



Organization for Security and  
Co-operation in Europe  
**OSCE Mission to Moldova**

**MINUTES OF THE TECHNICAL CO-ORDINATION MEETING (TCM)  
14 October 2009**

**Site:** OSCE Mission to Moldova, first floor conference room, Mitropolit Dosoftei, 108, MD-2012, Chişinău, Moldova.

**Date/Time:** 14 October 2009, 11.00 – 12:30

**Chair:** Eugenia Benigni, Senior Anti-Trafficking and Gender Advisor, OSCE Mission to Moldova.

**Present:** ABA/ROLI (Nadejda Macari); Better Opportunities for Youth and Women Project (Viorel Albu); CCTIP/Ministry of Interior Affairs (Iurie Slivciuc); Gender-Centru (Valentina Bodrug-Lungu); Centre for Support and Development of Civic Initiatives “Resonance” (Stella Vinokurova); CRIC (Aliona Stepan); General Prosecutor’s Office (Viorel Ciobanu); IOM (Alexandru Sofroni); EUBAM (Maria Jezova, Johann Fallenegger); Interaction NGO (Yulia Yundina, Elena Rezvanova); ILO/IPEC (Viorica Ghimpu); Law Centre-Causeni (Ion Oboroceanu); MLSPF (Lilia Pascal, Rodica Morari, Diana Donoaga); Medecins du Monde (Laura Pasquero, Nicoletta Canter, Tatiana Puteac); National Child Abuse Prevention Centre (Daniela Popescu); OSCE Mission to Moldova (Irina Ilies, Veaceslav Balan, Otilia Bologan-Vieru); Peace Corps Moldova-TIP (Cristine Oh); SOTIS (Olga Dotin); UNICEF (Tanja Colin, Olga Dolgi, Asa Olssen); UNFPA (Oxana Lipcanu); USAID (Diana Cazacu); World Window NGO (Vera Galcenco); UNTFHS (Viorica Cretu), “Angel” Coalition (Alena Arlashkina).

**Absent:** Amnesty International; “AGWM” Project Rescue; Children’s Emergency Relief International; Border Guard Service; Beginning of Life NGO; CCF-Moldova; Casa Marioarei Shelter; CPTW; CPD; Catholic Relief Services; Delegation of the European Commission to Moldova; IM/SOIR; IL Ponte Foundation; ICJ; Information Agency “Social Aspect”; IREX/CPP; Moldavian Christian Aid; La Strada; IREX/Institute for Democratic Initiatives; Medecins Sans Frontiers; Ministry of Education; Ministry of Foreign Affairs; National Committee; Organization for the Reform and Development of the System of Education NGO; Regina Pacis; Police Academy; Precept Ministries International; Renal Foundation; Save the Children; Sida/Asdi; Salvation Army; Swiss Agency for Development and Co-operation (SDC); Terre des Hommes; Turkish Embassy; UNODC; US Embassy; Women Solidarity of Moldova NGO; UNDP; UNIFEM; Vivere NGO; Winrock Moldova; Step Forward NGO.

**Absent with Written Submission(s):** None.

**Documents Distributed:** Minutes of the Technical Co-ordination Meeting from 9 September 2009; Agenda for 14 October 2009 TCM; focal point presentation in Romanian on “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence” – Project by UNTFHS/UNFPA/IOM/OSCE; side presentation in Russian on “Angel Coalition” Project from Russian Federation – by Ms. Alena Arlashkina; press-release on “Taking Small Steps Towards the Future” Festival by IOM, Mission in Moldova.

## **DISCUSSION ITEMS AS PER AGENDA**

### ***1. Call to order, welcome, attendance list, introduction, new participants***

1. Ms. Eugenia Benigni welcomed the participants to the October Technical Co-ordination Meeting (TCM). She explained how to use the equipment for simultaneous translation into English and Romanian and asked the participants to introduce themselves before speaking. Ms. Benigni passed around the attendance list and asked everyone to check and, if necessary, update their details.

2. Ms. Benigni introduced herself as the new Senior Anti-Trafficking and Gender Advisor of the Organization for Security and Co-operation in Europe (OSCE) Mission to Moldova. She then introduced the co-chair of the TCM, Ms. Lilia Pascal, Head of Equal Chances and Violence Prevention Department, from the Ministry of Labour, Social Protection and Family (MLSPF).

