



CATALOG OF SERVICES

We support community development through innovative and accessible services, helping to create a better future for every individual.



CONFIDENTIAL AND SECURE

We uphold the privacy of every client by delivering confidential and secure services.



CLIENT ORIENTATION

Every action we undertake is meticulously crafted to address the client's needs, placing them at the forefront of our focus.



QUALITY SERVICES

We are dedicated to delivering services that surpass expectations, consistently ensuring they meet the highest standards of quality.

DISCOVER THE IMPACT AND DEDICATION OF THE PUBLIC ASSOCIATION "DEMOS" IN OUR COMMUNITY!

ABOUT PUBLIC ASSOCIATION „DEMOS”

The Public Association "DEMOS" is a non-commercial organization that has been contributing since 2001 to ensuring equal access to quality education and social services, as well as improving living conditions for children, youth, and adults in the Republic of Moldova.

Over **24 years of activity**, "DEMOS" has assisted nearly **100 thousand people**, facilitating the development of independent living skills and socio-economic competencies, providing beneficiaries with support for educational, social, and vocational integration, ensuring a better life at home.

During this time, "DEMOS" team has implemented **65 projects** with a total value of over **5 million Euros**.

The team consists of **13 specialists** with experience and professional expertise in promoting and implementing educational, social, and youth policies at local, regional, and national levels.

The Public Association "DEMOS" is a promoter of **social innovation**, following its own working methodology developed in 2010, applied across the entire territory of the Republic of Moldova.

THE MISSION of "DEMOS" is to contribute to ensuring equal access to quality education and social services, as well as improving living conditions for children, youth, and adults in the Republic of Moldova.

THE VISION of the association is to support the development of an inclusive society where every individual has the opportunity to integrate educationally, socially, and professionally, ensuring a better life within their community. "DEMOS" aims to promote social inclusion and facilitate the integration of vulnerable groups into society and the labor market, enabling them to lead an independent and dignified life.



ABOUT PUBLIC ASSOCIATION „DEMOS”

The specialized social services "**Assisted Social Housing**" and "**Socio-Professional Integration Service**" have been implemented since 2009 and disseminated to other CSOs in the country as models of best practice.

The **Career Guidance Model** for Students and Youth piloted in 2015-2018 is applied by psychologists and pedagogues from school institutions.

The **socio-educational center "Casa Soarelui"** ("House of the Sun") since 2024 promotes access to education, school success and social integration of vulnerable children. The center's program provides children with tutoring, language courses, psychosocial counseling, social cohesion activities, and parents – an interactive parenting course.

The **pocket book "Guide to Independent Living"** intended for young people was highly appreciated by readers, which is why it was republished 5 times and distributed to CSOs, schools and social centers in the country.



The **Second Prize for Human Rights Initiatives** was awarded to the "**DEMOS**" team by UNDP Moldova in 2009 for its remarkable successes in documenting young people from the protection system.

The "**DEMOS**" Association is a **valuable resource** for psychologists, pedagogues, parents, owning a rich specialized library, digital platforms for assessing children's and young people's development to support career planning. It is a **member of the Alliance** of NGOs Active in the Social Protection of Children and Families (APSCF) and **coordinator of the informal network "SVIS-Moldova"** of socio-professional integration service providers.

AREAS OF ACTIVITY

- Social Services
- Education
- Community Development
- Environment, Climate Change, and Green Energy
- Youth Participation
- Strengthening Civil Society Organizations



TARGET GROUP – BENEFICIARIES

- Children: From the protection system, from socially vulnerable families, or at risk
- Youth: Socially vulnerable, NEET youth, young vulnerable families
- Women
- Refugees and migrants
- Professionals in the social and education sectors
- Educational institutions, NGOs, local and central public authorities, and other legal entities



DONORS

- USAID
- UNDP Moldova
- UNICEF Moldova
- European Union
- Swiss Agency for Development and Cooperation (SDC)
- Austrian Development Agency (ADA)
- German Federal Foreign Office (AA)
- U.S. Embassy in Chișinău
- Caritas Switzerland
- Caritas Vienna
- Kindernothilfe
- Diakonie Katastrophenhilfe
- Mercy Corps
- Global Fund for Children (GFC)
- Swiss Solidarity
- Private European donors

