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IOM • OIM
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PARTNERS:

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Study visit to Romania for the BMA staff

The study visit took place from 27 February to 1 March 2017 and covered best practices of management and institutional development, as well as human resources and operational management.

The visit program was based on the recommendations of the BMA institutional Assessments Report made within the project framework.

The goal:

The visit was focused on management issues and involved nine officials, heads and deputy heads of the BMA departments and MIA HR Division.

As a result of this visit, the Director of BMA highlighted for MIA's consideration several important recommendation aimed at improving the Bureau operations and management issues***:***

- Granting the status of special public servants to all employees of the BMA, except for contracted personnel;
- Revision of the BMA organizational chart, in joint efforts with the MIA General Directorate of Human Resources, following the Human Resources Report and Recommendation elaborated by the international expert within the project;

Working meeting, BMA delegation at General Inspectorate for Immigration, MIA, Romania

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- Establishment of several new services within the BMA, such as Internal Control, Protection, Logistics, International Relations and Juridical Services;
- Human Resources Service to be assigned with the responsibilities for organizing initial and continuous training of the staff, along with managerial training;
- Creation of a Psychologist position within the Migrant Accommodation Center;
- Establishment within the MIA Academy "Stefan cel Mare" of the special course "Migration and Asylum" for training of the BMA's officers.

Working meeting, BMA delegation at General Inspectorate for Immigration, MIA, Romania

IT specialist hired under the project for BMA specific needs

- Making an overall assessment of the current state of affairs of the BMA IT system and existing IT functionalities.
- Contributing to the training of the relevant BMA staff on basic IT literacy pertinent to the BMA's operational needs.
- Based on the assessment's results the consultancy focuses on supporting the BMA in the best possible integration of the IT facilities and functionalities into the agency's daily activity.

Objectives:

- Updating of the BMA IT architecture documentation and defining of the data architecture;
- Contribution to further automatization of the business processes of the BMA (2nd phase), including specific elements of preparation to the IT related tenders of the BMA;
- Consultancy and training in IT project management for the BMA staff in development of new IT functionalities for BMA operations, especially for ensuring the achievement of objectives of the BMA project "Automatization of the BMA key business processes" (1st phase);
- Assistance in reporting of the progress and results of the implementation of the state policy matrix on IT issues, including elaboration of relevant reports and presentations of results.

Andrei Sontu, IT Expert

Andrei SONTU

More than 15 year of experience in IT, including design of IT strategy, enterprise architecture framework design, business process modeling, ITSM frameworks implementation and project management.
Vast experience of work with public authorities, as Parliament of Republic of Moldova, Ministry of Interior Affairs, Ministry of Justice, General Prosecutor's Office, National Bureau of Statistics etc.

Setting-up of the BMA Call Center as a new service for migrants and Moldavian population

In order to set-up the new service for migrants and Moldavian citizens - Call Center - the IOM elaborated the ***Call Center Regulation*** and the ***Minimum Standard of Quality for the Consultant Work***, as the main documents for the conceptualization of the Call Center.
These documents have been analyzed and approved by the BMA head and should be translated into live in the immediate future, due to the BMA commitment to the migrants' rights promotion and respect.

The BMA allocated the premises for the operation of the Migrants' Call Center. It was refurbished and redesigned, according to the Call Center needs. IOM procured and installed the necessary furniture and supporting equipment for Call Center.

For the next period the IOM and BMA will identify the Call Center technical phone communication solution for this purpose. In autumn, it is expected the Call Center launch and information campaign.

Training for Call Center staff

US Embassy representatives, Mr. Edward Cronin and Ms. Liudmila Avtutova, and BMA Director, Ms. Olga Poalelungi, at the training open ceremony, Chisinau

On 5th and 6th of April, three experts from the "La Strada Moldova" NGO hotline, delivered the training on Call Center Consultancy for BMA staff who will be appointed as Call Center operators.

The US Embassy representatives welcomed the participants and wished them a persuasive learning process, taken into account the huge experience of trainees and specificity of the working with migrants' sensitive issues.

The BMA director expressed her gratitude to the donor for the support in implementation of this added value - Call Center - and capacity building of the Human Resources who will be nominated as operators, as well as inspired once again her staff to be active and get as much as possible from this training opportunity.

The Training Curricula and Agenda were designed according to the BMA's particular needs and based on the Standard Operations Procedures in the field, while the training methodology was complex and interactive.

