



*CATALYST FOR SOCIAL CHANGE*





**Holcim**  
Reguli fundamentale ale Holcim pentru sănătate și siguranță în muncă

1. Să se utilizeze echipamentul de protecție individuală adecvat pentru activitatea desfășurată.  
2. Să se respecte procedurile de lucru stabilite în documentația tehnică și în regulile de siguranță.  
3. Să se evite lucrul în condiții de temperatură înalte sau joase.  
4. Să se evite lucrul în condiții de umiditate ridicată sau scăzută.  
5. Să se evite lucrul în condiții de vânt puternic.  
6. Să se evite lucrul în condiții de ploaie sau zăăză.  
7. Să se evite lucrul în condiții de lumină slabă sau prea puternică.  
8. Să se evite lucrul în condiții de zgomot ridicat.  
9. Să se evite lucrul în condiții de vibrații puternice.  
10. Să se evite lucrul în condiții de risc de căderi.  
11. Să se evite lucrul în condiții de risc de electrocutare.  
12. Să se evite lucrul în condiții de risc de incendiu sau explozie.  
13. Să se evite lucrul în condiții de risc de contaminare.  
14. Să se evite lucrul în condiții de risc de accidente de transport.  
15. Să se evite lucrul în condiții de risc de accidente de mașini.

**BRONEC**



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The fundamental value of our organisation is empathy. Every day we try to feel what the beneficiaries of our work feel, ensuring in this way that we never stray from the foundation's mission, that of developing programs and services that answer to the social needs of vulnerable groups and communities.







**Marian Daragiu**  
**chairman**  
**Ruhama Foundation**

A handwritten signature in blue ink, which appears to read 'Marian Daragiu'.

*The inestimable value of the Ruhama Foundation continues to be the team this year as well. Over 30 people have labored daily to respond to the over 4.000 people in difficulty. The enthusiasm of our newest colleagues is most often tempered by the experience of our senior colleagues, in the same way that the dynamics of the first is usually the driving force of the team. Knowledge, information, skills, abilities, expertise, the ability to foresee and to analyze, ideas, empathy, devotion and hard work, all of these are defining elements of the Ruhama team members, qualities which were put to work for the citizens who were assisted and supported throughout 2008. The dozens of volunteers, practicing students and interns of the Foundation have brought an added value every time to our work and have discovered within the Foundation a propitious social space for their personal and professional development.*

*The multidisciplinary dimension of the Ruhama team - sociologists, social workers, economists, jurists, teachers, psychologists, employment agents, caregivers, trainers - have given us the possibility to answer to broad spectrum of needs of our target groups. In most of the encountered situations we have managed to bring back a smile or happiness of the assisted and, in an equal way, our professional satisfaction. We have continued to stride to become the main civic partner of the public actors and companies, to represent the interests of the citizens to the highest levels, in such a way as to bring the citizen closer to his wellbeing. Whether we are talking about the department of professional training or about the one of community development or the department of social services, the members of the Ruhama team have known to learn from one another, to share professional experiences and to stride to reach the highest standards of quality and professionalism. Ruhama is for the most of our beneficiaries a synonym of responsibility, of respect towards them, of devotion to the profession and vocation, of the collaborative effort to solve a problem. Ruhama is before all the quality of its team.*

## OUR PROGRAMS AND SERVICES

If thirteen years ago the team of the Ruhama Foundation was planning to develop social assistance programs aimed at disadvantaged people, the work and experience accumulated in time have led to the crystallization of a new perspective and approach to social phenomena which would reorient the organization's engines. It is so that we've gradually learnt that charity work and even providing social services to the community does not solve but a small part of the problems faced by the citizens. We have also learnt that problems are never simple, their complexity deriving from the chaining of social, economic, educational, housing, infrastructure, health and employment needs. In order to improve the quality of a vulnerable family, the foundation has to approach all the facets of its reality in a structured, integrated and professional manner, with a cross-disciplinary team and with well defined and assumed standards of quality. This new multi-facet approach of the disadvantaged groups and communities is reflected in today's developed programs and social services.

### **SOCIAL SERVICES**

The Ruhama Foundation has developed a series of social services in order to answer to the priority needs of several vulnerable social categories. Our organization supplies the following accredited social services: Homecare Services for the elderly in the city of Oradea, Bucharest's 5<sup>th</sup> district and the city of Cluj-Napoca, Homecare Services for the disabled in Oradea, the Citizen Advice Bureau Oradea and the Counseling and Support Centre for Parents and Children in Bihor county and Cluj county.

### **EDUCATION**

The educational programs aimed at children in disadvantaged communities were consolidated throughout 2008 in 23 communities in Bihor County and generated a series of notable results as well as best practices promoted at a national level by the Ministry of Education.

### **CAREERS**

The professional training programs were developed in 2008 in order to respond to the qualification needs that emerged on the job market as well as in order to provide the means for financial self-sustainability of the social activities of the foundation. The organization founded the CAREERS Centre for Professional Orientation, Mediation and Training in Oradea for young job-seekers.

### **COMMUNITY DEVELOPMENT**

The community development programs have continued the approach implemented in 2007, centered on the mobilization and empowerment of the community members in local initiative groups, whom in their turn have managed, with the support of the organization, to open a dialog channel with the local public authorities in order to resolve a part of the community's problems and to attract the necessary funds for solving these problems.

### **ADVOCACY AND PUBLIC POLICIES**

Public policies are a new field in which the foundation started its work in 2006, with the purpose of proposing public policy changes at a legislative level, locally and nationally, in order to improve the programs and services aimed at vulnerable groups through advocacy campaigns. 2008 was the year in which the results of the work from the previous years were shown, respectively the approval of legislative changes proposed by the Ruhama Foundation.







## HOMECARE SERVICES

The **homecare services** provided by the Ruhama Foundation are aimed at three areas: social, socio-medical and medical interventions. The beneficiaries of homecare services are the elderly who have reached the standard age of retirement and the disabled, whilst the medical services are offered to any person in conformity to the County Health Authority procedures. The area of activity of the homecare services is the city of **Oradea**, the city of **Cluj-Napoca** and **Bucharest's** 5<sup>th</sup> district.

The Ruhama Foundation is accredited and authorized for the following **3 types of services**:

- homecare services for the elderly;
- homecare and physical rehabilitation for the disabled;
- medical homecare;

The homecare services offer three different types of **interventions**:

- **Social interventions** can consist of information regarding different rights and facilitating access to: the minimum guaranteed income, social canteen, help attaining the disabled status, treatment and rest tickets; information regarding the services provided by other NGOs; intercessions with the competent institutions; participation in social and cultural activities/events; support in paying some current services, taxes, phone, electric bill, cable TV, maintenance; help with housekeeping and shopping; ensuring meals-on-wheels type services;
- **Socio-medical interventions** can consist of help with personal hygiene; feeding the dependent person; physical therapy, massage and medical gymnastics; accompanying the person at medical services;
- **Medical interventions** can consist of monitoring the physiological parameters: temperature, respiration, blood pressure; administering medication, caring for simple wounds, multiple bed-sore and other types of interventions.

### Requesting the services

The elderly, the disabled or their families can contact us by calling 0259 479 454, emailing at [ingrijire@ruhama.ro](mailto:ingrijire@ruhama.ro) or applying directly at the headquarters, daily from Monday to Friday from 8:00 to 16:00 at 21 General Magheru Blvd., apt. 159.

Public or private institutions can report cases of people in need for homecare services by sending a letter.

The medical services can be provided through the Health Insurance Home (CAS), by drawing up a file according to the existing legislation, the Ruhama Foundation having a contract with Bihor CAS.

### Monitoring the elderly beneficiaries

On a monthly basis, the Ruhama Foundation assists through its homecare services a number of **86 elders** of which, on average, **28 people** receive free assistance, while the others contribute to the services depending on the income of the person and his/hers family.

In 2008 we have registered a number of **97 new requests** which were submitted by their relatives and neighbors. Of these requests, a number of **43 cases** were admitted in the service. Claiming various reasons, 66 people withdrew from the care services in 2008: recovered people, people who declined any more interventions, or deceased.

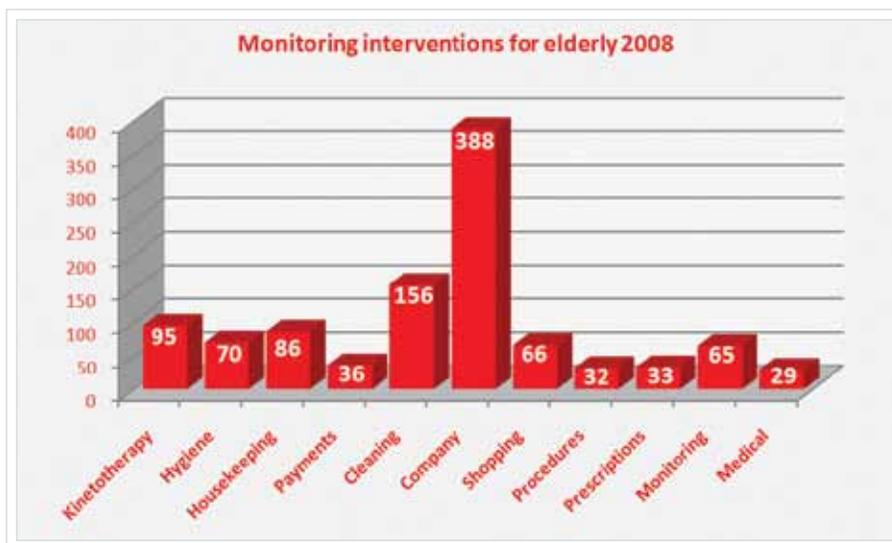
**Monitoring the disabled beneficiaries**

On a monthly basis, the Ruhama Foundation assists through its homecare services a number of **6 disabled people** of which, on average, there people receive free assistance, while the others contribute to services depending on the income of the person and his/hers family.

In 2008 we have registered a number of **6 new requests** which were submitted by their relatives and neighbors. Of these requests, all **6 cases** were admitted in the service. Claiming various reasons, 4 people withdrew from the care services in 2008.

**Monitoring interventions for the elderly**

Services	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	Total
Kinethotherapy	10	9	6	9	9	9	8	8	9	9	9	0	95
Hygiene	8	9	8	8	7	7	5	3	3	6	3	3	70
Housekeeping	9	8	6	7	5	5	9	8	7	8	6	8	86
Payments	0	0	5	4	5	4	3	5	4	2	2	2	36
Cleaning	24	20	14	12	4	8	9	8	9	14	16	18	156
Company	24	21	27	28	41	34	32	36	36	33	33	43	388
Shopping	8	9	11	4	4	5	5	3	4	4	4	5	66
Procedures	1	2	2	2	2	2	1	1	6	6	4	3	32
Prescriptions	4	3	0	5	1	2	3	5	5	3	0	2	33
Monitoring	1	2	0	4	7	7	10	8	5	9	9	3	65
Medical	3	2	6	2	2	2	3	1	3	3	1	1	29



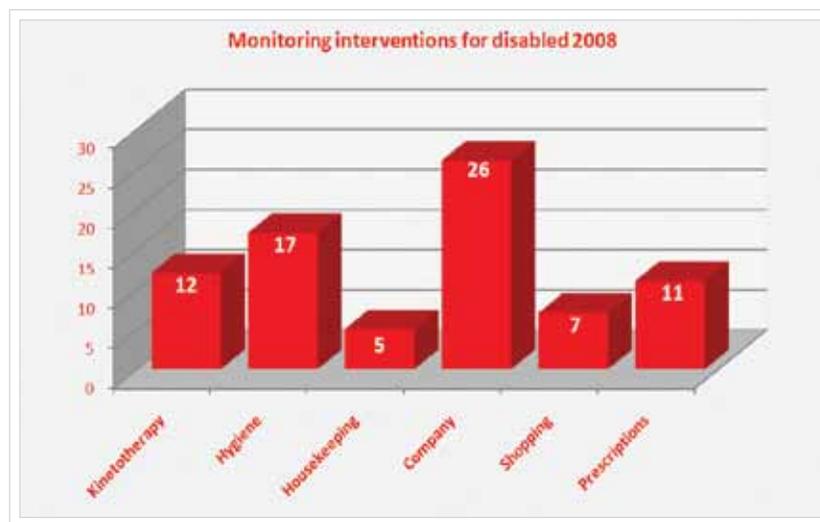
Mrs. V.M (84 years old)

*Without the Ruhama Foundation I would not be here. For me, Ruhama it's like the sun in the sky. All I know is that without the help of the Ruhama Foundation I would not be able to take care of myself because I cannot leave my home, and Ruhama takes care of everything for me.*



### Monitoring interventions for the disabled

Services	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	Total
Kinetherapy	2	2	2	1	1	1	1	0	0	1	1	0	12
Hygiene	1	2	2	2	2	2	1	1	1	1	1	1	17
Housekeeping	0	0	0	0	0	0	1	0	1	1	1	1	5
Company	3	3	2	2	2	2	1	0	1	4	4	2	26
Shopping	0	0	0	0	0	0	1	1	2	1	1	1	7
Prescriptions	1	1	1	1	1	1	1	0	0	1	1	2	11



### Promoting activities

Throughout 2008 the following activities for promoting the homecare services took place:

- 14 press appearances;
- distributing 200 flyers at different institutions in Oradea, at the Home for Mutual Help for the Retired in Oradea (CARPO) and the Daycare Centers in Oradea;
- participating at the NGO Fare, where flyers were distributed.