PARTNERS

- Ministry of Labour and Social Protection of the Republic of Moldova
- Ministry of Education of the Republic of Moldova
- Social Assistance and Family Protection Departments
- Local Public Authorities (Level I, II)
- Territorial Offices for Employment
- Education Departments
- Probation Offices
- Youth-Friendly Health Centers
- Alliance of Active NGOs in the Field of Child and Family Social Protection (APSCF)
- Amici dei Bambini Moldova
- NGOs in the Republic of Moldova

SPECIALIZED SOCIAL SERVICES

SOCIAL SERVICE

SOCIO-VOCATIONAL INTEGRATION SERVICE OF YOUTH"

Specialized Social Service for Youth Assistance with the Purpose of Their Social and Vocational Integration

General Description of the Service

The goal of the service is to **improve the chances and living conditions of disadvantaged youth through their socio-vocational integration**. The service addresses the needs of young people at risk of marginalization by providing personalized interventions, based on **case management** methods and an **Individualized Service Plan (ISP)**.

Beneficiaries of the Service

The service is intended for young people aged between 16 and 35 who face social and economic difficulties, including:

1. **NEET youth** (Not in Education, Employment, or Training) – those who are neither employed nor pursuing education.
2. **Youth from the child protection system** – those who have been deprived of parental care or are temporarily in such a situation until the age of 18.
3. **Socially vulnerable youth** – those who continue their studies in a vocational or higher education institution and/or are in the process of finding employment.
4. **Youth exposed to the risks of social exclusion** – poverty, domestic violence, exploitation, human trafficking, and lack of stable housing.

Types of Services Provided

1. Psychosocial and Legal Services

1.1. Social Assistance

- Social information
- Initial assessment and beneficiary admission to the service
- Individual social counseling
- Referral to other community services
- Job mediation and employment support
- Monitoring and post-employment support
- Assistance in finding stable housing

1.3. Legal Assistance

- Information and counseling on social and civil rights
- Conflict mediation and legal support in case of disputes
- Assistance in obtaining personal documents (birth certificates, ID cards, inheritance certificates, employment contracts, etc.)
- Support in the process of legalizing residence and documentation

1.2. Psychological Assistance

- Individual and group psychological counseling
- Support in overcoming trauma and emotional crises
- Development of autonomy and social skills
- Stress reduction techniques and emotional management



2. Skills Development and Vocational Integration Services

2.1. Career Counseling and Guidance

- Vocational orientation based on skill assessment
- Support in choosing the appropriate vocational field
- Information on educational and vocational opportunities
- Support in continuing studies (high school, VET, universities)
- Vocational training and retraining
- Assistance in preparing CVs and cover letters
- Interview preparation for job applications
- Creating connections with employers and facilitating internships

2.2. Development of Social and Independent Living Skills

- Thematic training for personal autonomy
- Time and resource management techniques
- Development of communication and interpersonal skills

2.3. Financial Education

- Personal budget management course
- Training on accessing banking services and saving money

2.4. Economic Empowerment and Support for Starting Income-Generating Activities

- Entrepreneurial training and support in starting a small business
- Assistance in developing a business plan
- Support in identifying funding sources and accessing grants
- Provision of small grants for income-generating activities (entrepreneurship, subsistence)
- Business development monitoring and mentorship



3. Social Benefits and Material Support

- Material assistance for essential goods
- Financial support for rent and utility services
- Material support for vocational training
- Assistance in acquiring necessary equipment for employment (e.g., tools, machinery, special clothing, etc.)

Process of Accessing the Service

- Direct Approach – The young person can present themselves in person at the service provider's office
- Identification by the Provider – The mobile team or social workers identify eligible youth and propose their integration into the program
- Referral from Institutions – Territorial social assistance structures, schools, police, hospitals, or other organizations can refer beneficiaries to the service

Required Documents for Registration

- A motivated application (by the young person or their legal representative if they are a minor)
- Copy of birth certificate (if a minor)
- Copy of identity card

The maximum period for providing the service is 6-12 months, with the possibility of extension

Expected Outcomes

- Increased access to education and vocational training
- Support for youth in the process of documentation and legalization
- Reduced risk of social and economic marginalization
- Development of skills necessary for independent living
- Increased employment rate among vulnerable youth

Although the service is provided free of charge to young people (funded by grants), the annual cost of the service is approximately 4,000,000 MDL, with the annual cost per beneficiary being around 114,285.71 MDL. The service serves an average of 35 individuals per year. Since its establishment, 630 individuals have benefited from the service.