Indeed, the training comprised a lot of practical cases, simulations and study cases which were involving all participants and putting them in different live situations for identification of relevant solutions in conformity with the ethical standards and principles.

The experts, Ms. Dorina Aftenii, Ms. Victoria Grinibet and Ms. Natalia Cechina-Cozmic, suggested practical recommendations for efficient consultancy, based on their personal experience at the La Strada Moldova Hotline.

Final ceremony of Certificates Award to the BMA participants in the training

Participants' feedback:

- Trainees appreciated content and practical training materials;
- The cooperation between participants was estimated as good and the exchange experience very useful;
- Participants were very enthusiastic about interactive training approach and group work;
- Trainees appreciated practical examples of direct interaction with beneficiaries and improvement of information services.

Curricula and Training on Migrants' Identification Methods and Interviewing technique for BMA staff.

Specific Curricula and four trainings sessions focused on *Migrants' Identification Methods and Interviewing technique* were designed and offered for BMA staff.

The trainings were held on 6th, 7th and 8th of June in Chisinau and on 9th of June in Balti for almost 60 participants, officers and civilians.

The expert, Mr. Alin Vicoleanu, the director of the Migrant Accommodation Center from Bucharest, Romania, assessed the training needs of the beneficiaries, and had several meetings with the IOM and BMA responsible staff. He worked in close cooperation with the project implementation team both for Curricula and training design. Besides the training modules and presentations alongside various additional materials were prepared and offered to each participant on USB drives.

The content was focused on the topics related to the PEACE Model and Screening, as a tool of interviewing the foreigner, the role of interpreter within the interview, practical aspects, interviewing technics - practical aspects, special methods for identification of irregular migrants, information on countries of origin, plan and special templates for the interviewing/screening etc.

The training combined the classical presentation and interactive approach on learning the sensitive

issues on the migrants' identification techniques. The practical part of the training spurred consistent discussions and provided space for questions and sharing of the participants' own experience in migrants' identification, which was a good added value of the event.

Participants' feedback:

- All the training sessions were useful, taking into account that the theoretical part was followed by practical exercises;
- Interesting and unique opportunity to exchange experience;
- There is need for organizing the additional training sessions on various related topics;

The reconstruction of the BMA regional division premises in Balti

The reconstruction of the BMA regional division premises in Balti town was successfully managed and monitored from the outset.

Old premises of BMA Regional Office, Balti

The IOM independent supervising engineer, who was monitoring the quality of the refurbishment and construction works, has provided accurate information on the progress *during each period of specific* ***works and reported the specific*** problems encountered and solutions developed and proposed jointly with all involved parties.

The supervising engineer's final report attested that the quality of works corresponded to the requirements and applicable standards.

Work in progress - new premises of BMA Regional Office, Balti

Work in progress - new premises of BMA Regional Office, Balti

Regularly, the US Embassy representatives, held the monitoring visit in order to fix the progress and the state of facts.

In February the US Ambassador paid a short inspection visit to the site.

BMA Director, Ms. Olga Poalelungi, US Ambassador in the Republic of Moldova, Mr. James D. Pettit, IOM Project Coordinator, Mr. Simion Terzioglo, in the monitoring visit at the BMA Regional Office, Balti

Monthly, the OIM project team also was in the territory for the routine monitoring visits, as well as the BMA director who was very active in promoting the solutions for fostering the reconstruction works while ensuring an appropriate quality of the reconstruction.

According to the beneficiary, the official launch of the refurbished building is expected to be organized after the procurement and installation of the furniture, modern technical equipment and all office accessories for BMA staff.

BMA Director, Ms. Olga Poalelungi, US Ambassador in the Republic of Moldova, Mr. James D. Pettit, in the monitoring visit at the BMA Regional Office, Balti

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The content of this publication is not necessarily reflecting the donors' views.

CALENDAR OF EVENTS (JUNE - OCTOBER 2017)

- July - October 2017 - continuous support from IT specialist hired under the project for BMA specific needs: web-site, interoperability of the IT systems.
- September-October 2017 - Two Study visits in the EU State Members for BMA staff.
- October 2017 - Official Ceremony of Launch of the renovated BMA Regional Service in Balti town, refurbished with the support of our project.
- October 2017 - Launch of the BMA Call Center, new service for migrants and general public.
- September-October 2017 - Design of the original Curricula and provision with the specialized Training on Psychological Aspects of Interaction with Migrants for BMA staff, from all territorial offices.
- Additional support to BMA, on request.