3. Ms. Benigni invited new and returning participants to also briefly introduce themselves and their organizations.

4. Ms. Tatiana Colin of UNICEF Moldova introduced two new UNICEF representatives – Ms. Asa Olsson - UNICEF Child Protection Programme Officer and Ms. Olga Dolgi - UNICEF Consultant on Separated Children Project.

### ***2. Adoption of Draft Minutes from 9 September 2009 TCM***

5. Ms. Benigni moved to review the minutes from the 9 September 2009 TCM and asked participants if they had any additions or changes to propose. As there were no comments from participants, the draft minutes of the September TCM were adopted.

### ***3. Updates on activities of the Ministry of Labour, Social Protection and Family; National Committee; NC Sub-Working Groups, and other relevant National Authorities***

6. Ms. Lilia Pascal, MLSPF, reported that several important documents were sent to relevant ministries for review:

- the draft law on amending the current legislation regarding domestic violence,
- 2010-2015 National Programme for Gender Equality,
- the Co-operation Agreement between the Government of the Republic of Moldova and the Italian Government on the repatriation of victims of human trafficking, child trafficking, unaccompanied children, illegal migrants and stranded migrants identified in Italy.

7. The process of harmonization of the national legislation with the Law on gender equality has been started.

8. Ms. Pascal announced that on 18 October, for the European Anti-Trafficking Day, MLSPF in partnership with the Mission to Moldova of the International Organization for Migration (IOM) and NGOs will organize the second edition of the Children's Festival "Small Steps towards the Future".

9. Ms. Rodica Moraru, representative of the Family and Child Protection of the MLSPF, reported that in September the Ministry organized three missions to repatriate 11 children identified in the Russian Federation. In total, 12 missions were organized through January – September 2009 and 26 children were repatriated.

10. Mr. Viorel Ciobanu from the General Prosecutor's Office declared that enhancing the efficiency of the investigations and trials on cases of trafficking remains to be one of the main objectives for law-enforcement authorities and of the justice system in Moldova. Thanks to the efforts of the national authorities, the number of human trafficking cases decreased, however there is an increase in the number of offences related to illegal migration.

11. In order to set up efficient mechanisms to prevent and combat human trafficking, in accordance with international and national legislation in the field, the General Prosecutor's Office developed a number of methodological materials, including a detailed Guide for prosecutors on prevention and combating of human trafficking, recently published with the support of the United Nations Office on Drugs and Crime (UNODC).

12. Ms. Benigni thanked the representatives of the state authorities for the information and opened the floor for updates from all participants on the new activities, initiatives and interventions by their respective organizations.

#### ***4. Updates from all participants on new activities, initiatives, interventions***

13. Ms. Tatjana Colin of the United Nations Children's Fund (UNICEF) informed that on 24-26 November 2009 the Government of Moldova, with the support of UNICEF, will organize a sub-regional conference on reforms of the child welfare systems for the European Neighbourhood and Eastern Partnership countries with high level representatives from five countries and other participants from the region.

14. Ms. Valentina Bodrug-Lungu, NGO Gender-Centre, informed TCM participants about the Project "Building towards Eastern European and Central Asia NGO Coalition on Optional Protocol to Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)" implemented by KARAT Coalition ([www.karat.org](http://www.karat.org)) with the support of OXFAM Novib through the period of January 2008 – December 2009. Within this project, KARAT Coalition cooperates with a number of organizations, such as: "Women's Independent Democratic Movement" in Belarus (<http://widm.iatp.by>), International Foundation "Women's Political Resource Centre" in Georgia (<http://www.wprc.org.ge>), Moldovan NGO "Gender-Centre" (<http://www.gender-centru.md>), Ukrainian Women's Fund (<http://www.uwf.kiev.ua>), International Women's Rights Action Watch (IWRAP) Asia Pacific (<http://www.iwraw-ap.org/>).

15. Within this Project the following activities were organized in Moldova:  
- The workshop "Optional Protocol to CEDAW – instrument of women rights protection" organized by the NGO Gender-Centre and Women Political Club 50/50 on 11 October

2008 in Chisinau. 20 women from different political parties and NGOs participated in the workshop.

- A seminar on the same topic organized by the NGO Gender-Centre and Women Political Club 50/50, in cooperation with the former Ministry of Social Protection, Family and Child (now the Ministry of Labour, Social Protection and Family), on 01 December 2008 in Chisinau. 15 people participated in the seminar: gender focal points from different ministries, representatives of the National Bureau of Statistics and Trade Unions.