SOCIAL SERVICE

„SOCIAL ASSISTED HOUSING“

Specialized Social Service for Housing and Assistance for the (Re)integration of Children and Youth

General Description of the Service

The „Social Assisted Housing" service is a specialized housing and multidisciplinary assistance service aimed at the (re)integration of children and youth who lack a stable family environment or the resources necessary to live independently. This service provides a safe space and personalized support, facilitating the transition of youth to an autonomous life by developing social, educational, and vocational skills.

The service is implemented by Public Association "Demos" and is part of a social intervention network aimed at reducing social exclusion and supporting the development of vulnerable youth through individualized assistance and socio-vocational integration programs.



Goal and Objectives of the Service

Goal: To provide a stable living environment and promote personal autonomy for children and youth in vulnerable situations through housing, specialized assistance, and facilitating access to educational and vocational opportunities.

Objectives:

1. **Prevention of Social Exclusion and Marginalization** – by providing a safe environment and emotional support.
2. **Facilitation of Educational and Vocational Integration** – through access to education, career guidance, and employment support.
3. **Development of Skills for Independent Living** – by training in social, financial, and vocational skills.
4. **Supporting Community Inclusion** – by integrating beneficiaries into social support networks and facilitating participation in community life.

Beneficiaries of the service

The beneficiaries of the service can be **children and young people aged between 15 and 23** who do not have stable housing and need support to live independently.

Eligible beneficiary categories:

- **Children who are without parental care** or temporarily in this situation, continuing their studies in technical vocational education or higher education and cannot benefit from accommodation in the institutions' dormitories.
- **Young people who have completed a vocational training program or are employed** but do not have housing.
- **Young people who are not enrolled in education, vocational training, or work** and do not have a stable place of residence, requiring support for social integration.
- **Young people at risk of social exclusion**, lacking family support or in vulnerable situations (extreme poverty, domestic violence, human trafficking, etc.).

Types of services provided

1. Accommodation and Basic Assistance

- Temporary accommodation (6-12 months, with the possibility of extension upon request)
- Provision of basic needs – hygiene, safety, access to a stable and secure living space
- Socio-emotional support – creating a safe and favourable environment to personal development

2. Development of Independent Living Skills

- Individual and group assistance for developing social skills – effective communication, decision-making, time management
- Financial education – managing personal budget, saving, access to banking services
- Practical activities for autonomy – cooking, organizing the living space, planning expenses

3. Educational and Vocational Support

- Assistance for continuing education – support for enrollment and retention in vocational or higher education.
- Career guidance and vocational orientation – career counseling, development of a career plan.
- Support for employment – CV writing, interview preparation, connecting with employers.

4. Social and Legal Assistance

- Legal information and counseling – rights, access to social services, support with documentation.
- Mediation in the documentation process – obtaining identity documents, employment or housing contracts.
- Referral to other specialized services – psychological support, healthcare, assistance for victims of violence.

5. Facilitating Community Integration

- Access to community services – healthcare, education, culture, sports, personal development.
- Mediation and social integration – connecting with support networks and community groups.
- Support in obtaining independent housing – assistance with relocation to rented accommodation in the community, guidance on accessing social housing programs.



Process of Accessing the Service

- Direct Request – The young person or their legal representative can approach the PA "Demos" headquarters to request support.
- Identification by Service Provider – The service team may identify eligible beneficiaries within the community and propose their integration into the program.
- Referral by Institutions and Authorities – Social assistance structures, educational institutions, non-governmental organizations, or other authorities can recommend young people for admission to the service.

Documents Required for Accessing the Service

For children with the status of being without parental care:

- Placement order issued by the territorial social assistance structure
- Positive opinion from the Commission for the Protection of Children in Difficulty
- Other specific documents as outlined in the Framework Regulation

For young people who do not fall under the above category:

- Written request from the young person or their legal representative (for minors)
- Identity card or other valid identification document
- Documents certifying the social situation and the need for accommodation (if applicable)

Duration and Conditions of Stay

- Duration of Stay: 6-12 months, with the possibility of extension depending on the young person's progress and individual needs
- Conditions: Beneficiaries must adhere to the internal regulations of the service and actively participate in the socio-professional integration program.

