



Ministry of Foreign Affairs  
Republic of Korea



ADDRESSING GBV IN MOLDOVA

# LOCAL BEST PRACTICES

IN TIMES OF CRISIS

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# Introduction

This report explores best practices in addressing gender-based violence (GBV) during times of crisis, based on the learning from a UNDP-led initiative in Moldova. The initiative is part of a global project, funded by the Government of the Republic of Korea, that supports communities to define their own solutions through the identification of local drivers of violence and sustainable financing to participatorily design and implement GBV local action plans<sup>1</sup>.

In Moldova, regional and local authorities are localising the National GBV Strategy<sup>2</sup> in collaboration with UNDP by establishing local coordinating and financing mechanisms (referred to as Multidisciplinary Teams or MDT) to develop, implement and sustain participatory Local GBV Action Plans. The UNDP-led pilot initiative aims to help localize the national Strategy on prevention and combating violence against women and domestic violence for 2018-2023, by designing, implementing and evaluating a Local Action Plan to address violence against women, in a selected multi-ethnic community (Chirsova village)<sup>3</sup>.

This Technical Cost Report considers the costs of replicating two elements of programming as part of the pilot initiative: daytime services in Safe Spaces and a Mobile Outreach service. It aims to inform stakeholders interested in replicating best GBV prevention and response practices.

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<sup>1</sup> Lang, J., Ghani, F., Stern, E., & Remme, M. (2019). Briefing Note on Planning and Paying for Local Action Plans to Address Gender-based Violence. UNDP and United Nations University, International Institute for Global Health.

<sup>2</sup> 2018-23 National Strategy for Preventing and Combating Domestic Violence against Women.

Национальная стратегия по предупреждению и борьбе с насилием в отношении женщин и насилием в семье на 2018-2023 гг. и План действий на 2018-2020 гг.: <http://lex.justice.md/viewdoc.php?action=view&view=doc&id=374992&lang=2>

Strategia națională de prevenire și combatere a violenței față de femei și a violenței în familie pe anii 2018-2023 și Planul de acțiuni pentru anii 2018-2020: <http://lex.justice.md/viewdoc.php?action=view&view=doc&id=374992&lang=1>

<sup>3</sup> <https://www.md.undp.org/content/moldova/en/home/projects/addressing-violence-against-women-exploring-and-learning.html>

<sup>4</sup> The CETA approach is proven to reduce physical and sexual violence against women and alcohol abuse among men and women. The Common Elements Treatment Approach: A proven way to treat violence against women and alcohol abuse treatment model. Evidence Brief from a Randomized Clinical Trial in Lusaka, Zambia AUGUST 2019



# Key messages

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- Gender-based violence (GBV) is a human rights violation which affects individuals, families and communities, with significant socioeconomic costs that prevents the achievement of the Sustainable Development Goals (SDGs).
- GBV has been exacerbated in the context of COVID-19 pandemic stressors and measures, including lockdowns in Moldova and elsewhere, as survivors are confined with their abusers and have limited access to lifesaving GBV services.
- The pre-pandemic work undertaken since 2018 by the Multidisciplinary Team (MDT) in Chirsova, to develop annual Local GBV Action Plans that localise the National GBV Strategy, prepared the community to better address the GBV surge observed during the COVID-19 pandemic by:
  - a. ensuring ongoing state funding for operating **the first Safe Space in Moldova, providing a unique combination of violence prevention (daytime services including counselling and economic empowerment activities) and response activities (accommodation and referrals)** for survivors since opening in December 2020; and
  - b. considering local key risk and protective factors of violence and addressing the service providers' skills gap, and by adapting and implementing the Common Elements Treatment Approach (CETA) training for service providers to deliver specialised mental health support for families affected by violence (the first evidence-based adaptation of CETA in Moldova).
- **However, the pandemic context requires additional efforts to address GBV locally. The work undertaken in Chirsova demonstrates successful adaptations of local best practices to the pandemic context, which could be replicated in other localities to prevent GBV and identify and serve GBV survivors during health emergencies.**
  - c. Firstly, following Chirsova MDT's successful lead and supported by UNDP, an additional 10 local authorities are establishing and capacitating their MDTs to fulfil the National GBV Laws mandated to develop Local GBV Action Plans.
  - d. Secondly, **the Safe Space in Chirsova has responded to the pandemic-related GBV surge by providing a combination of violence prevention and response activities, unique in the Moldovan context, and expanding its regional coverage through a Mobile Outreach Service that provides services to beneficiaries in rural areas who otherwise would have not been supported, ensuring that no one is left behind.**



**The set-up cost  
of the GBV services  
is estimated at**

MDL 9,033,827  
**(USD 513,580) \$**

**The running cost of the  
Safe Space daytime  
services**

*(counselling, awareness-raising,  
program management, and logistics/  
technical support)*

**OVER A 12-MONTH PERIOD  
IS ESTIMATED AT**

MDL 726,840  
**(USD 41,304) \$**



*These costs exclude  
accommodation services  
provided by the Safe  
Space (as they have limited  
replicability) as well as the  
ongoing CETA training.*

**The Mobile  
Outreach service**

**OVER A 12-MONTH PERIOD  
IS ESTIMATED AT**

MDL 95,904  
**(USD 5,436) \$**

**The estimated  
cost of daytime  
service per survivor  
reached is**

MDL 12,273  
**(USD 698) \$**

<sup>5</sup> 2007 Law No. 45-XVI on Preventing and Combating Family Violence, Republic of Moldova

<sup>6</sup> Including salaries, transportation cost, beneficiaries' professional vocational training, and co-financing of wages for 3 months for women (this co-financing helps the women to maintain their job, after which the employer will raise the salaries).

