



# ANNUAL PROGRESS REPORT 2021



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## ACRONYMS

PA	Non-Governmental Organization
GA	General Assembly
CPA	Central public administration
LPA	Local public administration
NBS	National Bureau of Statistics
MB	Management Board
CAP	Center for assistance and protection of victims and potential victims of trafficking in human beings.
CAHVIO	Convention on preventing and combating violence against women and domestic violence
CoE	Council of Europe
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
"ARIADNA" Center	"Ariadna" Center for Assistance and Counseling for Victims of Domestic Violence
CENTER FOR AGGRESSORS	Assistance and Counseling Center for family aggressors.
CPEDAE	Council for the Prevention and Elimination of Discrimination and Ensuring Equality
NC	National Coalition "Life without domestic violence"
CNAJGS	National Legal Aid Council
NCTACEM	National Center for Training, Assistance, Counseling and Education in Moldova
WLC	Women's Law Center
ECTHR	European Court of Human Rights
MDT	Multidisciplinary team
GPI	General Police Inspectorate
MIA	Ministerul Afacerilor Interne
MLSPF	Ministry of Labor, Social Protection and Family
MJ	Ministry of Justice
ODIHR	Office for Democratic Institutions and Human Rights
IOM	International Organization for Migration
IO	International Organizations
NGO	Non-governmental organization
UN	United Nations
CSOs	Civil society organizations
OSCE	Organization for Security and Cooperation in Europe
UNDP	United Nations Development Program
RM	Republic of Moldova
NRS	National Referral System for Assistance and Protection of Victims and Potential Victims of Trafficking in Human Beings
EU	European Union
UNFPA	UN Population Fund
UN Women	UN Fund for Women
DV	Domestic violence.
GBV	Gender-based violence
IPV	Intimate partner violence
WWP	European Network "Work with Perpetrators"

## I. ABOUT THE ORGANISATION

The Non-Governmental Organization “Artemida” is a non-governmental organization registered in 1998, which operates on a voluntary basis, in order to contribute to the reduction of domestic and gender-based violence.

**The mission** to promote the rights of persons affected by the phenomenon of domestic violence and to contribute to their psycho-social integration, by providing information assistance, social services, economic empowerment and personal development and capacity building of liable persons (representatives of state services and civil society) in the field of preventing and combating gender-based violence and domestic violence at national level. The scope of the organization's activity extends to the entire territory of the Republic of Moldova.

### **The value sand principles of NGO “Artemida” are:**

- ✚ Respect for human rights
- ✚ Friendly attitude and environmental protection
- ✚ Ensuring gender equality
- ✚ Conflict sensitivity
- ✚ Respect for beneficiaries’ (right-holders’) decisions
- ✚ Accessibility and flexibility
- ✚ Privacy and security
- ✚ Equal treatment and non-discrimination
- ✚ United and supportive team
- ✚ Professionalism and continuous development
- ✚ Openness ocollaboration
- ✚ Democratic decision approval
- ✚ Creativity / Innovation
- ✚ Transparency
- ✚ Responsibility
- ✚ Teamwork

The organization promotes a holistic approach in assisting beneficiaries. The Non-Governmental Organization Artemida manages **3 centers**:

1. **The Center “Ariadna”** located in Drochia, 21 Alexandru cel Bun Street. The Non-Governmental Organization “Artemida” offers to victims psychological , legal advice and comprehensive assistance which can help rights holders break this vicious circle and create a future free of violence.
2. **Assistance and counseling center for family aggressors**, located in Drochia, 4 N. Testemitanu str. Also has the general strategic objective of ensuring the protection and safety of victims, maximizing the communication process for a behavioral impact for men, obtaining greater accountability from abusers and lower recidivism rates.
3. **Resource Center** - located in the town. Drochia, str. N. Testemițanu 4, level 2, which aims at: promoting and maintaining in the community the programs for capacity building, intervention efforts and prevention of gender-based violence and domestic violence at individual, community and social level.

## II. INTRODUCTION

Domestic violence is the most widespread, underestimated, and hidden form of violence against women, being a consequence of gender inequality, discriminatory social norms, and stereotypes. Domestic violence has a tremendous negative impact on the individual well-being, expressed by psychological and physical trauma, stress, etc. Also, domestic violence impacts collective well-being by considerable costs for medical treatment, work productivity loss, police intervention in domestic violence cases, the activity of court and prisons, etc.

According to the World Report on Violence and Health, more than one million people lose their lives every year, and many suffer from non-fatal injures due to individual, interpersonal or collective violence.



Acknowledging the seriousness and extent of the phenomenon of domestic violence and the need to develop the legal and organizational framework on preventing and fighting it as well as to establish a mechanism for reporting and solving cases of violence, the Parliament of the Republic of Moldova has adopted on March, 1, 2007, the *Law no. 45 on preventing and combating domestic violence*, representing a strong legal framework in the field. To ensure a systemic approach to violence against women and domestic violence and to reduce this phenomenon but also to secure an effective response of the field-related actors in such cases, the Government of the Republic of Moldova, through the Decision no. 281 of April, 3, 2018, has endorsed the first *National Strategy on preventing and combating violence against women and domestic violence for 2018-2023* and the *Action Plan for 2018-2020 regarding the implementation of the Strategy*. To improve assistance to women survivors of violence, on October 14, 2021, the Parliament of the Republic of Moldova ratified the *Council of Europe Convention on preventing and combating violence against women and domestic violence*. On October 19, 2021, the country's President promulgated the *Law on ratification of the Convention*.

### III. EXECUTIVE SUMMARY

This report refers to the activity carried out by the Non-Governmental Organization "Artemida" during January - December 2021, in accordance with the strategic development plan for the years 2020-2023. The activity of the organization was supported by the following partners: the Embassy of Sweden, the OAK Foundation, UN Women, IOM, OSCE, the Eastern European Foundation, UNFPA and the National Coalition "Life without domestic violence".

In 2021, the Non-Governmental Organization "Artemida" continued to promote women's rights by ensuring the application of gender perspective and a victim-centered approach in the prevention, assistance and protection of victims of domestic violence.

The activities implemented by AO ARTEMIDA have contributed to the following **results**:

- 1. Increased protection of women and girls against domestic violence** through knowing and exercising their rights. During 2021, AO "Artemida" did everything possible to ensure the continuity of service delivery and to continue to provide support services and protection of women and girls at risk of violence, involving all relevant actors: police, social services, justice, specialized services to provide a common community response. Thus, during this period, AO "Artemida" continued to offer specialized services such as psychological counseling and psychosocial support, legal counseling, information both offline and online as well as temporary placement in the Ariadna Center in compliance with all safety measures against COVID 19. In 2021, 311 holders of rights (266 women and 45 children) benefited from specialized psychological and legal counseling services.
- 2. Changes of attitude and behavior of family aggressors (men and women)**, making them refrain from repeated aggressive behavior in relation to partners and family members. During 2021, 55 beneficiaries (53 men and 2 women) were assisted in the assistance and counseling program for family aggressors.
- 3. Capacities and intervention skills of the members of the multidisciplinary teams consolidated.**
  - Good practices have been promoted regarding the specialized assistance and counseling services for both victims of domestic violence and family aggressors offered by A.O "Artemida".

