



## STUDY RESULTS

***“Services provided to migrant women, especially to returnee women, and the creation of a dialogue platform for migrant women”  
with the participation of women, representatives of government institutions and non-governmental organizations***

The survey data on services provided to migrants, including returnee women, revealed the following:

- ✓ Returnees are not acquainted with services available neither how to access them;
- ✓ Local public authorities and non-governmental organizations are not really acquainted with other services provided at the local level besides their services.

In this regard, several actions shall be taken to improve services destined to migrants, particularly to returnee women and create a dialogue platform for migrant women to access existing services:

1. Strengthen relationships and efforts in advertising relevant services to central and local authorities, NGOs and migrants.
2. Create and develop the online communication network of returnees.
3. Appoint a secretariat that will be supported financially, to manage the online communication network of returnees aimed at strengthening the network of returnees and local service providers targeting migrants.
4. Provide advice and expertise to active groups of returnees (including the established secretariat) to guide them in creating non-governmental organizations (status, registration, communication with authorities etc.) and developing an operational plan for 1-2 years.
5. Build capacities and provide training to network members, local service providers targeting migrants and local public administration.
6. Organize lobbying for the development of services destined to returnees at the local level by the newly created network and non-governmental organizations providing services to migrants.
7. Development of the Guide (information about institutions and NGOs dealing with employment, human trafficking, with basic information including the address, phone number of institutions/organizations, target groups and services provided) for migrants in an accessible way to support returnees benefit from the services existing for them.
8. Join efforts with local service providers to be able to offer more effective services and to reach returnees from rural areas.
9. Offer small grants to non-governmental organizations providing services to returnees. Accessing the small grants, the organizations shall benefit from coaching and monitoring in activities related to management, including financial management, PR activities, thus strengthening their competences.
10. Promote services destined to returnees through embassies and diplomatic missions of the Republic of Moldova (leaflets describing services, posters, handbook for returnees, etc.) and teach leaders of Diaspora associations to disseminate the information available.
11. Strengthen partnerships between non-governmental organizations providing services to returnees, local public authorities and Moldovan Diaspora associations.
12. Involve migrants in planning local activities and implementing community projects.
13. Display the results of the *Mapping of state institutions and non-governmental organizations providing services to migrants* project on the web sites of the Ministry of Labour, Social Protection and Family and the Bureau for the Diaspora Relations.
14. Present the outcomes of the *Mapping of state institutions and non-governmental organizations providing services to migrants* project to representatives of the Congress of Local Authorities from Moldova.
15. Engage the media in promoting/advertising the best practices related to the integration of returnees and activities carried out in local communities with migrants' participation.

**Contact information of government institutions and nongovernment organizations which provide services for migrants**

	Name of government institutions and nongovernment organizations	Year of foundation	Head of organization	Address	Contacts	Provided services
<b>Services related to migration and reintegration with purpose of labour, promoting and protecting the rights related to the employment abroad and to socioeconomic reintegration upon return</b>						
1.	Center SYSLAB Chisinau	2013	Tatiana Lapisus	Chisinau, str. Alba Iulia 75, blocu G, oficiul 707	22 90 12 54 22 901 251	- career guidance and training, - entrepreneur
2.	Center SYSLAB Balti	2015	Angela Tomac	Balti, str. Decebal 13, oficiul 205, Parcul Industrial SA „Raut”	231 20 145	- career guidance and training, - entrepreneurship
3.	Center SYSLAB Cahul	2014	Ion Buzdugan	Cahul, str. Dunarii 19, oficiul 308, Universitatea de Stat „B. P. Hasdeu”, blocul B	299 41 803	- career guidance and training, - entrepreneurship
4.	Center SYSLAB Rezina	2014	Angela de Combles	Rezina, str. Sciusev 10, oficiul 7, Incubatorul de Afaceri Rezina	254 92 189	- career guidance and training, - entrepreneurship
5.	Center SYSLAB Comrat	2015	Svetlana Ghiorgheieva	Comrat, str. Suvorova 54, oficiul 7, Gimnaziul nr. 2 „Stefan Curoglo”	298 31 163	- career guidance and training, - entrepreneurship
6.	Service of Emergency Placement for migrants in need within the Republican asylum for disabled and retired persons	2015	Gheorghe Gherstega	Chisinau, str. Valea Rediului 16	22 79 61 28 069249051	- placement, - legal advice, - medical assistance, - psychological support, - social assistance
7.	Center Nexus Chisinau	2013	Cornelia Ciofu	Chisinau, str. Ismail 84	22 54 91 13 6066 96 36 chisinau@nexusnet.md	- information and consultancy, - support in starting up a business, - accessing business grants, - social protection services, -support in their social reintegration
8.	Center Nexus Cahul	2013	Carolina Cartofeanu	Cahul, str. Prospectul Republicii 15/4	299 81211 606 696 37 cahul@nexusnet.md	- information and consultancy, - support in starting up a business, - accessing business grants, - social protection services, -support in their social reintegration
9.	Center Nexus Edinet	2013	Alina Resetnicov	Edinet, str. Independentei 53	246 84 919 606 696 38 edinet@nexusnet.md	- information and consultancy, - support in starting up a business, - accessing business grants, - social protection services, -support in their social reintegration
10.	Center Nexus Ungheni	2013	Adrian Cheptonar	Ungheni, str. Barbu Lautaru 26	236 84 999 606 696 39 ungheni@nexusnet.md	- information and consultancy, - support in starting up a business, - accessing business grants, - social protection services, -support in their social reintegration
11.	Joint Information and Service Bureaus In 27 administrative teritorial units	2010 -prez.				- services relating to social protection, employment, - business development services, - agriculture and land rights services, -financial advice services, - legal advice services, - mobile team services