### Various activities

Apart from the assistance given within the services, a series of activities regarding the improvement of the quality of life of the assisted people took place:

- giving out food packets with the occasion of the Easter Holidays, packets which were given by the Community Social Administration Oradea (ASCO);
- handing out pajamas to all the beneficiaries, pajamas which were given by S.C. Dacardi Impex SRL, with the occasion of the Easter Holidays;

- events for the lady beneficiaries of homecare services with the occasion of the 1<sup>st</sup> and 8<sup>th</sup> of March, at the Scala Pastry Shop, the traditional sponsor of the service;
- handing out flowers with the occasion of the 8<sup>th</sup> of March to the lady beneficiaries with the support of S.C. Dacardi Impex SRL Flower Shop and the class of XII A from the “Vasile Voiculescu” School Group;
- the beneficiaries of the homecare service assisted in Oradea and a number of 15 other elderly received a flower and a pajama from the S.C. Dacardi Impex SRL with the occasion of the Elderly Month;
- the beneficiaries from Bucharest’s 5<sup>th</sup> district participated in a number of socializing events organized by the Association for the Rights of the Retired in Romania, a partner of the Ruhama Foundation since June 17<sup>th</sup> 2008;
- on the occasion of the Elderly Month a socializing and consulting event for the beneficiaries of homecare services was held, with the involvement of several companies: S.C. Dacardi Impex SRL and the Scala Pastry Shop, the organization’s team and volunteers. The purpose of this meeting was to involve the beneficiaries in drawing up a strategy to improve the quality of the service, to consult them in regard to the development of the service, and also in order for them to socialize;
- with the occasion of the Christmas Holidays, the City Hall of Bucharest’s 5<sup>th</sup> district held an event named “The Christmas of the Retired”, an event in which all of our beneficiaries from the district took part in;
- participations in thematic conferences;

### The homecare team

Within the homecare services, throughout 2008, the following staff was involved: 1 coordinator, 2 social workers, 2 medical nurses, 1 physical therapist, 5 caregivers, 15 practicing students and 5 volunteers.

### News

On the 28<sup>th</sup> of March 2008, the Ruhama Foundation in partnership with the University of Oradea - the Faculty of Education Sciences and the Association of Teachers held the **Conference of the Service Providers for People with Disabilities** in Oradea. The conference was organized following the membership of the Ruhama Foundation into the **EASPD** - the European Association of Service Providers for People with Disabilities.

The themes of the conference were:

**Section 1.** The system of institutions/services from the social, educational, health and employment areas for people with disabilities. Local, county, national and European networks.

**Section 2.** Training programs for specialists enrolled in services for people with disabilities.

**Section 3.** Services for people with disabilities in Bihor County. Best practices. Financing and development opportunities of services supplied to the disabled in Bihor County.

A number of **16 papers** on the Conference’s 3 themes were presented. The Conference was attended by 82 participants, representatives of the services provided to the disabled in Bihor County, people who were informed about the occupational and educational system, the ways of attaining the disabled status, professional training for the specialists in this field, as well as best practices regarding the services provided to the disabled.



Mrs. S.M. (79 years old)

*God took care of me the moment He brought these fine people into my life. In the moments of suffering, the Ruhama team was the only one who lent me a helping hand. I cannot find the words to thank them for all they have done for me.*



During the 26<sup>th</sup> and 27<sup>th</sup> of May, the Ruhama Foundation held a two-day trip in the Vadu Crisului - Sunceius area of Bihor County with the beneficiaries of the homecare services and the elderly from the Elderly Centre in Oradea, joined by the elderly from the Day Center in Alesd.

### Testimonials

**A.P., 73 years old:** *“The idea of the Sunceius trip held on the 26<sup>th</sup> of May, to rescue the elderly from the anonymity of loneliness and disease, was exceptional, the treatment and boarding conditions were very good. The Ruhama Foundation and Dracula hotel staffs were full of humanity and respect. We propose that in the future, to the extent of your possibilities, we repeat these events. We thank you”.*

**V.I., 72 years old:** *“I received the invitation to go on the trip with a certain hesitation, not knowing what to expect, starting with the repeated calls received from Ruhama. The excellent transport conditions and the cultural sightseeing that culminated with the tour of the wooden church in Gheghie, the hotel reception, the whole treatment full of attention and hospitality, the exceeding kindness throughout the trip from the Foundation and hotel staff and not forgetting to mention the group that joined us in Alesd; everything turned out extraordinary and much better than I expected. I hope this event will not be one of a kind.”*

**C.P., 61 years old:** *“It was my first time out with the retired from the foundation, the journey with Miss Camelia was very pleasant, we visited the two churches in Tinaud and Gheghie, and we played a mutual discovery game, it was great. We enjoyed the arrival of the director, asking each of us how we feel, if we need anything, being very careful with each and every one of us. I would like to thank them all from my heart and I wish that this trip be repeated.”*

**F.E., 72 years old:** *“I was very surprised at how good we were taken care of and how we were treated. As an elderly, I was very surprised, well over my expectations, of the days spent here and thank all those who took care of us.”*

**V.E., 80 years old:** *“I haven’t been out for many years and now I had the opportunity to admire the beauty of this resort, of which I am delighted and would like to thank all those who participated and made this trip with all its beauty possible.”*

**B.M., 62 years old:** *“I felt very good, the scenery was wonderful, the pool was exceptional, beautiful vegetation, the floral arrangements are wonderful, the room was exceptionally clean, the food was very good and varied. I enjoyed the company of my new acquaintances. Thank you very much. I wish this would happen again.”*

**N.I., 72 years old:** *“I felt very well, the organization was very good, and the views were wonderful. New friends and acquaintances were made and if possible, this event should be repeated. “*

**P.F., 74 years old:** *“The area was impressively beautiful, the entourage was pleasant, new friends were made. The hotel is very elegant and the menu was to match.”*

**B.G., 72 years old:** *“We liked the organization and the housing conditions were very good. It gave us great pleasure to visit the cultural monuments. It has been 8 years since I’ve ever gone out before.”*

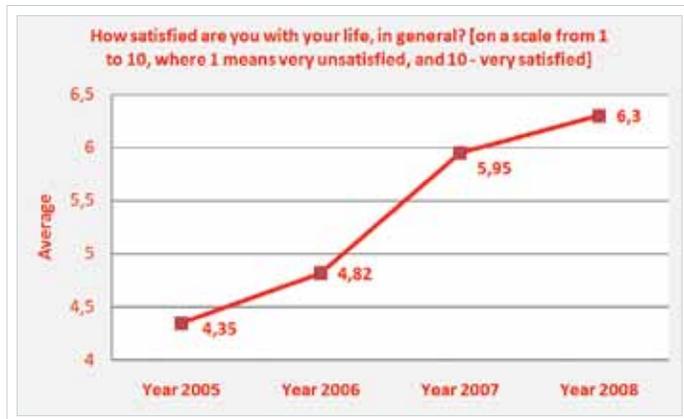
**V.I., 89 years old:** *"We were waited on very well by the staff of this team, the accommodation was excellent, and the transportation was of good quality."*

The Foundation also organized a social event in Cluj-Napoca in collaboration with the Alexandru Borza School Group. This event was attended by the elderly, including some of the former teachers, as well as by the students of the school. The following made their contribution in organizing this action: The Dacia Publishing House, by donating books to every elderly and the Casa Lux Pastry Shop, by offering sweets.

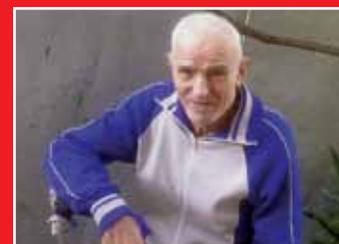
On December 15<sup>th</sup> 2008, the Foundation organized a social event with the occasion of the Christmas Holidays in Cluj-Napoca. This event was attended by elderly people from Cluj-Napoca, as well as by the students from the Alexandru Borza School Group, as the organizers. The elderly also received packages with the support of companies that sponsored this activity with various products.

### Evaluation of the satisfaction of homecare services' beneficiaries

**Methodology:** Periodically, every 6 months, through the independent collaborators of the organization, such as volunteers or students, questionnaires for assessing the degree of satisfaction of beneficiaries are filled out.



The vast majority of people assisted in the service say their lives have improved in the last 3 years. The growth trend is maintaining, registering an increase over previous years.



Mr. Carol Kulpinski, 71 years old, is in the Foundation's records since August 2008. Mr. Kulpinski is suffering from spastic left hemiplegia following a stroke and he is receiving homecare services consisting of: physical and mental rehabilitation, interventions carried out 3 times a week by a physical therapist. Following these sessions there was an improvement in the patient's condition. The assisted can stand up without any help, he can take a few steps with a cane, all of them only under supervision. These results have led to his partial independence acquiring: he is in charge of his personal hygiene.







## CITIZEN ADVICE BUREAU ORADEA

The Citizen Advice Bureau Oradea (CAB) is a public service that answers to the citizens' need for information and advice, so that they have increased access to information on their rights and duties, to receive advice on identifying possible means of solving the problems they face and guidance in accessing public services. CAB Oradea is a social service of the Ruhama Foundation, established in partnership with the Local Council through the Community Social Administration Oradea (ASCO), with financial support from the EU Phare program.

### Citizens assisted

In 2008, **1025 people** have accessed the services of the Citizen Advice Bureau Oradea, with a number of **1225 filed requests**. Since its opening, in October 2002, and until December 31<sup>st</sup> 2008, CAB-Oradea assisted citizens in Oradea and in the county with the over **5370 problems** they faced.



The information and counseling social service in Oradea supports the citizens, the direct and indirect beneficiaries, facilitating their access to information translated into a common language, in order for them to be aware of the rights and obligations that they have under the existing legislation, the public and private institutions equipped to deal with the crisis they may be facing. Moreover, a special role of the CAB service is to formulate new public policy proposals for the benefit of the citizens, identify their problems and find viable solutions.

**The areas** in which CAB provides information and counseling are:

<i>Health</i>	<i>Property Regime</i>
<i>Social Assistance</i>	<i>Taxes</i>
<i>Social Insurance</i>	<i>Education</i>
<i>Labor Regime</i>	<i>Notary Procedures</i>
<i>Consumer's Protection</i>	<i>Child Protection</i>
<i>Civil Rights and Responsibilities</i>	<i>Public Services</i>

The information and counseling activities undertaken by CAB Oradea is based on **4 principles** that ensure maximum accessibility for any member of the community:

- **Independence**
- **Impartiality**
- **Gratuity**
- **Confidentiality.**

The Citizen Advice Bureau Oradea was the first social service that received accreditation from the County Accrediting Commission for Social Services Providers, within the Department of Labor, Social Solidarity and Family Bihor, along with two other social services provided by the Ruhama Foundation. It also was the first CAB in the country accredited as a social service, among the 50 CABs that make up the NACAB national network.

Throughout its existence, CAB Oradea interacted with local and national institutions, the media and the NGO sector, and these relationships were firstly required to meet the objective and unbiased information and counseling requirements of citizens and secondly, to provide useful information to authorities in order for them to improve their services. Thus, CAB Oradea has established partnerships and collaborations with the following institutions: Community Social Administration Oradea - ASCO, the Maximum Security Prison Oradea, Bihor County Police Inspectorate, the Health Insurance Home Bihor, Department of Labor, Social Solidarity and Family Bihor, County Pension Home Bihor, the Institution of the Prefect - Bihor County, Bihor's County Council, Bihor County's Public Order Territorial Authority, the Labor Inspectorate and NGOs.

### Group counseling

In 2008, CAB Oradea held over **100 group counseling sessions** for a total of **3235 people** in the the Maximum Security Prison Oradea, the Multifunctional Centers of Oradea, the Baile Felix Recovery Hospital and the 1 Mai Recovery Hospital, as well as in 10 disadvantaged communities in Bihor County: Cefa, Alesd, Sacueni, Gepiu, Ineu, Curtuiseni, Tileagd, Osorhei, Dobresti, Lazareni.

Moreover, in the Maximum Security Prison Oradea counseling sessions are held on a monthly basis for inmates about to be released. The topics discussed are those related to obtaining identity and civil status documents, to employment opportunities after release, the criminal record, the minimum guaranteed income, social housing and other social facilities. In 2008, **12 counseling sessions** were conducted, they were attended by **218 people** and **91 people** were counseled individually.

