaria	Sofia, December 5th, 2008 / September 1st, 2009	44	14	86
2.	Republic of Portugal	Lisbon, February 11th, 2009/ December 1st, 2010	33	4	5
3.	Romania	Bucharest, April 27th, 2010/ September 1st, 2011	156	25	94
4.	Grand Duchy of Luxembourg	Luxemburg, June 14th, 2010/ January 1st, 2012	2	-	-
5.	Republic of Austria	Chisinau, September 5th, 2011/ December 1st, 2012	29	7	10
6.	Republic of Estonia	Tallinn, October 19th, 2011/ August 1st, 2012	7	N/A	9
7.	Czech Republic	Prague, November 29th, 2011/ October 1st, 2012	48	12	24
TOTAL			319	62	228

Source: NSIH