Thus, several study visits were organized in order to exchange experience for:

- members of multidisciplinary teams from Cahul, Ungheni, Straseni, Falesti districts;
- representatives of the La Strada International Center, the Center for Assistance and Protection of Victims and Potential Victims of Trafficking in Human Beings in Chisinau, the "Resonance" Center in Transnistria, the "Women's Initiatives" Center in Tiraspol;
- the managers of 3 NGOs working in the field of domestic violence prevention in Tiraspol, Rîbnița and Comrat visited the centers in Drochia in order to take over the good practices of assistance for victims of domestic violence and the development of rehabilitation services for family aggressors;
- Also during a study visit based on the exchange of experience were the team of the Te Doy Foundation, the team of the Family Justice Center and the partners: representatives of the Ministry of Internal Affairs, of the General Inspectorate of Police.

- Approximately 48 people, representatives of EMD from Fălești and Strășeni (social workers, sector police officers, representatives of medical services, education) have developed training skills and specialized and professional intervention according to their responsibilities in cases of domestic violence.
4. At the **organizational development** component, were reviewed and approved policies and procedures of work. Our staff participated in personal and professional development training. We made efforts to diversify sources of funding and insurance sustainability of the organization. In this context A.O "Artemida" obtained the following results:
- Organizational capacities developed in accordance with the integration of environmental perspectives within A.O Artemida. We have concluded a collaboration agreement with EcoVisio partners who carried out the organizational assessment, and made an analysis of the organization and will further develop a plan for integrating environmental perspectives into the organization in the context of respecting the principle of "being environmentally friendly".
 

In the context of increasing the development of their own organizational skills and raising awareness about environmental prospects, members of A.O "Artemida" received training on "Principles of integrating the environmental perspective at personal and organizational level". The training was organized by EcoVisio.

Also, in order to increase the degree of integration of the environmental perspectives in the activities carried out by A.O Artemida, the members of the organization benefited from a study visit within the training center from Rîșcova.
  - A.O "Artemida" organized the elaboration of the regional reference study on gender-based violence and domestic violence. The study was prepared by SOCIOPOLIS Consultancy. The purpose of the regional study was to analyze the situation regarding gender-based violence and domestic violence in the administrative-territorial units in the northern region of the Republic of Moldova (Briceni, Edinet, Ocnita, Donduseni, Soroca, Drochia, Rascani, Glodeni, Floresti, Falesti, Sangerei, Soldanesti and Balti municipality) to allow understanding of strengths and weaknesses in terms of identification, registration, documentation and sectoral and intersectoral intervention of specialists (social assistance, police and medicine) in the public and private sector for planning evidence-based interventions to prevent and combat this phenomenon.
  - Enhanced skills of the organization's specialists through initial and ongoing training:
    - 9 specialists from the organization completed the master's program " Family Counseling" For 2 years, the specialists followed the master's program at the State University of Moldova
    - 16 specialists and members of A.O "Artemida" received training on the following topics:
      - "Project development and writing";
      - "Development and implementation of the fundraising strategy";
      - "Review and adjustment of the set of internal regulations on human resources ";
      - "Occupational burn prevention and internal communication";
      - "Analysis and development of the organization's sub-granting policy";
      - "Management and Governance based on reliable";
  - Adequate workspaces for implementing activities. The process of renovating and equipping the workspaces within the office and training center of A.O "Artemida" is finished. Workspaces are furnished with appropriate furniture, equipment and programs / software .

The Non-Governmental Organization "Artemida" operates according to international standards, aiming to prevent domestic and gender-based violence, to ensure protection for victims of domestic violence, to provide possibility and access for family aggressors to psychological rehabilitation programs, and to contribute to coordinated and effective intervention in cases of gender-based and domestic violence, working together with the responsible authorities in accordance with the legislation in force.

## IV. IMPACT ANALYSIS

Organizational development strategy of the Non-Governmental Organization "Artemida" for the period 2020 - 2023 aims to ensure a systemic approach to the phenomenon of violence against women and domestic violence in order to reduce these phenomena and ensure a coordinated joint response to cases of violence.

At the national level, the latest statistics on the incidence of violence in family and the profile of victims of domestic violence were collected in 2018 and reflected in an OSCE study.<sup>1</sup> According to the study, almost three quarters (73%) of women in the Republic of Moldova who have ever had an intimate partner have been subjected to one or another form of violence on the part of intimate partner (IPV), the most common being psychological violence, felt by 71% of women. 33% of women reported that they were subjected to physical violence.

At the regional level in 2021 was conducted the regional study "Study on Gender-Based Violence and Domestic Violence in the Northern Region of the Republic of Moldova" prepared by Sociopolis at the initiative of A.O "Artemida" with the support of the Swedish Embassy. The purpose of this study was to assess the situation related to gender-based and domestic violence in territorial administrative units from the northern region of the Republic of Moldova (Briceni, Edinet, Ocnita, Donduseni, Soroca, Drochia, Rascani, Glodeni, Floresti, Falesti, Sangerei, Soldanesti and municipality of Balti) to enable understanding of strengths, as well as weaknesses in the identification, recording, documentation and sectoral and intersectoral intervention of specialists (social assistance, police, and healthcare) of public and private sectors in planning evidence-based intervention for preventing and fighting this phenomenon<sup>2</sup>. According to this study The administrative data presented by the Ministry of Labor and Social Protection regarding the forms of violence recorded in the country show the prevalence of cases of physical abuse, almost every 2<sup>nd</sup> case, followed by psychological abuse, every 4<sup>th</sup> case and multiple forms of abuse, nearly every 5<sup>th</sup> case. In the northern region, more cases of multiple forms of violence, psychological, economic and spiritual abuse were reported, compared to the overall situation in the country.

In 2020, per country, women represented 87.3% of people subjected to domestic violence while men constituted 12.7%. In the northern region this correlation is 88.1% to 11.9%. In 52 cases, people facing domestic violence were people with disabilities, 18 of them being from the northern region of the Republic of Moldova. Out of the 52 disabled persons abused, 39 are women and 13 men, in the northern region the correlation is 14 women to 4 men.

The most affected women of domestic violence are still women of reproductive age, between 18 and 49 years old. Per country, domestic violence prevails in women aged 18-34 (40%) and women aged 35-49 (37.6%), followed by women of 50-64 years old (17%) and those over 65 years old (5.4%). In the northern region of the country, in 2020, were recorded more cases of domestic violence involving women of 35-49 years old.

The analysis of the perpetrator-victim relationship shows that the phenomenon of domestic violence affects most often married people. In 2020, in the northern region, 35.9% of women facing violence/survivors of violence benefiting from social assistance were cohabitating with someone, while 35.8% were married.

In the northern region, 2/3 of women experiencing/survivors of violence monitored by the Territorial Social Assistance Structures were living in rural areas and 1/3 from urban areas. Compared to the situation in the country, we notice a higher number of women in urban areas identified in the northern region.