Regarding the counseling of people in the Baile Felix Recovery Hospital and the 1 Mai Recovery Hospital, they were informed and counseled in regard to attaining the disabled status, tax incentives for persons with disabilities, tickets for public transportation and treatment and other such rights for the disabled. **12 information sessions** were held and **55 people** were counseled.

The Citizen Advice Bureau Oradea carries out information and group counseling activities in disadvantaged communities in Bihor County. Problems that need solving are: accessing the Euro 200 national program for the purchase of computers for students, changing the name, the heir's pension, free training courses for the unemployed, attaining the disabled status and the employment rights of disabled people. **80 group information sessions** were held, attended by **2954 citizens**.



Citizens can access this service, available for them 6 hours a day, on Tuesdays, Thursdays and Fridays, between 8:00 and 14:00, and Monday and Wednesday, between 11:00 and 17:00, at the headquarters on 21 General Magheru Blvd, ap. 159; by phone: 0259 / 479.454 or by e-mail at: [consiliere@ruhama.ro](mailto:consiliere@ruhama.ro)



### Citizens with rights

CAB has a database of social services providers in the county, being always able to find organizations providing the services people need. Moreover, the Citizen Advice Bureau Oradea has its own procedures and those of the national network of Citizen Advice Bureaus, which tend to include a wide range of solutions for solving problems within the reach of the citizens.

### Citizen meetings

In 2008, CAB Oradea organized the first meetings with the citizens of Oradea. The purpose of the meetings is to collect the problems faced by the citizens of Oradea's neighborhoods and bring them to the attention of the public institutions and authorities that are able to resolve them and thus increase the quality of life of the citizens. In 2008, **2 citizens meetings** were held in the neighborhood of Iosia, meetings attended by people from the neighborhood and representatives of local institutions. After the two meetings, CAB Oradea submitted the collected issues to the competent institutions.

### We are known

In 2008, the Citizen Advice Bureau Oradea held promoting actions for the CAB activities through posters, leaflets, but mostly through press articles. In the promotional campaign over **4000 leaflets** were distributed containing information about the services offered by the Citizen Advice Bureau Oradea.

A total of **57 articles** were published in the local newspapers. We would particularly like to mention the Citizen's Courier weekly column in which CAB Oradea answers to various questions raised by citizens either directly at the office or through letters, problems which find possible solutions in the above mentioned section, hosted by the Crisana newspaper. The Citizen's Courier column has been a weekly appearance since 2005.

### Networks

The Citizen Advice Bureau Oradea is a member of:

- The National Association of Citizen Advice Bureaus (since December 2006, the representative of the Citizen Advice Bureau Oradea holds the Chair of the National Association of Citizen Advice Bureaus in Romania);
- The network of European information multipliers, coordinated by the European Commission Delegation in Romania;
- Citizens Advice International.

## Projects

Since December 2008, over a period of 10 months, the Ruhama Foundation has been implementing, in partnership with Community Social Administration Oradea, the project “CAB Oradea - An Office with View to Europe”, financed by the EU through its Phare 2006/018-147.01.02 program - Enhancing the role of civil society in the integration process of Romania, Component 1 - Citizen Advice Bureaus, 1.1 Strengthening Citizen Advice Bureaus. The objective of the project is to strengthen the good practices of the Citizen Advice Bureau Oradea that meet the information needs of citizens of Oradea and Bihor County’s rural communities and facilitate the expansion and diversification of the office area of intervention in terms of locations, activities and beneficiaries.

## Testimonials

**L.A.G.:** *“I am very happy with the legal advice I received upon my request, it was a real help - I managed to receive the 2<sup>nd</sup> degree disability status and thus rehabilitate my pension. I also received counseling in a court suit in which I was rejected by the Romanian judicial authorities in order to claim the ECHR do justice, on earth not only in heaven! After the renovation of the Citizen Advice Bureau Oradea’s headquarters it is a pleasure to visit them in case of need, for their trustworthy unselfish support.”* (06.05.2009)

**U.T.:** *“I’m pleasantly impressed by the way the operation, organization and function of counseling office was and still is. Moreover, I am satisfied with the civilized and courteous collaboration with the Advice Bureau’s staff. I should mention that I have received counseling from the Oradea Bureau since 2003, as I am pensioner with a modest pension and I was assaulted by the Law without any legal basis, I was thrown out into the street from my personal home without a court order and the Bureau provided me with information regarding the laws and decrees, and I eventually regained definitive and irrevocable judgments. Now I am fighting to hold liable the factors which acted outside the law in our case. So, in conclusion: my success is the success Advice Bureau and I would like to express our thanks for their collaboration with us.”* (29.04.2009)

**N.A.:** *“Citizen Advice Bureau Oradea’s activity is very good and active. The staff pays particular attention to people, showing a great respect for them. Counseling is done correctly and with the utmost seriousness.”* (30.04.2009)

**N.P.:** *“I want to thank the Citizen Advice Bureau Oradea for the manner in which they handle the issues concerning the citizens and how they give particular attention to the elderly, having an iron patience we us that more clumsy and impatient ones. The staff has the attitude and behavior that should be followed by other foundations and even corporations. I will return gladly for any relationship with this foundation.”* (08.05.2009)

Of the over 5,000 individuals who received services from CAB Oradea, 40% are women and 60% are men. As far as age is concerned, 24% of cases were under 25 years, 44% between 26 and 50, and 32% were over 50 years. A large percentage of citizens have a low income (60%), the rest having a middle-income. CAB has provided services to Romanians (70%), Hungarians (19%), Roma (10%), as well as Germans, Slovaks, Hebrews, Poles and Italians. Regarding the level of education, 15% of beneficiaries have primary education, 54% secondary education, the higher education percentage is 24% and 7% are without education. The unemployed and the retired are the occupational categories who most commonly request CAB’s services.







## COUNSELING AND SUPPORT CENTRE FOR CHILDREN AND PARENTS

**The Counseling and Support Center for Parents and Children (CCS)** was created as a result of implementing the project “Developing and promoting inclusive and sustainable educational programs for Roma children through integrated community efforts by establishing the Roma Education Centre in Bihor” with funding from the Roma Education Fund (REF). The project activities implemented in the 2006-2007 and 2007-2008 school years, in 20 communities in Bihor County, have been analyzed and interventions were made to reduce/remove the causes of absenteeism and school drop-out. While implementing the project it was found that the most common causes of school drop outs and absenteeism are the social causes.

The approach of establishing a social service began by seeking the support of the National Authority for Child Protection (ANPDC), by recommending the most appropriate type of service, in reference to the reported cases: very poor children deprived of basic care (clothing, food materials for school), children whose living conditions are unfit - dirty homes without electricity, inappropriate furniture, rats, limited access to healthcare for children with serious health problems, parents with little education or illiterate, unemployed, parents who do not know and are unable to access a number of existing facilities without assistance, parents who have poorly developed parenting skills and / or family conflicts.

Thus, in January 2007, we decided to establish the Counseling and Support Center for Children and Parents (CCS), a service which can accommodate specialized assistance for children and adults with most of the problems they face. Subsequently, the service was authorized and is in the process of licensing, procedure which was started in 2008. Between the 15<sup>th</sup> and 16<sup>th</sup> of February 2008, the CCS team members attended a training on preventing child abandonment, course held by the friend organization The Romanian Foundation for Children, Family and the Community Oradea (FRCCF). The training topics consisted of issues such as child rights and legislation, the local authority’s role in supporting disadvantaged families, the DGASPC, child abuse and neglect, domestic violence, community services for prevention and the role of the extended family.

### Geographical area of intervention

- **Bihor County** - rural and small urban towns: Alesd, Batar, Balnaca (com. Suncuius), Bogeii (com. Tauteu), Beznea (com. Bratca), Chet (Marghita town), Ciumeghiu, Cubulcut (Sacueni town), Curtuiseni, Diosig, Gepis (com. Lazareni), Gepiu, Ineu, Lugasu de Jos, Ortiteag (com. Magesti), Osorhei, Salonta, Sacueni, Sannicolaul de Munte, Santelec (com. Hidiselul de Sus), Silindru (com. Simian), Tamasda (com. Avram Iancu), Tarcea, Tetchea, Tinca, Vasad (com. Curtuiseni), Tileagd, Sanicolau Roman, Vadu Crisului, Dragesti;
- **Cluj County** - Aghires, Cluj-Napoca, Huedin, Jucu, Pata.

**Types of interventions** that are the objects of the CCS:

- consolidating the parents’ skills and knowledge on child care and education;
- strengthening the communication skills of parents with their children;
- developing the quality of being a good parent;

- informing and supporting the family on solving the problems they faced;
- informing and helping families access existing community resources, the network of institutions and specialists;
- helping families access various facilities and legal rights;
- legal and administrative support for the family in order to apply for different procedures provided by the law or by institutions for accessing public systems or private educational, medical, social and occupational services;
- support and counseling for children who have difficulty in development and integration;
- individual, family and group counseling on various issues / problems;
- accompanying people in finding or keeping a job or housing;
- help with professional and school (re)integration;
- changing the negative attitudes of the parents towards the child;
- developing a positive parent-child attachment relationship (improving the communication channels);
- developing the family's understanding of the psychological and emotional needs of children.

**Categories of beneficiaries** that can be assisted within this service:

- very poor children deprived of basic needs (clothing, food, school materials);
- children and parents whose living conditions are unfit - dirty homes without electricity, inappropriate furniture, rats;
- children with limited access to education services - the continuation of compulsory schooling and upper secondary or vocational education;
- children who leave school due to various social problems they face;
- children with serious health problems and limited access to health services;
- parents with little education, illiterate parents or parents without jobs;
- parents with poorly developed parenting skills.

CCS identifies beneficiaries from the following **categories of families** that pose a high risk for separating children:

- families without homes;
- low-income families receiving welfare benefit;
- families with one or both parents unemployed, deceased, illiterate, working abroad, who are in prison or suffering from serious or chronic mental illness, serious or chronic somatic diseases;
- families with abandoned or institutionalized children, with children that have behavior, frequent health or psychological problems;
- families in which one or more children have dropped out of school;
- single parent families;
- families in the process of divorcing or with children from other marriages;
- families who neglect the hygiene, health and education of the child.

Mrs. Z.M., a resident of Rosiori, is a widow with 10 children, 5 of them over 18 years and 4 of them having health problems, all living in poor housing conditions. The family was recorded in the CCS database. Following the home visits it was found that 5 of children do not have birth certificates so that the family could not receive welfare. The Ruhama Foundation called for the support of the authorities for the resolution of this case. For this, we worked with the County Person Records, Rosiori Town Hall, Sacueni Town Hall and the Clinical Hospital of Obstetrics and Gynecology. Throughout 2008, for 3 of the children we facilitated their obtaining certificates of birth, through judicial decree. Moreover, the family was assisted in obtaining the disability status for 4 of the disabled children.



### Assisted cases

Between June 2007 and December 2008, CCS has assisted a monthly average of 40 cases. Since its establishment, a total of 155 cases have been assisted, totaling 289 people.

The cases brought before the CCS include the following **types of requests**:

- supporting children in order to continue school;
- supporting children who have medical problems;
- supporting parents in order to ensure food and material needs;
- help with attaining disability status;
- information about the adoption procedure;
- assistance in obtaining emergency aid;
- assistance in obtaining social housing;
- assistance in obtaining tickets for treatment;
- help with attaining the disability pension or age limit problems;
- help attaining the Romanian citizenship;
- obtaining material aid;
- solving health problems;
- obtaining wheelchairs;
- obtaining financial aid;
- getting a job.

Upon receiving these requests, the CCS started the interventions in these cases involving the following local **public authorities** in these actions:

- The Department of Labor and Social Protection;
- The Health Insurance Home;
- The County House of Pensions;
- The General Directorate of Social Work and Child Protection;
- The Obstetrics and Gynecology Hospital;
- The County Ambulance Service;
- The County Court;
- The town halls and the home schools of the applicants.

### Parents School program

Between April and June 2008, the Counseling and Support Center for Children and Parents was also involved in the action entitled **Parents School II**, attended by a total of about **334 parents** and **400 children**. The “Alexandru Borza” School Group in Cluj-Napoca provided a teacher to act as a trainer in the training sessions with trainers involved, sessions that had the following topics: the quality of a good parent, how to communicate with the children, alternatives to punishment.

**Results** obtained in the Parents School II program:

- **334 parents** attended the meetings with parents;
- about **400 children**;
- **16 locations**;

- interest on the part of teachers to implement the program;
- **22 teachers** attended the training session;
- **21 teachers** involved as trainers in the Parents School;
- **2 trainers** from the Ruhama Foundation;
- **32 actual meetings** with the parents;
- **9 appearances in the media** about the Parents School (6 newspapers articles, 1 television and 2 radio appearances);
- **9 meetings** of the authorities / institutions at a local level;
- **68 participants** in the meetings of the authorities / institutions at the local level (representatives of the town hall, police, family doctors, local Roma experts);
- interest from the **Local Support Groups**, expressed by participating in the training activities and in the meetings with parents;
- involving **2 Roma local experts** in mobilizing the community and inviting the parents to the meetings;
- interest from the local community represented by the **Local Initiative Groups** to mobilize parents to participate in the meetings;
- funding for all the Parents School activities by the town hall in Budureasa;
- parental participation in the interactive activities in the meetings;
- **15 Local Initiative Groups** were informed and mobilized.

