



Study and Assessment

EVALUATION REPORT

Evaluation of the project “Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova”

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List of abbreviations

ADA	Austrian Development Agency
ADC	Austrian Development Cooperation
AVR	Assisted Voluntary Return
DAC	Development Assistance Committee
ERF	European Refugee Fund
EMN	European Migration Network
EU	European Union
IOM	International Organisation of Migration
MEC	Ministry of Economy and Commerce of Moldova
MoI	Ministry of Interior of Austria
NEA	National Employment Agency of Moldova
NGO	Non-Government Organisation
ODA	Official Development Assistance
OECD	Organisation for Economic Cooperation and Development
RCC	Return Counselling Centre
ToR	Terms of Reference
S&A	Study and Assessment Ltd.
VAT	Value Added Tax

SUMMARY

The evaluation of the IOM project “Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova” was carried out at the request of the IOM Moldova by the “Study & Assessment Ltd” within the period 21 March – 23 April 2008. This is an external and independent evaluation.

The **objective of evaluation** is to assess strengths and weaknesses of the project design and implementation during the first phase of the project in view of the impact of the reintegration measures on the sustainability of the migrants’ return to Moldova. The focus is on the lessons learnt and recommendations to be made to IOM for necessary adjustments in the second phase of the project.

The first phase of the IOM Coordination Project was implemented in the period from 15 December 2005 to 31 December 2007. It has two main components:

Component 1: Return. This component is funded by the Ministry of Interior (MoI) of the Republic of Austria, the European Refugee Fund (ERF) and IOM Vienna, and is being implemented in Austria.

Component 2: Reintegration. This component is funded by ADA/ADC and is being carried out in Moldova. This evaluation focuses on the reintegration component although cooperation between two components and their mutual benefits have been assessed as well.

The reintegration component has two clearly defined parts which are distinguished in accordance with two main target groups: refugees and local communities in Moldova. Accordingly, the project which is the subject of evaluation has **two main objectives**: 1) return and reintegration objective – to contribute to the voluntary return and sustainable reintegration of Moldovan citizens of different legal status currently residing in Austria, and 2) development objective – to foster development, reduce poverty and alleviate the lack of perspectives in the communities of the returnees.

The evaluation has been implemented based on the **criteria** presented in the Terms of Reference (ToR) developed for evaluation by IOM Moldova, as well as **evaluation indicators** normally used by the OECD and ADC/ADA: relevance and validity of project design, efficiency, effectiveness, impact and sustainability.

The **evaluation methodology** includes the following: study of the project documentation, preparation of the evaluation questions, study of the project policy, legislative, institutional and economic environment, and preparation of the mission plan, field mission to Moldova with structured interviews conducted, analysis and preparation of the evaluation report.

The **general conclusions** from the evaluation exercises are as follows:

1. The project is relevant and appropriate to the priorities of the partner and donor countries (Moldova and Austria), as well as to the actual needs of the target groups (returnees and local communities).
2. The project design is still valid, some adjustments are proposed for the second phase.
3. The project was properly implemented by the IOM and local implementing partners/institutions involved, but there is a certain room for improvement.
4. The planned results have been basically achieved at the reasonable costs. Some optimization of costs for the next phase is suggested.
5. The project has significantly contributed to the achievement of the specific objectives. Some deficiencies are beyond the project control.
6. A number of indicators of the positive impact have been observed, however it is important to strengthen a wider effect of the project on the mitigation of migration problems between Austria and Moldova.
7. The project has made substantial contribution to establishing the sustainable scheme, procedures and tools for the voluntary return and reintegration. There is a space for further support to sustainability.

The evaluation team has developed the following **general recommendations** to be addressed to the IOM Coordination Project management, IOM Vienna and Moldova, ADA and the national authorities in Moldova:

1. The IOM Project “Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova” is highly recommended to be continued.
2. To establish/reinforce cooperation with relevant donor projects being implemented around the world, relevant IOM projects in other EU member states and projects being implemented in Moldova in the field of entrepreneurship in order to use lessons learnt and make this project as “best practice” of integrated approach to sustainable return and reintegration assistance.
3. To facilitate information exchange between IOM offices in Moldova and Vienna and to pay more attention to the development of project information materials, including “success stories”, case studies, highlight entrepreneurship opportunities in Moldova market studies etc.
4. To prolong the period of IOM monitoring of returnees from one year to the whole duration of the project to allow better access to information on the status of returnees and to improve linkages among them through the project acting as mediator and facilitator.
5. To consider redistribution of the resources among three major types of reintegration assistance provided by the project in favour of support to business start up.
6. To reconsider project assistance to communities towards providing assistance to groups rather than to selected individuals and towards combination of professional trainings with procurement of professional equipment to selected candidates.

This evaluation report does not pretend to be a comprehensive evaluation study of the voluntary return programme from Austria to Moldova because of very strong time and budget constraints. More complex and detailed study is recommended to be implemented in the future.

1. INTRODUCTION

1.1 Short project description

Project name: “Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova”

ERF-Type of action: C – Voluntary Return

Main focus: C3 – Information and advice about special voluntary return programs for specific countries of origin or target groups, about the situation in the country of origin and/or general or vocational training and help in resettlement.

Project Duration: 27 months (16.12.2005 – 30.12.2008)

Donor institutions:

Component 1 – Return: MoI of the Republic of Austria, ERF and IOM Vienna.

Component 2 – Reintegration: ADC/ADA

Executive agencies: IOM Austria and Moldova

Component 1, which is being implemented in Austria, aims at support to voluntary return of migrants from Moldova in different legal status through information measures, counselling, return grant provision and logistics support. MOI, Return Counselling Centres (RCC), province governments and NGOs are involved.

Component 2, which is being implemented in Moldova, has two sub-components in accordance with two main target groups: voluntary returnees and local communities where returnees live.

The *first sub-component* provides a package of the reintegration measures for the returnees who have returned under AVR programme. The offered measures assist the returnees to improve their professional skills, to facilitate finding a job, to obtain professional equipment, and to support business start-up. This sub-component is to achieve the “reintegration objective” of the project.

The *second sub-component* provides extension of the support measures to vulnerable individuals in the returnees’ communities in order to improve socio-economic environment in communities and thus make the return and reintegration more sustainable. This sub-component is to achieve the “development objective” of the project.

The Ministry of Economy and Commerce of Moldova, the National Employment Agency (NEA) and its regional offices, and the MicroInvest Ltd. are the main project partners to implement the Component 2.

1.2 Objectives of evaluation

1.2.1. Overall objective

The evaluation ToR (see **Annex 1**) set the following main objective:

- To evaluate the impact of the integrated nature of reintegration measures on the sustainability of the return.

1.2.2. Specific objectives

The following specific objectives (purposes) of evaluation are defined in the ToR:

1. To analyze the success of the integrated approach of matching the return assistance with reintegration assistance
2. To analyze the design of the reintegration package provided to beneficiaries and its effectiveness in contributing to their sustainable return and successful reintegration
3. To assess the flexibility of the reintegration package for returnees with varying age, gender, education and professional experience profiles

4. To evaluate the programme beneficiaries' performance with small business start up and other reintegration options offered through the project
5. To assess the performance and progress attained in the implementation of the project as to the initially envisaged results
6. To analyze IOM's implementation strategy and the results in comparison to the outputs indicated in the project proposals
7. To analyze strength and weaknesses of the project and draw lessons to prepare for next phases of the project implementation and for developing similar return and reintegration projects in the future

1.3 Definitions of evaluation indicators and criteria

Evaluation criteria presented in the evaluation ToR differ slightly from definitions of the evaluation indicators used by OECD-DAC, which are applied by ADC/ADA to evaluate ADC/ADA-funded programmes and projects.

The evaluation team has used five main OECD evaluation indicators:

- relevance (including validity of the project design)
- efficiency
- effectiveness
- impact
- sustainability

To have common understanding of the evaluation results, links have been established between OECD indicators and evaluation criteria presented in the ToR. To avoid misunderstanding, definitions of both types of evaluation components are presented for each indicator in boxes in Chapter 2 of this evaluation report.

1.4 Evaluation methodology

The evaluation was carried in the following phases:

1. Desk work to study the project documentation

The IOM Moldova provided evaluation experts with short description of the project, the Interim Report and the Second Status Report with annexes, the Project Logframe (**see Annex 2**), as well as contact details. All these documents have been carefully studied.

2. Preparation of questionnaires

To prepare the interviews, the questions to be asked were structured by a) identified target groups: returnees, local community beneficiaries, local authorities, local NEA branches, National authorities, IOM Moldova, IOM Austria, ADA offices and the implementing local agencies and institutions; and by b) OECD evaluation indicators: relevance and validity of the project design, efficiency, effectiveness, impact and sustainability. The evaluation questions are presented in **Annex 3**.

3. Preparation of the mission plan

The provisional Evaluation Mission Plan was developed and discussed with the IOM Moldova (see **Annex 4**). It was decided that the implementation of a survey among the project beneficiaries using the written questionnaires is not reasonable, because of time constraint well as local technical difficulties to carry out a survey.

4. Evaluation mission to Moldova and structured interviews

The evaluation visit to Moldova has been conducted in the period 06-10 April 2008 by two evaluation experts. The interview exercises have been to a great extent depended on the availability of the target

groups representatives. Although some planned interviews were not realised, the evaluation experts have obtained substantial feedback and information from all target groups. The list of persons interviewed is presented in **Annex 5**.

5. *Desk work to study the project's policy, legislative, institutional and economic environment*
A number of relevant documents and Internet sources have been studied to have a broader picture of the project environment. The list of documentation reviewed is presented in **Annex 6**.
6. *Analysis and preparation of the evaluation report*
A number of meetings of the evaluation experts were held to discuss main findings and observations from the evaluation meetings and interviews and to develop recommendations.

During its work the evaluation team referred to the IOM Evaluation Guidelines, the ADC Guidelines for Evaluation, the OECD evaluation materials, and the EU Project Cycle Management Guidelines.

The Draft Evaluation Report has been submitted to the IOM Moldova on 16 April 2008. The IOM Moldova has made very relevant and comprehensive comments on the Draft Report, which have been taken into account for preparation of this final version of the Evaluation Report.

2. EVALUATION RESULTS

2.1. Relevance and project design

OECD-DAC definition (OECD Glossary of Key Terms in Evaluation and Results Based Management 2002): **relevance** – the extent to which the objectives of the development intervention are consistent with beneficiaries' requirements, country needs, global priorities and partners' and donors' policies.

ToR evaluation criterion:

“Whether the reintegration activities were sufficiently well *defined*..... in order to reach relevant results in terms of sustainability of return.”

“Whether the gap is due to inappropriate *design* only or are there other elements”

2.1.1. Relevance in terms of the priorities of the partner's country (Moldova)

Moldova is struggling to maintain a stable economic development, a rather modest employment rate, increasing level of living standards and continuously failing to do so. While being unsuccessful in these basic notions Moldova contributes by its workforce, scattered around EU and CEE, to economies and development outside of the country. Its own economy shows only sporadic signs of functioning.

In this context the Project was highly relevant to priorities of partner country.

The Project was identified together with local authorities and partners. At the level of ToR the Ministry's of Economy and Trade, National Agency for Employment were involved in the preparation of design and made relevant at that time amendments. This, along with other factors contributed to formation of sense of ownership by partner country institutions.

2.1.2. Relevance in terms of the priorities of the donor country (Austria)

The sizable number of migrants moves to Austria from Moldova. For instance, 1210 Moldovan citizens applied for asylum status in 2005. Only 3% were recognised. Therefore, the return of migrants who are temporarily residing in Austria is still a problem.

The voluntary return is the important component of the migration policy and migration management in Austria. The Assisted Voluntary Return (AVR) Programme is developed in Austria and properly operating. The voluntary return is seen as a promising alternative to the forced return and is within the priority actions to mitigate migration problems. In accordance with the “Austrian” integrated concept of the voluntary return, the return assistance actions in the hosting country should be supported by the reintegration actions in the country of origin. In this context, the project objectives are fully consistent with the migration policy of Austria.

The project is fully coherent with general principles of the Austrian Development Cooperation and its bilateral geographical priorities. Moldova is the only country of the Eastern Europe, which is in the list of priority countries for Austria ODA. It is planned to continue cooperation with Moldova through a bilateral agreement and country programme with focus on improving the water supply, agricultural professional training, and combating human trafficking. In this context, the project is well fitted to the donor country priorities.

2.1.3. Relevance to target groups (returnees and local communities)

As Moldova is placed among the poorest nations, with population especially in rural areas being not only poor but also unhappy with their lives and lack of social security, left with no hope within their homeland, no prospective to have a permanent and decent job, people choose to live and work abroad even if returning sometimes to reside in Moldova. This is especially true in case of persons, who at least once visited outside Moldova, worked there and even if returned successfully, seeking to go outside the country.

As to local communities' representatives, the project was also of relevance to them. In view of general economic decline and trends of migration, flee of most talented people to other countries, local communities get disrupted and stuck in their development. Hence there is a tremendous need in support to return and reintegration of returnees and need in development of local communities where returnees live. Therefore, the project is of a high importance.

2.1.4. Validity of the project design

The reintegration component of the project has two very clearly distinguished sub-components in according to two main target groups:

- returnees
- local community members

Specific objectives and planned results are defined accordingly. Although the project activities were not clearly grouped around planned results, they covered all aspects of the voluntary return and reintegration approach proposed.