12.	Organization for the Development of Small and Medium-sized Enterprises, Programme of attracting remittances into the economy „PARE 1+1”	2010	Iulia Iabanji	Chisinau, str. S. Lazo 48, et. 3	22 29 57 41 office@odimm.md	<ul style="list-style-type: none"> <li>- information,</li> <li>- training and entrepreneurial support,</li> <li>- free assistance to entrepreneurs to start up the business and post-creation sustainability, including the development of business plans,</li> <li>- business financing according to 1+1 rule,</li> <li>- post-financing monitoring</li> </ul>
13.	International Organization for Migration	2001	Antonio Polonza	Chisinau, str. Ciuflea 36/1	22 23 29 40 iomchisinau@iom.int	<ul style="list-style-type: none"> <li>- information,</li> <li>- placement,</li> <li>- medical assistance,</li> <li>- primary and qualified legal advice,</li> <li>- psychological counseling,</li> <li>- community reintegration</li> </ul>
14.	UN Entity for Gender Equality and Empowerment of Women (UN Women), Project „Promoting and protecting women migrant workers”	2010	Ulziisuren Jamsran	Chisinau, UN House, 131, str. 31 August 1989	22 240 055 22 220 041	<ul style="list-style-type: none"> <li>- training,</li> <li>- consultancy for public authorities,</li> <li>- training and consultancy to the non-governmental organizations providing services to migrants, non-governmental organizations and migrants’ active groups</li> </ul>
15.	Center for International Migration and Development within German Technical Cooperation Agency	2011	Philipp Johannsen	Chisinau, str. A. Bernardazzi 66, et.5	22 99 79 21 22 22 83 19 laura.cioclea@giz.de	<ul style="list-style-type: none"> <li>- migrants who want to return from Germany are given an extra wage to their local salary for 2-3 years and have the opportunity to benefit from training courses,</li> <li>- networking events,</li> <li>- improved working conditions</li> </ul>
16.	Bureau for Diaspora Relations	2012	Valeriu Turea	Chisinau, str. Stefan cel Mare, nr.180	22 291 101	<ul style="list-style-type: none"> <li>- information and consultancy,</li> <li>- referring to the support in starting up a business,</li> <li>- referring to social protection services etc.</li> </ul>
17.	P.A. Migrant Women	2011	Olga Coptu	Chisinau, str. H. Botev 29/55	079502714 www.gazetabasrabiei.com coptu.olga@gmail.com	<ul style="list-style-type: none"> <li>- information,</li> <li>- assistance,</li> <li>- guidance and counselling for migrants and their families</li> </ul>
18.	Association of business women from Balti	2002	Puga Tatiana	Balti, str. M. Sadoveanu 2	231 60895 afabalti@yahoo.com www.afa.md	<ul style="list-style-type: none"> <li>- business mentoring for start-ups,</li> <li>- entrepreneurial training,</li> <li>- financial support,</li> <li>- legal advice for business,</li> <li>- psychological support,</li> <li>- support in business plan development</li> </ul>
19.	P.A. Regional center for socioeconomic development, Cahul	2012	Aliona Machidon	Cahul, bd. Victoriei 2g/6	299 92837 centrulregional.dse@gmail.com	<ul style="list-style-type: none"> <li>- information (rights, etc.),</li> <li>- entrepreneurial coaching,</li> <li>- business mentoring,</li> <li>- legal advice</li> </ul>
20.	P.A. Eco-Razeni	1999	Sergiu Gurau	Ialoveni, s. Razeni, str. Stefan cel Mare 49/1B	268 95146 ecorazeni@gmail.com www.ecorazeni.woerdpres.com	<ul style="list-style-type: none"> <li>- vocational training for vulnerable groups,</li> <li>- training courses on human rights,</li> <li>- small grant programmes for youth,</li> <li>- advocacy,</li> <li>- employment and social inclusion</li> </ul>
21.	P.A. ECOU-XXI, Taraclia	2006	Galina Maslinicova	Or. Taraclia, str. Stefan cel Mare 59	294 23544 www.ecou21.org.webs.md ecou21@yahoo.com	<ul style="list-style-type: none"> <li>- information,</li> <li>- training,</li> <li>- business mentoring</li> </ul>
22.	P.A. Bastina, Selemet	2004	Petru Bors	Raionul Cimislia, s. Selemet, str. Sf. Dumitru 1	0241 39 150 0241 39 238	<ul style="list-style-type: none"> <li>- social services for disabled children,</li> <li>- information on protection at every stage of migration,</li> <li>- social programmes to support family members of migrants</li> </ul>
23.	Women’s Health Center „Ana”, Drochia	2000	Svetlana Nicov	Or. Drochia, buld. Testimiteanu 4/1	0252 24388 centru_ana@yahoo.com	<ul style="list-style-type: none"> <li>- reproductive health consultations,</li> <li>- youth friendly services,</li> <li>- information about migration,</li> <li>- preventive health check-ups,</li> <li>- psychological advice</li> </ul>