Among the **topics addressed** in these meetings we can mentioned:

- importance of school and the prevention of school drop-out in the secondary school cycle;
- the quality of being a good parent;
- the daily schedule of the child;
- knowing your own child;
- successful parents;
- discovering the children's skills and guiding them in the future;
- the harmonious development of the child.



# PHOTO GALLERY



# SOCIAL SERVICES

SOCIAL SERVICES









## ROMA EDUCATION CENTRE

**The Roma Education Center** was opened in 2007, in the campus of the University of Oradea. The purpose of the REC is to develop and promote integrated and inclusive education programs for Roma children and in order to desegregate the schools.

**Programs** implemented in 2008

- Developing and promoting inclusive and sustainable educational programs for Roma children through integrated community efforts by establishing the Roma Education Center in Bihor
- Developing the network of educational actors

**The Roma Youth Forum** in Bihor is a network of young Roma and non-Roma high school students or students interested in promoting models of best practice in terms of educating children and young Roma and improving the access to education of Roma children.

**Results** of the Forum's activity in 2008:

- **7 young Roma** promoted their own success model and sent a message about the importance of education at the event organized by the Bihor County School Inspectorate in 10 schools in Dobresti;
- **4 young Roma** represented the Forum in the **National Conference of Young Roma in Romania**;
- **38 young people and mentors** attended the training session on methods of contraception, how to have a healthy sexual life;
- organizing a **study visit** to the Roma community of Rontau;
- **32 young Roma and non-Roma** in the Forum and Ruhama Foundation volunteers experienced what community development is through a visit made to the Roma community of Rontau;
- **12 people** were informed about the special places allocated for Roma in high schools, the „Roma Health Scholarship” program and about the Career Center's existence;
- **5 people** have been trained on how to create an e-mail address;
- **3 young Roma** were supported in drawing up the papers needed to access the “Roma Health Scholarship” program;
- **3 recommendations** were issued to facilitate access to the „Roma Health Scholarship” program;
- **a certificate** attesting Roma ethnicity was issued for enrolling in the Border Patrol.

**The County Network of Teachers for Inclusive Education** is an informal network made up of teachers, school mediators and principals in Bihor County. The aim of the network is to develop an inclusive learning environment for the disadvantaged children in Bihor County.

**General objectives**

- Establishing a network of teachers in Bihor County concerned with increasing the quality of the educational services and adapting them to the needs of the direct beneficiary - the pupil;
- Developing and / or optimizing the knowledge, skills, competences and performances of teachers in relation to the children, parents and the Local Support Groups (the local institutions);

- Promoting a modern educational system, open and flexible, able to provide access and real opportunities to disadvantaged children at all levels and forms of education;
- Providing consultancy, expertise, monitoring and quality control services, thus facilitating the decentralization of the educational system;
- Facilitating communication between the central and local government structures and the schools, promoting an open and flexible permanent dialogue, between the social and educational partners;
- Help with the implementation and compliance with the educational laws.

### Specific objectives

- Creating a network of educational actors, in order to facilitate the exchange of experiences, mutual information, training, participation in events, to promote best practices among network members and the relationship with external environment;
- Ensuring equal and increased access to all levels and forms of education for all children, regardless of social and material conditions, gender, race, nationality, religion or ethnicity;
- Ensuring an inclusive education;
- Ensuring the correct application of school and work legislation at all levels;
- Analyzing the current state of the educational process and implementing interactive learning methods to target groups of students;
- The correct implementation of the national curriculum and implementing a curriculum on the school's decision;
- Increasing the quality of education, including the rural areas as well, in order to prepare for the optimal socio-professional integration of graduates.

### Network members

- teachers of Romani language and Roma history;
- the teachers who worked in the Summer Kindergartens;
- the teachers who are aware of the needs of pupils from disadvantaged backgrounds and who want to get involved in solving them;
- the methodist teachers from the Teachers Corps House;
- school principals and interested coordinating teachers;
- school inspectors.

### Results of the Network in 2008

- **23 network teachers** were involved in monitoring participation and school performance of Roma children, a task done to establish the level of participation and school performance of Roma students in the 19 communities in which we work (Alesd, Bogeii, Ciumeghiu, Diosig, Gepis, Gepiu, Salonta, Sacueni, Sannicolau de Munte, Tetchea, Batar, Beznea, Chet, Lugasul de Jos, Osorhei, Tamasda, Tinca and Silindru);
- A preparation and information session of the teachers followed by a training session which ended with the tasks assignments and the delivery of class records;
- An information session on starting the "Parents School" program and the opportunities to involve the network members in the development of the program.

Varga Emese is a young woman of 17 years, full of aspirations and dreams. Her parents separated. She stayed in her mother's care with her little brother. Her mother found work at a factory in town, so she had to stay home with her younger brother. She had to repeat the 7<sup>th</sup> grade, losing all hope that she will be able to fulfill her dreams. Money was scarce, life was hard, and as days went by, Emese was increasingly disappointed. But one day she learned that the town school had a remedial program for those who dropped out of school. She talked with other youngsters attending these courses and signed up. She graduated the school in low attendance regime with good grades. After finishing 8<sup>th</sup> grade, she enrolled in high school. She graduated 9<sup>th</sup> grade and with the Ruhama Foundation's assistance, being informed and assisted in drawing up all the necessary documentation, she managed to get "Money for High School" funds and the scholarship granted by the Resource Center for Roma Communities.



**The network of NGOs engaged in educational programs for Roma children** is made up of providers of educational services, both from the public and private system: associations, foundations, local public authority departments. Its purpose is to promote best practices and exchange expertise.

#### Results

- 6 organizations attended the meeting;
- the mutual knowledge of the organizations;
- expressing willingness of cooperation by establishing a network of service providers / educational programs for Roma children.

#### Activities of the Roma Education Center

##### Informing members of Roma communities in Bihor County about the “Euro 200” program for acquiring a computer.

Throughout the information campaign we were able to inform 107 people in 8 towns about how to access the “Euro 200” national program and 22 schools were contacted to present the offer. Following the organized campaign, 16 families in 5 towns were assisted in obtaining computers.

##### Informing community members about enrollment in the 9<sup>th</sup> grade

During the campaign, 23 Roma 8<sup>th</sup> grade pupils were informed and advised. 14 students were supported in accessing the school places for Roma students in high schools and vocational schools by supplying a certificate attesting their Roma ethnicity.

##### The Support Fund

The Support Fund is a program of incentives to prevent school drop-out among Roma pupils and students. In this first half of this year 31 young Roma were supported with a total amount of 5271.31 lei.

##### Camp for disadvantaged children

The Ruhama Foundation led a fundraising campaign in partnership with the no. 26 Kindergarten in Oradea and Kangaroo Land, to provide the financial resources needed to organize a camp for the disadvantaged children who have never been to camp.

##### Action in figures:

- 3 newspaper articles;
- involving a kindergarten - the no. 26 Kindergarten in Oradea - by preparing an exhibition of works for sale entitled „Children for Children”, works made by the children in kindergarten and sold to fund the camp;
- 5 volunteers involved in selling the works made by the children;
- 15 children from 6 towns (Budureasa, Magesti, Cefa, Batar, Santelec and Tileagd) present;
- 3176 lei raised from the exhibition sales, donations received from Kangaroo Land and from the Reformed Diocese of Oradea.

## Monitoring the school participation and performance of Roma children

The sociological research on the access to education and the results of Roma pupils was conducted with financial support from the Roma Education Fund, within the project “Developing and promoting inclusive and sustainable educational programs for Roma children through integrated community efforts by establishing the Roma Education Centre in Bihor”, implemented by the Ruhama Foundation in partnership with the Bihor County School Inspectorate and the Faculty of Social Sciences - University of Oradea from 2006 to 2008. The research has provided an educational inventory of the 8135 1-4<sup>th</sup> grade pupils in 20 towns in Bihor County (Alesd, Batar, Beznea, Bogei, Bratca, Chet, Ciumeghiu, Curtuiseni, Diosig, Gepiu, Gepis, Lugasu de Jos, Osorhei, Sacueni, Salonta, Sannicolau de Munte, Silindru, Tamasda, Tetchea, Tinca). The sample contains the total population of pupils in the 1-4<sup>th</sup> grades of the 20 local schools, and includes a theoretical number (the same student is shown separately for each school year) of 2887 Roma pupils (35.5%) and 5248 non-Roma pupils (64.5%). The data were collected separately for each of the past three school years: 2004-2005, 2005-2006 and 2006-2007.

### School enrollment

The first result of the REF project was a significant increase of Roma pupils in grades 1-4 of 13% (from 936 in 2005-2006 to 1060 in 2006-2007), as a result of the increased enrollment rates of Roma children as well as the reintegration into the educational system of cases of school drop-out.

#### 1<sup>st</sup> grade

The REF project stresses the grades 1<sup>st</sup> through 4<sup>th</sup> (2887 Roma pupils in 2006-2007) and very intense on 1<sup>st</sup> graders (248 Roma pupils in 2006-2007) because previous studies showed the 1<sup>st</sup> grade as the milestone in Roma education. The REF project has assisted 177 Roma children to enroll in the 1<sup>st</sup> grade in 2006 in 11 communities and 300 Roma children in 20 communities in 2007 (all of whom attended the Summer Kindergartens organized by Ruhama Foundation and received assistance in the preparation of registration for school, as well as vouchers for enrollment in 1<sup>st</sup> grade for school bags, stationery, clothing and summer and winter footwear; their parents were informed and counseled and actively participated in the Parents School programs; the Counseling and Support Center for Parents and Children established by Ruhama Foundation assisted the social cases in overcoming the barriers to education like health issues, extreme poverty, lack of civil status documents, etc.).

### School drop-out

The school drop-out trend for grades 1<sup>st</sup> through 4<sup>th</sup> indicates the extent of success of the REF project in achieving its goal to reduce the school drop-out of Roma children. After the intervention from the REF project in August 2006, the rate of school drop-out for Roma pupils has been significantly reduced across the 20 communities assisted, from 5.66% in 2005-2006 to 4.62% in 2006-2007, thus recording a decrease of 1.04% which is clearly the result of REF project considering that the previous year drop-out rate decreased by only 0.24% (from 5.90% to 5.66%).

### School Performance

If the General Annual Average in 2005-2006 (annual average of Romanian, Maths, Discipline and Hungarian where applicable) for Roma pupils in grades 1-4 was 2.8444 (where 1 is insufficient, 2-satisfactory, 3-good and 4-very good) meaning a bit under well, after the intervention of the REF project in 2006-2007, the General Annual Average of Roma pupils in grades 1<sup>st</sup> through 4<sup>th</sup> increased to 2.8685, which represents an absolute increase of 0.0241, which proved to be significant in statistical tests. This increase is even more important as the General Annual Average of all students has decreased (from 3.2858 to 3.2690 in 2005-2006 to 2006-2007, meaning a decrease of 0.0168).







## PARENTS SCHOOL

From April 2008 to June 2008, the Counseling and Support Center for Parents and Children was also involved in the action entitled “Parents School II”, attended by a total of 334 parents and about 400 children. The “Alexandru Borza” Group School in Cluj Napoca supplied a teacher to act as a trainer in the training sessions with the trainers involved, sessions on the following topics: the quality of being good parent, how to communicate with the child, alternatives to punishment.

The aim of the program was to prevent school drop-out among children in the 4<sup>th</sup> grade by approaching the parents directly. The beneficiaries of this program were the parents of 4<sup>th</sup> grade pupils, the group of parents among which there is a frequent decision to withdraw children from the educational system starting with secondary school and, in particular Roma parents.

16 schools were identified in Bihor County (Tileagd, Vadu Crisului, Bogei, Budureasa, Ciumeghiu, Batar, Sannicolaul de Munte, Cubulcut, Cefa, Beznea, Sannicolau Roman, Santelec, Gepis, Magesti, Vasad and Chet) with the largest number of Roma pupils in the 4<sup>th</sup> grade that presented a risk school drop-out.

**The topics addressed** in the meetings with parents were:

- The importance of school and preventing school drop-out at the secondary school cycle level;
- The quality of being a good parent;
- The daily schedule of the child;
- Knowing your own child;
- Successful parents;
- Discovering the skills of the children and guiding them in the future;
- The harmonious development of the child.

**The methods** used to address these issues were:

- role playing
- practical exercises
- case study
- posing the problem
- brainstorming
- conversation
- talk
- analysis - synthesis - evaluation
- exposing
- explanation
- demonstration.