Methodology used for identifying beneficiaries is bifocal: on one hand it focuses on those of the returnees who have most promising prospects as to become entrepreneurs and on the other hand together with local communities identifying the neediest persons, providing them assistance. As noted earlier adjustments to the approach were made together with the NEA and MEC of Moldova. Namely, national agencies have specific budget and dedicate efforts to provide returnees as well as local communities representatives specific assistance in coping with unemployment and integration. Among others this may include:

- paying relocation fees while the target groups representatives follow their courses in vocational schools or training centres;
- paying tuition fees for courses in such schools and centres;
- paying relocation fees for persons changing their workplace to a different location;
- paying 1 year minimum salary to the employer if he/ she agrees to hire a young specialist (just graduating from high school or technical school).

Generally, the project design is still valid in terms of its integrated approach to sustainable return and sustainable reintegration measures. Project approach to extend reintegration measures to communities is also important for the achievement of project development objective.

However, the evaluation visit has shown that there are few options for improvement in terms of distribution of the project assistance among three major proposed options: (1) procurement of professional equipment; (2) professional training, scholarship and employment and (3) assistance to business start up (see observations and recommendations below).

2.2. Efficiency

OECD-DAC definition (OECD Glossary 2002): *efficiency* – a measure of how economically resources/inputs (funds, expertise, time, etc.) are converted to results.

ToR evaluation criterion:

“Whether the reintegration activities were sufficiently well *implemented* in order to reach relevant results in terms of sustainability of return.”

“If major gaps exist between planned results and achieved results”

2.2.1 Implementation of activities

In general all activities were performed in accordance with Timeframe of the IOM Pilot Project. Good coordination to implement the project activities between IOM offices in Austria and Moldova is observed.

The project adapted pretty well to what is being done by local agencies and developed its own “tailor-made” assistance tools. In majority of cases where business training was followed up by a business start up assistance such support proved to be relevant and efficient. Some of the members of target groups, especially returnees, expressed their willingness to share with others their experience and achievements. The project is highly recommended to use these volunteers to propagate assistance philosophy.

Some activity-specific observations have been made during the evaluation mission.

As the evaluation experts were informed activities A 1.1 -1.4 (see the Logframe in **Annex 2**) were implemented in due course. All necessary forms and questionnaires developed, distributed and analysed. The only recommendation as to the implementation of an information campaign could be that returnees should be provided not only with brochures but also with a database / inventory of all existing and possible grant providing and loan / financing providing organisations active in Moldova. Majority of returnees confirmed being informed about events the project organised and possibilities it offered. However, smaller part of the interviewed returnees complained about being insufficiently informed.

All returnees interviewed confirmed having received starting package compensation.

Activities 2.1 and 2.2 resulted in not only selecting partners as requested but organizing seminars and roundtable discussions with such counterparts on implementation of reintegration measures in coordination with IOM Vienna.

As the evaluation experts were informed activity 2.3 Cooperation with Ministry of Economy and Trade and especially with its NEA went smoothly and was appreciated by local partners.

All interviewed returnees were duly met at the airport. In their homeland and further trip home was organized in appropriate cases.

2.2.2 Resources utilisation

As a whole, project resources have been utilized as planned with slight deviations occurred because of the obvious reasons. Namely (by types of the reintegration assistance):

- (1) Around 80% of returnees were met in the airport by IOM representatives. Remaining 20% of returnees tried to avoid any contacts with OIM upon return from Austria. Consequently, not all returnees registered in Austria as AVR returnees have got *300 Euros grant* in IOM office in Moldova, although out of 20% not met by IOM a certain proportion of returnees, contacted IOM office later to get this grant.
- (2) According to the information obtained from IOM Moldova procurement specialist, 53 returnees have got assistance in *procurement of professional equipment* (purchase amount equivalents to 400 Euros maximum) during the period of September 2006 – March 2008. The remaining procurements are in process. Generally, the resources for this type of assistance are being utilized as planned.
- (3) According to the information obtained from IOM Moldova project manager and procurement specialist, 23 returnees have got *assistance for business start up* (business training plus equipment purchase, equivalent of 2150 Euros maximum. According to the project planned

amounts, 40 returnees supposed to receive this type of assistance. However, because of lack of interest and difficulties associated with business start up, the resources for this type of assistance are under spent. One returnee out of those initially expressed the wish for business start up and got all package of assistance has decided to leave the country and the grant provided by the project in kind has been returned.

- (4) According to the information obtained from IOM Moldova project manager, resources for *training activities* are being utilized as planned.

2.2.3 Achievement of planned results

Result R1

Planned Result 1 as defined in the Project Logframe is:

“Socio-economic reintegration of 150 returnees through

- *training activities (language and computer courses, professional/ vocational training, scholarship)*
- *employment*
- *business start up*
- *access to micro-lending institutions”*

19 returnees have got training with financial support from the project, which corresponds to about 17% of the total project assistance.

Out of 40 business start up planned by the project at the stage of the project design, in fact only around 20 businesses have been initiated with the project assistance. Out of these amount, according to the results of monitoring being carried out by the MicroInvest, which acts as provider of business services to the project, 8 business are active and show first encouraging results of profitability; 3 businesses are not active because of some external factors (pending authorization, finalizing required constructions, currently in the process of buying additional land etc.) but have very good prospects for future sustainable functioning. Two businesses have closed and one has returned the grant in kind and left the country.

The results of next monitoring (remaining 8 businesses) will be available in May 2008.

Although currently business start up result is not achieved in full and as planned because of the various external reasons, this type of assistance provides positive signals and can be considered as the most successful one that makes substantial contribution to the achievement of the project reintegration objective and economic development objective as a whole, which is one of the priorities of ADA in Moldova.

The MicroInvest is responsible for this aspect of the project and all necessary packages of information on micro-lending opportunities have been provided to returnees in the course of business training. All options and conditions were explained in detail. As a result, one returnee has taken credit for business start up in addition to the training and grant provided by the project.

Some mental reluctance to take credits from the banks and non-banking financial institutions among returnees was observed. No confidence in the future, lack of knowledge on legal requirements and difficulties association with entrepreneurship activities in Moldova all contribute to weak incentives and lack of motivation to proceed with credits. However, gradually this situation should improve and the project should continue its efforts in this direction.

It can be concluded that planned Result 1 has been achieved (and exceeded) in terms of number of returnees (200 persons compared to the 150 initially planned) and partially achieved in terms of quantity of returnees actually reintegrated (around 100 out of 200 people returned from Austria in 2006-2007). As for the qualitative achievements, it can be concluded that assistance in business start up gives the most promising signals for sustainable reintegration and this type should be further developed and modified in favour of achievement of Result 1.

The gap between planned and achieved extent is due to external factors beyond the project control (number of returnees reintegrated) and approach to various types of project reintegration assistance. The evaluation team has developed a number of recommendations in the section which follows in this regard.

Result R2

The following Planned Result 2 is set in the Project Logframe:

“Support of person groups in need from the local communities through specific and for their needs adapted measures”.

This result was not expressed in a particularly measurable way. The project selected members of specific communities with the help of local institutions and authorities. It is hardly foreseeable that within a limited scope of the project vast groups of persons would be involved in such measures. Should ADA be willing to address local community on a larger scale, a bit different approach should be tried and much more budget foreseen.

Out of two types of project reintegration assistance offered to communities, professional training has been used in 10% of cases while procurement of professional equipment, in the view of the evaluation team, has been used more often.

In this component local authorities and partners proved to be instrumental to the project.

In general Result 2 was of a more humanitarian nature. Although achieved, it indirectly contributes to the attainment of the project General Objective and Specific Objective 2.

2.3. Effectiveness

OECD-DAC definition (OECD Glossary 2002): *effectiveness* – the extent to which the development intervention’s objectives were achieved, or are expected to be achieved, taking into account their relative importance.

ToR evaluation criterion:

No specific criterion concerning the achievement of the project purposes is presented in the ToR.

2.3.1 Achievement of the Project Specific Objective 1

The Specific Objective 1, as set in the Project Logframe, is:

“Fighting the poverty and hopelessness of voluntary returned to their homeland Moldova

- *asylum seekers*
- *persons entitled to asylum*
- *persons with temporarily protection*
- *persons from custody pending deportation*
- *returnees from custody pending deportation*

through a comprehensive offer of reintegration measures for a successful new start and sustainable return to Moldova”.

The Specific Objective 1 can be assessed as partially achieved. The procedures and tools to assist returnees in their reintegration are established. However, the scope of the reintegration assistance is rather limited because of the reasons beyond the project’s control.

A specific scoring for selection criteria was elaborated and implemented by the project, which allowed making a better choice of beneficiaries for the project. Assistance and training provided by project to selected returnees allowed majority of them to successfully start up in their homeland. Additional inclusion into the process of financing organisations (such as MicroInvest) and cooperation with regional offices of NEA only helped enhance the effect of such assistance.

Although it is rather doubtful that existing structures and even newly created national agencies would be able to continue such activities without external support. Therefore, the project team is recommended to look for other opportunities (MicroFinance, ProCredit Bank, commercial banks having special

programmes for SME, grant providing organisations and bilateral programmes) outside those it worked during its project life (MicroInvest, WinRock) to support activities and contribute more actively to achieving project specific objectives.

The following quantitative indicators demonstrate the extent to which the Specific Objective 1 has been achieved (based on the information obtained through the IOM office in Moldova and relevant national institutions involved in the project):

1. *The number of returnees still in the country* is about 100 out of 200 returnees which have come back in 2006-2007. This figure refers to those who was and/is in touch with IOM Moldova office.
2. *The ratio of the returnees still in the country engaged into reintegration assistance as compared to the number of returnees still in the country but who were not interested in accepting reintegration assistance:* almost all returnees still in the country are in touch with IOM office (around 100) and are engaged in project reintegration assistance. The above ratio can be estimated as about more than 90%. Another 100 returnees left the country and/or are not keen to communicate.
3. *The ratios of engagement of returnees in different reintegration activities:* (1) 60% - assistance in purchase of professional equipment (up to 400 Euros); 17% - professional training, scholarship and employment; (3) assistance in business start up - 23%.
4. *The ratio of engagement of returnees in different professional /educational/business activities but not provided by the project:* around 15% of returnees obtain various professional trainings through NEA without project support; around 10% of returnees get employment through NEA without project support.
5. *The ration of drop-outs of beneficiaries based on different reintegration activities:* generally 20% of drop outs can be estimated for all types of reintegration activities. It is difficult to determine more specifically (per type of reintegration activity) because IOM monitoring of returnees ends in one year after support is provided. As a whole the highest drop outs are observed in procurement of professional equipment type of reintegration assistance, which concerns both returnees and communities' representatives. The lowest drop outs are observed in business start up type of reintegration assistance.
6. *Main reasons invoked drop-outs:* quite a lot of returnees suffer from short-term vision and therefore tend to catch something from the project (this concerns first of all procurement of professional equipment option) without thorough thinking how to use project assistance and what for; there are difficulties with business start up, which can be characterized as external factors and environment where the project have almost no influence (corruption, relationships with local authorities etc.).
7. *Main reasons invoked for not engaging in any/certain reintegration activity:* (1) lack of trust in project assistance; (2) absence of vision and/or desire to settle in the country; assisting with remittance money; 3) generally unfavourable environment for entrepreneurship and lack of knowledge on its slight positive development; (4) wrong expectations from the project; (5) reluctance to be responsible for the support provided by the project.
8. *Main reasons invoked for leaving the country:* (1) relatives abroad; (2) seeking for "easy money" rather than long-term investment of efforts and time; (3) lack of economic opportunities in Moldova which can bring financial stability and confidence in future.

2.3.2 Achievement of the Project Specific Objective 2

The following Specific Objective 2 is defined in the Project Logframe:

“Extension of supporting measures on person groups in need from the local communities in order to avoid eventual tensions and to increase the support for reintegration of returnees”.

Evaluating the achievement of the Specific Objective 2 the evaluation team has assessed the following aspects:

1. Is there a risk of tension within communities?
2. To what extent this project component is to support returnee reintegration actions?
3. To what extent this objective covers the need to assist local social-economic development?

The project did well in first of all choosing together with local communities and authorities the most needy and vulnerable persons. Then it worked out with regional NEA and local communities on tailored methods to help these people to ease social tension.

The evaluation experts have not found strong evidences of a potential risk of tension. However, the support measures under this sub-component together with good reintegration examples can be considered as potentially discouraging factors for the vulnerable individuals to leave the country.

No clear links have been found between success in the reintegration of the returnees and the extended assistance to communities. No one returnee established business involving assisted neighbours. Often this assistance did not result in either stimulation of business activity of assisted persons or tangible development achievements in local communities. More time, experience gained and available statistics are required for more detailed evaluation.

In theory, some potential risks have been identified during the evaluation mission:

1. The extended community assistance may encourage community people to artificially immigrate to Austria in order to get further return and reintegration assistance, though no actual evidence was found to this end.
2. New tension may appear between the assisted vulnerable community members and those who are capable and willing to start business development, but not covered by the assistance measures, though no actual evidence was found to this end.

Although, it could be recommended for the continuation of the project that efforts should concentrate also on liaison of these needy people with most successful among the returnees. Combined with recommended increased help for business start-ups it could lead to much more sustainable results.

It is recommended to slightly re-focus this kind of assistance from the individual support to actual community/ group support with active involvement of the local self-governance authorities, e.g. villages' councils.