16. Ms. Bodrug-Lungu stated that the events increased participants' understanding of the CEDAW, as a tool for women's rights protection and promotion, and enhanced their capacities to act properly when facing real cases of discrimination against women.

17. Ms. Laura Pasquero of Medecins du Monde (MDM) declared that from 27 September to 2 October 2009, a team from Moldova participated in Medecins du Monde (MDM) Second Regional workshop on the theme Responses to Violence against Women in Cairo, Egypt. The workshop meant to promote exchanges of experiences and best practices among different MDM missions working on similar projects. The event also aimed at bringing MDM headquarters and field staff together with their local partners (both institutional and non-governmental) in order to encourage exchange on common questions, current challenges and future perspectives. Moldova was the only country representing projects focused on the theme of Trafficking in Human Beings, as MDM project in Moldova is the first project ever implemented by MDM on this issue.

18. The Moldovan delegation was composed of 7 members: National Referral System National Coordinator - Ms. Diana Donoaga, NRS Coordinator for Singerei district, SOTIS Centre Director, a member from La Strada NGO, and 3 MDM staff members. The delegation from Moldova prepared three public presentations at the workshop: a presentation on MDM Identification work of victims of trafficking in human beings; a presentation on the National Referral System; and a presentation of the SOTIS Centre in Balti. A copy of the final report on the event will be left available for circulation through the TCM distribution list, as soon as it is ready.

19. Ms. Cristine Oh, of the Peace Corps Initiative on Trafficking in Persons (TIP), reported that Moldova TIP has been organizing monthly meetings for Peace Corps Volunteers with guest speakers from different organizations such as IOM Mission, OSCE Mission, La Strada, Winrock, etc. In October experts from the American Bar Association / Rule of Law Initiative (ABA/ROLI) and the Centre to Prevent Trafficking in Women (CPTW) are invited to speak about the legal aspects behind trafficking and in November experts from the NGOs Catholic Relief Service (CRS) and Medecins du Monde will come to talk to Peace Corps Volunteers about anti-trafficking activities focused on rural areas. Ms. Oh specified that these meetings are a great opportunity for organizations to introduce themselves and disseminate materials to the Peace Corps community of approximately 140 volunteers spread throughout Moldova. The goal of these meetings and activities is to help educate and inform volunteers who can then take that information back to their villages (as most of them are placed in rural areas) and work with their partners, counterparts, colleagues, friends, host families, and other community members at a very personal and grass-roots level to prevent trafficking.

20. Moldova TIP team is working on the 2010 activities calendar and welcomes collaborations with new organizations. Ms. Oh invited the organizations interested in collaborating with Peace Corps volunteers to talk to her or her colleagues, Terri Phan and Macie Whittington, after the TCM or get in touch with them via e-mail: [MoldovaTiP@gmail.com](mailto:MoldovaTiP@gmail.com) .

21. Mr. Viorel Albu, “Better Opportunities for Youth and Women” Project of the United Nations Development Programme (UNDP) in Moldova, reported that on 08 October 2009 the Centre for the Social Reintegration of Youth was officially opened in Telenesti. This is the tenth (and the last) Centre for Social Reintegration launched with the support of the “Better Opportunities for Youth and Women” Project. Mr. Albu also informed that, considering the difficult socio-economic situation in Moldova, UNDP decided to extend the project for two more years. The project will focus mainly on the socio-economic integration of young people (employment, creation of new jobs for youth) through the social services / centres created within the project.

22. Mr. Ion Oboroceanu, Causeni Law Centre, reported that the second edition of the compilation of legal and normative documents on human trafficking was published with the support of IOM Mission to Moldova.

23. Mr. Oboroceanu also announced that in September, after one year from the date when the Law #45 on Preventing and Combating Violence in the Family entered into force on 18 September 2008, the Law Court in Anenii Noi issued the first protection order in Moldova in a case of domestic violence legally assisted by the Causeni Law Centre.

24. Ms. Daniela Popescu of the National Child Abuse Prevention Center informed the participants about the activity of the Center in terms of provision of direct services to child victims of abuse, which was partially funded within the framework of the Japanese grant through the partnership agreement with IOM, while the remaining 80% were funded by the German Embassy in Chisinau.

25. Ms. Popescu concluded that the number of sexual abuse cases against children reported by the Center is continuously increasing, which inherently implies the increase of child trafficking cases.