Among the **positive aspects** identified by parents in the Parents School were:

- the context in which they met, the school, this being the most appropriate space for such meetings because they can see how the child spends most of his time;
- it was a meeting at which they felt heard and not discriminated against;
- it was the first time discussing issues like the child’s education and the relationship with the child;
- they felt respected and this was the best way to get informed;
- we’ve created a framework in which parents could be proud of the achievements and perfor-

mances of their children;

- **parents** understood that there is sufficient time for a real dialogue - not just a monologue in which teachers tell parents certain things;
- some parents believe in education, they know what happens in school, they've learnt new things, had a good time, every opinion was taken into account, they are receptive to the new and are willing to implement everything they've learnt, were so interested that the meeting was extended, they asked for support in educating their children called and asked the organization for more meetings with similar themes, and the interest of the parents regarding their children's education grew;
- **the teachers** were able to create a communication bridge between the school and the local community, they learnt new things about the local community and began to pay greater attention to children from disadvantaged backgrounds;
- **children** became more obedient, they improved their school performance, and school attendance was increased. This was particularly noted by the schools in Chet, Cefa and Budureasa;
- **the local authorities** attended these meetings and learnt what are the problems faced by the children from disadvantaged backgrounds, they worked together and got financially involved by supplementing the prize fund for the children, they sent messages to the parents about the importance of education.

### Results obtained

- **334 parents** attended the meetings with the parents;
- about **400 children**;
- **16 towns**;
- interest on the part of the teachers to implement the program;
- **22 teachers** attended the training session;
- **21 teachers** involved as trainers in the Parents School;
- **2 trainers** from the Ruhama Foundation;
- **32 actual** meetings with the parents;
- **9 appearances in the media** about the Parents School (6 newspapers articles, one television and two radio appearances);
- **9 meetings** of the authorities / institutions at a local level;
- **68 participants** in the meetings of the authorities / institutions at the local level (representatives of the town hall, police, family doctors, local Roma experts);
- interest from the Local Support Groups, expressed by participating in the training activities and in the meetings with parents;
- involving **two Roma local experts** in mobilizing the community and inviting the parents to the meetings;
- interest from the local community represented by the Local Initiative Groups to mobilize parents to participate in the meetings;
- funding for all the Parents School activities by the town hall in Budureasa;
- parental participation in the interactive activities in the meetings;
- **15 Local Initiative Groups** were informed and mobilized;
- increasing the school attendance of children in the last month of the 2007-2008 school year, increase which was confirmed by three of the **16 schools** involved.

# PHOTO GALLERY



EDUCATION









## BRIEF HISTORY

The Ruhama Foundation is an authorized provider of professional training programs for adults, as for the decisions of the Authorizing Commission of Professional Training Providers, within the Department for Labor, Social Solidarity and Family Bihor and as for the authorizations issued by the Ministry of Health and the Ministry of Education.

The Ruhama Foundation started its professional training activity in 2004, with receiving the authorization to conduct the qualification training in the occupation of ELDERLY CAREGIVER. The training activities were initiated following the internal need for qualification of its personnel, engaged in homecare services. The second authorization, to provide a qualification training for the occupation of CHILD CAREGIVER and the third authorization to provide a qualification training in occupation SOCIAL WORKER came as a result of a wider project undertaken by the Ruhama Foundation, as one of its components was assessing the need for professional recognition of the active staff in supplying social services in Bihor County. Obtaining authorizations for providing trainings in ELABORATING AND WRITING PROJECT PROPOSALS and perfecting training in the occupation of TRAINER came as a result of the demands on the market, especially among the staff in local public administration services.

In 2006, the Ruhama Foundation was selected along with 10 other NGOs in the country to participate in the project „Accredited social services for employment in Roma communities“, a project implemented by the Resource Center for Roma Communities Cluj-Napoca in partnership with the National Employment Agency. Within this project, 2 of the organization’s staff were qualified as employment agents, the training being organized by the Regional Adult Professional Training Centre Cluj Napoca.

In June 2006, the Ruhama Foundation was accredited by the National Employment Agency to provide information and counseling services and mediation services to the domestic labor sector.

The first important activity of the department was the creation of the Centre for Job Mediation, Information and Counseling for Roma citizens in the town of Tetchea. The centre was created under a service contract concluded with the Bihor County Employment Agency, and the object of the contract was the provision of job mediation, information and professional counseling services, aimed at the unemployed Roma, from Tetchea and the surrounding areas.

In 2008, the Department of Professional Training and Employment Services of the Ruhama Foundation established the CAREERS Centre, a centre for professional orientation, mediation and training for young people. The centre was established with the financial support provided by the European Union through its PHARE program, through the „CAREERS. Centre for Professional Orientation, Mediation and Training for Youth in Bihor County“, implemented by the Ruhama Foundation, in partnership with the Bihor County Employment Agency, Bihor County Council, University of Oradea - Faculty of Social Sciences and GSUB Germany.

## PROFESSIONAL TRAINING PROGRAMS

### Authorized trainings

At the end of 2008, the Ruhama Foundation is authorized to provide training courses in the following areas:

- Qualification in the occupation of ELDERLY CAREGIVER
- Qualification in the occupation of CHILD CAREGIVER
- Qualification in the occupation of SOCIAL WORKER
- Perfecting in the occupation of TRAINER
- Initiation in PROFESSIONAL SELF-DEVELOPMENT (ELABORATING AND WRITING PROJECT PROPOSALS)
- Acquiring basic knowledge of HYGIENE
- Qualification in PROBLEM SOLVING (COMMUNICATION, PREVENTING ABUSE, SUPERVISION AND ALTERNATIVE TECHNIQUES IN CHILD EDUCATION)
- Specialization in the occupation of VEGETABLE GROWER
- Perfecting in the occupation of SALES AGENT
- Qualification in the occupation of SECRETARY, TYPIST, OFFICE OPERATOR
- Specialization in the occupation of FLORIST-DECORATOR
- Qualification in the occupation of DATA ENTRY, VALIDATION AND PROCESSING OPERATOR
- Specialization in the occupation of REAL-ESTATE AGENT
- Qualification in the occupation of TRADE WORKER
- Qualification in the occupation of WAITER
- Initiation in COMPUTER SKILLS
- Qualification in the occupation of CONSTRUCTION WORKER
- Perfecting in the occupation of PROJECT MANAGER
- Initiation in ENTREPRENEURIAL SKILLS

At the end of 2008, the Ruhama Foundation is currently obtaining authorization to provide the following courses:

- Specialization in the occupation of MATERNAL CAREGIVER
- Specialization in the occupation of PERSONAL CAREGIVER
- Specialization in the occupation of NURSE
- Specialization in the occupation of LOADING OPERATOR
- Perfecting in the occupation of PUBLIC ACQUISITIONS EXPERT

### Trainings organized in 2008

Throughout 2008, the Department of Professional Training and Employment Services has conducted **23 training courses**:

- Four qualification trainings in the occupation of CHILD CAREGIVER
- A qualification training in the occupation of ELDERLY CAREGIVER
- Four initiation trainings in PROFESSIONAL SELF-DEVELOPMENT (ELABORATING AND WRITING PROJECT PROPOSALS)

**Mihaela BALACI**  
CAREERS Center's beneficiary

*I want to thank the team at the CAREERS Centre for the way they took care of me and not only. The sales agent training was a very good and well structured one. I want to thank the whole team for their support during the training and for their help in trying to find me a job after the training. Thank you! Good luck from now on!*



- A perfecting training in the occupation of TRAINER
- Two qualification trainings in the occupation of TRADE WORKER
- A perfecting training in the occupation of SALES AGENT
- A perfecting training in the occupation of PROJECT MANAGER
- An initiation training in COMPUTER SKILLS
- An initiation training in ENTREPRENEURSHIP COMPETENCIES
- Seven specialization trainings in the occupation of VEGETABLE GROWER

Of these courses, 15 were provided for free to young people aged between 15 and 24 years, within the „CAREERS. Centre for Professional Orientation, Mediation and Training for Youth in Bihor County”, implemented by the Ruhama Foundation with financial support provided by the European Union through the PHARE program.

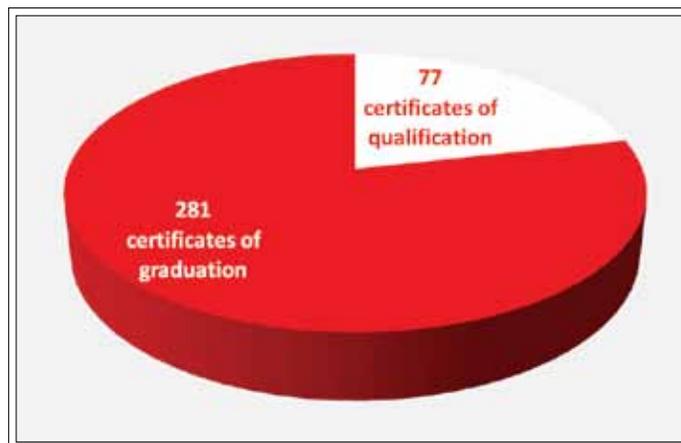
Thus, **292 young people** benefited from free professional training, qualification, perfecting, specialization or initiation, in order to complete their professional training. The situation of the young people who benefited of training is:

- 40 young people graduated the qualification training in the occupation of TRADE WORKER;
- 20 young people graduated the qualification training in the occupation of CHILD CAREGIVER;
- 31 young people graduated the initiation courses in PROFESSIONAL SELF-DEVELOPMENT (ELABORATING AND WRITING PROJECT PROPOSALS);
- 17 young people graduated the perfecting training in the occupation of SALES AGENT;
- 133 youngsters graduated the specialization training in the occupation VEGETABLE GROWER;
- 21 young people graduated the initiation training in IT SKILLS (Computer Operator);
- 10 young people graduated the perfecting training in the occupation of PROJECT MANAGER;
- 20 young people graduated the initiation training in ENTREPRENEURSHIP SKILLS.

Each course was finalized with an exam, 21 examinations were held, only one of the participants being rejected. Two trainings were completed in early 2009 when the assessment exam was held.

The total number of persons who have benefited of trainings is 359. Thus, **358 certificates** were issued (one person being declared rejected on the exam), as follows:

- 281 people received certificates of graduation;
- 77 people received certificates of qualification.



## EMPLOYMENT SERVICES

### Activities carried out in 2008

During 2008, the Department of Professional Training and Employment Services established the CAREERS Centre, whose main aim is to increase labor market insertion for young job-seekers.

Between January 2008 and May 2008, preceding the commencement of the CAREERS Centre's work, **7 people** seeking jobs benefited of employment services. Since the start of operations at the CAREERS Centre and until the end of 2008, a number of **603 people** have benefited of employment services, people who were involved in activities such as: professional counseling and information, job placement, drafting CVs and introducing them in the database, Job Club and psychological evaluation.

During 2008, **431 people** received professional information and counseling services consisting of providing information regarding the labor market and the evolution of occupations. Thus, young job-seekers were informed about the present employment situation and outlook in Bihor County, conditions of exercise, pay, promotion in the work place, occupations required on the labor market, jobs that are no longer required on the market labor, employee and employer rights and obligations, observance of the equal opportunities principle, observance of the non-discrimination principle, subsidies and incentives granted to employers for hiring youth and training opportunities. Professional counseling services consist of: identifying the career route (the recipient's social situation, education, work experience) and establishing with the recipient the steps for choosing the occupation / job, for employment or to subscribe for a professional training.

**135 persons** benefited during 2008 from the Job Club service type, consisting of training regarding methods and techniques for job searching. Within the Job Club, young people acquire knowledge on writing a resume, participating in an interview, writing a letter of intent, preparing the documentation for an interview, writing an ad for seeking a job, actively seeking a job: media, internet, applying with a CV to institutions, organizations, etc.

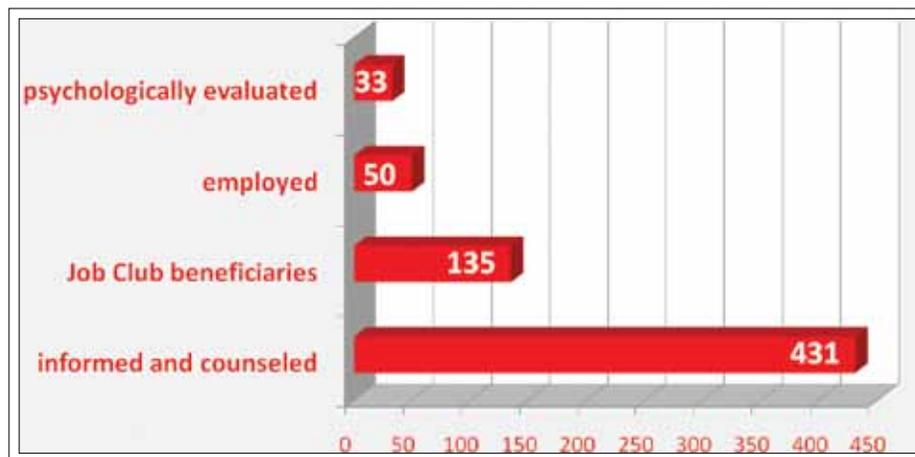
**50 young people** were employed in 2008, as a result of the job mediation process, consisting of matching the available jobs and the needs of the people in search of a job. **30** of these young people have provided copies of their employment contracts to the centre.