Cost of service

Although the service is offered free of charge, it costs approximately **4,400,000 MDL** annually, with an annual cost per beneficiary of around **220,000 MDL**.

On average, the service serves **20 individuals** annually. Since its opening, **163 people** have benefited from the service.

Impact of the Service

- Increased independence and autonomy of the beneficiaries
- Support for education and access to professional opportunities
- Reduced risk of social and economic exclusion
- Creation of a supportive environment for a safe transition to independent life

This service represents a crucial step for the integration of vulnerable young people and provides a real chance for a stable and secure future.



Donors for social services

USAID
UNDP Moldova
UNICEF Moldova
Caritas Switzerland
Caritas Austria
European Union
Austrian Development Agency
European private donor

Program Partners

Ministry of Labour and Social Protection of the Republic of Moldova
Local Public Authorities (Level I and II)
Directorates for Social Assistance and Family Protection
Territorial Employment Offices
Directorates of Education
Probation Offices
Youth-friendly Health Centres
NGOs from Moldova and international NGOs

Sustainable Development Goals (SDGs) targeted by specialized social services

SDG 1 – No poverty: Reducing poverty and providing support for vulnerable youth. Access to social support and housing for homeless youth.

SDG 3 – Good health and well-being: Psychological support and emotional well-being.

SDG 4 – Quality education: Access to education, professional training, and skills for employment.

SDG 8 – Decent work and economic growth: Professional integration of beneficiaries, reducing the number of NEET (Not in Education, Employment, or Training) youth.

SDG 10 – Reduced inequalities: Equal access to resources and services. Social and economic inclusion for marginalized youth.

SDG 11 – Sustainable cities and communities: Affordable and safe housing for youth.

Locations and contact

By phone – direct contact with the team 069681100; 0246 24018

Outreach – mobile team identifies and supports beneficiaries in the field

At the "DEMOS" office

SOCIAL-EDUCATIONAL CENTRE

„CASA SOARELUI" / HOUSE OF THE SUN

The Social-Educational Center „Casa Soarelui" service is a social and educational service designed to support the academic, emotional, and social development of children and adolescents.

General Description of the Service

The Social-Educational Center "Casa Soarelui" is a social and educational service aimed at supporting the academic, emotional, and social development of children and adolescents. It provides a safe and friendly environment where children aged 7 to 18 benefit from psycho-pedagogical support, educational remediation activities, social cohesion initiatives, and family support, thus contributing to social inclusion and reducing inequalities in access to education and personal development.

The service is intended for children from Edineț city and district, playing a crucial role in preventing social exclusion and facilitating the integration of children in vulnerable situations.

Purpose and Objectives of the Service

To support children and adolescents in the harmonious development of academic, emotional, and social skills through psycho-pedagogical, educational, and recreational services in an inclusive and safe environment.

Objectives:

1. Supporting the educational success of children and reducing learning gaps.
2. Improving social and emotional skills through educational and recreational activities.
3. Creating a support environment for parents and legal guardians to strengthen family relationships and promote a harmonious development environment.
4. Facilitating the integration of vulnerable children into the community through inclusive activities and partnerships with local institutions.

Beneficiaries of the Service

Children and adolescents (7-17 years old) from Edineț city and district who are in one of the following situations:

- Children without parental care or temporarily in this situation.
- Children from socially vulnerable families who need support in the educational process.
- Refugee and migrant children integrated into the formal educational system or studying remotely.
- Children in need of educational remediation who face difficulties in the learning process.
- Children in at-risk situations, exposed to social marginalization or educational exclusion.
- Parents or legal guardians of the beneficiary children who wish to participate in parenting and community support activities.



Types of Provided Services

1. Psycho-pedagogical and Educational Services to Support Learning and Emotional Development of Children and Youth:

- After-school Program – assistance with homework, educational remediation, and individualized support for children with learning difficulties.
- Language Learning Course – for children who need support in improving linguistic skills and communication.
- Psycho-social Support – counseling for children in need of psychological and social support.
- Art Therapy – for children facing difficulties in verbal expression or dealing with anxiety, trauma, or behavioral disorders.
- Playful and Recreational Activities – creative workshops, educational games, personal development activities, and social cohesion initiatives.
- Hiking Club – development of life skills, promotion of an active lifestyle, activities to explore the environment and local surroundings.