According to the data of the National Inspectorate of Public Security of the General Inspectorate of Police<sup>3</sup> in 2021, 2609 were found compared to 2453 in 2020 or + 1.56% cases of domestic violence, of which:

- 947/866 + 0.81% of cases, met the constituent elements of the crime component;
- and 1662/1587 + 0.75% of cases, met the constitutive elements of the contravention component (art. 781 of the Contravention Code).

Depending on the legal qualification of the deed, 947/969 were committed in the sphere of family relations; crimes, including 11/23 murders (art. 145 Criminal Code), 918/811; crimes related to domestic violence (art. 201<sup>1</sup> Criminal Code), 18/30; rapes (art. 171 Criminal Code).

1. Bunăstarea și siguranța femeilor, studiu realizat de OSCE privind violența împotriva femeilor, 2019.

2. Study on gender-based and domestic violence in the northern region of the Republic of Moldova 2021

3. Notă Informativă privind starea infracționalității ce atentează la viața și sănătatea persoanei și celor comise în sfera relațiilor familiale pe parcursul a XII luni ale anului 2021.

### ***The situation of women experiencing/survivors of violence and their challenges in accessing services***

Almost all interviewed women experiencing/survivors of violence have left their home together with their children to end the cycle of abuse. There are situations when the perpetrators did not allow them to enter their common house, but also cases when they had to leave to save their lives. Still, there are women that blame themselves for not being able to save the marriage.

Women experiencing/survivors of violence have endured violence for a long time. In a few cases women have sought help after the first time. They hoped that the perpetrator would change.

Women have low self-esteem and do not believe that someone could help them. Some of them even believed their husbands that they have mental disorders. The cases of violence had psychological effects – fear, stress but also caused them health issues. In this research, 1 of 10 women experiencing/survivors of violence is currently disabled, while 1 of 3 has reported serious health issues.

Sometimes women experiencing/survivors of violence call the police to ask for help. They intervene, however, their intervention is rarely considered effective by women. The police take the perpetrator for 2-3 hours from home, but then he returns and violence continues.

Problems faced by women experiencing/survivors of violence that make them dependent on the perpetrators are: (i) lack of a place to live; (ii) lack of a job and financial dependence of the spouse/partner; (iii) fear of being unable to support them if they leave the abusive relationship.

Difficulties faced by women experiencing/survivors of violence that have broken the cycle of abuse consist in: (i) poor financial resources, although they work, it is very difficult for them to provide for the minimum necessary for them and their children; (ii) failure to get child support payment from their ex-spouse/partner because they are not employed or work illegally; (iii) serious health issues as a result of domestic violence, disability, head trauma and continuous treatment; (iv) children's enrollment to the kindergarten as sometimes they have to move to another locality; (v) establishing the domicile of children, as they rent the house; (vi) are pursued after the divorce by the perpetrators, etc.

#### ***Challenges faced by specialists in identifying, recording, documenting and providing assistance to women experiencing/survivors of violence***

Specialists are involved in identifying and reporting cases of domestic violence, but in a different way. The most active in terms of reporting are the police representatives due to calls to 112 of women experiencing/survivors of violence. Police representatives are followed by doctors working in emergency departments and hospitals, including community social workers. On the other hand, family doctors do not get involved at all in reporting cases of domestic violence.

Challenges faced by specialists in the intervention process include: (i) lack of police officers and social workers' skills to build a trustful relationship with women experiencing/survivors of violence to ensure immediate and effective intervention; (ii) women experiencing/survivors of violence do not understand the complexity of violence and usually most of them forgive the perpetrator; (iii) the presence of the police officer in court for the establishment of the protection order, on the grounds that the court hearings are frequently postponed due to the absence of the perpetrator; (iv) being drunk, the perpetrator is not able to understand what is happening, is not aware of his actions and is not fully sure that once he is taken by the police, after their leaving, he will not return home even more aggressive; (v) lack of specialized services; (vi) the failure to secure the mandatory treatment for alcohol problems of perpetrators; (vii) some of the perpetrators with mental disorders are not under the supervision of the medical institutions and the police representatives do not receive answers to their requests and notifications submitted to the medical institutions due to the protection of personal data.

During 2021, the NGO "Artemida" did everything possible to ensure continuity in the provision of services and to further provide the support services and protect women and girls at risk of violence, with the involvement of all relevant actors: police, social services, justice sector, specialised services in order to providing a common community response.

Thus, during this period, the NGO "Artemida" continued to provide specialized online services such as psychological counseling and psychosocial support, legal advice, information.



## V. PROGRESS RESULTS

### RESULT 1: INCREASED PROTECTION (IN NORTHERN MOLDOVA) OF WOMEN AND GIRLS AGAINST DOMESTIC VIOLENCE, THROUGH KNOWLEDGE AND EXERCISING THEIR RIGHTS

The Non-Governmental Organization “Artemida” manages the activity of the assistance and counseling center for victims of domestic violence “Ariadna”, within which this program is implemented in partnership with liable persons (MDT representatives) within the National Referral System.

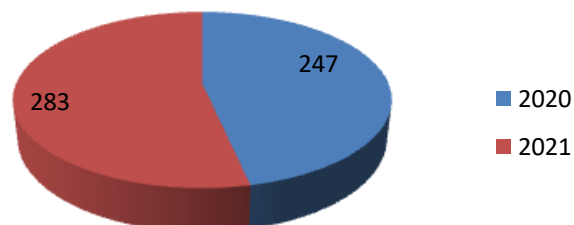
The following services for rights holders were provided under this program:

- a) **Social** services (protection and placement of rights holders - victims of domestic violence, information support, non-formal education to get the knowledge and skills needed for social integration, promotion, socialization and development of relationships with the community and / or family, facilitation, access and information of holders of rights regarding the social protection system, the support of the right holders in order to develop the autonomy that would favor its reintegration in the family and / or community.
- b) **Psychological** assistance and counseling services. The **psychological** assistance and counseling sessions are based on the principle of psychological rehabilitation of rights holders - victims of domestic violence and aim to overcome the crisis situation. The individual sessions are supportive, therapeutic and educational, and the group sessions are determined by the form of the group: support, discussion group, etc.
- c) **Legal** assistance and advice services include the following areas:
  - specific legislation on immediate or long-term protection in cases of domestic violence;
  - the victim's rights, support in obtaining the protection ordinance;

*Intermediate result 1.1: Increased awareness among women and girls, victims of domestic violence (in the north of the Republic of Moldova) about their human rights and the increased use of these rights.*

In the context to providing of specialized psycho-social counseling services for people affected by gender-based violence and domestic violence in 2021, of information and psychosocial counseling day services were benefited 283 of rightholders compared to 2020, where 247 beneficiaries benefited of specialized day services.

**Number of rights holders in day services assisted**



*Intermediate result 1.2: Increased capacities, changes of attitude and accessibility of liable persons, MDT representatives (from localities in northern Moldova) who help women and girls victims of domestic violence to claim their human rights*

A.O “Artemida” continued to make an effort to strengthen the capacity of specialists of multidisciplinary teams in order to develop specialized services for assistance of domestic violence cases at the local level.