**33 young people** have benefited of psychological evaluation in 2008 consisting of personality self-assessment and vocational guidance, developing skills and self-confidence in people looking for a job in order to enable them to decide on their own career.

**800 employers** were included in the centre's database in 2008, following the process of data collection by the CAREERS Centre's team in collaboration with its partner - The University of Oradea, and **1,500 job vacancies** were promoted by the centre.



In 2008, the Ruhama Foundation established the CAREERS Centre, an orientation, mediation and professional training centre for young people, with financial support provided by the European Union through the PHARE program, within the „CAREERS. Orientation, Mediation and Professional Training Centre for Youth in Bihor County” project, implemented by the Ruhama Foundation, in partnership with the Bihor Employment Agency, Bihor County Council, University of Oradea and GSUB Germany.



In the second half of 2008, the CAREERS Centre, in collaboration with the Bihor County Employment Agency organized the Job Fair for Young People. The fair was attended by **23 employers** and **468 job vacancies** were promoted. Moreover, over **200 young people** seeking jobs participated, and as a result of the pre-interviews between employers and the young job-seekers, over **80 youngsters** were selected by employers for the personnel recruitment process and participated later in job interviews scheduled immediately after the fair.

#### The department results during 2004-2008

Since its commencement of operations (2004) and up until now, the Department of Professional Training and Employment Services has provided training courses to a total of **653 people**. Of these, **285 persons** received certificates of qualification and **366 persons** received certificates of graduation, while two persons were declared rejected as a result of participating in the final assessment exam.

The department provided a total of **40 trainings**, **18 qualifications trainings**, **5 perfecting trainings**, **7 specialization trainings** and **10 initiation trainings**, the people who attended these courses coming from both public institutions and NGOs, as well as independent individuals.

The trainings provided between 2004 and 2008 by the Department of Professional Training and Employment Services have targeted the following areas:

- 1 perfecting training in the occupation of SALES AGENT
- 1 initiation training in ENTREPRENEURSHIP SKILLS
- 1 initiation training in COMPUTER SKILLS
- 3 perfecting trainings in the occupation of TRAINER
- 7 qualification trainings in the occupation of ELDERLY CAREGIVER
- 7 qualification trainings in the occupation of CHILD CAREGIVER
- 7 specialization trainings in the occupation VEGETABLE GROWER
- 2 qualification trainings in the occupation of TRADE WORKER
- 2 qualification trainings in the occupation of SOCIAL WORKER

- 1 perfecting training in the occupation of PROJECT MANAGER
- 8 initiation trainings in PROJECT WRITING

From the commencement of operations and up until now, the Department of Professional Training and Employment Services has provided information, counseling and mediation services for the employment of a number of **830 persons**, of which **106 were employed**.

### Testimonial

M.L., 25 years old, secondary education, came to the CAREERS Centre on 28.08.2008 to find a job in sales, following the bankruptcy of the company where she previously worked for five years as a cashier.

The services offered by the CAREERS Centre were professional counseling, information on the job market, establishing the professional pathways and areas of concern, support in drafting the resume, information on the presentation to the job interview, etc.

The employment mediation process consisted of submitting the application and creating a connection between her and the corporate employer, in catering / sales, for the position of head of commercial agency, for which we considered the candidate as very suitable, given her previous experience, field of interest and the knowledge she has.

Following this intervention and the interview with the employer, M.L. obtained the position, starting her work on 18.10.2008 at this first company where she submitted her application.

To monitor her post-employment status, we made visits at her workplace, we had discussions with M.L. on her accommodation, networking with her colleagues and superiors, her ability to meet deadlines and to carry out tasks, concluding that the recipient has successfully integrated with her new job.

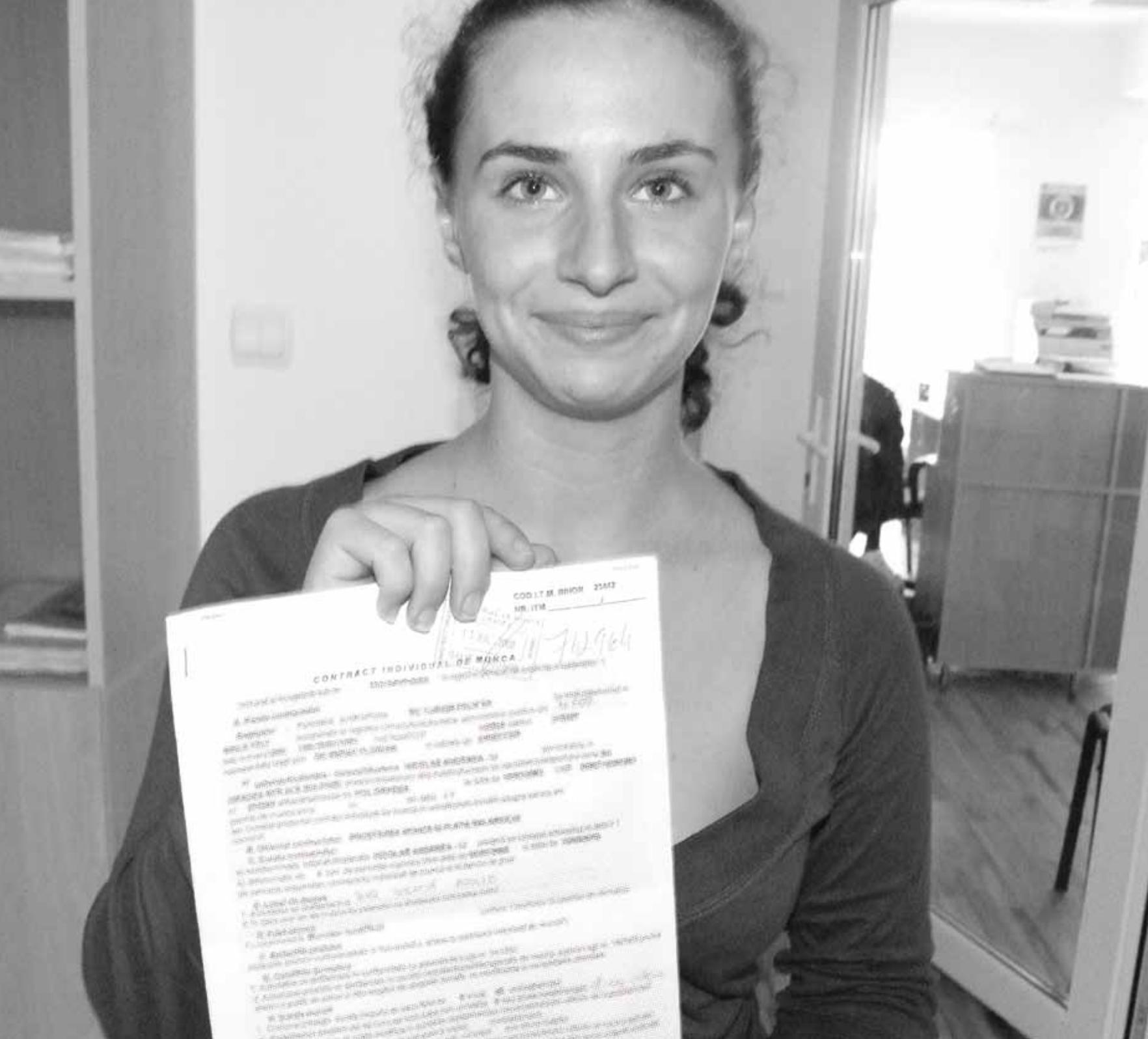


# PHOTO GALLERY



CAREERS





COD. L.T.M. RHOM 2543  
NR. 178

**CONTRACT INDIVIDUAL DE MURCA**

17/09/2014  
702964

1. **Identificarea părților**  
A. **Partea angajată**  
Numele și prenumele: **Ms. Tudora POPESCU**  
Căminul: **Strada 10 Decembrie 1989, Nr. 10, Sectorul 1, Municipiul București**  
B. **Partea angajator**  
Numele și prenumele: **Ms. Tudora POPESCU**  
Căminul: **Strada 10 Decembrie 1989, Nr. 10, Sectorul 1, Municipiul București**

2. **Scopul contractului**  
A. **Scopul contractului**  
B. **Scopul contractului**

3. **Termenul de valabilitate**  
A. **Termenul de valabilitate**

4. **Alte condiții**  
A. **Alte condiții**

5. **Alte condiții**  
A. **Alte condiții**





## CIVIC EDUCATION IN ROMA COMMUNITIES

The project „Education for the civic engagement of Roma communities” is implemented by the Community Development Agency „Together” Bucharest, and includes a number of 60 poor Roma communities in 3 regions of the country (North-West, Center and South). In the North-West Region, Bihor, partner in the project’s implementation is the Ruhama Foundation. The project is carried out over a period of 2 years, starting in July 2006 and is funded by the Roma Education Fund. The project aims at increasing the participation of Roma children in the primary education compulsory classes and at improving Roma citizen participation in the decision making process within their communities. In 2007 and 2008, in 16 Roma communities from Bihor the facilitation process will be conducted to increase the school participation of Roma children in primary schools and to increasing the capacity of Roma citizens to participate in the decision making process. In 2008, the second phase of the facilitation process took place in 8 towns in Bihor County: Alesd, Vadu Crisului, Bogei, Chet, Gepis, Telechiu, Ioanis and Grui, from April to June. 5 facilitators from Bihor County, trained by the Community Development Agency „Together” Bucharest and the Romanian Social Development Fund, made the process of facilitation possible.

### Results obtained

- **25 parents** in the parent structures at the school level, in the **8 facilitated towns**;
- the community has established formal or informal collaborations with the local institutions;
- the establishment of **5 new Local Initiative Groups**;
- **6 training meetings** about the Parents School program: teachers, Roma youth and leaders;
- **11 people** benefited from training sessions in the Parents School program;
- **96 members** of the community are part of Local Initiative Groups;
- the „Parents School” program took place in **5 of the 8 facilitated towns** - Vadu Crisului, Gepis, Bogei, Chet, Grui;
- **9 actual meetings** with the parents;
- **93 parents** attended the meetings with parents in the “Parents School” program;
- the „Parents School” program was financed by the Budureasa town hall for the work done at the Grui school;
- over **400 children** assisted;
- **3 meetings** of the authorities / public and private institutions at the local level;
- **24 participants** at the meetings of the authorities / public and private institutions at the local level (town hall representatives, police, family doctors, local Roma experts);
- involving **2 local Roma experts** in mobilizing the community and the parents to the meetings;
- interest from the local community represented by the Local Initiative Groups in order to mobilize parents to participate in the meetings;
- parental participation in the interactive activities in the meetings;
- the increase in school attendance of children in the last month of the 2007-2008 school year, which was confirmed by the schools in Grui and Chet;
- **16 teachers** involved in the Parents School program;
- **8 teachers** in the County Network of Teachers for Inclusive Education;
- the establishment of an educational plan, one for each of the **8 locations**;
- the approving of the educational plans by the local authorities;
- informing the Roma communities about the importance of school participation for children;
- informing communities about the „Euro 200” government program;
- informing communities about the special places for Roma in high-schools, vocational schools and universities.

## IDENTITY, CIVIL STATUS AND PROPERTY PAPERS FOR ROMA PEOPLE IN BIHOR COUNTY

From January to December 2008, the Ruhama Foundation in partnership with the Bihor County Council - The Territorial Authority for Public Order Bihor, the Bihor County Records, the Institution of the Prefect - Bihor County through the County Office for Roma, Bihor County Police Inspectorate, SPCLEP Alesd, SPCLEP Marghita, SPCLEP Sacueni, SPCLEP Valea lui Mihai, SPCLEP Beius, SPCLEP Stei, SPCLEP Salonta and SPCLEP Oradea ran support activities for Roma without identity, civil status and property documents, to obtain these documents. Roma people from over **47 territorial administrative units** in Bihor (Alesd, Batar, Balc, Budureasa, Buduslau, Balnaca (com. Suncuius), Bogei (com. Tauteu), Beznea (com. Bratca), Cefa, Cheri, Chet (oraşul Marghita), Ciumeghiu, Cubulcut (Sacueni town), Curtuiseni, Dobresti, Diosig, Finis, Gepis (com. Lazareni), Gepiu, Girisul de Cris, Gli-mea, Grui, Hidiselul de Sus, Ineu, Ioaniş, Lugaşu de Jos, Oradea, Ortiteag (com. Măgeşti), Oşorhei, Oşand, Popeşti, Rien, Salonta, Sacueni, Salacea, Sannicolaul de Munte, Sannicolau Roman, Santelec (com. Hidiselul de Sus), Silindru (com. Simian), Tamasda (com. Avram Iancu), Tasad, Tarcea, Tetchea, Telechiu, Tinca, Tileagd, Vadu Crisului, Vasad (com. Curtuiseni)), were supported to obtain birth certificates, late registration of children who are over 1 year old and have no birth certificate, identity cards and other documents that enable people to exercise their rights as Romanian citizens.