It is also recommended to cooperate with other development and technical assistance projects in Moldova in order to direct joint efforts to the same targeted local communities.

2.4. Impact

OECD-DAC definition (OECD Glossary 2002): **impact** – positive or negative, primary or secondary long-term effects produced by a development intervention, directly or indirectly, intended or unintended.

ToR evaluation criterion:

No specific criterion concerning the potential impact is presented in the ToR.

Generally, there is a tendency of decline of the number of immigrants from Moldova coming to Austria since the project start because of external factors (see below) and some project contribution. Thus, in 2007 only 800 Moldovan citizens asked to asylum in Austria compared to more than 1000 in the previous years.

Some multiplier effect in information dissemination to communities by returnees supported by the project about opportunities of voluntary return program and further reintegration assistance is observed. This effect can have both positive and negative impact: on the one hand, positive examples of returnees which

have become businessmen with voluntary return program support provide positive signs to community showing the benefits of staying in the country. On the other hand, safe and no-deportation status of return, small financial support upon arrival home and further support in the framework of reintegration component of the program might stimulate interest among communities to go abroad temporarily and come back knowing the existence of this option. Assuming that business start up is the most difficult and effort-consuming option out of three offered by the program, the easiest way of solving financial and economic difficulties (going abroad) can be theoretically chosen by the community, which could lead to an impact opposite to those originally envisaged by the project, though no evidence was found to this end.

As a result of project presence in Moldova and its reintegration component around 100 returnees are still in the country (out of 200 returnees which have returned through AVR programme). Although this information concerns only those who were and/or are in touch with IOM office in Moldova, IOM monitoring and contacts with returnees show that this figure is more or less realistic. Therefore, as a whole the project has positively impacted on increased number of returnees still in the country which by definition means that these people have found a basis for their current and further settlement in the country and good prospects for sustainable income generation.

Slight positive impact on creation of new job places is observed. Each newly started returnee's business requires and/or will require few additional employees to be hired. It is estimated the project has created approximately 60 new job places/opportunities from community representatives. This fact has another "wave" of impact through convincing communities and recently returned Moldovan citizens in practice that entrepreneurship activity is viable in Moldova and is rewarded.

There is space to strengthen the potential positive impact. More active participation of other national and regional institutions and NGOs (e.g. engaged in SME development and human rights advocacy) is recommended.

The project partners can improve using information resources available to disseminate information on the project and strengthen a potential impact.

2.5 Sustainability

OECD-DAC definition (OECD Glossary 2002): *sustainability* – the continuation of benefits from a development intervention after major development assistance has been completed; the probability of continued long-term benefits; the resilience to risk of the net benefit flows over time.

ToR evaluation criterion:

"The second evaluation important criterion shall be the sustainability or the extent to which the project benefits continue after external support is no longer available"

Sustainability of the project results can be seen from two dimensions: (1) sustainability of voluntary return from Austria and (2) sustainability of reintegration programme being implemented in Moldova in a view of creating favourable environment for staying in the country for returnees and their communities as compared to immigration, as well as meeting development objective of the project.

Sustainability of the voluntary return increases when combined with comprehensive reintegration measures. Offering opportunities in the country opposite to re-immigration is critically important. Assessment of the outcomes of these measures undertaken by the project show how sustainable the results of various reintegration options are, as well as indicate prospects for further improvement.

However, before going into assessment of sustainability of both voluntary return and reintegration dimensions of project results, it is important to underline **external factors affecting sustainability**.

First of all this concerns enabling environments in Austria and Moldova associated with the project topic. External factors and reasons behind positive and negative aspects of project sustainability are presented below.

1. Sustainability of voluntary return

There are few *external reasons* which partially contribute to the positive tendency for sustainability of voluntary return of Moldovan immigrants from Austria. They are as follows:

Austrian authorities continue to reduce accepting the number of applications for asylum. In 2007 less than 1% of applications have been accepted as compared to 2-3% in the few previous years. Consequently, the incentives to leave the country and go to Austria seeking for better economic opportunities is gradually reducing for immigrants from Moldova and probability of voluntary return is increasing once immigrants become aware about the low chances of being accepted in Austria.

According to information obtained through IOM office in Moldova, currently Austrian authorities undertake measures to decrease the ways for illegal immigrants to get through Austria to other countries, like Spain and Italy. Therefore, under these circumstances the option of voluntary return for illegal immigrants from Moldova is getting more practical and safe.

The AVR program currently being implemented by Austrian side is contributing substantially to sustainability of the project results.

2. Sustainability of reintegration program

External factors

The important factor of the project sustainability is the *political support* in the partner country – Moldova.

On the basis of interviews conducted with national authorities in Moldova, as well as with project business services provider it has been concluded that business climate in Moldova is gradually getting better, although this process is quite slow: establishment of the Agency for SME development under the Ministry of Economy of Moldova; simplification of procedures for registration of business enterprise and entrepreneurship activity, 0% rate of income tax for reinvested profit by the entrepreneurs (but increased penalties for not-shown profit) etc.). There are positive examples of sustainable functioning of small businesses in auto service, agriculture and other spheres of economic activities.

Although some improvements in legal environment associated with SME development of Moldova, which might contribute to the less numbers of illegal immigrants to other countries, including Austria, so far implementation mechanism of the newly adopted legal improvements is not yet in place in the country and, particularly, in the regions. Generally the Government of Moldova has not proved to be consistent in the policy making process in SME field. Patents for a number of entrepreneurship activities (first of all this concerns trade) have been abolished which makes small business start up more complicated.

At the same time there are some promising indicators. For instance, on 26 December 2007 the Moldovan Parliament adopted the 2008-2011 National Development Strategy. Within the declared priorities are: developing the human resources and ensuring regional development. Potentially, this Strategy can support the sustainability of the project, if measures, relevant to the project objectives, would be included in the respective national programmes and measures.

As for the migration policy of Moldova, it is recommended to discuss with the national authorities the possibility to clearly state and include the reintegration component to the policy documents.

The *institutional sustainability* is the important element as well. In according to the agreement between IOM Moldova and MEC Moldova, the NEA is responsible for the implementation of the reintegration activities. However, the evaluation experts have not found any evidence about the potential capacity of the National Coordination Office within NEA to continue the reintegration activities after the project completion, in terms of legally nominated responsibilities, staffing and financial resources allocated. This is a subject to be discussed during the second phase of the project.

General

There is no evidence that reintegration program will be continued by national authorities in Moldova after the project completion with corresponding funds allocated. Therefore financial sustainability is low.

There is no institution in Moldova which can consolidate and continue reintegration efforts and activities carried out in the framework of the project. Therefore, special attention should be paid to the dialogue with the Government of Moldova in order to initiate creation of appropriate institutional framework to sustain the results of reintegration programs being implemented by international donors and various national institutions (NEA, newly established Agency for SME development under the Ministry of Economy and Trade etc.)

Assistance to returnees

Sustainability of reintegration program to returnees is assessed in accordance with three major types of the project assistance:

(1) Procurement of professional equipment (equivalent of 400 Euros), which constitute around 60% of the total project assistance

Sustainability of procurement of professional equipment for returnees is much less than 50%, although this type of assistance is very popular among both returnees and communities. This happens because (1) returnees quite often do not know what they want upon arrival; (2) they are not aware about opportunities where they can earn money and increase their income in sustainable way; (3) often they would like to take something from the project without any consideration of any further use of professional equipment. Nobody from returnees has invested own funds into procurement of professional equipment in addition to the 400 EUR grant amount provided by the project.

(2) Vocational training through NEA or individual training courses (17% of project assistance)

Sustainability of vocational training provided through NEA or through individual training courses funded by the project is higher if compared with the first type of project assistance. 150 returnees from Austria have passed through trainings offered by private operators and NEA and supported by the project during two years of project duration and 10% of them have got permanent employment after that. However, according to the number of returnees interviewed during evaluation, because this option has been chosen too soon after coming back from Austria, there is no evidence of further use of knowledge and skills obtained through training.

(3) Assistance in business start up (23% of project assistance)

Sustainability of project support to returnees in business start up is the highest among three types of assistance in the framework of reintegration component, although this can be considered the most difficult option to choose because of efforts, time, and responsibility. 23% of returnees have chosen this option and 30% of them have invested their own funds for business start up in addition to the grant provided by the project.

Assistance to communities

Assistance to communities concerns project assistance types (1) and (2).

(1) Sustainability of project efforts through procurement of professional equipment is moderate, because this type of support is mainly provided to neediest people, who generally do not tend to migrate. It was planned and anticipated that such assistance should aim to reduce tension between returnees and community where returnees are based and has to lead to better economic opportunities in the country eventually reducing immigration abroad. However, the selection criteria used by National Employment Agency of Moldova in charge of choosing community representatives for project assistance differ slightly from the objective to develop potential for income increase.

The neediest people selected for this type of assistance in some cases do not use the equipment provided by the project for getting some additional income, but due to the difficult financial situation, used to ensure mere survival, rather than earn actual profits. Such situation can in some cases create tension

among those community members who have got this type of support and those who have not, but have higher probability to use it properly for income improvement thus exacerbating the problem of sustainability further.

(2) Offering professional training to communities mainly takes place through private operators and NEA and is financially supported by the NEA and the project, depending on the course. 10% of employment is an average result of this effort. However, because of the very low salaries offered through NEA jobs database, sustainability of such employment is low as in most cases it serves as temporary solution of the problem and does not reduce the tendency for immigration or re-immigration abroad.

3. CONCLUSIONS AND RECOMMENDATIONS

Conclusions and recommendation of this evaluation report are addressed to IOM office in Moldova, IOM office in Vienna and to ADA.

Generally, the project under evaluation represents one of the first “pilot” examples of integrated approach to the achievement of the objectives combining sustainable return with reintegration measures. Therefore all its lessons learnt should be carefully analysed, “best practices” and “case studies” selected to serve as examples to follow in the framework of the project phase 2 and by other relevant donor projects and programmes.

3.1 Conclusions

General

1. Relevance (including validity of the project design):

The project is generally relevant and appropriate to the priorities of the partner and donor countries (Moldova and Austria), as well as to the actual needs of the target groups (returnees and local communities). The project design is still valid; some adjustments are proposed and presented in recommendations for the second phase.

Overall, the project is lacking relevant linkages with other similar donor initiatives worldwide, relevant projects in Moldova and, particularly, IOM projects being implemented in other EU member states.

2. Efficiency

The project was properly implemented by the IOM and local implementing partners/institutions involved. All logistics of the project are well organized and activities stipulated in the logical framework are implemented. The planned results have been basically achieved at the reasonable costs. Some optimising of costs for the next phase is suggested. Particularly, taking into consideration that around 60% of the project budget is allocated for procurement of professional equipment, it has been concluded that this type of assistance is not very efficient and has to be slightly reconsidered in favour of assistance to business start in order to meet the project development objective.

3. Effectiveness

The project is well underway towards achievement of its specific objectives, although there is a number of factors which are beyond the project control and do not allow reaching all planned quantitative and qualitative goals. However, lack of trust in project assistance is observed among returnees and communities and special attention should be dedicated to this issue during the Phase 2 of the project.

4. Impact

A number of indicators of the positive impact have been observed, however it is important to strengthen a wider effect of the project on the mitigation of migration problems between Austria and Moldova. As a whole the project has positively impacted on increased number of returnees still in the country. However, according to around 30% of interviewed returnees, they do not consider voluntary return program as 100% “voluntary”, as they experienced some pressure from Austrian authorities to leave the country and sign the statement on “voluntary return”.

5. Sustainability

The project has made substantial contribution to establishing the sustainable scheme, procedures and tools for the voluntary return and reintegration. However, in order to increase the level of project sustainability further, a number of modifications are recommended in redistribution of the project types of reintegration assistance measures.

Reintegration assistance measures to returnees

1. The amount of drop outs from the project assistance constitutes around 20%. To the certain extent this figure is tentative as IOM monitoring stops after 1 year since the first contact with returnees in Moldova.
2. Project assistance for returnees in business start up has shown positive results, although not all returnees passed through business training and business plans development have actual started their own business (20 businesses out of 27 candidates attended business training). Only one out of 27 candidates for further entrepreneurship activity has left the country for Austria again (as compared to around 50% of the total returnees through AVR programme still in the country). The evaluation team has concluded that this type of the project reintegration measures has the best chances for further sustainability and has developed recommendations for adjustments of all types of reintegration measures.

Reintegration assistance measures to communities

Project assistance through procurement of professional equipment to selected communities representatives looks in some instances like rather “punctual assistance” than support for further professional and business development, due to the dare needs of the respective beneficiaries’ families, which prevent some of them to start a business. In these instances, the assistance was used by the beneficiaries to ensure the survival/upkeep of the family, rather than for profit generation.