26. Ms. Aliona Stepan of the Child Rights Information Center (CRIC) reported that CRIC is focusing upon a number of projects in the field of trafficking in human beings: 1. Project “*Speranta devine realitate - o viata mai buna pentru tinerii din Moldova* (Hope becomes true – a better life for the youth of the Republic of Moldova)”. The projects consist in the work with the pupils of the 4<sup>th</sup> grade of the boarding schools. A number of workshops will be organized with the following topic "School/professional orientation and career development". The target group comprises 30 of the school graduates from the following localities: Falesti, Cazanesti, Vascauti si Napadova, who benefit from assistance in continuing professional education in colleges, high schools and vocational schools.

27. The project activities are implemented with the financial support of the International Organization for Migration, Norwegian Women and Development Forum and Norwegian International Club of Soroptimists. The second project is focused on the provision of support for the development of leisure time activities. It's aimed at the increase of socialization of the institutionalized children from 8 communities. Children from boarding schools of these 8 communities organize their leisure activities within the interest clubs jointly with their peers from the community. Besides, CRIC developed a training programme for the principals and teaching personnel in the communities, where the number of children left behind by migrating parents is higher.

28. Ms. Eugenia Benigni took the floor to update the participants about the Regional Steering Group Meeting held in Minsk on 9 October 2009 under the Danish Programme against Human Trafficking. The regional programme involves Ukraine, Belarus and Moldova in addition to key destination countries chosen depending on their relevance to the activity in question. The activity of the three participating countries was evaluated, as well as new ideas for cooperation were put forward. It was agreed to organize a Regional Partner Forum in spring of 2010.

29. Ms. Benigni also briefed about the Human Dimension Implementation Meeting that took place in Warsaw. The ATG programme financed the participation of Ms. Tatiana Fomina of the NGO *La Strada*, who made an intervention on 1 October at the plenary session on “Humanitarian Issues and Other Commitments, including trafficking in human beings”.

30. Ms. Benigni moved to the focal issue presentation and gave the floor to Ms. Viorica Cretu, coordinator of the project “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova”.

##### ***5. Focal Issue Presentation on “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence” – Project by UNTFHS/UNFPA/IOM/OSCE***

31. Ms. Viorica Cretu explained that the project is implemented jointly by UNDP, United Nations Population Fund (UNFPA), and the Mission to Moldova of the International Organization for Migration (IOM), and the OSCE Mission to Moldova. The project is financially supported by the Government of Japan through the UN Trust Fund for Human Security.

32. The project is based on the Human Security approach defined by the Commission on Human Security (CHS) as the protection of the vital core of all human lives in ways that enhance human freedoms and fulfilment. Human security means protecting fundamental freedoms; protecting people from critical and pervasive threats and situation; using processes that build on people's strengths and aspirations; creating political, social, environmental, economic and cultural systems that, when combined, give people the building blocks for survival, livelihood and dignity. Human security encompasses human rights, good governance and access to economic opportunity, education and health care. Source of definition: UN Trust Fund for Human Security web-site – <http://ochaonline.un.org/Home/tabid/2097/Default.aspx> .

33. Human trafficking and domestic violence represent serious threats for human security in Moldova. In 2000-2008, IOM Mission assisted 2.443 victims of human trafficking, 1.600 potential victims and 50 stranded migrants. 433 persons (159 victims, 274 prevention cases) were assisted through the National Referral System between the summer of 2006 and the end of 2008. Over 70% of trafficking victims have been victims of domestic violence before their trafficking experience. Every fourth woman in Moldova is victim of domestic violence. 44% of the self-identified victims consider that it is useless to report cases of abuse in the family to police. Domestic violence is continued to be regarded as a private matter.

34. According to the Ministry of Interior, during the first seven months of 2009 there was a 30% increase in the number of criminal offences related to domestic violence. The recent UNDP report on “Impact of the global financial crisis on local communities in Moldova” (UNDP, Expert-Group, September 2009) showed that the on-going financial crisis, loss of jobs internally and abroad, weakening remittances support and associated financial problems lead to increased gender

discrepancies, social tensions at family and community level, increased levels of alcoholism, criminality and family violence.

35. The project “Protection and Empowerment of Victims of Human Trafficking and Domestic Violence in Moldova” was launched on 01 October 2008 and will be implemented until 30 September 2011. The total budget is 3.3 million US\$. The beneficiaries of the project are victims and potential victims of human trafficking and domestic violence.