Through the two Phare projects entitled **KON SEM ME? (Who am I?) - Facilitation of obtaining identity, civil status and property documents of Roma citizens in Bihor County**, the Ruhama Foundation with its partners sought to improve the situation of Roma in Bihor county, to promote social inclusion of Roma who have no access to public services or the labor market by significantly reducing the number of Roma without identity and / or civil status papers from the target communities and to facilitate obtaining property titles for the land and houses of Roma people where local municipalities are involved in the project.

The Ruhama Foundation started this action with financial support from the European Union and the Romanian government, within the Phare 2005 program - Accelerating the Implementation of the National Strategy to Improve the Situation of Roma.

### General objective

- Improving the situation of Roma in the area of Bihor County to promote the social inclusion of Roma who have no access to public services or in the job market.

### Specific objectives

- The significant reduction by **90%** of the number of Roma without identity and / or civil status papers in the **30 target communes and towns**.
- Facilitating the obtaining of at least **400 property titles** for the land and houses of Roma in the 30 target communes and towns.
- Facilitating the access to public services and the job market for Roma people who are excluded from these social benefits.
- Establishing partnerships and teamwork between the public and non-governmental sectors.
- Elaborating, testing and implementing of a sustainable long-term working model to ensure the continuity of the process to facilitate the obtaining of identity documents.

A 19 year-old young man, mentally ill, never had an ID. We had to compile the first registration documents, the paperwork caravan being the only way to resolve this case. He never went out of community or the family. He was brought to the caravan, at a distance of 200 m, after long discussions. All the nearby persons were asked to be quiet so as not to scare him. He cried and barely managed to hold out his hand in order to be fingerprinted. Now he has an ID and he will be able to get registered at a family doctor, he will get his disability status, medicine and welfare benefit.



#### Target groups of the project:

- Roma people without civil status papers from 30 communes / towns
- Roma people without identity papers from 30 communes / towns
- Roma people without property titles from 30 communes / towns
- Roma people in 30 communes and towns

#### Direct beneficiaries of the 2 projects:

- over 800 Roma without civil status papers
- over 800 Roma without identity papers
- over 400 Roma without property papers

#### Indirect beneficiaries:

- over 8,000 Roma in the northern area of Bihor County
- 15 local public administrations from the northern area of Bihor County
- about 50 local communities in the northern area of Bihor County
- over 8,000 Roma in the southern area of Bihor County
- 15 local public administrations in the southern area of Bihor County
- about 50 local communities in the southern area of Bihor County

#### Activities conducted within the 2 projects:

- The working meeting of members of the Consortium of partners for the development project and the implementation strategies;
- The training of the field team and the SPCLEP representatives;
- The estimative analysis of the number of Roma citizens without documents in the target locations;
- Involving local authorities in the deployment of the project;
- Facilitating the issuing of civil status, identity and property papers;
- Awareness campaign on the importance of identity documents;
- Lobby actions with the town halls to hire an expert on Roma issues;
- Assisting Roma citizens in obtaining civil and social rights and accessing public services;
- Monitoring and evaluating the project results.

#### Results achieved:

- **3 training sessions** for the team facilitators for each project, in terms of methodology and field practices in obtaining documents as well as methods and techniques to address the Roma communities and the local authorities;
- The estimative analysis of the number of Roma citizens without documents in the target locations;
- **5123 people** were informed and counseled on the importance of identity and civil status papers;
- Bid applications from topographer specialists were submitted in order to elaborate the property titles;
- There were negotiations with the town halls that want to be actively involved in the facilitation of property titles by clarifying the legal situation of lands, cost estimates and the financial involvement of the local authorities in their efforts to obtain property titles;
- An information and counseling campaign in the Roma communities on the importance of identity documents and assisting Roma citizens in obtaining civil and social rights and accessing public services in which more than **5,000 people** were informed;
- **55 towns** in which the projects were implemented;

- Approximately **100 people** assisted to obtain civic and social rights and access public services:
  - o **29 children** were enrolled in school after obtaining documents;
  - o **5 school aged children** enrolled in the 1<sup>st</sup> grade;
  - o **2 children** received state allowance;
  - o **88 people** were registered to a family doctor;
  - o **20 young** people in Sacueni attended the CAREERS Centre training courses, after obtaining identity documents;
- **559 households in progress to obtain property titles** - on their way to being complete - with the aim of acquiring a legal status over their lands:
  - o over **100 in Budureasa** (notary statements for houses numbering, obtain tax certificates, the preparation of cadastral drawings, filing documents with the Office of Cadastre and Land Registration);
  - o over **100 in Soimi** (cadastral drawings, certificates from town hall attesting to the building, tax certificates, filing documents with the Office for Cadastre and Land Registration);
  - o over **30 in Ciumeghiu** (cadastral drawings, certificates from the town hall attesting to the building, tax certificates, submitting documentation to the Office of Cadastre and Land Registration);
  - o **9 in Cefa** (tabulation of households based on the title deed);
  - o over **180 in Alesd** (notary statements for houses numbering, obtaining tax certificates, preparation of cadastral drawings, filing documents with the Office of Cadastre and Land Registration);
  - o over **70 in Sacueni** (cadastral drawings, certificates from the town hall attesting to the building, tax certificates, submitting documentation to the Office of Cadastre and Land Registration);
- **27 caravans** organized jointly with the County Records and the Local Community Public Services:
  - o Identification of people without documents;
  - o Drawing up an action plan;
  - o Preparing the necessary documentation;
  - o Verifying the records by the SPCLEP;
  - o Obtaining a certificate of residence or the supporting evidence of the residence;
  - o The caravans resolved a total number of 144 documents in Suplacu de Barcau, 88 documents in Rosiori, 33 documents in Diosig, 20 in Cherechiu, 15 in Targusor, 15 in Cubulcut, 15 in Sanicolau de Munte, 10 in Tulca and others;
- **3 visits** to the communities with the ATOP members in Diosig, Sacueni and Alesd;
- **1777 cases of people with problems in terms of identity and civil status papers were solved, as follows:**
  - o **819 civil status certificates** obtained;
  - o **890 identity cards** obtained;
  - o **67 cases submitted** to a court for late registration of birth (of which 19 were already completed with a birth certificate at the time of this report).

## Case study

- 9 unregistered children of school age from Sacueni
- records were made for late registration of birth
- following a request from Ruhama Foundation to the Petofi Sandor School in Sacueni, children were enrolled in school
- they are currently in 1<sup>st</sup> grade
- they attend school
- they will be entitled to the state allowance
- they will be registered with a family doctor
- they will be signed up in the school registry
- they will have identity papers.

# PHOTO GALLERY



COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT









## PUBLIC POLICIES AND ADVOCACY

On March 14<sup>th</sup> 2008, the **Citizen Advice Bureau Oradea**, in partnership with the **Pro Democracy Association**, held a debate on some proposals for amending the 416/2001 Law, the guaranteed minimum income and the 116/2002 Law on preventing and combating social exclusion, proposals collected from the work of Ruhama Foundation team in the activities to assist disadvantaged people in Bihor County:

- The provision in the **116/2002 Law** for preventing and combating social exclusion on granting tuition scholarships not only to people who are following literacy programs, but for all persons included in the literacy programs, school recuperation and „second chance” type programs;
- The provision in the **76/2002 Law** on the unemployment insurance system and stimulating the employment through a financial incentive for people from the non-qualified population, inactive on the labor market, or persons receiving the minimum guaranteed income. The amount extended to such persons would be gradually reduced over a period of 4 to 5 years, while the target group achieves the skills, retraining and professional competencies which will finally enable them to get an attractive salary, compared to the welfare that leads to system dependence. In most cases the minimum guaranteed income creates dependence and the amount of money it constitutes is substantially equal to the income earned by a person who will be employed.

Following the meeting in March 2008 with the Members of Parliament from Bihor County, a parliamentary office took the first proposal to amend laws so that in April it was submitted for approval to the Chamber of Deputies.

A great result in 2008 was to change a law starting with March 2008, the Romanian Parliament approved the 51/2008 Law by amending paragraph 1 of art. 8 of the 416/2001 Law on the minimum guaranteed income, **through which study grants and the financial support through „High-school Money” are not taken into account in determining the net monthly income**. The referral initiative and substantiation of the change of that law belongs to the Citizen Advice Bureau Oradea and was taken over by a MP from Bihor.



## Lista organizatiilor nominalizate ONG Mari

- Asociația Salvati Dunarea si Delta
- Fundatia hama
- Fundatia Sprijin Comunitar







- lista personale  
- marea fan -  
- lista de servicii  
- lista de servicii  
- lista de servicii

Interviu  
- lista  
- lista  
- lista

## VISION

Ruhama Foundation - main civic partner of the public actors and companies, representing the citizens' interests at the highest level.

## MISSION

Ruhama Foundation is a nongovernmental organisation, non-profit and apolitical, established in year 1996. Ruhama Foundation is an expert organisation in social field with an interdisciplinary team which develops programs and services in response to social needs of vulnerable groups and communities from the region, in order to increase their quality of life regardless ethnicity, religion or gender.

## VALUES

*Empathy*

*Honesty*

*Transparency*

*Ethical behaviour*

*Team work and respect*

*Respect for beneficiaries*

*Advocacy for beneficiaries' interests*

*Responsibility to the next generation*

## GRANTORS

European Union through Phare programs

Roma Education Fund, Budapest

Bihor County Council

Oradea Local Council

Ministry of Labor, Family and Equal Opportunities

County Agency for Employment Bihor

## PARTNERS AND COLLABORATORS

### Public authorities at central level

National Agency for Roma - ANR

Romanian Fund for Social Development - FRDS

Ministry of Labor, Family and Equal Opportunities - MMFES

Ministry of Education, Research and Youth - MECT

### Public authorities at local level

Community Social Administration Oradea - ASCO

County Agency for Employment Bihor - AJOFM

Territorial Authority for Public Order Bihor - ATOP

Romanian Ombudsman Bihor

County Office for Roma Bihor

Teachers Corps House Bihor

County Pension Department Bihor

Centre for Prevention, Evaluation and Anti-drug Counseling Oradea

Unique Volunteering Centre Oradea

"Mihai Viteazul" Technical High-School Oradea

Bihor County Council

Oradea Local Council

Bihor County Population Records Department

Oradea City Population Records Department

Department for Labor, Social Solidarity and Family Bihor

General Department for Social Work and Child Protection Bihor

Faculty of Social Sciences at the University of Oradea

Kindergarten no. 26, Oradea

"Alexandru Borza" Group School, Cluj-Napoca

County Police Department Bihor

School Inspectorate of Bihor County

Territorial Inspectorate for Labor Bihor

Institution of Prefect - Bihor County

Maximum Security Penitentiary Oradea

Proximity Police Oradea

Town Hall of Avram Iancu

Town Hall of Balc

Town Hall of Batar

Town Hall of Bratca

Town Hall of Budureasa

Town Hall of Buduslau

Town Hall of Cefa

Town Hall of Ciumeghiu

Town Hall of Curtuiseni

Town Hall of Diosig

Town Hall of Dobresti

Town Hall of Finis

Town Hall of Gepiu

Town Hall of Girisul de Cris

Town Hall of Hidiselul de Sus

Town Hall of Ineu

Town Hall of Lazareni

Town Hall of Lugasu de Jos

Town Hall of Magesti

Town Hall of Osorhei

Town Hall of Popesti

Town Hall of Rieni

Town Hall of Sannicolau Roman  
 Town Hall of Salacea  
 Town Hall of Simian  
 Town Hall of Suncuius  
 Town Hall of Tarcea  
 Town Hall of Tasad  
 Town Hall of Tauteu  
 Town Hall of Tileagd  
 Town Hall of Tinca  
 Town Hall of Tetchea  
 Town Hall of Vadu Crisului  
 City Hall of Salonta  
 City Hall of Alesd  
 City Hall of Marghita  
 City Hall of Sacuieni  
 County Ambulance Services  
 Local Community Public Service for Population Records Aleşd  
 Local Community Public Service for Population Records Beiuş  
 Local Community Public Service for Population Records Marghita  
 Local Community Public Service for Population Records Salonta  
 Local Community Public Service for Population Records Săcueni  
 Local Community Public Service for Population Records Ştei  
 Local Community Public Service for Population Records Valea lui  
 Mihai  
 „Dr. Gavril Curteanu” City Clinical Hospital  
 University of Oradea