3.2 Recommendations

The following recommendations have been formulated in order to improve project performance, its efficiency and, as a result, effectiveness, sustainability of the return and reintegration measures and their impact on number of immigrants from Moldova to Austria, community development and poverty reduction

General

1. The IOM Coordination Project is highly recommended to be continued.
2. To improve linkages with relevant bilateral programmes being implemented by other donors in Moldova (EU, French bi-lateral programme for returnees etc.), with relevant projects implemented by IOM in other EU member states/other countries (Afghanistan in particular), as well as experience of other donors around the world (Swiss experience in particular) and in order to gain positive experience which can be used to increase sustainability of the project results. It is also recommended in this respect (ADA and IOM) to establish synergies/cooperation with relevant SME/rural enterprise development projects in Moldova within the priorities of ODA Austria.
3. To increase the period of monitoring of registered returnees’ activities by IOM of Moldova from one year to two years. This will allow better acquaintance with the information on number of returnees “still in the country”, their activities and will improve the linkage between the program and returnees thus ensuring further assistance from the program, if needed, and enlarge multiplayer effect to the community increasing the element of trust and reliability of the proposed assistance.
4. To pay more attention to provision of information to the immigrants from Moldova while they are in Austria about reintegration options proposed by the program and, more generally, to improve

information tools of the project by adding “success stories” and “case studies”. This will ensure building better basis for further program reintegration activities in Moldova with better chances for sustainability of the results.

5. IOM is recommended to initiate a specific study to analyse the effectiveness of the Austria – Moldova voluntary return and integration programme as a model to be potentially applied by other countries and donors.

Reintegration assistance measures to returnees

1. To intensify backward linkages with returnees successfully used project assistance for business start up and other entrepreneurship activities, which has resulted in (1) their increased income and sustainable reintegration in Moldova upon return from Austria and (2) confidence in their future stay in the country with no point for re-immigration abroad and, particularly, to Austria. This can be achieved through regular meetings to be organized by OIM Moldova between successfully settled returnees and newly arrived returnees and will increase their confidence in opportunities in Moldova and diminish lack trust in project assistance.
2. It would be advisable for IOM office in Moldova to establish direct links with newly formed Agency for SME development under the Ministry of Economy of Moldova. These contacts can be used for information exchange on market opportunities for SMEs and entrepreneurship activities in Moldova, screening and analysis of possible options for reintegration weighting all advantages and disadvantages.
3. It would be advisable for IOM to undertake SWOT analysis of entrepreneurship opportunities for returnees based on information obtained from the relevant stakeholders and then present them to newly arrived returnees during meetings/presentations to be organized for this purpose. Such an approach can help newly arrived returnees to (1) to see the options in the country (this is particularly relevant for those who has spent quite a time in Austria); (2) to identify the most appropriate option to choose on what to do upon return home; (3) to maximise the benefits from and sustainability of all three types of reintegration assistance provided by the project.
4. To provide small-scale equipment procurement assistance after carrying out the measures proposed above in order to maximise the benefits from this type of reintegration assistance and increase sustainability of return thus avoiding further re-immigration.
5. To consider combination of professional training with providing small-scale professional equipment. To establish criteria and select candidates for procurement of professional equipment only after successful completion of training and further use of the knowledge obtained in professional development (“training – monitoring – selection – procurement” chain).
6. As assistance in business start up is proving to be the most sustainable from the point of view of less prospects for re-immigration and creating enabling environment for economic development of Moldova, it is advisable to reconsider the whole package of the project assistance in favour of this component. Few specific recommendations as follows:
 - a) To increase the amount of grant either by re-allocation funds from “procurement of professional equipment” component or by awarding grants to the best selected candidates (out of those who has chosen business start up option and has passed through business training) basing on a set of excellence criteria (to be developed together with business service provider).
 - b) To introduce few stages of selection for grant award in close cooperation with business service provider (Micro-Invest): first stage – after completion of business training; second – after completion of business plans preparation and third – in some time after the actual start of business.
 - c) To split the grant to be provided by the project in two parts and award the first one immediately upon the start of business operations and the second one – in 6 months/one year in order to provide additional incentives for sustainable business development.
 - d) To consider combination of grant with micro-credits in cooperation with Micro-Incest.
 - e) To improve the system of monitoring of new business by Business service provider through more frequent visits and effective advice.

Reintegration assistance to communities

1. To reconsider this type of project assistance by providing more vocational training including advanced training in the framework of budget allocated by the project. Further support (procurement of professional equipment) has to be provided for candidates passing the courses only.
2. To enhance the monitoring system for community representatives who graduated from professional training funded by the project.
3. It is recommended to slightly re-focus this kind of assistance from the individual support to actual community/ group support with active involvement of the local self-governance authorities.
4. To develop monitoring and evaluation criteria for those community representatives who graduated from professional training for further support to be provided by the project, if any.
5. Based on the results of monitoring and developed criteria, in some time after completion of professional training to choose the most business-oriented candidates for additional support, i.e. in form of procurement of small-scale professional equipment for them. This will create incentives for training graduates and increase sustainability of the project assistance.
6. To cooperate with other development and technical assistance projects in Moldova in order to direct joint efforts to the same targeted local communities.

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ANNEXES

Annex 1. Terms of Reference



IOM International Organization for Migration
IOM Internationale Organisation für Migration

Terms of Reference for Project Evaluation

Project name: „Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova”

ERF-Type of action: C - Voluntary Return

Main focus: C3 – Information and advice about special voluntary return programs for specific countries of origin or target groups, about the situation in the country of origin and/or general or vocational training and help in resettlement.

Project Duration: 27 months (16.12.2005 – 30.12.2008)

1. BACKGROUND OF THE PROJECT

I. Background and justification

The IOM Coordination Project for voluntary returnees to Moldova represents a comprehensive project for their long-term reintegration in their home country. This project provides a coherent link between return counseling in Austria, the logistics of the return and reintegration possibilities in the country of origin. Pivotal to this project is linking the returnees to reintegration measures in Moldova, which are funded by the Austrian Development Agency (ADA). A further crucial element is the extension of the assistance measures to the local community in order to diminish possible tensions between needy people from the community and the returnees and at the same time to have a positive effect on the development of the community.

The Republic of Moldova is the poorest country in Europe, in which a substantial part of the population lives below the poverty line. Since the independence in 1991, the country has witnessed a drastic deterioration of life quality, a high unemployment rate and a slow privatization of state property. The conflict in Transnistria has had an especially aggravating effect in the transformation process.

The difficult economic situation in Moldova has led to the emigration of a quarter of its population. In 2004, the majority of asylum applications by Moldovan citizens were registered in Austria, France and Slovakia. In 2005 a number of 1,346 Moldovan citizens applied for asylum in Austria and ranked sixth out of ten main nationalities of asylum applicants. Being mainly economic migrants, the asylum recognition rate is very low: in 2004, it was 3.8%. In 2003, there were 1,178 asylum applications of Moldovan citizens and the asylum recognition rate in the same period was 0%. The number of suspended application procedures is also very high. These data demonstrate the need for the development of

measures to promote voluntary return to Moldova. As documented in numerous studies and according to the experience of IOM and NGOs, the sustainability of the voluntary return increases when combined with comprehensive reintegration measures.

In the framework of the General Humanitarian Return Programme of IOM Vienna 80 Moldovan citizens returned to their homeland in 2003. In 2004, there were 93 returnees and in the first half of 2005, the number of returnees amounted to 33. A survey conducted by IOM Vienna on the proposed reintegration measures was met with great interest by the return counseling centers in Austria and revealed a large need for comprehensive assistance measures for Moldovan returnees.

The project's aim on the one hand is at contributing to the voluntary return and sustainable reintegration of Moldovan citizens of differing legal status currently residing in Austria i.e. refugees, asylum seekers, persons with refoulement protection. On the other hand, it aims at fostering development, reducing poverty and alleviating the lack of perspectives in the communities of the returnees through the extension of the assistance measures to the local population. These measures can offer alternatives to re-emigration. Involving and strengthening the local structures in the implementation of the reintegration measures ensures their sustainability after the completion of the project.

In order to promote the decision for voluntary return and to ensure the sustainability of the return measures, it was considered sensible to address specific needs of the target groups. Generally, the return is associated with considerable logistical and financial problems for the returnees. For a successful start in the home country, solving existential problems such as finding accommodation, employment, education or training, school enrolment for children etc. is crucial. The availability of precise information on the skills and needs of the returnees can help expedite and enhance their reintegration after return. Reinstallation grants as well as the provision of concrete support measures locally make return more attractive and enhance the chances for a successful reintegration.

The IOM Coordination Project for voluntary returnees to Moldova contains reintegration assistance to meet the individual needs of the returnees such as reinstallation grants, grants to pursue education, training or self-employment through business set-ups, procurement of professional equipment etc. Further supportive measures of such programs include accommodation, medical care, counseling for successful orientation when general conditions have changed, employment, legal counseling etc. Project tools for return and reintegration assistance include:

- I. Provision of up-to-date and precise information on conditions and prospects in the country of return;
- II. Socio-economic profiling of potential returnees to assess their needs and motivations;
- III. Return counseling and return-related information for partners and migrants to improve preparation for return and assist with reintegration already in host countries;
- IV. Provision of in-kind grants aiming at assisting with sustainable socio-economic reintegration of the returning migrants: grants are used to cover the costs of vocational training, different forms of professional, college, university education; purchase of professional equipment; business training, consultancy to prepare business plan and set-up a business; in kind grants for setting up small businesses;
- V. Post-return monitoring to ensure appropriate and sustainable delivery of reintegration assistance, and to make necessary adjustments to the programme.

For a detailed description of the reintegration measures offered to returnees, see Annex 2.

An additional important element is the provision of the support measures also to communities of return. This can help reduce possible tensions between returnees and the people from the local community and at the same time it can have a general positive effect on the development of the local community.

As agreed upon with the donor, IOM will conduct an evaluation to better understand the impact of the integrated nature of reintegration measures on the sustainability of the return.

II. Quantifiable results

During the project timeframe it has initially expected that up to 150 individuals will return within the framework of this project and benefit from the reintegration assistance. The return should be on a voluntary basis in order to be sustainable. A decision of the individual concerned to return depends on the perspective in the country of return. Through the provision of reintegration measures, the returnees are given the chance to settle down in their home country more easily. 40 returnees could avail themselves of the business start-up assistance and 110 returnees could avail themselves of the other assistance measures (vocational training, employment, education, purchase of professional equipment etc.). Back in Moldova, the returnees can take an active role in their reintegration and implementation of their business plans and serve as multipliers in their communities.

A number of 250 members of local communities could avail themselves of in-kind grants of up to 400 EUR for reintegration assistance measures (vocational training, employment, education, purchase of professional equipment etc.). The extension of the reintegration assistance to the local community is at the same time a further contribution to the sustainable development of the communities.

2. OBJECTIVES OF THE EVALUATION:

a) Main objective

The **main objective** of the evaluation is to evaluate the impact of the integrated nature of reintegration measures on the sustainability of the return. The project's integrated approach that provides for reintegration measures to returnees, besides the return assistance, will be closely analyzed.

The evaluation will also examine IOM's implementation strategy as well as its overall performance in fulfilling the outputs described in the project documents, aiming at devising and implementing any necessary adjustments for the second phase of the project. This evaluation will be a lesson learning and forward looking rather than purely an assessment of past results. The emphasis on learning lessons speaks to the concept of understanding of what has and what has not worked as a guide for future planning.

b) Specific objectives

More **specifically**, the purpose of the evaluation exercise will be:

1. To analyze the success of the integrated approach of matching the return assistance with reintegration assistance;
2. To analyze the design of the reintegration package provided to beneficiaries and its effectiveness in contributing to their sustainable return and successful reintegration;
3. To assess the flexibility of the reintegration package for returnees with varying age, gender, education and professional experience profiles;
4. To evaluate the programme beneficiaries' performance with small business start up and other reintegration options offered through the project;
5. To assess the performance and progress attained in the implementation of the project as to the initially envisaged results;
6. To analyze IOM's implementation strategy and the results in comparison to the outputs indicated in the project proposals;
7. To analyze strength and weaknesses of the project and draw lessons to prepare for next phases of the project implementation and for developing similar return and reintegration projects in the future;

c) Evaluation criteria

i. An important **evaluation criterion** shall be whether the reintegration activities were sufficiently well defined and implemented in order to reach relevant results in terms of sustainability of return. If respective results were not reached or reached only partly, the evaluation should inquire into whether other activities would have resulted in the results being reached. It also needs to see if major gaps exist between planned results and achieved results. If such gaps exist, they need to be interpreted and causes identified. Inter alia, it needs to be inquired whether the gap is due to inappropriate design only, or are there other elements which can explain that gap.

The main **indicators** shall be: 1) the number of the returnees still in the country; 2) the ratio of the returnees still in the country engaged into reintegration assistance as compared to the number of returnees still in the country but who were not interested in accepting reintegration assistance; 3) the ratios of engagement of returnees in different reintegration activities; 4) the ratio of engagement of returnees in different professional/education/business activities but not provided by the project; 5) the ratio of drop-outs of beneficiaries based on different reintegration activities; 6) main reasons invoked for drop-outs; 7) main reasons invoked for not engaging in any/certain reintegration activity; 8) main reasons invoked for leaving the country (obtained from relatives); 9) suggestions as to improving the reintegration tools, introducing new reintegration tools, amending the duration of the assistance.

ii. The second **evaluation important criterion** shall be the sustainability or the extent to which the project benefits continue after external support is no longer available. The evaluation shall inquire into whether the beneficiaries have been well integrated with local social and economic conditions. It shall also determine whether the beneficiaries participated in the planning and implementation of the reintegration assistance to guarantee sense of ownership and interest in the sustainability. The main **indicator** shall be the existence of the financial capacity and motivation to maintain the benefits of the reintegration assistance on a longer-term basis. The indicators shall be: 1) The ratio of returnees engaged in different reintegration activities who declare themselves satisfied with their current integration in the community status, whose activity is profitable and who plan to stay in Moldova in the long term; 2) The ratio of returnees engaged in different reintegration activities who invested own funds into the activities; 3) The ratio of returnees engaged in different reintegration activities who plan to maintain and develop the activity they are involved in (e.g. number of person who perform a newly acquired profession); 4) Number of created work places; 5) The integration/involvement of local structures in the delivery of assistance and operation of the businesses/professional activity;

3. METHODOLOGY OF THE EVALUATION:

The evaluation will require visits to the regions where the returnees reside, interviews with beneficiaries, and review of project related documents and statistical data. The exercise will entail a comprehensive desk reviews and document analysis. The evaluation will be participatory in nature and will make use of structured interviewing techniques.