They benefited from study visits for the exchange of experience 125 specialists representatives of:

members of multidisciplinary teams from Cahul, Ungheni, Straseni, Falesti districts;



La Strada International Center, the Center for Assistance and Protection of Victims and Potential Victims of Trafficking in Human Beings in Chisinau, the “Resonance” Center in Transnistria, the “Women's Initiatives” Center in Tiraspol;

3 NGOs working in the field of domestic violence prevention in Tiraspol, Rîbnița and Comrat visited the centers in Drochia in order to take over the good practices of assistance for victims of domestic violence and the development of rehabilitation services for family aggressors;



Also during a study visit based on the exchange of experience were the team of the Te Doy Foundation, the team of the Family Justice Center and the partners: representatives of the Ministry of Internal Affairs, of the General Inspectorate of Police.

*Intermediate result 1.3: Several women, girls and boys victims of domestic violence in northern Moldova have overcome the consequences of violence and live a life without domestic violence.*

In the context of providing specialized psycho-social counseling services for people affected by gender-based violence and domestic violence in 2021, information and psychosocial counseling services were provided for people at risk, affected by the phenomenon of violence based gender and domestic violence.

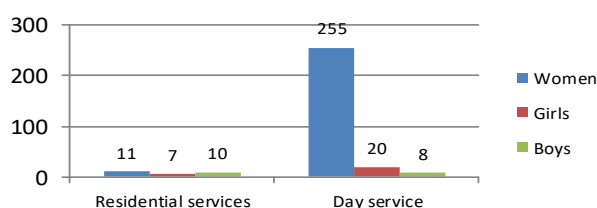
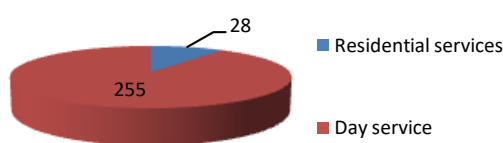
In order to achieve this result, the following actions were taken by the organization's team:

- ✚ Identification and admission of women and girls, victims of domestic violence (from the northern part of the Republic of Moldova) to specialized services;
- ✚ Providing specialized psychological rehabilitation, social and legal counseling services to overcome the consequences of domestic violence.

In the period January - December 2021 following benefits were granted:

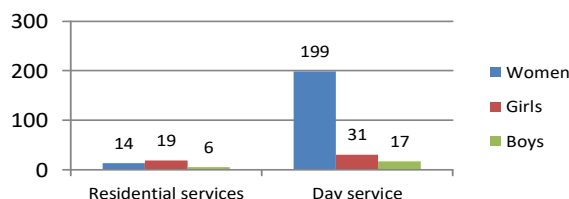
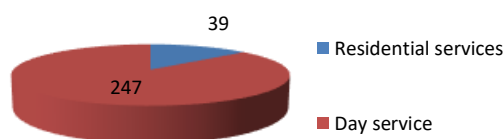
- residential services 28 beneficiaries - 11 women and 17 children (7 girls and 10 boys);
  - within the day service, 283 beneficiaries - 255 women and 28 children (20 girls and 8 boys)
- benefited from specialized services;

### Assisted beneficiaries 2021



In 2021, the number of residential beneficiaries decreased and the number of day-assisted beneficiaries increased. This is due to the fact that protection measures are provided (emergency restraining order and protection order) that ensure the safety of victims at home, and in placement there are more serious cases where protection measures cannot ensure the safety of victims at home.

### Assisted beneficiaries 2020



During 2021, AO "Artemida" did its utmost to ensure the continuity of service delivery and to continue to provide support and protection services for women and girls at risk of violence, involving all relevant actors: police, social services, justice, specialized services to provide a common Community response.

Thus, during this period, A.O "Artemida" continued to offer specialized services both online and offline such as: psychological counseling, psychosocial support, legal counseling, and information.

In more urgent cases where the lives of rightholders were in danger, they were placed in residential care in compliance with the protection measures against Covid 19.

Monthly in the center "Ariadna" are organized and conducted:

- ✚ support groups with the participation of survivors of domestic violence, being guided by the center's specialists. In period of January and December 2021, 11 support groups were held in which 51 women survivors of domestic violence participated.
- ✚ meetings aimed at personal development with the participation of survivors of domestic violence. Between January and December 2021, 8 meetings were held in which 42 women survivors of domestic violence participated.

**RESULT 2: CHANGES OF ATTITUDE AND BEHAVIOR OF FAMILY AGGRESSORS (MEN AND WOMEN) (IN NORTHERN MOLDOVA), WHO REFRAINED FROM REPEATED AGGRESSIVE BEHAVIOR IN RELATION TO PARTNERS AND FAMILY MEMBERS.**

Counseling is aimed at accepting responsibility by family aggressors for their violent actions, changing their perception and improving their communication skills in relationships, teaching the aggressor to put himself/herself in the position of his/her (ex-)partner and to resolve possible conflicts in a nonviolent manner.

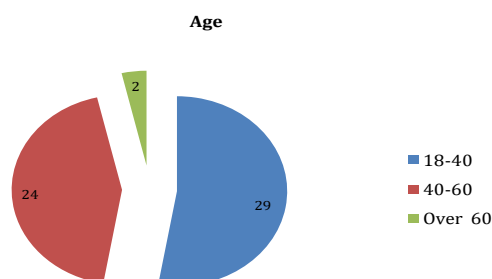
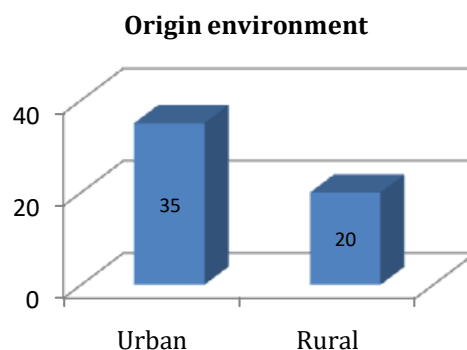
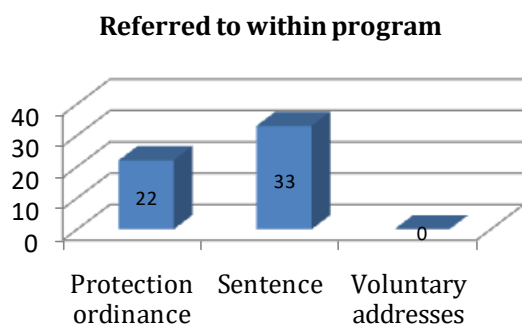
Within this service the following results were achieved:

*Intermediate result 2.1: Changes of behavior of family aggressors (men, women, boys and girls) after participating in the assistance and counseling program.*

In the context of the pandemic crisis also in 2021, both individual and group meetings were organized online to meet special requirements to prevent the danger of contamination of beneficiaries and team members, dictated by the epidemiological situation caused by COVID-19 virus.