2. Support for Parents and Families (Parenting Club)

- Parental Counseling and Education – support in developing a harmonious relationship with children.
- Communication and Conflict Management Workshops – reducing family tensions and improving relationships between parents and children.
- Creating a Community Support Network – exchanging experiences between parents and specialists to address challenges in family life.

Process of Accessing the Service

1. Direct Application – Parents or legal guardians can request the enrollment of the child directly at "Casa Soarelui" Center.
2. Identification by the Service Provider – The center's team can identify and contact children in need of educational and social support.
3. Referral by Institutions and Authorities – Social assistance structures, schools, non-governmental organizations, or other authorities can recommend children for enrollment.

Documents Required for Enrollment

- Application signed by one of the parents/legal guardians
- Copies of identity documents for the child and the parents/legal guardian
- Academic success certificate for the previous school year



Service Duration

Between 9 and 12 months, with the possibility of extension depending on the child's needs and the recommendations of the center's team.

Where the Service Can Be Accessed

- By Phone – contacting "Casa Soarelui" Center team: +373 60607333
- Online – requesting through the organization's platform
- At the Social-Educational Center "Casa Soarelui" Office: 17 Vișinariilor Street, Edineț city

Targeted Sustainable Development Goals (SDGs)

SDG 1 – No Poverty: Support for children from vulnerable backgrounds.

SDG 3 – Good Health and Well-being: Emotional support and personal development.

SDG 4 – Quality Education: Access to education and prevention of school dropout.

SDG 5 – Gender Equality: Support for families and parents.

SDG 8 – Decent Work and Economic Growth: Reducing the rate of NEET (Not in Education, Employment, or Training) youth.

SDG 10 – Reduced Inequalities: Social inclusion for vulnerable and refugee children.

SDG 11 – Sustainable Cities and Communities: Access to educational and recreational activities.

Impact of the Service

- Reducing the risk of school dropout and improving the educational success of vulnerable children.
- Providing emotional and social support for children exposed to social exclusion.
- Improving family relationships through parental education and counseling.
- Facilitating the integration of refugee, migrant children and children with learning difficulties into the educational system.

The Social-Educational Center "Casa Soarelui" represents a **real opportunity for the harmonious development of children and strengthening the bonds between them and their families**, contributing to a more inclusive and equitable society.

Although the service is provided free of charge, the annual cost of this service is approximately 1,400,000 MDL, with the annual cost per beneficiary being around 20,571 MDL. For children who do not meet the eligibility criteria, parents pay a monthly subscription based on the services accessed.

The center can serve between 40 and 50 children daily. Since its opening, 48 children and 67 parents/legal guardians have benefited from the service.



Donors

Kindernothilfe E.V.

Diakonie Katastrophenhilfe

The Federal Foreign Ministry of Germany

The Italian Agency for Development Cooperation

Program Partners

- APSCF
- Amici dei Bambini Moldova
- Department of Education of Edineț District
- Educational Institutions

ADVISORY SERVICE

„SUPPORT FOR SERVICE PROVIDERS“

Advisory Service for Institutional Development and Strengthening the Professional Capacities of Specialists in Education, Social, Local Public Administration, CSOs, etc.

General Description of the Service

The "Support for Service Providers" service is an advisory service provided by the Public Association "DEMOS", aimed at the institutional development and professional capacity building of organizations and specialists providing social and educational services or working in the field of community development. Through this service, providers benefit from methodological support, strategic consultancy, and training for implementing social innovations and effective methodologies developed both by PA "DEMOS" and other field experts.

This service is intended to improve the quality of social and educational services at the community level by adapting and applying best practices in social assistance, inclusive education, and community development.

Goal and Objectives of the Service

Strengthening the capacities of social and educational service providers, as well as specialists involved in community development, through consultative and methodological support, thus contributing to improving the quality and efficiency of social, educational, and sustainable development interventions in communities.