Sources of information will include:

- Project documents and progress reports.;
- Interviews conducted with programme beneficiaries around Moldova (in person or via telephone; depending on the situation in the field, a written survey among beneficiaries could be organized to complement interviews, taking however into account the time necessary for conducting such surveys and possible delays).;
- Interviews with National Employment Agency and private partner counterparts;
- Interviews with involved IOM staff in Moldova and Austria (in person or via telephone);
- Any other relevant IOM documentation that could be made available by IOM.

4. EVALUATION TEAM AND IMPLEMENTATION ARRANGEMENTS:

The evaluation team should consist of a consultant with a profound background in international project evaluation in transitional societies' environment and capacity building activities as well as experience in

field-based research. Knowledge of migration policies in the EU is important. Familiarity with Moldova and/or the Moldovan Diaspora is an asset. The consultant/consultant firm should also have excellent analytical and English-language drafting skills.

The IOM Mission in Moldova will manage the evaluation exercise under the coordination and with the assistance of IOM Vienna. IOM Moldova will agree on the Terms of Reference for the evaluation, coordinate the recruitment of the consultant, guarantee the availability of necessary documentation and information, coordinate the arrangement of necessary interviews and travels, comment on the draft report and endorse the final report.

5. INDICATIVE TIMETABLE

It is estimated that 20 working days will be sufficient for completing the exercise. A tentative schedule could be as follows:

Briefing and Interviews in IOM Moldova (and IOM sending mission by phone):	1 day
Initial and final briefings in Chisinau:	2 days
Review of relevant documents and statistics:	2 days
Field visits and interviews in Moldova:	10 days
Preparation of draft report:	3 days
Preparation of final report:	2 days

The **final report** reflecting the expected outputs as described in the ToRs should be made available to IOM Moldova no later than **25 April 2008**.

Annex 2. Reintegration assistance: detailed description of measures offered to returnees:

a) Training, education and job placement activities

1. Upon returning home, candidates are encouraged to identify appropriate training institutions which may interest them. They should bring this information to the attention of the IOM Chisinau.
2. Once a reintegration application is received, the IOM Chisinau with the assistance of the project partners begins to identify appropriate reintegration activities for the returnee and his/her family.
3. Setting up of a calendar for job counseling. National Employment Agency (NEA) in cooperation with IOM Chisinau shall schedule a calendar for job counseling sessions. The job counseling session is planned as a tool aimed at supporting some of the applicants in identifying the most suitable opportunities for their further professional developments, which can be consistent with their financial, familiar, logistical and psychological conditions. During the individual interviews it is assessed whether the participants are empowered to take a decision upon their professional/personal life in the near future. Job counseling and professional orientation is meant as a supportive measure to identify the opportunities available and sustainable in every single case. This measure is a tool to provide beneficiary with the opportunity to clarify his/her priorities, inclinations, desires related to future professional developments, and to identify the available opportunities to pursue her goals and to develop his/her aspirations.
4. The IOM Chisinau is responsible for liaising directly with the training institution in order to discuss the course/training details and/or arrange payment, on the basis of the information provided by its partners. No cash grants can be given to returnees. All payments are made directly to the contractors.
5. Purchase of professional tools after successful completion of the training (e.g. plumbing tools for would be plumbers, hairdressing equipment for future hairdressers, etc.) or for those possessing the relevant experience and/or education.
6. Employment orientation and/or mediation - through referral to National Employment Agency, candidates returning from Austria to Moldova are able to receive job/vocational/business training

and assistance in finding employment in public institutions or private firms, or with the businesses newly established by other returnees;

7. Persons that passed the vocational training and expressing the desire to start a business, and are not eligible to get the 2150 EUR grant, may be referred to micro-finance institutions for loans.
8. Out of 150 returnees, 40 are eligible to receive up to 2150 EUR for business start-up plus business training for which up to 350 EUR are budgeted for the business expert/business training institution. The remaining 110 returnees are entitled to receive educational/vocational training/purchase of equipment costing up to 400 EUR per returnee or may be referred to professional mediation. In no case should one and the same returnee profit from both options thus taking the place of another eligible returnee.
9. Once IOM Chisinau approves the costs, it may begin charging the project code. The IOM Chisinau performed all the procurement procedures according to its internal rules.
10. Originals of receipts, invoices, vouchers, payment requests, proofs of payment from the banks, certified copies of fiscal invoices should be mailed to IOM Vienna, as required by ADA.
11. After completing training, or an educational course, returnees are asked to complete a short questionnaire. Or an interview can be conducted also by the IOM Chisinau over the phone or where a phone call is not possible, by post.
12. The interviews and photographs potentially used in information materials/newsletter to raise awareness in Austria about programme.
13. The monitoring of the reintegration is performed during 12 months by the IOM Chisinau in the form of regular phone calls after three months from finishing the courses.

b) Assistance in setting up Small Businesses

1st phase: Promotion of Income Generation Project

1. Definition of selection criteria. In order to ensure a clear and transparent selection of the applicants in all the phases of the project implementation, the following (pre) selection criteria for the business training and business start-up assistance have been established:
 1. Joint projects receive preference
 2. Consistency of the project idea with previous experience of the applicants
 3. Applicants repatriated to Moldova since a longer period of time receive preference
 4. Interest and commitment of the applicant in undertaking business plan training and training on micro-enterprise legislation
 5. Applicants with children, single mothers, separated, widowed and divorced women receive preference
 6. Feasibility and viability of the project idea
 7. Rural and small town residence receive preference
2. Elaboration of promotional materials and of an application form. IOM Vienna in collaboration with IOM Chisinau elaborated informative leaflets in Romanian and in Russian language containing detailed information about the project aim, its phases, the activities provided and the selection process. Leaflets are aimed at spreading the project idea within the selected group of potential beneficiaries. They have been distributed to the applicants by partners in Austria staff in occasion of the project official presentations and to those applicants that visited partners' offices.

An application form in Romanian and Russian has been elaborated and distributed to the applicants in order to collect accurate information about different aspects:

- General data of the applicant (name and surname, address, family status etc.)
 - Education background
 - Working experience, especially in the field of the activity proposed
 - Socio-economical and familiar needs
 - Proposed business idea, reasons and motivation of the choice
 - Degree of awareness and knowledge of the local market and of the field of activity to start up
3. Presentation of the Project to the pre-selected potential beneficiaries. Austrian partners organized official project presentations, in order to promote the project idea amongst the beneficiaries' community. The potential beneficiaries identified are invited to attend them. During the project

presentation, they are provided with a detailed explanation of the project implementation. All the applicants have been invited to address IOM Chisinau office while already in Moldova for any need of clarification or further information concerning the project.

4. Distribution of promotional materials and application forms. At the end of each project presentation, Austrian Partners shall distribute an application form amongst the applicants, in order to collect accurate information about different aspects relevant for further selection.
5. Evaluation of the application forms collected. The application forms submitted by potential beneficiaries shall be in-depth evaluated by the IOM Chisinau project manager, possibly with a business expert.
6. Pre-selection of a group of potential beneficiaries. The above-mentioned selection criteria have been applied to select a group of potential beneficiaries of the Business training. Selection has been conducted by IOM Chisinau and based on the data from the application forms filled in by the potential returnees already in Austria. A number of potential beneficiaries have been hence identified.

2nd phase: Training on entrepreneurship skill development and management of micro-enterprise

The second phase of project implementation has been mainly devoted to the organization and implementation of the Business training. The main objective of the training has been to make the beneficiaries aware of the financial, material, labor and intellectual resources that they need in order to start-up an activity and to render them able of calculating and estimating an effective use of available resources.

At the end of the second phase of project implementation, a committee has been able to select final beneficiaries who presented viable and feasible projects, in order to support them through in-kind grants.

Actions to be undertaken during the second phase of project implementation:

7. Selection of a trainer for the Business training.
It has been selected on the basis of his/her competence on the specific issues and skills in teaching. He/she shall become acquainted with the profile of the beneficiaries and the project ideas they submitted.
8. Elaboration of training materials for the Business training. The training aimed at rendering the participants able to design a realistic business plan for the start up of a micro-enterprise. The main objectives of the training course have been:
 - To make beneficiaries aware of the financial, material, labor and intellectual resources they need in order to start an activity;
 - To render them able of calculating (estimating) the efficient use of the required resources in the working process. Business training materials shall be prepared in both Romanian and Russian and distributed to all the participants.
9. Setting up a training calendar. The selected trainer scheduled a Business training calendar according to the availability of all the parties involved. All the trainees are invited and hosted in Chisinau for one week, in suitable premises for both training and lodging needs.
10. Business training:
Employing the services of a micro-finance institution, after a first encounter of the IOM Chisinau with the returnee. In this case, up to 350 EUR for business training were paid to a micro-finance institution to compensate the costs of training, developing of a business plan and constant monitoring. Then the in-kind grant of 2150 EUR has been disbursed for the business start up of the returnee. The procurement and reporting procedures have been kept within the general terms of IOM Chisinau. The micro-finance institution provided business training, assisted with developing of a business plan and constant monitoring according to its general business practice; in addition, IOM Chisinau ensured monitoring according to its general rules. The approval of the projects has been done by IOM Chisinau, on the basis of the recommendation of the micro-finance institution. A focal point has been appointed by the micro-finance institution for liaising with the IOM Chisinau.

11. After completing training, returnees were asked to complete a short questionnaire, or an interview can be conducted also by the IOM Chisinau over the phone or where a phone call is not possible, by post. The interviews and photographs are potentially be used in information materials/newsletter to raise awareness in Austria about programme.
12. Setting up of a calendar for the delivery of tutorship. The trainer shall schedule a tutorship calendar according to the availability of all the parties involved. The main aim of the tutorship is to help trainees in improving the viability and feasibility of their business ideas. Every single trainee had the opportunity to apply for individual consultancy.
13. Delivery of tutorship. The trainer organized individual consultancies for the beneficiaries of the Business training. The main aim of the tutorship has been to help trainees in improving the viability and feasibility of their business ideas. Every single trainee had the opportunity to apply for individual consultancy in order to clarify doubts and to receive the additional information needed.
14. Candidates who ask to set up a business and passed the pre-selection (fulfill certain criteria) and the necessary training have been required to submit a Business Plan. A business plan for a joint business project of several returnees is also acceptable; the sums of assistance is then be also joined; alternatively, business projects may be joined with professional reintegration financing, so as to ensure on-the-job training and further employment of returnees and people from local communities.
15. The business plan asks candidates to write their business idea, including their experience, target clients, strategy, etc. Candidates are also asked to list the necessary tools/equipment/stock to get started; up to a maximum of 2150 EUR for an individual returnee.
16. Collection of the business plans (hereinafter referred as “BPs”) submitted by the trainees. Business trainer provided a preliminary assessment of the business ideas of the returnees, applying its resolution on a special report form, containing also the summary of the project.
17. Setting up the Committee for the final selection of the most viable and feasible project-ideas submitted by the trainees. An expert committee was set up in order to select the beneficiaries who presented the most feasible and viable projects according to the business plan format provided. The Committee was formed of IOM Chisinau project coordinator and project manager, and the business expert. The specific task of the business expert was to assess the feasibility of the micro-business submitted by each applicant within the local market and to assess the consistency of the reintegration path selected with the beneficiary’s profile, psychological state and aspirations.
18. Final decision on the beneficiaries of the Business set-up assistance. In order to make the final decision on the beneficiaries of the Business set-up assistance, the committee whenever possible organized and held individual interviews (personal/phone) with the applicants that had submitted the business plans. The main contents of the individual interviews has been, on the one hand, to check and clarify the information included in the application form of every single applicant, and on the other hand, to assess the feasibility and viability of the project idea presented and the interest and commitment of the applicant in attending the Business training and implementing her micro-project. Once a business plan is received, the IOM Chisinau assessed the feasibility of the applicant’s business idea. IOM Chisinau may depend on the input of local partners who are familiar with local conditions and regulations for establishing and running businesses (i.e. registering businesses, buying equipment or goods, licenses to operate, feasibility of idea, ability to monitor, etc.). Once the candidate presents the business plan, the IOM Chisinau arranged, when possible, to speak with the returnee in order to further discuss the business plan. This can be done via phone/email or personal interview, where feasible.
19. Evaluation. After having examined the BP’s and having interviewed the applicants, the above-mentioned committee analyzed the outcomes by applying the selection criteria previously established. In particular, the business expert was asked to assess the feasibility and viability of the project idea and the interest and commitment of the applicants to take part in the project.
20. In most cases, businesses should be registered. If, however, this is burdensome or expensive, IOM Chisinau/local partners informed the candidate of the local legal requirements concerning the registration of businesses. The responsibility for registration/obtaining the permits/license and respective costs lie with the candidate, as stated in the Business Agreement.