**The estimated mobile consultation**  
COST PER BENEFICIARY REACHED IS

MDL 1,598  
(USD 91) \$

AND IT COST

MDL 135  
(USD 8) \$

to reach a person at-risk of violence, which is likely to decrease as an increasing number of beneficiaries are reached.

**The costs of replicating both the Safe Space's daytime services and the Mobile Outreach service**

to achieve greater benefits are modest compared with the potential cost of no GBV prevention to the Moldovan government,

ESTIMATED IN 2014 AS (PER YEAR),<sup>7,8</sup>

MDL 36 MLN  
(USD 2,5 mln) \$

and likely to decrease overtime with additional beneficiaries reached, making it a worthwhile investment for local authorities.

*Suggested citation:* Ghani, F. Sheppard, L. Remme, M. (2021) *Addressing GBV in Moldova: local best practices in times of crisis*. United Nations University - International Institute for Global Health (UNU-IIGH), Kuala Lumpur.

<sup>7</sup> Women's Law Center (2016) Report on Costing of Domestic Violence and Violence against Women in Moldova, UN Women Moldova.

<sup>8</sup> Based on the 2014 annual rate of 14.04 Moldovan Lei per 1 USD reported by the National Bank of Moldova: [http://www.bnm.md/en/content/official-exchange-rates#calculator\\_full](http://www.bnm.md/en/content/official-exchange-rates#calculator_full)

# Localising the National GBV Strategy in Chirsova

Chirsova village, in the Autonomous Territorial Unit (ATU) of Gagauzia (Moldova), joined the UNDP-led global project in 2018 piloting new participatory approaches to reduce GBV locally. An extended description of the GBV project in Chirsova was published in 2019.

Since its inception in 2018, the MDT developed Local GBV Action Plans annually, based on the local context, best practice in GBV prevention and response, and aligning with the National GBV Strategy. This planning process enabled the collaborative establishment of the first Safe Space addressing the unmet needs for survivor-centred services in Moldova. The process also prepared the community to better address the GBV surge observed during the pandemic in several ways:

It ensured ongoing state funding for operating the Safe Space, providing assistance and protection, psychological support, advocacy, counselling and an emergency accommodation service. The Safe Space also delivers economic empowerment activities and support for women, particularly addressing the gendered economic inequalities exacerbated by the pandemic.

It filled a skills gap of service providers (including Safe Space staff) in delivering specialised mental health support for families affected by violence and/or risk factors of violence (such as alcohol abuse, depression and post-traumatic stress disorder [PTSD]), by supporting CETA training. An evaluation of the training and delivery of CETA services is planned for February 2022.

## Adapting to the pandemic: Safe Space and Mobile Outreach

GBV has been exacerbated in the context of COVID-19 pandemic stressors and measures, including lockdowns in Moldova and elsewhere, as survivors are confined with their

abusers and have limited access to lifesaving GBV services. **The pandemic context requires additional efforts to address GBV locally.**

<sup>9</sup> Addressing violence against women in the Republic of Moldova: exploring and learning from local solutions UNDP project 2018 – 2020

<sup>10</sup> UNDP Global Project: Ending gender-based violence and achieving Sustainable Development Goals

<sup>11</sup> Local Action to End Gender-based Violence in Moldova Summary Brief (2021) UNDP and United Nations University International Institute for Global Health (UNU-IIGH).

<sup>12</sup> The CETA approach is proven to reduce physical and sexual violence against women and alcohol abuse among men and women. The Common Elements Treatment Approach: A proven way to treat violence against women and alcohol abuse treatment model. Evidence Brief from a Randomized Clinical Trial in Lusaka, Zambia AUGUST 2019



**In response to the pandemic, the work of the MDT and partners pivoted to ensure no one is left behind. Other localities are replicating this approach, detailed below, as a best practice for supporting survivors during health emergencies**

Firstly, following Chirsova MDT's successful lead (amplified by UNDP's key stakeholder engagement which ensured interest and buy in to replicate the process), an additional 10 local authorities are establishing and capacitating their MDTs in collaboration with

UNDP to fulfil the National GBV Law mandate to develop Local GBV Action Plans.

Secondly, **the Safe Space established in Chirsova has proactively responded to the pandemic-related GBV surge by providing a unique combination of violence prevention and response activities and expanding its regional coverage via a Mobile Outreach Service.** The Safe Space services operating in the local community are further described below.

## The Safe Space Services

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**Since its launch in December 2020, the first Safe Space in Chirsova provides a unique combination of violence prevention (daytime services including counselling and economic empowerment activities) and response activities (accommodation and referrals) for survivors in Moldova.** Services offered at the Safe Space include psychological, legal, social and vocational counselling for violence survivors, as well as tailored psycho-social counselling for GBV survivors and those at-risk of violence and their partners (through the CETA approach), including those at risk of or experiencing violence, and/or suffering from alcohol abuse, trauma, PTSD or depression. This model is innovative in that most existing GBV services and shelters are typically focused on response only.

