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Prepared for
Van Le
United States Agency for International Development/Vietnam
15/F Tung Shing Building
#2 Ngo Quyen Street
Hanoi, Vietnam

Prepared by
DAI
7600 Wisconsin Avenue, Suite 200
Bethesda, MD 20814
USA

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Acronyms and Abbreviations

BDS:	Birth Defects Surveillance
BPA:	Blanket Purchase Agreement
BREC:	Blue Ribbon Employment Council
CDC:	Centers for Disease Control and Prevention
CDM:	Camp Dresser McKee
CRS:	Catholic Relief Services
CWD:	Children with Disabilities
DAI:	Development Alternatives Inc.
DOET:	Department of Education and Training
DOFA:	Department of Foreign Affairs
DOH:	Department of Health
DOLISA:	Department of Labor, Invalids, and Social Affairs
DPI:	Department of Planning and Investment
DPO:	Disabled People's Organization
DSC:	Disability Steering Committee
DSP:	Disability Support Program
F&A:	Finance and Administration
FOG:	Fixed Obligation Grant
GBV:	Gender-based Violence
HWC:	Hospital for Women and Children
IE:	Inclusive Education
IEC:	Information, Education, Communication
ILO:	International Labor Organization
IR:	Intermediate Result
M&E:	Monitoring and Evaluation
MOLISA:	Ministry of Labor, Invalids, and Social Affairs
MOU:	Memorandum of Understanding
NBS:	Newborn Screening
OPFP:	Office of Population and Family Planning
PWD:	Persons with Disabilities
PC:	People's Committee
PCC:	Pre-conception Care
PDSP:	Persons with Disabilities Support Program
SE:	Special Education
TA:	Technical Assistance
TOT:	Training of Trainers
ULSA:	University of Labor and Social Affairs
VNAH:	Vietnam Assistance to the Handicapped
VPHA:	Vietnam Public Health Association

I. PDSP EXECUTIVE SUMMARY

PDSP implementation in Year 2 has accelerated and expanded significantly, especially in two new locations for the project - Dong Nai and Binh Dinh provinces. The project also engaged with new partners this year – mainly from the civil society sector, such as disabled persons organizations (DPOs), and universities. The project expansion, in terms of partnerships and geography, enabled PDSP to exceed its annual targets. To date, PDSP has trained 2,819 service providers and provided direct assistance to 7,100 people across three provinces.

Among its most significant accomplishments, PDSP has worked with local partners to successfully set up a functioning case management system in Danang, Dong Nai, and Binh Dinh, that includes close collaboration among three key government departments (DOET, DOH, DOLISA) and active participation from People’s Committees at district and commune levels. A mid-term assessment conducted by the project in July found that there had been marked improvement in cooperation and collaboration among government partners over time. In Danang, PDSP has conducted individual needs assessments for PWDs and developed comprehensive ISPs (Individualized Support Plan) for nearly 1,600 cases under this system; more than 400 PWDs received needed services through the case management system and referral mechanism.

The project provided technical training for more than 2,000 service providers in a variety of technical areas including new areas for Viet Nam such as occupational therapy, speech therapy, autism, and disability early detection. To institutionalize improved capacity for the future, PDSP is supporting local teachers in Danang and Dong Nai to receive BA-level training in special education; building the faculty of the Danang UMTP to train students in OT and ST, as well as physical therapy; supporting the establishment of a new social work training program at Dong A university; and supporting doctors and PTs for six-month training courses in medical rehabilitation at Danang and Hanoi medical Universities. It is helping Danang DOH and Hospital for Women and Children to establish a regional Newborn Screening program, a pilot birth defects surveillance program, and a PCC program. Highlights of work under each IR are described below.

IR 1 – Social Work Case Management

The case management (CM) system is fully operational in Danang and has been rolled out in Binh Dinh and Dong Nai. All (428) case managers and supervisors in the three program sites have been formally assigned by the Government of Vietnam (GVN) and trained in case management, social work, assessment skills and others. PDSP developed training materials with USAID support and endorsed by MOLISA. The case management process, which follows MOLISA’s case management circular, has been applied and adopted for the delivery of disability services by case managers and local governments. Other stakeholders, such as the social work service centers in Danang and Dong Nai, have also adopted the CM process for their clients. Dong Nai DOLISA adopted our case management approach for training and application in an additional 9 districts not covered by PDSP.

A third training of master trainers (TOT) resulted in 10 best trainers across the country, who have since provided training on case management through PDSP. In addition, with PDSP support, a group of 14 lecturers have begun a “conversion” course training at Dong A University in Danang to become qualified teachers in social work.

IR 2 – Improve Quality Of and Access to Specialized Services

In Year 2, PDSP provided direct assistance services to a total of 5,568 persons with disabilities, triple the number of direct assistance beneficiaries in Year 1 (Year 1 result: 1,532). Direct assistance provided was in the form of scholarships/stipends enabling more children to enroll in

schools, employment and vocational training for youth with disabilities, and assistive devices and medical treatment to several thousand PWD.

In addition to providing direct assistance to beneficiaries, the project focused on building capacity to provide specialized services to PWD in the three project sites. This year, the project provided training to 2,256 service providers in the social, health, and education sectors; provided rehabilitation equipment to 11 rehabilitation departments across three provinces (5 in Danang, 1 in Dong Nai and 5 in Binh Dinh). Also worth highlighting is the project's support for teachers in Danang and Dong Nai to pursue a B.A. degree program in special education and the creation of a curriculum and faculty for occupational and speech therapy at the Danang University of Medical Technology and Pharmacy (UMTP). Lastly, under this IR, PDSP supported 36 doctors and nurses to receive six months of specialized training to become qualified rehabilitation doctors and physical therapists.

In addition to PDSP technical training, the project provided equipment to improve the local service delivery system, including equipment for five clinic rehab units and equipment and learning materials for five school resource rooms in Danang and other provinces.

IR 3 – Public Health Systems Strengthening

In Year 2, significant progress was made toward LOP targets to strengthen the public health system although implementation under this IR did not begin until this year. A pilot birth defects surveillance (BDS) system was initiated in Danang, with over 110 doctors, midwives, and nurses trained on birth defects identification. Also, newborn screening (NBS) services focusing on hearing loss and congenital heart diseases were established at the Danang Hospital for Women and Children (DHWC) with an information system set up, 50 nurses trained, and 1,500 women counseled in the importance of NBS. More than half of the counselled women later paid to have their children screened.

PDSP also trained 60 community counselors in pre-conception care (PCC), who in turn disseminated PCC information to around 1,100 youth. Additionally, PDSP helped to distribute PCC information to around 9,000 women of reproductive age, of whom 200 received PCC clinical examinations and counseling. The project also helped expand PCC to 5 communes surrounding Bien Hoa airport in Dong Nai, by training 6 trainers and 107 communicators to conduct outreach. As a result, over 3,000 youth and Industrial Zone employees received PCC information through group talks and 28 women received PCC exams and counseling services.

Challenges

Among challenges to be noted, PDSP has learned that helping PWDs to get a sustainable job is especially difficult. Until now the project has reached just 33% of its 3-year employment target (263/781). The local government (Danang DOLISA) admitted that PWDs often dropped out and changed their job due to their poor health status, and that the government's traditional vocational training program was not suitable for PWD. For these reasons, DOLISA has initiated a community based vocational training and on-the-job training model for PWD to make sure the job for person with disabilities is more sustainable.

Among other lessons learned, we found that case managers from different sectors have different backgrounds, mandates and priorities, which poses a challenge in building capacity and coordination. To date, PDSP has acted as a bridge connecting the various city line departments, district and commune PCs, and case managers on the ground to promote coordination and synergy among these stakeholders. But in the future, it will be critical for People's Committees

(PC) at the commune and district levels to be engaged to ensure the coordination needed for the system to work effectively.

LOOKING AHEAD

Following are major activities to be carried out in the coming quarter:

Danang

- Advanced training for CMs on case management with PWD and CM circular.
- Continue opening case files, developing ISPs, reviewing/approving ISPs and referrals.
- Begin supporting Social Work Services Center and Danang Association of Victims of Agent Orange (DAVA).
- Provide direct assistance to an estimated 350 PWD in the form of corrective surgery, assistive devices, hearing aids, rehabilitation services, etc. (Surgeries will not be limited to corrective surgeries, but expanded to include procedures addressing tendon transfer, joint luxation, limitation of range of movement (ROM), etc.)
- Provide educational support for 146 CWD.
- Organize a conference and six training courses on education for CWD.
- Continue support for vocational training, provision of livelihood support for an estimated 60-70 PWD, and home improvement for 50 families.
- Conduct four training courses for 140 doctors and nurses on BD diagnosis, 70 doctors and nurses on NBS counseling, and 72 pre-marriage counsellors and 40 community educators on PCC.
- Train 20 doctors on PCC from city and two district hospitals.
- Establish 10 pre-marriage clubs in Thanh Khe.

Activities designed to support sustainability in Year 3 include developing a group of 200 trained case managers and supervisors (of which 32 will receive an intermediate level degree training in social work based on circular 07; establishing a telephone hotline for disability issues operated by the Danang Social Work Service Center; developing and disseminating the referral mechanism for case management with PWDs; an updated, fully operational Disability Information System transferred to DOLISA's management; support to develop Danang's annual disability action plan for FY 15-16; and 250 CMs, supervisors, and government officials trained on MOLISA's new case management circular. Please see PDSP's Year 3 work plan for further information on exit strategy activities, including commitments from GVN local partners.

Dong Nai

- Begin training on social work, supervisory skills and case management for PDSP case managers, and GVN staff in five additional districts (funded by local government).
- Continue needs assessments, opening case files, developing ISPs and provision of services.
- Support DOH and DOLISA training on DIS and data collection in additional districts (with local government funding).
- Training for key rehab doctors and technicians and caregivers on OT, ST and autism.
- Provide direct assistance to at least 150 PWD.
- Training on PCC for 24 service providers.
- Training on supportive supervision skills for 20 trainers plus reproductive health supervisors
- Convene 69 group talks about PCC at pre-marriage clubs.

Binh Dinh

- Continue needs assessments, opening case files and ISP approvals.
- Training CMs on social work with PWD in two project districts.
- Provide direct assistance to an estimated 350 PWD.
- Hold training workshop on provincial Disability Action Plan and case management circular.
- Support Suc Song DPO and the Association for the Disabled and Orphans to carry out vocational training and livelihood support for PWD.

Quang Nam and Tay Ninh

- Sign MOU and develop/agree on detailed workplan.
- Carry out training on DIS and case management for new districts (Quang Nam).
- Kick off subgrant for Kianh Center for disabled children (Quang Nam).

Other Provinces (Thai Binh, Hue, Binh Phuoc)

- Establish/complete subgrants for DPOs in Binh Phuoc, Hue and Thai Binh.
- Set up telephone hot lines for counseling/advisory services on disability issues.
- Organize three training courses on counseling hotlines, CM and disability policies in Binh Phuoc and Thai Binh.
- Support 50 PWD to attend Asia Pacific Disability Forum program in Hanoi in November 2014.

Additionally, as Year 3 is the final year of project implementation, PDSP will work closely with USAID in order to meet the Life of Project monitoring and evaluation, reporting, and communication needs while providing regular updates on the project closedown process.