36. The project implementing agencies (UNDP, UNFPA, IOM and OSCE Mission to Moldova) collaborate with a number of partners: Ministry of Labour, Social Protection and Family, Ministry of Local Public Administration (MLPA)<sup>1</sup>, Ministry of Interior (MoI), Ministry of Health (MoH), Ministry of Reintegration (MoR)<sup>2</sup>, local public authorities at district and community levels in five target districts: Anenii Noi, Soldanesti, Rezina, Vulcanesti and Grigoriopol (one town and five villages in each of the target districts – 30 communities in total), NGOs and Community Based Organizations, mass media, other stakeholders at community level (school representatives, family doctor, social worker, police officers, etc.).

37. The goal of the project is to increase equitable and guaranteed access to basic services of good quality for at-risk persons, including those exposed to human trafficking and domestic violence. The objectives are: 1) to strengthen the capacity of Government institutions in partnership with civil society to provide quality identification, protection, and assistance services to victims of human trafficking and domestic violence on a sustainable basis; 2) to empower communities, civil society organizations, and individuals to be better able to address the human security issues of human trafficking and domestic violence and to provide basic services for at-risk persons.

38. The implementing agencies are closely collaborating; however, each is responsible for some specific elements of the project. The project is focussed on two intervention areas:

- *Protection Component* is managed by UNFPA and the IOM Mission in partnership with the Ministry of Labour, Social Protection and Family. This component includes: geographic extension of the National Referral System for the protection and assistance of victims and potential victims of human trafficking in five new districts and thematic extension to include domestic violence; enhancing the capacity (at national and regional level) to prevent domestic violence and human trafficking, identify and assist the victims; improving the legal framework; providing crisis and long-term reintegration assistance to victims; facilitating victims’ access to assistance.
- *Empowerment Component* is managed by UNDP and the OSCE Mission, in partnership with the former Ministry of Local Public Administration, local public authorities and civil society. It includes: mobilization of 30 communities to deal with human trafficking and domestic violence issues; enhancing the capacities of local communities (institutions, groups, individuals, media) to solve problems related to human security; supporting the development and implementation of initiatives of local public authorities and community-based organizations; Small Grants Programme for civil society initiatives (NGOs and mass media).

---

<sup>1</sup> Ms. Cretu explained that the MLPA no longer exists in the new structure of the Government, approved by the Parliament on 17 September 2009; its responsibilities will be divided between the Ministry of Construction and Regional Development and the Bureau for Decentralization and Local Autonomy within the State Chancellery.

<sup>2</sup> MoR no longer exists in the new structure of the Government; the responsibilities for country reintegration rely with a Deputy Prime Minister for Reintegration, to be supported by the Bureau for Reintegration within the State Chancellery.

39. The implementation of the project is based on the United Nations Development Assistance Framework 2007-2011, the National Development Strategy, the Integrated System of the Social Assistance Services, and the laws on preventing and combating human trafficking and domestic violence.

40. Results expected at the end of the project implementation period:

- Improved identification, protection and assistance for victims;
- The National Referral System extended geographically (in at least five districts) and thematically (to include the referral and assistance of victims of domestic violence);
- Decision-makers, professionals and civil society at national, district and local levels, have enhanced capacity to prevent and combat human trafficking and domestic violence, to identify and assist victims and at-risk persons;
- 30 target communities (five small towns and 25 villages) are mobilised and act to prevent human trafficking and domestic violence and to assist the victims and potential victims;
- 800 adult victims and 150 mother and child victims of human trafficking, and 300 woman-victims / potential victims of domestic violence are provided with immediate assistance in crisis situations (safe accommodation, medical care, and psychological counselling) and long-term reintegration through the National Referral System.

41. Ms. Cretu highlighted the most important results achieved after one year of project implementation under the Protection Component:

42. The Government received ongoing assistance to analyse and further develop the legal and regulatory framework on human trafficking and domestic violence:

- The anti-trafficking National Action Plan is being harmonized with the NRS implementation plan;
- The legal and regulatory framework for the protection of witnesses victims of human trafficking is under development, as well as the compensation mechanisms for the victims of human trafficking as part of the human rights protection within the justice system;
- The draft Agreement between Moldova and the Russian Federation on the repatriation of unaccompanied minors and victims of trafficking – approved by all relevant ministries in Moldovan Government and is to be negotiated with the Russian partners;
- The Draft Law on amending the current legislation to provide an implementing mechanism for the anti-domestic violence law – finalized and pending approval by the Government and by the Parliament;
- The Model Regulations for the Rehabilitation Centre for Victims of Family Violence – developed and coordinated with the line ministries, pending approval by the Government;
- The Quality Standards in Delivering Assistance for Victims of Family Violence are under development. The document is to be finalized and submitted to the Government for approval by the end of the year;
- Project partners supported the contribution of the Moldovan Government and civil society to the elaboration of a draft Council of Europe Convention to prevent and combat domestic violence and violence against women.

