

# Moldovan government improves more social services for elderly, disabled people, other beneficiaries



The cabinet of ministers today approved a string of decisions aimed at strengthening the social protection of the elderly, people with disabilities, victims of crimes and other beneficiaries of social services.

To improve the quality of life and maintain the inclusion of elderly people in the community, the Day Center for the Elderly service will be strengthened. These centers provide daily support to elderly people - nutrition, care, counseling, legal assistance, rehabilitation and social activities, contributing to the prevention of isolation and institutionalization. In 2024, services were provided to 602 elderly people in the 21 day centers operating nationwide.

The draft introduces more updates, such as enhancement of beneficiaries' participation in organizing center activities and taking decisions that concern them; periodic evaluation of beneficiaries' satisfaction; enhancing the skills of involved staff. Partnerships between public authorities, medical institutions, NGOs and the private sector will be promoted, in order to expand the network of community services and services at the local level, to keep elderly people in family and community environments. Presently, over 20 per cent of the population is over 65, and community services are essential for maintaining the autonomy and social inclusion of the elderly.

Another draft approved today involves amending certain normative acts regarding the provision of more social services, including: the monetary support social service for disadvantaged families/individuals; the social home care service; the mechanism for recording and distributing rehabilitation tickets for pensioners and state social allowance beneficiaries; the night shelter service for homeless people and others.

Today, the regulation for the organization and work of the Social Laundry Service was also approved. This draft addresses the needs of the most vulnerable groups in society, will provide clarity in the accreditation and monitoring of the Social Laundry Service, and will allow greater coverage of beneficiaries nationwide.

The government is also increasing employment opportunities for people with disabilities, by developing an integrated system of professional rehabilitation services

for people with disabilities. The draft introduces a person-centered approach in the professional rehabilitation process, broadening the spectrum of beneficiaries, with a continuous rehabilitation process featuring services aimed at empowering individuals for employment, autonomy and individual professional potential.

The decisions approved today also aim at improving the psychological assistance service for crime victims. The new provisions will contribute to improving the quality of psychological counseling services, reducing the risk of re-victimization, and ensuring access to psychological support services nationwide.

More qualitative support will also be available for victims of sexual violence. The regulation approved today provides the possibility of organizing services in different types of institutions (public or private), with the same quality requirements and clear demarcation of crisis and referral centers, according to the type of intervention. A positive example is the Integrated Regional Service for Victims of Sexual Violence, launched in Ungheni municipality in 2023. This coordinated “one-stop shop” intervention model has proved the effectiveness of inter-institutional cooperation and the importance of a clear normative framework for expanding and sustaining services nationwide.