II. KEY ACHIEVEMENTS (Qualitative Impact)

Main activities and accomplishments during past quarter (Jul-Sept 2014) and project year (Oct 2013-Sept 2014)

Key Qualitative Achievements this Quarter (Jul-Sept 2014)

Danang

IR 1 – Social Work / Case Management

- Completed training on supervisory skills for supervisors in Danang, Binh Dinh and Dong Nai by ULSA lecturers. A total of 35 participants attended the 3 days training with curriculum designed by local and international STTA.
- Completed training on social work with PWD and gender based violence (GBV) for all 198 case managers and supervisors in Danang.
- A second focus group discussion on draft referral guideline was carried out. Key staff from DOLISA, DOH, DOET reviewed and commented on the draft.
- A package of field manuals was completed, comprised of case management protocols and supervision tasks.
- Two social work long-term courses under Dong A University Subgrant--a conversion course for 19 college/university lecturers, and the intermediate level social work course for 27 DOLISA workers--commenced in August 2014, with trainers from ULSA. Both courses experienced some drop out due to several reasons, including classes in the evening and weekend, and busy work schedules.
- DIS: 250 new cases were input into DIS during the quarter.

IR 2 - Improve Quality and Access to Specialized Services

- Rehabilitation equipment provided for three rehabilitation units at district health centers of Hai Chau, Lien Chieu, and Ngu Hanh Son districts in order to expand their service capacity.
- Supported two six-month orientation courses on rehabilitation at Danang University of Medical Technology and Pharmacy (UMTP) and Hanoi Medical School for nurses and general doctors to become rehabilitation practitioners.
- Training for physical therapists and doctors continued with two courses on Audio-Verbal Therapy (AVT) for Children with Speech Disorders.
- Ten training courses offered to caregivers/parents on subjects included autism, Activities in Daily Living, speech-sound disorders, fine and gross motor skills.
- Training on disability screening and early detection for 210 preschool teachers of Ngu Hanh Son, Son Tra and Thanh Khe districts so that they can detect disabilities among kindergarten children.
- Training on caring for children with disabilities for 150 school health workers in Danang. These courses provided knowledge and practical skills to improve capacity of health staff working in schools to support CWD.
- A CWD learning ability assessment toolkit was developed and is in place for use.
- Training 160 primary teachers on lessons adjustment for CWDs in mainstream school, to help them adjust lessons to accommodate CWD.
- Two training workshops for 62 staff of employment service centers and vocational training centers to improve capacity in working with employers and job seekers with disabilities. Participants from Danang, Dong Nai, Binh Dinh, Ho Chi Minh City and Hanoi attended and shared their lessons learned. A hand-book of good practices on

employment services for PWD was produced with assistance from DRD in order to document and further disseminate good practices from various sites.

- VBPO, a BREC member company, was supported with computers so that they can provide on-the-job training for 9 PWD in IT and data entry. Graduates who complete the training and pass a test, will be offered jobs at the company.
- DOLISA has switched from formal, class-based vocational training, which has been stagnant, to informal, community-based training. As result, 20 PWD have obtained community-based training opportunities.
- Capacity building for DAVA initiated, 2 consultants placed to assist with job placement and vocational training.

IR 3 - Public Health Systems Strengthened

Birth Defects Surveillance (BDS)

- Completed a protocol manual guiding BDS surveillance system operation.
- Conducted a training course on birth defects data collection and management, and two training courses on birth defects identification and diagnosis for doctors and statistics staff from Danang Hospital for Women and Children (DHWC), Hai Chau and Cam Le district hospitals.

Newborn Screening (NBS)

- NBS center established; a procedures manual for NBS services was developed and in use; a NBS information system within the DHWC was upgraded and installed to connect relevant departments of the hospital. The software is now in pilot.
- One doctor completed three-month training in Hanoi on diagnosis and treatment for hormonal and metabolic disturbances.
- Conducted two trainings on NBS counseling for 50 nurses/midwives.
- Equipment provided to DHWC for screening hearing loss and congenital heart disease.
- Communication: 30 counseling sessions on NBS for young people conducted; a special program on NBS program aired on local TV; 5 articles on NBS and PCC published in Danang newspaper "Population & Life".

Preconception care (PCC)

- 139 communication group talks organized at community to provide basic PCC information to women of reproductive age; four community outreach activities via mobile propagation organized in two districts; 10 PCC education sessions aired on DRT local TV; PCC information posted on reproductive health center's webpage.
- Six trainers of PCC trained, 195 women received PCC exam and counseling.
- Guidelines for PCC service delivery completed and put in use.
- Conducted a Study Tour to Khanh Hoa province to learn about the "Preconception Care Experience"--a component of the "Welcome to Life" project supported by Handicap International.

IR 4 - Expand Implementation to Other Provinces

Dong Nai

- MOU between Dong Nai DOLISA, DAI and VNAH established on August 14th, 2014.
- Provided rehabilitation equipment for Vinh Cuu District General Hospital.

- Replicated case management system in Dong Nai: Data collection for DIS, needs assessment and case file opening initiated in last quarter of year 2. Monthly meeting of case managers also started from this quarter.
- Established a day-care program for poor CWD at the Center for Disabled Children and Orphans (under DOLISA). PDSP provided equipment, tools and tuition fees for 10 children, and supported hiring of two special education teachers for the class.
- Supported an intervention program for children with autism and developmental disabilities at Song Pho Applied Psychology Center by establishing a therapy room and covering tuition fees for children from poor families.
- Training and counselling sessions for caregivers of the deaf and quality assurance on hearing aids organized for caregivers and hearing aids recipients.
- Training courses on occupational therapy for stroke survivors conducted for rehab doctors and technicians stroke survivors. (See Lessons Learned section.)
- After set up PCC counseling room at Dong Nai RHCC and Provincial hospital, six trained trainers started provision of PCC services for 28 women.
- Trained counselors from 23 Pre-marriage clubs conducted 71 counseling sessions on PCC for young people joining Pre-marriage clubs; 1,562 young people joined.
- Three large group talks in SONADEZI College conducted for students and workers in Bien Hoa Industrial Zone, with 1,500 people attending.

Binh Dinh

- Case file opening, needs assessment and ISP development initiated at two pilot sites.
- DIS questionnaires/survey continued in Phu Cat and Hoai An.
- Training in case management and supervisor skills initiated for all CM and supervisors.
- The sub-grant to Quy Nhon University approved; it supports the Center of Consultant-Detection-Intervention for CWD to implement the activity “Improve the capacity on Early Detection and early Intervention for parents of preschool child and kindergarten teachers.”
- Blanket purchase agreement with Quy Nhon Orthopedic and Rehab Hospital approved, allowing provision of prosthetic and orthotic devices to PWD.

Key Qualitative Achievements in Year 2 (Oct 2013- Sept 2014)

PDSP has achieved substantial results both in providing direct assistance to PWDs (summarized in the following section) and in building long-term service system capacity.

PDSP’s most significant capacity-building accomplishment has been working with local partners to successfully set up a functioning case management system in Danang, Dong Nai, and Binh Dinh, that includes close collaboration among three key government departments (DOET, DOH, DOLISA) and active participation from People’s Committees at district and commune levels. A mid-term assessment conducted by the project in July found that there had been marked improvement in cooperation and collaboration among government partners over time. In Danang, PDSP has conducted individual needs assessments for PWDs and developed comprehensive ISPs (Individualized Support Plan) for nearly 1,600 cases under this system; more than 400 PWDs received needed services through the case management system and referral mechanism.

DOLISA issued a number of directives to district and commune authorities for implementation of the case management system. It is working very closely with PDSP in monitoring and technical support to district and commune levels to ensure the system works there. Also it is working with PDSP to develop and put in place guidance for referral. In year 3, DOLISA is committed to implement Circular 07 so as to institutionalize and sustain the existing case managers and case management strategy. DOLISA also plans to update data in the DIS for over 16,000 PWD needing case management support. All of these actions show strong DOLISA commitment and support to the case management system and to making it beneficial for beneficiaries in a long run.

The DIS is running effectively in Danang. The requirements of Decree 37 have been incorporated in the DIS and these features have been beneficial to planning and implementation of GVN policy. DOLISA reported at the recent PDSP planning workshop in Dalat that thanks to the DIS and its compatibility to Decree 37, DOLISA had concrete data and successfully proposed for government approval to increase funding for social welfare support to persons with disabilities. Our interaction with case managers on the ground showed that case managers from DOLISA, DOH and DOET are using and inputting data to the system, and benefiting from data that is needed for their sectors/interests. The case management information and reporting are among the most regularly updated and used sections of the DIS. Local health officials, for instance, are using the DIS to sort out data and needs for other Government health programs. A main challenge is that the interest and consistent use by education and health sectors is not as high as compared to DOLISA. In some cases, health and education CM, due to time constraints, lack of computer skills, or poor internet access, asked DOLISA CM to input data into DIS for them. At city level, service providers such as the rehabilitation hospital and social work center are mainly benefiting from data for their work and reporting, including those outside of PDSP's scope. In year 3, DOLISA plans to engage CM to collect and update data in the DIS for their long term use.

The project provided technical training for more than 2,000 service providers in a variety of technical areas including new areas for Viet Nam such as occupational therapy, speech therapy, autism, and disability early detection. To institutionalize improved capacity for the future, PDSP is supporting local teachers in Danang and Dong Nai to receive BA-level training in special education; supporting the establishment of a new social work training program at Dong A university; supporting doctors and PTs for six-month training courses in medical rehabilitation at Danang and Hanoi medical Universities; and building the faculty of the Danang UMTF to train students in OT and ST, as well as physical therapy.

PDSP's support to UMTF will have a long-term impact as the lecturers' competence is improved and the training curriculum is more comprehensive, with new components of OT and ST included. The rehabilitation technicians graduating will be able to provide comprehensive services on rehabilitation including OT and ST basic techniques instead of only PT as before.

The project's OT expert (Australian volunteer) has helped to improve not only the skills but also awareness on OT of practitioners when they provide rehabilitation services. Stage I has been to provide some training in occupational therapy processes and clinical decision making and occupational therapy techniques. The training has targeted lecturers at the university and clinicians in the hospitals where the students will have their clinical placement. This means that students will be supported in the hospitals by therapists who have some knowledge of occupational therapy. The thinking processes of the therapists and technicians are changing. During training the lecturers are demonstrating their understanding of the

information they have learned by asking relevant questions about patients that they are seeing.

A new curriculum is being introduced. The system of training is changing the students completing the occupational therapy course will be doing more activities that involve problem solving and research skills. The lecturers at the university will be involved in team teaching this syllabus. The students who graduate from this course will have a greater understanding of occupational therapy and occupational therapy process and this should result in better outcomes for the patients in the hospitals.

Stage 2 is to open an occupational therapy clinic in the university where the lecturers and students can learn how to assess, treat and manage clients. There will also be training of the therapists and lecturers in the hospitals with the patients. During this phase it will be possible to see the changes that the training has resulted in.

In the ST domain, a ST unit at the university started provision of services in early October with 8 children with speech impairments per day. As the ST unit continues operating, it expects the number of children coming per day will gradually increase over time.

In addition to PDSP technical training, the project also provided equipment to improve the local service delivery system, including equipment for five rehab units and equipment and learning materials for five school resource rooms in Danang and other provinces. It is helping Danang DOH and Hospital for Women and Children to establish a regional Newborn Screening program, a pilot birth defects surveillance program, and a PCC program.

