

Government creates new services and approves amendments to enhance social protection for children, families, vulnerable groups



Government approved today the creation of new services and updated several regulations to improve and diversify services offered to children, families, elderly, persons with disabilities, as well as victims of violence and human trafficking. All changes aim to enhance the quality of services provided by the state and their accessibility.

“It is a larger social service package to ensure dignity and quality services for our citizens. It is also a commitment we made in our European path,” said Minister of Labor and Social Protection Natalia Plugaru.

To support children at risk, especially children who are victims of violence, neglect, exploitation, trafficking, and their legal representatives, a new service was approved - [Child and family psychosocial assistance and rehabilitation service](#). The new service focuses on psychological rehabilitation, developing parental skills for safe child upbringing, supporting families in overcoming crisis situations, preventing separation, and reintegrating the child into the family. Annually, about 5,000 children require specialized assistance to overcome traumatic experiences.

Additionally, the [Social support service for families with children](#) will be strengthened. On average, around 35,000 children benefit annually from this service. The main update is to provide, following evaluation, the possibility for all eligible families to equally benefit from financial aid, both in primary family support and secondary family support. Currently, the Service is provided in two forms: primary and secondary family support, and only families with children at risk can currently benefit from financial aid within secondary family support.

Moreover, the regulation for organizing and operating another new service - [Assisted social housing](#) has been approved. This will provide living and support for social integration of children and young people left without parental care, aged between 16 and 23, who need additional support. The focus will be on developing independent living skills, counseling for continuing studies, and support for professional integration.

The meeting today also approved the update of the [Organization and Operational Regulation of the Maternal Service](#), which aims to improve the activity of maternal services by establishing a simplified and fast admission procedure, with priority admission for minor mothers, pregnant women in the last trimester, mothers without housing, or those declaring an intention to abandon.

Normative framework in the field of child protection has also been adjusted [for rapid and beneficiary-centered response](#). Social services like Community Home for Children at Risk, Day Care Center for Children Aged up to 3 Years, Family-type Children's Home, Free Telephone Assistance Service for Children, and Professional Parental Assistance Service will be improved.

The government also approved the [Regulation on Organizing and Operating the Placement Center for the Elderly and Persons with Disabilities](#). The [Social Food Support Service](#), targeting social canteens, will also be improved, benefiting thousands of people. This regulation diversifies the organization of canteens to include a social canteen, social food counter, mobile canteen, social catering, food package, and food voucher.

Today, the regulation on the organization and functioning of [Community Social Assistance Service](#) was also approved. This document standardizes quality standards in the field of social assistance, including within the RESTART reform context, through which social workers have all the tools to reach where needed. Just this year, community social workers provided over 880,000 consultations. Additionally, over 66,000 case management files are handled, and approximately 410,000 energy vulnerability claims were registered in one month.

The government optimizes [social services in ensuring the rights of persons with disabilities to independent living and community inclusion](#). The focus is on increasing access to quality social services, adapting to individual needs, according to European standards. Targeted social services include Day Center for Persons with Disabilities; “Community House”; “Respiro”; “Mobile Team”; “Family Placement for Adults”; “Personal Assistance”; “Protected Housing”; as well as Free Telephone Assistance Service for Persons with Disabilities and Prosthetic and Orthopedic Service.

The government also approved amendments regarding the [Integrated Assistance Center for Children Victims/Witnesses of Crimes](#). The aim of the Center is to prevent revictimization and retraumatization of children in criminal proceedings by providing integrated medical, psychological, legal, and social services in a friendly and unified environment. A new provision will allow this service to be provided not only by institutions under the Ministry of Labor and Social Protection but also by contracting it from civil society organizations.

The approved changes foresee the improvement of the [Assistance and Protection Service for Victims of Human Trafficking](#), with more emphasis on the socio-professional integration of beneficiaries, supporting reintegration into the labor market and society. Currently, in the social assistance system, victims of family violence and human trafficking victims benefit from services within specialized assistance and protection centers in Chişinău, Hânceşti, Căuşeni, and Cahul.

Moreover, the functionality of the [Free Telephone Assistance Service for Victims of Family Violence and Violence Against Women](#) has been improved. Counseling channels are extended and diversified by introducing online chat and other remote communication means. Availability will be 24/7 with a response time of less than 15 seconds.

To enhance the [protection of victims of family violence](#), the admission process will be simplified and emergency placement introduced, with subsequent case file completion within three days; the range of services will be diversified, including day services, mobile teams.

Additionally, the structure and activity of the [Assistance and Counseling Centers for Family Aggressors](#) will be modernized. For the prevention of domestic violence, programs for aggressors are also needed to prevent repeated violence.