In this year, A.O “Artemida” collaborated intensively with the probation service in the context of ensuring the participation of the beneficiaries in the assistance program.

Between 01.01.2021 - 31.12.2021 within the Assistance and Counseling Center for family aggressors in Drochia 55 family aggressors were assisted (53 men and 2 woman) who were referred by the court through the protection order and by probation;





*Intermediate result 2.2: The system for monitoring and evaluating family aggressors after their participation in the program to reduce violent behavior is functional.*

The working procedures for improving the services of the organizational programs are reviewed by the members of the multidisciplinary team (psychologist, lawyer, social worker, deputy director, executive director, representatives of the organization's board of directors) during the joint working session. The modifications of the intervention procedures within the service are approved by the executive director of A.O "Artemida".

In order to improve the activity of the service during 2021, a working session of the members of the multidisciplinary teams within the center was organized, focusing on the revision of the procedure for documenting the cases of the beneficiaries admitted within the assistance and counseling service for family aggressors.

**The purpose** of the program was to provide opportunities for people who abuse other family members to benefit from services that help them adopt and maintain a model of communication in the context of family relationships, with a nonviolent behavioral impact.

**Admission** of beneficiaries to the program was based on:

1. The decision of the court in which the aggressor was forced to participate in the program through the protection order.
2. Referral from multidisciplinary team members (probation).

**Intervention stages:**

**1. Work stage at individual level. The purpose of this step was:**

**To know the beneficiary:** personality type, character traits, personal values and beliefs, strengths and weaknesses. Also at this stage, data were collected on the history of the beneficiary and how the problem evolved.

**Developing the motivation** to actively participate in the counseling program: Beneficiaries were supported and encouraged to harness their their personal potential, and to show initiative to participate in group meetings.

**2. Group work stage.** The purpose of this stage was to contribute to the formation of the skills and abilities necessary for the beneficiary to relate nonviolently in the family.

Evaluation of the results of the intervention. During the evaluation meeting, the results of the intervention were analyzed, which was the impact of the communication on the beneficiary's behavior, the survey for the beneficiary about the program (aggressor) on improving the counseling service was completed by the beneficiary and finally the beneficiary received the confirmation about finalization of the assistance and counseling program for family aggressors.

**Monitoring** the behaviors of family aggressors after participating in the program was performed by:

1. Collaboration with the specialists from the assistance and counseling center for victims of violence who communicated with the victim regarding the aggressor's behavior in relation to her, if the aggressor has applied acts of violence after the end of the program.
2. Collaboration with EMD members (through telephone discussions, online meetings) who informed the specialists of the center for aggressors about the situation of the beneficiary after the completion of the program.

Number of beneficiaries monitored and evaluated in the post-intervention period -**34 cases**

Out of 34 cases, 1 aggressor repeatedly committed acts of violence against his partner and was repeatedly referred to participate in the program. The first time he was referred to the program by the protection order the second time he was referred to the program through sentence by probation.

**RESULT 3: IMPROVED ACCESSIBILITY AND QUALITY OF INFORMATION AND ASSISTANCE SERVICES IN THE FIELD OF DOMESTIC VIOLENCE FOR WOMEN, MEN, GIRLS AND BOYS IN ALL REGIONS OF MOLDOVA, PROVIDED BY TEAMS OF SPECIALISTS (LIABLE PERSONS) AND LOCAL NGOS IN THE CONTEXT OF PREVENTING AND COMBATING DOMESTIC VIOLENCE**

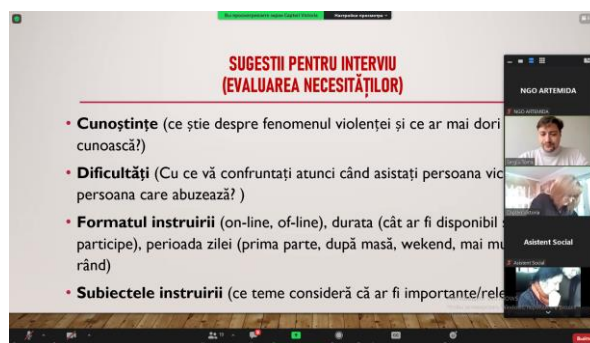
The priorities of the program were as follows:

1. developing, promoting and maintaining in the community programs for capacity building, intervention efforts and prevention of gender-based and domestic violence at individual, community and social level.
2. promoting the rights and interests of victims of domestic violence within the National Quality Platform “Life without domestic violence” through lobbying and advocacy activities in the field of preventing and combating domestic violence.



representatives of EMD (multidisciplinary teams) from Straseni district

representatives of EMD (multidisciplinary teams) from Făleşti district



**Intermediate result 3.1: In-depth knowledge and increased capacity to intervene of EMD specialists and NGOs throughout Moldova.**

According to this planned result, consultancy services have been awarded grants to other NGOs to expand services for domestic violence perpetrators at national level.

With the support of the OAK Foundation, in the context of expanding services for family aggressors, grants were offered to the following organizations:

- The Non-Governmental Organization "Stimul" from Ocnita;
- The Non-Governmental Organization "Change for a better life" from Causeni;
- The Non-Governmental Organization "CNFACEM" from Chisinau;

24 specialists from Drochia, Causeni, Ocnita and Chisinau were supervised and guided during their activity to improve the work and services provided in the context of preventing repeated cases of domestic violence and preventing the symptoms of burns.

The sources of granting for sustainability of program regarding the service for the assistance and counseling for family aggressors in 2021:

1. OAK Foundation – the program for supporting services for family aggressors in Drochia, Ocnita, Chisinau and Causeni districts for the period January 2020 - April 2021.
2. Continuation of the support program and assistance services for family aggressors with the support of OAK Foundation through ARC (Association for Community Relations) in Romania for the period May 2021 - April 2023.
3. UNFPA contributed to the training activities under the program “Exchange of Best Practices in Preventing and Combating Gender-Based Violence and Domestic Violence, with a focus on the Family Aggressor Assistance Program for EMD members from Falesti and Straseni districts for the period July 2021 and February 2022.

*Intermediate result 3.2: Increased knowledge in the communities of northern Moldova about the program of assistance and counseling of family aggressors, promotion of nonviolent behavior.*

Each organization in Drochia, Causeni, Ocnita and Chisinau organized information activities, promotion campaigns and transmission of coordinated messages through different communication platform about the impact of the assistance and counseling program of the family aggressor in the context of preventing and combating domestic violence.

[www.artemida.md](http://www.artemida.md),  
<https://www.facebook.com/Asociația-Obștească-Artemida-106431130899573/>  
<https://www.facebook.com/Centrul-de-Asistență-și-Consiliere-pentru-Agresorii-Familiali-or-Drochia-589170644798622/>  
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*Intermediate result 3.3: Strengthened capacity of member organizations of the National Coalition "Life without domestic violence" in preventing and combating violence.*

The Non-Governmental Organization "Artemida", together with the other member organizations of the National Coalition, continued to be actively involved in advocacy activities to promote social change by influencing public policies, informing politicians, raising society's awareness of the impact of gender-based violence and domestic violence at the individual, community-relationship level but also at the societal level.