Danang

IR I – Social Work / Case Management

- A case management system was fully set up and operational with a formal directive from DOLISA; all 168 case managers and supervisors received training in social work and case management with disabilities, supervisory skills and livelihood needs assessment.
- Completed social work training needs assessment report, which was used by Danang DOLISA to propose training courses (lecturers' conversion course, intermediate and primary social work courses) which are being implemented under subgrant to Dong A University and ULSA. DOLISA also used the report recommendations to make plans for Decision No. 32 for social work development in Danang.
- Completed the final master trainer program comprised of 3 courses for existing social work lecturers across the country. The last course completed in November 2013 for 10 finalists from seven universities. Many of these trainers have since been providing training for PDSP in year 2.
- Initiated long term, accredited social work programs with a conversion course for 19 college trainers to become social work lecturers; and an intermediate diploma program for 27 existing DOLISA workers to become professional social workers.
- Case management rolled out in all seven districts, resulted in 1,593 cases files opened and ISP developed. Multidisciplinary technical team was set up to support district supervisors and case managers to review ISP. 100% ISPs have been reviewed/consulted to date.
- Regular case management monitoring:

- Monthly case managers meetings carried out at each district, in which district leaders chaired; CM and supervisors updated progress on case management and discussed issues of concerns.
- Quarterly meeting of the city PCU and district supervisors held to review CM system, referrals, and support delivered.
- City and district Supervisors conducted supervisory trips to PWD (quarterly).
- Completed draft referral guidance and protocol.
- DIS has been operating well over the past year; over 2,900 new cases in Danang were updated into the DIS by case managers.
- Completed a capacity building/needs assessment at two DAVA centers in partnership with Thanh Tam Special School (see Lessons Learned section) . A subgrant to DAVA is being developed for follow up support.

IR 2 - Improve Quality and Access to Specialized Services

- Long term capacity building for rehabilitation includes support for Danang University of Medical Technology and Pharmacy (Danang UMT) and training for current practitioners. Progress and results to date included: i) developed draft training curricula/manuals on Occupational Therapy and Speech Therapy (on-going) ii) faculty and trainers development: training for 19 lecturers of UMT and health professionals at hospitals. iii) Set up and equipped a speech therapy treatment unit in the University health center, to provide treatment free of charge to poor CWDs. The unit is being used for training/practice of students of the Danang UMPT. An Australian volunteer occupational therapist was engaged to support Danang UMT in training curriculum and training of trainers and assisting PDSP in hands-on, technical training for health staff and parents in community.
- Rehabilitation equipment and tools provided to six rehabilitation units of Hoa Vang, Lien Chieu, Hai Chau, and Ngu Hanh Son district health center, and Women and Children's Hospital.
- In education sector, PDSP supported a series of short and long term training programs in order to improve capacity of the teachers. These included a two year B.A. degree training in special education for 47 teachers trained by University of Education of Ho Chi Minh city; a short training course on screening and early disability detection for 210 teachers from kindergarten, with VietHealth trainers; training on caring for CWDs at school provided for 150 school health workers so that they know about disability and how to support CWD at school; training on lessons adjustment in mainstream schools for 160 primary school teacher so that they can accommodate their regular teaching agenda to meet the needs of CWD.
- Five resource rooms for inclusive education were set up; 90 teachers and school staff trained on how to operate these resource rooms and equipment and how to develop education plan for CWD and support CWD at these facilities.
- A tool kit for learning ability assessment; three sets of IEC materials; flyer, billboard and CWD caring and education hand-book developed and in use.
- 27 parents of CWD were trained on how to provide learning support to CWD at home.
- On vocational training and employment, PDSP established partnerships with a number of companies and organizations including Led Binh Minh, VBPO, Tam Thien, Thanh Loc Minh, Blind Association, Red Cross, Danang DPO and others, to provide on-the-job training and employment for PWD, and promoting hiring through different channels. Two job fairs were organized with 158 participants with

disabilities, resulting in 55 PWD interviewed for jobs; a training in soft skills and job seeking skills was also provided to 200 PWD to help them improve communication, interview for a job, and write a CV; a training for employment and vocational training staff was also organized; a trailer to promote employment of PWD was made and broadcast on local TV (DRT) 10 times.

- Training courses on livelihood assessment for 210 case managers and supervisors were conducted, followed by assessments in 56 wards/communes to identify needs and set up support plans. In Hoa Vang district alone, CMs have received over 150 requests for livelihood support.
- CM and PDSP staff have also visited/assessed 200 families needing home improvements. Contracts with a private design firm and DOLISA have been established to facilitate construction/renovation work for 150 selected families.

IR 3 - Public Health Systems Strengthened

Birth Defects Surveillance

- BDS Protocol manual developed and being used by staff of three hospitals (Danang Hospital for Women and Children, Hai Chau hospital and Cam Le hospitals) for birth defects data collection, reporting and management.
- A training manual, "Guidelines on how to implement pilot birth defects surveillance in Danang and basic epidemiology," was developed and used to train 14 statistics staff of the three hospitals.
- 30 doctors of three hospitals trained on identification/diagnosis for six selected BDs (Spina bifida, Clubfoot, Cleft lip without cleft palate, Cleft lip with cleft palate, Cleft palate alone, Gastroschisis).

Newborn Screening (NBS)

- A NBS center was established, with a procedure manual for NBS services developed and in use, and a database set up connecting the hospital's relevant departments.
- Four health professionals (2 doctors, 2 two staff) trained, including one doctor who completed a three-month training in Hanoi on diagnosis and treatment for hormonal and metabolic disturbances; one doctor currently being trained for six months in HCMC on ultrasound diagnosis for congenital heart diseases; 2 staff completed two-week training in Hue Medical University for hearing loss.
- 50 staff trained on NBS counseling; after training they started counselling mothers.
- A training manual on NBS and PCC developed and used to train for counselors.
- A special NBS program aired on DRT and six articles published in the Danang newspaper "Population & Life".

PCC

- A communication training manual on PCC for commune health educators developed and used to train 44 commune educators.
- 8,700 women of reproductive age benefited from 215 group talks by trained educators. Two sets of equipment (one laptop, one projector and one screen per set) were also delivered to Hai Chau and Cam Le district units.
- 10 PCC education sessions developed and aired on local TV (DRT); messages on PCC spot developed and aired 44 times; 4 community outreach sessions carried out; a webpage on Preconception Care and a Facebook fan page on PCC were developed and are running.

- Six PCC trainers trained for two weeks at in Tu Du hospital in HCMC. Counseling rooms established at four health facilities and provided PCC services to 232 women. Danang developed and finalized a PCC training manual for district and commune staff. This training manual was used for PCC work in Dong Nai. A Guideline for PCC service delivery at different levels was also finalized.

IR 4 - Expand Implementation to Other Provinces

Dong Nai

- Case management system replicated with 126 case managers and 12 supervisors recruited, trained and now operational.
- Training on case management with PWD; livelihood needs assessment, planning and implementation of DIS completed.
- Needs assessment and case opening initiated in 2 districts.
- Provincial disability action plan developed and approved with PDSP support. PDSP later supported training on the action plan for 159 participants from district and communities.
- Rehabilitation equipment provided for Vinh Cuu District General Hospital to increase service capacity.
- 5-day training course on physical therapy for caregivers completed.
- Four days consulting sessions for caregivers of the deaf and quality assurance for hearing aids organized.
- Three doctors and 11 nurses supported for 6 month orientation training to become rehabilitation practitioners.
- Supported two social and training activities on disability days (18 April and 3 Dec) that drew several hundred PWD.
- Supported School for Disabled Children to continue School to Work activity and enroll new CWD in special education classes.
- Supported Song Pho Center to increase services in interventions for autism/developmental disabilities for children with disabilities.
- Provided long-term training (BA degree) in special education for teachers.
- Supported Center for Disabled Children and Orphans to organize a day-care program for poor CWD.

PCC

- Danang PCC program replicated in Dong Nai, with six trainers trained in Tu Du hospital/HCMC. After that, 2 PCC counseling rooms were established and provided PCC exams and counseling for 28 women.
- A team of from Dong Nai visited the Preconception care component of the “Welcome to Life” project funded by Handicap International in Khanh Hoa.
- Five training courses on PCC counseling were carried out for 107 communicators, who then ran 71 counseling sessions and group talks for youth.

Binh Dinh

- Case management system replicated with 108 case managers and supervisors recruited and operational; all have been trained in case management with disabilities and social work skills.
- DIS survey, data collection initiated by CM in Phu Cat and Hoai An.

- 52 health staff (22 doctors and 30 physical therapists) received three-day training on autism and early detection of disabilities.
- Five rehabilitation units at district and provincial hospitals supported with equipment
- 13 health professionals (8 nurses and 5 doctors) supported to attend six-month training in Danang and Hanoi to become rehabilitation practitioners.
- Support started for DPO formation through efforts by Suc Song self-help group.
- Subgrant with Quy Nhon University for early detection/intervention for children with disabilities approved and initiated.

III. PROGRAM PROGRESS (Quantitative Impact)

Quantitative Impact during the Quarter (Jul-Sept 2014)

Danang

IR 1 – Social Work / Case Management

- 401 persons benefited from case management support and referrals with 554 types of supports/services.
- 198 case managers and supervisors received training on social work with PWD, gender based violence, and supervisory skills.
- 15 lecturers from different colleges in Danang participated in the 6 month conversion course (ongoing) to become lecturers on social work subjects.
- 43 community workers/officials participated in the intermediate degree (2 year program) on social work. (See Lessons Learned section.)

IR 2 - Improve Quality and Access to Specialized Services

- A total of 1,179 persons received rehabilitative assistance during this year, including:
 - 594 PWD clinical examinations for identifying disabilities and needs.
 - 433 PWD received PT/OT/ST services.
 - 100 received prosthetic and orthotic devices.
 - 17 wheelchairs/tricycle wheelchairs.
 - 32 hearing aids.
 - 3 surgeries (out of 17 referrals for surgeries).
- 681 CWDs received educational supports, including:
 - 146 out-of-school CWDs were supported to attend schools; of which 69 CWDs are now in special schools and 77 CWDs in mainstream schools.
 - 135 CWDs received tutoring/education support at 7 resource rooms; 9 CWD received home-based individual teaching.
 - 400 CWD received scholarships.
- 10,000 (83.3%) children under 6 years of age in Lien Chieu received disability screening/early detection. As a result, 111 children required second round examination and 88 toddlers were confirmed to have disabilities.
- A total of 309 persons assisted and finished vocational training and received employment; including:
 - 153 PWD finished vocational training at several BREC company partners, of which 120 PWD (80%) got jobs after training in September.
 - 7 PWD introduced and received jobs through Employment Service Center.
 - 20 PWD participated in community-based vocational training as result of referrals by case managers.
 - 48 PWD received support to start up income generation, livelihood development.
- 88 designs completed for home improvements.

IR 3- Public Health Systems Strengthened

BDS

- 14 statistics staff from DHWC, Hai Chau and Cam Le hospitals trained on Birth defects data collection and management.
- 30 doctors from the above hospitals trained on Birth defects identification and diagnosis.

NBS

- One doctor at DHWC trained on diagnosis and treatment for hormonal and metabolic disturbances.
- One doctor has been receiving six months training in HCMC on ultrasound diagnosis for congenital heart diseases (will complete it in early December 2014).
- 50 staff at DHWC received training on NBS counseling.
- 1,480 women at DHWC received NBS counseling; of those, 828 mothers got their babies screened at DHWC.
- 881 young people joined 30 counseling sessions on NBS through Pre-marriage club system.

PCC

- 195 women received PCC exam and counseling services at four facilities.
- 7,086 persons participated in communication group talks on PCC for women in the reproductive age.