3rd phase: Delivery of non-cash grants and start-up of micro-enterprises

The third phase of the project implementation was devoted to support the start-up of the selected micro-businesses through small-scale non-cash grants and consultancy services.

21. Collecting and processing information for starting the implementation of the in-kind grants

After the selection of the micro-projects to be supported through in-kind grants, the implementing partner collected information in order to start up every single micro-business. Activities included:

Meeting with beneficiaries, in order to clarify the following issues: markets/shops proposed for purchasing items (exact location, address, name of enterprise/seller); real availability of the items to be purchased at a given moment; precise up-to-date prices of items requested in the shops indicated;

Investigation – jointly with the beneficiary and/or in coordination with him/her – of local market and analysis of different available options for procurement of the start-up items required.

The implementing partner provided consultancy services through specialists during the start-up phase of the micro-projects when needed.

22. The written agreement is intended to be a means mainly aimed at underlying the assumption of responsibilities towards the project by the beneficiary, in terms of commitment in the organization and management of the micro-business.

23. Once IOM makes the final decision to fund a business or purchase the necessary tools/stock/equipment to get started, the candidate signed a Business Agreement (2 originals). IOM Vienna was duly informed on the approval of a project.

24. Delivery of the in-kind grants. The micro-projects selected as feasible and viable is supported through non-cash grants up to the maximal amount of money corresponding to 2150 EUR. The disbursement of the grants has been done according to the list of materials, items and services requested by each beneficiary in his/her business plan and approved by the Committee.

25. Costs of the business setup assistance has been paid by the IOM Chisinau directly to the institution/company involved, rather than being given as cash grant to returnees. The IOM Chisinau performed all the procurement procedures according to its internal rules.

26. Originals of receipts, invoices, vouchers, payment requests, proofs of payment from the banks, certified copies of fiscal invoices should be mailed to IOM Vienna, as required by ADA.

4th phase: Monitoring and evaluation

The fourth phase of project implementation is being aimed at monitoring and evaluating the results achieved as concerns each micro-project supported through in-kind grants. Furthermore, monitoring visits constitute the basis for the final evaluation of the Project overall results achieved, compared with the objectives set-up.

27. Planning the monitoring phase. In parallel with the start-up of each micro-project, the implementing partner planned and scheduled the fourth and last phase foreseen within the Project framework, i.e. the monitoring phase. It set up a calendar of monitoring visits/phone calls to be paid to each beneficiary since the start-up of his/her activity. In some particularly difficult and delicate cases, the monitoring visits/calls were made more often. The main aim of the monitoring phase has been to assess and evaluate the process of labor and social inclusion of each beneficiary supported through the start-up of a self-help micro-economic initiative.

28. In parallel with the monitoring to be performed by the implementing partner, IOM Chisinau performed monitoring of the business during 12 months the in the form of – monthly calls to the returnees once in three months. The terms are different in case of returnees coming at the end of the project. Need should arise, earlier interventions may be done.

29. Paying monitoring visits to the beneficiaries of the project who started-up a micro-business. In parallel with the delivery of in-kind grants, the implementing partner started to carry out the monitoring phase of the Project. Monitoring visits are being paid to each beneficiary whose micro-project was implemented through in-kind grants delivery. The main aim of the monitoring

phase is to assess and evaluate the process of economic and social inclusion of each beneficiary supported through the start-up of a self-help micro-economic initiative. In particular, the following information is assessed:

- the financial and economical trends of the activity carried out by the beneficiary, during a given time frame (usually normally quarter): total income obtained, expenses related to the business implementation, capital reinvested in the project, number of customers;
- subdivision of duties and responsibilities with eventual partners in activity;
- difficulties encountered during the project implementation, solutions foreseen/adopted to face problems or to prevent them;
- future plans and forecasts related to the business development (problems foreseen, solutions to be adopted, plans of enlarging or sizing down the activity);
- psychological impact of the start-up of an income-generating activity on the general status of the beneficiary;
- social impact of the project implementation: changes perceived by the beneficiary in his/her relationship with her family members and with the community of origin.

30. Results recorded and elaborated during the monitoring period will be included in the final evaluation report of the Project.

Annex 2. Project Logframe

Project „Coordination of Return and Reintegration Assistance for Voluntary Returnees to Moldova“
Project duration: 15.12.2005 – 31.12.2007

Annex A) Logical frame of the project

Intervention logic		Indicators	Evaluation sources	Presumptions
General objective	Sustainable return and reintegration of Moldovan returnees from Austria, as well as development of local communities through expansion on reintegration activities on local population	<ul style="list-style-type: none"> • Profitable activities for returnees and local population through provision of various supporting measures of life standard improvement and through increased chances for economic independence lowering the need of a repeated emigration to Austria • Increased interest in voluntary return to Moldova 	<ul style="list-style-type: none"> • External project evaluation • Results of the “Migration and Development“ expert round table organized in Austria in the final phase of the project • Monitoring of return statistics to Moldova and general inquiry through IOM Vienna • Analysis of Austrian asylum statistics • Analysis of Moldovan migration statistics 	<ul style="list-style-type: none"> • Readiness of the project donors to undertake a monitoring of sustainability of project activities one year after completion of the project in order to verify the sustainability of return
Project objectives				
1.1.	<p>Fighting the poverty and hopelessness of voluntary returned to their homeland Moldovan</p> <ul style="list-style-type: none"> • Asylum seekers • Persons entitled to asylum • Persons with temporary protection • Persons with refoulement protection • Returnees from custody pending deportation <p>through a comprehensive offer of reintegration measures¹ for a successful new start and sustainable return to Moldova</p>	<ul style="list-style-type: none"> • Individual and long term counseling of returnees • Number of created training opportunities • Number of participants at training course (language, computer, handicraft trainings) • Number of newly created businesses • Long term professional consulting of small businesses and newly established businesses (creation, financial and legal consulting) • Number of created work places • Number and art of implemented projects for the support of local population • Integration of local structures • Improving existing structures, which will continue the started activities 	<ul style="list-style-type: none"> • Statistical registration of participants at various activities by IOM Chisinau and IOM Vienna • Regular monitoring and evaluation of activities by IOM project staff and ADA office in Chisinau by means of field trips and interviews of returnees and beneficiaries from local population (success of newly created businesses, quality of the trainings, etc.) • Monthly reports by IOM Chisinau and IOM Vienna on implemented activities • Feedback from the steering committee composed of local and national authorities and coordinated by IOM and ADA 	<ul style="list-style-type: none"> • Availability of information at return counseling offices in Austria and project partners in Moldova • Interest of returnees and local communities in offered support measures • Stable economy • Readiness of the Ministry of Economy and Trade to facilitate the general conditions for business start up for the returnees, e.g. licensing • Availability of favorable credit requirements at micro-lending institutions • Support of the community in the selection of the beneficiary target group from local population
1.2.	Extension of supporting measures on person groups in need from the local communities in order to avoid eventual tensions and to increase the support for reintegration of returnees			

¹ Only persons without criminal record in Austria can participate in reintegration activities

Results	R1	Socio-economic reintegration of 150 returnees through <ul style="list-style-type: none"> • Training activities (language and computer courses, professional / vocational training, scholarship) • Employment • Business start up • Access to micro-lending institutions 	<ul style="list-style-type: none"> • Demand of reintegration activities • Individual and long term counseling of returnees • Number of persons who received training • Number of person who perform a newly acquired profession • Number of job placements • Number of persons supported with non-refundable grants for small business start up • Number of networks and contacts, established between returnees • Number of created work places 	<ul style="list-style-type: none"> • Statistical registration of participants at various activities by IOM Chisinau and IOM Vienna • Monitoring the sustainability of activities by IOM and ADA • Questionnaires evaluated by IOM Vienna • Evaluation reports • Steering committee composed of IOM, ADA and project partners (National Migration Bureau, National Employment Agency, among others, etc.) 	<ul style="list-style-type: none"> • Lack of training among concerned groups • Readiness of returnees to participate in offered reintegration activities • Acceptance of Moldovan local and national authorities of this project and readiness of the Moldovan city/regional administrative bodies to cooperate • Readiness of the Ministry of Economy and Trade to facilitate the general conditions for business start up for the returnees, e.g. licensing • Availability of favorable credit requirements at micro-lending institutions • Support of the community in the selection of the beneficiary target group from local population
	R2	Support of person groups in need from the local communities through specific and for their needs adapted measures	<ul style="list-style-type: none"> • Number of assisted communities • Number of beneficiaries • Number of supporting activities 		

Activities	Resources	Costs	Prerequisites
A0 – IOM Vienna – Preparation of the entire project coordination and implementation A.1.1. Survey at return counseling offices in Austria, in view of profile and needs inquiry of the target group by means of a questionnaire, developed especially for this purpose and translated, as well as following interviews A.1.2. Implementation of an information campaign (development, translation and distribution of information brochures, organization of info events) A.1.3. Development of an application form for reintegration support and its distribution at return counseling offices meant to support during counseling and preparation of return			<ul style="list-style-type: none"> • Readiness of return counseling offices to support the project • Readiness of returnees to participate in proposed reintegration activities • Acceptance of Moldovan local and national authorities of this project and readiness of the Moldovan city/regional administrative bodies to cooperate • Support through the community in the selection of the target group of beneficiaries from local population • Flexibility during project implementation for the purpose of adaptation if needed, based on profile inquiry in the 1st phase of the project and the survey in the 4th phase of the project

A.1.4. Delivery of filled out application forms to IOM Chisinau, in order to undertake necessary preparation

A.2. Organization of the trip for the returnees and payment of starting compensation

A.3. Development, translation and distribution of an two months circular letter

A.4. Two project trips of project coordinators to Moldova aiming at a best coordination of different measures

A.5. Organization of an expert roundtable in Austria on „Migration and Development“ and of project results

A.2.1. IOM Chisinau – Liaising with potential counterparts and selection of project partners for implementation of reintegration measures in coordination with IOM Vienna

A.2.2. Signing agreements between IOM Chisinau and local and central state authorities to support the project (National Migration Bureau and National Employment Agency, among others)

A.2.3. Cooperation with Ministry of Economy and Trade

A.3. Reception of returnees at Chisinau airport and upon need organization of further trip

A.4.1. Implementation of reintegration activities on site by IOM Chisinau in cooperation with project partners

- Consulting returnees on support by the best selection of reintegration offer and engaging in these measures
- Registration of interested persons at language and computer courses, vocational schools, and in the case of the latter, procurement of equipment upon training completion
- Employment mediation and payment of a salary compensation, if needed
- Business Training courses for returnees, who decide

PERSONNEL	
MATERIAL EXPENSES	
TRAINING EXPENSES	
OTHER EXPENSES	
KAPITALMITTEL	
EVALUATION	
DOCUMENTS, RESEARCH	
Unforeseen	
<u>Total</u>	

to start a small business, and whose long term assistance will ensure a success of undertaken measures

- Procurement of equipment and other materials for business start
- Regular monitoring and eventual adapting of measures

A.4.2. Selection of beneficiaries from the local population in cooperation with local authorities, as employment agency, community, etc. in a transparent way

A.4.3. Implementation of support measures for the target group from local population

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Annex 3. Questions for the structured interviews

IOM Moldova evaluation

Questions for the structured interviews

Structuring:

1. Target groups:
 - Returnees
 - Local community beneficiaries
 - Local authorities
 - Local NEA branches
 - National authorities (Ministry of Economy and Commerce, NEA and other)
 - Austria-based project stakeholders

As the IOM Moldova is a client of the evaluation assignment, no specific questions were developed.

- 2 Evaluation indicators
 - Relevance and project design
 - Efficiency
 - Effectiveness
 - Impact
 - Sustainability

Returnees

No.	Question
	Relevance
1	How did you know about AVR programme?
2	Was information you got in Austria sufficient to make a decision to return?
3	Why did you decide to apply for AVR programme?
4	Would you voluntarily returned to Moldova without the programme?
5	To what extent your return was voluntary?
6	Do you satisfy with administrative procedures of the programme? <ul style="list-style-type: none"> • in Austria • in Moldova
7	If not, what can be improved in procedures?
8	To what extent the package of offered assistance measures is appropriate and relevant to your needs?
9	If not, what other measures can you expect/ propose?
10	Do you think that selection criteria for different kind of reintegration measures are fair, transparent and acceptable?
11	Do you think, the reintegration package is flexible enough to take into account your age, gender, family status, health, education, and professional experience?
12	Are the reintegration measures appropriate in terms of time?
13	Are the reintegration measures are appropriate in terms of allocated budget?
14	Is it fair that the project assists also to members of your community, who are not returnees?
15	Did you expect tension within your community in case the assistance is not offered to other members of the community (not returnees)?
	Efficiency
16	Do you think information you got in Austria was adequate to that really happened then?
17	When have you returned to Moldova?
18	Who have met you in Moldova?
19	Are you satisfied with administrative procedures of reintegration programme?
20	Was information and guidance provided by the project clear, understandable and sufficient to accept reintegration assistance?
21	Were there external factors which affected your decision?
22	What kind of assistance have you received?
23	Have you been directly assisted in <i>employment/ employment orientation</i> ? Are you satisfied with this assistance?
24	Have you been assisted in <i>vocational training</i> ? Are you satisfied with this assistance?
25	Have you been assisted in having <i>grant to continue education</i> ? Are you satisfied with this assistance?
26	Have you been assisted in having in-kind grant to <i>purchase of professional tools</i> ? Are you satisfied with this assistance?
27	Have you been assisted in <i>business start-up</i> (including business planning, registration, permits, etc.)? Are you satisfied with this assistance?
28	Have you been assisted in <i>business training</i> ? Are you satisfied with this assistance?
29	Have you been assisted in <i>accessing to micro-finance</i> ? Are you satisfied with this assistance?
30	How did the project staff monitor your activities under the reintegration programme?
31	Did you like how the reintegration programme was organised and implemented in general?
32	Do you believe that your individual planned results (in the framework of the reintegration programme) have been achieved?
	Effectiveness
33	Have you got a job after your return to Moldova? What job?
34	If yes, whether the project contributed to this, or it was caused by your own initiatives and contacts?