Also, the Non-Governmental Organization "Artemida" has developed partnerships with other member organizations of the National Coalition "Life without violence in the family" in order to:

- ✓ promote the rights and interests of victims of domestic violence by creating a single platform for lobbying and advocacy in the field of preventing and combating domestic violence;
- ✓ support and provide community-based services, including rehabilitation, assistance and protection programs, for abused women and children, and programs for abusers;
- ✓ support public education and awareness initiatives in the field of domestic violence;
- ✓ contribute to the development and improvement of legislation, policies in the field of preventing and combating domestic violence and standards of assistance to victims of domestic violence and programs for perpetrators;
- ✓ support Coalition members by training, technical assistance and strengthening their institutional capacities.

During 2021, the following actions were taken:

1. Creation of the working group for the elaboration of the program of assistance and psychological counseling for the victims of domestic violence; The program is being developed and is scheduled to be completed by April 30, 2022.

2. Creation of the working group in order to review and adjust the assistance and counseling program for family aggressors; The program is being developed and is scheduled to be completed by April 30, 2022.

**RESULT 4: INCREASED LEVEL OF PROFESSIONALISM, FINANCIAL SUSTAINABILITY AND POSITIVE IMAGE OF ARTEMIDA NON-GOVERNMENTAL ORGANIZATION IN NORTHERN MOLDOVA AND AT NATIONAL LEVEL**

**Intermediate result 4.1: Increased professionalism of the staff of the Non-Governmental Organization „Artemida”, which works in accordance with internal regulations and the revised organizational structure.**

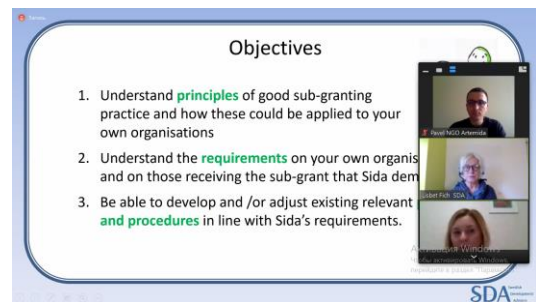
To achieve this result, several actions were taken during the year:

Supporting and encouraging the participation of 16 specialists from the Non-Governmental Organization “Artemida” in various trainings that correspond to the specifics of the activity. During 2021, the team of the Non-Governmental Organization “Artemida” benefited from the following trainings:

1. in the field on good practices and procedures of subgranting .

The training workshop was facilitated by Lisbet Fich.

The training event was organized with the support of the Swedish Embassy and AIDS (Swedish Agency for International Development Cooperation.)



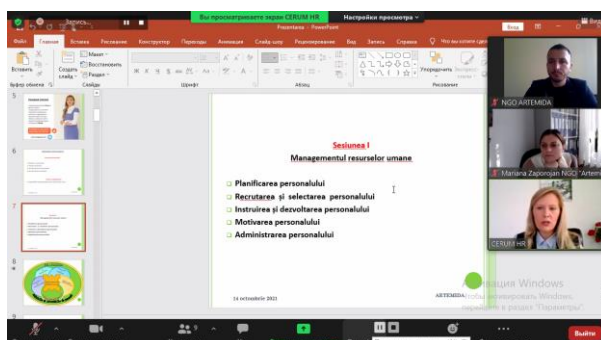
2. in the field of strategic communication.

The training workshop was facilitated by Birgitte Jallof.

The training event was also organized with the support of the Swedish Embassy and AIDS (Swedish Agency for International Development Cooperation.)



3. in the field of “Project writing” according to the program of continuous training of members and employees A.O “Artemida” in accordance with the organizational development strategy with the support of the Swedish Embassy.



4. in the field "Review and adjustment of the set of internal regulations regarding human resources" developed within the organization. This training workshop was conducted as part of the Institutional Development Support Program, funded by Sweden.



5. "Occupational burn prevention and internal communication";



**6. Organizational capacities developed in accordance with the integration of environmental perspectives within A.O Artemida.**

We have concluded a collaboration agreement with EcoVisio partners who carried out the organizational assessment, and made an analysis of the organization and will further develop a plan for integrating environmental perspectives into the organization in the context of respecting the principle of "being environmentally friendly".

In the context of increasing the development of their own organizational skills and raising awareness about environmental prospects, members of A.O "Artemida" received training on "Principles of integrating the environmental perspective at personal and organizational level".

Also, in order to increase the degree of integration of the environmental perspectives in the activities carried out by A.O Artemida, the members of the organization benefited from a study visit within the training center from Rîșcova to take over best practices.

7. 9 specialists from the organization completed the master's program " Family Counseling" For 2 years, the specialists followed the master's program at the State University of Moldova



8. In 2021, the Board of Directors met in 12 meetings during which they took the following decisions:

- approval of internal policies and regulations of the organization;
- to allow the Executive Director to conclude a service contract with the companies for carrying out the services for A.O "Artemida"
- to launch of the projects implemented by A.O "Artemida"
- to allow the Executive Director A.O "Artemida", to hire within the projects "staff based on the contract for the provision of services / individual employment contract.

All meetings of the Board of Directors were documented in minutes.

Intermediate result 4.2: Obtained financial sustainability of the Non-Governmental Organization „Artemida”

Thus, during 2021, the following projects were implemented:

	<p><b>Implementation period:</b> June 2020 - May 2023</p> <p>The funds from this institutional grant will help to realize the basic activities included in the Organizational Development Strategy of NGO “Artemida” for the years 2020 -2023</p>
	<p><b>Implementation period:</b> September 2017 – April 2023 (OAK Foundation)</p> <p>The purpose of the activities supported by OAK Foundation is to ensure the development and extension of services for family aggressors in Drochia, Ocnita, Causeni and Chisinau districts.</p>
	<p>The project aimed to achieve the following result "Capacities on both banks of the Dniester River to respond to gender-based discrimination through regional exchange of good practices are strengthened" <b>Implementation period:</b> May 2021 - October 2021</p>
	<p>"Grant Program of the National Coalition" Life without violence in the family",</p> <p><b>Purpose and objectives of the project:</b> Supporting Coalition member organizations by awarding grants based on identified needs.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>-ensuring the provision of services for victims of violence;</li> <li>- ensuring the appropriate conditions of activity, security and protection of employees and beneficiaries;</li> <li>- providing basic necessities for pandemic victims (medicines, food, hygiene products, clothing, etc.);</li> <li>- support for survivors of violence in pandemic conditions (rent, public utilities, telephone / internet).</li> </ul> <p><b>Implementation period:</b> July 2020 - Aprilie 2023</p>
	<p>Supporting psychological and legal counseling services and providing food and non-food packages for victims and potential victims of trafficking in human beings.</p> <p><b>Implementation period:</b> April 2020 - March 2021</p>
	<p>"Exchange of good practices in the field of preventing and combating Gender-based violence and domestic violence, with emphasis on the assistance program for family aggressors for EMD members from Falesti and Straseni districts"</p> <p><b>Implementation period:</b> June 2021 – February 2022</p>

Also in 2021, 2 more projects were written and submitted, which were accepted, but the partnership agreements will be signed in 2022:

1. To UN WOMEN - which aims the intervention of A.O “Artemida” to strengthen the capacities of multidisciplinary teams from Cahul and Ungheni districts for the effective protection of women and children victims of domestic violence.
2. Help Age - which aims at the A.O “Artemida” initiative to contribute to the promotion of the well-being and inclusion of the elderly. Considering that A.O Artemida is an organization providing social services for people affected by domestic violence, it is still interested in expanding and developing services also for elderly victims of domestic violence.