IR 4 - Expand Implementation to Other Provinces

Dong Nai

- Supported livelihood development for 26 PWD recommended by Dong Nai Association of Victims of Orange Agent/Dioxin (DONAVA).
- Supported 17 children from School for Children with Disabilities (under DOET) to participate in Music Festival for CWD in Hanoi.
- 28 women (20 cases at RHCC, 8 cases at Dong Nai Hospital) received PCC exam and counseling services.
- 1,562 youth joined 71 PCC counseling sessions at pre-marriage clubs.
- 1,500 students of SONADEZI College and workers in Bien Hoa Industrial Zone joined three large group talks on PCC.

Binh Dinh

- 149 parents and center-based caregivers were provided hands-on training on rehabilitation and CBR skills.
- 150 CWDs of poor families received scholarships.
- Trained 52 doctors and physical therapists (22 doctors and 30 physical therapist) on autism and early detection of PWD
- Brought six supervisors from Binh Dinh DOLISA to receive training on supervisory skills in Danang.

Quantitative Impact during the Year (Oct 2013- Sept 2014)

Danang

IR 1 – Social Work / Case Management

- 1,593 cases opened and ISP developed to guide assistance; of this number, 401 persons benefited from case management system/referrals. A total of 554 persons received some type of support/services.
- Training of trainers on social work:
 - 27 master trainers trained and certified (10 chosen for training for PDSP)
 - 27 lecturers attend conversion course to become social work lecturer (on-going)
- 200 CMs and supervisors trained on (i) social work with PWD and GBV (ii) Case management process (iii) livelihood support assessment.
- 34 supervisors trained on supervisory skills.
- 43 community workers attended long-term SW accredited training of intermediate diploma level (1.5 year program).
- A manual completed on CM processes, referral, and service provider contacts, 200 copies were delivered in April 2014.
- Disability information system (DIS):
 - Study tour on DIS's success in Vung Tau conducted.
 - 200 CMs and supervisors trained on operation, management and use of DIS.
 - 3.900 new cases have been input into DIS.

IR 2 - Improve Quality and Access Specialized Services

Direct Assistance

- 2,707 persons received assistance during year 2. These included:
 - 1,222 PWD received clinical examination.
 - 296 PWD/CWD received assistive devices (78 prostheses and orthotics, 122 wheelchairs/ CP wheelchairs, and 96 other supportive devices)
 - 48 hearing aids for children
 - 1,141 received therapies (209 ST, 453 PT and 479 PT/OT at home)
 - 3 out of 17 PWD referred for surgery had surgeries done.
- 732 CWD received support during year 2, including:
 - 186 out-of-school CWDs were admitted to schools.
 - 146 CWDs tutored at resource rooms, at special schools, and at home.
 - 400 CWDs pupils received scholarships.
- Two special schools--Nguyen Dinh Chieu and Tuong Lai--received support for upgrading equipment and staff (add 7 classrooms, equipment, and new teachers) to accommodate more children.
- Five resource rooms were set up at primary schools.
- Two Parent Associations/Clubs were established for caregivers of CWD in two special education schools.
- 105 PWD received livelihood support (out of 300 PWD families referred/evaluated and 200 families selected).
- 153 PWD supported for vocational training program.
- 220 PWD received jobs.

Capacity Building

- 10 health professionals (6 assistant physicians/nurses and 4 general doctors) are attending the six-month orientation course to become rehabilitation practitioners.
- 139 doctors and physical therapists attended 5 training courses on “Embodiment in Neurodevelopmental Disorder and Bayley III Scale”; “Occupational therapy for hand function in stroke;” “Audio-Verbal Therapy (AVT) for children with speech disorders,” trained by Japanese, Australian and national trainers.
- 558 care-givers/parents received hands-on training (in small group and individual) on activities for daily living, fine and gross motor skills, etc.
- 53 health case managers joined 2 training courses on home-based Rehabilitation Services.
- 80 blind attended training on moving orientation.
- 90 teachers of primary schools trained on resource room utilization and developing Individual Education Plan.
- 47 teachers attending BA program in Special Education provided by University of Education of Ho Chi Minh City (on going).
- 210 preschool teachers trained on Screening and Early Detection for Disabilities among Children in Kindergarten.
- 150 school health workers trained on caring for CWDs at School.
- 160 primary school teachers trained on lessons adjustment for CWDs in mainstream schools.
- 127 parents of CWDs trained on support CWDs to learn at home.
- 210 case managers and supervisors trained on livelihood assessment and development
- 200 PWD attended four courses on soft skills and job seeking skills.
- 62 staff of Employment Service Centers in Danang, Hanoi, HCM City, Dong Nai, Binh Dinh and DRD attended 2 two-day training Workshops in working with employers and PWD on job placement.
- 15 CWD at DAVA center attended tailors training course; 2 tailoring teachers and 1 marketing staff were deployed to assist DAVA.

Grant to Danang UMTP

The major results of a sub-grant to Danang UMTP are as below:

- 19 lecturers and doctors have been attending once a week hands-on training in OT.
- The final drafts of OT and ST curricula and training manuals completed.
- Two doctors/lecturers supported to attend the nine-month orientation course on rehabilitation at Hue School of Medicine and Pharmacy.
- Four short courses on ST conducted for all rehab lecturers of Danang UMTP and clinical tutors who are practitioners at hospitals.
- The ST unit was set up and has been delivering services to children from mid-September with approximately 8 children with speech disorders per day.

Grant to DPO Danang

- Set up official district DPOs in three districts of Hoa Vang, Ngu Hanh Son and Hai Chau.
- Provided technical training for nearly 100 DPO members and 29 PWD on vocational counseling, motivation skills, starting up businesses, leadership and communication skills.

- Provided revolving fund to 39 PWD for income generation and 34 others for livelihood and job placement.
- Organized event on international disability day on December 3rd 2014, involving 551 PWD and 93 service providers, co-funded by USAID, FIDA and Malteser.

IR 3 - Public Health Systems Strengthened

Across the three provinces, of the total number of beneficiaries reached by PDSP support:

- 8,700 received PCC information in community group talks.
- 232 received PCC exam and PCC counseling services.
- 1,091 received NBS information.
- 1,500 received NBS counseling.

BDS

- 15 statistics staff from DHWC, Hai Chau and Cam Le hospitals trained on BD data collection and management.
- 30 doctors from DHWC, Hai Chau and Cam Le hospitals trained on Birth defects identification and diagnosis.

NBS

- Four health professionals (doctors and nurse) trained on hearing loss screening, diagnosis and treatment for hormonal and metabolic disturbances, and ultrasound diagnosis for congenital heart diseases. Training from 3 days to 6 months.
- 110 (including 50 staff at DHWC and 60 counselors) received training on NBS and PCC counseling.
- 1,480 women received NBS counseling, 1,091 young people joined 38 counseling sessions.

PCC

- Six trainers received training on PCC exam and counseling at Tu Du hospital.
- 44 commune health educators trained on PCC.
- 232 women received PCC exam and counseling services.
- 8,700 women of reproductive age participated in group talks on PCC.

IR 4 - Expansion to Other Provinces

Dong Nai

During Year 2, a total of 745 service providers and 1,511 PWD in Dong Nai benefited from PDSP assistance. Some details below:

- 138 case managers and supervisors trained on case management with disabilities and DIS, needs assessment and livelihood.
- Needs assessment and DIS survey completed for 5,044 PWD in 2 districts.
- A rehabilitation unit at Vinh Cuu District refurbished with rehabilitation equipment, which benefited 10 PWD every day.
- 10 doctors and nurses supported to attend orientation training on rehabilitation in Danang and Hanoi within 6 months.

- 55 doctors and PTs received training on occupational therapy for stroke survivors and upper limb.
- 147 caregivers/parents attended a number of trainings (20 staff of social protection centers trained for 5-day training on PT and caring for CWD; 60 parents of children with autism attended 4 day communication training, and 67 caregivers of the deaf attended training/counseling sessions on supporting/communication with the deaf).
- 751 assistive devices provided to PWD (626 braces, prosthetics, orthotics, wheelchairs, and moving sticks and 125 hearing aids; 98 hearing aid recipients later received quality checkup and battery replacement).
- 500 PWD received clinical examination.
- 194 PWD received support for jobs and livelihood development (including 26 PWD managed by Dong Nai Association of Victims of Orange Agent/Dioxin and 36 PWD managed by Blind Association).
- 382 PWD supported to participate in disability events, sports event and information/policy training events on occasion of disability days.
- Set up a day care program at Center for Disabled Children and Orphans (under DOLISA). 14 CWD from poor families were supported with tuition fees to attend school; 2 special education teachers were recruited to teach the class, and teaching equipment (table, chairs, TV, learning tools) provided to the class.
- 32 teachers supported to attend a 2 year BA degree in Special Education.
- 28 CWD benefited from PDSP support to Song Pho Center (including 15 CWD receiving school fee, equipment for therapy room and training for staff and teachers)
- 250 kindergarten teachers attended three training workshops on “Recognition, assessment and social inclusion for children with autism” to raise awareness of children with ASD among kindergarten teachers.
- 21 children at School for Disabled Children benefited from the School-to-Work program, received vocational training in sewing and repairing sewing machine (11 of them got jobs). The School also followed up on 52 former students/graduates.

PCC

Over four months of implementation (from June-September 2014), PDSP achieved its annual targets for PCC in Dong Nai. Total number of beneficiaries benefitting from PDSP is 1,562 (vs. 1,380 target). In addition 1,500 people received PCC information through large group talks in schools and industrial zones.

- Six trainers received training to conduct PCC exams and counseling at Tu Du hospital.
- 28 women received PCC exam and counseling services.
- 1,562 young people joined PCC counseling sessions at pre-marriage clubs.
- 1,500 students of SONADEZI College and workers in Bien Hoa Industrial Zone joined big group talks on PCC.

Binh Dinh

- 5 rehabilitation units received equipment (Phu Cat Hospital Rehab unit, Binh Dinh General hospital, Binh Dinh Rehabilitation Hospital, Hoai An District hospital, An Tuong Tay communal rehabilitation unit).
- 2,085 PWD received clinical examination by doctors and health professionals from Quy Nhon Rehabilitation Hospital and district health centers. DIS data form was collected during the needs assessment. Additionally over 3,200 PWD were surveyed at home for identification of needs and data. Their data will be input into the DIS.

- 108 case managers and supervisors trained on basic concepts of disabilities, DIS data collection, and case management with disabilities.
- 154 PWD from districts participated in networking events held by Suc Song DPO at 6 districts, as effort for DPO formation and networking among PWD in the province.
- 244 PWD have completed need assessments for ISP and case management.
- 100 PWD were examined and diagnosed for physical therapy services at homes and at hospital. Services will begin from last quarter of 2014.
- 200 parents and staff at communal health center caregivers trained in rehabilitation and home-base care.

LESSONS LEARNED

Given the significant ramping up of project activities and expansion into other geographic areas, there were a number of challenges and lessons learned over the course of implementation in Year 2. Most significant are as follows.