35	Is a good understanding and cooperation with local authorities in place?
36	Did you have assistance from the local employment agencies? What kind of assistance?
37	Have you invested some your own funds to the reintegration activities?
38	Do you think that the reintegration programme is useful for you and your family to improve your life?
39	In your opinion, whether a social and business climate has been improved in your community through the reintegration project?
40	Do you think that an effective system, to support voluntary return to Moldova, is established at the local, regional, national and international (Austria) levels?
Impact	
41	Whether members of your family are formally involved in the programme?
42	Were your relatives happy with your return in the framework of programme?
43	Is your family benefiting from your involvement in the programme? How?
44	Are you in touch with other returnees involved the programme in your or other locations?
45	Do you have joint business with other returnees?
46	Do you have joint business with other assisted members of your communities (not returnees)?
47	Do you know other returnees who did not accept reintegration measures? Why they did it, in your opinion?
48	Whether your neighbours know about the project assistance to you? What is their opinion, if you know?
49	Did (will) you advise your friends/ relatives, who are still abroad, to use or not to use the reintegration programme to return?
50	Do you think that the reintegration programme improved your living conditions?
51	Do you think that the reintegration programme improved your social status within your local community?
52	Did you think that other members of your local community (who are not returnees but involved in the project) benefited effectively from the project?
53	What are strong aspects of the programme for you and your community?
54	What are weak aspects of the programme for you and your community?
55	Could you provide a positive case of the reintegration?
56	Could you provide a negative case of the reintegration?
Sustainability	
57	Have your knowledge and skills been improve to have better opportunities for employment?
58	Do you intend to continue education and training beyond the project?
59	Do you consider your improved knowledge and professional skills as an advantage for your employment? <ul style="list-style-type: none"> • in Moldova • abroad
60	Did your professional skills obtained through the project allow you to start up your business in Moldova?
61	If you have started up your business, is it profitable?
62	Whether you income is sufficient to continue business without external support?
63	Do you have good social and business relations within your community?
64	Do you have a support and assistance from local authorities? What namely?
65	Do you have a support and assistance from local employment agency? What namely?
66	What support do you expect / will you need from the local or national authorities in the future?
67	Do you feel that the national policy towards returnees and unemployed is appropriated and supportive?
68	Currently, have your problems, which motivated you to leave Moldova in the past, been solved or mitigated?
69	Do you plan to stay in Moldova in the long term?

70	Do you plan to leave Moldova for employment abroad?
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Positive case box (returnee)

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Negative case box (returnee)

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Local community beneficiaries

No.	Question
	Relevance
1	How did you know about the AVR programme?
2	Do you know a reason for the project assistance to you, as non-returnee?
3	Could tension be expected within your community in case the assistance is not offered to other members of the community (not returnees)?
4	To what extent the package of offered assistance measures is appropriate and relevant to your individual needs?
5	To what extent the package of offered assistance measures is appropriate and relevant to needs of your community?
6	Do you think that selection criteria for different kind of assistance to the community members are fair, transparent and acceptable?
7	Do you think, the community assistance package is flexible enough to take into account your age, gender, family status, health, education, and professional experience?
8	Are the community assistance measures appropriate in terms of time?
9	Are the community assistance are appropriate in terms of allocated budget?
	Efficiency
10	Are you satisfied with administrative procedures of reintegration programme?
11	Was information and guidance provided by the project clear, understandable and sufficient to accept the community assistance?
12	What kind of assistance have you received?
13	Is it possible to have the same kind of assistance without the reintegration programme?
14	Are you satisfied with the community assistance in terms of quality and quantity?
15	Did you like how the reintegration programme was organised and implemented in general?
16	Do you believe that your individual planned results (in the framework of the reintegration programme) have been achieved?
	Effectiveness
17	Have you got a job under the programme? What job?
18	If yes, whether the project contributed to this, or it was caused by your own initiatives and contacts?
19	Is a good understanding and cooperation with local authorities in place?
20	Did you have assistance from the local employment agency What kind of assistance?
21	Have you invested some your own funds to the community assistance activities?
22	Do you think that the reintegration programme is useful for you and your family to improve your life?
23	In your opinion, whether a social and business climate has been improved in your community through the reintegration project?
24	Do you think that an effective system, to support voluntary return to Moldova, as well as the community support, is established at the local, regional, and national levels?
	Impact
25	Is your family benefiting from your involvement in the programme? How?
26	Are you in touch with other community beneficiaries and returnees involved the programme in your or other locations?
27	Do you have joint business with returnees?
28	Do you have joint business with other assisted members of your communities (not returnees)?
30	How strong was competition to participate in the programme within your community?
31	Do you think that the reintegration programme improved your living conditions?
32	Do you think that the reintegration programme improved your social and economic status within your local community?

33	What are strong aspects of the programme for you and your community?
34	What are weak aspects of the programme for you and your community?
35	Could you provide a positive case of the community assistance?
36	Could you provide a negative case of the community assistance?
Sustainability	
37	Have your knowledge and skills been improve to have better opportunities for your development?
38	Did your professional skills obtained through the project allow you to start up your business?
39	If you have started up your business, is it profitable?
40	Whether you income is sufficient to continue business without external support?
41	Do you have good social and business relations within your community?
42	Do you have a support and assistance from local authorities? What namely?
44	Do you have a support and assistance from local employment agency? What namely?
45	What support do you expect / will you need from the local or national authorities in the future?
44	Do you feel that the national policy towards returnees and unemployed, as well as business development, is appropriated and supportive?

Positive case box (community beneficiary)

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Negative case box (community beneficiary)

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Local authorities

No.	Question
Relevance	
1	To what extent the local economic and social situation required involvement of your community in the AVR programme?
2	Were the local authorities involved in the programme design?
3	Could tension be expected within your community in case the assistance is offered only to returnees, not other members of the community (not returnees)?
4	To what extent the package of offered assistance measures is appropriate and relevant to needs of your community?
5	Do you think that selection criteria for different kind of assistance to the community members are fair, transparent and acceptable?
6	Are the community assistance measures appropriate in terms of time?
7	Are the community assistance are appropriate in terms of allocated budget?
Efficiency	
8	How were the local authorities involved in the AVR programme?
9	What is a procedure to register or monitor migration and return in your region, city, or village?
10	What other local institutions/ organisations are involved in the reintegration programme?
11	Are you and your community satisfied with administrative procedures of reintegration programme?
12	Was information and guidance provided by the project clear, understandable and sufficient for local population?
13	Are you satisfied with the community assistance in terms of quality and quantity?
14	Did you like how the reintegration programme was organised and implemented in general?
15	Do you believe that expectation of your community (in the framework of the reintegration programme) was met?
Effectiveness	
16	Whether the local authorities contributed from local budget to the community assistance activities?
17	Is a good understanding and cooperation with local authorities in place?
18	What kind of assistance was provided by the local authorities to returnees and the selected community members?
19	In your opinion, whether a social, physiological and business climate has been improved in your community through the reintegration project?
20	Do you think that an effective system, to support voluntary return to Moldova, as well as the community support, is established at the local, regional, and national levels?
Impact	
21	To what extent the reintegration programme and its results are known within your community?
22	Whether small business started up through the project is supported by other community members?
23	Do you think that the reintegration programme improved living conditions of assisted people?
24	Do you think that the reintegration programme improved social and economic status of assisted people within your local community?
25	To what extent the project results prevent migration from your community/ location?
26	What are strong aspects of the programme for you and your community?
27	What are weak aspects of the programme for you and your community?
28	Could you provide a positive case of the reintegration or community assistance?
29	Could you provide a negative case of the reintegration or community assistance?

	Sustainability
30	Do you have now necessary knowledge and professional skills to support the reintegration programme in the future?
31	Are there some other complementary programmes (employment, SME development, regional social-economic development, etc.) in your region?
32	Are there local budget allocated to continue support to return and reintegration programme?
33	Whether the existing legislation is appropriate to continue the return and reintegration assistance?
34	Do you think that the national policy towards returnees and unemployed, as well as local business development is appropriated and supportive?
35	Do people from your community want the reintegration programme to be continued?
36	Do you personally consider that the reintegration programme should be continued?
37	Are you and your institution ready to support the integration activities in the future?

Positive case box (returnee or community beneficiary)

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Negative case box (returnee or community beneficiary)

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Local NEA branches

No.	Question
Relevance	
1	To what extent the local economic, social and employment situation in your region required involvement in the AVR programme?
2	Was the local NEA branch involved in the programme design?
3	To what extent the package of offered assistance measures is appropriate and relevant to needs of your region?
4	Do you think that selection criteria for different kind of assistance to the community members are fair, transparent and acceptable?
5	Are the reintegration measures in your region appropriate in terms of time?
6	Are the community assistance are appropriate in terms of allocated budget?
7	To what extent the project design was good in relation to meeting needs for improving your knowledge and professional skills?
8	How was the local NEA branch involved in the AVR programme?
9	What is a procedure to register or monitor migration and return in your region, city, or village?
10	What other local institutions/ organisations are involved in the reintegration programme?
11	Are you satisfied with administrative procedures of reintegration programme?
12	Was information and guidance provided by the project clear, understandable and sufficient for local population?
13	Have you received the specific training delivered to you by the project? Are you satisfied with its quality?
14	Are you satisfied with the reintegration programme in your region in terms of quality and quantity?
15	Did you like how the reintegration programme was organised and implemented in general? Please assess the quality of the project performance.
16	Whether the programme contributed to improvement of employment situation in your region?
Effectiveness	
17	Whether the NEA branch's own resources have been used to contribute to the reintegration activities?
18	Is a good understanding and cooperation with local authorities and population in place?
19	What kind of assistance was provided by the local NEA branch's to returnees and the selected community members?
20	In your opinion, whether a social, physiological and business climate has been improved in your region through the reintegration project?
21	Do you think that an effective system, to support voluntary return to Moldova, as well as the community support, is established at the local, regional, and national levels?
22	How the reintegration programme is embedded in the regular activities of NEA in region?
Impact	
23	To what extent the reintegration programme and its results are known within your region?
24	Whether the project results encourage other people to improve their knowledge and skills and start-up their business?
25	To what extent the project results prevent migration from your region?
26	Do you think that the reintegration programme improved living conditions of assisted people?
27	Do you think that the reintegration programme improved social and economic status of assisted people in your region?
28	What are strong aspects of the programme for you and your community?
29	What are weak aspects of the programme for you and your community?

30	Could you provide a positive case of the reintegration or community assistance?
31	Could you provide a negative case of the reintegration community assistance?
Sustainability	
32	Do you have now necessary knowledge and professional skills to support the reintegration programme in the future?
33	Are there some other complementary programmes (employment, SME development, regional social-economic development, etc.) in your region?
34	Are there local NEA branch or centralised budgets allocated to continue support to return and reintegration programme?
35	Whether the existing legislation is appropriate to continue the return and reintegration assistance?
36	Do you think that the national policy towards returnees and unemployed, as well as local business development is appropriated and supportive?
37	Do people from your region want the reintegration programme to be continued?
38	Do you personally consider that the reintegration programme should be continued?
39	Are you/ your agency ready to support the integration activities in the future?

Positive case box (returnee or community beneficiary)

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Negative case box (returnee or community beneficiary)

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National authorities (Ministry of Economy and Commerce, NEA and other)

No.	Question	
	Relevance	
1	To what extent the economic, social and employment situation in Moldova required involvement in the AVR programme?	
2	Were the national authorities involved in the programme design? Who has initiated (Austria or Moldova)?	
3	To what extent the package of offered assistance measures is appropriate and relevant to the national and regional needs?	
4	Is the setting up of two main components: 1) assistance to returnees and 2) assistance to local communities properly justified?	
5	Do you think that selection criteria for different kind of assistance to returnees and the community members are fair, transparent and acceptable?	
6	Are the reintegration measures appropriate in terms of time?	
7	Are the reintegration measures and community assistance are appropriate in terms of allocated budget?	
8	To what extent the project design was good in relation to meeting needs for improving knowledge and professional skills of the national institutions involved?	
	Efficiency	
9	What is a role of the Ministry/ NEA in the implementation of AVR programme?	
10	What other national institutions/ organisations are involved in the reintegration programme?	
11	What are their roles?	
12	Are you satisfied with administrative procedures of reintegration programme?	
13	In your opinion, was information and guidance provided by the project clear, understandable and sufficient for population?	
14	Was some staff from the Ministry/ NEA involved in the specific training delivered to you by the project? Are you satisfied with its quality?	
15	Are you satisfied with the reintegration programme in terms of quality and quantity?	
16	Did you like how the reintegration programme was organised and implemented in general? Please assess the quality of the project performance.	
17	What is the degree of your cooperation with IOM, ADA and the project staff?	
18	Are you satisfied with the project performance?	
19	Could you please assess the project results achieved vs planned results.	
	Effectiveness	
20	Whether the state funds have been used to contribute to the reintegration activities?	
21	Is a good understanding and cooperation with local authorities and population in place?	
22	Can you assess the programme's contribution to mitigate migration problems in Moldova?	
23	Can you assess the programme contribution to regional/ local economic and social development?	
24	Do you think that an effective system, to support voluntary return to Moldova, as well as the community support, is established at the local, regional, and national levels?	
25	How the reintegration programme is embedded in the regular activities of the Ministry and NEA at the national level and in regions?	
26	Could you please assess to what extent the project specific objectives have been achieved.	
	Impact	
27	To what extent the reintegration programme and its results are known throughout Moldova?	