## NGOs at local level

Actiunea Felix Association  
 Christian Aid Association Tinca  
 Anima Caritabila Association  
 Social Workers Association Crisana  
 Caritas Catolica Association  
 Caritas Eparhial Association  
 Locomotors Disabled Association  
 Down Association  
 Mentally Disabled Association  
 Early Intervention Thysia Association  
 Pro Christo et Ecclesia Association  
 SOS Autism Association Bihor  
 Ramiluck Association  
 Romanian Deaf Association  
 Mutual Help House of the Retired Oradea  
 Romanian Foundation for Children, Community and Family  
 Agape Foundation Salard  
 Albin Foundation  
 Barnaba Foundation

Bet-Hanan Foundation  
 St. Stephan Caritas Social Centre Foundation Sanioab  
 Chilren and Youth House Foundation Alesd  
 Wonderful House Foundation  
 ELIM Christian Foundation  
 Csillagvaros Foundation  
 Multiple Sclerosis Foundation  
 Dorcas Foundation - CC Betania  
 Ecclesia Mater Foundation  
 Egykori Iskalament Alapitvany Foundation  
 Emanuel Hope of Romania Foundation  
 People to People Foundation  
 Joy Gate Foundation  
 Pro Deo Foundation  
 Theranova Foundation  
 New Life for Children Foundation  
 Multiple Sclerosis Society  
 SUPHAR  
 Women Union Bihor  
 County Union of Retired Bihor  
 Liman Association  
 Mustard Seed Association  
 Smiles Association  
 House Association  
 El Sadai Foundation

## NGOs at national level

Advocacy Academy, Timisoara  
 „Together” Agency for Community Development, Bucharest  
 Amare Rromentza, Bucharest  
 Association for Romanian Retired’s Rights, Bucharest  
 Pro Democracy Association  
 Equal Chances Association, Zalau  
 Resource Centre for Roma Communities, Cluj-Napoca  
 Romani Criss, Bucharest  
 Civil Society Development Foundation, Bucharest

## NGOs at international level

Chance B Association, Austria  
 Gesellschaft fur Sociale Unternehmensberatung mbH, Germany  
 Spolu International Foundation, Netherlands





## COMPANIES

Scala Pastry Shop, Oradea  
Kangaroo Land, Oradea  
SC Dacardi Impex SRL, Oradea  
SC Zaharul Oradea SA

## NETWORKS AND COALITIONS

ANBCC - National Association of Citizen Advice Bureaus  
ACRR - The Civil Alliance of Roma in Romania  
STRONG Coalition - Coalition for Consolidating the NGO Sector in Bihor  
NGO Coalition for Social Services  
NGO Coalition for Structural Funds  
EASPD - European Association of Service Providers for Persons with Disabilities  
ERGO Network - European Roma Grassroots Organisations  
ESREA - European Society for Research on the Education of Adults  
RONOR - Romanian Network of Nongovernmental Organisations for Employment

## BOARD OF DIRECTORS

Marian DARAGIU  
Alin DUMITRU  
Ioana TIRB

## EMPLOYEES

Adela HUS - psychological counselor  
Alexandru BALOG - social worker  
Alina COTUNA - assistant executive  
Ana Maria TURCAS - legal adviser  
Anca ARDELEAN - accountant  
Attila JEREMIAS - DC assistant  
Camelia BANCSE - services coordinator  
Calin NICUSOR - DC assistant  
Ciprian TORJ - senior consultant  
Claudia ROGOJAN - training assistant  
Dacian IVASCA - data operator  
Daniel BREDET - DC assistant  
Daniela TUTOS - DC coordinator  
Elisabeta TIMAR - administrative assistant  
Gabor GONDOS - kineotherapist

Ildiko OLAH - medical nurse  
Ileana UIVAROSI - caregiver  
Larisa BIRTA - training coordinator  
Ludovic „Marinel ” TEGLAS - DC assistant  
Marghit CSARNO - caregiver  
Maria ARDELEAN - economic manager  
Maria BAJENARU - caregiver  
Marian DARAGIU - chairman  
Monica MARTON - CAB manager  
Monica MIHUT - social worker  
Monica SILAGHI - DC assistant  
Monica SUCIU - CAREERS manager  
Tina DARAGIU - chief executive  
Calin BOCOR - kineotherapist  
Ioana TAMAS - administrative assistant

## COLLABORATORS

Adina MICULA  
Adrian HATOS  
Alin DUMITRU  
Ana Maria FRANTU  
Ana MUNTEAN  
Andreea Cristina TEGLAS  
Bianca COJOCARIU  
Camelia-Eleonora PASCUI  
Claudia Aniela MICULA  
Claudia Nastasia OSVAT  
Cristina MINCULESCU  
Csaba TUTOS  
Dan Tiberiu SUCIU  
Dana VERES  
Delia ROGOJAN  
Delia-Dana GALIS  
Dora NEGRUTIU  
Elena VANEATA  
Emilia MARIAN  
Erika NAGY  
Eva FERENCZI  
Florentina DICU  
Florentina HIRODEA  
Gabriela LAZAR  
Ibolya LUNGU  
Ioan FILIPAS  
Ioan MATEAS  
Ioan POP  
Ioana Amelia GAVRUTA  
Ioana Corina LAZAR

Ionut SERBAN  
 Iustina Xenia VARGA  
 Jana MITROVAN  
 Jana TRUSCA  
 Liana BALAN  
 Laura LEGIAN  
 Leontina ROGOJAN  
 Lucia PANTEA  
 Mirela TONCEANU  
 Natalia MALAN  
 Nicoleta CIULE  
 Nicoleta Ramona TACIULET  
 Olivia Mirela BERINDE  
 Ovidiu Stelian POPA  
 Radu FOGAS  
 Radu-Valerian ONCHIS  
 Reti BELA  
 Simona VLAS  
 Tiberiu-Ladislau SZABO

## CONTACTS

### Mailing address

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 B-dul Gen. Magheru nr. 21, Ap. 154  
 410057 Oradea, Romania  
 Tel./fax: +40 259 456 180  
 Email: [fundatia@ruhama.ro](mailto:fundatia@ruhama.ro)  
 Web: [www.ruhama.ro](http://www.ruhama.ro)

### Roma Education Centre

Str. Universitatii 5, Campus Stiinte Socio-Umane, Oradea

### CAREERS Centre

Str. Universitatii nr. 4, Oradea  
 Email: [cariere@ruhama.ro](mailto:cariere@ruhama.ro)  
 Web: [www.carierebihor.ro](http://www.carierebihor.ro)

### Citizen Advice Bureau Oradea

B-dul Gen. Magheru nr. 21, Ap. 154, Oradea  
 Tel./fax: +40 259 479 454  
 Email: [consiliere@ruhama.ro](mailto:consiliere@ruhama.ro)  
 on-line: <http://www.ruhama.ro/en/social-services/citizen-advice-bureau-oradea>

### Homecare Services Call Centre

B-dul Gen. Magheru nr. 21, Ap. 154, Oradea  
 Tel./fax: +40 259 479 454  
 Email: [ingrijire@ruhama.ro](mailto:ingrijire@ruhama.ro)

## GET INVOLVED TOO!

If you wish to support our programs and services, you can make a donation through BANK TRANSFER in Ruhama Foundation's account, opened at Banca Comerciala Romana, swift: RNCBROBU

**LEI Account:** RO28 RNCB 0032 0464 9269 0025  
**EURO Account:** RO98 RNCB 0032 0464 9269 0026  
**USD Account:** RO71 RNCB 0032 0464 9269 0027

**2% Account:** RO72 RNCB 0032 0464 9269 0009  
 Fundatia Ruhama, fiscal code: 8530231



**Familia RUMELIA OROS**

**INCRIURE LA DOMICILIU  
A PERSOANELOR VÂRSTNICE ȘI  
A PERSOANELOR CU HANDICAP**



**Familia RUMELIA OROS**

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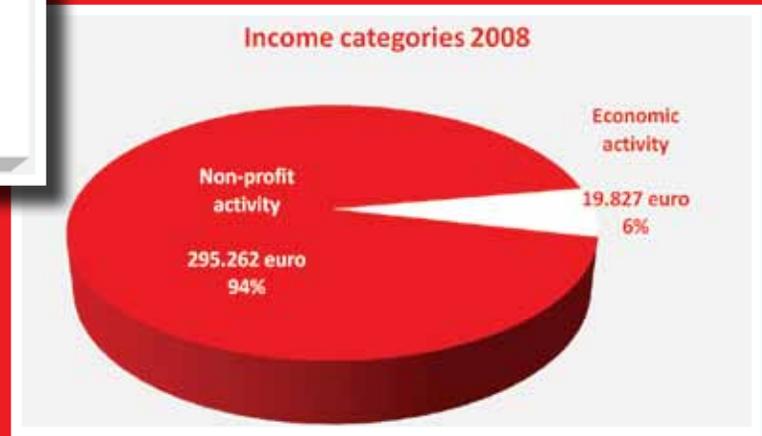
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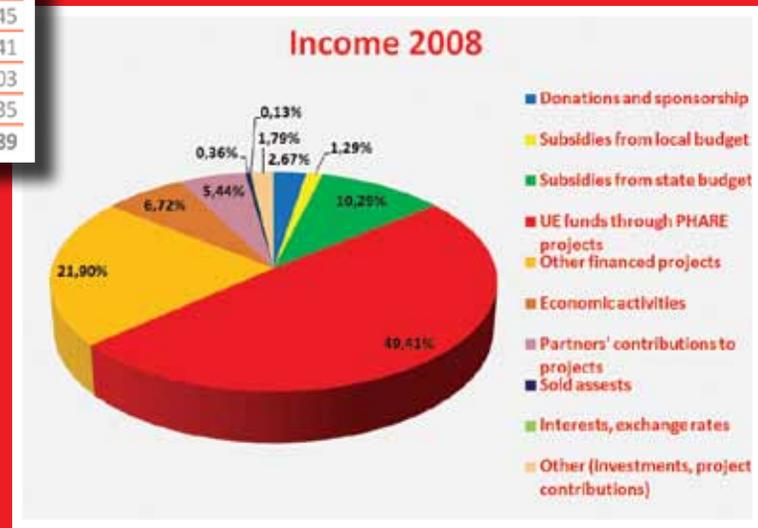




# FINANCIAL DATA



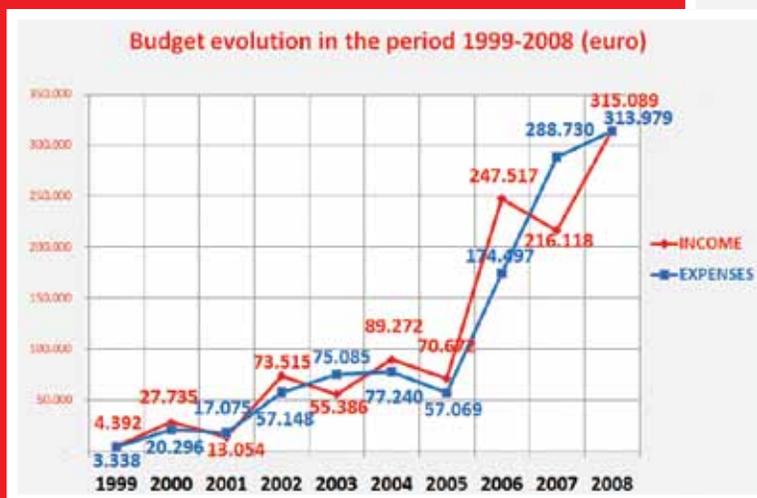
SOURCE OF INCOME	AMOUNT (EUR)
Donations and sponsorship	8.409
Subsidies from local budget	4.051
Subsidies from state budget	32.438
UE funds through PHARE projects	155.675
Other financed projects	69.010
Economic activities	21.182
Partners' contributions to projects	17.145
Sold assets	1.141
Interests, exchange rates	403
Others (investments, project contributions)	5.635
<b>TOTAL</b>	<b>315.089</b>



EXPENSES 2008	AMOUNT (EUR)
Social programs and services	293.571
Administrative costs	20.408
<b>TOTAL</b>	<b>313.979</b>



EXPENSES WITH SOCIAL PROGRAMS AND SERVICES 2008	AMOUNT (EUR)
<b>SOCIAL SERVICES</b> (Homecare Services, Citizen Advice Bureau, Counseling and Support Centre for Children and Parents)	69.210
<b>EDUCATION</b> (Roma Education Centre, Parents School)	18.081
<b>PROFESSIONAL TRAINING AND EMPLOYMENT</b> (CAREERS Centre for Professional Orientation, Mediation and Training, Qualification Trainings)	126.825
<b>COMMUNITY DEVELOPMENT</b> (Identity, Civil Status and Property Papers; Civic Education in Roma Communities; Roma Youth Forum)	79.048
<b>ADVOCACY AND PUBLIC POLICIES</b>	407
<b>TOTAL</b>	<b>293.571</b>











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