- Case managers from different sectors have different backgrounds, mandates and priorities. This poses a challenge in building capacity for and promoting coordination among case managers. Therefore, the People's Committees (PC) at the commune and district levels are important for ensuring the coordination needed for the system to work effectively. To date, PDSP has acted as a bridge connecting the various city line departments, district and commune PCs, and case managers on the ground to promote coordination and synergy among these stakeholders. This was highly appreciated by local/commune authorities who sometimes feel distant from the provincial line departments. In addition, it is important to have a multi-disciplinary technical team in place to provide advice/inputs to case managers during ISP planning and approval. The PDSP technical team provided referrals and connected case managers to appropriate service providers and funding sources beneficial to their clients.
- Case managers and communal People's Committee in Phu Cat district of Binh Dinh engaged and solicited support from village health workers (who are not CM nor directly involved in PDSP) in a disability survey, data collection and referrals. As a result, they received a high response rate as well as recommendation/referral of PWD. This showed that if CMs expanded their network and mobilized support from other community stakeholders, a higher result could be accomplished.
- Effective enforcement of disability policies, strong commitment and advocacy by local partners is important for the development and integration of case management models at local levels. The Dong Nai DOLISA and DOH have concretely demonstrated such efforts. They have successfully advocated for government funding for the expansion of case management training and pilot, DIS training and data collection in additional districts that are not covered by PDSP. The Danang City People's Committee has recently responded to PDSP's request for deployment of additional teachers in schools supported by PDSP so that more CWD can be admitted. Such external / international support and advocacy sometimes can be helpful to local partners in advocating within their local administration system.
- Health case managers have shown accuracy and effectiveness in referrals of PWD who need rehabilitation assistance, including assistive devices. Home-based service providers from the Rehabilitation hospital and district health centers should coordinate closely with CMs and follow the case management model and referral system.
- Educational needs assessments for CWDs were helpful for PDSP and partners to address the unmet needs in children's education. Mobilizing children to school must be

based on needs assessment results so children are placed in the appropriate, available education support program. IEC and communication campaigns are also needed to improve parents' and communities' awareness about children's schooling rights. Campaigns will also help build support networks for improving children's access to special education.

- Larger businesses/companies are still not willing to hire PWD, but prefer to provide humanitarian support instead. Some of them experienced poor retention of workers with disabilities. PDSP has noticed less unemployment among PWD having higher level of education and skills, and more unemployment/under employment among those with less training/skills or those with severe disabilities. In these cases, on-the-job training and community-based vocational training with small business is appropriate. Self-employment is another viable options. More technical support to PWD in business management training, and access to small credits is necessary.
- The Project has experienced some issues with the social work training program operated by Dong A University in Danang. The University has applied to MOLISA for a license to do social work training, but the application/permit may take longer than expected. Dong A is collaborating with Hue university and other universities to provide graduate certificates if permit is not in place in time. For the lecturer "conversion" course, only 15 enrolled vs. 27 planned; there was not enough initial registration, and then several participants dropped out due to missing classes/tests or studying abroad. The primary social work course, planned for 91 persons, has not yet started due to problems with enrollment. This is partially due to the lack of interest in this course as it has no immediate impact on career development (Circular 07 has yet to be implemented in Danang). PDSP and DOLISA have thus agreed to cancel this course, and use the resources for other activities to be decided in consultation with one another.
- The public health team (IR 3) recognized that the FOG directly granted to technical agencies (i.e. DHWC, OPFP)--without going through DOH--has been running smoothly thanks to strong technical capacity and independence in decision-making and project implementation.
- PDSP has conducted 2 courses for doctors and PTs on hand function for stroke patients, as the understanding of stroke and spasticity can be a foundation for understanding cerebral palsy and the training covered many more areas that are useful in all areas of therapy. The aims of the training were to:
 - Introduce therapists and doctors to the role of an occupational therapist. There was discussion of children, but it is often easier to understand the role when discussing adults who have lost function rather than children who have never had the function.
 - Introduce occupational therapy processes such as assessment, treatment, and discharge planning.
 - Introduce the concept of fitting the therapy to the individual not just one technique for every one with that disability.
 - Introduce the concept of grading a therapy task so that it becomes more difficult as the person masters the task.
 - Introduce the importance of Occupation in a person's life and "use it or lose it." Many people in Vietnam with a disability are not expected to do anything for themselves and as a result their condition deteriorates.
 - Ideas on the importance of activities of daily life as meaningful therapy.

In summary, treatment of children is a complex area and therapy for children is a very new area in Vietnam. It is easier to get the above important concepts across by teaching in an area where most therapists and doctors are more comfortable and knowledgeable. They can then generalize this information to children.

- In August 2014, PDSP and Thanh Tam Special School cooperated with DAVA to assess the capacity and needs at DAVA's two centers. Main findings are as follows:
 - Students have all levels of disabilities (light, heavy, very heavy level). 50% of them are heavy level of disabilities. 25% of them are very heavy level of disabilities.
 - The centers have not made needs assessment of children when enrolled and kept records of student management in accordance with an individual learning plan. The records of students are closed ones, which lack both form and content.
 - Teachers' tasks are not assigned clearly, and they have to be responsible for multiple daily works.
 - Facilities and learning equipment: Some key functional rooms are not arranged logically for PWD access to (rehabilitation and special education practice). Most of equipment and device are not suitable and do not meet learning needs of students.
 - Extracurricular: There are regular singing and dancing performances for students. However, they are not planned and organized well.
 - Vocational guidance – training: There are diversified jobs. However, they are limited to vocational guidance rather than vocational training. The students are initially classified into groups of jobs. However, the class is not organized logically. Only a small amount of students participate in making incense, making flowers.
 - Teaching: All children are gathered in one class for easy control. Students mainly do writing letters and coloring. However, the classes are not organized according to student's level of ability. There is no education program; lesson plans; daily, weekly and monthly teaching plans. Most students have difficulty learning and mental disabilities and need special education; however, there are no specific teaching program and skilled teacher. These issues must be resolved asap.
 - Rehabilitation: The centers have a rehabilitation area for children with difficulty in moving. However, their needs have not been classified according to their abilities and needs. Moreover, the room for rehabilitation is not used regularly. There is no program or plan for the students to practice.
 - The two centers work independently without the cooperation with local governments to help them gain access to other supports for students and their families.

IV. MONITORING AND EVALUATION

The following charts summarize PDSP's progress towards its main indicators and targets by the end of Year 2 (September 2014).

Figure 1: PDSP project results to date compared to 3-year (Life of Project) targets

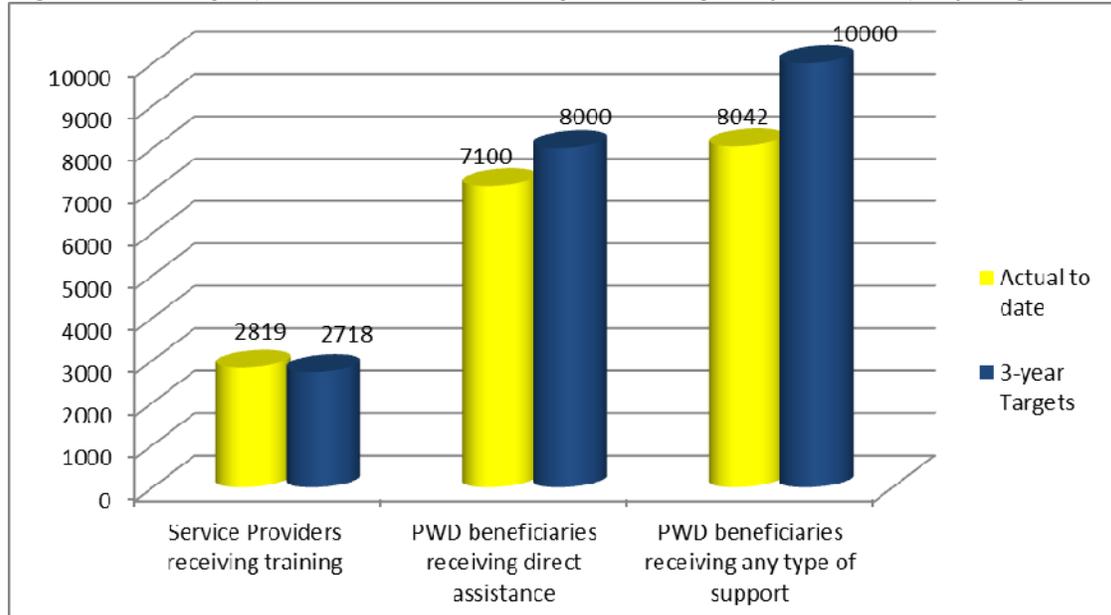


Figure 2: Number of service providers receiving PDSP-supported training, by quarter and gender

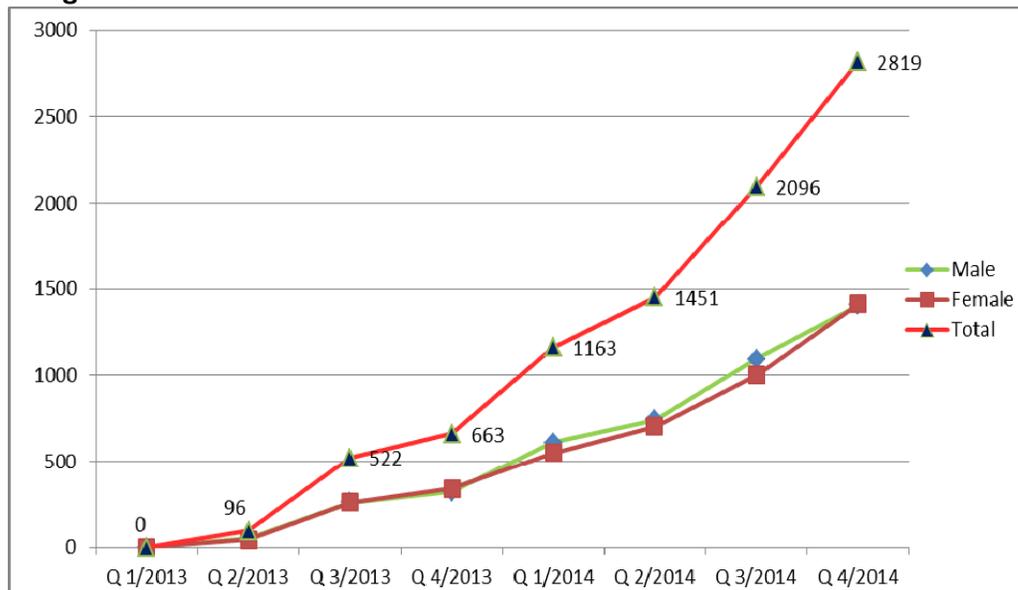


Figure 3: Number of PWD beneficiaries by quarter and gender

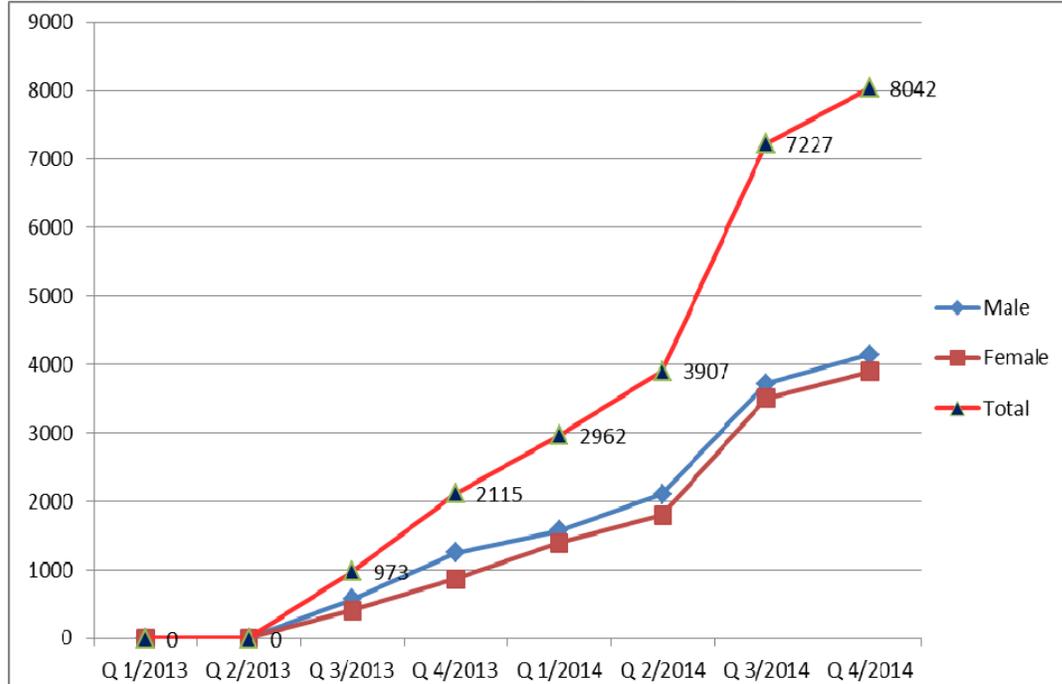


Figure 4: Number of service providers receiving PDSP-supported training by quarter in FY2014