It is estimated that from its opening in December 2020 to the end of October 2021, the Safe Space delivered on average 35 psychological counselling sessions to 5 beneficiaries per month, as well as phone counselling sessions, reaching 40 additional beneficiaries. In addition, the Safe Space has offered awareness raising sessions to groups of 13 or more participants for each of the 10 villages reached. During the first 9 months of 2021, 12 beneficiaries received daytime services. The daytime services extended access to local community members seeking counselling support while accounting for safety considerations, and facilitated service providers' referrals to counselling support for those at risk. Additionally, 41 beneficiaries (including 11 women and 18 children) have utilized Safe Space accommodation.

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<sup>13</sup> 2007 Law No. 45-XVI on Preventing and Combating Family Violence, Republic of Moldova

# The Mobile Outreach Services

**The Safe Space expanded its coverage by establishing a Mobile Outreach Service during the pandemic.** This service is an innovative adaptation to the pandemic context in Gagauzia, operating since 15 June 2021 as an extension of the Safe Space by offering services to community members living within a 150-kilometre radius.

Mobile Outreach Service beneficiaries are identified by state social workers or local authorities from each targeted locality in Gagauzia region, who are familiar with the Safe Space services and refer identified potential beneficiaries (persons-at-risk and violence survivors interested in receiving support services, but unable to reach the Safe Space) to the mobile team, composed of psychologists, social workers, and lawyers. In most cases, state social workers identify beneficiaries from the most socially vulnerable families receiving social/financial support by local authorities and arrange for the potential client to meet with the mobile team in a community location chosen by the beneficiary.

On average, the mobile team visits 3-4 villages per month, reaching an average of 5 survivors and 59 persons at-risk of violence per month. This entails providing social and psychological consultations to beneficiaries in remote settlements and/or those who are unable to reach the Safe Space for various reasons. These services, requested by the local authorities to address the unmet need for services in hard-to-reach, rural and remote areas, is an example of a best practice of leaving no one behind during the pandemic.

These mobile services mean essential support is locally accessible during pandemic-related lockdowns and is likely reducing out-of-pocket transportation costs for beneficiaries.

Stakeholders noted that many violence survivors are reluctant to access other services since they lack financial means to cover the transportation costs.

Furthermore, the outreach services can increase survivors' workforce participation thanks to the professional orientation services offered (job finding support, and/or improving professional skills), producing economic benefits for the locality. The Mobile Outreach Team has supported 12 beneficiaries - including violence survivors, those at risk of violence and, in some cases, relatives who support them - with economic services, including support to establish and run small local businesses and supporting local livelihoods.

In the future, services will be expanded to deliver paralegal support and further work will be undertaken to strengthen referral mechanisms to the Safe Space services (such as the CETA counselling services) by collaborating with local public administration authorities from Gagauzia. Memorandums of Understanding (MoU) are being signed between the Safe Space and several Mayoralties specifying the referral pathways and in alignment with the national policy and referral practices (**Box 1**).

<sup>14</sup> Evidence elsewhere indicates that GBV survivors bear the cost of violence

## Maintaining the principles of survivor-centred services with mobile services delivery

A survivor-centred approach applies a human rights framework to designing and implementing programming that ensures that survivors' rights and needs are prioritised to promote healing. This includes being treated with dignity and respect and receiving privacy, confidentiality and non-discrimination as well as comprehensive information to choose the course of action in dealing with the violence.<sup>a</sup>

While maintaining the principles of survivor-centred service delivery (including confidentiality) might be challenging for mobile service delivery, in the pandemic context of lockdowns and travel restrictions, the benefits of this innovative adaptation (including survivors potentially having to miss less time off work, not having to travel as far or incur out-of-pocket costs, and facing less logistical barriers to reporting) might outweigh the risks. Additionally, there have not been any reports of the mobile services exacerbating risk of violence for women.

All modalities of mobile and remote service delivery require trained, skilled and experienced GBV case management staff to implement. Guidelines are available for Mobile and Remote Gender-Based Violence (GBV) Service Delivery<sup>b</sup> for staff and organizations with technical expertise and experience in providing GBV case management and survivor-centred psychosocial support to adjust or expand their services to reach unserved, insecure or hard-to-reach populations.

### **This resource includes the following five parts:**

- Overview of Mobile and Remote GBV Service Delivery;
- Setting up Mobile and Remote Service GBV Service Delivery;
- Minimum Standards for Mobile and Remote GBV Service Delivery;
- Providing Case Management and Group Psychosocial Support; and
- Supervision and Monitoring of Mobile and Remote GBV Service Delivery.

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<sup>a</sup> UN Women Survivor-centred approach

<sup>b</sup> International Rescue Committee (IRC) Guidelines for Mobile and Remote Gender-Based Violence (GBV) Service Delivery

# Estimated cost of replicating action to achieve greater benefits

Considering the potential costs of not implementing GBV prevention/responses to violence (the cost to the Moldovan government was estimated in 2014 as 36 million lei or nearly USD 2.6 million every year),<sup>15,16</sup> it is important to cost local investments in GBV prevention and responses, as often these represent a fraction of the cost of in-action.

## Overview of the economic analysis

The economic costs of the pilot activities were collected for three time periods throughout the pilots' implementation, to determine the resources required to replicate the activities. This included the participatory planning phase (2018), the implementation phase (January -December 2019) and post-pandemic adaptations (January -September 2021) (**Appendix 1**).