43. Comprehensive advocacy efforts are made within this Project. During the first year of project implementation two major national level advocacy events have been implemented:

- The fourth edition of the Human Rights Gala (on 10 December 2008) raised the awareness of public officials, NGOs and mass media on the importance of promoting human rights

and addressing serious human security issues such as human trafficking and domestic violence. A similar activity is planned for December 2009.

- The Family Festival organized for the first time in Moldova in May 2009 (20.000 participants in Chisinau, Balti and Cahul) – the festival promoted family values, zero tolerance for violence in the family, bigger involvement of men in childcare and education, and equal opportunities for women and men.

44. The National Referral System (NRS) was geographically and thematically extended to 11 new districts: five project target-districts (Anenii Noi, Vulcanesti, Soldanesti, Rezina, Grigoriopol), and six additional districts (Singerei, Riscani, Ocnita, Slobozia, Dnestrovsc and Tiraspol). It was done mainly through institutional support and training for multi-disciplinary teams (MDTs) delivered at district level by IOM and UNFPA experts. 282 professionals (social assistants, police-officers, family doctors, civil servants, school managers, and representatives of NGOs) acquired basic knowledge and skills necessary to work with victims and potential victims of domestic violence and human trafficking (including the case management by members of the multi-disciplinary teams at district level) and identified their roles and responsibilities in preventing and addressing these phenomena within the MDT.

45. The plan for the NRS extension to community level was developed and coordinated with the MLSPF. The NRS was expanded to community level in 4 out of the 5 project target-districts (Anenii Noi, Rezina, Soldanesti and Vulcanesti) through trainings delivered on village level to 102 MDTs members.

46. The Integrated Information System (IIS) was further expanded and piloted in the target districts. The Concept of the IIS was approved by the Government on 9 September 2009. This will allow further development of the software and nationwide implementation in order to strengthen the capacity of Moldovan institutions to collect and analyse data on domestic violence.

47. On the job training was provided for 175 newly recruited social assistants at municipal/community level (from different regions of Moldova, especially southern and central districts).

48. Methodological and training tools were developed for different professional groups:
- *Analytical programmes for legal, social and psychological assistance in cases of domestic violence* (for master course students) drafted, consulted with representatives of the national and international academia and approved for use in the Free International University of Moldova and in Moldova State University. Currently the programmes are pending approval for other 5 universities in Moldova.
  - *Rehabilitation programme for victims of domestic violence and perpetrators* – describes a range of relevant methods of psycho-social diagnosis and psychotherapy to be used by psychologists currently involved in providing services (shelters, assistance centres, etc.). First draft was submitted for comments to relevant stakeholders in September.

49. IOM Mission, USA Embassy, National Institute of Justice, Centre to Combat Trafficking in Persons, and the General Prosecutor's Office organized a training seminar for 30 prosecutors, police investigation-officers and judges from the southern regions of Moldova. They were trained on investigation techniques and standard operating procedures, partnerships and exchange of information in combating trafficking in human beings.

50. Another training seminar was organized by UNFPA and the American Bar Association / Rule of Law Initiative (ABA/ROLI) for 40 judges, prosecutors and lawyers were trained on implementation of the Law 45 on preventing and combating family violence, including the application of Protection Order. Ms. Cretu pointed out that, as a result of comprehensive advocacy and capacity building efforts made by all anti-violence actors, in September 2009 the first protection order was issued by the Court in Anenii Noi in a case of domestic violence.

51. Direct assistance was provided to victims and potential victims of human trafficking:
- *Repatriation*: 12 beneficiaries were repatriated from the United Arab Emirates, Russian Federation, Kosovo and Portugal, including seven VoTs, four unaccompanied children and one stranded migrant;
  - *Crisis assistance*: Chisinau Assistance and Protection Centre (CAPC) provided crisis intervention assistance to a total number of 358 beneficiaries, to 161 beneficiaries were assisted from the funds provided by the Japanese Government;
  - *Reintegration assistance*: 507 beneficiaries, incl. 82 from Transnistria, received different types of reintegration assistance through the NRS and through multiple civil society partners in the referral network (education, jobs, professional training, medical, legal and long-term psychological assistance). 127 beneficiaries received vocational training and individual assistance package at Centre for Orientation, Professionalization and Social Reintegration (COPSR), within the Vocational Training School “Insula Sperantelor”.