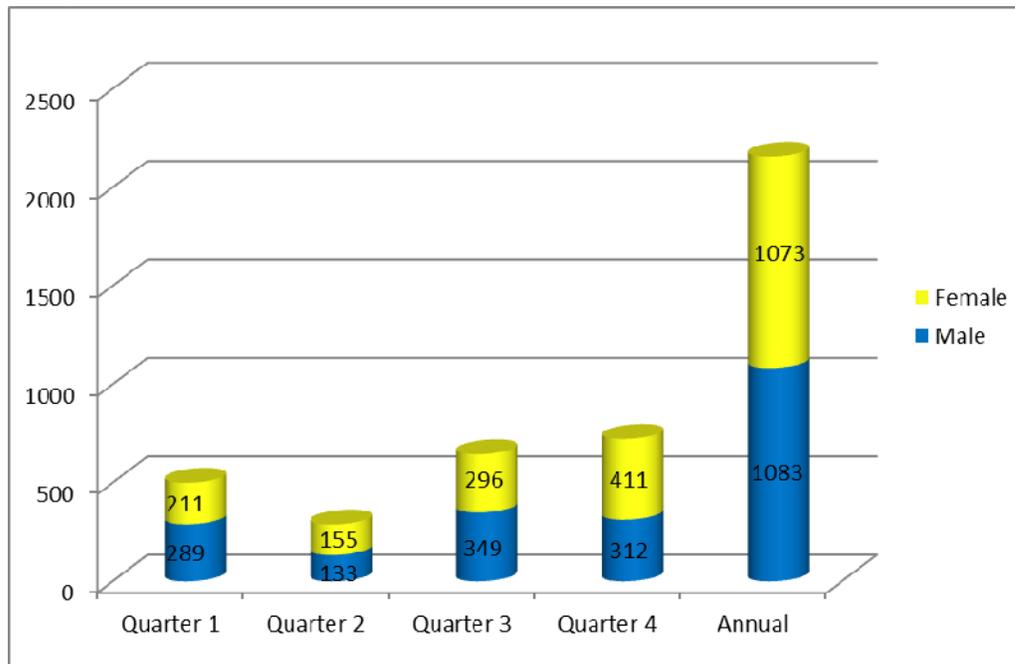


Figure 5: Number of PWD beneficiaries by quarter in 2014

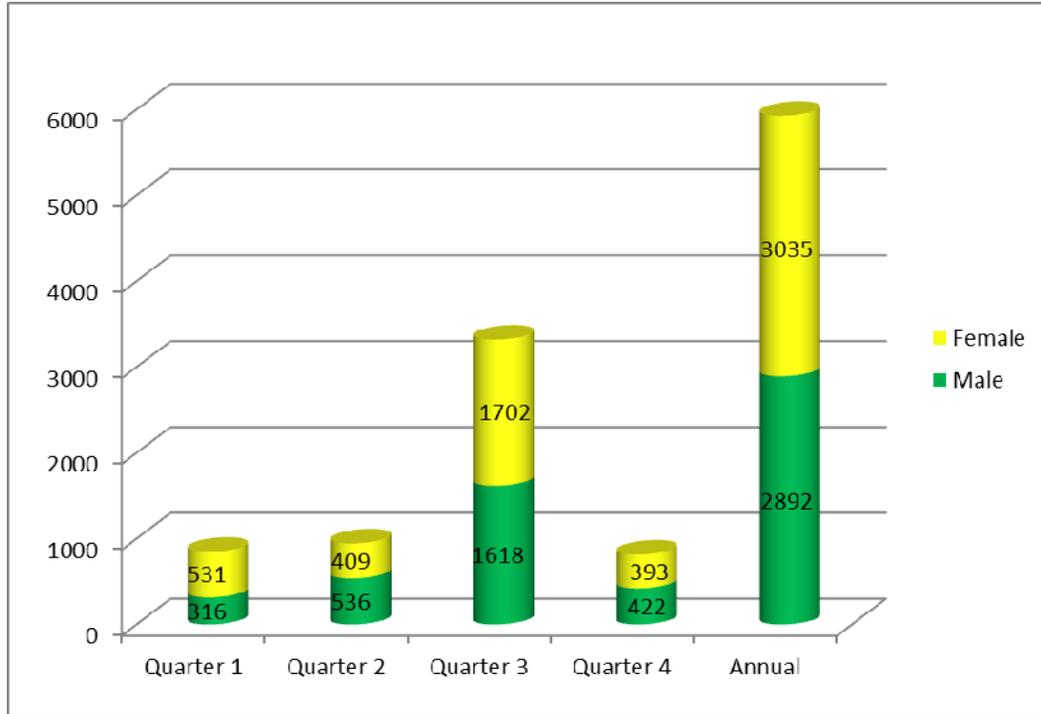


Figure 6: Number and distribution of PWD beneficiaries who received direct assistance with PDSP support by provinces

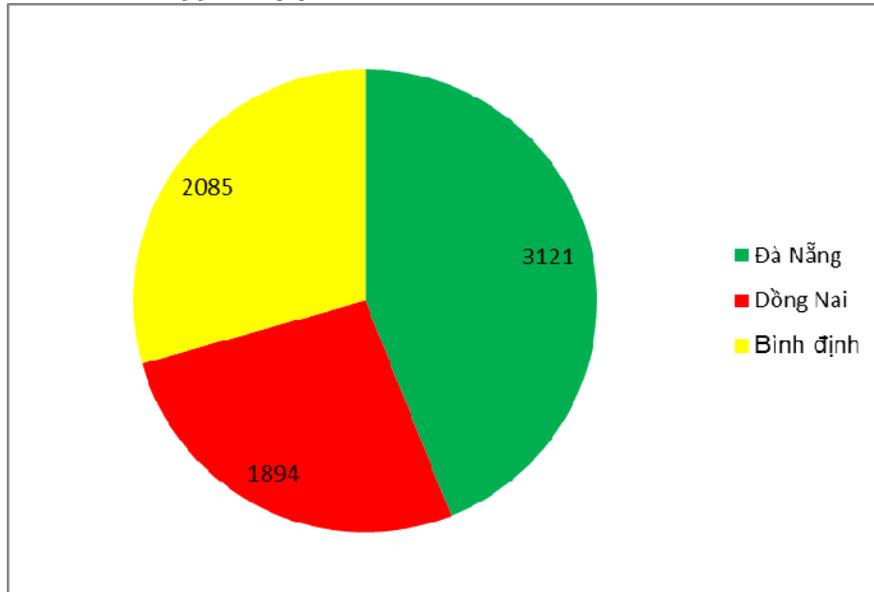


Figure 7: Number of PWD direct assistance beneficiaries by provinces compared to 3 year targets

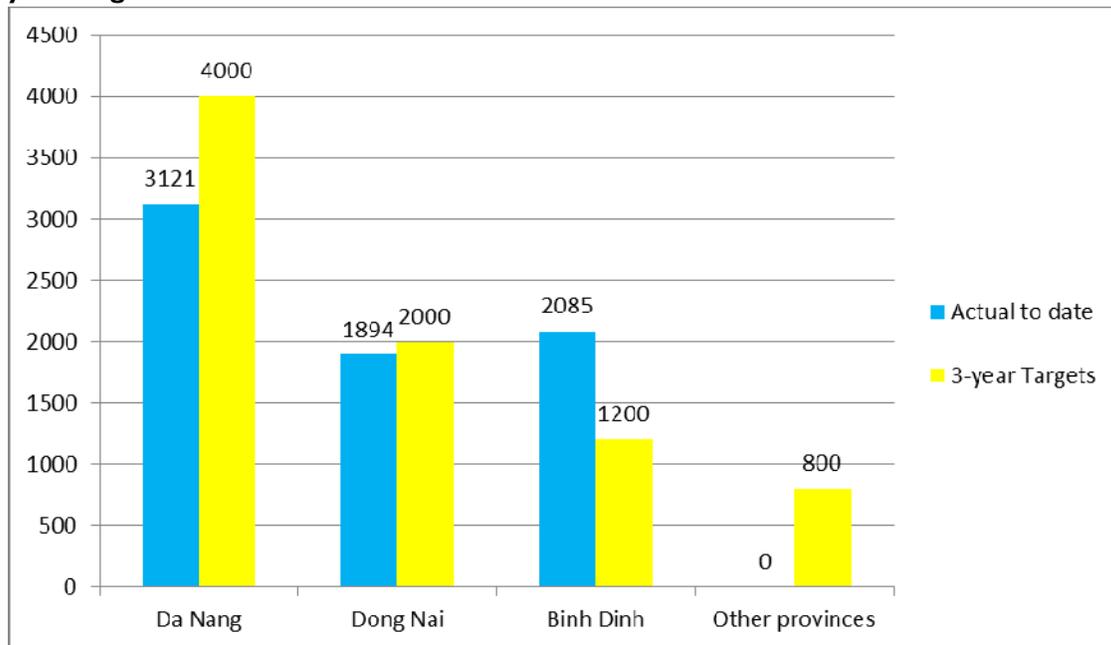
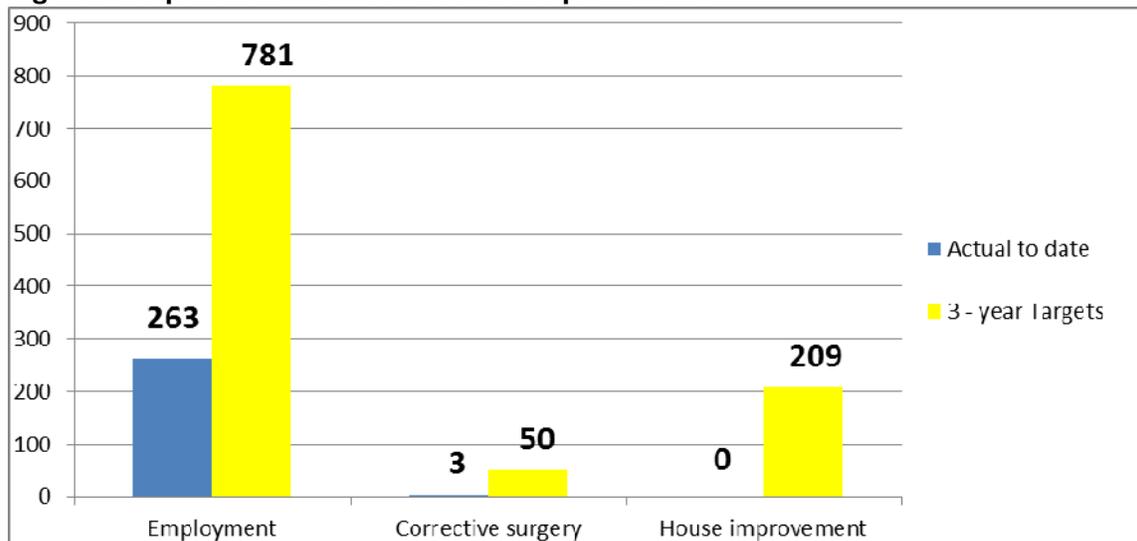


Figure 8: Gaps for direct assistance as of September 2014



In Year 2, PDSP conducted a number of monitoring and evaluation activities to track progress and assure quality of service and technical assistance being provided to beneficiaries. Below are some of the key activities over the year:

- In December 2013, PDSP worked with the Danang Disabled Persons Organization (DPO) to roll out client satisfaction scorecards to solicit feedback directly from 200 people who received health or social support services for their disability. Collecting ongoing feedback from direct beneficiaries of healthcare, vocational or educational support is key to ensuring the quality and effectiveness of different interventions. When asked to rank the quality of the services they received, 38.5% said the quality

was average or fair, 37% said the quality was good, and 18.5% ranked the service as having the highest quality.