The COVID-19 pandemic and related lockdowns caused delays in the implementation of activities, particularly during 2020 (when most activities were paused). Adapted activities restarted in 2021 in Chirsova. The Safe Space was renovated and refurbished during 2019-20, and was opened in December 2020. The costs of establishing the Safe Space are summarised in **Box 2**.

## Running costs of the safe space

With the objective of estimating the cost of replicating successful interventions undertaken to address GBV in Chirsova in other areas, the following activities were included in the costing analysis:

- 1. Estimated 1 month average of running cost for Safe Space daytime services in 2021, used to estimate the annual cost of running the service, and the cost per beneficiary reached with the services delivered** (including counselling, awareness-raising, program management, and logistics/technical support). **The following costing excluded Safe Space service set up (reported in the previous section), accommodation services (due to limited replicability) and ongoing CETA-related activities.**
2. Estimated cost of the mobile team Services from January to September 2021, used to estimate the cost per beneficiary reached with these services.

Data was collected by a UNDP consultant by the end of October 2021, via an Excel data collection tool tailored to capture all the financial and economic costs of the pilot activities, including donated time and resources by different stakeholders.

<sup>15</sup> Women's Law Center (2016) Report on Costing of Domestic Violence and Violence against Women in Moldova, UN Women Moldova.

<sup>16</sup> Based on the 2014 annual rate of 14.04 Moldovan Lei per 1 USD reported by the National Bank of Moldova: [http://www.bnm.md/en/content/official-exchange-rates#calculator\\_full](http://www.bnm.md/en/content/official-exchange-rates#calculator_full)

## Cost of operating GBV services

The average costs of running the Safe Space daytime services over one month were estimated (**Table 3**). The economic costs of running the daytime service in a typical month is estimated at MDL 60,570 (USD 3,442), including MDL 1,419 worth of donations. The major cost drivers were personnel time, representing 63% of the overall cost (MDL 38,424 or USD 2,184) and building maintenance (31%; MDL 18,554 or USD 1,055), while other costs such as supplies and transportation were also financed from Gagauzia's regional budget.

**Table 3. Average monthly costs of operating the Safe Space daytime service (2021 reference year)**

Type of cost	Average monthly cost			Funding source
	MDL	USD <sup>1</sup>	%	
<b>Personnel time</b> 11 operational staff, 10 volunteers <sup>2,3</sup>	38,424	2,184	63.4	ATU Gagauzia regional budget
<b>Operation and building maintenance</b>	18,554	1,055	30.6	
Utilities, building maintenance	17,066	970		ATU Gagauzia regional budget
Petrol costs	1,488	85		ATU Gagauzia regional budget
<b>Vehicle and transportation</b>	1,500	85	2.5	
Transportation related cost	1,500	85		ATU Gagauzia regional budget
<b>Equipment and maintenance</b>	1,284	72	2.1	
Laptop <sup>2,4</sup>	375	21		<i>Donated by UNDP CO</i>
Printing	56	3		ATU Gagauzia regional budget
Phone communication	853	48		ATU Gagauzia regional budget
<b>Supplies</b>	808	46	1.3	
Stationary	558	32		ATU Gagauzia regional budget
<i>Books for Safe Space Library<sup>2,4</sup></i>	250	14		Donated by Regional authorities; community members
<b>Total cost</b>	<b>MDL 60,570</b>	<b>USD 3,442</b>	<b>100</b>	

1. The exchange rate of 1USD = 17.59 MDL was used for the calculation (exchange rate as at October 2021)
2. These items were donated or offered voluntarily and were not covered by the ATU Gagauzia regional budget. These contributions were included in the cost analysis as economic costs, as they were essential in running the services.
3. Each volunteer spent on average 5 hours per day on supporting activities. The estimated economic cost of 10 volunteers' working hours is 868.5 MDL per month, using the national minimum wage as of 2021 (MDL 17.37 per hour). <https://ism.gov.md/ro/content/cuatumul-minim-garantat-al-salariului-%C3%AEn-sectorul-real-2935-de-lei-pe-lun%C4%83>
4. The valued costs of the donated articles were 4500MDL and 3000MDL for laptop and books, respectively. The monthly cost was derived assuming 1 year of life useful, assuming equal distribution of monthly cost over 12 months a year.
5. Numbers may not total due to rounding.

The monthly average costs of running the Mobile Outreach Service are estimated in **Table 4**. On average, the outreach service operated 3 days a month for 4 hours per day. The total monthly running cost for this service is estimated at MDL 7,992 (USD 453). The main cost drivers were personnel time, representing 62% of the overall cost (MDL 4,985 or USD 283), followed by transportation (19%, MDL 1,500 or USD 85), and building operations and maintenance (18% MDL 1,397 or 79 USD).