Intermediate result 4.3: Extensive, more efficient and environmentally friendly work environment

The process of renovating and equipping the workspaces within the office and training center of A.O “Artemida” is finished. Workspaces are furnished with appropriate furniture, equipment and programs / software .

**LESSONS LEARNED**

1. *Ensuring direct access for women and girls who have survived gender-based violence to livelihoods and essential services, including protection measures, is an urgent need in order to respond to the crisis;*
2. *Make both offline and online psychosocial and legal support still available and accessible to women and girls affected by gender-based violence and domestic violence;*
3. *It is essential to ensure the continuity of psychological services that are part of essential services for victims of violence (individual and group services, urgent and long-term).*
4. *To undertake various initiatives by NGOs in partnership with state institutions and with external donors in order to support women and girls facing difficulties to economic empowering women.*
5. *To develop and promote mentoring initiatives and training and employment opportunities for women survivors of domestic violence;*
6. *Continue to support positive champions (survivors of domestic violence) in their efforts to encourage, counsel and guide women and girls in reporting cases of violence.*
7. *Continue to support specialized services and MDT members in their efforts to respond effectively and promptly to cases of gender-based violence and domestic violence, so that women and girls who have suffered from gender-based and domestic violence can be safe.*
8. *Further action is needed to expand specialized services:*
9. *Extension of specialized services for women experiencing/survivors of violence to more territorial-administrative units of the northern region;*
10. *Extension of the specialized services to ensure counseling and resocialization of perpetrators;*
11. *Extension of the 3-month assistance for women experiencing/survivors of violence within specialized services;*
12. *Improvement of the quality and effectiveness of specialized services by training psychologist according to a standardized program. Currently, each one provides assistance depending on individual experience;*

13. *Organization of several support groups in localities and regular field visits together with women experiencing/survivors of violence who want to share their experience to encourage women report cases of abuse;*
14. *The training of specialists and the exchange of experiences represent a strong point in the development of specialized services that is important to have a continuous character through:*
15. *Regular training of community multidisciplinary teams and other relevant specialists;*
16. *Exchange of experience;*
17. *The organization of VF prevention activities needs to continue to be a priority in organizational programs:*
18. *Information provided to the rights holders in the identification of signs of aggressive behavior, existent services for women experiencing/survivors of violence, etc.*
19. *Community meetings with women living in rural areas attended by psychologists, lawyers, etc.*

### **CHALLENGES**

1. Restrictions imposed by the authorities, especially in the first part of 2021, the effects of “work from home”, the increase in financing costs and the effects of pandemic, were also at the top of the 2021 challenges.
2. We cannot anticipate the end of this crisis and return to the pre-pandemic state, we must not neglect certain measures that must be taken regarding the safety and health of everyone.
3. Due the COVID-19 restrictions, some activities planned for 2021 had to be postponed.
4. Some activities that were planned according to the organizational development strategy but did not have financial coverage at the beginning, due to the situation of COVID 19, no resources were identified for carrying out those activities.
5. The NGO “Artemida” has taken the initiative to identify appropriate solutions to the situation of Covid - 19, so that the beneficiaries of the organizational programs (women and children (girls and boys) as well as family aggressors (men and women) can be safely assisted against Covid- 19. During 2021, the specialized services were not stopped, but it required additional financial and administrative effort regarding the organization's intervention in preventing the spread of the new coronavirus.
6. In this context, it is necessary that during the year 2022 A.O Artemida to revise its RAF as a result of the risks that appeared unforeseen at the strategic planning stage.



## VI. FINANCE AND MANAGEMENT

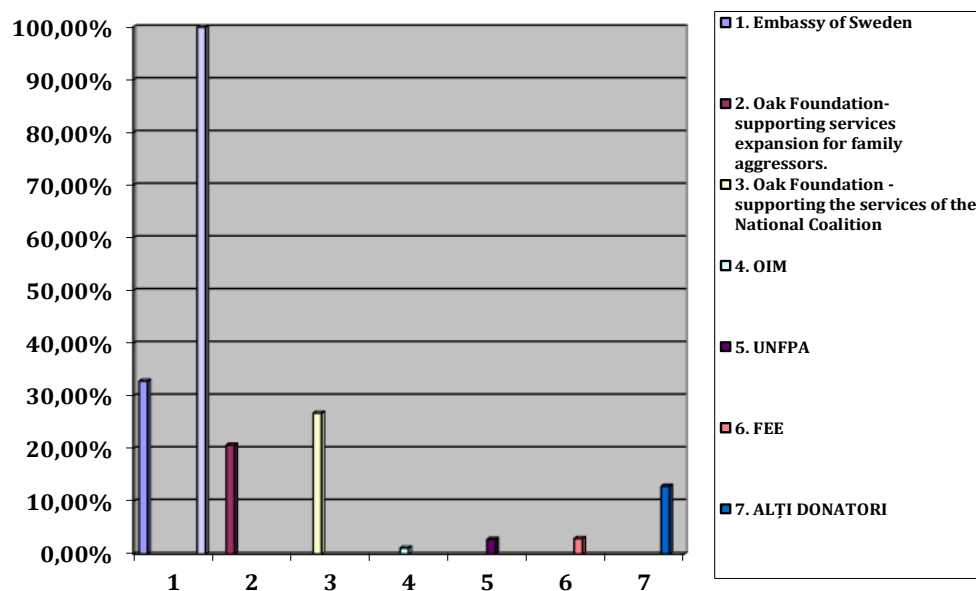
During 2021, the Non-Governmental Organization „Artemida” received funds amounting to 525,344 EURO, compared to EUR 510,639 in 2020.

During the reporting period, the Non-Governmental Organization „Artemida” received funds from the following donors / projects:

- *Embassy of Sweden* - institutional grant - 206,628 EURO;
- *Oak Foundation* - development and extension of services for family aggressors - 42900 EURO;
- *Oak Foundation* - support of the National Coalition "Life without domestic violence" - 48455 EURO;
- *ARC* - development and extension of services for family aggressors - 130025 EURO;
- *ARC* - support of the National Coalition "Life without domestic violence" - 144976 EURO;
- *Eastern European Foundation* - for the consolidation of the National Coalition - 18732 EURO;
- *OIM* - support for victims and potential victims of trafficking in human beings - 7244 EURO;
- 
- *OSCE* - Strengthening partnerships between organizations on both banks of the Dniester in the context of preventing and combating domestic violence - 6528 EURO;
- *UNFPA* - strengthening the capacities of EMD members from Falesti and Straseni districts - 13143 EURO;

The total institutional budget of the Non-Governmental Organization „Artemida” for the year 2021 was planned in the amount of 603,006 EURO, compared to 480,445 EURO in 2020.