52. The project contributed to the activities of the Centre “Amicul”, which is managed by the National Centre for Child Abuse Prevention, and provides protection and specialized assistance to children victims and potential victims of violence, trafficking and other forms of exploitation.

53. In order to facilitate victims’ access to services, several hot lines and trust lines are being supported:

- The Hot Line for prevention of irregular migration and trafficking of human beings in Transnistrian region – 1346 calls received during the period of October 2008 – September 2009. 126 of them registered as SOS calls. Based on the latter, 19 SOS cases were opened. 3 victims have been referred for assistance in the social reintegration programme.
- In 2009 the Trust Line for victims of domestic violence in Transnistria was launched. It is administered by the Transnistrian NGO “Interaction” with the support of IOM Mission. Additionally, the Hotline of the National Centre for Child Abuse Prevention and the Anti-Trafficking Hot Line of the NGO “La Strada” are supported.

54. In order to develop and support community based services for aggressors and victims of domestic violence and human trafficking, a comprehensive mapping exercise in all target districts was conducted by UNFPA. Relevant stakeholders are supported to develop organizational plans and extend the portfolios of existing services and / or to create new specialized services for victims and potential victims of domestic violence.

55. The most important results achieved under the Empowerment Component include the following:

56. 30 target communities (1 town and 5 villages in each of the 5 target districts: Anenii Noi, Soldanesti, Rezina, Vulcanesti and Grigoriopol) were mobilized to organize the process of community-led strategic planning for community development and to address human security issues, including human trafficking and domestic violence.

57. About 450 people from 30 target communities (representatives of local authorities, community-based organizations and other relevant community stakeholders) were trained in strategic planning, management, participatory evaluation and monitoring, as well as, in human trafficking and domestic violence issues. They are now actively involved in community mobilization activities and implementation of local development initiatives.

58. As a result of a highly participative effort, involving local authorities, community-based organizations and other actors, by October 2009, 12 target communities Șodănești and Grigoriopol districts finalized the development of their Community Development Strategies and Action Plans and started the implementation of community development projects / initiatives to prevent and address domestic violence and human trafficking with the support of UNDP. Community mobilization activities in other three target districts (Anenii Noi, Vulcanesti, Rezina) are on-going and their local initiatives are under development.

59. At least 700 at-risk individuals in Șodănești and 600 in Grigoriopol will benefit directly from these initiatives, which include: activities to increase the capacities of social assistance services in the villages; rehabilitation of small spaces, as well as activities and creation of services within existing social facilities in communities (schools, kindergarten, village clubs, mayor's offices, family doctors' and social assistants' offices, etc.); creation of community centres that would provide children, young people and adults (especially those from vulnerable families) with access to information, psychological counselling and social assistance, training and education, extracurricular activities and professional counselling.

60. To complement awareness raising and community mobilization efforts, the OSCE Mission, with funds from additional sources, organized the performance of the theatrical play "The 7<sup>th</sup> Kafana" in 3 districts of Gagauzia: Comrat, Vulcanesti (one of the target districts of the Project) and Ciadir-Lunga. After the performances, experts working in the field of counter-trafficking and the actors had discussions with the audience. The play helped raising awareness of the risks on migration and trafficking and educating communities to address victim-blaming attitudes and encourage people to accept returned victims. The performances were attended by over 1200 people – men, women and young people from the communities, decision makers, representatives of NGOs and mass media.

61. Within the Project, a Small Grants Programme was launched in July 2009 to support the initiatives of local, regional and national NGOs and mass-media addressing the issues of human trafficking and domestic violence. Following a thorough review process, 26 projects were selected to be financially supported (24 by UNDP and 2 by UNFPA) and will start being implemented in October. The projects are focussed on raising public awareness, prevention and advocacy; protecting and empowering victims and potential victims; developing services at local, regional and national level; capacity building for anti-trafficking and anti-violence actors.