24.	Center for hosting and social adaptation of persons without shelter „Reintoarcere”, Balti	2008	Aurelia Zaporojan	Balti, str. Kievului 17	0231 42307	- placement, - legal aid, - medical assistance, - psychological support, - social assistance
25.	Center for homeless people, Chisinau	2013	Natalia Leu	Chisinau, str. Haltei 2	0 22 35 40 38 0 22 35 40 37 centruldegazduire04@mail.ru	- placement, - legal aid, - medical assistance, - psychological support, - social assistance
Services related to assistance, rehabilitation and reintegration of victims of domestic violence, trafficking						
26.	Center for assistance and protection of victims and potential victims of human trafficking, Chisinau	2001	Lidia Gorceac	Chisinau	22 55 30 42	-placement, -psychotherapy, -psychological counselling, - legal counseling, - basic legal advice, - qualified legal advice, - medical assistance, - economic empowerment, - non-formal education, - reintegration in family/community, - access to the labour market, access to financial assistance, etc.
27.	Center for assistance and protection of victims and potential victims of human trafficking, Causeni	2011	Tatiana Osadci	Causeni	243 26975 ap_tighina@yahoo.com	-placement, - psychotherapy, - psychological counselling, - medical assistance, - economic empowerment, - non-formal education, - reintegration in family/community, etc.
28.	International center for women rights protection and promotion „La Strada”	2001	Ana Revenco	Chisinau, C.P. 259	22 23 49 06 office@lastrada.md 0800 880 08 - The trust hotline 0800 777 77 - The hotline	The trust hotline (080088008), - The hotline (080077777), - legal counseling, - basic legal advice, qualified legal advice etc.
29.	Women’s Law Center	2009	Angelina Zaporojan	Chisinau, str. Sfatul Tarii 27, oficiul 4	22 23 73 06	- legal counseling, basic legal advice, qualified legal advice, - psychological assistance, - community reintegration services, etc.
30.	P.A. „Refugiul Casa Marioarei”	2000	Elena Burca	Chisinau	22 72 58 61 caps@mail.ru	-placement, - psychotherapy, - psychological counselling, - legal counseling, - basic legal advice, - qualified legal advice, - medical assistance, etc.
31.	„Pro Familia” Maternal Center	2009	Tatiana Osadci	Causeni, str. Ana si Alexandru, 18 A	243 268 35 ap_tighina@yahoo.com	-placement, - psychotherapy, - psychological counselling, - legal counseling, - medical assistance, - economic empowerment, - non-formal education, - reintegration in family/community, etc.

32.	Family Crisis Center „SOTIS”	2009	Victoria Rotaru	Balti	231 925 41 23133475 ccf.sotis@gmail.com ccfsotis.jimdo.com/	- placement, - psychotherapy, - psychological counselling, - legal counseling, - medical assistance, - reintegration in family/community,etc.
33.	„Ariadna” Maternal Center	2006	Simion Sirbu	Drochia	252 203 08 252 210 32	- placement, - legal counseling, - psychological counselling, - medical assistance, - reintegration in family/community,etc.
34.	Maternal Center for parents and their children	2007		Cornesti, Ungheni	236 607 34	- placement, - legal counseling, - psychological counselling, - medical assistance, - reintegration in family/community,etc.
35.	“Pro Femina” Maternal Center		Ana Schiopu	Hincesti	269 233 64 269 229 34	- placement, - legal counseling, - psychological counselling, - medical assistance, - reintegration in family/community,etc.
36.	Maternal Center from Cahul	2007	Svetlana Busuioc	Cahul	299 440 80	- placement, - legal counseling, - psychological counselling, - medical assistance, - reintegration in family/community,etc.
37.	Public Association „Inceputul vietii”	2009	Vladimir Ubeivolk	Chisinau, str. P. Halippa 1	22 00 83 32 68 199 199	- placement, - psychotherapy, - psychological support, - legal advice, - medical assistance, - non-formal education, -family/community reintegration services etc.
38.	Public Association „Centrul psihosocial”	2010	Alexandru Mocan	Vulcanesti, str. Kirov 30	293 34 094 n.mocan@mail.ru	- placement, - psychological support, - legal advice, - social assistance, humanitarian aid.
39.	Public Association „Prezicere divina”, National antiviolence Center	2014	Maria Bezer	Hincesti, s. Ciuciuleni, str. Stefan cel Mare, 20	069941699	-placement, - psychotherapy, - psychological counselling, - legal counseling etc.