**Table 4. Average monthly costs for operating the Mobile Outreach Services (2021 reference year)**

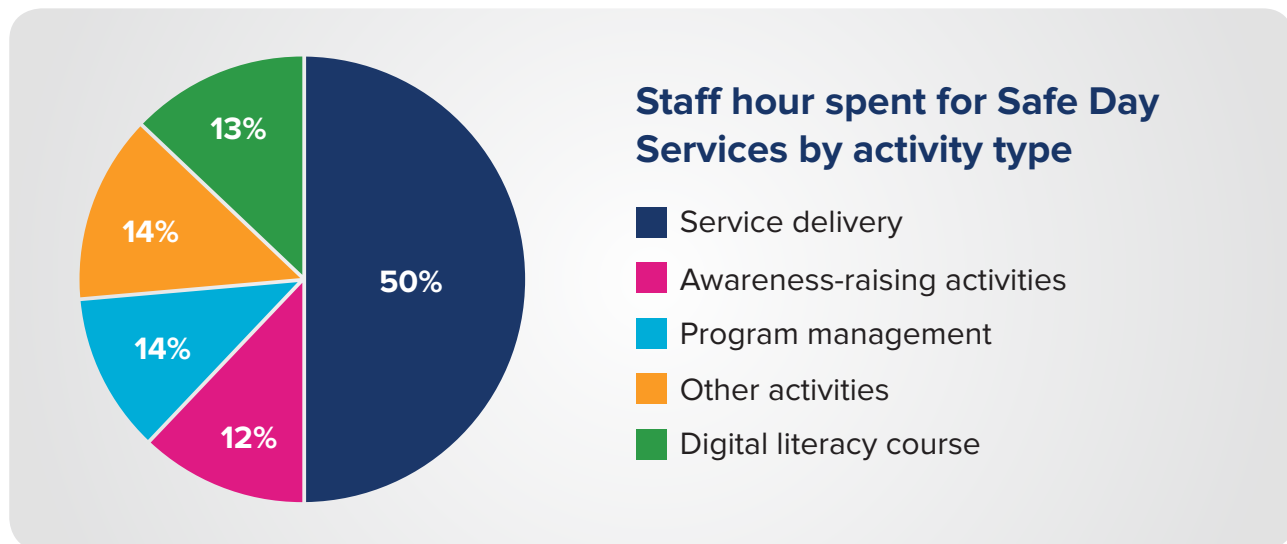
Type of cost	Average monthly cost			Funding source
	MDL	USD <sup>1</sup>	%	
<b>Personnel time</b> 10 operational staff	4,985	283	62.4	ATU Gagauzia regional budget
<b>Vehicle and transportation</b>	1,500	85	18.8	ATU Gagauzia regional budget
<b>Operation and building maintenance</b>	1,397	79	17.5	
Utilities, building maintenance	1,285	73		ATU Gagauzia regional budget
Petrol costs	112	6		ATU Gagauzia regional budget
<b>Equipment operating and maintenance</b>	68	4	0.9	
Printing	4	0		ATU Gagauzia regional budget
Phone communication	64	4		ATU Gagauzia regional budget
<b>Supplies (e.g. stationary)</b>	42	2	0.5	ATU Gagauzia regional budget
<b>Total cost</b>	<b>7,992</b>	<b>453</b>	<b>100</b>	

The exchange rate of 1USD=17.59 MDL was used for the calculation (exchange rate as at October 2021).

The main cost driver for both daytime services and Mobile Outreach services was personnel time. Per month, an estimated 2,894 hours were spent by a total of 11 paid staff (contributing 1,860 hours) and 10 volunteers (contributing 1,034 hours) for daytime services. A breakdown by the type of activity<sup>17</sup> can be found in **Figure 1**. Most hours were spent for service delivery (50%), running the digital literacy course (13%)<sup>18</sup>, program management (11%) and other activities (14%).

For the Mobile Outreach Service, a total of 204 hours were spent by 10 paid staff, and were predominantly used for supporting the service delivery (53%) and logistics (29%) (**Figure 2**).

**Figure 1. Staff hours spent for Safe Space daytime services by activity type**



**Figure 2 Staff hours spent for Mobile Outreach Services by activity type**



<sup>17</sup> These estimates are calculated based on working days in a typical month assuming that the daytime services are not operating on public holidays.

<sup>18</sup> Economic empowerment activities such as digital literacy courses were provided through the Mobile Outreach Service, operated by an NGO and financed through a time-limited grant. These services might or might not be covered in the future by the state budget.

The cost per beneficiary was estimated based on the average number of service beneficiaries (**Table 5**). The estimated cost of daytime service per survivor reached is MDL 12,273 (USD 698). The cost of the Mobile Outreach Service per survivor reached is estimated to be MDL 1,598 (USD 91). The estimated cost to reach a person at-risk of violence is MDL 135 (USD 8).

**Table 5. Average monthly cost per beneficiary**

	Cost of operation		Cost per beneficiary								
	Average monthly cost		No. of survivor	Cost per survivor		No. of phone counselling	Cost per phone counselling		No. of persons at-risk of violence	Cost per person at-risk	
	MDL	USD		MDL	USD		MDL	USD		MDL	USD
Safe Space daytime services	60,570	3,442	5	12,114	688	40	1,514	86	N/A	N/A	N/A
Mobile Outreach Services	7,992	453	5	1,598	91	N/A	N/A	N/A	59	135	8

Finally, the estimated annual cost of operating services is MDL 822,744 (USD 46,740). The total cost of operating Safe Space daytime service for 12 months is estimated at MDL 726,840 (USD 41,304), and MDL 95,904 (USD 5,449) for Mobile Outreach Services (**Table 6**). These amounts were determined by extrapolating the monthly costs, based on the assumption that costs do not change from month-to-month.