28	How the programme results are / will be disseminated in all regions of Moldova?	
29	To what extent the project results prevent migration from Moldova?	
30	Do you think that the reintegration programme improved living conditions of assisted people?	
31	Do you think that the reintegration programme improved social and economic status of assisted people in involved regions?	
32	What are strong aspects of the reintegration programme?	
33	What are weak aspects of the reintegration programme?	
	Sustainability	
34	Is the Ministry's / NEA staff capable to continue support the reintegration programme in the future (in terms of required knowledge and professional skills)? Whether some additional training is needed?	
35	Are there some other complementary national programmes (employment, SME development, regional social-economic development, etc.) in Moldova?	
36	Are there some state funds allocated to continue support to return and reintegration programme?	
37	Whether the existing legislation is appropriate to continue the return and reintegration assistance? Or something should be changed?	
38	Do you think that the national policy towards returnees and unemployed, as well as local business development is appropriated and supportive?	
39	Does the Ministry/ NEA intend to continue the reintegration programme?	
40	Is it possible to continue the reintegration activities in Moldova without donor support, provided that voluntary return assistance continues in Austria?	
41	Is it possible to apply the programme experience to other countries and donors?	

The letter to the Austrian project stakeholders with the evaluation questions

**EVALUATION QUESTIONS
to Austria-based project stakeholders**

The evaluation is focusing on the reintegration component of the project, which is being implemented in Moldova, rather than the return assistance component, which is being carried out in Austria. However, the evaluation ToR stipulate to analyse the integration approach and assess how these two components are coherent and mutually supportive. Therefore the evaluation team needs to have a broader picture of the IOM Coordination Project.

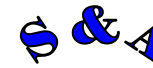
We would kindly ask you to answer the questions presented below. Your answers will support evaluation of the project’s impact and sustainability as well as assist us in developing of recommendations.

Thank you in advance.

Dr. Volodymyr Pyzhov,
Study and Assessment Ltd.
Evaluation Team Leader

-
1. To what extent a feed-back from the reintegration actions in Moldova is available to the Moldovan migrants who are still staying in Austria?
 2. What is the procedure to collect information on the reintegration activities and positive results and to deliver it to migrants in Austria? Who is dealing with this: IOM Vienna, Ministry of Interior of Austria, provincial refugee offices and NGOs involved?
 3. Are there registered cases of repeated migration from Moldova to Austria by persons who were involved in the reintegration programme?
 4. There are a number of positive cases of returnees’ reintegration in Moldova. Is it reasonable to present them as a programme promotion tool and disseminate among Moldovan community in Austria?
 5. Are there any links or liaison between the VRA project and other relevant Austria/ EC and other donors-funded projects in Moldova (e.g. in migration management, SME and rural development, etc.)? What namely?
 6. Whether a bilateral cooperation agreement and country programme for Moldova was prepared and approved by the ADC to date, as planned? If yes, can we see it?
 7. If the integration approach (a firm combination of the return assistance and reintegration measures) is being applied by Austria in the migration management with other countries?
 8. Is there similar experience in other EU member countries?

Annex 4. Provisional evaluation mission plan



Study and Assessment

PROVISIONAL EVALUATION MISSION PLAN

to Moldova 06-10 April 2008

Evaluation of the IOM project

“Coordination of the Return and Reintegration Assistance for Voluntary Returnees to Moldova”

Evaluation team: **Inna Bayda** (IB), Monitoring and Evaluation Expert
Sergey Kapraru (SK), Monitoring and Evaluation Expert
Volodymyr Pyzhov (VP), Monitoring and Evaluation Expert, S&A Director

Date, time	Action	Contact person, position	Contact details	Comments
06 April	Travel from Kyiv to Chisinau			IB/SK/VP
07 April				
09.00 – 09.30	Introduction/ briefing meeting at IOM Moldova	Martin Andreas Wyss, Chief of Mission		IB/SK/VP
09.30 – 10.00	Briefing meeting / mission plan clarification/ travel plan clarification with IOM project management	Ghenadie Cretu Anna Ciolan		IB/SK/VP
from 10.00	Travel to the <i>northern region</i> : Briceni, Edinet interviews with returnees/ community beneficiaries interviews with local agencies of NEA interviews with local authorities	to be proposed by IOM		SK locations and routes are to be clarified
10.00 – 12.00	Interview and discussion with the IOM project team			IB/VP
12.00 – 13.00	Meetings and interviews at the Ministry of Economy and Trade	Sergiu Sainciuc, Deputy Minister Bucarec Ecaterina		IB/VP
14.00 – 16.30	Meetings and interviews at the National Employment Centre	Raisa Dogaru Holban Ion		IB/VP
16.30 – 17.30	Meeting and interview with National Bureau on Migration of Moldova	to be proposed by IOM		IB/VP
evening	Internal evaluation team meeting			IB/SK/VP

08 April				
from early morning	Travel to the <i>southern region</i> : Stefan Voda, Basarabeasca, Leova, Cantemir interviews with returnees/ community beneficiaries interviews with local agencies of NEA interviews with local authorities	to be proposed by IOM		SK locations and routes are to be clarified
9.00-09.30	1 st day debriefing meeting with IOM Clarification of further schedule			IB/VP
9.30 – 12.00	Meetings and interviews at Microinvest/ Moldova Microfinance Alliance	Andrei Calin Artur Mateanu Trainers		IB/VP
12.00 – 13.00	Meeting and interview with ADA Chisinau Representative	to be proposed by IOM		IB/VP
14.00 – 15.00	Meetings and interviews with training institutions	Insula Sperantei (Timotin Tatiana) Trainers and teachers		IB/VP
afternoon (optional)	Travel to the <i>central region (near Chisinau)</i> : Orhei, Anenii interviews with returnees/ community beneficiaries interviews with local agencies of NEA interviews with local authorities	to be proposed by IOM		IB/VP locations and routes are to be clarified
during a day (optional)	Telephone interviews with the Austrian partners			IB/VP
during a day	Telephone interviews with physically unachievable returnees/ beneficiaries	to be proposed by IOM		IB/VP
evening	Internal evaluation team meeting			IB/SK/VP

09 April				
from early morning (option: to split into two travels)	Travel to the <i>northern / central region</i> : Camenca, Ribnitsa / Criuleni, Grigoriopol interviews with returnees/ community beneficiaries interviews with local agencies of NEA interviews with local authorities	to be proposed by IOM		SK locations and routes are to be clarified
9.00-10.00	2 nd day debriefing meeting with IOM Clarification of work schedule for 3 rd day			IB/VP
10.00 – 11.00	Meeting and interview with the Ministry of Interior of Moldova	to be proposed by IOM		IB/VP
11.00 – 12.00	Meeting and interview with the Ministry of Health and Social Protection	to be proposed by IOM		IB/VP
13.00 – 14.00	Meeting with the EC Monitoring Office in Moldova			IB/VP
during a day (optional)	Telephone interviews with the Austrian partners			IB/VP
during a day	Telephone interviews with physically unachievable beneficiaries	to be proposed by IOM		IB/VP
17.00 – 18.00	Mission debriefing meeting with IOM Moldova Administrative and contractual issues			IB/SK/VP
10 April	Travel from Chisinau to Kyiv			IB/SK/VP

Annex 5. List of persons interviewed

Organisation / company/ target group (by category)	Name / position	Date of interview
IOM Austria	Iirjana Gashi, Senior Programme Coordinator, Assisted Voluntary Return	14.04.2008
IOM Moldova	Martin Wyss, Chief of Mission	09.04.2008
	Ghenadie Cretu, Project Manager	07.04 – 09.04.2008
	Anna Ciolan, Project Manager	07.04 – 09.04.2008
ADA Moldova	Michael Schieder, Attache, Head of Office	09.04.2008
	Tatiana Zbanca, Programme Manager	09.04.2008
National institutions in Moldova		
Ministry of Economy & Trade / National Agency for Employment	Raisa Dogaru	08.04.2008
Regional/ local institutions and organisations		
AOFM Cantemir	Baba Elena / Director	07.04.2008
AOFM Cahul	Dimineţ Ludmila / Director	07.04.2008
School #5 Cahul	Gurinova Natalia / Teacher	07.04.2008
Technical school for vocational training #2 Cahul	Roshka Vladimir / Instructor	07.04.2008
University of Comrat / legal chair	Svetlana Babkova / Professor	08.04.2008
Returnees		
Colibasi, Cahul	NICHITA Gheorghii	07.04.2008
Colibasi, Cahul	PRUTEANU Ion	07.04.2008
Cahul	SVET Serghei	07.04.2008
Ciobalaccia, Cantemir	CHEDRIC Tatiana	07.04.2008
Hanaseni Cantemir	ZACON Petru	07.04.2008
Haragis Cantemir	COMAN Stefan	07.04.2008
Comrat	ROTARI Gheorgii	07.04.2008
Chisinau	VASCAN Tudor	07.04.2008
Chisinau	PREPELITA Svetlana	07.04.2008
Chisinau	COCIUG Alexandru	07.04.2008
Chisinau	CARAMAN Nicolai	07.04.2008
Chisinau	CEBAN Ion & Petru	07.04.2008
Chisinau	CORBU Svetlana & Tudor	08.04.2008
Chisinau	OANCEA Tudor	08.04.2008
Leova	BUFTEAG Mihail	08.04.2008
Chisinau	GANTA Adrian	08.04.2008
Local communities' members		
Self employed / former returnee	Alexandr Fedorov	07.04.2008
Self employed / former returnee	Victor Manoli	07.04.2008
Gas equipment Co / Cahul	Soloviev Nikolai / engineer	07.04.2008

Cahul city hospital	Dr. Shishiyanu Eduard / Medical staff	07.04.2008
Window production Co / Cahul	Dulger Ion	07.04.2008
Window production Co / Cahul	Arman Sergey	07.04.2008
Private entrepreneur / Cahul	Comyshan Valentin	07.04.2008
Other		
Austrian Airlines local office	Peter Dvorianinov / Country Manager	08.04 – 09.04.2008
Austrian Airlines local office	Victoria Savga / Manager	08.04 – 09.04.2008
Astra Transport Co	Anatoly Straister / Director	08.04.2008
	Victor Tsopa / Private Investor	09.04.2008
Victoria Bank	Viorel Tsopa / President of Supervisory Board	08.04.2008
ASITO	Eugeniu Slopak / Head of Board of Management	10.04.2008
National Academy of Economy	Dr. Andrey Petroya	09.04.2008

Annex 6. Documentation used

1. Terms of Reference for evaluation
2. Short project description
3. Project Logframe
4. Interim Report with annexes, August 2006
5. Second Status Report with annexes, June 2007
6. IOM Evaluation Guidelines, January 2006
7. ADC Guidelines for Evaluation
8. ADC Manual on the Practice of Evaluation
9. OECD Glossary of Key Terms in Evaluation and Results Based Management 2002
10. Three Year Programme on Austrian Development Policy 2006-2008, revised version 2006, Federal Ministry for European and International Affairs
11. ADC Report 2006, Part I Regions and Priority Countries
12. ADC Report 2006, Part II Official Development Assistance in Figures
13. Return Migration in Austria. Report of Austrian contribution to the European Research Study Project III: "Return Migration in the EU Member States", IOM/EMN, 2006
14. Migration Perspectives: Eastern Europe and Central Asia (Planning and managing labour migration), IOM, October 2006
15. European Commission's Support to the Republic of Moldova. Country Level Evaluation. Final Synthesis Report, November 2007
16. Exploring the Links between Moldovan Communities Abroad and Moldova, Sida/IOM, May 2007
17. World Migration: Costs and Benefits of International Migration, IOM, 2005
18. Migration Initiatives Appeal 2008, IOM
19. EU Project Cycle Management Guidelines, 2004
20. Assessment of Migration Management in Moldova. IOM/Sida, 2003
21. Website of the Austrian Foreign Ministry/ Austrian Development Cooperation (ADC) www.bmeia.gv.at/en/foreign-ministry/foreign-policy/austrian-cooperation
22. Website of IOM www.iom.int
23. Website of IOM Moldova www.iom.md
24. Website of IOM Austria www.iomvienna.at
25. ADA website www.ada.gv.at
26. Official website of the Government of Moldova www.gov.md
27. Website of the National Employment Agency of Moldova www.anofm.md
28. Web-site of the joint project of IOM Moldova and the National Bureau for Migration and Refugees of Moldova www.migrate.md
29. Website of MicroInvest company www.microinvest.md