- PDSP worked with a gender consultant to develop training and IEC materials on gender-based violence (GBV) and gender equality (GE) issues. A three-day ToT training on these issues was conducted in September for social work trainers of case managers, DPO leaders, inclusive education teachers, and staff at the social work service centers in Danang, Dong Nai and Binh Dinh. After this training, these gender issues were integrated in the training curriculum for case managers on social work and nearly 200 case managers and their supervisors in Danang received training on this topic by the end of September.
- The project developed TORs and is conducting six-month follow-up training assessments for participants in the case management training for social workers/case managers and the autism training for doctors and PTs. A sample was selected randomly from across all seven districts of Danang. These follow up evaluations aim to assess knowledge retention and the continued utilization of knowledge in their daily work after training. The data collection for these training evaluations is ongoing. The evaluation findings and reports will be ready in November 2014.
- The project completed a mid-term review in July 2014 with the assistance of M&E advisor, Dr. Thomas Kane, and DAI Home Office staff, Mr. Walter Weaver and Brian Oh. Findings of the PDSP midterm review are attached.

Quality Assurance

Also this year, PDSP conducted follow-up quality assurance assessments for hearing aid, wheel-chair, and other assistive device recipients. Selected randomly (at least 10% of the total sample), recipients were asked questions about the quality of the service received and any feedback they had. They then received follow-up clinical re-assessment of the services received as detailed below:

- For hearing aids, PDSP staff interviewed 8 hearing aid recipients of the total of 24 who received this service from the Quang Duc company. Among these 8 cases, none complained about the service quality and the technical staff reported a good hearing test result for all clients except one, whose device required a minor repair.
- For wheelchairs, PDSP staff worked with Duc Cuong wheelchair service provider to conduct a 10 percent random follow-up/quality assurance for PDSP recipients who received wheelchairs in June and December last year. Among 9 cases visited, three of them (33%) who received wheelchair in June were reported to have problems with hand brake, saddle and plastic inner wheel. PDSP already worked with Duc Cuong company to address this issue.
- For prostheses, PDSP worked with Danang Orthopedic and Rehabilitation hospital to do interviews on client satisfaction and clinical reassessments for nine prosthesis recipients of the total of 40 who received this service from this hospital. Among these nine cases, none of them had complained about the service quality except two cases reported that their devices were rather tight and hard for them to get the device on and off. This technical problem was minor and successfully fixed by the hospital staff.

PDSP Indicator Targets and Results

Standard Indicators				2013		2014		2015	
				Results		Results		Targets	
1. Number of people benefitting from USG-supported social services				2,115		5,927		2,936	
				M	W	M	W	M	W
				1,252 (59%)	863 (41%)	2,892 (48%)	3,035 (52%)	1,536 (52%)	1,400 (48%)
Target Set in FY 2014 is 5,317		Deviation Type		Date of Last DQA (MM/YYYY)					
Explanation:									
The target of this reporting period is 817 and the result is 815 (99 %). Of these, 52% is male and 48% is female.									
				2013		2014		2015	
				Results		Results		Targets	
2. Number of service providers trained who serve vulnerable persons				663		2,156		700	
				M	W	M	W	M	W
				323 (49%)	340 (51%)	1,083 (50%)	1,073 (50%)	400 (57%)	300 (43%)
Target Set for FY 2014 is 1,500		Deviation Type		Date of Last DQA (MM/YYYY)					
Explanation:									
The target of this reporting period is 260 and the result is 723 (278 %). Of these, 43% is male and 57% is female									
				2013		2014		2015	
				Target		Result		Targets	
3. Number of people receiving USG-funded GBV awareness training (GNDR-6)				0		211		200	
Target Set in FY 2014 is 289		Deviation Type		Date of Last DQA (MM/YYYY)					
Explanation:									
The target of this reporting period is 289 and the result is 211 (73%). Of these, 39% is male and 61% is female									

				2013	2014	2015
				Target	Result	Targets
4. Number of USG assisted organizations or service delivery system strengthened				0	29	5
Target Set in FY 2014 is 29		Deviation Type		Date of Last DQA (MM/YYYY)		
Explanation:						
The target of this reporting period is 29 and the result is 29 (100%).						
				2013	2014	2015
				Result	Result	Targets
5. Number of additional PWDs currently employed (including self-employed) with PDSP support				15	248	352
Target Set in FY 2014 is 379		Deviation Type		Date of Last DQA (MM/YYYY)		
Explanation:						
The target of this reporting period is 379 and the result is 248 (65%). PWDs often dropped out and changed their job due to their poor health status, and the government's traditional vocational training program was not suitable for PWD.						
				2013	2014	2015
				Result	Result	Targets
6. Number of new GVN policies/plans developed to support disability programs				0	2	1
Target Set in FY 2014 is 2		Deviation Type		Date of Last DQA (MM/YYYY)		
Explanation:						
The target of this reporting period is 2 and the result is 2 (100%).						
				2013	2014	2015
				Result	Result	Targets
7. Level of satisfaction among PWDs beneficiaries receiving social services in targeted program areas				NA	93%	95%
Target Set in FY 2014 is 90%		Deviation Type		Date of Last DQA (MM/YYYY)		
Explanation:						
The target of this reporting period is 90% and the result is 93%						

V. NEXT QUARTER'S WORK PLAN

Main activities and accomplishments expected the next quarter (Oct-Dec 2014):

Danang

IR 1 – Social Work / Case Management

- Advanced training on case management with people with disabilities for CMs and supervisors.
- Support Danang Social Work Services Center to activate the hot line for counseling, early intervention and emergency intervention.
- Continue to develop ISPs and open case files, review/approve ISPs and referrals.
- Complete referral guidance; organize workshop on referral.
- Training workshop of case management circular.
- Workshop to evaluate Danang disability action plan implementation and design plan for 2015.
- Kick off subgrant to build up capacity of DAVA.

IR 2 - Improved Quality and Access to Specialized Services

- Conduct TOT course on Speech Therapy for lecturers of Danang UMTF and clinical tutors of hospitals.
- Training on early detection and early intervention for health staff at commune/ward level, and training for care givers/parents on basic skills of PT/OT/ST.
- Provide direct assistance: corrective surgery, assistive devices, hearing aids, house improvements, livelihoods, etc. (Surgeries will not be limited to corrective surgeries, but expanded to include procedures addressing tendon transfer, joint luxation, limitation of range of movement (ROM), etc.)
- Provide school support for 146 out-of-school CWD and tutoring to 144 CWD.
- Organize 1 conference and 6 training courses on special education/inclusive education.
- Organize a vocational training class on data entry in collaboration with VBPO and CRS for 15 PWD.
- Continue support for vocational training in community and provide livelihood support for an estimated 50 PWD.
- Finalize and implement a subgrant for Association of Disabled and Orphans for vocational training and employment.
- Begin home improvement work for about 50 families.
- Support a sports program (table tennis event) serving PWD on occasion of International Disability Day.

IR 3 - Public Health Systems Strengthened

- Conduct 4 training courses on BD diagnosis for 80 nurse/MWs and 40 doctors.
- Support 3 doctors and a nurse to get training on screening of hearing loss, diagnosis and treatment for hormonal and metabolic diseases; and abdominal ultrasound diagnosis.
- Training for 70 doctors/nurses/midwives on NBS counseling.
- Training and Retraining for 72 pre-marriage counsellors.
- Establish 10 pre-marriage clubs in Thanh Khe.
- Upgraded training for 40 commune educators.

- Conduct 12 group talks at community.
- Training 20 doctors from city and district level on PCC.

Activities designed to support sustainability in Year 3 include developing a group of 200 trained case managers and supervisors (of which 32 will receive an intermediate level degree training in social work based on circular 07; establishing a telephone hotline for disability issues operated by the Danang Social Work Service Center; developing and disseminating the referral mechanism for case management with PWDs; an updated, fully operational Disability Information System transferred to DOLISA's management; support to develop Danang's annual disability action plan for FY 15-16; and 250 CMs, supervisors, and government officials trained on MOLISA's new case management circular. Please see PDSP's Year 3 work plan for further information on exit strategy activities, including commitments from GVN local partners.

Dong Nai

- Training on social work and supervisory skills for case managers and supervisors.
- Training on case management for 5 additional districts (funded by local government).
- CMs continue needs assessments, develop ISPs and start providing services.
- Support DOH and DOLISA training on DIS and data collection in additional districts (with local government funding).
- Training for key rehab doctors and technicians in OT, ST and Autism.
- Training for caregivers (at social/disabled people's centers and communities).
- Provide assistive devices (braces, prosthetics, orthotics, wheelchairs), subject to BPA approval by USAID.
- Support vocational skill training and livelihood development.
- Continue partnerships with Employment Services Center, School for Disabled Children, Song Pho Center, and Center for Disabled Children and Orphans in jobs, intervention and education for CWD.
- Conduct training on PCC for 24 staff, and supportive supervision skills for 20 trainers and supervisors.
- Conduct 69 group talks at pre-marriage clubs.

Binh Dinh

- Continue needs assessment, opening case files and ISP approvals for case management system.
- Provide assistive devices, including braces, prostheses, orthotics, wheelchairs, walking sticks, hearing aids for an estimated 200 PWD.
- Support 100 PWD to receive home-based and center-based PT services.
- Support training and planning workshops for provincial Disability Action Plan and case management circular.
- Support Suc Song DPO and Association for Disabled and Orphan in vocational training and job for PWD.
- Provide 150 scholarships to CWD of poor families.

Quang Nam and Tay Ninh

The overarching plan for the two provinces (please see draft workplan for more details) is to provide direct assistance for roughly 1,000 persons with disabilities and technical training for 900 service providers. This reflects PDSP priority to increase direct assistance and the limited time remaining for project implementation. Direct assistance proposed in the two

provinces includes: assistive devices, rehabilitation with a focus on early intervention for children, educational scholarships, and especially interventions for children with developmental disabilities, autism, and learning difficulties. PDSP will engage Centers such as Kianh Foundation in Quang Nam and Disabled Children Center in Tay Ninh to implement such efforts targeting children. Employment/livelihood development is another priority of direct assistance, in which PDSP will provide training in business start-up, engage DPOs to operate revolving funds for livelihood development, and support skill training and self-employment support.