**Table 6 Estimated yearly cost of operating the GBV services (2021 reference year)**

	MDL	USD	%
<b>Safe Space daytime service</b>	726,840	41,304	88.3
<b>Mobile Outreach services</b>	95,904	5,436	11.7
<b>Total cost <sup>a</sup></b>	822,744	46,740	100.0

<sup>a</sup> Excluding the cost of accommodation services

As the costing analysis reveals, the costs of replicating both the Safe Space's daytime services and the Mobile Outreach services are modest compared with the costs of no GBV prevention or response (the cost to the Moldovan government was estimated in 2014 as 36 million lei or nearly USD 2.6 million every year).<sup>19,20</sup> These costs are also likely to decrease over time, as more beneficiaries are reached. Thus, investing in local GBV prevention and response is worthwhile for community development.

<sup>19</sup> Women's Law Center (2016) Report on Costing of Domestic Violence and Violence against Women in Moldova, UN Women Moldova.

<sup>20</sup> Based on the 2014 annual rate of 14.04 Moldovan Lei per 1 USD reported by the National Bank of Moldova: [http://www.bnm.md/en/content/official-exchange-rates#calculator\\_full](http://www.bnm.md/en/content/official-exchange-rates#calculator_full)



## CONCLUSION

The Safe Space services are addressing the needs of GBV survivors and those at risk of violence. Economic costs of establishing the services is estimated at MDL 9,033,827 (USD 513,580). The running cost of the Safe Space daytime services (counselling, awareness-raising, program management, and logistics/technical support) over a 12-month period is estimated at MDL 726,840 (USD 41,304). The Mobile Outreach service over a 12-month period is estimated at MDL 95,904 (USD 5,436).<sup>21</sup> The estimated cost of daytime service per survivor reached is MDL 12,273 (USD 698). The estimated mobile consultation cost per beneficiary reached is MDL 1,598 (USD 91), and it cost MDL 135 (USD 8) to reach a person at-risk of violence, which is likely to decrease as an increasing number of beneficiaries are reached.

The costs of replicating both the Safe Space's daytime services and the Mobile Outreach service to achieve greater benefits are modest compared with the potential cost of no GBV prevention to the Moldovan government, (estimated in 2014 as MDL 36 million or nearly USD 2.6 million per year),<sup>22,23</sup> and likely to decrease overtime with additional beneficiaries reached, making it a worthwhile investment for local authorities.

Collaboration and commitment across multisectoral stakeholders via the MDT has been paramount to establishing the Safe Space. Given Chirsova MDT's successful lead, an additional 10 local authorities are establishing and capacitating their MDTs in collaboration with UNDP to fulfil the National GBV Law<sup>24</sup> mandated to develop Local GBV Action Plans.

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<sup>21</sup> Including salaries, transportation cost, beneficiaries' professional vocational training, and co-financing of wages for 3 months for women (this co-financing helps the women to maintain their job, after which the employer will raise the salaries).

<sup>22</sup> Women's Law Center (2016) Report on Costing of Domestic Violence and Violence against Women in Moldova, UN Women Moldova.

<sup>23</sup> Based on the 2014 annual rate of 14.04 Moldovan Lei per 1 USD reported by the National Bank of Moldova: [http://www.bnm.md/en/content/official-exchange-rates#calculator\\_full](http://www.bnm.md/en/content/official-exchange-rates#calculator_full)

<sup>24</sup> 2007 Law No. 45-XVI on Preventing and Combating Family Violence, Republic of Moldova

## Appendix 1 Overview of activities implemented in Chirsova during 2018-21

	1 <sup>st</sup> data collection (April-Dec 2018)	2 <sup>nd</sup> Data collection (Jan-June 2019)	3 <sup>rd</sup> Data collection <sup>a</sup>
Time period	Participatory planning phase (2018)	Implementation phase (Jan-Jun 2019)	Post-pandemic adaptations ( <b>Jan-Sept 2021</b> )
<b>Program management</b>	Setting up the project including a desktop review; Develop tools; Project Launch	Management of the pilot program	Ongoing management of the pilot program
<b>Situation Analysis</b>	Develop tools; Conduct interviews; Focus Group discussions; Report write-up	--	--
<b>Multidisciplinary Taskforce (MDT)</b>	Set-up of MDT in Chirsova; Capacity-building; Meetings and de-briefings	Coordination meetings, capacity building training, and study tour for MDT from Chirsova	<b>Excluded the costs of liaising with regional and national authorities for buy in, approval and to enhance the replication process</b> (institutionalizing regional MDTs in 10 target Mayoralties), as it was beyond the scope of a cost report and the challenges of collecting sensitive salaries data from regional/10 Mayoralties) Capacity building activities.
<b>Develop Local Action Plan</b>	Consultation with MDT/ community members in Chirsova; Report write-up; Public Hearing and pre-approval of 2019 Local GBV Action Plan (Chirsova)	-Strengthening and awareness raising measures for the 2019 Local Action Plan including a premarital counselling intervention, legal aid and law enforcement activities and 16 days of activism activities.	Developing the 2020 Local GBV Action Plan in Chirsova ;