1. Enhancing the organizational and professional capacities of service providers in social, educational, and community development sectors.
2. Facilitating the implementation of innovations and effective methodologies in the targeted fields.
3. Improving the quality and sustainability of social and educational services through innovative strategies and best practices.
4. Developing a collaborative framework among specialists in the targeted fields for the exchange of experience and expertise.
5. Providing training and technical support to improve the performance of institutions working in social, educational, and sustainable local development sectors.



Beneficiaries of the Service

- NGOs providing social and educational services for children, youth, and other vulnerable groups.
- Public institutions providing social and educational services, such as day centers, placement centers, community care services, etc.
- Social assistance departments within local public administration.
- Territorial labor force employment agencies, involved in socio-vocational integration programs.
- Educational institutions interested in developing inclusive educational services and psychosocial support.
- Local Public Administration and other institutions concerned with sustainable local development.

Types of Provided Services

1. Consultancy and Technical Assistance

- Development and implementation of innovative social, educational, and community development methodologies.
- Assistance in developing and adapting social and educational services to meet community needs.
- Guidance in the accreditation process for social services.
- Training, consultancy, and mentoring to enhance the quality of services provided.
- Monitoring and evaluation of the quality of services delivered by organizations and institutions.

2. Professional Training and Courses

✦ Thematic training for social service providers in areas such as:

- Social services management
- Strategic planning and case management
- Social intervention techniques
- Working with vulnerable groups
- Innovation and digitalization in social and educational services

✦ Workshops and seminars, for experience exchange between different social service, educational providers, and specialists in local development.

3. Support in Institutional Development

- Assistance in developing internal policies and organizational development strategies.
- Support in writing and managing projects to access funding.
- Facilitation of partnerships between social service providers, educational institutions, public authorities, and donors.



Ways to Access the Service

1. Written Request – The organization or institution interested submits an official request to PA "DEMOS," specifying the type of support needed, email: ngo.demos@gmail.com
2. Negotiation and Technical-Financial Offer – After reviewing the request, PA "DEMOS" provides a technical and financial offer for the consultative services.
3. Signing the Service Agreement – After the terms are established, the parties sign a service contract.

Service Duration and Conditions

- The implementation period of the service varies depending on the complexity of the request and can be established by mutual agreement between the parties.
- Service Conditions: The service is provided according to a customized activity plan, developed based on the needs of the beneficiaries and the available resources.

Targeted Sustainable Development Goals (SDGs)

- SDG 1 – No Poverty: Enhancing the quality of social and educational services for vulnerable groups.
- SDG 4 – Quality Education: Training and professional development for social and educational service providers.
- SDG 8 – Decent Work and Economic Growth: Development of professional capacities in the social sector.
- SDG 10 – Reduced Inequalities: Improving access to social and educational services for marginalized groups.
- SDG 16 – Peace, Justice, and Strong Institutions: Supporting the development of efficient and transparent social and educational institutions.



Service Impact

- Improving the quality of social and educational services through the implementation of innovative methodologies.
- Increasing the organizational capacity of social and educational service providers, as well as institutions involved in sustainable local development.
- Promoting collaboration between institutions and the development of strategic partnerships.
- Enhancing the effectiveness of social, educational, and local development interventions through professional training and technical assistance.

Cost of the service package for 4 months (including 16 days of training, 25 consultations, and 9 mentoring sessions) is estimated at 200,000 MDL. Individual services have a negotiable price.

The service serves an average of 20 individuals annually. Since its launch, 110 individuals have benefited from the service.

Donors

Caritas Switzerland
Caritas Austria
Caritas Vienna

European Union
Austrian Development Agency
Private European Donor



„DEMOS” CREDO

We believe in a better world for everyone. We contribute to building it through quality services, a professional approach, deep respect for people, care for the environment, and sincere dedication to our country.

*Diana Hlopețchi-Preașca,
Executive Director*

CONTACT DETAILS

Office address:

18 „b” Alexandru cel Bun street, Edineț city, 4601-MD

E-mail: ngo.demos@gmail.com

Phone/fax: +373 246 24018 **GSM:** +373 69681100

Website: <http://asociatiademos.wordpress.com>

Facebook: <http://facebook.com/demos.edinet>

The material is elaborated by the Public Association "DEMOS" within the project "Organisational Development & Exit Program "SUSTAIN" (01.04.2024 - 31.03.2025) funded by Caritas Austria