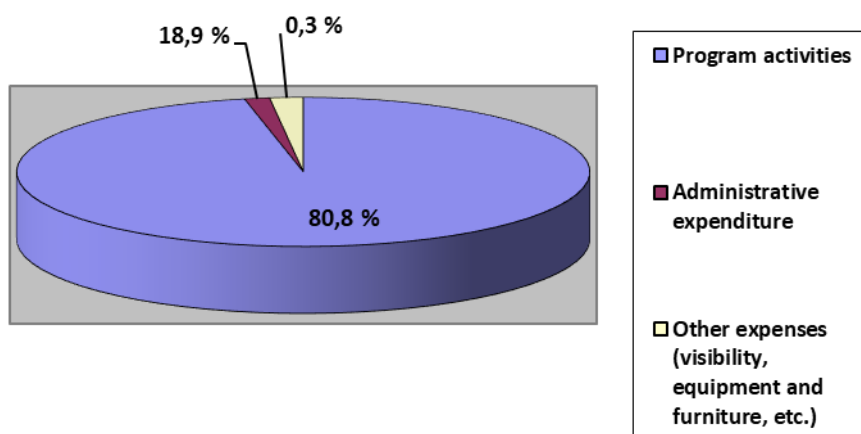
### **The Non-Governmental Organization Artemida budget for 2021 (%)**



The total managed financial sources for 2021 amounted to 531,968 EURO and included the following items:

1. Program activities – 429741 EURO (80,8%);
2. Administrative expenses – 100578 EURO (18,9%);
3. Other expenditure (visibility, equipment and furniture, etc.) – 1649 EURO (0,3%).

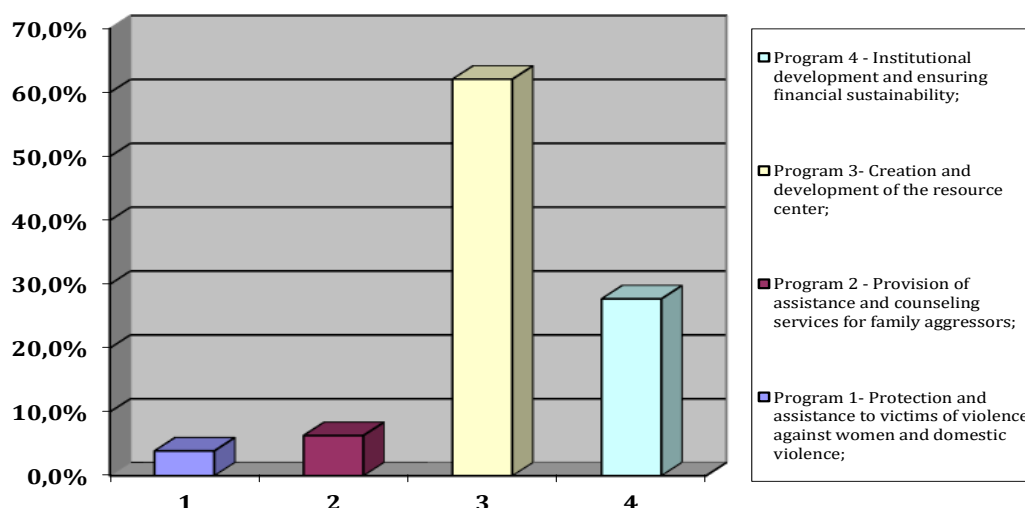
### Share of payments for 2021 in budget lines (%)



Program activities included the following components:

- 16823 EURO (3,9%) - Program 1- Protection and assistance to victims of violence against women and domestic violence;
- 26990 EURO (6,3%) – Program 2 - Provision of assistance and counseling services for family aggressors;
- 266898 EURO (62,1%) – Program 3 - Creation and development of the resource center;
- 119031 EURO (27,7%) – Program 4 - Institutional development and ensuring financial sustainability;

### The Non-Governmental Organization “Artemida” budget by programs for 2021 (%)



**ANNEX 1: MAIN RESULTS OF MONITORING INDICATORS**

<b>Main Result Indicators</b>	<b>Reference level 2020</b>	<b>Current situation 2021</b>	<b>Target 2023</b>
Number of cases of domestic violence solved with the involvement of liable persons, representatives of local and district MDTs.	29	34	45
Number of women and children (girls and boys) who address the specialized services of the Center for Assistance and Counseling for Victims of Violence Ariadna / residential services	14 women and 25 children (19 girls and 6 boys)	11 women and 17 children (7 girls and 10 boys)	29 women and 47 children (girls - 18, boys-29)
Number of people address the specialized services of the Ariadna Violence Care and Counseling Center / day service (psychological and legal counseling). During COVID-19, due to the reorganization of services and the provision of online assistance and counseling services, it certainly determined the increase of this number. Although these services are initially short-lived, it is still necessary to work with these women for a longer period of time in order to assist women to help them overcome the consequences of violence.	199 women and 48 children (31 girls and 17 boys)	255 women and 28 children (20 girls and 8 boys)	80 (70 women and 5 girls and 5 boys)
Number of girls and boys <sup>1</sup> victims of domestic violence heard in special conditions	2 (1 girl and 1 boy)	7 (4 girls and 3 boys)	2 boys and 5 girls
Number of MDTs established locally	28	28	28
Increased number of family aggressors (men and women, boys and girls) who personally address the assistance and counseling services without being referred by the court through protection order. Because the aggressors are not aware that they are responsible for the acts of violence they commit, they do not turn personally to the specialized services. We plan to work with EMD members to identify and refer family abusers to the assistance and counseling program.	2	0	20
Number of family aggressors who benefited from individual and group assistance and counseling services	34	55	45
Number of girls and women participating in information and awareness-raising activities about the phenomenon of domestic violence	281	293	300
Number of family aggressors (men / boys) informed and sensitized about the consequences of violence, promotion of nonviolent behavior.	122	55	180
Sub-grants in order to expand the services provided to NGOs.	3	3	3
The number of specialists with changes of attitude, perception, skills obtained as a result of the training they received.	85	125	Up to 80 <sup>1</sup> specialists trained annually
Management of sub-grants ensured	Yes	Yes	Yes
Number of trainings and specialists initially trained	14	14	14
Communication / writing skills of employees in English. It is planned for 2021 for specialists to learn English.	2	2	14
Number of people recruited	14	16	16
Adjusted and approved statute and internal policies	Yes	Yes	Yes
Increasing the level of knowledge of the members of the organization with the principles of environmental aspects.	0 %	25 %	50 %
Increasing the level of knowledge of the members of the organization with the principles of conflict sensitivity.	20 %	30 %	At least 50%
The number of visitors on the website	201	7001	120
Number of followers on the organization's Facebook page	371- the page of the Ariadna Center 450 - center for aggressors	546- the page of the Ariadna Center 3199 - center for aggressors	380