62. The main constraints for the project implementation were related to:

- unstable political situation in Moldova during the first year of the project implementation which caused delays in some important activities;
- lack of trust in law enforcement agencies – victims and potential victims of domestic violence often consider that going to police is useless. In this respect an awareness raising campaign will be implemented in October 2009 – March 2011 by UNFPA in collaboration with UNIFEM, La Strada, etc.;

- limited capacities in target communities / districts - the Project is focussed on districts with poorly developed civil society and communities. Local authorities and NGOs have limited experience in developing and implementing community projects in general, and in addressing the human security issues of human trafficking and domestic violence in particular. In order to overcome these shortfalls, partner agencies are building the capacities of local partners through technical assistance, training, sharing of information and working tools, as well as through continuous communication and coaching.

63. The main lessons learnt include:

- Efficient communication, coordination and cooperation are crucial for the successful implementation of joint projects, involving several partners.
- Direct participation of the line Ministries in the project management (as Board members) increases the involvement of the Government, so that it is not a passive recipient of support and assistance from international organizations and donors, but is proactively engaged in addressing human trafficking and domestic violence.
- Cooperation with local authorities at district and community levels, as well as with civil society, different community actors and media, ensures that the support provided to communities within this Project responds to their real needs.
- Protection and empowerment of victims and potential victims of human trafficking and domestic violence are effective if based not only on direct interventions at the level of personal security (early identification, direct support, assistance services, etc.) but also on addressing community security as a whole. Protection measures at individual level combined with community empowerment proves to be one of the most effective ways to reduce vulnerability related to human security issues.

64. At the end of the presentation, Ms. Cretu provided her contact details: e-mail – [viorica.cretu@undp.org](mailto:viorica.cretu@undp.org), mobile phone number: 0691 54 051.

65. Ms. Benigni gave the floor to Ms. Alena Arlashkina, representative of the NGO “Angel Coalition” from Moscow.

**6. Presentation “Hotline as a source of information on legal migration and “ring-buoy” for victims of trafficking”, NGO “Angel Coalition” from Moscow**

66. Ms. Arlashkina informed TCM participants that the NGO “Angel Coalition” was created in 1999 and later on, in 2002, it was registered as a coalition of NGOs from the countries of the Commonwealth of Independent States (CIS). Now the coalition includes about 60 NGOs in Russia and in other CIS countries. The “Angel Coalition” collaborates with Russian and foreign state structure and NGOs, as well as with international police. The “Angel Coalition” is focused on human trafficking prevention; protection, repatriation and rehabilitation of victims; collaboration with the law-enforcement structures in prosecuting the traffickers. The main target beneficiaries are women and children.

67. The “Angel Coalition” is implementing several projects / programmes, such as: “Help for migrants” (financially supported by the European Union), children’s project “Protect me” (financially supported by the World Children’s Fund “Childhood”), the Hot Line (financially supported by the Swiss Department for Development and Co-operation and the International Organization for Migration).

68. The Hot Line administered by the “Angel Coalition” was launched in November 2004. At the beginning it was only possible to receive calls from Russian Federation. In January 2005 the European Hot Line was started (calls from Belgium, Netherlands and Germany) and the American Hot Line (calls from USA). Starting with January 2007 the European Hot Line can also receive calls from Switzerland. All calls from Russia, Europe and USA are toll-free, anonymous and confidential). The telephone numbers for the Hot Lines are as follows:

- calls from Russian Federation – 8-800-200-24-00;
- calls from Europe (Belgium, Netherlands, Germany, Switzerland) – 00-800-455-05-555;
- calls from USA – +1-866-800-02-70.

69. The main goals of the Hot Line are to inform people about the risk of human trafficking and to facilitate victims’ access to necessary support and assistance. The beneficiaries calling the Hot Line receive consultations and, when necessary, are referred to different services.

70. Ms. Arlashkina explained that the Hot Line works 24 hours a day. A team of seven specially trained operators work at the call-centre: four working in day shifts and three – in night shifts. The operators offer necessary consultations to those who call for information. The SOS calls are referred to the “Angel Coalition” specialists.

71. Different communication channels are used to promote the Hot Line: information in the airports, metro, bus and train stations; mass media (TV, radio, press); NGOs (in Russian Federation, other CIS countries and abroad); embassies; police; etc.

72. The hard copies of Ms. Arlashkina’s presentation, distributed to TCM participants, contained statistics about cases of human trafficking registered in Russia, investigations on these cases, number and types of beneficiaries calling the Hot Line, the number of calls from different countries, the countries of origin of the identified and assisted victims, etc.

## **7. Any other business**

73. As there were no other issues to discuss, Ms. Benigni thanked the participants for their active participation, invited them to the November 2009 TCM, and closed the meeting.

*Approved by TCM:*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Eugenia Benigni, Chair*