Regarding technical training to service providers, PDSP will prioritize training on disability policies and local action plans so as to improve awareness and knowledge of responsible stakeholders and enhance enforcement of disability laws and plans. Case management training will be provided to selected groups such as those serving PWDs at social protection centers in Quang Nam, or those currently engaged in CBR in Tay Ninh. (We expect that adoption of case management will be limited due to time constraints on implementation). The DIS will be another priority; PDSP will support training and data collection for DIS expansion to 9 districts in Quang Nam, and set up a new system in Tay Ninh via the CBR program that is currently implemented by the Rehabilitation Hospital.

Other Provinces (Thai Binh, Hue, Binh Phuoc)

- Visits to discuss implementation plans with local governments.
- Organize 3 training courses on counseling hotlines, CM and other disability policies for staff and collaborators of local Social Work Service Centers.
- Set up hot lines for counseling and advisory services on disability issues.
- Establish/complete subgrant for DPO in Binh Phuoc, Hue and Thai Binh.
- Support 50 PWD to attend APDF program in Hanoi in November.

VII. PROJECT ADMINISTRATION

Contract Modifications and Amendments

In August, the project agreement was modified by USAID to allow activities to be conducted in additional provinces, including Quang Nam, Tay Ninh, Binh Phuoc, and Thai Binh, following the recommendation of the Lloyd Feinberg strategy assessment visit conducted at the end of Year 1. In addition, the VNAH sub-agreement was modified during the last quarter to account for direct assistance activities in Dong Nai and Binh Dinh and programmatic activities in Quang Nam, Tay Ninh, Binh Phuoc and Thai Binh.

Constraints and Critical Issues

Several delays in project implementation should be noted. One was because of the time required to reach agreement with USAID on modification of the agreement to accommodate work in new provinces. Another has been a delay in implementation of home improvements and livelihood activities involving livestock because of the time needed to understand and reach agreement with the Mission on satisfying USAID's environmental compliance requirements.

One of the consequences of these delays is that the start-up of these activities (and of the planned small grants program) has been delayed to the extent that we now have effectively less than one year to implement them. During the first quarter of Year 3, we will analyze the approved work plan and our burn rates and in discussions with USAID determine whether to request a no-cost extension from the Mission.

VII. COMMUNICATIONS

In Year 2, PDSP developed and began implementing a general project communication strategy to help guide the production of communication material highlighting a range of program achievements. The strategy was developed after recognizing there was a need to better showcase PDSP activities and their impact to audiences such as USAID, the U.S. Government, GVN partners and the wider public (DPOs, NGOs, etc.). As the project does not have its own communication channels (such as a website, social media, newsletter, etc.), the project provided communication content (photos, highlights, etc.) to USAID to disseminate through the USAID Vietnam communication channels.

After finalizing the project communication strategy with USAID, PDSP began producing communication content for USAID Vietnam primarily in the form of highlights, success stories, beneficiary updates, and video clips. A chart summarizing PDSP communication activities in Year 2 is included in Annex 3.

IX. ENVIRONMENTAL COMPLIANCE

No project activities have yet been conducted that have any significant environmental consequences. The project continued to work with USAID during the last quarter to clarify and confirm the process of seeking environmental compliance approval for its planned work on home and clinic improvements and PWD livelihood support involving livestock. Environmental review forms and mitigation plans have now been completed and approved

by USAID for the first batch of 80+ home improvements. The project is now in the process of negotiating a subgrant with DOLISA (that will also require USAID approval) to manage the home improvement work.

In July, USAID approved an Agricultural Commodity Waiver to allow the project to procure livestock as part of its livelihood development program. In August USAID also amended the project's Initial Environmental Examination (IEE) to guide PDSP's home improvement and livestock work.

Annex I: Schedule of Future Events

Date	Location	Activity
Oct 1-10	Danang/Dalat	Year 3 Planning
Oct 13-17	Danang	TOT course on ST for lecturers of UMP and clinical tutors
Oct 20-24	Danang	Training on BD identification for 80 nurses/midwives from HWC, Hai Chau and Cam Le hospitals on BDS identification 3-day course, 4 courses (one per week), in Danang
Oct 20-24	Dong Nai	Conduct training on PCC for 24 service providers working at RHCC, DN hospital, Bien Hoa health center (BHHC), OPFP, and 5 CHSs (located around the airport).
Nov 3-7	Dong Nai	Training and TA for DOH to implement DIS and data collection in Tan Phu, Dinh Quan and Vinh Cuu district
Nov 3-7	Danang	2 training courses on Art Education for preschool CWDs in inclusive education for 80 kindergarten teachers
Nov 3-7	Dong Nai	Training workshop on finance management for PWDs (members of DONAVA) who will be provided with loans to develop livelihood
Nov 10-14	Binh Dinh	Training of social work skills
Nov 17 - 21	Danang	Training workshop on referral mechanism
Nov 17-21	Danang	Train 20 doctors from 5 remaining districts on BS diagnosis
Nov 17-21	Dong Nai	Training and planning workshops for local Disability Action Plan and CM Circular
Nov 17-21	Dong Nai	Training for caregivers (at social/disabled people's centers and communities)
Nov 24-28	Danang	4 training courses for 160 primary teachers on Curriculum adjustments tailored with CWDs in mainstream schools
Nov 24-28	Binh Dinh	Workshop on Disability Action Plan

Date	Location	Activity
Nov 24-28	Danang	Conduct Kick-off meeting on NBS Conduct Kick-off meeting on PCC Conduct 2 update training courses for 40 PCC commune educators
Nov 24-28	Dong Nai	Support trainers for DOLISA to expand training on case management and social work with PWD for Case Managers in Tan Phu, Dinh Quan, Thong Nhat, Cam My, and Long Khanh districts
Dec 1-3	Dong Nai	Organize an excursion to Suoi Tien Tourism park for about 220 PWD from Dong Nai province.
Dec 1-3	Danang	Train 20 doctors from 5 remaining districts on BD diagnosis. Train 20 doctors on PCC from city and two district hospitals.
Dec 8-12	Danang	Training course on Early detection and early intervention for health staff at community level
Dec 8 - 12	Danang	Evaluation workshop on case management
Dec 15-19	Danang	Conference on SE and IE
Dec 15-19	Dong Nai	Conduct training course on supportive supervision skills for 20 trainers and reproductive health supervisors.
Dec 15 - 19	Da Nang	DIS review workshop and refresh training on reporting of case management – December 2014
Dec 15 - 19	Binh Dinh	Training on SE and IE
Dec 22 - 31	Danang	Advanced training on case management with people with disabilities for CMs and supervisors
Dec 22-31	Danang	Conduct 3 training courses on NBS counseling for 70 doctors/nurses/midwives Conduct refresher training for 40 counselors of Hai Chau and Cam Le, two courses, 2 days/course Conduct training on NBS/PCC counseling for 32 counselors from Thanh Khe district, 2 courses, 2 days/course
Dec 22-31	Danang	Training course on OT in Pediatrics for doctors and PTs
Dec 22-31		Training on “ School to Life” for 50 senior CWDs in special schools

Annex II: List of Products and Reports

The project produced a number of reports and other products during the year, including the following:

- Program mid-term evaluation report
- VietHealth assessment report from Lien Chieu district
- Social work training needs assessment in Danang
- Basic concept notes on case management with PWDs, social work with PWDs, and supervision in case management
- Guidelines for using the case management form
- Guidelines for Training of Trainers on Gender Equity and Gender-based Violence
- CWDs Learning Ability Assessment Toolkit developed by The Vietnam Education Institute (math test, reading test, writing test)
- Protocol manual for establishing a pilot BD surveillance in Danang
- Training manual "Guidelines on how to implement a pilot BD surveillance in Danang and Basic Epidemiology"
- Training manual for six selected Birth Defects (one for doctors, one for nurses/midwives)
- Training manual for PCC community health educators
- Training manual for NBS/PCC for counselors from pre-marriage clubs
- Training manual on PCC examination and counseling for service providers
- PCC manual for community health educators (printed 250 books)
- NBS procedure manual
- Training course on "Embodiment in Neurodevelopmental Disorders & Bayley III Scale" for doctors and PTs conducted by Prof. Nakai Akio, Fukui University, Japan
- Training course on "Occupational therapy for hand function in stroke" for doctors and PTs conducted by Ms. Ann Maree Chapman, Australian Volunteer OT expert
- Training course on "Audio-Verbal Therapy" for doctors and PTs conducted by Ms. Ha Thi Kim Yen, National ST expert
- Training course on "Home-based Rehabilitation Service" for health case managers conducted by doctors of Danang Rehabilitation hospital
- Training on PWD livelihood support process for case managers and supervisors
- Training on soft skills and job seeking for PWD
- Manual for Employment Service Centers

These documents may be requested from PDSP.

Annex III: Communication Products

Type	Title	Visibility
Fact Sheet	Disability Support Program Fact Sheet	USAID Vietnam website
Highlights	Greater Mobility for the Visually Impaired—Jan 2014	USAID Vietnam Facebook
	Scorecards for Better Service Delivery—Feb 2014	USAID Vietnam Facebook
	Improving Professional Education in Rehabilitation Therapy –March 2014	Submitted to USAID Vietnam
	Addressing the Needs of Women with Disabilities in Vietnam—March 2014	USAID Vietnam Facebook
	Vocational training (baking) at Thanh Tam School—March 2014	DAI Global Facebook
	Celebrating (Vocational Training on) Vietnam Disability Day – April 2014	USAID Vietnam Facebook page; DAI Global Facebook page
	Congressional Delegation Visit to Danang—April 2014	DAI Global Facebook page;
	Equipping of resource rooms for inclusive education in Danang—May 2014	Submitted to USAID Vietnam
	Vocational training at LED Binh Minh—June 2014	Submitted to USAID Vietnam
	Special Education BA training in Dong Nai and Danang—July 2014	Submitted to USAID Vietnam
	Assistance to Hearing Impaired in Dong Nai—September 2014	USAID Vietnam Facebook page
	Updates	DPO grant--April 2013
Direct assistance--July 2013		Submitted to USAID Vietnam
Beneficiary Update--Aug 2013		Submitted to USAID Vietnam
Assistance to Danang Blind--Sept 2013		Submitted to USAID Vietnam
Beneficiary Update, Year 1--Oct 2013		Submitted to USAID Vietnam
December 2013—Disability Day		USAID Vietnam website
School-to-Work Program in Dong Nai—Feb 2014		Submitted to USAID Vietnam
Beneficiary Update—April 2014		USAID Vietnam website
Expansion of case management activities in Binh Dinh—June 2014		
Beneficiary Update – June 2014	Submitted to USAID Vietnam	
Success Stories	Revolving Grant Funds Creates Better Opportunities for People with Disabilities in Danang—Dec 2013	Submitted to USAID Vietnam
	Disabled People’s Organization Creates Opportunities for Jobs—Nov 2013	Submitted to USAID
	Personalized Support Ignites Opportunities for Persons with Disabilities—Jan 2014	USAID website; USAID Vietnam Facebook page
	Phu Hoa Cooperative Expands Stable Employment for Persons with Disabilities in Southern Vietnam—July 2015	Submitted to USAID
Other	Project Direct Assistance Snapshot—April 2014	Submitted to USAID Vietnam
	Project Year One Brief—Feb 2014	USAID Vietnam website
	USAID DSP – Looking Ahead—April 2014	Submitted to USAID Vietnam
	Video on vocational training (Xoan’s story) — June 2014	USAID Vietnam Facebook page; DAI Global Facebook page
	Two videos on vocational training – September 2014	In final production stages, shared with USAID Vietnam