	1 <sup>st</sup> data collection (April-Dec 2018)	2 <sup>nd</sup> Data collection (Jan-June 2019)	3 <sup>rd</sup> Data collection <sup>a</sup>
Time period	Participatory planning phase (2018)	Implementation phase (Jan-Jun 2019)	Implementation phase (July-Dec 2019) Post-pandemic adaptations (Jan-Sept 2021)
<b>Develop Regional Action Plan</b>	--	--	<b>Excluded the cost of capacity building (coaching) to the regional MDT and MDTs members from 10 target villages in elaboration and validation of the Regional Action Plan (May-October 2021), as it was beyond the scope of the cost report.</b>
<b>Awareness raising</b>	School lectures; Drawing contest; Crowdfunding campaign; Theatre performance	Premarital counselling intervention/ brochure; Legal aid activities; Law enforcement intervention; 16 days of activism	Publication of leaflets; Round Table on women's economic empowerment Awareness raising activities, advertisement of CETA services, (leaflet published)
<b>Safe Space</b>	Activities relating to the establishment of the Safe Space	Activities relating to the construction and launch of the Safe Space	1 month average running costs of the Safe Space daytime service (which can be replicated). <b>Excluded Safe Space accommodation services since it would be expensive to replicate by other Mayoralties.</b> Supporting the establishment of the Safe Space; coordination and communication with regional authorities on the establishment of the Safe Space.
<b>Adapt and implement CETA Approach</b>	--	Activities related to learning about the CETA approach and establishing the CETA training	<b>Excluded CETA-related costs, since implementation is ongoing.</b>
<b>Economic Empowerment</b>	--	Self-employment training and job creation grants preparation	Economic empowerment activities Coaching for local entrepreneurs (involving a UNDP consultant in late 2019). The entrepreneur activities started in the second half of 2020, with some delays in post-pandemic period.

	1 <sup>st</sup> data collection (April-Dec 2018)	2 <sup>nd</sup> Data collection (Jan-June 2019)	3 <sup>rd</sup> Data collection <sup>a</sup>
Time period	Participatory planning phase (2018)	Implementation phase (Jan-June 2019)	Post-pandemic adaptations ( <b>Jan-Sept 2021</b> )
<b>Service Provider capacity building</b>	--	Training for educators, social workers, health workers, psychologists, pre-marital counsellors	Continuous training sessions for educators, social workers, health workers and members of regional MDT. Cost captured under "other activities"
<b>Other activities</b>	Fundraising, economic empowerment, research, travel	Travel	Communication and public relations
<b>Pandemic adaptations</b>	--	--	Mobile Outreach service-related costs (managed and implemented by the Safe Space team). Time period for this activity is 15 June - 27 Dec 2021.  Cost of providing Personal Protective equipment (PPE) to local service providers from mid-2020 and beginning of 2021.
<b>UNDP Staff salaries (for a sensitive analysis to infer local salaries)<sup>b</sup></b>	UNDP personnel costs for 2018 reported below.	UNDP personnel costs for 2019. There were no volunteers contributions during Jan-June 2019	Not required for 2021

<sup>a</sup> The COVID-19 pandemic and related lockdowns caused delays in the implementation of activities, particularly for 2020 (when most activities were paused). Adapted activities restarted in 2021. Therefore, this analysis excludes the 2020 cost of activities, which is believed to be minimal. MDL: Moldovan Leu; USD: US Dollars. The reference year for all costs is 2021. 1USD = 17.59 lei (exchange rate as at October 2021).

<sup>b</sup> UNDP staff undertook work across these activities.

<sup>c</sup> UNDP staff costs have been provided for 2018, all of 2019 and Jan-September. This table need to be updated accordingly.

## Appendix 2 Total economic costs of the set-up planning process

**Table 5** presents the total economic cost of starting up the Safe Space in Chirsova, capturing the activities undertaken in 2018 and 2019 to support its establishment. Capital costs include the estimated value of the building, the associated cost of construction and renovation including related consultancy fees, the cost of equipment including furniture, a vehicle and the cost of supplies. Local and regional authorities donated the building in kind, and regional authorities also contributed towards the renovation and refurbishment, with additional financial support from UNDP Moldova and related project funding. Recurrent costs capture the technical support and coordination by the UNDP Moldova pilot team, recurrent building and overhead, and supplies. The time contributed by local partners to establish the Safe Space was also captured but only in the first 6 months of 2019 and are therefore likely underestimated.

**Table 5 Economic costs of establishing a Safe Space incurred in 2018 and 2019**

	Total cost (adjusted to 2021)	
	MDL	USD
Capital building	2,772,377	157,611
Capital renovations	5,133,403	291,838
Renovations	1,637,064	93,068
Consultancy fees	117,283	6,668
Technical inspection	57,688	3,280
Construction	3,235,799	183,957
Civil engineering design	85,569	4,865
Capital equipment	166,002	9,437
Mobility lift	72,942	4,147
Furniture	93,060	5,291
Capital transport#	794	45
Recurrent Staff	597,091	33,945
Recurrent Travel	124,938	7,103
Recurrent Supplies	-	-
Recurrent utilities	239,222	13,600
Recurrent other	-	-
<b>Total</b>	<b>MDL 9,033,827</b>	<b>USD 513,580</b>

Table notes. MDL: Moldovan Leu; USD: US Dollars. The reference year for all costs is 2021. Prices were adjusted using the World Bank GDP Deflator. Reported figures do not include the money raised by a successful fundraising campaign (over MDL 70,000 or around US Dollars 3,900) which contributed to establishing the Safe Space and raised awareness of the activities underway among partners and sectors across the community. Numbers may not total due to rounding.

**Table 7 Total economic cost of resources used for participatory planning activities a**

Cost description of resources	Year 1		Year 2	
	MDL	USD	MDL	USD
Personnel costs (UNDP Moldova, consultants)				
Multidisciplinary Team (including capacity building)	-	-	383,336	21,793
Awareness-raising	512,640	29,144	92,186	5,241
Economic Empowerment and fundraising	87,343	4,966	59,638	3,390
Research, capacity-building, technical and other support	159,388	9,061	57,973	3,296
Common Elements Treatment Approach			8,343	474
Programme Management	328,254	18,661	168,604	9,585
Communications, public relations			87,396	4,968
Personnel costs (local partners)	21,327	1,212	4,150	236
Subtotal of personnel costs	1,108,952	63,044	861,624	48,984
Other costs				
Buildings (rent)	45,182	2,569	92,510	5,259
Vehicles and transport	20,513	1,166	65,349	3,715
Travel	8,084	460	94,772	5,388
Supplies and equipment	17,320	985	137,888	7,839
Translation	42,951	2,442	4,572	260
Other support activity costs	-	-	26,500	1,507
Other operational costs	35,605	2,024	174,726	9,933
Subtotal of other costs	169,655	9,645	596,318	33,901
<b>Total costs of the activities</b>	<b>1,278,607</b>	<b>72,689</b>	<b>1,457,942</b>	<b>82,885</b>

**Costing excludes the costs related to establishing the Safe Space.** UNDP: United Nations Development Programme; MDL: Moldovan Leu; USD: US Dollars. The reference year for all costs is 2021. Prices were adjusted using the World Bank GDP Deflator. 1USD = 17.59 lei. Year 1 activities were undertaken April - December 2018 and Year 2 activities were undertaken January - December 2019. Numbers may not total due to rounding. Assumptions underpinning this cost analysis are available in Appendix 3.

### Appendix 3 Total economic costs of ongoing pilot activities

Activities related to supporting the Safe Space activities continued in 2021, including the expansion of the service to include Mobile Outreach Services. Capital and recurrent costs associated with these activities undertaken from January to September in 2021 are reported in **Table 6**.

**Table 6 Economic costs of supporting Safe Space activities in 2021**

	Total cost (2021)	
	MDL	USD
Capital renovations	7,916	450
Capital equipment (furniture)	299,030	17,000
Capital transport <sup>a</sup>	114,335	6,500
Recurrent Staff	176,931	10,059
Recurrent Supplies	3,342	190
Recurrent utilities	16,394	932
Recurrent other	221,845	12,612
<b>Total</b>	<b>MDL 839,792</b>	<b>USD 47,743</b>

Table notes. MDL: Moldovan Leu; USD: US Dollars; UNDP: United Nations Development Programme. The reference year for all costs is 2021. Prices were adjusted using the World Bank GDP Deflator. Numbers may not total due to rounding. Other costs include internships and a grant for supporting the establishment of mobile services.

<sup>a</sup> Capital transport includes the cost of the vehicle as a start-up cost

**Table 8 Personnel costs to support ongoing pilot activities**

Cost description of resources	Year 3	
	MDL	USD
Personnel costs (UNDP Moldova, consultants)		
Awareness-raising	63,937	3,635
Economic Empowerment and fundraising	112,576	6,400
Research, capacity-building, technical and other support	79,859	4,540
Common Elements Treatment Approach	-	-
Multi-disciplinary team (incl capacity-building)	76,597	4,355
Program management	287,653	16,353
Communications, public relations	93,354	5,307
<b>Total personnel costs of the activities</b>	<b>713,976</b>	<b>40,590</b>

<sup>a</sup> **Costing excludes the costs related to establishing the Safe Space.** MDL: Moldovan Leu; USD: US Dollars. The reference year for all costs is 2021. Prices were adjusted using the World Bank GDP Deflator. 1USD = 17.59 lei. The cost of Year 3 activities undertaken from January to September 2021 are included. Assumptions underpinning this cost analysis are available in Appendix 3.

## Appendix 4 General assumptions underpinning the economic cost analysis

<b>Donated facilities</b>	Rooms donated in-kind have an opportunity cost which reflects the cost to society of having those resources used for the pilot activities, rather than something else. The replacement cost method was used to value this opportunity cost with donated meeting spaces valued at current market rates of renting a meeting space in Moldova.
<b>Volunteer time</b>	The economic cost of the time contributed by UNDP volunteers was valued using the stipend rate or the salary rate of a UN Moldova General Staff Level 1 (Year 1).
<b>CETA costs</b>	CETA training was in progress when the cost data were collected and have been excluded from the pilot costs in Year 3 (2021).
<b>Safe Space support in 2021</b>	Members of the UNDP pilot team contributed their time to supporting the Safe Space activities in Year 3, which included CETA training. It was assumed that half of their time was spent supporting CETA and the other half was spent on other activities. Since CETA costs were excluded, only the time spent on other activities were costed in Year 3.
<b>Currency exchange</b>	Cost data were largely collected in USD due to the financial reporting requirements of the pilot project. Since all pilot activities were undertaken locally, it was assumed that the equivalent cost in Moldovan Leu could be calculated using the average exchange rate of the year in which the costs incurred.
<b>Community participation</b>	The time contributed by community members to participate in pilot activities (e.g., awareness raising events) was excluded.





